Diameter Signaling Router

IDIH Log Viewer

Release 8.2

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Diameter Signaling Router IDIH Log Viewer, Release 8.2

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Contents

1 Introduction

Revision History 1-1
Overview 1-1
Scope and Audience 1-1
Manual Organization 1-1
Documentation Admonishments 1-1
Related Publications 1-2
Locate Product Documentation on the Oracle Help Center Site 1-2
Customer Training 1-2
My Oracle Support (MOS) 1-3
Emergency Response 1-3

2 Working in Log Viewer

Overview 2-1
Accessing Log Viewer 2-1
Setting User Preferences on IDIH Dashboard 2-1
    Setting Time Format 2-1
    Setting Mapping Preferences 2-2
Alarm Status Indicator 2-2
User Activity Table 2-4
Tool Bar 2-5
    Toolbar 2-5
    Selecting Blocks of Records 2-5
Log Viewer Functionality 2-5
    Creating or Modifying a Query for Filtering 2-6
    Executing a Query 2-7

List of Figures

2-1 Alarm Status Indicator 2-3
2-2 Alarm List 2-4
2-3 Log Viewer Toolbar 2-5
2-4 Log Viewer Query Dialog 2-6

List of Tables

1-1 Admonishments..... 1-2

1

Introduction

This chapter contains an overview of the Log Viewer application of the Integrated Diameter Intelligence Hub. The contents include sections on the organization, scope, and audience of the documentation, as well how to receive customer support assistance.

Revision History

Date	Description
August 2011	Initial Release
June 2016	Updated to include accessibility changes

Overview

The Log Viewer Tool is an application that monitors the activities of logged-in users and displays records of those activities.

Note: The Log Viewer application is only available to users logging into IDIH as **idihadmin**.

Scope and Audience

This documentation is intended for personnel who maintain operation of the IDIH. It provides information about Log Viewer and is designed around performing common tasks to efficiently and effectively monitor applications and user's activities as well as alarm status.

Manual Organization

Introduction contains general information about this document, how to contact #unique_19, and #unique_20.

Working in Log Viewer provides basic information to begin using the Log Viewer application.

Documentation Admonishments

Admonishments are icons and text throughout this manual that alert the reader to assure personal safety, to minimize possible service interruptions, and to warn of the potential for equipment damage.

Table 1-1 Admonishments

Icon	Description
	Danger: (This icon and text indicate the possibility of personal injury.)
	Warning: (This icon and text indicate the possibility of equipment damage.)
	Caution: (This icon and text indicate the possibility of service interruption.)

Related Publications

For information about additional publications related to this document, refer to the Oracle Help Center site. See Locate Product Documentation on the Oracle Help Center Site for more information on related product publications.

Locate Product Documentation on the Oracle Help Center Site

Oracle Communications customer documentation is available on the web at the Oracle Help Center (OHC) site, http://docs.oracle.com. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at http://www.adobe.com.

1. Access the Oracle Help Center site at http://docs.oracle.com.
2. Click `Industries`.
3. Under the Oracle Communications subheading, click the `Oracle Communications documentation` link.

   The Communications Documentation page displays. Most products covered by these documentation sets display under the headings "Network Session Delivery and Control Infrastructure" and "Platforms."
4. Click on your Product and then the Release Number.

   A list of the entire documentation set for the selected product and release displays.
5. To download a file to your location, right-click the `PDF` link, select `Save target as` (or similar command based on your browser), and save to a local folder.

Customer Training

Oracle University offers training for service providers and enterprises. Visit our web site to view, and register for, Oracle Communications training at http://education.oracle.com/communication

To obtain contact phone numbers for countries or regions, visit the Oracle University Education web site at www.oracle.com/education/contacts

My Oracle Support (MOS)

MOS (https://support.oracle.com) is your initial point of contact for all product support and training needs. A representative at Customer Access Support (CAS) can assist you with MOS registration.

Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at http://www.oracle.com/us/support/contact/index.html. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select 2 for New Service Request
2. Select 3 for Hardware, Networking and Solaris Operating System Support
3. Select one of the following options:
   - For Technical issues such as creating a new Service Request (SR), Select 1
   - For Non-technical issues such as registration or assistance with MOS, Select 2

You are connected to a live agent who can assist you with MOS registration and opening a support ticket.

MOS is available 24 hours a day, 7 days a week, 365 days a year.

Emergency Response

In the event of a critical service situation, emergency response is offered by the Customer Access Support (CAS) main number at 1-800-223-1711 (toll-free in the US), or by calling the Oracle Support hotline for your local country from the list at http://www.oracle.com/us/support/contact/index.html. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability
- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with Oracle.

2

Working in Log Viewer

This chapter provides information about procedures used when working in the Log Viewer application.

Overview

Log Viewer is a specific-purpose application that allows users to view user and system generated events using formatted messages associated with alarms, events, measurements and logs.

Accessing Log Viewer

To open Log Viewer, follow these steps:

1. Log in to **IDIH** .

   The IDIH Application board is displayed.

2. Click **Log Viewer**.

   The Log Viewer home page is displayed.

Setting User Preferences on IDIH Dashboard

Once inside IDIH, a user can set user preferences. These include:

- Time specifications (such as date format, time zone)
- Enumeration values (numerals vs. text)

Setting Time Format

Follow these steps to set the time format:

1. Click **User Preferences** on the Application board.

   The User Preferences screen is displayed.

2. Click the **Date/Time** tab.

   The Date/Time screen is displayed. The red asterisk denotes a required field.

   Note: Use the tips on the screen to help configure the time format.

3. Enter the format for these time-related displays.

- **Date format**
- **Time format**
- **Date and time fields**

4. Select the formats for these time-related displays by using the drop-down arrow.
   - **Duration fields** - how the hours, minutes, seconds, and milliseconds of the Time format is displayed
   - **Time zone**

   Note: The local time zone must be chosen to get local time.

5. To reset the time-related displays to default settings, click **Reset**.
6. Click **Apply** to save settings.

Setting Mapping Preferences

The user can set the Mapping settings using the User Preferences feature.

Follow these steps to set Mapping preferences.

1. Click **User Preferences** in the Application board.

   The User Preferences screen is displayed.

2. Click the **Mapping** tab.

   The Mapping screen is displayed.

3. Check **Translate ENUM values** to display text instead of numerals.

   Enumeration is used by TDRs to display text values instead of numeric. Rather than showing the numeral for Alarm Severity, the user interface will show the actual word, such as Major or Critical.

4. Check **IP Address to Node Name** to translate an IP Address to a textual Node Name.
5. To reset the Mapping values to the default, click **Reset**.
6. Click **Apply** to save the changes.

Alarm Status Indicator

When logged in to IDIH, either directly or from **DSR** launch, the portal header displays a count of current alarms, as shown in Figure 2-1. The alarm status indicator is a count of the highest severity of all open alarms and the alarm status indicator (circle) is the color (user defined, idihadmin) of the highest severity. For example, if there are zero critical, two major, one minor, and three warnings, then the alarm status indicator contains 2+ and the color is the user-defined color for major severity. The + is used to indicate that there are additional alarms at a lesser severity. The + does not appear if, for example, there are zero critical, two major, zero minor, and zero warnings.

