Managing a large data network, such as a national WAN, is a complex and cumbersome task. Existing network management software cannot meet the requirements of the increasing size and complexity of today’s TCP/IP-based networks, because, in most cases, it provides only simple monitoring tools. We can’t fully exploit a WAN without user-friendly, intelligent, network management software enhanced with diagnostic and decision support services.

Expert systems provide a feasible and elegant solution in this direction. Currently, the development of expert systems for WAN management is only at the research and experimental stages. Formalizing such a task is difficult because network state information is usually inadequate and incomplete, the scale of behavior characteristics is large, and the network environment continually evolves. Moreover, an efficient network-monitoring schema must exist. The implementation of such functionality must be in accordance with existing network monitoring technology—namely, the Management Information Base (MIB) and the Simple Network Management Protocol (SNMP)—to control existing real-world network devices.

Network management also requires coordination among operators of autonomous network nodes. To closely resemble network management’s distributed nature, multiagent problem-solving techniques can help model the functionality of individual agents as well as the interactions taking place between them. Multiagent technology is preferable to other distributed problem-solving techniques because it offers enhanced modularity, reactions to environmental changes, and reusability. This article presents the architecture, implementation, operation, and evaluation of the ExperNet system, a multiagent expert system that we developed for Ukraine’s national TCP/IP WAN under the framework of a joint EU-funded project. ExperNet helps network operators manage a WAN with its

- monitoring tools for capturing network state;
- platform for logic-based applications;
- efficient and extensible expert system shell;
- fast heuristic detection, diagnosis, and repair of network failures;
- cooperative problem-solving strategies; and
- user-friendly Web-based interface.

The system architecture

ExperNet consists of a hierarchically structured architecture, with each level consisting of one or more management nodes (see Figure 1). Each node encapsulates one or more lower-level management subnodes and manages a network area, assisted by a...
local intelligent agent. In our example, the system’s hierarchical structure is in accordance with the structure of the Ukrainian national network’s preexisting organization, which is divided into regional, district, and metropolitan area subnetworks.

ExperNet assists network operators at various nodes of Ukraine’s national network by detecting and diagnosing network failures and traffic problems. Furthermore, it suggests the most feasible solution, given resource and temporal constraints. To achieve this goal, each agent communicates with other agents on the network to collaborate on problem diagnosis and repair, using social knowledge for coordination. Agents acquire network data that concern device installation, removal, reachability, and operational parameters from conventional network management software.

We put many different pieces of software together by extending the distributed Prolog system CS-Prolog II (see the related sidebar) and building sophisticated information exchange interfaces between each agent and its local network software components. We developed the HNMS+ system by extending the HNMS network management software and integrating the BigBrother monitoring tool for local computer resources (see the related sidebar), so that HNMS+ can dispatch information to local intelligent agents. Finally, we reimplemented the Device knowledge base system on top of CS-Prolog II to provide a flexible, high-level, expert system shell on which to implement the intelligent agents.5 The agents’ knowledge base consists of local problem-solving competence and social interaction for coordinating actions among them.

As Figure 1 shows, each ExperNet agent is attached to an HNMS+ server, which provides information about network state. BigBrother provides additional local computer resource information. The agents themselves are developed in Device, and CS-Prolog II provides communication facilities.

Knowledge model for ExperNet agents

Each ExperNet agent has two types of knowledge:7 local, for individual problem solving (local network management), and social, for coordination (harmonization of local network management with acquaintance node activities). ExperNet agents use these types of knowledge during the problem-solving cycle, which involves

1. Detecting symptoms.
2. Having agents diagnose the symptoms.
3. Diagnosing the problem (if the agent is responsible). If there are missing observables, ask agents to acquire the corresponding value.
4. Informing agents interested in problems to isolate and then repair them.
5. Generating a repair plan (if the agent is responsible). If necessary, ask agents for plan acceptance.

