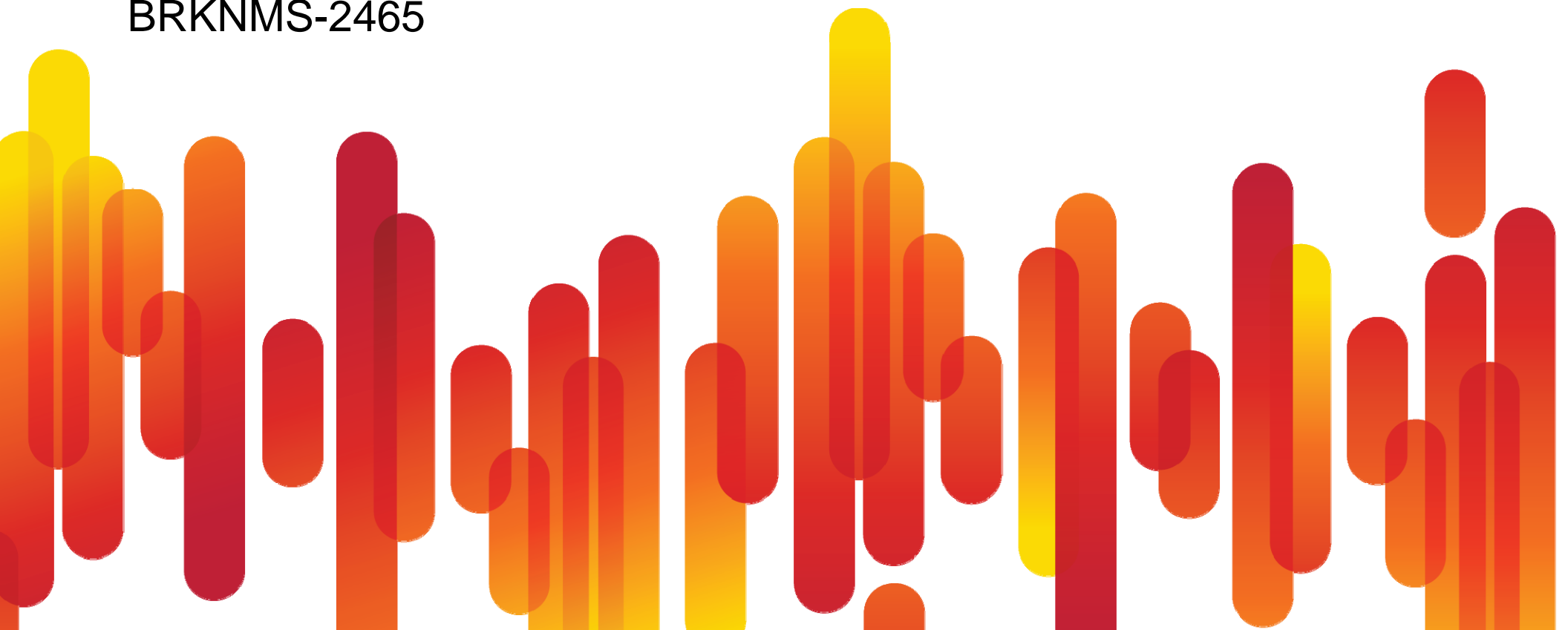




# 13 Smart Automations to Monitor Your Cisco IOS Network

BRKNMS-2465



# Abstract

Is there too much manual monitoring of your network?  
Have you ever needed a metric beyond a single MIB value?  
Need to temporarily monitor services during critical time windows?  
Are you worried about maintaining the accuracy of your already configured monitoring?

Your Cisco IOS® Network provides a wealth of advanced device manageability instrumentation (DMI) and Embedded Automation Systems (EASy) to design and implement your own Network Automations.

Learn how Network Automation allows you to automate manual tasks, better operate existing network services and even enable new and innovative networking solutions.

This Breakout Session uncovers embedded Network Automation capabilities you can use to interact with your network elements for the purpose of implementing network testing, verification and service assurance in a more effective, efficient and robust way. Network Automation fundamentals as well as the choice and use of appropriate practices are illustrated through a combination of presentation and best practice examples. The topic is relevant for network planners and administrators, engineers and system integrators for both enterprises and service providers. ...

# Welcome Aboard ...

This Session **is about:**

- **HOW** to monitor on your device
- Using Network Automation
- Based on features embedded within the devices
- Practical examples

This Session **is NOT about:**

- An introduction to NMS concepts
- An in-depth session on 1 single feature
- Engineering details of IOS
- NMS applications
- **WHAT** to monitor for specific devices or services

# Agenda

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# 1

Where to Start with MIBs



# Where to start with MIBs ?

## MIB Locator:

<http://www.cisco.com/go/mibs>

**CISCO MIB Locator**

A Management Information Base (MIB) is a collection of objects in a virtual database that allows Network Managers using Cisco IOS Software to manage devices such as routers and switches. Cisco IOS Software 2000 can be used to install MIBs. (Note: If your platform or feature set does not support the MIB, you may need to use a different IOS image.)

**MIB Locator supports all major Cisco IOS releases.**

**Make Selections to get to a Specific Cisco IOS Release:**

Release: 15.1(2)T  
 Platform Family: 1941  
 Feature Set: UNIVERSAL

**SNMP Object Navigator**

Translate: [Browse The Object Tree](#)

Translate OID into object name or object name into OID to receive object details

Enter OID or object name: 1.3.6.1.4.1.9.9.41.1.1 examples - OID: 1.3.6.1.4.1.9.9.27 Object Name: ifIndex

Translate

**Object Information**

Specific Object Information	
Object	clogBasic
OID	1.3.6.1.4.1.9.9.41.1.1
MIB	<a href="#">CISCO.SYSLOG.MIB</a> ; - <a href="#">View Supporting Images</a>

**OID Tree**

You are currently viewing your object with 2 levels of hierarchy above your object.

- iso (1)
- org (3)
- dod (6)
- internet (1)
- private (4)
- enterprises (1)
- cisco (9)
- ciscoMgmt (9)
  - ciscoSyslogMIB (41)
    - ciscoSyslogMIBObjects (1)
      - clogBasic (1) **Object Details**
        - clogNotificationsSent (1)
        - clogNotificationsEnabled (1) The number of clogMessageGenerated notifications that have been sent. This number may include notifications that were prevented from being transmitted due to reasons such as resource limitations and/or non-connectivity. If one is receiving notifications, one can periodically poll this object to determine if any notifications were missed. If so, a poll of the clogHistoryTable might be appropriate.
        - clogMaxSeverity (3)
        - clogMessageCount (4)

**CISCO MIB Locator**

**Make Selections to get to a Specific Cisco IOS Release:**

Release: 15.1(2)T  
 Platform Family: 1941  
 Feature Set: UNIVERSAL

[New Search](#) 932x621

**Download all V1, V2 MIBs**

**Image Information**

c1900-universalk9-mz.SPA.151-2.T.bin [Get list of features](#) for this image from Cisco Feature Navigator

MIBS Supported in this Image	Details	Download MIB
ADSL-DMT-LINE-MIB	<a href="#">V1</a>	<a href="#">V2</a>
ADSL-LINE-MIB	<a href="#">V1</a>	<a href="#">V2</a>
ATM-MIB	<a href="#">V1</a>	<a href="#">V2</a>
BGP4-MIB	<a href="#">V1</a>	<a href="#">V2</a>
BRIDGE-MIB	<a href="#">V1</a>	<a href="#">V2</a>
CISCO-AAA-SERVER-MIB	<a href="#">V1</a>	<a href="#">V2</a>
CISCO-AAL5-MIB	<a href="#">V1</a>	<a href="#">V2</a>
CISCO-ACCESS-ENVMON-MIB	<a href="#">V1</a>	<a href="#">V2</a>
CISCO-ADSL-DMT-LINE-MIB	<a href="#">V1</a>	<a href="#">V2</a>
CISCO-ATM-EXT-MIB	<a href="#">V1</a>	<a href="#">V2</a>

**SNMP Object Navigator:**  
<http://www.cisco.com/go/mibs>

# Which OIDs are actually being used ?

Example: CiscoView polling

```
Router#show snmp statistics oid
```

time-stamp	#of times requested	OID
16:16:50 CET Jan 12 2005	97	sysUpTime
16:16:50 CET Jan 12 2005	9	cardTableEntry.7
16:16:50 CET Jan 12 2005	9	cardTableEntry.1
16:16:50 CET Jan 12 2005	4	cardTableEntry.9
16:16:50 CET Jan 12 2005	16	ifAdminStatus
16:16:50 CET Jan 12 2005	16	ifOperStatus
16:16:50 CET Jan 12 2005	6	ciscoEnvMonSupplyStatusEntry.3
16:16:50 CET Jan 12 2005	17	ciscoFlashDeviceEntry.2
16:16:50 CET Jan 12 2005	8	ciscoFlashDeviceEntry.10
16:16:50 CET Jan 12 2005	2	ltsLineEntry.1
16:16:50 CET Jan 12 2005	2	chassis.15
16:16:27 CET Jan 12 2005	11	ciscoFlashDeviceEntry.7
16:16:27 CET Jan 12 2005	2	cardIfIndexEntry.5
16:16:24 CET Jan 12 2005	1	ciscoFlashDevice.1

Available from: IOS 12.0(22)S, 12.4(20)T

# MIB Persistence – 1/3

- Feature which can make ifIndex persist across reboots (In Switches is on by default)
- ifIndex persistence means that the mapping between the ifDescr (or ifName) and ifIndex object values from the IF-MIB is retained across reboots.
- Useful:
  - SNMP: monitoring the interfaces counters
  - NetFlow: reporting of the interface ifIndex
  - RMON: events/alarms based on specific interfaces
- 25 bytes of NVRAM used by this feature per interface.

Applying ifIndex persistence to all interfaces

```
Router(conf)# snmp-server ifindex persist
```

```
Router(config-if)# snmp-server ifindex persist
```

Applying ifIndex persistence to an specific interface



# MIB Persistence – 2/3

Now there is a show command:

```
Router# show snmp mib ifmib ifindex
```

```
Ethernet0/0: Ifindex = 1
```

```
Loopback0: Ifindex = 39
```

```
Null0: Ifindex = 6
```

```
:
```

```
Router# snmp mib ifmib ifindex loopback 0
```

```
Loopback0: Ifindex = 39
```

Introduced in 12.0(7)S, 12.2(2)T

[http://www.cisco.com/en/US/customer/products/sw/iosswrel/ps1839/products\\_feature\\_guide09186a0080087b0d.html](http://www.cisco.com/en/US/customer/products/sw/iosswrel/ps1839/products_feature_guide09186a0080087b0d.html)

# MIB Persistence – 3/3

```
Router(config)# snmp-server ifindex persist
```

```
Router(config)# snmp mib persist event
```

**EVENT-MIB**

```
Router(config)# snmp mib persist expression
```

```
Router(config)# snmp mib persist circuit
```

**EXPRESSION-MIB**

```
Router(config)# snmp mib persist cbqos
```

**CIRCUIT-MIB**

**CISCO-CLASS-BASED-QOS-MIB**

- You must perform a *copy running starting* command to persist the newly assigned ifIndex values.

```
Router # dir nvram:ifIndex-table
```

```
Directory of nvram:/ifIndex-table
```

```
  2  -rw-  283 <no date>  ifIndex-table
```

```
126968 bytes total (114116 bytes free)
```

**copy running start!**

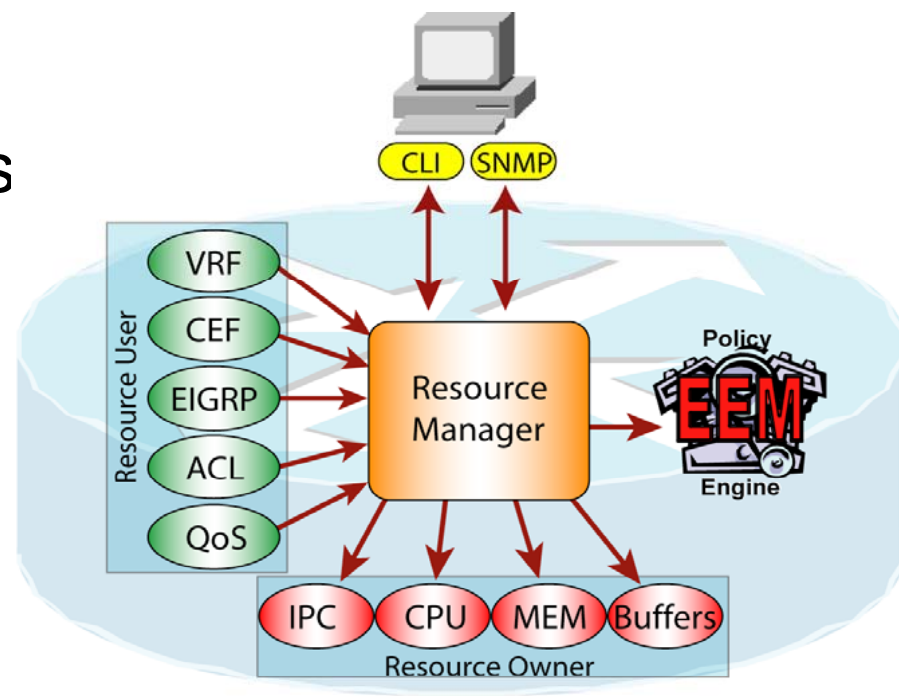
2

# Monitoring Resource Consumption



# Embedded Resource Manager (ERM)

- The ERM framework tracks resource depletion and resource dependencies across processes and within a system
- Monitor thresholds for **CPU, buffer, and/or memory**
- For **system** or **line card**
- ERM can define “**group**”, i.e. group of different CPU processes
- CISCO-ERM-MIB
- Interface into EEM



**Available from:** IOS 12.2(33)SRB, 12.4(15)T

**Platforms:** UC520, 800, x8xx ISR, x900x ISR, 65xx, 72xx, 73xx, 75xx, 76xx, 10xxx

# Example – Monitoring Resources

**Problem:** During the planning cycle, we would like to understand if total CPU usage reaches critical levels

**Solution:** Define an ERM policy to notify upon resource depletion

```
resource policy
policy my-erm-policy-1 type iosprocess
system
  cpu total
    critical rising 90 interval 15 falling 20 interval 10 global
    major rising 70 interval 15 falling 15 interval 10 global
    minor rising 60 interval 15 falling 10 interval 10 global
!
```

➔ If **Total** CPU usage count rises above 90% at an interval of 15s, a Critical Up notification is sent

```
Feb 17 13:32:18.283: %SYS-4-CPURESISING: System is seeing global
cpu util 62% at total level more than the configured minor limit 60%
```

# Example – Monitoring Multiple Processes

**Problem:** In order to detect resource consumption caused by brute force login attempts, we want to keep an eye on CPU utilization by the login processes

**Solution:** Define an ERM policy to notify upon critical / suspicious levels

```
resource policy
  policy my-login-policy type iosprocess
  system
    cpu process
      critical rising 30 interval 10 falling 20 interval 10
      major rising 20 interval 10 falling 10 interval 10
      minor rising 10 interval 10 falling 5 interval 10
  user group my-login-group type iosprocess
    instance "SSH Process"
    instance "SSH Event handler"
    :
  policy my-login-policy
```

➔ Syslog if **Group** CPU Usage Count Rises Above 10% at an Interval of 10s

```
*Aug 25 12:56:26.089: %SYS-4-CPURESRISE: Resource group my-login-group is seeing local cpu util 16% at process level more than the configured minor limit 10%
```

```
*Aug 25 12:56:41.089: %SYS-6-CPURESFALLING: Resource group my-login-group is no longer seeing local high cpu at process level for the configured minor limit 10%, current value 0%
```

# 3

## Custom MIB Variables and Notifications



# Expression MIB

- Allows you to create new SNMP objects based upon existing MIB variables and formulas
- Interesting when combined with the EVENT-MIB
- EXPRESSION MIB proposed by Cisco to IETF DISMON Working Group, accepted standard track RFC-2982

Based on IETF draft, again in the DISMON Working Group, and numbered in Cisco's namespace

- 3 Phases:

MIB Introduction, SNMP Only - 12.0(5)T

However "show command" exists

However "debug command" exists

Introduction of Scriptable Interface

Introduction of CLI Support - 12.4(20)T

**See:** [http://www.cisco.com/en/US/docs/ios/netmgmt/configuration/guide/nm\\_cfg\\_snmp\\_sup.html](http://www.cisco.com/en/US/docs/ios/netmgmt/configuration/guide/nm_cfg_snmp_sup.html)

**Available from:** IOS 12.0(5)T (EXPRESSION-MIB), 12.3(7)T (SNMPset in TCL script), 12.4(20)T (CLI)



# Event-MIB

- The EVENT MIB provides a superset of the capabilities of the RMON alarm and event
- EVENT MIB can monitor
  - any MIB object (existence)
  - any integer/counter (boolean, threshold)
- EVENT-MIB sends an SNMP notification in response to a trigger (like RMON) but add the concept of setting a MIB object (integers)
- EVENT-MIB can specify which variables to add to the notification
- RFC 2981-compliant introduced in 12.2(4)T
- Configuration support via CLI added in 12.4(20)T

**See:** [http://www.cisco.com/en/US/docs/ios/netmgmt/configuration/guide/nm\\_cfg\\_snmp\\_sup\\_ps6441\\_TSD\\_Products\\_Configuration\\_Guide\\_Chapter.html#wp1125529](http://www.cisco.com/en/US/docs/ios/netmgmt/configuration/guide/nm_cfg_snmp_sup_ps6441_TSD_Products_Configuration_Guide_Chapter.html#wp1125529)

**Available from:** IOS 12.2(4)T (EVENT-MIB), 12.3(7)T (SNMPset in TCL script), 12.4(20)T (CLI)

**Platforms:** x8xx ISR, x900x ISR, 72xx, 73xx, 76xx

# EXPRESSION-& EVENT-MIB

- Simply capacity planning example: if my link utilization is above 50% for an hour, it's time to upgrade the link

- Steps:

1. Create an Expression

Expression-MIB

Utilization =  $(\Delta \text{ifInOctets} + \Delta \text{ifOutOctets}) * 8 * 100 / \text{hour} / \text{ifSpeed}$

2. Create an Event

Event-MIB

If utilization > 50% → generate an Event

# EXPRESSION-& EVENT-MIB

- Simply capacity planning example: Calculate link utilization on all the interfaces in the router

```
Router# show running | beg expression
snmp mib expression owner administrator name exp3
expression ($1*800)/$2
enable
object 1
    id ifInOctets
    wildcard
object 2
```

```
NMS% snmpwalk -c public -v 2c <router> expValueCounter32Val
```

```
SNMPv2-SMI:: expValueCounter32Val.7.109.97.114.105.115.111.108.4.101.120.112.51.0.0.1 =
Counter32: 214800
```

```
SNMPv2-SMI:: expValueCounter32Val.7.109.97.114.105.115.111.108.4.101.120.112.51.0.0.2 =
Counter32: 0
```

```
SNMPv2-SMI:: expValueCounter32Val.7.109.97.114.105.115.111.108.4.101.120.112.51.0.0.4 =
Counter32: 0
```

```
SNMPv2-SMI:: expValueCounter32Val.7.109.97.114.105.115.111.108.4.101.120.112.51.0.0.5 =
Counter32: 0
```

# 4

What if it's neither in ERM nor a MIB?



