

NRT DC Migration Project Tool Overview & Learning Summary

Tools Used in the Project



SolarWinds: Network monitoring & alerting

Netcool: Event correlation & alarm management

Cramer: Network inventory & asset management

SCCD: Ticketing & IT service management

Simple Working Example

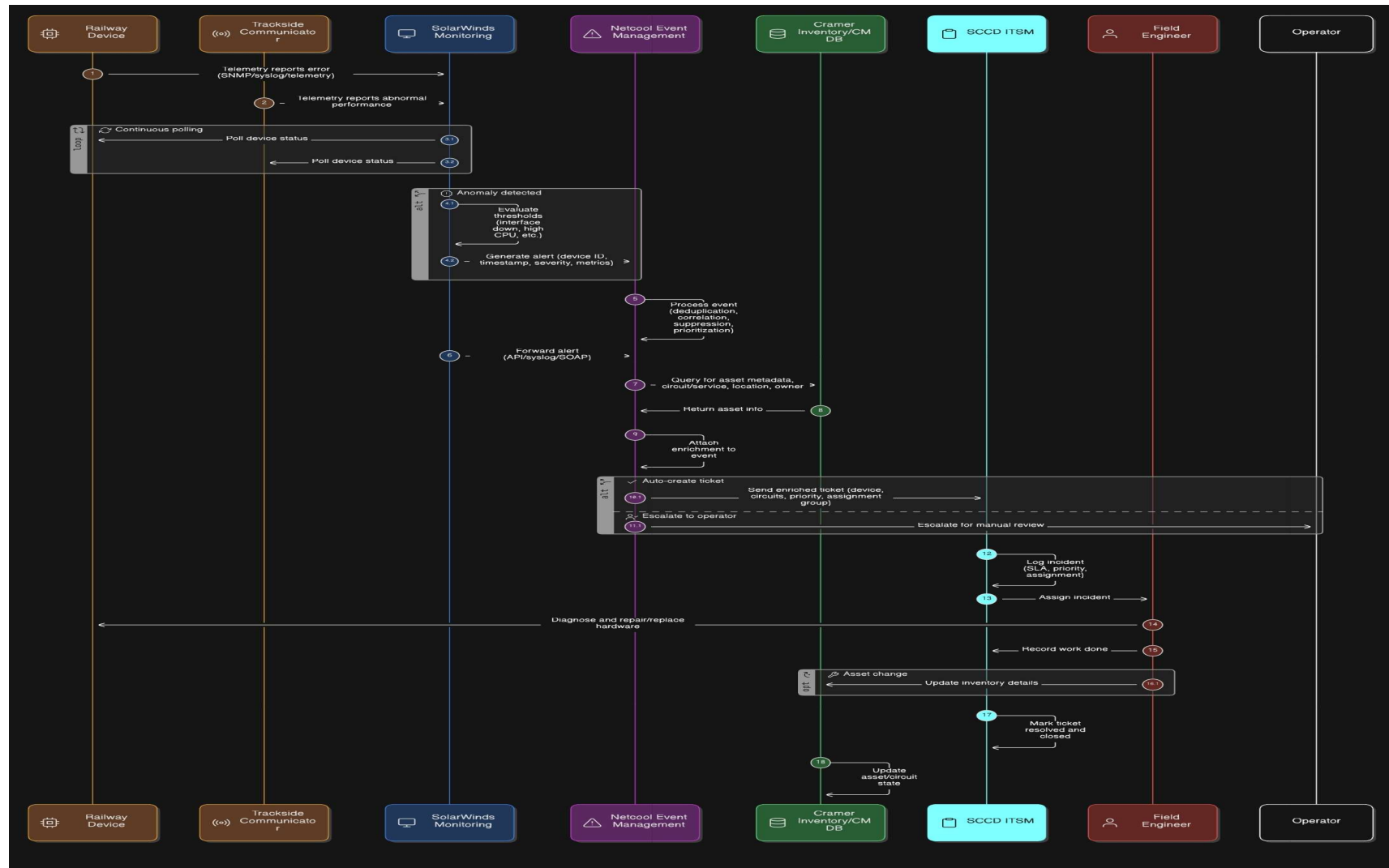


SolarWinds detects a device or interface anomaly

Alert is forwarded to Netcool for correlation and suppression of duplicates

Netcool triggers SCCD to create a Trouble Ticket (TT)

Cramer is used to fetch device, circuit, and location details for troubleshooting