Local problem solving

The network management domain’s characteristics, which the project consortium identified during the knowledge acquisition phase, include complex problem-solving tasks (such as classification, diagnosis, and planning), which lead to model-based system development.5,6 We have modeled the agents’ problem-solving competence as a three-step process—detect, diagnose, and repair (see Figure 2)—each step consisting of customized, generic, knowledge-modeling methods.5

Initially, during symptom detection, the system watches for signs of undesirable network states and behaviors—a certain service not responding, an unreachable host, or over- or underused links. ExperNet tackles the symptom detection phase as a heuristic classification task, based on the system’s data-driven, reactive nature. The task is accomplished by three steps—abstraction, matching, and refinement—which, in our model, are supported by network model knowledge and a set of problem scenarios relating symptoms and observables.

Subsequently, an agent performs diagnosis by discriminating hypotheses of different degrees of precision based on network data. This diagnosis is a result of exploratory actions to find the causes of symptoms (such as inadequate capacity for some resource, workload and resource imbalance, and resource malfunctions). Numerous network components can malfunction in many ways, so there are several possible diagnoses for ExperNet. Because speed is crucial for ExperNet’s operation, we chose the establish and refine method7 for diagnosis, so that we could quickly focus on network malfunctions with-

Figure 1. The ExperNet system architecture. The line on the left shows that ExperNet agents at all levels communicate with each other.
Refine the problem hypotheses—uses a knowledge base represented by a taxonomy of hypothesis classes related through the is—a relation; select the best hypothesis—uses knowledge about the validity of hypotheses (represented by frames) to establish whether we can prove any of the input hypotheses; and acquire additional observables—determines the sequence of exploratory actions to get additional observables by using a knowledge base of acquisition methods (represented by rules).

Finally, the local problem-solving strategy of ExperNet agents generates a sequence of repair actions. Due to the complexity of network problems, we apply a hierarchical planning strategy for repair, which is based on a search in a hierarchy of specialists (top level, fault detection, performance management, and configuration) that are aware of any partial abstract plans and dynamically composed during the reasoning process.8

**Social coordination**

An important fragment of a node administrator’s time is not spent on local problem solving but on coordinating his or her work with other administrators. ExperNet requires coordination in three types of situations:

- **Information acquisition**—additional observations are needed, which are available within the agent society but are not accessible by the node itself.
- **Responsibility conflicts**—different agents intend to perform similar tasks.
- **Interest conflicts**—one agent does not agree with its role in a certain repair plan or with the effects that some plan will have on its local situation.

We model the coordination process in these situations as conversations9—logically coherent sequences of agent interactions.4 Conversations that cope with responsibility conflicts are simple because they just involve one interaction, transferring the responsibility for some task from sender to receiver. We have used three kinds of conversations of this type: diagnosis and repair delegation, repair delegation, and isolation delegation. Agents manage information acquisition problems by means of the observable acquisition and the plan refinement conversations, in the course of which an inquiring agent asks some target agent for a certain observable or plan. The agent could reply either with this information or by expressing its inability (or unwillingness) to facilitate it. Plan acceptance conversations manage interest conflicts, where all affected agents need to agree for a proposed plan to be accepted.

Interactions within a conversation are based on a message-passing model to closely reflect the cooperation model of human network operators. We can call every message exchanged during such interactions a speech act, because the sender wants to influence the receiver’s behavior by emitting it.10 Table 1 shows the different messages used in the network management model as well as their intended effect on the receiver.

Within conversations, there are various degrees of freedom for the involved agents, because they usually choose from several behavior options. An agent’s choice is not just determined by information regarding its local situation, but also by its knowledge and experience with other nodes in the network. Thus, an agent maintains agent models of all acquaintances with which it interacts, including itself.5

**ExperNet implementation**

The implementation of ExperNet’s knowledge model is based on the Device active knowledge base system,3 which runs on top of a Prolog-based active object-oriented database and provides many interesting features, such as support for multiple rule types (deductive, production, and event-driven rules) and object orientation. We used Device not only as an expert system shell for developing the knowledge base itself, but also as an integrator for network information and agent communication. Device’s
The CS-Prolog II System

A crucial issue for the cooperation and coordination of agents in a multiagent system is the implementation of communication facilities. In ExperNet, we developed these facilities with CS-Prolog II, a distributed Prolog system.1,2

General overview
The language’s syntax and built-in procedures are based on the standard ISO/IEC 13211-1. Features not included in the ISO standard, such as modularity, multitasking, real-time programming, and network communication, have helped extend the language.

