

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

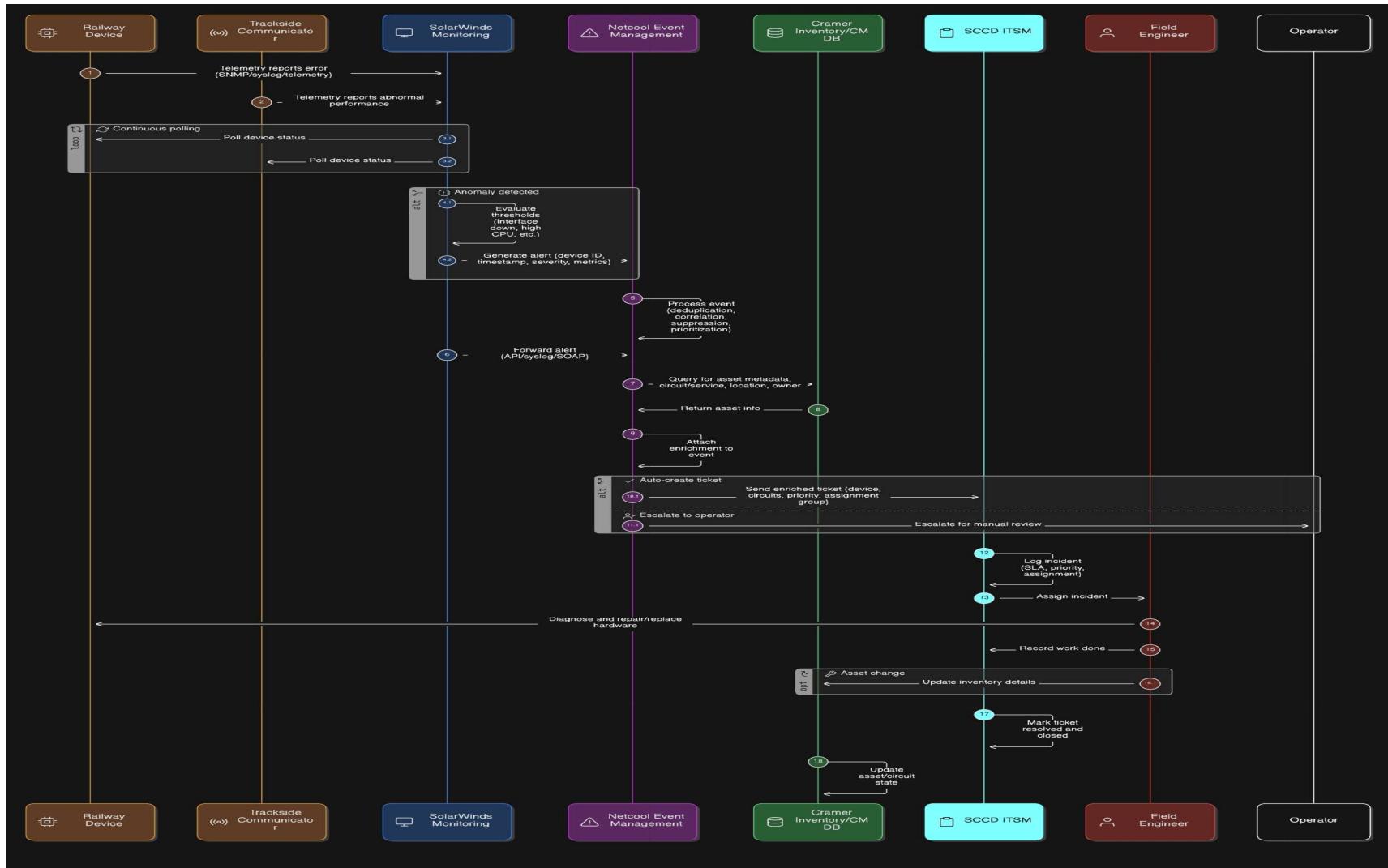


SolarWinds detects a device or interface anomaly

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

The screenshot displays the SolarWinds Orion dashboard interface. At the top, there is a navigation bar with links for SOLARWINDS, MY DASHBOARDS, ALERTS & ACTIVITY, REPORTS, SETTINGS, and USER-ADVANCED. A search bar and a HELP link are also present.