# Service Planning

## Adding a Custom MIB Variable

- **Problem:** Collect data via SNMP, even if there is no MIB support currently available.
- **Solution:** Expression-MIB provides the capability to process data into more relevant information via SNMP
  - Expression-MIB can be configured using SNMP directly since 12.0(5)T.
  - Initially Cisco Implementation was based on OID 1.3.6.1.4.1.9.10.22 but current Cisco implementation is based on RFC2982-MIB, OID 1.3.6.1.2.1.90.
  - In 12.4(20)T Expression-MIB feature is enhanced to add CLIs to configure expressions.
- Expression-MIB can gather data from Command Line Interface (CLI show commands), even if there is no MIB support
- EEM 3.1 provides similar capability without the need to involve Expression-MIB or Event-MIB

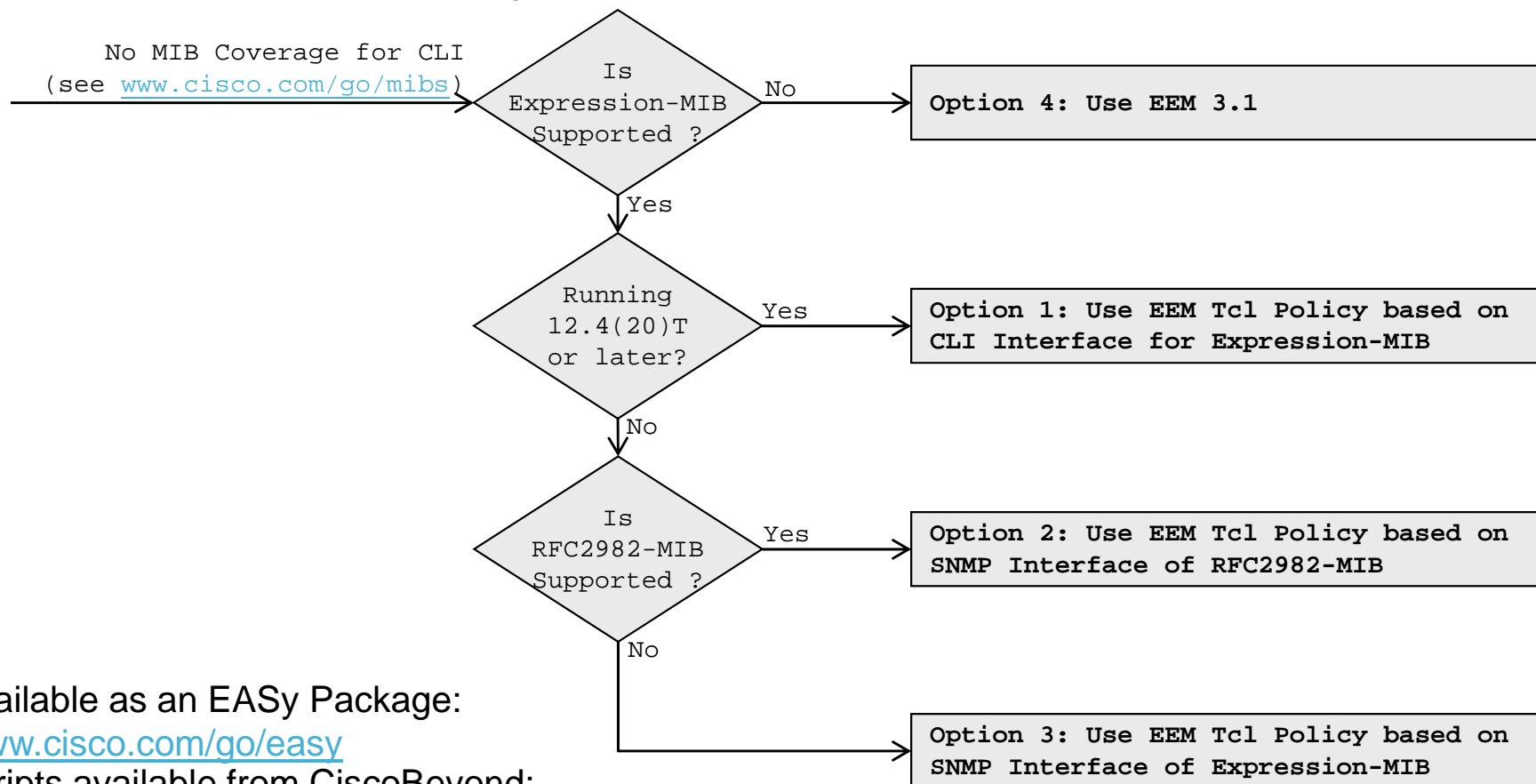
**See:** [http://www.cisco.com/en/US/docs/ios/netmgmt/configuration/guide/nm\\_cfg\\_snmp\\_sup.html](http://www.cisco.com/en/US/docs/ios/netmgmt/configuration/guide/nm_cfg_snmp_sup.html)

# Service Planning

## Custom MIB Polling

**Problem:** Sometimes there is a show command – but no MIB support. What if we still want to collect the Information via SNMP ?

**Solution:** Automate Custom MIB Polling via EEM and Expression-MIB or RFC2982-MIB depending on Cisco IOS Version



**See:** Available as an EASy Package:

<http://www.cisco.com/go/easy>

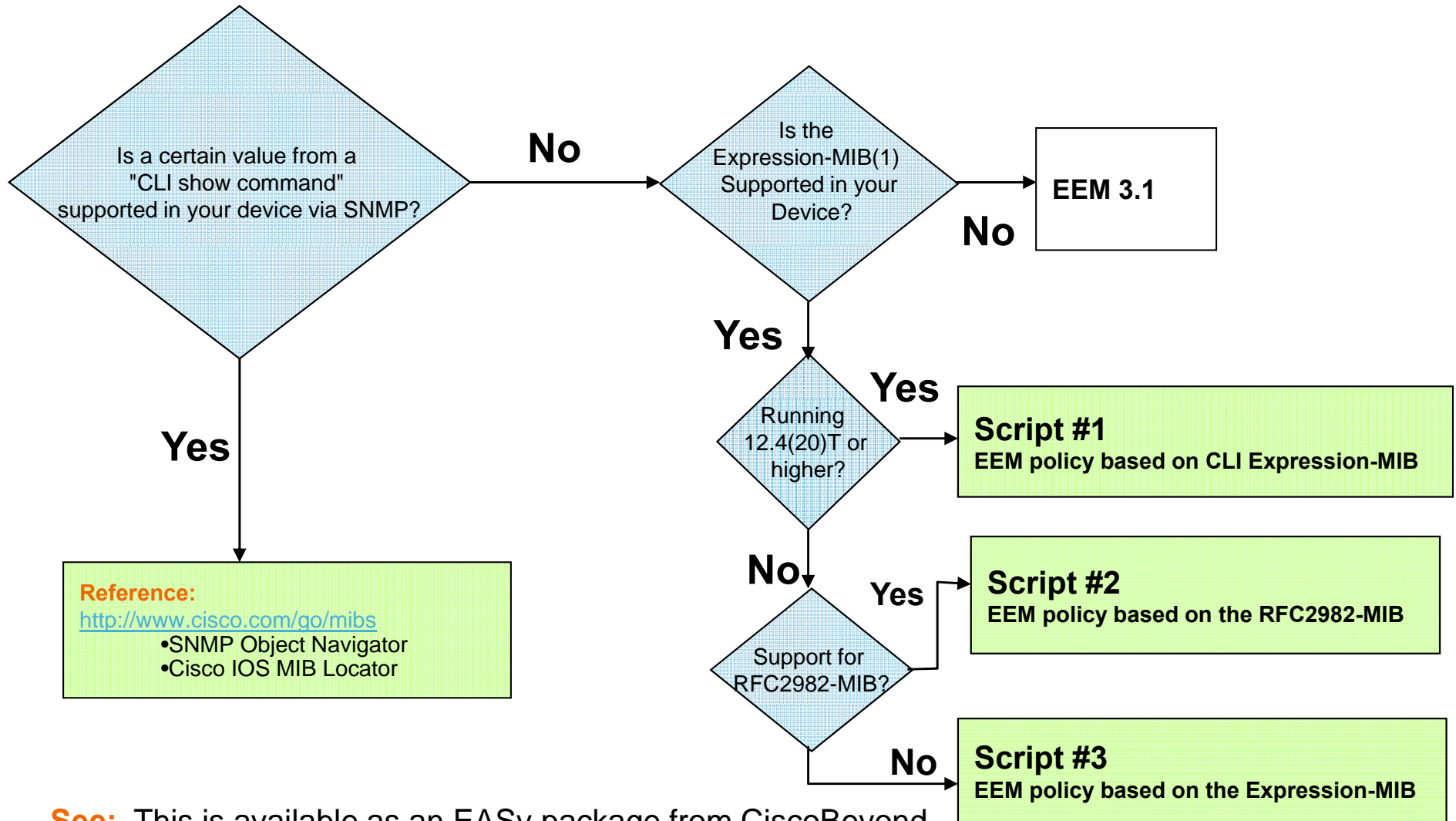
**See:** Scripts available from CiscoBeyond:

<http://forums.cisco.com/eforum/servlet/EEM?page=eem&fn=script&scriptId=1961>

For the ASR 1000, <http://forums.cisco.com/eforum/servlet/EEM?page=eem&fn=script&scriptId=2283>

# Service Planning

## Adding a Custom MIB Variable



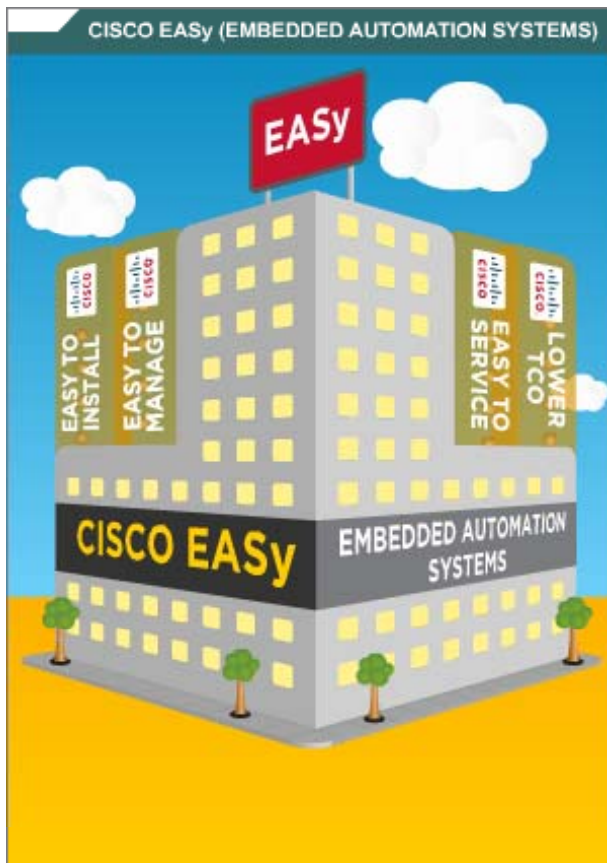
**See:** This is available as an EASy package from CiscoBeyond  
<http://forums.cisco.com/eforum/servlet/EEM?page=eem&fn=script&scriptId=1961>

For the ASR 1000 version

<http://forums.cisco.com/eforum/servlet/EEM?page=eem&fn=script&scriptId=2283>

# Service Planning

## Custom MIB – EASy Package



### Embedded Automation Systems (EASy)

#### Custom MIB EASy Package:

- Periodically evaluate a show command
- Update a custom MIB Variable
- Trigger Syslog and/or custom actions

#### To use the Package:

1. Browse and Download EASy Package  
[www.cisco.com/go/easy](http://www.cisco.com/go/easy)
2. Make Sure to also download EASy Installer
3. Watch VOD and/or read documentation  
[www.cisco.com/go/easy](http://www.cisco.com/go/easy)
4. Customize and tailor to your needs
5. Install and Use

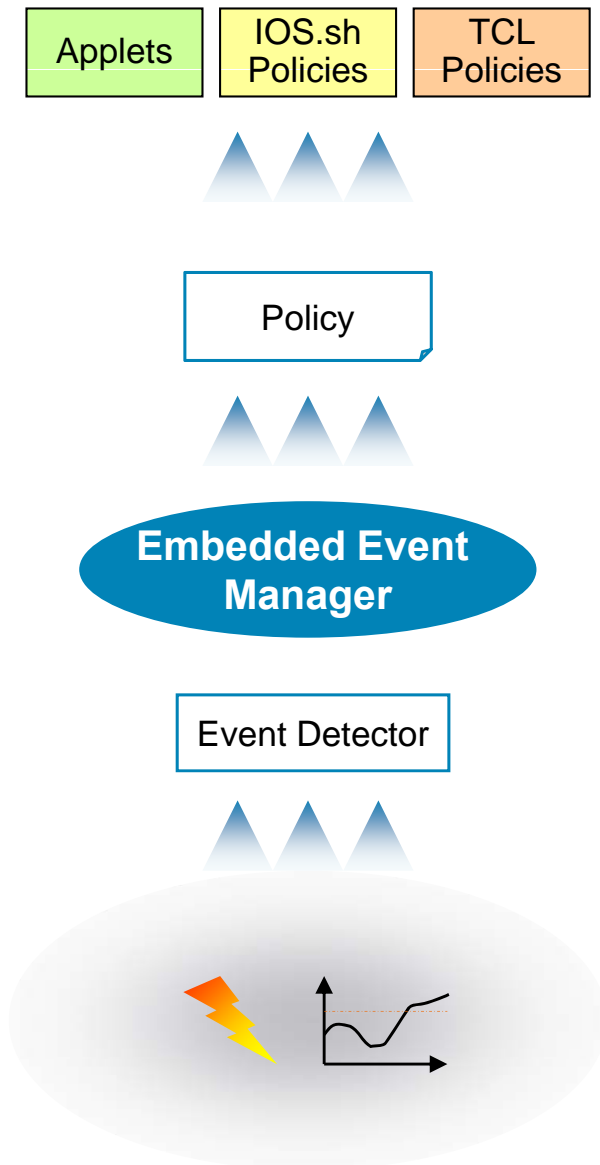


5

Events and Automations




# Embedded Event Manager (EEM)



3. An EEM Policy is activated that initiates a pre-defined set of actions

2. An EEM Event Detector receives notification

1. Something happens on the  causing an Event to trigger

# Embedded Event Manager (EEM) Versions

- Embedded monitoring of different components of the system via a set of software agents (event detectors)
- Event detectors (ED) notify EEM when an event of interest occurs; based on this, a policy will trigger an action to be taken
- Advantages: Local programmable actions, triggered by specific events – growing set of detectors and actions:
  - EEM 1.0 introduced in 12.0(26)S, 12.3(4)T
  - EEM 2.0 introduced in 12.2(25)S
  - EEM 2.1 introduced in 12.3(14)T
  - EEM 2.2 introduced in 12.4(2)T
  - EEM 2.3 introduced in 12.4(11)T
  - EEM 2.4 introduced in 12.4(20)T
  - EEM 3.0 introduced in 12.4(22)T
  - EEM 3.1 introduced in 15.0(1)M
  - EEM 3.2 introduced in 12.2(52)SE
  - stay tuned ...