CS-Prolog II supports the communicating sequential processes programming methodology of Hoare3 (hence “CS” in the name) in a Prolog multitasking environment. Prolog processes can be distributed among several processors on a multiprocessor machine; a time-sharing scheduler controls the concurrent processes running on a single processor. The interprocess communication is achieved with a rendezvous mechanism (synchronous message passing through unidirectional communication channels). Processes can backtrack, but communication is not backtrackable. The system also provides an interface to relational database systems, real-time programming methods such as cyclic behavior, reaction to predefined events, and timed interrupts.

Networking facilities
As a natural extension of the CS-Prolog II channel concept, the external communication conceptually consists of unidirectional message streams. To speed up external communication, asynchronous message passing is an option. Communication with foreign (non-CS-Prolog) applications is also possible.

For the Prolog programmer, the communication environment appears as a homogenous address space, called a community, which consists of one or more fellow applications with which the program can communicate (called partners). Partners are accessed through channel messages, whereas a separate mechanism connects channels to external applications (called foreign partners). The most important entity for this task is the so-called port, which represents an incoming message stream. Ports are explicitly created, and they play the role of sender for a CS-Prolog II channel, which is specified at the time of port creation.

Another important notion in CS-Prolog II is the connection, which is the representation of an outgoing message stream. Its attributes include the local channel, the partner’s name, and the partner’s port (if the partner is not foreign). We can set the size of the connection’s message buffer at creation. If the buffering attribute’s value is greater than zero, we can store more than one message in the connection buffer, allowing several send operations to complete without blocking.

In a centralized subnetwork of CS-Prolog II applications managed by HNMS+, the following types of partners can appear for a specific CS-Prolog II program:

- **Private partners**—addresses must be available in advance for the program.
- **Net partners**—signed up at HNMS+ and included in the network’s local picture.
- **Latent partners**—known by HNMS+ but not included in the local network picture.

To communicate with a net partner, the current TCP/IP implementation of the low-level communication protocol requires the program to explicitly add that partner to its communication environment in advance, using a special built-in predicate.

Working with foreign partners
Foreign applications do not understand the message format used in Prolog-to-Prolog communication, so they need an agent (or mediator) to perform the appropriate data and protocol conversion. At present, there are two defined mediators: ASCII, for plain-text communication, and HNMS, for communicating with the HNMS server.

Conceptually, a local mediator communicates with a remote mediator, hosted at the foreign partner, to address the dock it offers. Data sent by the remote mediator are accepted at the local mediator’s dock. Docks are similar to ports in the sense that they play the same role in communication. The difference is in the way a dock is prepared for operation and connected implicitly by the mediator on the foreign partner’s behalf. To configure a foreign partner, the application program should create a dock and create an appropriate mediator, and configure the desired foreign partner.

Once the foreign partner is successfully created, the procedure to follow in message exchange is almost the same as for any Prolog partner. The most important restriction in communicating with foreign partners is in the set of rules specifying what kinds of Prolog terms they accept and produce.

References

ability to handle large data collections, such as the status of a WAN’s network devices, is important for developing the ExperNet system. Device’s object-oriented architecture and data types naturally correspond to the representation of network management information, such as standard SNMP MIB and HNMS+ MIB variables, providing an easy mapping to Device objects. (The MIB is the set of variables needed to monitor and control TCP/IP-based network components, and the SNMP is a protocol that defines how to access and modify this information remotely.) For ExperNet, we reimplemented Device in CS-Prolog II, a language that offers extended communication facilities. The latter, in conjunction with the ability of integrating Prolog code with production rules in a simple, clear, and robust manner, offers an expert system shell in which we can easily implement agent-based system communication.