SolarWinds: Overview (Why it matters)



Centralized monitoring for network health and availability



Real-time dashboards and historical performance trends

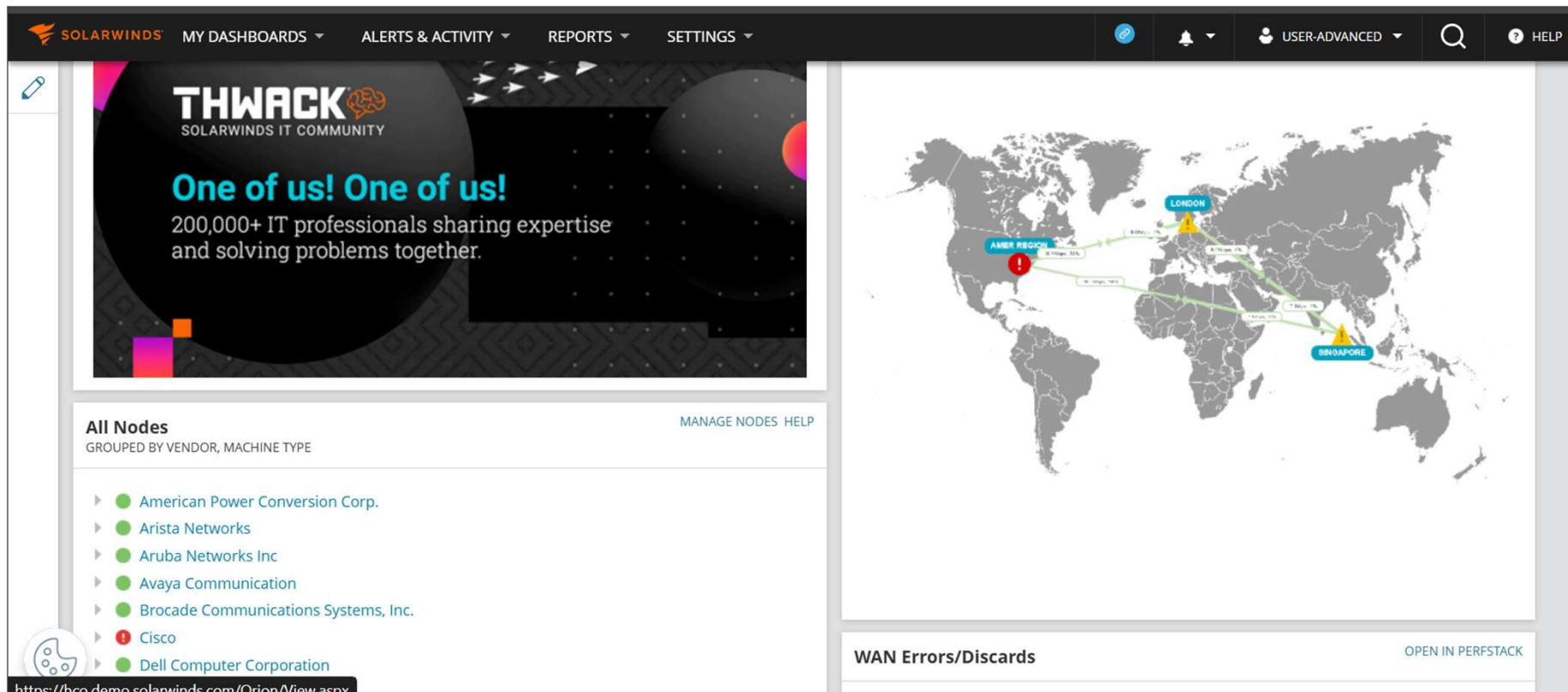


Automated alerting to reduce detection time



Integrates with downstream systems (Netcool, SCCD)

SolarWinds Dashboard



SolarWinds: NPM (Network Performance Monitor)