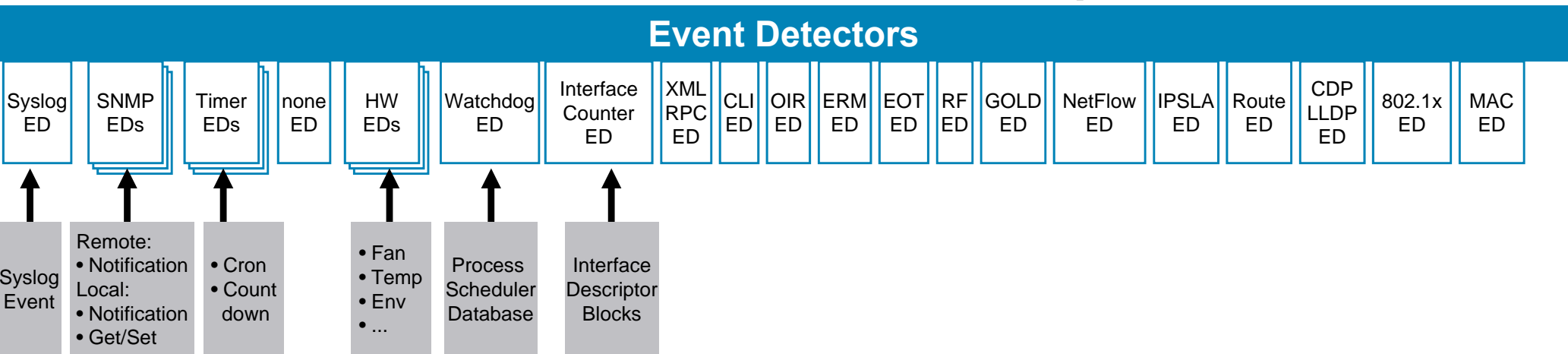
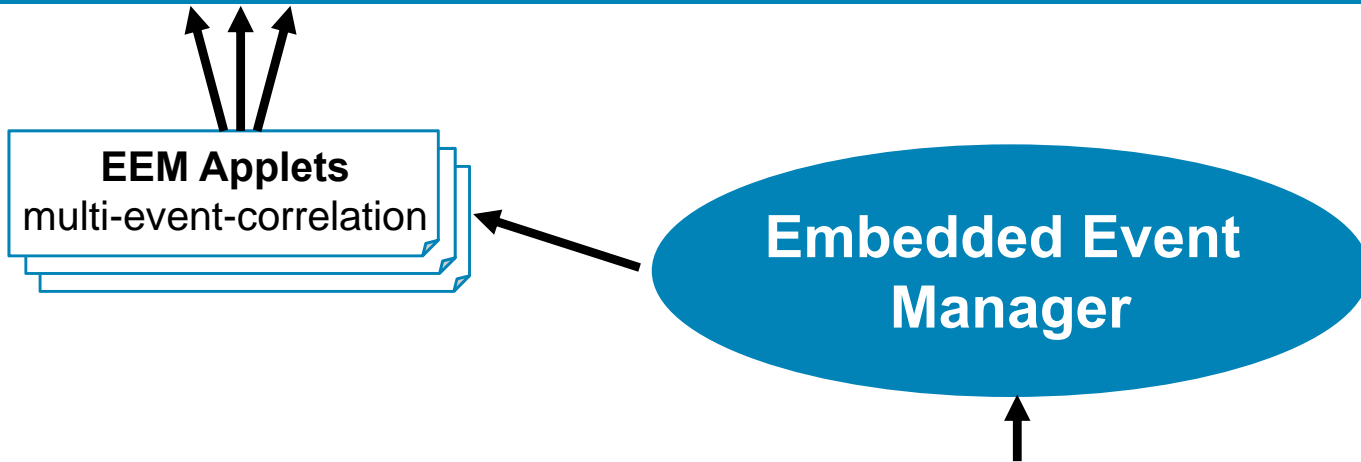
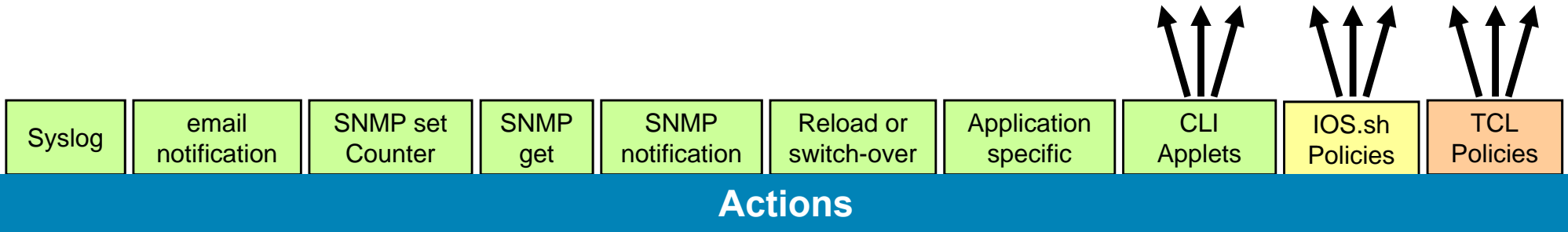


Adds multi-event correlation



Adds programmatic Applets

# EEM Architecture



# EEM Applets and Policies

## CLI Applets

- Part of the Cisco IOS Configuration
- Based on CLI Commands
- Simple Actions
- Programmatic Applet Extensions

## IOS.sh Policies

- Separate ASCII File `my-policy.sh`
- Based on Cisco IOS CLI and Shell Commands
- Effective shell-like simple scripting
- Registered via the Cisco IOS Config

## TCL Policies

- Separate ASCII File `my-policy.tcl`
- Based on Cisco IOS CLI and Safe TCL Commands
- Flexible and powerful scripting capabilities
- Registered via the Cisco IOS Config

# Packaging Embedded Automations

**Problem:** Automations may consist of multiple elements – how to deploy them in a professional and efficient manner ?

**Solution I:** Write detailed requirements and step-by-step instructions

**Solution II:** Create an installable EASy package

- Package Description
- Pre-Requisite Verification
- Pre-Installation Config
- Pre-Installation Exec
- Environment Variables
- Configuration
- Files
- Post-Requisite Verification
- Post-Installation Config
- Post-Installation Exec
- Uninstall

EASy Installer

=

Menu Guided Installation

+

MyPackage.tar



```
Router# easy-installer tftp://10.1.1.1/mypackage.tar flash:/easy
-----
Configure and Install EASy Package 'mypackage-1.03'
-----
1. Display Package Description
2. Configure Package Parameters
3. Deploy Package Policies
4. Exit

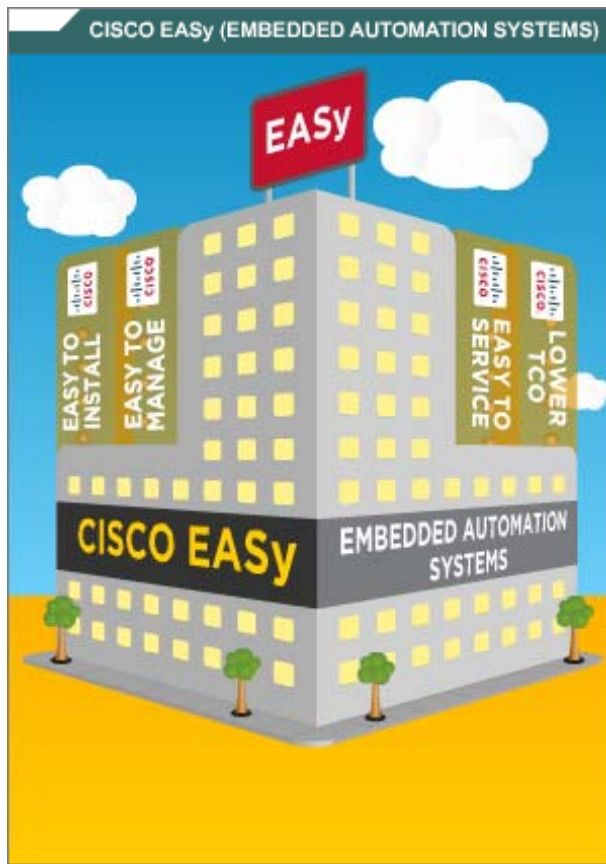
Enter option: 2
```

See: <http://www.cisco.com/go/easy>

See: [http://www.cisco.com/en/US/prod/collateral/iosswrel/ps6537/ps6555/ps10777/application\\_note\\_c27-574650.html](http://www.cisco.com/en/US/prod/collateral/iosswrel/ps6537/ps6555/ps10777/application_note_c27-574650.html)



# Embedded Automation Systems



## Embedded Automation Systems (EASy)

1. Browse and Download EASy Packages  
[www.cisco.com/go/easy](http://www.cisco.com/go/easy)
2. Make Sure to also download EASy Installer
3. Browse Other Embedded Automations  
[www.cisco.com/go/ciscobeyond](http://www.cisco.com/go/ciscobeyond)
4. Learn About The Technology Under The Hood  
[www.cisco.com/go/instrumentation](http://www.cisco.com/go/instrumentation)  
[www.cisco.com/go/eem](http://www.cisco.com/go/eem)  
[www.cisco.com/go/pec](http://www.cisco.com/go/pec)
5. Discuss, Ask Questions, Suggest Answers  
[supportforums.cisco.com](http://supportforums.cisco.com)
6. Upload your own Examples to CiscoBeyond  
[www.cisco.com/go/ciscobeyond](http://www.cisco.com/go/ciscobeyond)
7. Engage via [ask-easy@cisco.com](mailto:ask-easy@cisco.com)

# Example: Integrating CleanAir and Security

**Problem:** A new rogue WLAN device in sensitive areas should be detected by Cisco CleanAir and automatically focus/pan/zoom a security camera.

**Solution:** Use Network Automation based on Cisco IOS Embedded Event Manager to receive an SNMP Notification from WLC and trigger the Video Operations Manager via HTTP



1. Rogue WLAN Device added
2. Rogue Device detected by CleanAir AP
3. WLC sends SNMP Notification
4. EEM triggers upon SNMP Notification
5. EEM notifies VSOM via HTTP
6. Security Camera Focus/Pan/Zoom



6

## Periodically Exporting Data



# Quickly export SNMP Statistics?

**Problem:** Sometimes we need data from one or multiple MIBs, but

- we may not want to (re-)configure an NMS
- don't want to constantly poll
- need to gather data during temporary loss of connectivity

**Solution:** Use Bulk File MIB to define the data we need and periodically transfer it to a convenient location

- group data from multiple MIBs
- single, common polling interval
- buffer data
- transfer using RCP, FTP, TFTP
- format ASCII or Binary

Feature Name: Periodic MIB Data Collection and Transfer Mechanism

**Available from:** IOS 12.0(24)S, 12.2(25)S, 12.3(2)T, IOS XE 2.1, IOS XR 3.2

**Platforms:** ASR1k, x8xx ISR, x900x ISR, 72xx, 73xx, 76xx, 10xxx, ME3400, C4k, C6k, ...

**See:** <http://tools.cisco.com/Support/SNMP/do/BrowseOID.do?local=en&translate=Translate&objectInput=1.3.6.1.2.1.2>

# Configuration – Example

## 1. Define Lists of relevant OIDs (Names for IF-MIB, ASN.1 for all others)

```
Router(config)# snmp mib bulkstat object-list my-if-data.  
Router(config-bulk-objects)# add ifIndex  
Router(config-bulk-objects)# add ifDescr  
Router(config-bulk-objects)# add ifAdminStatus  
Router(config-bulk-objects)# add ifOperStatus  
Router(config-bulk-objects)# exit
```

## 2. Specify Polling Schema

```
Router(config)# snmp mib bulkstat schema my-if-schema  
Router(config-bulk-sc)# object-list my-if-data  
Router(config-bulk-sc)# poll-interval 1  
Router(config-bulk-sc)# instance exact interface FastEthernet0  
Router(config-bulk-sc)# exit
```

## 3. Configure the Transfer Mechanism – and enable it !

```
Router(config)# snmp mib bulkstat transfer my-fa0-transfer  
Router(config-bulk-tr)# schema my-if-schema  
Router(config-bulk-tr)# transfer-interval 5  
Router(config-bulk-tr)# url primary tftp://10.10.10.10/folder/  
Router(config-bulk-tr)# retain 30  
Router(config-bulk-tr)# buffer-size 4096  
Router(config-bulk-tr)# enable
```

# 7

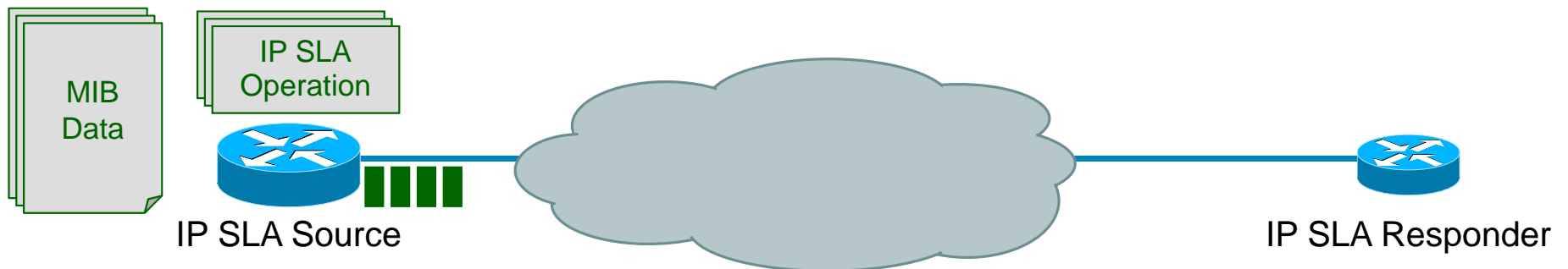
## Service Level Agreements – Basics



# IP Service Level Agreements (IP SLA)

- Active probing by injecting synthetic test traffic
- Experience and Adoption across markets and technology domains
- Vast range of Cisco and 3rd Party NMS tool support

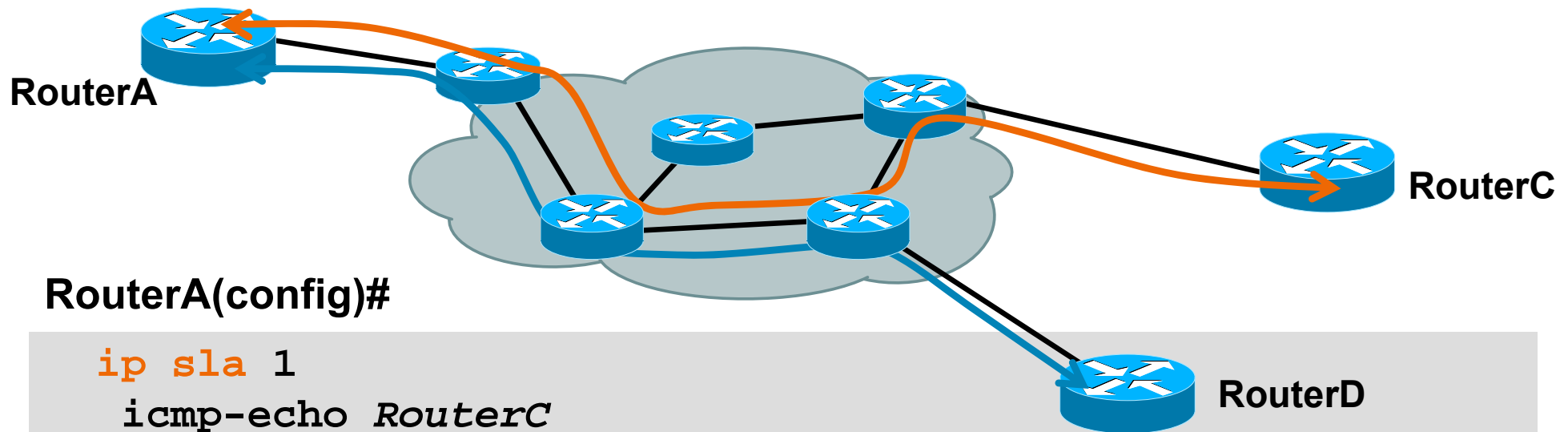
Metrics	Latency		Jitter		Packet Loss				Connectivity		
Domains	IP		Ethernet		MPLS		VoIP		Services		Medianet
Operations	ICMP Echo	ICMP Jitter	UDP PathEcho	TCP Connect	802.1ag Jitter	LSP Trace	PWE3 VCCV	H.323 GD	SIP GD	HTTP	DNS
	ICMP PathEcho	UDP Echo	UDP Jitter	802.1ag Echo	LSP Ping	LSP Tree	H.323 CS	SIP CS	DHCP	FTP	



See: [www.cisco.com/go/ipsla](http://www.cisco.com/go/ipsla)

# Testing, Verification & Assurance

## IPSLA – ICMP and UDP Jitter Examples



RouterA(config)#

```
ip sla 1
  icmp-echo RouterC
  timeout 500
  frequency 10
ip sla schedule 1 start-time now
```

```
ip sla 10
  udp-jitter RouterD 16384 num-packets 1000 interval 20
  request-data-size 172
  tos 20
  frequency 60
ip sla schedule 10 start-time now
```

# Testing, Verification & Assurance

## IPSLA – ICMP Echo Operation

```
Router#show ip sla sta mon 1
Round trip time (RTT)    Index 1
    Latest RTT: 1 ms
Latest operation start time: *05:26:00.226 UTC Fri Jan 4 2008
Latest operation return code: OK
Number of successes: 1
    Number of failures: 0
Operation time to live: 188 sec
```

```
Router#sh ip sla sta 1 detail
Round trip time (RTT)    Index 1
    Latest RTT: 1 ms
Latest operation start time: *05:26:30.224 UTC Fri Jan 4 2008
Latest operation return code: OK
Over thresholds occurred: FALSE
Number of successes: 2
Number of failures: 0
Operation time to live: 155 sec
Operational state of entry: Active
Last time this entry was reset: Never
```

# Testing, Verification & Assurance

## IPSLA – UDP Jitter Operation

```
Router#sh ip sla statistics 10
Round trip time (RTT)      Index 10
    Latest RTT: 1 ms
Latest operation start time: *05:43:28.720 UTC Fri Jan 4 2008
Latest operation return code: OK RTT Values
    Number Of RTT: 10
    RTT Min/Avg/Max: 1/1/1 ms
Latency one-way time milliseconds
    Number of one-way Samples: 0
    Source to Destination one way Min/Avg/Max: 0/0/0 ms
    Destination to source one way Min/Avg/Max: 0/0/0 ms
Jitter time milliseconds
    Number of Jitter Samples: 9
    Source to Destination Jitter Min/Avg/Max: 20/20/23 ms
    Destination to Source Jitter Min/Avg/Max: 22/21/24 ms
Packet Loss Values
Source: 0 Loss Source to Destination: 0          Loss Destination to
Arrival: 0 Out Of Sequence: 0          Tail Drop: 0          Packet Late
Number of successes: 1
Number of failures: 0
Operation time to live: 3567 sec
```



# Design Decisions and Factors

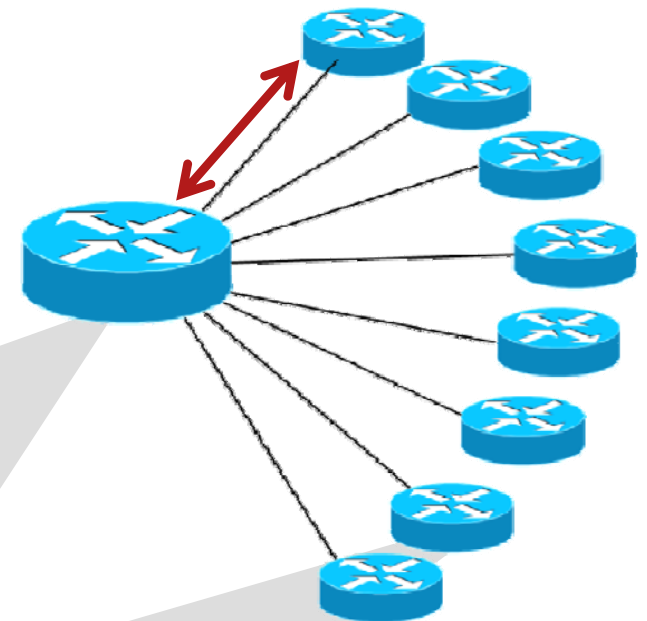
- **Topology**
  - partial mesh based on traffic matrix
  - full mesh
  - hub and spoke
- **Scheduling**
  - minimize the number of concurrent operations
  - minimize resource competition
- **Use the same operation across various classes of service to generate comparable metrics.**

# Auto IP SLA – Don't touch your i...

Some IP SLA Topologies ...

