IMPROVED ROOT-CAUSE APPROACH TO PROBLEM DIAGNOSIS IN DATA NETWORKS

Abstract

An improved root-cause approach to problem diagnosis in data networks (100) in the form of a method (10) comprising the steps of: associating each metric in a at least one set of metrics with at least one component and/or network device (32); obtaining values for each such metric from a monitoring system (30); determining whether each such metric is indicative of a problem within the data network (34); and ranking and correlating indicative problems to determine whether a problem may be symptomatic of another problem based on an interconnection and/or interdependency between a physical machine and a virtual machine, between components or between components and network devices (48 through 76).

Figure 4

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