Monitors node availability, interface status, CPU & memory utilization



Uses SNMP/ICMP polling and traps for data collection





Performance charts, thresholds, and historical trend reports



Node maps and dependency-aware alerts for topology context

NPM Dashboard



















MY DASHBOARDS ▾ALERTS & ACTIVITY ▾REPORTS ▾SETTINGS ▾

NPM SummaryThursday, 11 December 2025 1

All Nodes managed by NPM

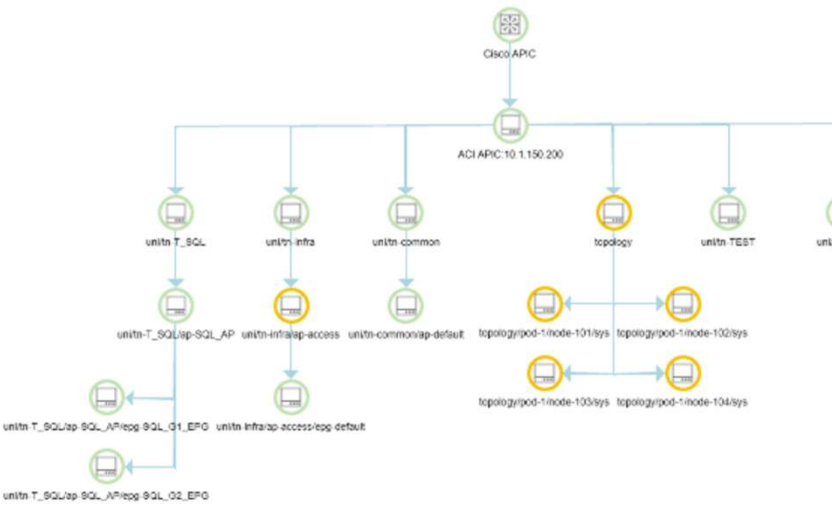
GROUPED BY VENDOR, STATUS

[MANAGE NODES](#) [HELP](#)

- ▼  American Power Conversion Corp.
 - ▼  Up
 -  Smart-UPS X 1500
- ▼  Arista Networks
 - ▶  Up
- ▶  Aruba Networks Inc
- ▶  Avaya Communication
- ▶  Brocade Communications Systems, Inc.
- ▼  Cisco
 - ▶  Up
 - ▶  Critical
 - ▶  Down
 - ▶  Warning
- ▶  Dell Computer Corporation
- ▶  FS Networks, Inc.
- ▶  Fortinet, Inc.
- ▶  H3C
- ▶  HPE

Cisco ACI Map

[VIEW](#)



MPLS Network

[VIEW](#)

SolarWinds: NCM (Network Configuration Manager)



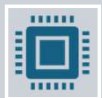
Automated config backups of routers/switches/firewalls