Capturing network data
Device acquires data concerning network entities and their operational parameters from the HNMS+ system through the Device HNMS+...
Experience has shown that traditional monolithic network management systems cannot address all the issues involved with full-fledged data collection on large TCP/IP networks. The Hierarchical Network Management System1 (HNMS) is a software system designed to assist the network operator in managing such networks. In ExperNet, we approach network monitoring and management by

• developing HNMS+ (extending HNMS functionality to suit our needs and correcting several shortcomings of its prototype version), and
• integrating the BigBrother network-monitoring tool with HNMS+.

HNMS+: Extending the prototype

The HNMS prototype did not fully adhere to its specification, making the collection of network state information for ExperNet difficult. The prototype did not support multiple separate I/O modules, because their functionality was merged into the single server module, and consequently, there was no true hierarchy. The server module is the system’s hub; it provides a center for disseminating global topology and status information. Its responsibility is to maintain an up-to-date network model and fill out the previously mentioned MIB variables.2 HNMP is generally suitable for standard MIB variables (such as FTP) and any system resource on a network host (such as processor load). Furthermore, we developed a database module to store regularly the network status and performance data on a PostgreSQL server (www.postgresql.org) to support statistical analyses. The database module interacts with the HNMS+ master module only when the values of the local master module’s variables change to avoid network overloading by SQL requests.

Integrating BigBrother

An important issue in network management is the evaluation of TCP/IP network service quality and reliability. SNMP agents cannot provide such information, so we integrated BigBrother into HNMS+ to monitor TCP/IP services and remote computer resources with ExperNet agents. BigBrother is a free Web-based system monitor (www.itl.qc.ca/users/sean/bb/bb.html) that consists of simple shell scripts to keep track of vital local system resources such as disk usage, CPU load, transfer protocol servers, and so on. We also extended HNMS+ MIB to incorporate the additional monitoring values of BigBrother’s status matrix. The HNMS+ master module analyzes a local log file created by BigBrother and fills out the previously mentioned MIB variables.

Furthermore, we developed a Unix daemon that offers the possibility of remote Unix command invocation. ExperNet agents can acquire information that cannot be obtained directly from HNMS+ but only through command execution on the monitored remote hosts (such as the traceroute and ipdump packet-monitoring utilities). Although we could use the usual Unix command for this purpose, we prefer the above solution because it restricts the set of allowed commands, through appropriate configuration of the module, thus leading to a more flexible and secure system.

References


interface and divides them in two classes:

• HNMS+ MIB-type data, which describe the network topology, the network entities and devices, and their current operational state. This set of objects consists of the internal network representation in HNMS+.
• Standard MIB (SNMP)-type data, which describe in greater detail a specific network device’s operational parameters, such as an interface’s Maximum Transfer Unit (MTU) or whether the specific host...
has IP forwarding capabilities. These are available through the HNMS+ server, through an explicit subscription process.

Each of these data is represented with an appropriate object class in Device. There is a one-to-one correspondence between each class of objects in the HNMS+ MIB definition and a Device class: agent, internet, network, subnet, ipaddr, site, processor, interface, equipment, administrator, service, and module. Each such class has specific slots corresponding to the attributes of the network entity it describes. In addition, there is a superclass to which all other classes belong that defines common attributes for all network objects.

The MIB variables for each network entity (processor, IP address, interface, and so on) are represented as slots of the corresponding network object class. The slot names have the prefix mib_ to distinguish them from the corresponding HNMS+ variables. Figure 3 shows a typical class definition example of the interface HNMS class.

### Knowledge base structure

Each basic inference method of the knowledge model maps to a Device module. For example, the top-level detect task (see Table 2) has three subtasks: abstract data, match symptom class, and refine symptom class, which directly maps to corresponding Device modules.

