

Sample ideal bug report for a generic NED

Please see the *Detailed process regarding NED Support* document for overall information

(1) PROJECT CONTACT AND NAME:

Project: Example customer Phase 1 roll out

Contact person: N.N

Phone no.: +XX XXXXXX XXXX

Email: n.n@customer.com

(2) NED TARGET DELIVERY DATE

DD-MM-YYYY

(3) NED & NSO INFO

NED Name: Checkpoint-gaiaos_rest

NED Version: 1.0.3

NSO Version: 4.3.1

(4) DEVICE MODEL/OS-VERSION

OS Version: Gaia

Model: R80

(5) TECHNICAL CONTACT

Contact person: N.N

Phone no.: +XX XXXXXX XXXX

Email: n.n@device.expert.com

(6) PROBLEM SUMMARY:

I get an out-of-sync error when I try to create new service-tcp objects.

(7) DEBUG TRACE

```
admin@ncs> config
```

```
Entering configuration mode private
```

```
[ok][2017-03-06 13:47:36]
```

```
[edit]
```

(7a) Enable RAW trace (must reconnect to take effect):

```
admin@ncs% set devices device checkpoint-gaiaos_rest trace raw
```

```
[ok][2017-03-06 15:07:27]
```

```
[edit]
```

```
admin@ncs% commit
```

```
Commit complete.
```

```
[ok][2017-03-06 15:07:34]
```

```
[edit]
```

```
admin@ncs% request devices device checkpoint-gaiaos_rest disconnect
```

```
[ok][2017-03-06 15:07:50]
```

```
[edit]
```

```
admin@ncs% request devices device checkpoint-gaiaos_rest connect
result true
info (admin) Connected to checkpoint-gaiaos_rest - 10.147.46.109:22
[ok][2017-03-06 15:07:59]
```

[edit]

(7b) Sync-from device in order to show all config in the NED trace.
admin@ncs% request devices device checkpoint-gaiaos_rest sync-from
result true
[ok][2017-03-06 15:08:41]

[edit]

(7c) Configure relevant transaction config only using CLI commands
(preferable). If not possible, e.g. a large service, run it now in order to create the
transaction:

```
admin@ncs% set devices device checkpoint-gaiaos_rest config checkpoint-gaiaos_rest:service-tcp
TCP_4345 port 4345
[ok][2017-03-06 15:09:52]
```

[edit]

(7d) Show transaction before commit (both in native and XML syntax):
admin@ncs% commit dry-run outformat native

```
native {
  device {
    name checkpoint-gaiaos_rest
    data POST https://10.147.46.109:443/web\_api/add-service-tcp
    {
      "comments": "",
      "color": "black",
      "port": 4345,
      "name": "TCP_4345"
    }
  }
}
[ok][2017-03-06 15:09:58]
```

[edit]

```
admin@ncs% commit dry-run outformat xml
result-xml {
  local-node {
    data <devices xmlns="http://tail-f.com/ns/ncs">
      <device>
        <name>checkpoint-gaiaos_rest</name>
        <config>
          <service-tcp xmlns="http://tail-f.com/ned/checkpoint-gaiaos\_rest">
            <name>TCP_4345</name>
            <port>4345</port>
          </service-tcp>
        </config>
      </device>
    </devices>
  }
}
```

```
        </service-tcp>
    </config>
</device>
</devices>
}
}
```

[ok][2017-03-06 15:10:01]

[edit]

(7e) Commit to device, showing the error:

admin@ncs% commit

Aborted: Network Element Driver: device checkpoint-gaiaos_rest: out of sync

[error][2017-03-06 15:11:39]

[edit]

admin@ncs% *** ALARM out-of-sync: Device checkpoint-gaiaos_rest is out of sync

(8) SUCCESSFUL EXAMPLE:

Show how it should work on a real device (SSH/TELNET/REST):

POST <https://10.147.46.109/add-service-tcp>

Content-Type: application/json

X-chkp-sid: {{session}}

```
{
  "name" : "TCP_4345",
  "port" : 4345,
  "color" : "black",
  "comments" : "TCP_4345_BLACK"
}
```

Response

HTTP Return code: 200

```
{
  "uid" : "ae02ca26-751e-45de-abba-30a507bb250f",
  "name" : "TCP_4345",
  "type" : "service-tcp",
  "domain" : {
    "domain-type" : "domain",
    "uid" : "41e821a0-3720-11e3-aa6e-0800200c9fde",
    "name" : "SMC User"
  },
  "meta-info" : {
    "lock" : "unlocked",
    "validation-state" : "ok",
    "read-only" : false,
    "last-modify-time" : {
      "posix" : 1453623507305,
      "iso-8601" : "2016-01-24T10:18+0200"
    },
  },
  "last-modifier" : "aa",
```

```
"creation-time" : {
  "posix" : 1453623507305,
  "iso-8601" : "2016-01-24T10:18+0200"
},
"creator" : "aa"
},
"tags" : [],
"comments" : "TCP_4345_BLACK",
"color" : "black",
"icon" : "Services/TCPService",
"groups" : [],
"keep-connections-open-after-policy-installation" : false,
"session-timeout" : 0,
"match-for-any" : true,
"sync-connections-on-cluster" : true,
"aggressive-aging" : {
  "enable" : true,
  "timeout" : 360,
  "use-default-timeout" : false,
  "default-timeout" : 0
},
"port" : "4345"
}
```

(9) DEVICE ACCESS:

<https://10.147.46.109/>

ssh 10.147.46.109

admin/admin99

(10) ATTACHMENTS:

- Raw NED trace: ned-checkpoint-gaiaos_rest.trace

- Java VM log: ncs-java-vm-log