Config change detection and version comparison

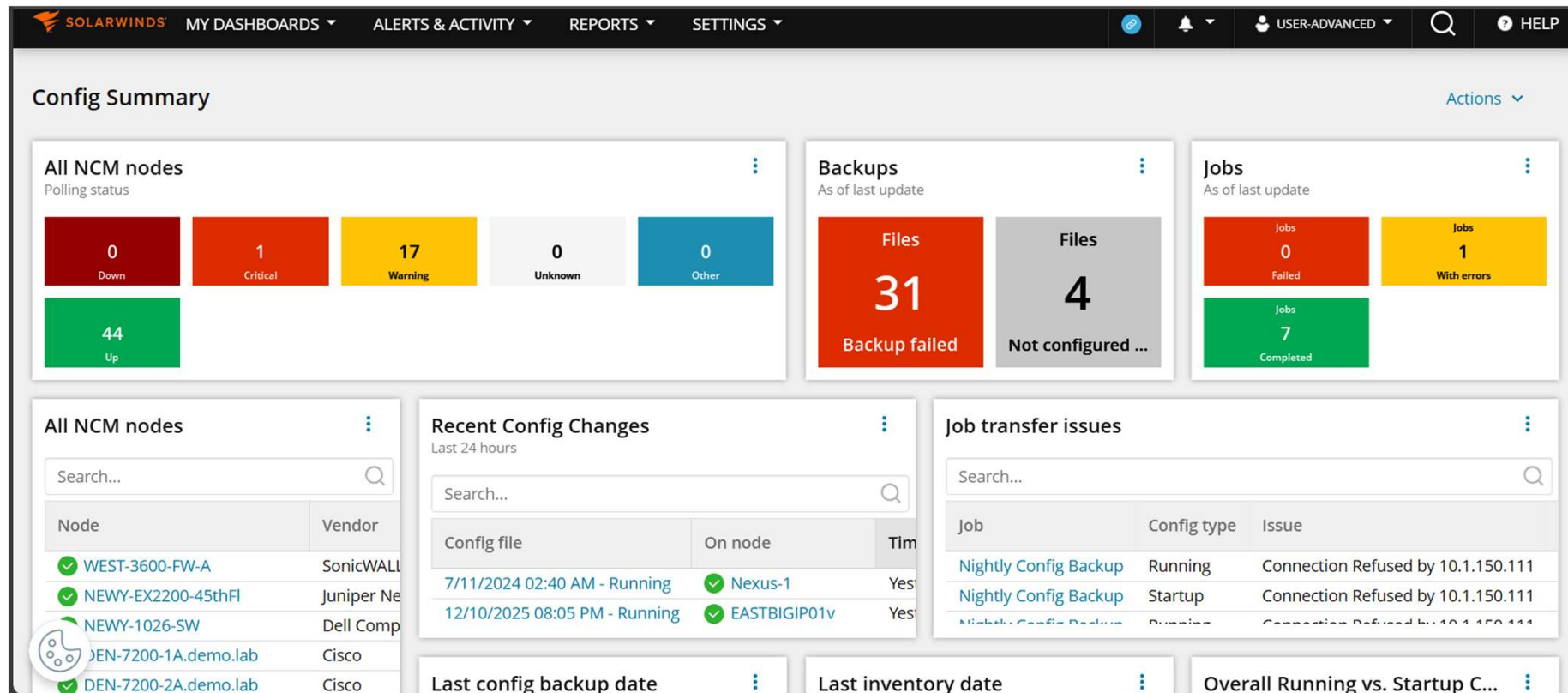


Policy/compliance checks and remediation workflows



Enables rapid rollback to known-good configurations

NCM Dashboard



SolarWinds: Log Analyzer



Collects and indexes Syslogs and SNMP traps from devices



Filter, tag, and search logs for troubleshooting

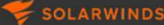





Correlates logs with performance alerts to find root cause



Supports custom alerting based on log patterns

Log Analyzer Dashboard

MY DASHBOARDS ▾ALERTS & ACTIVITY ▾REPORTS ▾SETTINGS ▾


USER-ADVANCED ▾HELP

Log Viewer

EXPORTSHOW CHARTSTART LIVE MODESETTINGS

< 11 Dec, 11:14:00 PM **Last hour** 12 Dec, 12:14:00 AM >

10,785 events

 FILTERS

▶ Log type (5)

▶ Level (7)

▶ Tags (11)

▶ Node name (16)


▶ Related entity (17)

▶ IP address (17)

▶ Machine type (10)

▶ Vendor (4)

↓ DateTime

Search... 

12/12/2025	NOCSSYSLOG01v	>
12:13:59 AM	KIWI-ENTERPRISES-MIBv2:kiwiTraps.0.1 : TrapData = %SEC_LOGIN-4-LOGIN_FAILED: Login failed [user:] [Source: 10.196.3.93] [localport: 2	
12/12/2025	LABVCENTER01	>
12:13:58 AM	User DEMOLAB\AcadUser@10.196.3.22 logged out (login time: Wednesday, 01 October, 2025 12:43:11 AM, number of API invocations: 9, u	
12/12/2025	EASTWEB03v	>
12:13:57 AM	10.1.40.2 -- [30/Sep/2025:20:43:56 -0400] "GET /" 200 33344 "-" "-"	
12/12/2025	EASTWEB04v	>
12:13:57 AM	127.0.0.1 -- [30/Sep/2025:20:43:56 -0400] "GET /server-status?auto&match=www&errors=0 HTTP/1.1" 200 434 "-" "AgentName/0.1 libww	Apache Status
12/12/2025	EASTWEB04v	>
12:13:57 AM	127.0.0.1 -- [30/Sep/2025:20:43:56 -0400] "GET /server-status?auto&match=www&errors=0 HTTP/1.1" 200 434 "-" "AgentName/0.1 libww	Apache Status
12/12/2025	EASTWEB04v	>
12:13:57 AM	127.0.0.1 -- [30/Sep/2025:20:43:56 -0400] "GET /server-status?auto&match=www&errors=0 HTTP/1.1" 200 434 "-" "AgentName/0.1 libww	Apache Status

SolarWinds: User Device Tracker (UDT)