The advantages of such a modular knowledge base are numerous. First, rules are grouped into sets of a specific functionality, thus providing a logical partitioning of the knowledge base, which facilitates the addition of more rules in each module without risking unpredictable rule interactions. Another advantage is that remote invocation of the appropriate modules facilitates the agent model implementation and helps coordination between agents.

Each basic inference method uses a set of inference objects to pass data from one task to the next (see Figure 4). All data are available to all modules; therefore, we don’t have to worry about value passing between different tasks. Inference objects belong to one of these classes: symptom, hypothesis, problem, and plan.

Production rule actions create symptom objects during the detect phase and store information about observed abnormal situations in the network. Hypothesis objects represent the initial hypotheses concerning an observed symptom’s cause and are created and consumed during the diagnosis phase. Problem objects describe an observed symptom’s cause and are generated as an outcome of the diagnosis phase. Plan objects solve diagnosed problems generated during the repair phase. Figure 4 illustrates object generation during an expert system’s operational cycle.

### Rule examples

The knowledge necessary for implementing tasks is encoded in rules, which create and manipulate each task’s inference objects. For example, the rule in Figure 5 concerns detect-

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Table 1. Types of messages and interactions between ExperNet agents.

<table>
<thead>
<tr>
<th>Message types</th>
<th>Receiver’s intended reaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask for observable</td>
<td>Acquires observable and informs sender</td>
</tr>
<tr>
<td>Ask for plan acceptance</td>
<td>Decides about acceptance and informs sender</td>
</tr>
<tr>
<td>Ask for plan refinements</td>
<td>Performs plan refinements</td>
</tr>
<tr>
<td>Do diagnosis and repair</td>
<td>Performs diagnosis and repair tasks</td>
</tr>
<tr>
<td>Do isolation</td>
<td>Performs problem isolation</td>
</tr>
<tr>
<td>Do repair</td>
<td>Performs repair task</td>
</tr>
<tr>
<td>Answer with observable</td>
<td>Informs about observable</td>
</tr>
<tr>
<td>Answer with plan acceptance</td>
<td>Informs about plan acceptance</td>
</tr>
<tr>
<td>Answer with plan refinements</td>
<td>Informs about plan refinements</td>
</tr>
</tbody>
</table>

Table 2. Mapping of the detect subtasks to Device modules.

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Modules</th>
</tr>
</thead>
<tbody>
<tr>
<td>abstract_data</td>
<td>#module(alien_data,_)</td>
</tr>
<tr>
<td>match_symptom_class</td>
<td>#module(match_symptom_class,_)</td>
</tr>
<tr>
<td>refine_symptom_class</td>
<td>#module(refine_symptom_class,_)</td>
</tr>
</tbody>
</table>

Figure 3. The interface class definition.

Figure 4. Generation of objects during an expert system’s operational cycle.
ing a host’s unavailability. It belongs to the
detect phase and more particularly to the

### match symptom class task. The rule’s meaning is rather straightforward: “If there is an object of type

**processor** and its

`hnmsObjReachStatus` is three (the

mentioned host is unreachable), then create a

new symptom object of the class

`host is unreachable`.” The created object has the appropriate
description of the abnormal situation as well as

additional information required by later

stages of the diagnosis and repair phases. Such

information is the name of the

**target_host**, which is the nonresponding host, and the

name of the

**source_host**, which is the host that
cannot reach the target host.

Another example rule in Figure 6 belongs to

the

**refine symptom class** task and refines an

already diagnosed symptom that concerns a

Web service’s unavailability. More specifically,

currently, the rule detects whether the symptom

is valid by ensuring that the host on which

the Web service is located is reachable (if it

were not, there should be a symptom of the

type

`host is unreachable` for that host) and then
determines the Web host machine’s relative
topology with respect to the source host.