- ... are naturally Hub and Spoke
- ... have a large number of Spokes with similar IP SLA requirements
- ... consist of dynamically joining / disappearing Spokes

```
ip sla auto template type ip udp-jitter my-ipsla-  
template  
  parameters  
    request-data-size 64  
    num-packets 1000  
ip sla auto schedule my-ipsla-schedule  
  frequency 45  
  start-time now  
ip sla auto endpoint-list type ip my-ipsla-endpoints  
  discover  
  ageout 36000  
ip sla auto group type ip my-ipsla-group  
  schedule my-ipsla-schedule  
  template udp-jitter my-ipsla-template  
  destination my-ipsla-endpoints
```



```
ip sla responder auto-register 10.10.10.2 endpoint-list my-ipsla-endpoints
```

# 8

## Dynamic Service Level Agreements



# Example: Network Automation with IPSLA – 1/4

## Problem

- Need to monitor IP SLA
- Trigger actions upon violation of SLA

## Solutions

- IP SLAs Thresholds
- Using EEM and the EOT Event Detector
- Using EEM 3.x and the IP SLA Event Detector

# Service Testing, Verification and Assurance

## Example: Network Automation with IPSLA – 2/4

### Solution 1: Using IP SLA reaction triggers:

```
RouterA(config)#
ip sla 10
  icmp-echo 3.3.3.3
  frequency 10
ip sla reaction-configuration 10 react timeout threshold-type consecutive 3
  action-type trapAndTrigger
ip sla schedule 10 life forever start-time now
ip sla reaction-trigger 10 20

logging on
ip sla logging trap
snmp-server host nms_server version 2c public
snmp-server enable traps syslog
```

## Sending SNMP trap with IP SLAs embedded threshold

# Service Testing, Verification and Assurance

## Example: Network Automation with IPSLA – 3/4

### IP SLA

```
ip sla 10
icmp-echo 3.3.3.3
timeout 500
frequency 3
ip sla schedule 10 life forever start-time now
```

### Embedded Object Tracking (EOT)

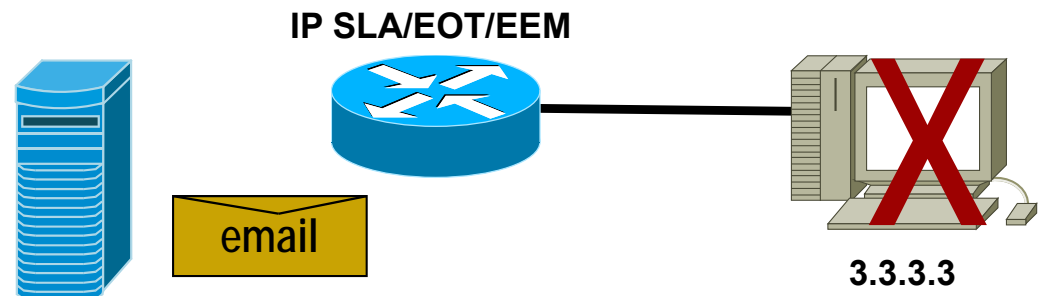
```
track 10 rtr 10 reachability
delay down 10 up 20
```

### Environment Variables

(\$\_\* variables to be defined)

### EEM Applet

```
event manager applet email_server_unreachable
event track 10 state down
action 1.0 syslog msg "Ping has failed, server unreachable!"
action 1.1 cli command "enable"
action 1.2 cli command "del /force flash:server_unreachable"
action 1.3 cli command "show clock | append server_unreachable"
action 1.4 cli command "show ip route | append server_unreachable"
action 1.5 cli command "more flash:server_unreachable"
action 1.6 mail server "$_email_server" to "$_email_to" from "$_email_from" subject "Server Unreachable: ICMP-Echos Failed" body "$_cli_result"
action 1.7 syslog msg "Server unreachable alert has been sent to email server!"
```



## Service Testing, Verification and Assurance

# Example: Network Automation with IPSLA – 4/4

**Solution 3:** Using Embedded Event Manager 3.0 IP SLA Event Detector:

```
Router(config)# ip sla 10
Router(config-ip-sla)# icmp-echo 3.3.3.3

Router(config)# ip sla enable reaction-alerts

Router(config)# ip sla reaction-config 1 react Timeout
      action-type none threshold-type consecutive 3

Router(config)# ip sla schedule 10 start now

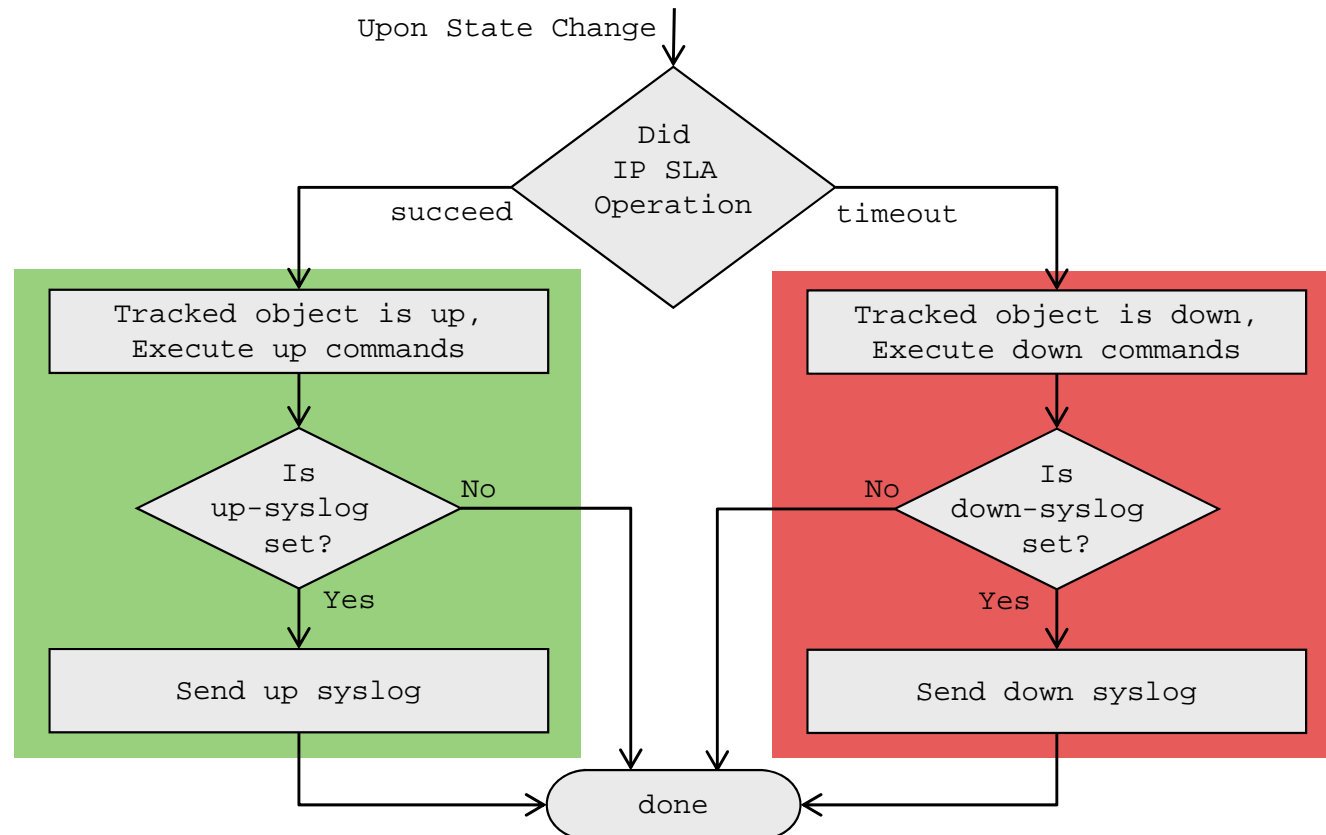
Router(config)# event manager applet test
router(config-applet)# event ipsla operation-id 10 reaction-type Timeout
router(config-applet)# action 1.0 syslog priorities emergencies
      msg "IP SLA operation $_ipsla_oper_id to server XYZ has timed out"
```

Trigger an Embedded Event Manager Applet when the IP SLA operation threshold is crossed

# EASy Package: Custom High-Availability

**Problem:** We need a failover from primary to secondary link – but with flexibility and custom notification beyond what a simple routing protocol based solution provides

**Solution:** Automate based on IP SLA, EOT and Embedded Event Manager



**See:** Available as an EASy Package:

<http://www.cisco.com/go/easy>

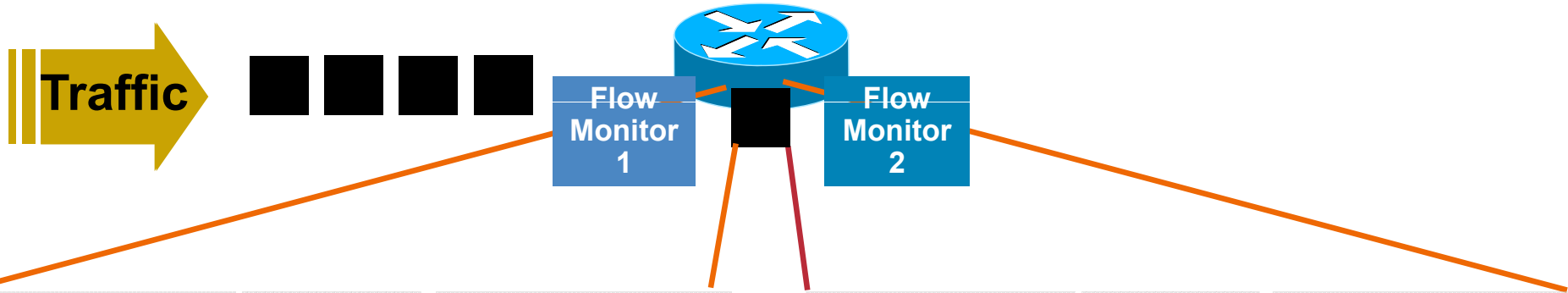




# Application Aware Traffic Flows



# Flexible Netflow



Key Fields	Packet 1
Source IP	3.3.3.3
Destination IP	2.2.2.2
Source Port	23
Destination Port	22078
Layer 3 Protocol	TCP - 6
TOS Byte	0
Input Interface	Ethernet 0

Non-Key Fields
Packets
Bytes
Timestamps
Next Hop Address

Key Fields	Packet 1
Source IP	3.3.3.3
Dest IP	2.2.2.2
Input Interface	Ethernet 0
SYN Flag	0

Non-Key Fields
Packets
Timestamps

## Traffic Analysis Cache

Source IP	Dest. IP	Source Port	Dest. Port	Protocol	TOS	Input I/F	...	Pkts
3.3.3.3	2.2.2.2	23	22078	6	0	E0	...	1100

## Security Analysis Cache

Source IP	Dest. IP	Input I/F	Flag	...	Pkts
3.3.3.3	2.2.2.2	E0	0	...	11000

# Flexible NetFlow Configuration – Example

## 1. Configure the Exporter

```
Router(config)# flow exporter my-exporter  
Router(config-flow-exporter)# destination 1.1.1.1
```

## 2. Configure the Flow Record

```
Router(config)# flow record my-record  
Router(config-flow-record)# match ipv4 destination address  
Router(config-flow-record)# match ipv4 source address  
Router(config-flow-record)# collect counter bytes
```

## 3. Configure the Flow Monitor

```
Router(config)# flow monitor my-monitor  
Router(config-flow-monitor)# exporter my-exporter  
Router(config-flow-monitor)# record my-record
```

## 4. Apply to an Interface

```
Router(config)# interface s3/0  
Router(config-if)# ip flow monitor my-monitor input
```

# Flexible Flow Record: Key Fields

Flow	IPv4		IPv6	
Sampler ID	IP (Source or Destination)	Payload Size	IP (Source or Destination)	Payload Size
Direction	Prefix (Source or Destination)	Packet Section (Header)	Prefix (Source or Destination)	Packet Section (Header)
Interface	Mask (Source or Destination)	Packet Section (Payload)	Mask (Source or Destination)	Packet Section (Payload)
Input	Minimum-Mask (Source or Destination)	TTL	Minimum-Mask (Source or Destination)	DSCP
Output	Protocol	Options bitmap	Protocol	Extension Headers
Layer 2	Fragmentation Flags	Version	Traffic Class	Hop-Limit
Source VLAN	Fragmentation Offset	Precedence	Flow Label	Length
Dest VLAN	Identification	DSCP	Option Header	Next-header
<b>NEW</b> Dot1q VLAN	Header Length	TOS	Header Length	Version
Dot1q priority	Total Length		Payload Length	
Source MAC address				
Destination MAC address				

# Flexible Flow Record: Key Fields

**NEW**

Routing	Transport		Application
src or dest AS	Destination Port	TCP Flag: ACK	Application ID*
Peer AS	Source Port	TCP Flag: CWR	
Traffic Index	ICMP Code	TCP Flag: ECE	
Forwarding Status	ICMP Type	TCP Flag: FIN	
IGP Next Hop	IGMP Type*	TCP Flag: PSH	
BGP Next Hop	TCP ACK Number	TCP Flag: RST	
<b>Input VRF Name</b>	TCP Header Length	TCP Flag: SYN	
	TCP Sequence Number	TCP Flag: URG	
	TCP Window-Size	UDP Message Length	
	TCP Source Port	UDP Source Port	
	TCP Destination Port	UDP Destination Port	
	TCP Urgent Pointer		

