

NNMi Device Support Request Form

This form is for use by customers and prospects to request new device support in NNMi

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Section A. Device Information

Submit a separate device request form for each device Vendor / Family (e.g., Cisco Nexus, Cisco ASR, Juniper EX, HP, A12000)

VENDOR	F5
FAMILY	
CATEGORY (e.g., Switch, Router, etc.)	

List one or more requested device Models within the specified Device Vendor / Family (Cisco ASR 1002, ASR 1004)

MODEL	SNMP SysObjectID	SW/OS VERSION	DEVICE COUNT (approximate)	DESCRIPTION / COMMENT
Refer to the F5.xlsx				

Section B. Cross check device support matrix: Select (check) all that apply

Is the device model / sysObjectID listed in "NNMi device support matrix" for your NNMi release?	<input checked="" type="radio"/> Yes <input type="radio"/> No
If device support exists (or is added) in newer NNMi release version, are you willing to upgrade?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Are you willing to test PRE-RELEASE (beta) version of the device support module and provide feedback?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Section C. NNMi Feature Requests: Select (check) all that apply

NOTE: NNMi may not be able to support the requested features if the device does not report any relevant MIBs for that feature.

	Features to be supported	Device information required to process the request
Basic Features	Device profile (Mapping of SysOID to vendor family model, device category) <input checked="" type="checkbox"/>	<input type="checkbox"/> Ensure device sample(s) are representative of all models and features requested <input type="checkbox"/> Ensure IPv6 is enabled and configured on the requested device sample(s). <input type="checkbox"/> Collect SNMPWALKs for all device samples (see Section E instructions) <input type="checkbox"/> Collect/dump Device Configuration for all device samples (e.g., using "show config" command from device console)
	Basic node, interface, IP (v4) discovery & monitoring <input checked="" type="checkbox"/>	
	IPv6 discovery & monitoring <input type="checkbox"/>	
Standard Features	Fault Components monitoring (Fan, Powersupply, Temperature, Voltage) <input checked="" type="checkbox"/>	Ensure device sample(s) are representative of all models and features requested <input type="checkbox"/> Collect SNMPWALKs for all device samples (see Section E instructions) <input type="checkbox"/> Collect/dump Device Configuration for all device samples (e.g., using "show con <input type="checkbox"/> Ensure VLANs are enabled and configured on the device sample(s).
	Performance Components monitoring (CPU, Memory, Disk, Buffer) <input checked="" type="checkbox"/>	
	Chassis-Card-Port discovery & monitoring <input checked="" type="checkbox"/>	
	VLAN Membership <input type="checkbox"/>	
	Layer 2 Connectivity (normally for switches) <input type="checkbox"/>	<input type="checkbox"/> Ensure FDB or any L2 Discovery Protocol(s) is enabled and configured in the sample device(s) and connected neighbors <input type="checkbox"/> Collect SNMPWALKs (see Section E instructions) for: requested device model(s), AND neighboring devices connected to the requested device sample(s) <input type="checkbox"/> Connectivity diagram (or table) showing the expected connections (node/interface endpoints) <input type="checkbox"/> Collect/dump Device Configuration for all device samples (e.g., using "show config" command from device console)

	Features to be supported	Device information required to process the request
Advanced Features	Router Redundancy <input type="checkbox"/>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure Router Redundancy is enabled and configured on the device samples(s). <input type="checkbox"/> Collect SNMPWALKs (see Section E instructions) for: <ul style="list-style-type: none"> a) requested device model(s), AND b) other device members in the redundancy group(s) <input type="checkbox"/> Capture snmpwalks for both before and after redundancy group failover scenarios, if possible. <input type="checkbox"/> Collect/dump Device Configuration for all device samples in the redundancy group (e.g., using “show config” command from device console)
	Link Aggregation <input type="checkbox"/>	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure any L2 Discovery Protocol(s) and Link Aggregation features are enabled and configured in the sample device(s) and connected neighbors <input type="checkbox"/> Collect SNMPWALKs (see Section E instructions) for: requested device model(s), AND neighboring devices connected to the requested device sample(s) <input type="checkbox"/> Connectivity diagram (or table) showing the expected connections (node/interface endpoints) <input type="checkbox"/> Collect/dump Device Configuration for all device samples (e.g., using “show config” command from device console)
	Stackables <input type="checkbox"/>	<ul style="list-style-type: none"> <input type="checkbox"/> Collect SNMPWALKs (see Section E instructions) for requested device model <ul style="list-style-type: none"> With all stack members UP With one stack member DOWN <input type="checkbox"/> Stack Connectivity details (node-interface endpoints) <input type="checkbox"/> Collect/dump Device Configuration for all device samples (e.g., using “show config” command from device console)

