MSTR Issue :

Issue 1:Count of the ‘#Total Devices metric data is not matched with MSD and Redshift.

SELECT a.sys\_class\_name,

Count(1) as CNT

FROM png\_mdsdb.cmdb\_ci\_final a

Where a.sys\_class\_name IN ('cmdb\_ci\_hardware','cmdb\_ci\_storage\_device','cmdb\_ci\_voice\_hardware')

AND a.cdctype<>'D'

group by 1;

redshift :

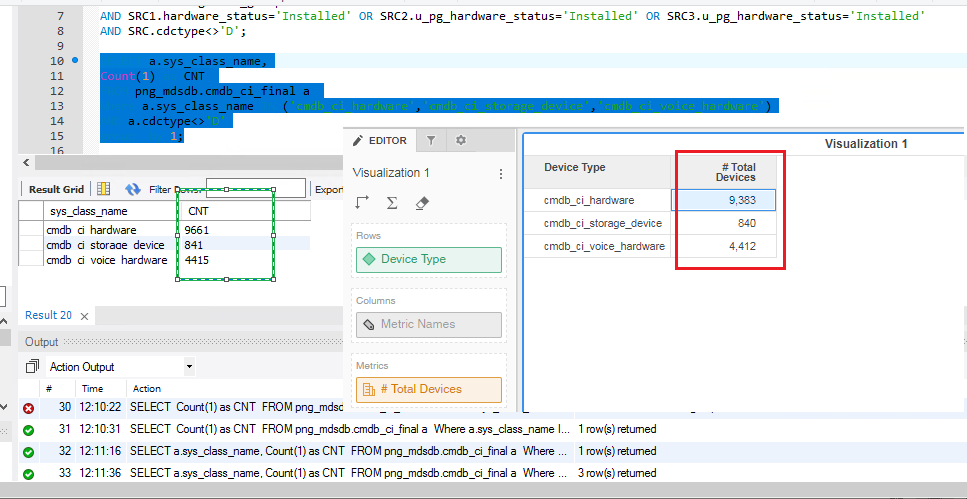
Select b.sys\_class\_name\_c,count(1)

FROM ldb.f\_configuration\_item a

JOIN ldb.d\_configuration\_item b ON a.configuration\_item\_key=b.row\_key

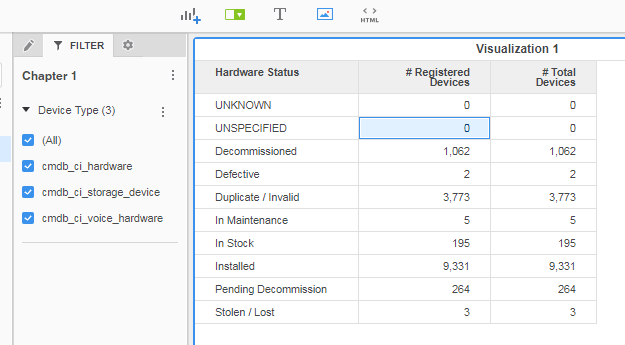
WHERE b.sys\_class\_name\_c IN ('cmdb\_ci\_hardware','cmdb\_ci\_storage\_device','cmdb\_ci\_voice\_hardware')

group by 1;

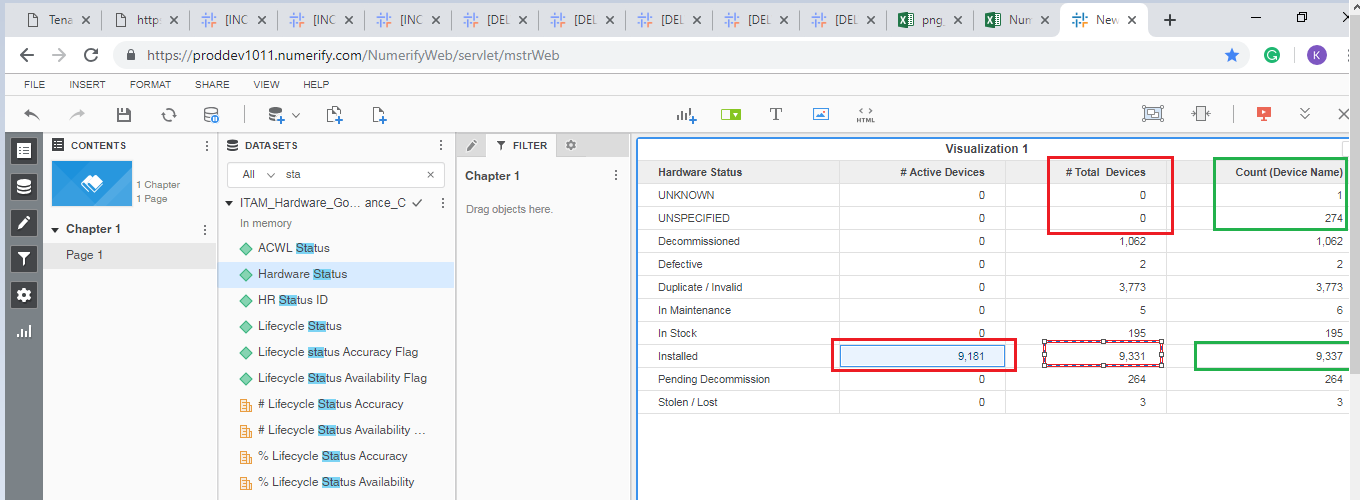


Issue 2: Noticed UNKNOW and UNSPECIFIED in the Hardware Status with 0 metric data :

UNKNOWN should not be displayed and Unspecified should display the respective value.