The main content area features a large circular banner for the "THWACK SOLARWINDS IT COMMUNITY". The banner text reads "One of us! One of us!" and "200,000+ IT professionals sharing expertise and solving problems together." Below this, there is a list titled "All Nodes" which is grouped by vendor and machine type. The list includes:

- ▶ American Power Conversion Corp.
- ▶ Arista Networks
- ▶ Aruba Networks Inc
- ▶ Avaya Communication
- ▶ Brocade Communications Systems, Inc.
- ▶ Cisco
- ▶ Dell Computer Corporation

At the bottom left, the URL <https://hco.demo.solarwinds.com/Orion/View.aspx> is shown.

To the right of the node list is a world map titled "WAN Errors/Discards". The map shows various network paths with green arrows and yellow warning icons. Specific locations labeled include LONDON, SINGAPORE, and AMER REGION. A red exclamation mark icon is visible near the North American continent. At the bottom right of the map, there is a link to "OPEN IN PERFRACK".

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

SOLARWINDS MY DASHBOARDS ▾ ALERTS & ACTIVITY ▾ REPORTS ▾ SETTINGS ▾ ⏪ 🔔 ⏴ USER-ADVANCED ▾ 🔎 ? HELP

Thursday, 11 December 2025 1

NPM Summary

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
- F5 Networks, Inc.
- Fortinet, Inc.
- H3C
- HPE

NPM Summary

Cisco ACI Map

MPLS Network

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 MY DASHBOARDS ▾ ALERTS & ACTIVITY ▾ REPORTS ▾ SETTINGS ▾ 🔍 🔔 ⚙ USER-ADVANCED ▾ Q ? HELP

Config Summary

All NCM nodes Polling status

0 Down	1 Critical	17 Warning	0 Unknown	0 Other
44 Up				

Backups As of last update

Files 31 Backup failed	Files 4 Not configured ...
------------------------	----------------------------

Jobs As of last update

Jobs 0 Failed	Jobs 1 With errors
Jobs 7 Completed	

All NCM nodes

Node	Vendor
WEST-3600-FW-A	SonicWALL
NEWY-EX2200-45thFl	Juniper Networks
NEWY-1026-SW	Dell Comp
DEN-7200-1A.demo.lab	Cisco
DEN-7200-2A.demo.lab	Cisco

Recent Config Changes Last 24 hours

Config file	On node	Time
7/11/2024 02:40 AM - Running	Nexus-1	Yes
12/10/2025 08:05 PM - Running	EASTBIGIP01v	Yes

Job transfer issues

Job	Config type	Issue
Nightly Config Backup	Running	Connection Refused by 10.1.150.111
Nightly Config Backup	Startup	Connection Refused by 10.1.150.111
Nightly Config Backup	Running	Connection Refused by 10.1.150.111

Last config backup date

Last inventory date

Overall Running vs. Startup C...

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

The screenshot shows the SolarWinds Log Analyzer Dashboard. At the top, there's a navigation bar with links for SOLARWINDS, MY DASHBOARDS, ALERTS & ACTIVITY, REPORTS, SETTINGS, and user options like USER-ADVANCED and HELP. Below the navigation is a search bar and a "Log Viewer" section.

Log Viewer

Time range: 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

Date	Time	Source	Message
12/12/2025	12:13:59 AM	NOCSYSLOG01v	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	12:13:58 AM	LABVCENTER01	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	12:13:57 AM	EASTWEB03v	10.1.40.2 -- [30/Sep/2025:20:43:56 -0400] "GET /" 200 33344 "-" "-"
12/12/2025	12:13:57 AM	EASTWEB04v	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 libwww"
12/12/2025	12:13:57 AM	EASTWEB04v	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 libwww"

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

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

Device Inventory

FILTERS ⚡ « Search... C

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 MY DASHBOARDS ▾ ALERTS & ACTIVITY ▾ REPORTS ▾ SETTINGS ▾

Thursday, December 11, 2014

NetFlow Traffic Analyzer Summary

We support flow instrumentation from Cisco HPE Juniper Huawei Riverbed VMware and many other vendors.