Maps endpoints to switch ports and access points



Tracks which port a device was connected to and when

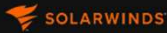







Detects rogue or unauthorized devices on the network






Useful during moves, changes, and access investigations

UDT Dashboard

 MY DASHBOARDS ▾ ALERTS & ACTIVITY ▾ REPORTS ▾ SETTINGS ▾   ▾  USER-ADVANCED ▾   HELP













































Device Inventory

 FILTERS  

▶ **Connected To**

▶ **Vendor**

▶ **Connection Type**

Hostname	IP address	MAC address	Vendor	Last used by	Connected to	On port/SSID
	10.10.5.244	00:16:EA:E3:7D:CA	 Intel Corporation	 	1.2.1	 asia_wifi
	10.10.4.166	00:1C:26:02:DF:02	 HON HAI PRECISION IND. CO., LTD.	 	1.2.2	 asia_wifi
	10.0.0.18	00:1A:2F:52:58:68	 Cisco	  	WEST-4331-WAN	  Gi0/0.103
	10.0.0.26	00:1A:2F:52:58:68	 Cisco	  	WEST-4331-WAN	  Gi0/0.203
	10.196.2.13	00:1A:2F:52:58:68	 Cisco	  	WEST-4331-WAN	  Gi0/0.196
	10.129.2.1	00:1A:2F:52:58:69	 Cisco	  	WEST-4331-WAN	  Gi0/1.2
	10.0.0.17	00:21:A0:F4:AB:80	 Cisco	  	WEST-4331-WAN	  Gi0/0.103
	10.0.0.25	00:21:A0:F4:AB:80	 Cisco	  	WEST-4331-WAN	  Gi0/0.203

SolarWinds: NetFlow Traffic Analyzer (NTA)



Analyzes traffic flows and bandwidth usage by app/protocol/user



Identifies top talkers and heavy bandwidth consumers

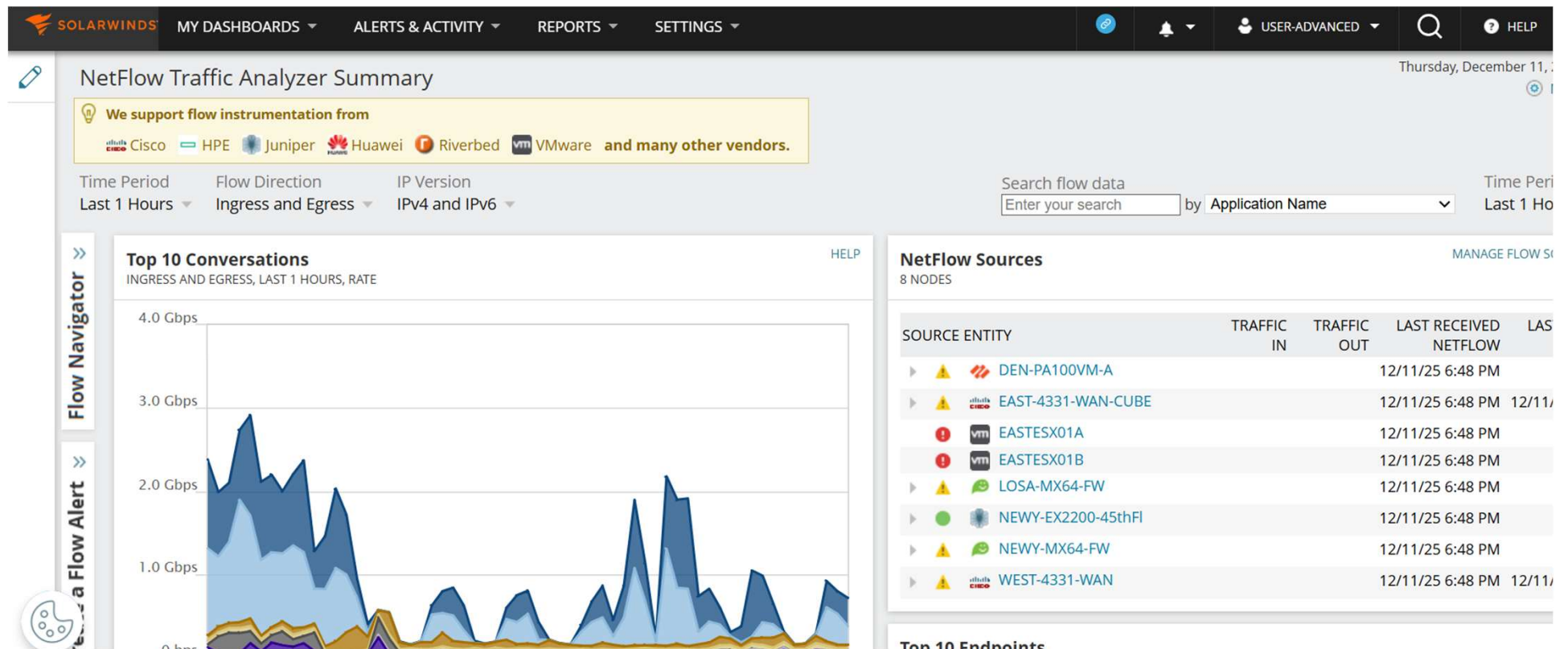


Visualizes traffic trends and sudden spikes for anomaly detection



Assists capacity planning and QoS troubleshooting

NTA Dashboard



SolarWinds: Storage Resource Manager (SRM)