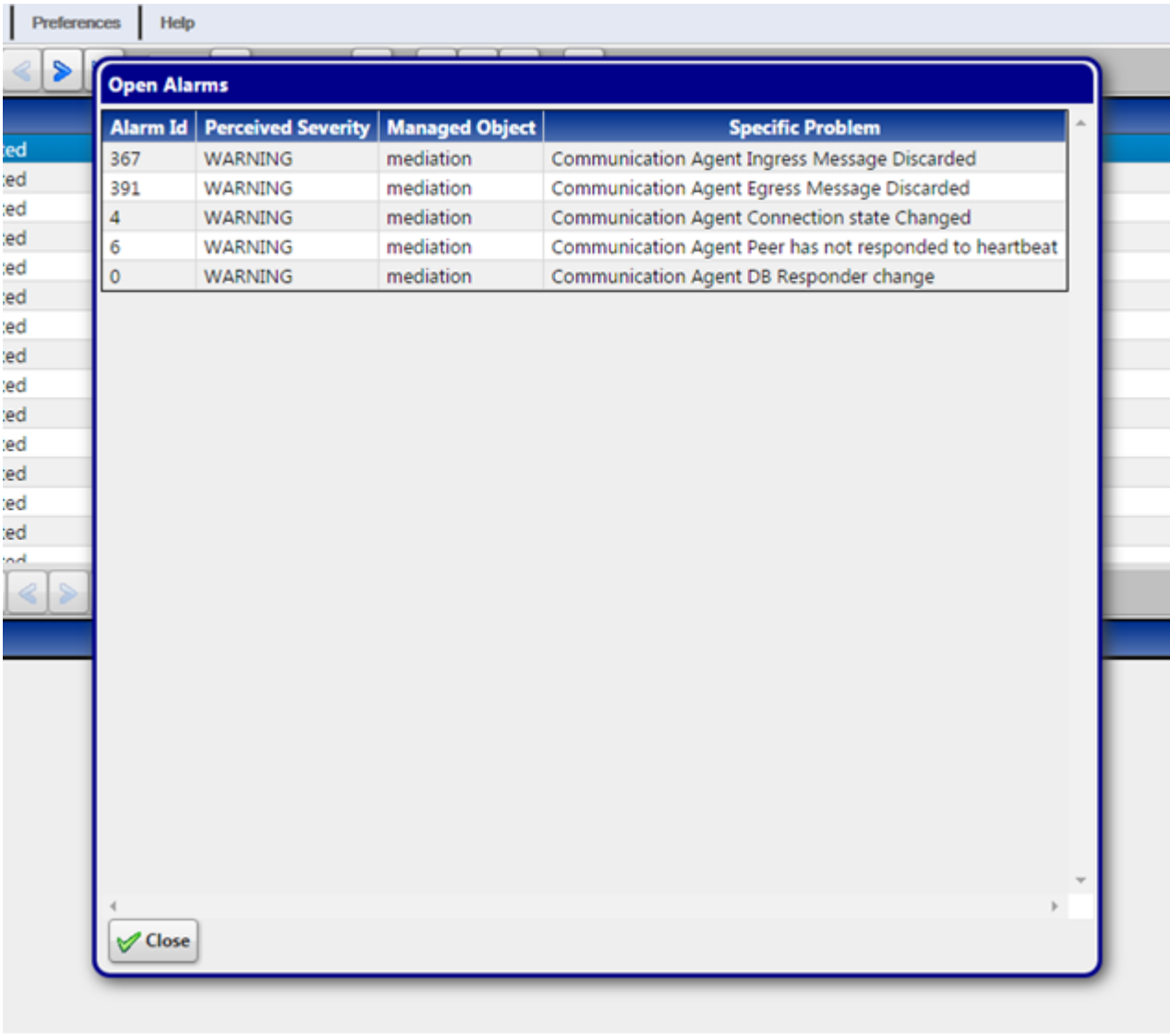
Initially, the alarm status is empty (non-visible). Then, after a short interval, the system queries for open alarms and updates the alarm status indicator. After the first update, the system updates the alarm status indicator every 30 seconds.

Figure 2-1 Alarm Status Indicator

Selecting the alarm status indicator shows a brief description of the open alarms. The system displays the list of open alarms in tabular form, as shown in Figure 2-2. This list can be dismissed by pressing the **Close** on the Open Alarm dialog window.