Time Period Flow Direction IP Version
Last 1 Hours Ingress and Egress IPv4 and IPv6

Search flow data Enter your search by Application Name

Time Period Last 1 Hour

Top 10 Conversations
INGRESS AND EGRESS, LAST 1 HOURS, RATE

4.0 Gbps
3.0 Gbps
2.0 Gbps
1.0 Gbps
0 Gbps

Flow Navigator

Flow Alert

NetFlow Sources
8 NODES

SOURCE ENTITY TRAFFIC IN TRAFFIC OUT LAST RECEIVED NETFLOW

SOURCE ENTITY	TRAFFIC IN	TRAFFIC OUT	LAST RECEIVED	NETFLOW
DEN-PA100VM-A			12/11/25 6:48 PM	
EAST-4331-WAN-CUBE			12/11/25 6:48 PM	12/11/25 6:48 PM
EASTESX01A			12/11/25 6:48 PM	
EASTESX01B			12/11/25 6:48 PM	
LOSA-MX64-FW			12/11/25 6:48 PM	
NEWY-EX2200-45thFl			12/11/25 6:48 PM	
NEWY-MX64-FW			12/11/25 6:48 PM	
WEST-4331-WAN			12/11/25 6:48 PM	12/11/25 6:48 PM

Top 10 Endpoints

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.