Monitors device health, capacity, and performance metrics



Tracks latency, and storage utilization trends



Alerts on capacity thresholds and performance hotspots



Useful during migrations and storage provisioning

SCCD: Overview (Ticketing & Workflows)



An IT Service Management(ITSM) platform for handling IT issues and requests



Central system for creating, tracking, and resolving tickets.

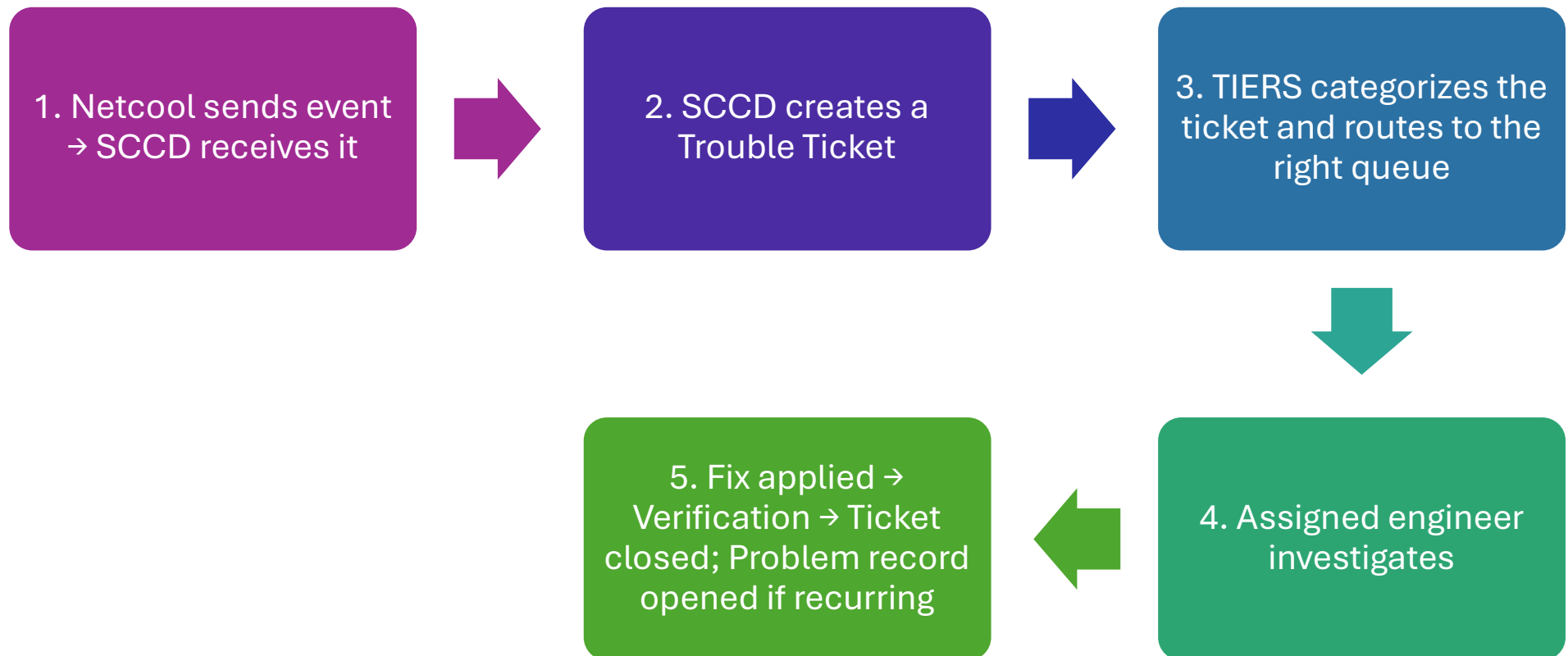


Allows creation of tickets from Netcool for faster resolution



Supports escalation and SLA Tracking

SCCD: Simple Workflow Example



SCCD Dashboard

The screenshot displays the SCCD Dashboard for user Schandra15. The interface includes a top navigation bar with a home icon, a menu icon, and the text "Welcome, Schandra15". On the right side of the top bar, there are icons for a bell, a bar chart, a person, a square, a question mark, and the IBM logo.

