





- suspending 86
  - updating 86
  - updating tests after capacity change 87
  - device dependency
    - configuring 55
    - overview 54
    - restrictions 55
  - device maintenance 86
  - DGE
    - alphanumeric paging, configuring for 38
    - database, restoring 44
    - firewall rules for 47
    - overview 5
    - parameters, configuring 25
    - troubleshooting
      - automatic restart 144
    - WMI monitoring, configuring for 34
  - DGE configuration
    - modem configuration 39
    - paging central 40
    - paging central configuration 41
  - discovery scope
    - overview 27
  - discovery, network
    - See also discovery scope
    - duplicate devices, discovering 29
  - discovery, test
    - overview 88
  - discovery, topology
    - See also discovery scope
    - duplicate devices, discovering 29
- E**
- email servers, configuring 25
  - end-user
    - creating 49
    - definition 6
    - deleting 52
    - updating 51
  - event
    - definition 6
  - event correlation graph 120
  - event log

definition 80

**F**

- FAIL status, definition 72
- fault management
  - reports 116
- fault monitoring
  - overview 3
- filters, device display 78
- firewall
  - for WMI 31
- firewalls, operating Helix behind 46

**G**

- graphs
  - logarithmic 115

**H**

- hardware requirements
  - disk space for Helix installation 8
  - small Helix installation 7
- Helix
  - alphanumeric paging, configuring for 38
  - architecture, overview 5
  - extensibility 4
  - getting started 14
  - logging in to 67
  - overview 3
  - starting and stopping 20
  - terminology 5, 69
  - verifying operation of 21
- help, external
  - configuring 24, 56
  - help file search algorithm 57
  - overview 80

**I**

- installation path, configuring 22
- installing
  - pre-installation planning 11
  - first-time 10
  - license key 19
  - on Linux and Solaris 12



- overview 7
- prerequisites
  - hardware 7
  - platforms, supported 7
  - software 8
  - Solaris patches 9
  - system performance tuning 8
- upgrading Helix 13
- on Windows 13
- post-installation Quick Start 14

**J**

- java virtual memory 9
- JVM 9

**L**

- license key
  - installing 19
- log files
  - troubleshooting with 144
- logging in to Helix 67
- logging parameters, configuring 23
- login
  - default 16

**M**

- messages
  - See alarms
- monitor
  - apache config 36
- monitors
  - See also tests
  - Application 63
  - creating custom 129
  - creating script 133
  - custom java 133
  - definition 61
  - list of available 62 – 66
  - Network 62
  - overview 61
  - Server 63

**N**

- NAT networks, operating Helix 48
- NOTCONFIGURED status, definition 71
- notifications 107
  - email 107
  - external scripts 108
  - pager 107

**O**

- OIDs, refreshing 87
- OK status, definition 70

**P**

- paging
  - alphanumeric 40
  - service provider 40
- paging central 40
- paging, alphanumeric 39, 41
  - configuring Helix for 38
  - DGE configuration
    - modem configuration 38
- paging, configure 107
- password
  - default 16
  - default for admin 16
  - retrieving forgotten 67
- password, changing 112
- performance
  - increasing jvm 9
  - system tuning 8
- performance monitoring
  - overview 3
- permissions
  - See security model
- planning performance/capacity, reports for 117
- plugin actions 125
  - creating 125
- plugin monitors 129
  - java 133
  - script 133
  - TestTypes.xml 129
- preferences, updating 112
- provdb

See provisioning database  
 provisioning database  
     backing up and restoring 44

## Q

Quick Start 14

## R

reports

- containers 116
- fault management
  - device instability 116
  - event history 116
  - service instability 116
  - threshold violation 116
- log graphs 115
- maintenance 86
- overview 115
- planning
  - 30 day upcoming trends 117
  - top 'N' usage and trend 117
- sample 117 – 121
- service container 116
- SLA
  - threshold violation 117

reports, event correlation 120

requirements

- disk space for Helix installation 8
- hardware
  - small Helix installation 7
- platforms, supported 7
- software, third party 8
- Solaris patches 9

restoring Helix databases 44

resuming devices 86

## S

schedule

- test, assigning to a 99
- tests 96

schedule, tests

- creating 96

scheduled tasks (cron jobs) 16

security

- recommended precautions 10

security model

- overview 4, 49

Service Container

- overview 4, 105

See also

- Device Container
- Virtual Device

- test container 105

Service Containers

- creating 105
- managing 105
- status summary, viewing 78
- Test Containers 105

smart notification

- configuring 53
- definition 53
- troubleshooting 54

SNMP

- See also SNMP traps
- agents, supported 61
- Linux agent 140
- Solaris agent 140
- windows agent 139

Solaris

- required patches 9

SSL, for web application 42

starting Helix 20

status

- device, definition 6
- of Helix operation 21
- test, definition 5

status levels

- CRITICAL, definition 70
- FAIL, definition 72
- NOTCONFIGURED, definition 71
- OK, definition 70
- TRANSIENT, definition 70
- UNKNOWN
  - definition 70, 71
  - troubleshooting 143
- UNREACHABLE, definition 71

- WARNING, definition 70
  - status summary
    - device, viewing 73
    - Service Containers, viewing 78
    - test, viewing 75
  - stopping Helix 20
  - suppressing tests 103
    - See also suspending tests
  - suspending devices 86
  - suspending tests
    - See also suppressing tests
    - definition 103
- T**
- terminology, Helix 5, 69
  - Test Container
    - creating 105
  - Test Containers 105
  - test schedule 96
  - test subtype
    - definition 61
    - grouping during discovery 90
  - test types
    - adding 129
  - tests
    - See also
      - baselines
      - monitors
    - Action Profiles, assigning to, overview 88
    - advanced
      - Advanced Port test, creating 102
      - Advanced SNMP test, creating 99
    - definition 5
    - deleting 96
    - detailed history, viewing 76
    - discovering, overview 88
    - overview 61
    - resuming 95
    - scheduling 99
    - standard
      - creating 92
    - status summary, viewing 75
    - status, definition 5
    - suppressed, seeing which are 105
    - suppressing 103
      - See also suspending
    - suspending 95
      - See also suppressing
    - unsuppressing 104
    - updating 94
      - updating after device capacity change 87
  - TestType.xml
    - displayCategory 131
    - displayName 131
    - showAsGroup 132
    - subType 131
    - testField 133
  - TestTypes.xml
    - updating 129
  - threshold
    - See also baselines
    - definition 6
  - TRANSIENT status, definition 70
  - troubleshooting
    - DGE automatic restart 144
    - log files, as tools for 144
    - UNKNOWN status 143
- U**
- UNKNOWN status
    - definition 70, 71
    - troubleshooting 143
  - UNREACHABLE status, definition 71
  - upgrading Helix 13
  - user model
    - See security model
  - user preferences, setting 112
- V**
- Virtual Device
    - creating 105
    - definition 105
- W**
- WARNING status, definition 70
  - web application



- appearance, configuring 26
- overview 5
- web interface
  - See web application
- web server
  - See also web application
  - firewall rules for 46
  - TCP/IP port, configuring 26
- webapp
  - See web application
- Windows hosts, monitoring
  - See WMI monitoring
- Windows Management Instrumentation
  - See WMI monitoring
- WMI monitoring
  - See also WMI Query Server
  - DGE configuration 34
  - overview 29
  - troubleshooting 35
- WMI Query Server
  - configuration file 32
  - configuration file, sample 33
  - configuring, overview 30
  - firewall requirements 31
  - installing 32
  - overview 29

