

DirectMon™

Deregister SFA Nodes Before Upgrading to SFA OS 3.0.1.x

Problem Summary

Upgrading SFA OS to version 3.0.1.x while DirectMon is monitoring the SFA controller will cause DirectMon to stop monitoring. This issue has been traced to a bug in the SFA OS 3.0.1.x API that affects DirectMon.

In SFA OS 3.0.1.x, the SFA API can get into a state where it is unable to process requests for statistics-related data. This state is entered only if an API command is received while the controller is in a MIR (manual intervention required) state. However, this situation is highly likely to occur during an SFA OS firmware upgrade, because each controller will generally spend some time in a MIR state while the other is being upgraded. Once the API has entered this state, it cannot exit without restarting the SFA API on the affected controller.

Affected Systems

- DirectMon versions 2.5.0 and earlier are affected by this issue.
- All SFA platforms are subject to this issue during an upgrade to SFA OS 3.0.1.x.

Workaround

The workaround for this issue is to **first** deregister from DirectMon all SFA nodes to be upgraded **before** upgrading those nodes to SFA OS 3.0.1.x. After the upgrade is complete on all SFA nodes, reregister the nodes with DirectMon.

Workaround Procedure

To deregister a monitored node from DirectMon, you must first delete the node from the navigation tree, then delete it again from the **Unassigned Nodes** list.

ALERT! *All stored metrics for the deleted node will be lost* when following this procedure with DirectMon 2.5.0 or earlier.

- Step 1.** Open the DirectMon web interface as a user with full administrative access.
- Step 2.** Access the **Admin Config** tab using the **Tools** pull-down menu at the upper right side of the window.
- Step 3.** Delete the node(s) from the navigation tree as follows.
- a. On the **Admin Config** page, select the **Configure Tree** icon.
 - b. On the **Configure Tree** page, click the checkbox beside each SFA node to be removed from the DirectMon navigation tree. You may select multiple checkboxes.
 - c. Click the **Delete** button at the top of the **Configure Tree** page. The “deleted” nodes are removed from the navigation tree and added to the **Unassigned Nodes** list.

NOTE Deleting a node or branch from the navigation tree *does NOT deregister* the associated nodes from DirectMon. The nodes are still monitored. They are merely removed from display in the navigation pane.

- Step 4.** Deregister the unassigned node(s) from DirectMon monitoring as follows.
- a. Select a desired node in the **Unassigned Nodes** list for deregistration, then click the **Delete** button at the top of the **Configure Tree** page again.
 - b. Click **Commit** to commit your change.
 - c. Repeat **Step 4a** and **b** for each node to be deregistered.

NOTE Once the deletion is committed, the node is deregistered from DirectMon. Monitoring of the node stops and all stored metrics for the node are deleted.

- Step 5.** Perform the SFA OS upgrades on all nodes and verify the upgrades were successful.
- Step 6.** Reregister the nodes with DirectMon. (See the *DirectMon Installation Guide* for details.)

Resolution

The SFA API issue in SFA OS 3.0.1.x will be resolved in a future release of SFA OS.

A future release of DirectMon will automate the SFA node deregistration and reregistration process for SFA OS upgrades and will preserve metrics history across this transition.

Contacting DDN Technical Support

Please contact DDN Technical Support at any time if you have questions or require assistance. Support can be reached by phone, by email, or on the web as listed below.

Web

*DDN Community Support Portal
Portal Assistance*

<https://community.ddn.com/login>
webportal.support@ddn.com

Telephone

DDN Support Worldwide Directory

<http://www.ddn.com/support/contact-support>

Email

Support Email

support@ddn.com

Bulletins

Support Bulletins

End-of-Life Notices

Bulletin Subscription Requests

<http://www.ddn.com/support/technical-support-bulletins>

<http://www.ddn.com/support/end-of-life-notices>

support-tsb@ddn.com