Left Sidebar: A "Find Navigation Item" search bar is at the top. Below it is a "Go To Applications" section with a list of icons and labels: "My Recent Applications", "Administration", "Assets", "Self Service", "Service Desk", "Service Request Catalog", and "Work Orders".

Main Content Area:

- Top Tabs:** "NRT Service Desk Agent" (selected), "NRTOSS2", and "SLA & Jeopardy Management".
- Quick Insert:** A section with three buttons: "New Service Request", "New Trouble Ticket", and "New Problem Ticket".
- Bulletin Board:** A section with a "Filter" button and a message: "There are currently no bulletin board me".
- Favorite Applications:** A section with three links: "Service Requests", "Trouble Ticket", and "Problem Ticket".
- My Recently Viewed Tickets:** A table with columns "TT ID", "Summary", and "Recent Activity Time". It shows one entry: TT1303038, test, 08/12/2025 15:00. Below the table is a "Set Chart Options" link and a "1 - 1 of 1" indicator.
- Callout Queue:** A table with columns "TT ID", "Priority", "Summary", "FMS Reference", and "Route". It shows one entry: TT1303038, NRT3, test, BSA, KRAIS.
- All Open New Tickets:** A table with columns "TT ID", "Summary", and "Priority". It shows five entries: TT1302993 (sdfdsf, NRT3), TT1302990 (Test, NRT5), TT1302944 (User Guide testing, NRT3), TT1302941 (NRT2, NRT2), and TT1302917 (Test6, NRT1). Below the table is a "Set Chart Options" link.
- My Team's Open Tickets:** A section with a "Filter" button and a message: "No Data Found."

Trouble Ticket Dashboard

Home

Menu

Trouble Ticket

Schandra15

Search

Help

Logout

IBM

Find Incident

Find Navigation Item

Go To Applications

Available Queries

All Records

All Bookmarks

All Overdue SLA Incidents

All Field Services Open Tasks

Common Actions

New Incident

Save Incident

Clear Changes

Select Owner

More Actions

View Costs

View History

Edit History

Create

List View

Trouble Ticket

Resolution Details

Related Records

SLA Information

Logs

Audit History

TT1303110

Log Ticket

Intervention

Change Status

New

New

Confirmed

Triage

Undergoing Resolution

Monitor

Stop Clock

Resolved

Closed

Owner:

Created By: SCHANDRA15

Owner Group:

Action for Resolution

Decision for Resolution

Ticket Details

Reported By:

Reported by Organisation:

ICC Desk:

Source:

Priority:

Follow Up Date:

Summary:

FMS Prefix:

FMS Reference Number:

FMS Risk Rating:

Customer Reference Number:

Location:

Description:

Date:

Third Party Reference:

Trouble Ticket Dashboard

Home

Menu

Trouble Ticket

Schandra16

Search

Help

IBM

Find Incident

Find Navigation Item

Go To Applications

Available Queries

All Records

All Bookmarks

All Overdue SLA Incidents

All Field Services Open Tasks

Common Actions

New Incident

Save Incident

Clear Changes

Select Owner

More Actions

View Costs

View History

Edit History

Create

List View

Trouble Ticket

Resolution Details

Related Records

SLA Information

Logs

Notifiable Email

Audit History

TT1303108

Testing Practice

Log Ticket

Resolve Ticket

Intervention

Change Status

New

Qualified

Triage

Undergoing Resolution

Monitor

Stop Clock

Resolved

Closed

Owner:

Owner Group: NRTNMET1

Created By: SCHANDRA15

Action for Resolution

Decision for Resolution

Ticket Details

Reported By: ICC

Reported by Organisation: ICC LNWNORTH

ICC Desk:

Source: EVENTMANAGEMENT

Priority: NRT1

Follow Up Date: 18/12/2025 06:23

Summary: Testing Practice

FMS Prefix: FRI

FMS Reference Number:

FMS Risk Rating: Low

Customer Reference Number:

Location:

Description:

Date:

Third Party Reference:

THANK YOU