	Features to be supported	Device information required to process the request
	Virtualization <input type="checkbox"/>	<input type="checkbox"/> Collect SNMPWALKs (see Section E instructions) for requested device model <input type="checkbox"/> Collect Context specific SNMPWALKs <input type="checkbox"/> Collect/dump Device Configuration for all device contexts (e.g., using “show config” command from device console)

Section D. Check list of data needed for each support case

- NNMi Device Support Request (DRD) form completely filled
- SNMP walks for all involved devices as per Section E
- Device CLI 'Show Config' output for each device involved, as per Section E
- Connectivity diagram and neighbor walks, if L2/LAG support is needed
- Netconf XML data for Juniper devices only, as per Section E
- DSM Report for the requested device model. See Section H on how to capture DSM report.

NOTE:

1. If any of the above information is missing, progress on the case may be delayed or not possible.
2. Use separate form for each device VENDOR / FAMILY (e.g., Cisco Nexus, Cisco ASR). Multiple device MODELS within a Vendor/Family may be listed in single form (e.g., Cisco ASR 1002, ASR 1004).

Additional Information needed (if possible): Select (check) all that apply

- NNMi Configpoll output (if NNMi is installed run "nmmconfigpoll.ovpl -v device-ipaddr" for all involved devices)
- Vendor specific MIBs supported by the device (Vendor-specific MIB files are delivered with the vendor's device documentation or can be downloaded from vendor's site.)

Section E. How to Collect the SNMP Walks/Netconf XML? Check the following options.

<p>Any System, with or without NNMI</p>	<p>Contact the Support team to obtain copy of the nnmsnmpcapture tool</p> <p>Pre-Requisite:</p> <ul style="list-style-type: none"> a) Java 1.6 or above and java. Tool does not run on lower version of java 1.6. b) To check java version run "java -version" command on command prompt c) JAVA_HOME environment variable should be set d) If JAVA_HOME environment variable is not set, the script try to use either NNMI java (if NNMI is installed) or default java. Script will fail and exit in case, none of the above steps failed to find java 1.6 or above version <p>Quick start Instructions:</p> <ul style="list-style-type: none"> e) Extract nnmsnmpcapture.zip onto your system. Any directory will do. f) Run either nnmsnmpcapture.bat (for windows) or nnmsnmpcapture.sh (for Linux). <p>Refer to the Readme.txt file for more details.</p>
<p>Last resort</p>	<p>For each device, execute the following Net-SNMP command (http://www.net-snmp.org/download.html):</p> <p>snmpwalk -ObenU -v2c -c community device-ip 1 > nwalk-device-ip.txt with actual device-ip and associated community string specified accordingly.</p> <p>NOTE: The -ObenU options and "1" oid argument are required to collect a complete walk in proper format.</p>
<p>Netconf XML</p>	<p>Contact support to get a copy of the netconf xml capture tool.</p> <p>Quick start Instructions:</p> <ol style="list-style-type: none"> 1. Extract the tool onto your system. 2. Execute netconf.sh <p>Usage:</p> <p>netconf.sh [options] ssh://user:paswd@host[:port][/]subsystem] rpc-commands...</p> <p>Refer to README.txt for more details.</p>

Section F. Steps to collect Device Assessment Report (DSM) report

DSM Reports can be collected from NNMi 9.2 Patch4 and above.

NOTE: The device for the requested model should be seeded and discovered before launching the DSM report

1. Launch Device from a supported version of Web browser: <http://<nnmiserver:port>/nnm-dsm/nnm-dsm.jsp>
2. Under Generate Device Assessment Report for a specific Node (Device IP address)/Nodes by management address/Range of addresses using (*)/Hostname/sysObjectId. Enter the value as specified.
3. Click **Submit**. Attach a copy of the displayed report along with the Device Support Request form.