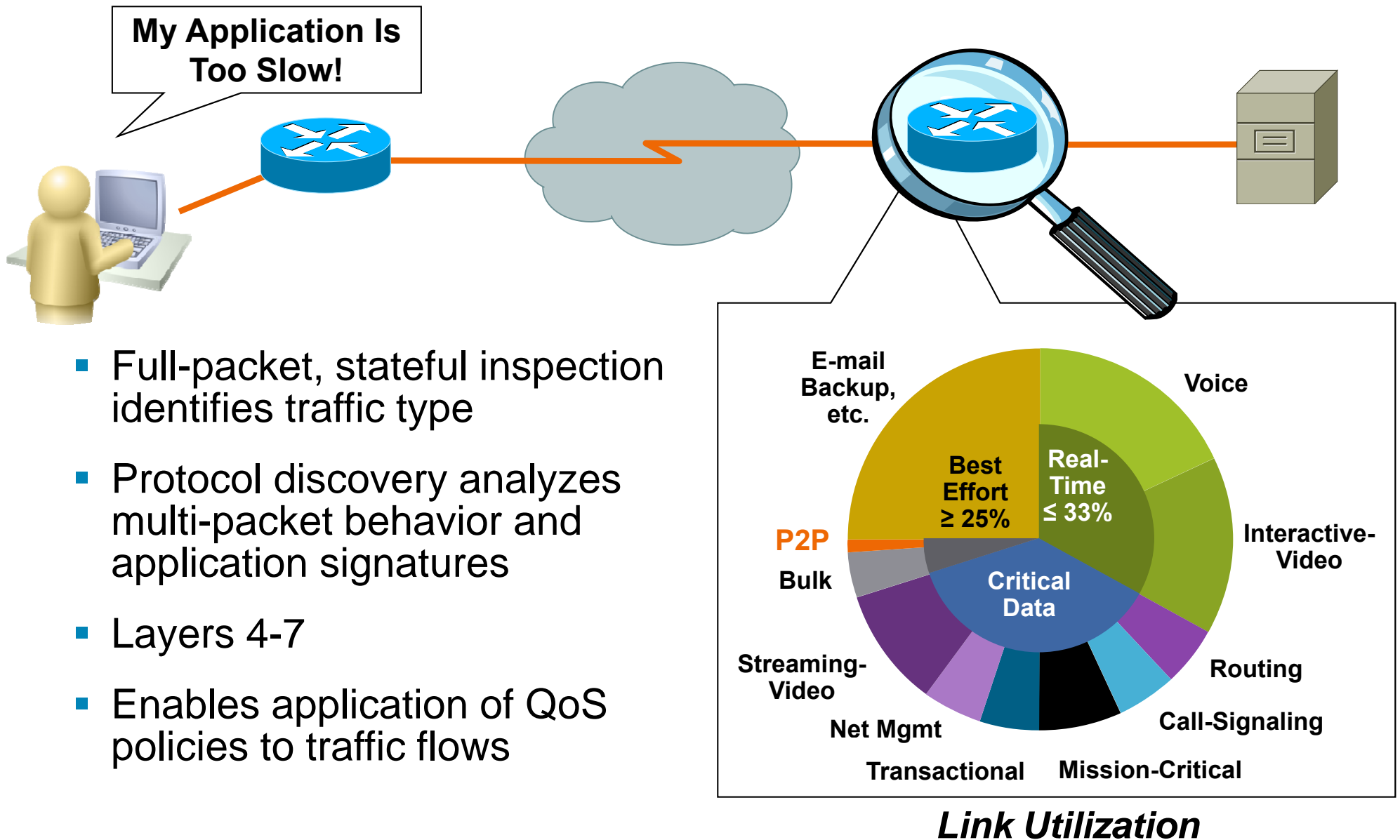
## Multicast

- Replication Factor\*
- RPF Check Drop\*
- Is-Multicast

**\*: IPv4 Flow only**

**NEW**

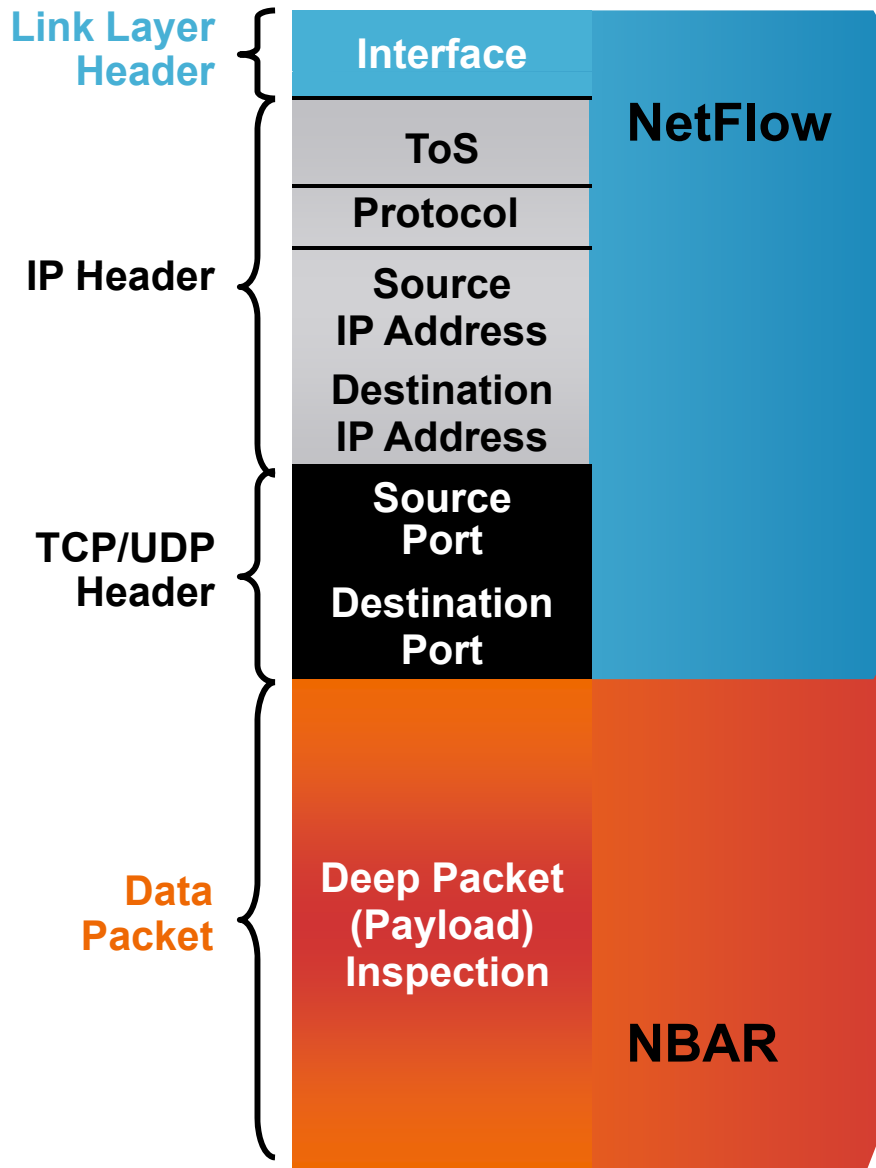
# Network Based Application Recognition



# NBAR – Supported Protocols

<b>Enterprise Applications</b>	<b>Security and Tunneling</b>	<b>Network Mail Services</b>	<b>Internet</b>
Citrix ICA	GRE	IMAP	FTP
PCAnywhere	IPINIP	POP3	Gopher
Novadigm	IPsec	Exchange	HTTP
SAP	L2TP	Notes	IRC
<b>Routing Protocols</b>	MS-PPTP	SMTP	Telnet
BGP	SFTP	<b>Directory</b>	TFTP
EGP	SHTTP	DHCP/BOOTP	NNTP
EIGRP	SIMAP	Finger	NetBIOS
OSPF	SIRC	DNS	NTP
RIP	SLDAP	Kerberos	Print
<b>Network Management</b>	SNNTTP	LDAP	X-Windows
ICMP	SPOP3	<b>Streaming Media</b>	<b>Peer-to-Peer</b>
SNMP	STELNET	CU-SeeMe	BitTorrent
Syslog	SOCKS	Netshow	Direct Connect
<b>RPC</b>	SSH	Real Audio	eDonkey/eMule
NFS	<b>Voice</b>	StreamWorks	FastTrack
SUN-RPC	H.323	VDOLive	Gnutella
<b>Database</b>	RTCP	RTSP	KaZaA
SQL*NET	RTP	MGCP	WinMX 2.0
MS SQL Server	SIP	<b>Signaling</b>	
	SCCP/Skinny	RSVP	
	Skype		

# NetFlow and NBAR



## NetFlow

- ✓ Monitors data in Layers 2 - 4
- ✓ Determines applications by port
- ✓ Utilizes a seven-tuple for flow
- ✓ Flow information who, what, when, where

## NBAR

- ✓ Examines data from Layers 3 - 7
- ✓ Utilizes **Layers 3 and 4 plus packet inspection for classification**
- ✓ Stateful inspection of dynamic-port traffic
- ✓ Packet and byte counts



# Example: Application Flow Aware – 1/4

**Problem:** We want to be aware of application traffic flows (ie.: who, when, where, what)

**Solution:** Use Flexible Netflow and NBAR Integration

1. Configure flexible Netflow to match Application Name, Source- and Destination Address

```
flow exporter <my-exporter>
    destination 10.10.10.1
:
flow record <my-record>
    match ipv4 source address
    match ipv4 destination address
    match application name
    collect counter bytes
:
flow monitor <my-monitor>
    record <my-record>
    exporter <my-exporter>
:
interface <my-interface>
    ip flow monitor <my-monitor> input
:
```

# Example: Application Flow Aware – 2/4

2. Then either handle within IOS and/or ...

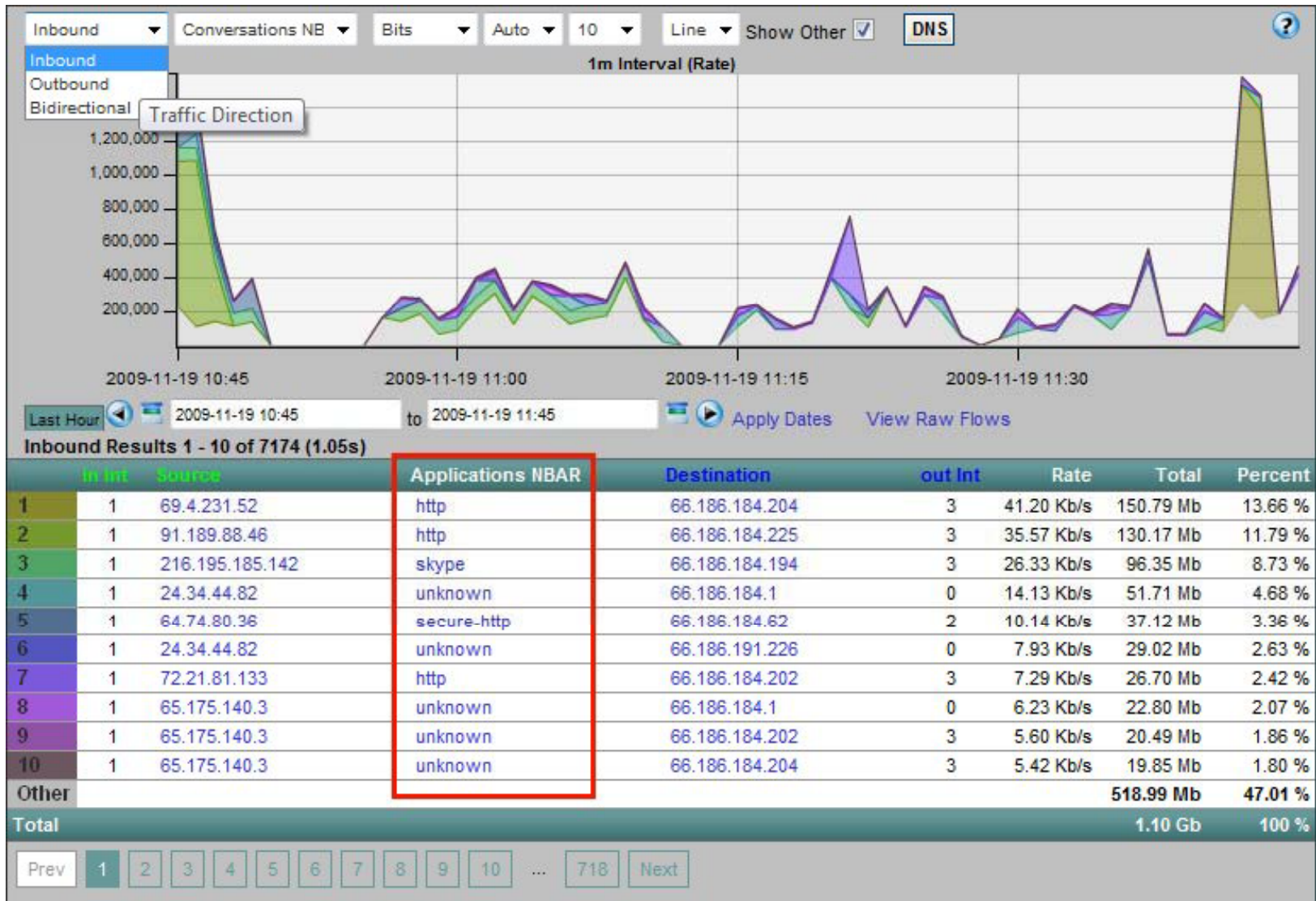
```
router# show flow monitor <my-monitor> cache
Cache type:                               Normal
Cache size:                               4096
Current entries:                          2
High Watermark:                          9

Flows added:                              4464
Flows aged:                               4463
- Active timeout      ( 1800 secs)        0
- Inactive timeout    (   15 secs)       4463
- Event aged                                     0
- Watermark aged                                       0
- Emergency aged                                       0
```

IPV4 SRC ADDR	IPV4 DST ADDR	APP NAME	bytes
=====	=====	=====	=====
10.55.146.53	10.51.89.177	nbar ssh	10484
10.51.81.117	10.51.89.177	nbar icmp	1000

# Example: Application Flow Aware – 3/4

## 3. Export to your favorite Reporting System (Screenshot courtesy of Plixer)



# Example: Application Flow Aware – 4/4

## 3. Export to your favorite Reporting System (Screenshots from Cisco NME-NAM)

The screenshot displays the Cisco NME-NAM interface with the following components:

- Data Source:** Internal
- Top Active Applications (bytes/sec):** A bar chart showing traffic for protocols like http, snmp, and icmp. An orange box highlights the top three bars.
- Top Active Hosts (output bytes/sec):** A bar chart showing traffic from various IP addresses.
- Protocol Suites (Total traffic: 18698 Bytes/sec):** A pie chart showing the distribution of traffic by protocol suite: ip (udp) at 69.9%, ip (tcp) at 28.2%, and ip (others) at 1.9%.
- Server Response Times (Avg Rsp Time msec):** A chart showing response times for different servers.
- Protocol http:** A detailed view of http traffic on interface Fa0/0, showing a line graph of 'In Bytes/s' over time.
- Table:** A table listing the top protocols by traffic volume.

#	Protocol/s	In Packets/s	Out Packets/s	In Bytes/s	Out Bytes/s
1.	unknown	40.77	76%	20.48	11,063.07
2.	icmp	4.62	9%	1.37	505.44
3.	snmp	4.18	8%	1.79	1,569.73
4.	http	2.40	4%	3.39	447.42
5.	ospf	1.43	3%	0.11	202.08
6.	rip	0.06	<1%	0.00	5.32
7.	ntp	0.02	<1%	0.01	1.86
8.	syslog	0.00	<1%	0.87	0.00

Rows per page: 15 Units: Bytes/s Go to page: 1 of 1

Real-Time

10

Trending and Forecasting

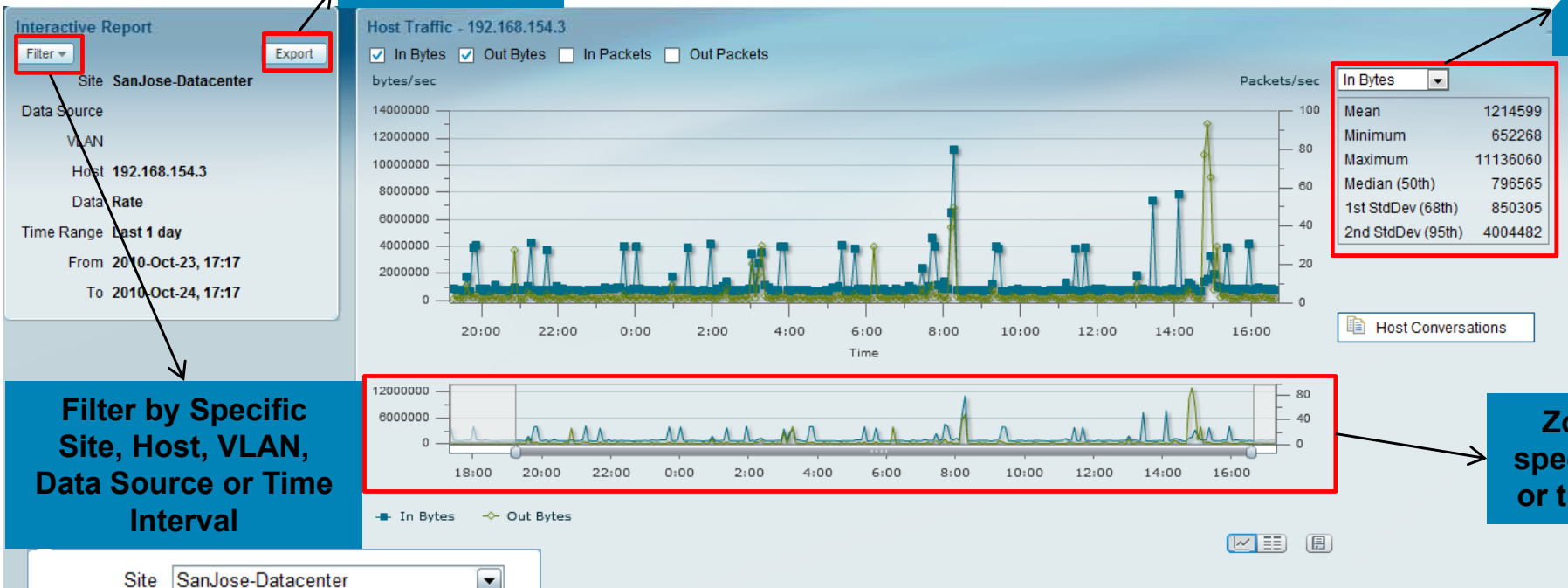


# NAM 5.0 Interactive Reports

## Analyze Performance/Usage Trends and

New  
Jan 2011

### Export Data



- Analyze data over last month or more
- Define custom time interval for analysis
- Export data in raw format for consumption by external management application
- Drill-down to analyze related trends to support planning decisions

New

# Cisco Visual Networking Index

**Problem:** Sometimes we need trending and forecasting info beyond our current reach and/or where there is no IOS-based network yet

**Solution:** Visual Networking Index

- Global initiative to analyze and forecast IP network growth
- Mobile and PC-based data collection
- Graphical data summaries publicly available
- Individual network usage reports available to service provider participants



See: [www.ciscovnipulse.com](http://www.ciscovnipulse.com)

11

Test Your Monitoring





# Is Monitoring Actually Working ?

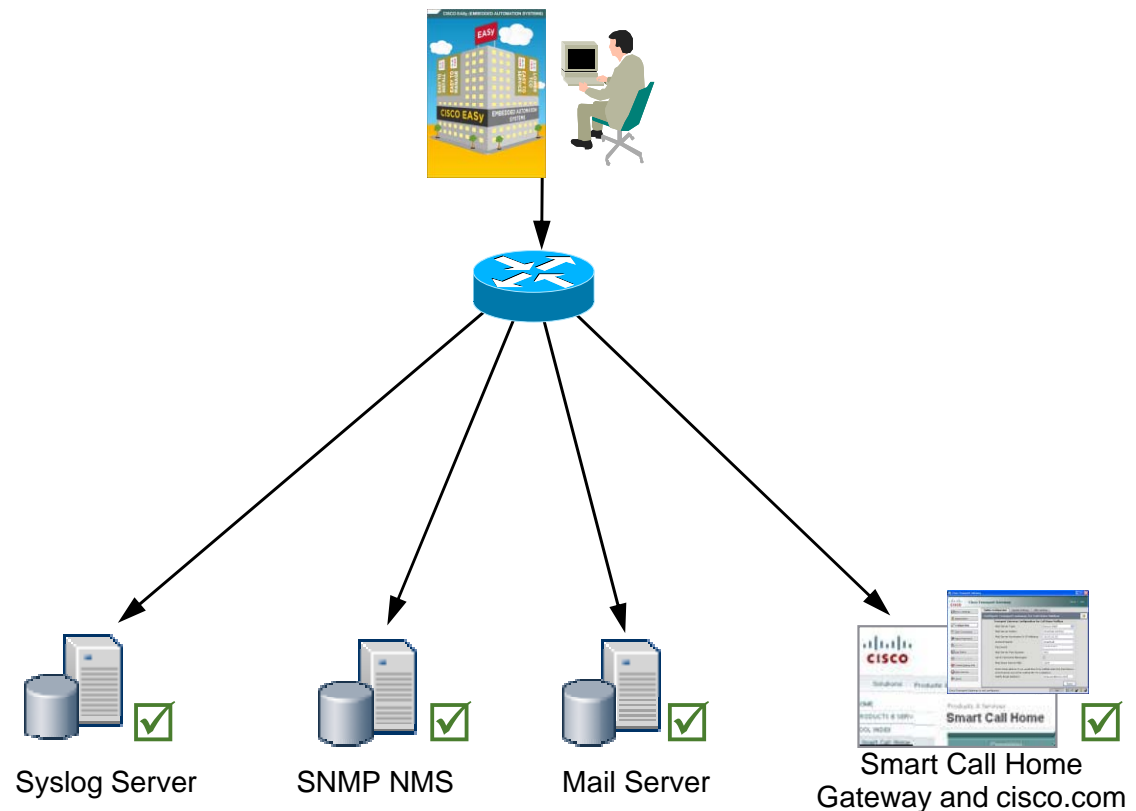
**Problem:** Monitoring relies on a number of protocols to be configured and functional end-to-end, not just on the local node.