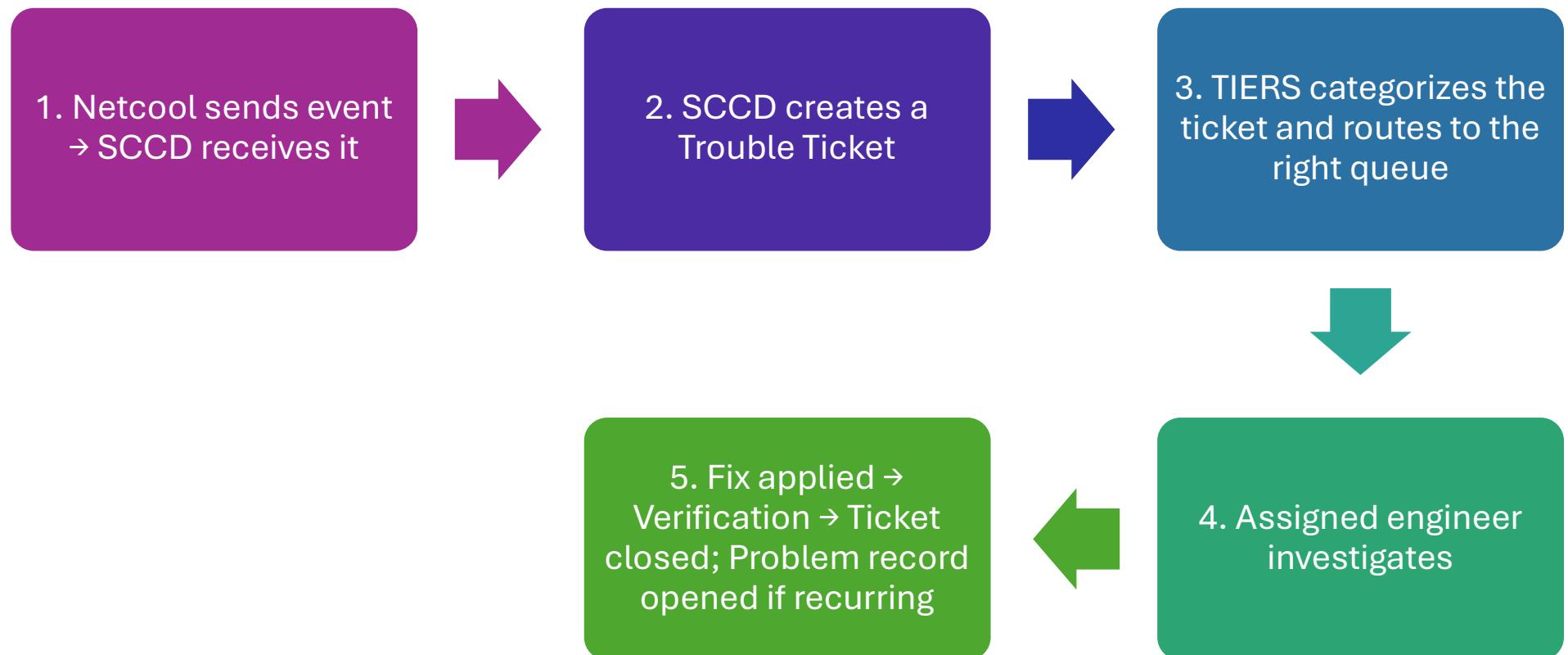


Allows creation of tickets from Netcool for faster resolution



Supports escalation and SLA Tracking

SCCD: Simple Workflow Example



SCCD Dashboard

The screenshot displays the SCCD Dashboard interface, featuring a navigation bar at the top with tabs for "NRT Service Desk Agent", "NRTOS2", and "SLA & Jeopardy Management". The dashboard is divided into several sections:

- Quick Insert:** Contains links for "New Service Request", "New Trouble Ticket", and "New Problem Ticket".
- Bulletin Board:** Displays a message stating "There are currently no bulletin board messages".
- Favorite Applications:** Lists "Service Requests", "Trouble Ticket", and "Problem Ticket".
- All Open New Tickets:** A table showing ticket details:

TT ID	Summary	Priority
TT1302993	sdfdsf	NRT3
TT1302990	Test	NRT5
TT1302944	User Guide testing	NRT3
TT1302941	NRT2	NRT2
TT1302917	Test6	NRT1
- My Recently Viewed Tickets:** Shows a single ticket entry: TT1303038, Summary: test, Recent Activity Time: 08/12/2025 15:00.
- Callout Queue:** An empty table with columns: TT ID, Priority, Summary, FMS Reference, and Route.
- My Team's Open Tickets:** Displays "No Data Found."

Trouble Ticket Dashboard

The screenshot shows the Trouble Ticket dashboard interface. At the top, there is a navigation bar with icons for home, menu, and user information (Schandra15). Below the navigation bar is a toolbar with various icons for search, print, and file operations.

The main content area is titled "Trouble Ticket" and displays ticket details for "TT1303110". The ticket status is "New". A timeline bar shows the progression from "New" to "Quarantined", "Triage", "Undergoing Resolution", "Monitor", "Stop Clock", "Resolved", and "Closed".

Below the timeline, the "Owner" field is populated with "SCHANDRA15" and the "Created By" field is also "SCHANDRA15".

The interface includes sections for "Action for Resolution" and "Decision for Resolution".

The "Ticket Details" section contains fields for "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", "Route", and "Third Party Reference".

On the left side, there is a sidebar with a "Find Incident" search bar and several navigation links:

- 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

Trouble Ticket Dashboard

The screenshot shows the Trouble Ticket dashboard in a web-based application. The top navigation bar includes a 'Find Incident' search bar, a magnifying glass icon, and various tool icons. The main title 'Trouble Ticket' is displayed, along with the user 'Schandra16' and system status indicators.

The central area displays a ticket record for 'TT1303108 Testing Practice'. The ticket status is shown as 'Closed' in green. Above the status are buttons for 'Log Ticket', 'Resolve Ticket', 'Intervention', and 'Change Status'. Below the status are fields for 'Owner' (SCHANDRA15) and 'Created By' (SCHANDRA15). The 'Owner Group' is listed as 'NRTNMET1'.

The ticket details section includes tabs for 'Action for Resolution' and 'Decision for Resolution'. Below these tabs is a 'Ticket Details' table with the following data:

Reported By:	Reported by Organisation:	ICC Desk:	Source:	Priority:	Follow Up Date:
ICC	ICC LNWNORTH		EVENTMANAGEMEN	NRT1	18/12/2025 06:23
Summary:	FMS Prefix:	FMS Reference Number:	FMS Risk Rating:	Customer Reference Number:	
Testing Practice	FRI		Low		

THANK YOU