Issue 3: ‘# Active Devices’ metric data is not matching with MDS:



Issue 4: Hardware is having ‘UNKNOWN’

SELECT SRC.name,SRC.sys\_class\_name,SRC1.hardware\_status

FROM png\_mdsdb.cmdb\_ci\_final SRC

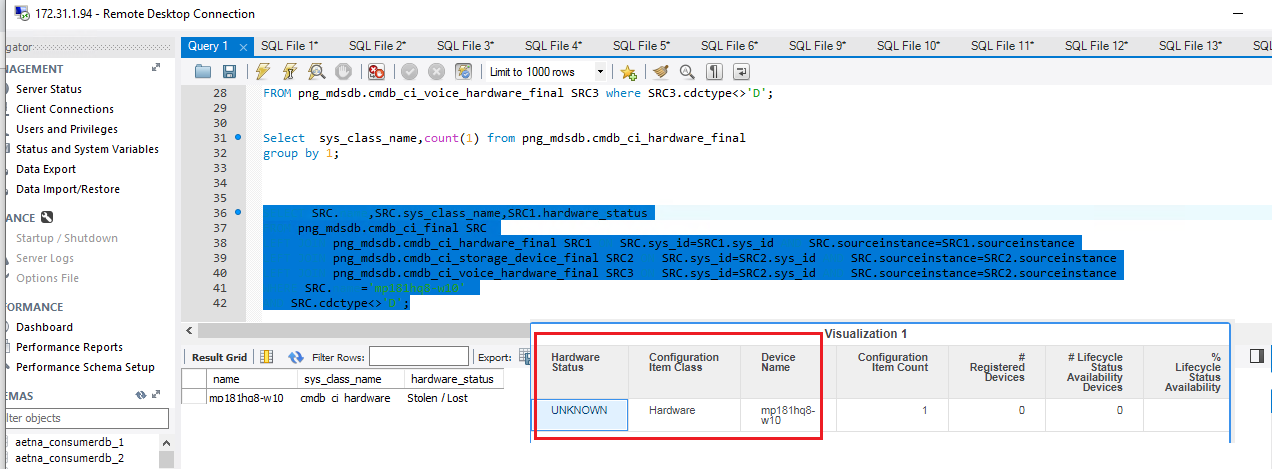
LEFT JOIN png\_mdsdb.cmdb\_ci\_hardware\_final SRC1 ON SRC.sys\_id=SRC1.sys\_id AND SRC.sourceinstance=SRC1.sourceinstance

LEFT JOIN png\_mdsdb.cmdb\_ci\_storage\_device\_final SRC2 ON SRC.sys\_id=SRC2.sys\_id AND SRC.sourceinstance=SRC2.sourceinstance

LEFT JOIN png\_mdsdb.cmdb\_ci\_voice\_hardware\_final SRC3 ON SRC.sys\_id=SRC2.sys\_id AND SRC.sourceinstance=SRC2.sourceinstance

WHERE SRC.name='mp181hq8-w10'

AND SRC.cdctype<>'D';



Issue 5: count of registered devices data is not matched

SELECT

Count(1) as CNT

FROM png\_mdsdb.cmdb\_ci\_final SRC

LEFT JOIN png\_mdsdb.cmdb\_ci\_hardware\_final SRC1 ON SRC.sys\_id=SRC1.sys\_id AND SRC.sourceinstance=SRC1.sourceinstance

LEFT JOIN png\_mdsdb.cmdb\_ci\_storage\_device\_final SRC2 ON SRC.sys\_id=SRC2.sys\_id AND SRC.sourceinstance=SRC2.sourceinstance

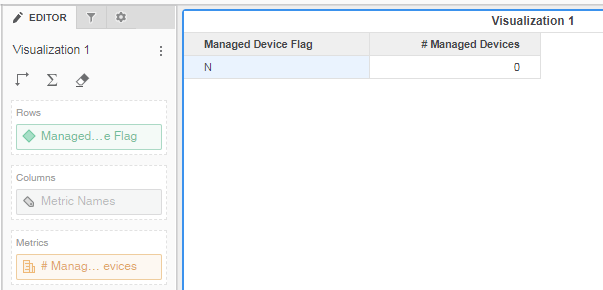
LEFT JOIN png\_mdsdb.cmdb\_ci\_voice\_hardware\_final SRC3 ON SRC.sys\_id=SRC2.sys\_id AND SRC.sourceinstance=SRC2.sourceinstance

WHERE SRC.assignment\_group iS NOT NULL

AND SRC.cdctype<>'D';

Issue 6: ‘# Managed Devices’ metric is displaying 0

Clarification needed, as the Metric is resulting 0,(is it tenable source)?



Issue 7: Organization Manager Details and Owned By Details are displaying the ID from and not mentioned in Design Document