**Solution:** Use the EASy NMS Tester Package – which generates test messages for each configured monitoring protocol

1) Install and Configure  
EASy NMS Tester Package

2) NMS Tester Package will  
generate Test Messages

3) Verify Test Messages



# NMS Tester – EASy Package



## Embedded Automation Systems (EASy) NMS Tester EASy Package can validate:

- Syslog
- SNMP
- Email
- Smart Call Home

## To use the Package:

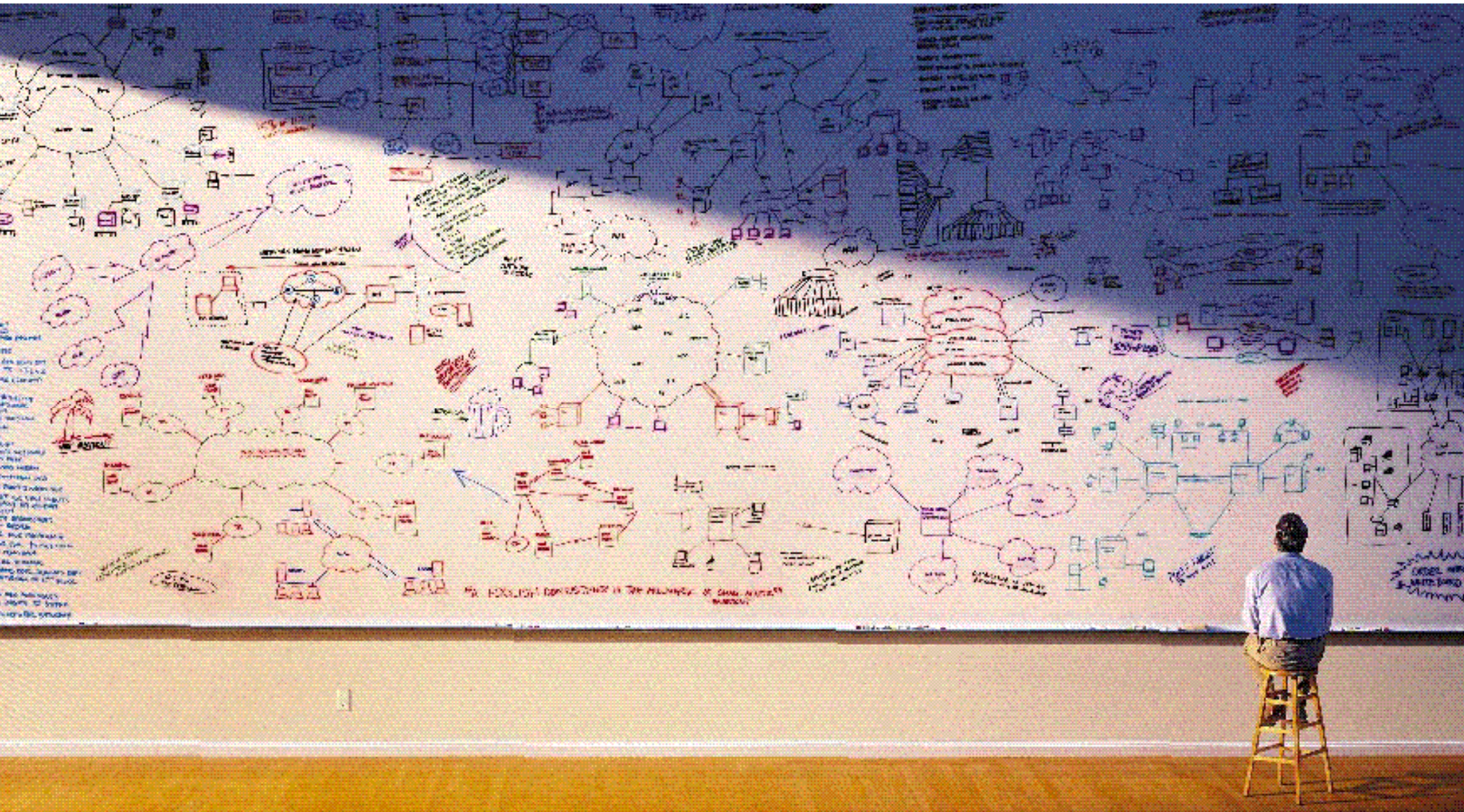
1. Browse and Download EASy Package  
[www.cisco.com/go/easy](http://www.cisco.com/go/easy)
2. Make Sure to also download EASy Installer
3. Watch VOD and/or read documentation  
[www.cisco.com/go/easy](http://www.cisco.com/go/easy)
4. Customize and tailor to your needs
5. Install and Use

12

# Validating Design Assumptions



# Where do YOU Document Design Assumptions?



# Example: Low-TTL Traffic Monitoring

**Problem:** How much and what Low-TTL traffic do we actually have?

**Solution:** Use Flexible Netflow and Embedded Event Manager 3.0 to detect traffic flows with TTL < 5

1. Configure flexible Netflow to match on TTL, Source- and Destination Address

```
flow record <my-record>
  match ipv4 ttl
  match ipv4 source address
  match ipv4 destination address
:
flow monitor <my-monitor>
  record <my-record>
:
```

- Top (unexpected) Talkers with low-TTL traffic ?  
- Deviation from Normal ?  
- Senders with many low-TTL flows ?  
- Take Actions (block suspicious senders) ?

2. Configure the Netflow Event Detector in EEM to notify upon a new flow record

```
event manager applet my-ttl-applet
  event nf monitor-name "my-ttl-monitor" event-type create event1
  entry-value "5" field ipv4 ttl entry-op lt
  action 1.0 syslog msg "Low-TTL flow from $_nf_source_address"
```

3. Syslog message and/or use show flow monitor <my-monitor> cache command

```
*Dec 2 17:39:31.221: %HA_EM-6-LOG: my-ttl-applet: Low-TTL flow from 192.168.2.248
```

# Example: NBAR Effectiveness Monitoring

**Problem:** Application protocols as well as user behavior are changing, hence the traffic mix changes too. We need to periodically assess how effective the NBAR deployment is – especially when using CBQoS with match protocol.

**Solution:** Automate the comparison between ‘unknown’ versus ‘total’ traffic

```
Router# show ip nbar protocol-discovery top-n 5 Serial0/0
```

Protocol	Input Packet Count Byte Count 5 minute bit rate (bps)	Output Packet Count Byte Count 5 minute bit rate (bps)
unknown	205 14976 0	204 10404 0
Total	41304 2649809 3000	40944 2619839 3000

Upon low % of traffic recognized by NBAR, it's time to check for new PDLMs ...

$$NBARrecognized(\%) = \frac{[(total - unknown) \times 100]}{[total]}$$

**See:** Available as an EASy Package:

<http://www.cisco.com/go/easy>

**See:** Scripts available from CiscoBeyond:

<http://forums.cisco.com/eforum/servlet/EEM?page=eem&fn=script&scriptId=2101>

13

Preventive Maintenance



```
*** STOP: 0x0000007B (0xF201B84C,0xC0000034,0x00000000,0x00000000)
INACCESSIBLE_BOOT_DEVICE
```

If this is the first time you've seen this Stop error screen, restart your computer. If this screen appears again, follow these steps:

Check for viruses on your computer. Remove any newly installed hard drives or hard drive controllers. Check your hard drive to make sure it is properly configured and terminated. Run CHKDSK /F to check for hard drive corruption, and then restart your computer.

Refer to your Getting Started manual for more information on troubleshooting Stop errors.

**POST (Power-On Self-Test) is a great thing ...**

**... but some errors you prefer to know while the system is still running ...**

**... and: can you afford to power-cycle a box after OIR just for POST to run ?**

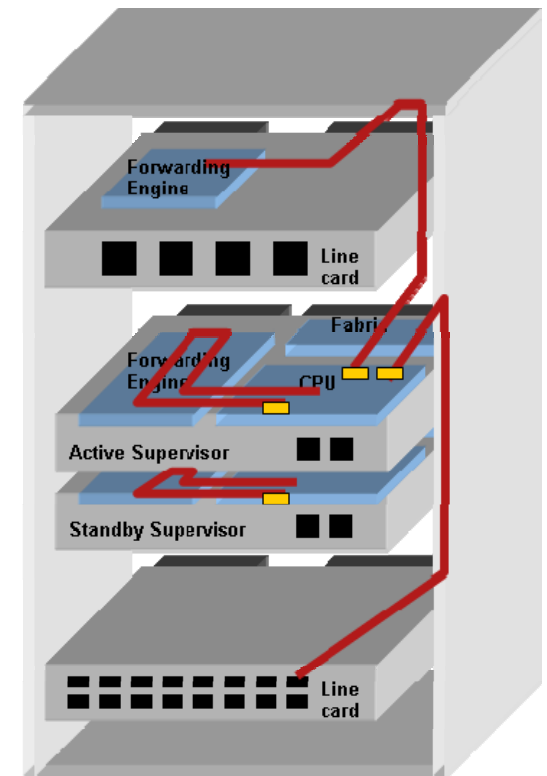


# Generic OnLine Diagnostics (GOLD)

## CLI and scheduling for Functional Runtime Diagnostics

- Bootup Diagnostics (upon bootup and OIR)
- Periodic Health Monitoring (during operation)
- OnDemand (from CLI)
- Scheduled Testing (from CLI)
- Test Types include:
  - Packet switching tests
    - Are supervisor control plane & forwarding plane functioning properly?
    - Is the standby supervisor ready to take over?
    - Are linecards forwarding packets properly?
    - Are all ports working?
    - Is the backplane connection working?
  - Memory Tests
  - Error Correlation Tests
- Complementary to POST

**Good Practice: schedule all non-disruptive tests periodically**



**Available from:** CatOS 8.5(1), IOS 12.2(14)SX

**Platforms:** CBS 3xxx, Cat 3560, 3750, 6500, ME6524, 72xx, 10k, CRS

# Example: The effect of wear and tear – 1/2

**Problem:** Repeated insertion and removal of Modules can lead to wear and tear damage on connectors. This in turn can cause failures ... how do you find out during operation, without power-cycling the box ?

**Solution:** Use GOLD to verify functionality of a mis-behaving module

1) Let's see which GOLD tests are available and scheduled for our Module:

```
Router# show diagnostic content module 3
Module 3:
```

Diagnostics test suite attributes:

```
M/C/* - Minimal level test / Complete level test / Not applicable
B/* - Bypass bootup test / Not applicable
P/* - Per port test / Not applicable
D/N/* - Disruptive test / Non-disruptive test/ Not applicable
S/* - Only applicable to standby unit / Not applicable
X/* - Not a health monitoring test / Not applicable
F/* - Fixed monitoring interval test / Not applicable
E/* - Always enabled monitoring test / Not applicable
A/I - Monitoring is active / Monitoring is inactive
```

ID	Test Name	Attributes	(day hh:mm:ss.ms)
1)	TestScratchRegister	*B*N****A	000 00:00:30.00
2)	TestSPRPInbandPing	*B*N****A	000 00:00:15.00
:			
18)	TestL3VlanMet	M**N****I	not configured
:			

**See:** <http://www.cisco.com/en/US/docs/switches/lan/catalyst6500/ios/12.2SX/configuration/guide/diagtest.html>

# Example: The effect of wear and tear – 2/2

2) Now let's run TestL3VlanMet on-demand for Module 3:

```
Router# diagnostic start module 3 test 18
:
00:09:59: %DIAG-SP-3-MINOR: Module 3: Online Diagnostics detected a
Minor Error. Please use 'show diagnostic result <target>' to see
test results.
```

3) Then check the test results:

show diagnostics result module 3 detail

```
Router# show diagnostic result module 3
Module 3: CEF720 48 port 1000mb SFP  SerialNo : xxxxxxxxx

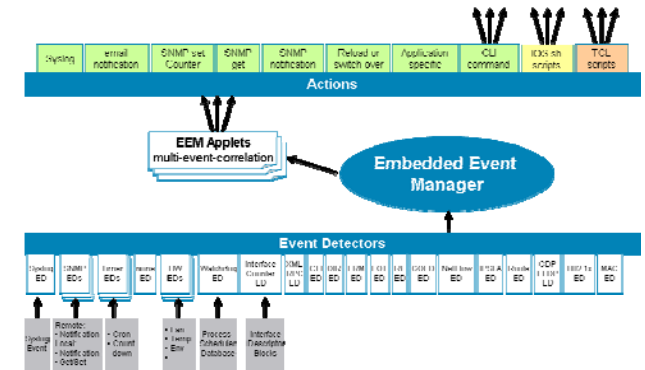
Overall Diagnostic Result for Module 3 : MINOR ERROR
Diagnostic level at card bootup: minimal

Test results: (. = Pass, F = Fail, U = Untested)
 1) TestTransceiverIntegrity:
Port  1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24
-----
      U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U
Port 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48
-----
      U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U  U

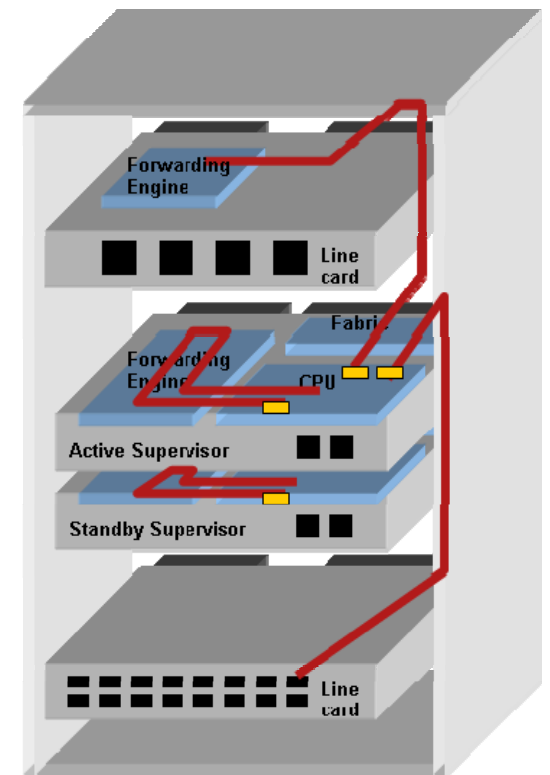
:
:
18) TestL3VlanMet -----> F
```

# GOLD and Embedded Event Manager

Combine GOLD and Embedded Event Manager



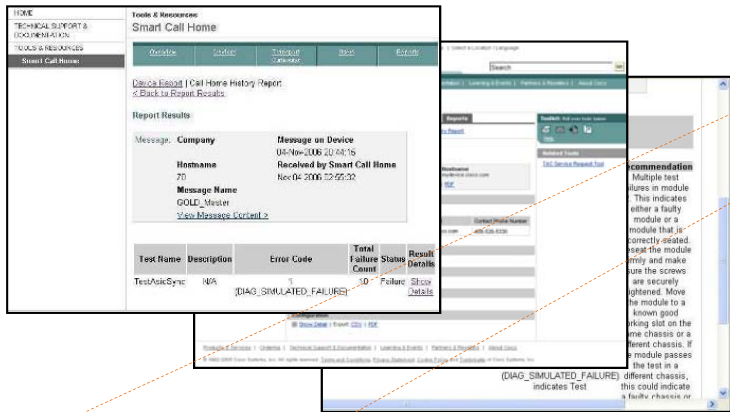
- GOLD Event Detector: to trigger EEM actions based on GOLD test results (custom alerts, failover, diagnostics, ...)
- OIR or CLI Event Detector: to trigger an on-demand GOLD test as post-validation of deployment or maintenance work



# GOLD and Smart Call Home

- Personalized Reports

- Messages, diagnostics and recommendations
- Inventory and configuration for all Call Home devices
- Security alerts, Field notices, and End-of-Life notices
- Configuration Sanity Analysis
- PDF and XLS Export



Products & Services  
**Smart Call Home**

Overview | Registration Management | Reports

[Device Report](#) | [Call Home History Report](#) | [Global Summary Report](#) | [Registration Summary Report](#)

[< Back to Report Results](#)

**Message Details**

**Message:**      **Company:** CISCO SYSTEMS, INC.      **Generated on device at:** 04-Jan-2007 06:07:43 AM (Local Time Zone)  
**Hostname:** [Prod -Cat6503-01](#)      **Processed by Smart Call Home at:** 01-Mar-2009 10:36:29 AM(PST)  
**Message Name:** Diagnostic  
[View Message Header >](#)  
[View Device Output >](#)

**Overall Results within Analysis Period**

Service Request	Technology	Sub-Technology	Problem Code
<a href="#">610856247</a> for US11149012H	Other	Smart Call Home Demo Only - Do Not Use	HARDWARE_FAILURE

**Problem Details**      WS-C6509-E with Host Name Prod\_-Cat6503-01 and Supervisor WS-SUP720-3BXL reported GOLD Diagnostics test failure:

TestL3VlanMet on module WS-X6548-RJ-45 in slot 2 in US11149012H  
 TestIngressSpan on module WS-X6548-RJ-45 in slot 2 in US11149012H  
 TestEgressSpan on module WS-X6548-RJ-45 in slot 2 in US11149012H  
 TestFirmwareDiagStatus on module WS-X6548-RJ-45 in slot 2 in US11149012H  
 TestLoopback on module WS-X6548-RJ-45 in slot 2 in US11149012H

**Recommendation**

There were multiple test failures in module 2 that very possibly have a single root cause. Take the following steps to resolve the failure:

- Multiple test failures in module 2. This indicates either a faulty module or a module that is incorrectly seated.
- Reseat module 2 firmly and make sure the screws are securely tightened.
- Move the module to a known good working slot on the same chassis or a different chassis, if the module passes the test in a different chassis, this could indicate a faulty chassis or
- Rerun the test using the 'diagnostic start' command to ensure that the test continues to fail.
- If the problem continues to occur, replace module 2

The recommendation for each individual test failure is listed in the individual result below in case further troubleshooting is required.