Note: Only open alarms may be viewed. No other actions are provided such as clear or acknowledge.

Figure 2-2 Alarm List



User Activity Table

The table consists of seven headings:

- Time stamp - The time and date of the log record
- Message Type - The source of a particular log record message .
- User Id - Name of user
- Severity - Relative importance of the log record: Fatal, Error, Warn, Info and Debug
- Application Id - **IDIH** application being used
- Message - Log record information line

- Exception trace - Any exceptions that are logged for the action (Message) detailed on a line are presented in this column. An exception might occur when an action fails to run or terminate successfully

The default display order for records is based on Log Time stamps from most-recent-to-oldest. Clicking the column heading reverses the sort order. Selecting the column heading again toggles back to the default order. Other columns also can be used as sort criteria. Clicking on a column heading the first time puts the records in alphabetical order. Clicking again toggles to the reverse alphabetical order. In all cases an arrowhead symbol in one of the column headings defines the column which controls the sort and whether the sort is first-to-last or last-to-first.

Tool Bar

The tool bar contains icons used to scroll up and down through lists of records larger than the display can accommodate in a single page, to sort or filter records in the table according to various criteria, and to count records on demand.

Toolbar

The toolbar has several function buttons:

Figure 2-3 Log Viewer Toolbar

Filter - enables the user to create filters for data records to make searches convenient.

Navigation Arrows - allows the user to move back and forth among the records.

Set Size - text box and check button that allows the user to set the number of records to display per page

Refresh - allows the user to refresh the list of records.

Execute Query - allows the user to set begin and end date parameters to run a query of the records

Exception - not usable

Message - displays a dialog box showing the record's message.

Selecting Blocks of Records

To select a block of records, press the Shift key while you click the first and last records of the block being selected.

Log Viewer Functionality

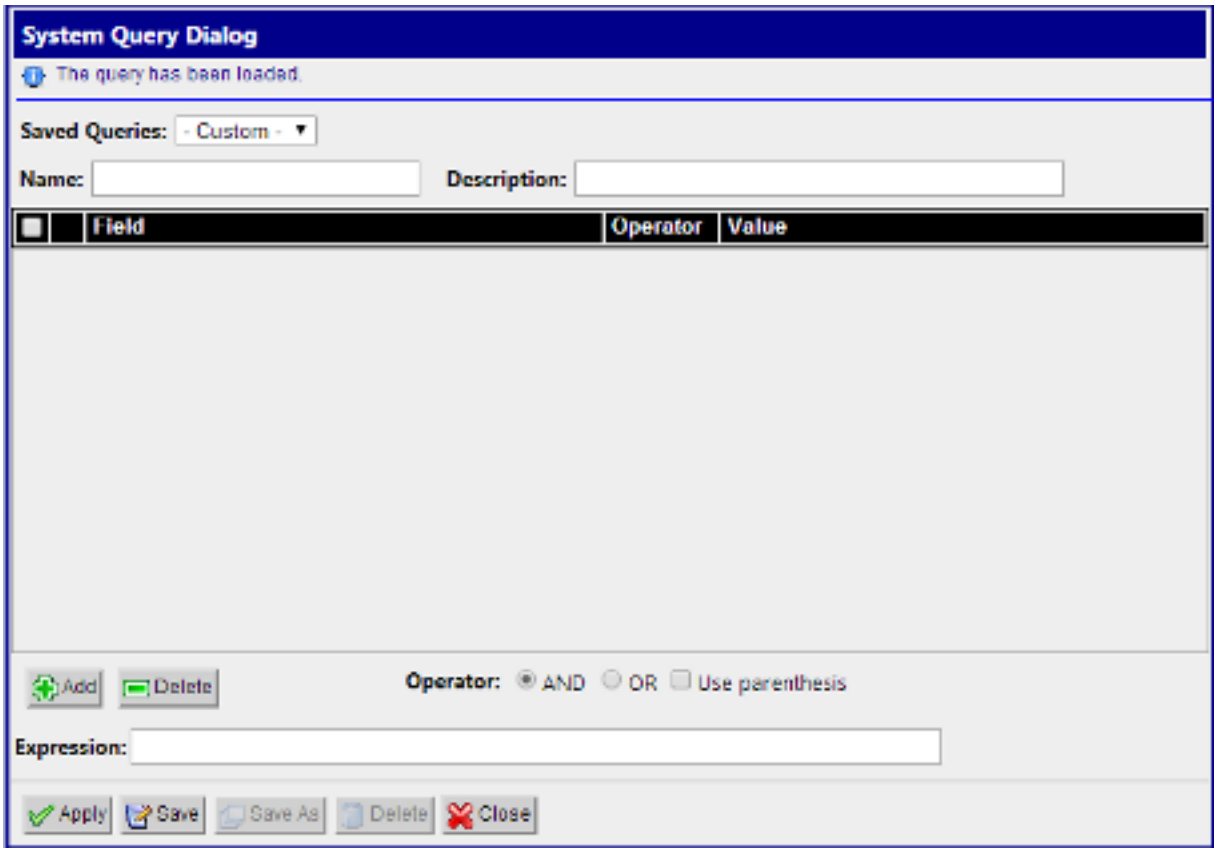
Log Viewer supports several functions:

- Listing log records - The records contain date and time, user login, **IDIH** application, problem severity and message information.
- Filtering log records - Displayed logs are able to be filtered by user-defined queries.

Creating or Modifying a Query for Filtering

To create or modify a query for use in filtering log records, click **Filter**. The Query Dialog window opens.

Figure 2-4 Log Viewer Query Dialog



Click **Add** to create fields for a new query. The query can be deleted by clicking **Delete**.

When adding a condition, the corresponding label is added into the **Expression** field. It is added to the end of the expression with the selected **Operator** (AND or OR). Similarly, when the condition is removed from the query, the corresponding label is automatically removed from the expression and the expression is adjusted. When **Use Bracket** is selected, then the whole expression is closed in brackets before adding the new condition.

The query is validated before it is saved or executed. Several things are verified:

- Name is filled (verified for Save operation only, for Query Execution operation the name can be empty)
- All conditions have correct operator and correct value (empty value not allowed and must correspond to field type)
- Expression is well formed Boolean expression

Whenever any error occurs, the user is notified either in the Message Panel at the top of the Dialog box or next to the GUI element which caused the error (a condition or expression box).

Note: For filtering on source and destination node fields, provide either the IP address or select the node name from the list. Selecting the node name means filtering on the list of IP addresses assigned to the selected node. If the same IP Address is being reused across the nodes, filtered data would display other nodes as well.

1. All fields (all fields are added into Displayed Fields)
2. Common (all common fields from all dictionaries are selected; if there is just one dictionary then all fields are selected)
3. Custom fields (the user can select fields of his/her choice)

The Displayed Fields are selected separately per dictionary. If there is more than one dictionary, then fields in the query result are merged together based on the field name. All fields with the same name are displayed in the same column.

Click **Save** to save a query for later use. The query appears in the Query List panel.

Click **Save As** to open a prompt asking for a new name. Confirms the name. A new query is created and saved for later use. The query appears in the Query List panel.

Now the query is ready for execution. Execute the query by clicking **Apply**.

Executing a Query

When a query is executed, it is always executed on the currently selected log record. A query can be executed in two ways:

1. By clicking **Apply** in Query Dialog (when creating or modifying a query), or
2. By selecting the an audit record and clicking **Execute Query** in the toolbar

Enter the time in which the search is about to be performed. The Begin and End date are pre-populated with the real begin and end date of the selected trace. Click on the icons next to the date and time text boxes and select the date in calendar and time in time selection widgets for better convenience.

Click **Execute** button and the query is executed.