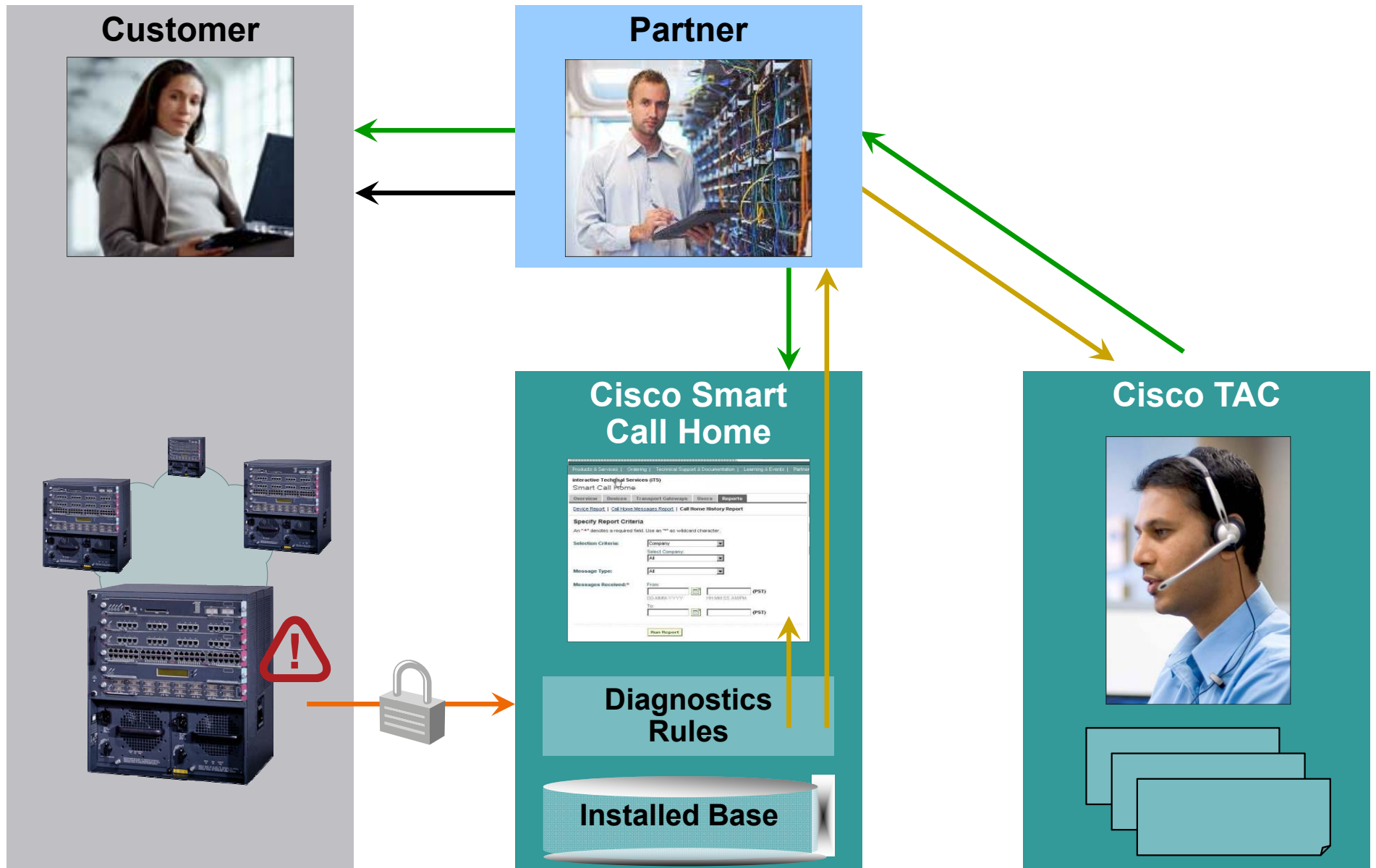
**Individual Results within Analysis Period**

Device	Test Name	Recommendation	Count
US11149012H	TestLoopback <a href="#">Show Details</a>	<a href="#">Show Recommendation</a>	1
US11149012H	TestL3VlanMet		1

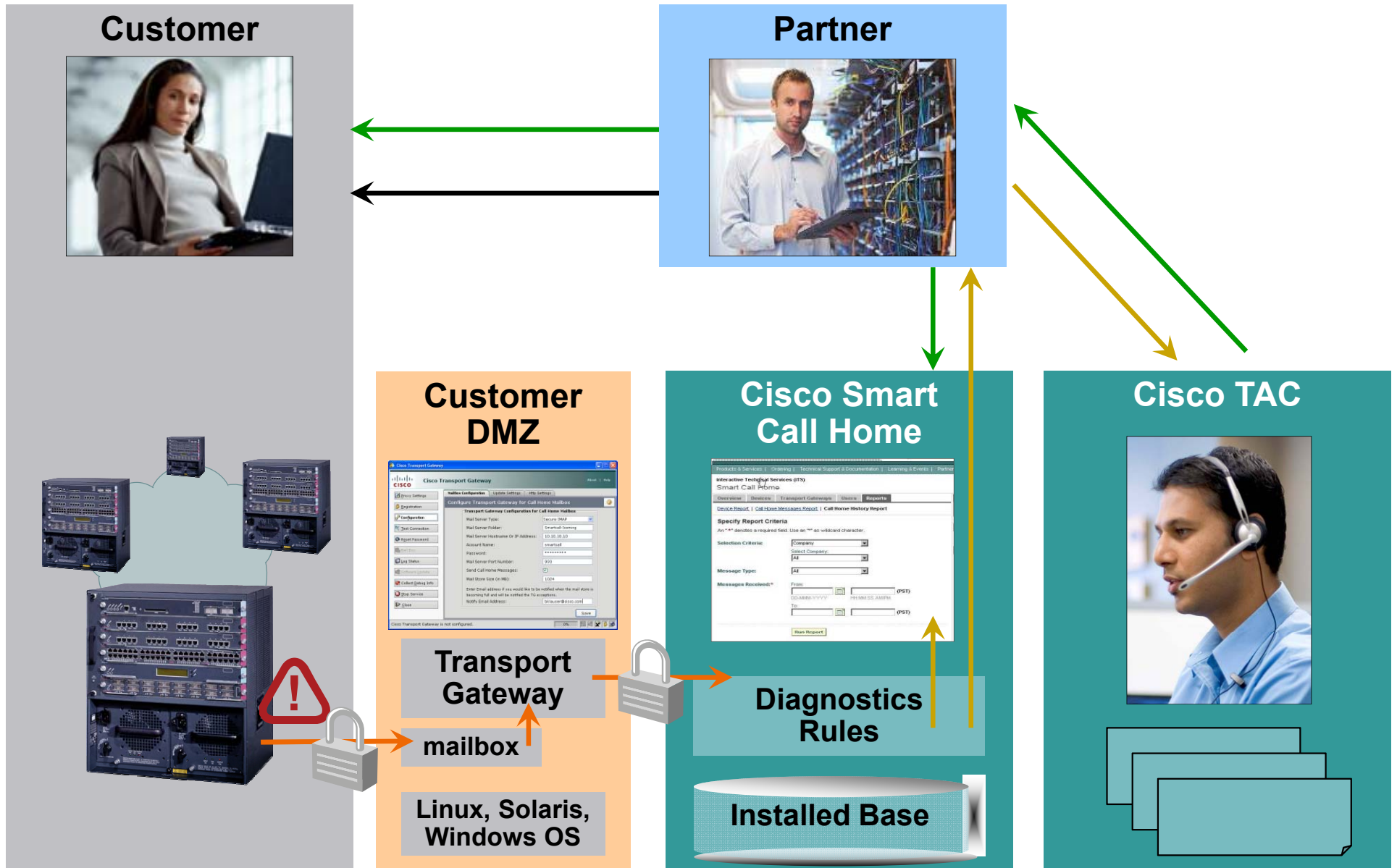
**Recommendation**

There were multiple test failures in module 2 that very possibly have a single root cause. Take the following steps to resolve the failure:

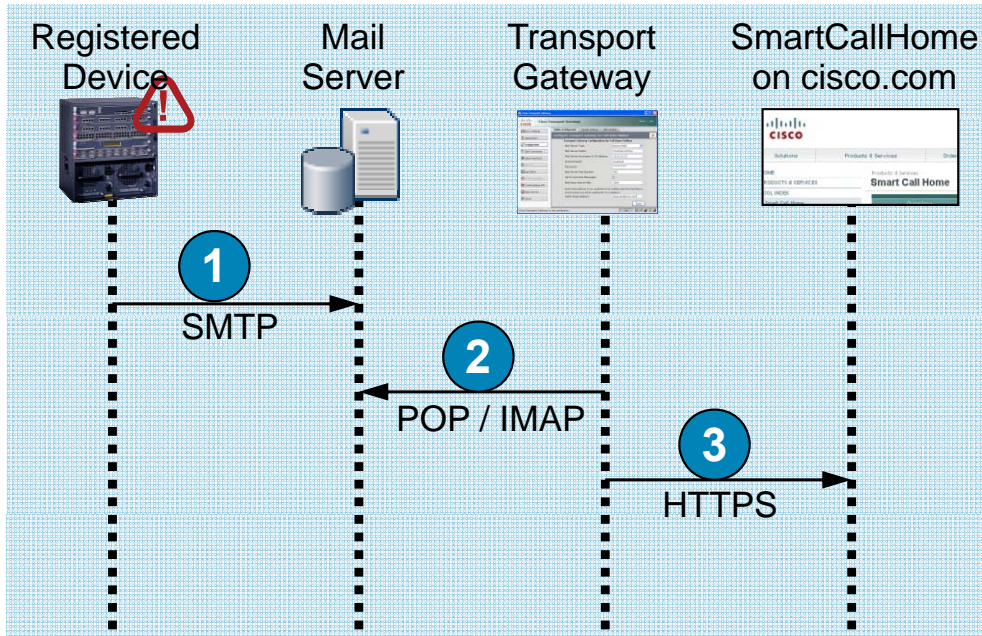
# Smart Call Home – Proactive Engagement



# Smart Call Home – Proactive Engagement

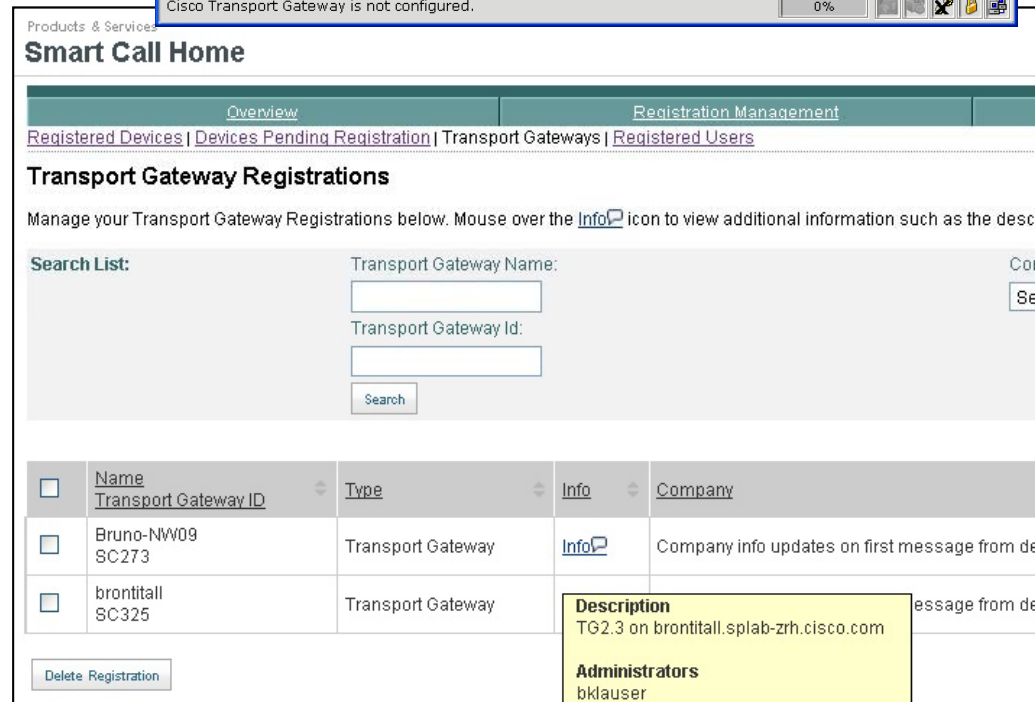
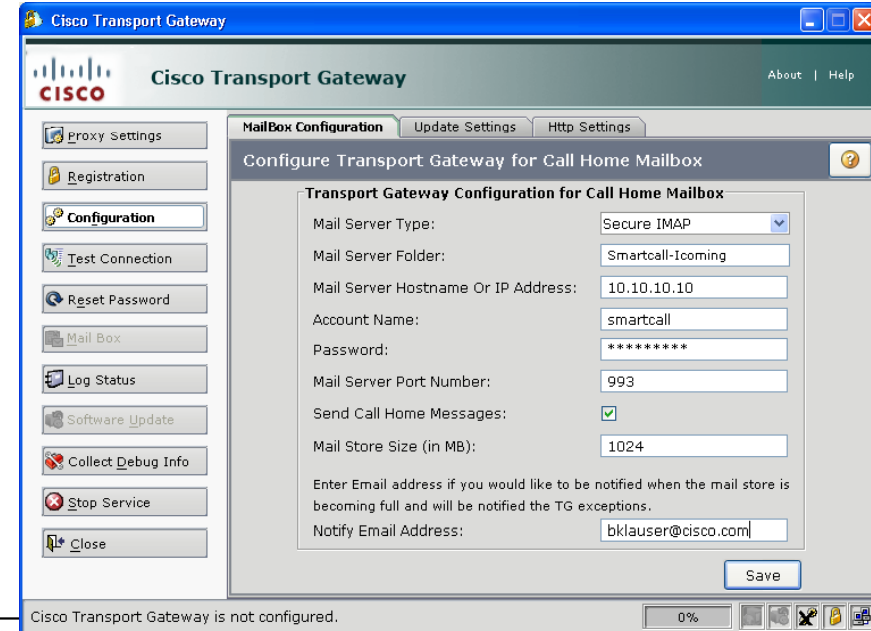


# Smart Call Home – Transport Gateway



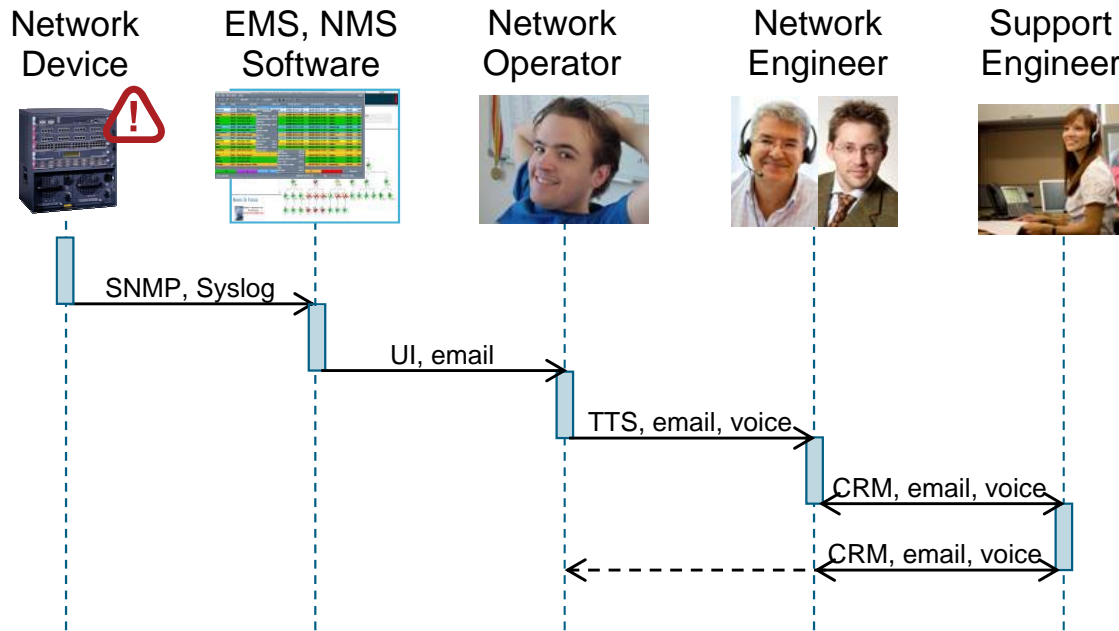
- Platform Support
  - Redhat Linux
  - Solaris
  - Microsoft Windows
- Free Download and Install Guide

[www.cisco.com/go/smartcall](http://www.cisco.com/go/smartcall)



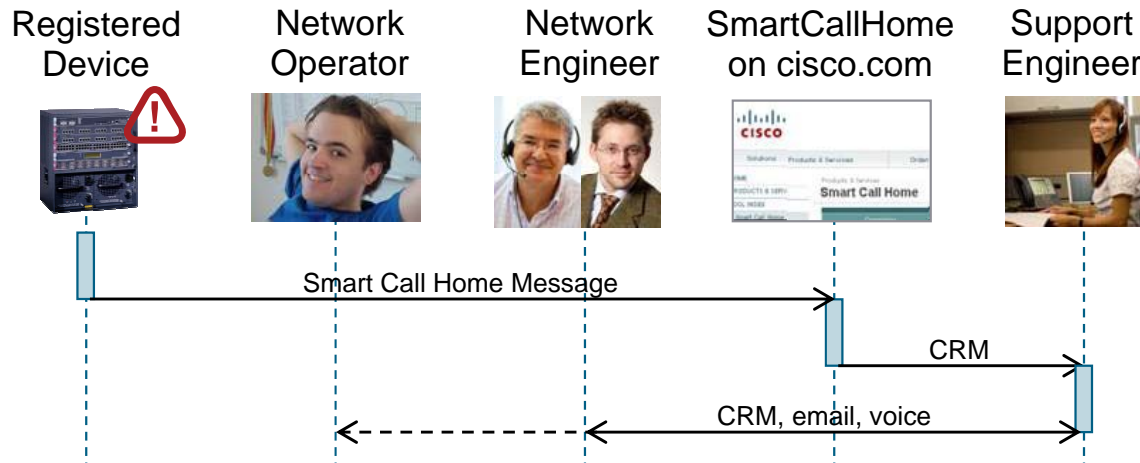


# Smart Call Home



## From

- Late Surprises
- Multiple Manual Escalation Steps
- Iterative Problem Isolation
- Phone, Email based Data Exchange



## To

- Early Warnings
- Automated Flow
- Pinpoint Detailed Events
- Reporting and Exports

In Summary ...



# Recap – Automations to Monitor

1	SNMP Basics – Where to Start
2	Monitoring Local Resources – Embedded Resource Manager (ERM)
3	What if there is no MIB – Event- and Expression MIB
4	What if there is no MIB – Custom MIB
5	Events and Automations – EASy and Embedded Event Manager (EEM)
6	Periodically Exporting Data – Bulk Statistics
7	Service Level Agreements Basics – IP SLA and Auto IP SLA
8	Dynamic Service Level Agreements – IP SLA and Events
9	Application Aware Traffic Flows – Flexible Netflow and NBAR Integration
10	Trending and Forecasting – NAM and Visual Networking Index (VNI)
11	Is It All Working? – EASy NMS Tester Package
12	Validating Design Assumptions
13	Preventive Maintenance – GOLD and Smart Call Home



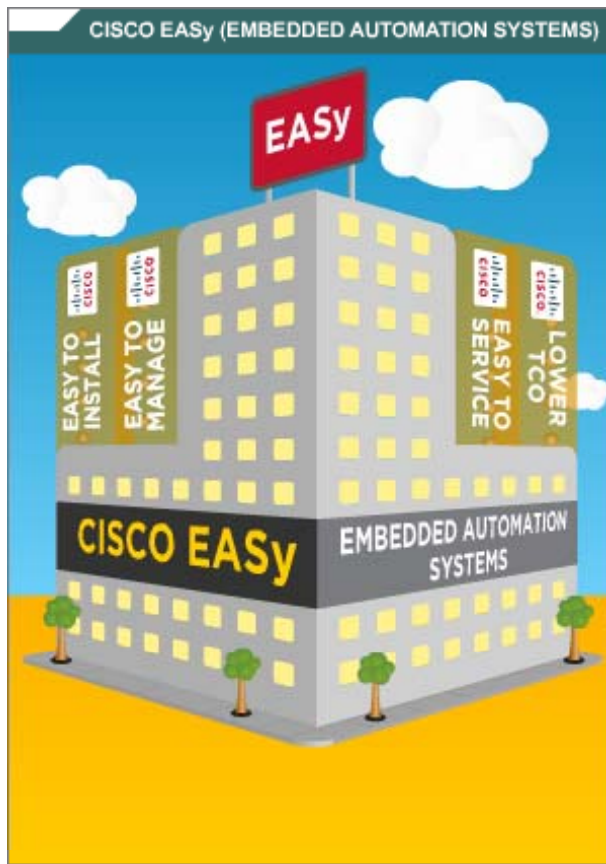
# Instrumentation

## Device Manageability Instrumentation (DMI) [www.cisco.com/go/instrumentation](http://www.cisco.com/go/instrumentation)

- Embedded Event Manager (EEM): [www.cisco.com/go/eem](http://www.cisco.com/go/eem)
- Cisco Beyond – EEM Community: [www.cisco.com/go/ciscobeyond](http://www.cisco.com/go/ciscobeyond)
- Embedded Menu Manager (EMM): <http://tinyurl.com/emm-in-124t>
- Embedded Packet Capture (EPC): [www.cisco.com/go/epc](http://www.cisco.com/go/epc)
- Flexible NetFlow: [www.cisco.com/go/netflow](http://www.cisco.com/go/netflow) and [www.cisco.com/go/fnf](http://www.cisco.com/go/fnf)
- GOLD: [http://www.cisco.com/en/US/products/ps7081/products\\_ios\\_protocol\\_group\\_home.html](http://www.cisco.com/en/US/products/ps7081/products_ios_protocol_group_home.html)
- IPSLA (formerly SAA, formerly RTR): [www.cisco.com/go/ipsla](http://www.cisco.com/go/ipsla)
- Network Analysis Module: <http://www.cisco.com/go/nam>
- Network Based Application Recognition (NBAR): [www.cisco.com/go/nbar](http://www.cisco.com/go/nbar)
- Security Device Manager (SDM): <http://www.cisco.com/go/sdm>
- Smart Call Home: [www.cisco.com/go/smartcall](http://www.cisco.com/go/smartcall)
- Web Services Management Agents (WSMA): <http://tinyurl.com/wsma-in-150M>
- Cisco Configuration Engine (CCE): [www.cisco.com/go/ciscoce](http://www.cisco.com/go/ciscoce)
  
- **Feature Navigator:** [www.cisco.com/go/fn](http://www.cisco.com/go/fn)
- **MIB Locator:** [www.cisco.com/go/mibs](http://www.cisco.com/go/mibs)



# Embedded Automation Systems



## Embedded Automation Systems (EASy)

1. Browse and Download EASy Packages  
[www.cisco.com/go/easy](http://www.cisco.com/go/easy)
2. Make Sure to also download EASy Installer
3. Browse Other Embedded Automations  
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[www.cisco.com/go/pec](http://www.cisco.com/go/pec)
5. Discuss, Ask Questions, Suggest Answers  
[supportforums.cisco.com](http://supportforums.cisco.com)
6. Upload your own Examples to CiscoBeyond  
[www.cisco.com/go/ciscobeyond](http://www.cisco.com/go/ciscobeyond)
7. Engage via [ask-easy@cisco.com](mailto:ask-easy@cisco.com)



For Your Reference

# Embedded Automation Systems

[www.cisco.com/go/easy](http://www.cisco.com/go/easy)

Cisco Embedded Automation Systems - Customized Solutions Downloads

Highly differentiated Cisco embedded automation technologies include:

- Embedded Event Manager (EEM)
- Cisco IP Service Level Agreements (IP SLAs)
- Expression WB
- Network-Based Application Recognition (NBAR)
- Flexible NetFlow
- Enhanced Object Tracking
- Cisco IOS Shell (IOS SH)

Widely available on various Cisco routing and switching devices, these powerful technologies make Cisco devices flexible and adaptable platforms for providing customized solutions that are fully integrated into their operational environment.

The following solutions use these powerful technologies. They can be used as is or further customized to address operational challenges. All the solutions require the Cisco Embedded Automation Systems Installer.

Package Name	Description	Downloads
Cisco Embedded Automation Systems Installer	Installer tool is a Tcl script designed to run within the Cisco IOS (ish) environment. Provides a framework to install Embedded Automation Systems packages using a menu-driven, data-driven interface. Installer is required to run packages.	<a href="#">Download Installer (TCL - 34 KB)</a> <a href="#">Cisco Embedded Automation Systems Installer Guide</a>
Embedded Packet Capture	Automate the configuration and capture of packet data using Embedded Packet Capture.	<a href="#">Download Package (TAR - 48 KB)</a> <a href="#">Download Documentation (PDF - 493 KB)</a>
VPN Failure Detection	Tcl script generates an alarm when a VPN failure occurs.	<a href="#">Download Package (TAR - 24 KB)</a>

[www.cisco.com/go/ciscobeyond](http://www.cisco.com/go/ciscobeyond)

Embedded Event Manager (EEM) Script by Category

Browse Scripts

Script Title	Summary	Category	Date Posted	Rating
Event from IOS	Event information from IOS using EEM and Telnet's API	User Interface	Nov 10, 2009 05:43am PST	★★★★
Multi-Event Manager Monitor	Script combines an EEM policy based in EEM timer and Expression Manager (EM) 3.0.1.4.1.8.10.22 (3.0.0.1.2.1.00) to calculate the Recognized traffic by NBAR feature.	Network Management	Oct 26, 2009 12:54am PST	★★★★
Curl HTTP Shell	Simple script to capture show tech outputs	High Availability	Oct 13, 2009 10:13am PST	
Traps & Email SMI Calls	Generates a syslog & sends an email when SMI is called	Security	Sep 11, 2009 12:43pm PST	★★★★
TCP Socket State Monitor	This EEM policy detects, sends a syslog message, and optionally shuts TCP sockets hung in certain states.	Security	Aug 04, 2009 11:23am PST	
show exec var	Quick and easy show command output into the server.	Network Management	Jul 14, 2009 02:40am PST	
CLI, NBAR, Application Inspects	ios - snmptrapaction opens on the box	User Interface	May 30, 2009 02:40pm PST	
HTTP Server with CGI scripts	HTTP Server with CGI support	Network Management	Apr 22, 2009 10:55am PST	
ios tunnel scripts	Automates ios tunnel update with dynamic ios tunnel endpoints	Routing	Apr 01, 2009 10:46am PST	

## Management Instrumentation

Cisco IOS Software provides a rich set of features that enable customers to efficiently manage their networks. Benefits of this embedded instrumentation functionality include: lowered operating and maintenance costs, rapid incorporation of new network services and devices, management of the network as an integrated system, reduced downtime by adaptive fault management, and measurable and billable differentiated services.

Review additional information about [Management Instrumentation](#) in the Technical Support site area.

[Download Software](#)

Latest Cisco IOS Management Instrumentation Documentation

- Cisco IOS Service Diagnostic - Border Gateway Protocol, Open Shortest Path First and Quality of Service Scripts Users Guide
- Cisco IOS Embedded Event Manager Data Sheet
- Cisco IOS Flexible NetFlow Technology Overview
- Cisco IOS Flexible NetFlow Datasheet
- Cisco IOS Embedded Packet Capture Datasheet
- Cisco IOS Flexible NetFlow Technology White Paper

Product Literature (2)

Presentations

White Papers

[www.cisco.com/go/instrumentation](http://www.cisco.com/go/instrumentation)

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  - Other Network Infrastructure Subjects
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  - VPN
  - Network Management
  - Firewalling
  - Intrusion Prevention Systems (IPS)
  - AAA
  - Physical Security
  - Malware
  - Malware Package Sharing
  - IronPort
  - Other Security Subjects
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  - IP Telephony
  - Video Over IP
  - Unified Communications Applications
  - Telepresence
  - Digital Media System
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  - Application Networking
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- Facebook (71)
- LinkedIn (71)
- Twitter (71)
- Dailymotion (51)
- I rarely use social media (17)
- I never use social media (15)
- What 2014-15 IT Budget?

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# TechWise TV Episode 73



Best Of  
2010



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Jimmy Ray Purser and  
Borderless Networks  
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Tracy Jiang  
Matt Lambert  
Bruno Klauser  
David Lin

Recorded at CiscoLive 2010

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Small, real, practical, engaging examples

Cult Status of Robb and Jimmy Ray 😊

See: [http://www.cisco.com/en/US/solutions/ns340/ns339/ns638/ns914/html\\_TWTV/twtv\\_episode\\_73.html](http://www.cisco.com/en/US/solutions/ns340/ns339/ns638/ns914/html_TWTV/twtv_episode_73.html)



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# Network Automation @ CiscoLive 2011



## Session Catalogue

The content catalogue is a preliminary guide to the sessions taking place at Cisco Live 2011, London and are therefore subject to change. Please refer to schedule builder for the full session listing and schedule.

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in the

Type

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Session Group:

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All	Type	Technical Level	Session Group:	Day
▼ <a href="#">Session ID</a>	Title		Type	
BRKCDN-2005	Building Innovative Solutions with Embedded Automation Technologies		Cisco Developers Program - 2 hour	
BRKCRS-2929	Industrial Automation Switching		Technical Breakout - 90 mins	
BRKIPM-2090	Implementing Network Automations		Technical Breakout - 90 mins	
BRKNMS-2464	13 Smart Automations to Configure Your Cisco IOS Network		Technical Breakout - 2 hours	
BRKNMS-2465	13 Smart Automations to Monitor Your Cisco IOS Network		Technical Breakout - 2 hours	
BRKNMS-2466	13 Smart Automations to Troubleshoot Your Cisco IOS Network		Technical Breakout - 2 hours	
LABNMS-1262	Implementing Network Automation Module 0 - Basics		Lab: Self-Paced	
LABNMS-1263	Implementing Network Automation Module 1 - Planning		Lab: Self-Paced	
LABNMS-1264	Implementing Network Automation Module 2 - Deployment		Lab: Self-Paced	
LABNMS-1265	Implementing Network Automation Module 3 - Monitoring		Lab: Self-Paced	
LABNMS-1266	Implementing Network Automation Module 4 - Troubleshooting		Lab: Self-Paced	
LABNMS-1422	Network Automation Solutions using Cisco IOS EEM		Lab: Self-Paced	
LABNMS-2001	Advanced Network Automation and Solutions using Cisco IOS EEM		Lab: Instructor Led - 2 hours	
TECNMS-2234	Designing and Implementing Network Automation		Technical Seminar - 8 hours	

1. Navigate to <http://bit.ly/cSMV3N>
2. Search for ,Automation‘
3. Enjoy !

# Network Management and Operations Sessions

Session ID	Session	Day
LABNMS-2001	Network Automation and Solutions using Cisco IOS EEM	Tuesday
BRKMPL-3004	Advanced Network Management for MPLS & Carrier Ethernet Networks	Tuesday
BRKNMS-2840	Managing the Security in Borderless Networks	Tuesday
BRKNMS-2006	Energy Management	Tuesday
BRKNMS-2008	Service Assurance in an Enterprise Environment	Tuesday
BRKNMS-2003	CiscoWorks LMS	Tuesday
BRKNMS-2464	13 Smart Automations to Configure Your Cisco IOS Network	Tuesday
BRKNMS-2002	IOS strategy and evolution	Wednesday
BRKNMS-2007	Monitoring, Troubleshooting and Diagnosing Real-Time Video Collaboration Services	Wednesday
BRKNMS-2009	Simplify the Deployment of Cisco Platforms and Technologies	Wednesday
PNLNMS-1196	Introduction to Enterprise Network Management	Wednesday
BRKNMS-2005	DataCenter & Virtualization Management Overview	Wednesday
<b>BRKNMS-2465</b>	<b>13 Smart Automations to Monitor Your Cisco IOS Network</b>	<b>Wednesday</b>
BRKNMS-2658	Securely Managing Your Networks and SNMPv3	Wednesday
BRKNMS-2031	SYSLOG Design, Methodology and Best Practices	Wednesday
BRKNMS-2466	13 Smart Automations to Troubleshoot Your Cisco IOS Network	Wednesday
BRKNMS-3132	Advanced NetFlow	Thursday
LABNMS-2001	Network Automation and Solutions using Cisco IOS EEM	Thursday
LABNMS-1145	Introduction to IOS Software Activation Lab (aka Licensing)	Walk In
LABNMS-1262	Introduction to Implementing Network Automation Module 0 - Basics	Walk In
LABNMS-1263	Introduction to Implementing Network Automation Module 1 - Planning	Walk In
LABNMS-1264	Introduction to Implementing Network Automation Module 2 - Deployment	Walk In
LABNMS-1265	Introduction to Implementing Network Automation Module 3 - Monitoring	Walk In
LABNMS-1266	Introduction to Implementing Network Automation Module 4 - Troubleshooting	Walk In
LABNMS-1422	Introduction to Network Automation Solutions using Cisco IOS EEM	Walk In
LABNMS-2011	Flexible NetFlow Quickstart	Walk In

# Conclusion

- Not all Monitoring Tasks are Equal
- Network Automation ...
  - ... is a Paradigm Change
  - ... offers opportunities far beyond OPEX savings
  - ... is **EASy** to **adopt now**

**How will You use Network Automation?**

# BRKNMS-2465

## Recommended Reading

Please browse on-site Cisco Store for suitable reading.

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