Finally, the rule in Figure 7 is a control rule

that switches to module

*notify-agents-to-repair*

when there is a symptom and a corresponding

diagnosed problem, but we don’t know which

agent is responsible for solving the problem.

### System operation

The ExperNet system’s operation consists of
two phases: initialization and normal

operation.

**Initialization phase.** This phase consists

mainly of initializing the expert system and its

connections to the HNMS+ master module and the

existing ExperNet agents. During connection

initialization, ExperNet initializes the

agent’s community, connects to a specific

HNMS+ master module in the hierarchy,
discovers other ExperNet agents in the network

(partners), and creates the necessary advertised

ports through which the agent communicates.

One problem we encountered was the

agent community’s initialization. The main

issue was how to notify agents about other

agents in the network and of the information

required for setting up communication, such as

their network addresses and available

communication ports. The problem becomes

harder considering that due to agent distribution

over the WAN, members of the agent

community might become unreachable due to

network failures or might simply halt and

restart at any time for various reasons.

We tackled this problem by introducing a

new type of object in the HNMS+ MIB

through which agents could announce their

existence along with any other necessary

information. The announcement takes place
during the agent’s connection to the HNMS+

master module. During normal operation,
each agent learns about societal changes

through alert events generated by the

CS-Prolog-to-HNMS+ interface and then

updates its social knowledge accordingly.

As soon as the agent’s connection with

HNMS+ is established, the agent obtains a

list of all network objects, which is a super-

set of the network for which that agent is

responsible. This occurs because in the hier-

archical architecture of HNMS+, each mod-

ule contains not only the objects that it has
discovered directly but also the set of all

objects that the lower-level modules have
discovered. To resolve this, each network object

is marked with an indication of the HNMS+

module that originally discovered it. The sys-

tem then subscribes only to network vari-

ables of the objects that belong to the agent’s

area of responsibility. This information helps

create the corresponding Device objects.

ExperNet prompts the user to specify

which subnetworks correspond to leased lines

between sites. In some cases, the absence of

SNMP-manageable modem devices does not

let the system determine that information.

This final step completes the system’s ini-

tialization phase.

**Normal operation phase.** During this phase,

the system monitors the network state and

reports any abnormal situations to the user

through its Web-based interface. ExperNet’s

main cycle consists of three steps:

1. Receive and interpret messages from

HNMS+, which mainly concern changes

to the values of HNMS MIB and stan-

dard MIB variables of the subscribed

Figure 5. Symptom generation.

```prolog
#rule(host_unreachable,_,_).
"if Target_id@processor(hnmsObjReachStatus=3) and 
Module@module(hnmsModuleHostName=Hostname) and 
Source_id@processor(hnmsObjUName=HostName) 
then new([description('host is unreachable'), 
target_host(Target_id), 
source_host(Source_id)], 
resp([unknown]))]]->host_unreachable" 
#endrule.
```

Figure 6. Refining a symptom class.

```prolog
#rule(wwwIanplacement,_,_).
"if Sym@www_service_is_down(target_host:Target_oid,source_host:Source_oid) and 
not Sym2@host_unreachable(target_host:Target_oid) and 
prolog(relative_topology(Target_oid,Source_oid,Place)) 
then put_placement([Place]) => Sym, 
push_focus([yes]) => Sym" 
#endrule.
```

Figure 7. A control rule.

```prolog
#rule(switch_to_ntf_agents_to_repair,_,_).
"if Sym@symptom(focus=yes) and 
Problem@problem(symptom_oid:Sym, resp=unknown) 
then switch_task(ntf_agents_to_repair)" 
#endrule.
```
A router is unreachable. Either the router interface is down or the process `inetd` that controls the router’s network operation does not exist.

A host is unreachable. An interface problem exists, the `inetd` process is missing from the processor’s memory, or there is some other cabling problem.

The HTTP or FTP service is not responding. The `httpd` or `ftpd` process does not exist in the host’s memory, the specific host’s response time was bad, or the processor was overloaded.

Bad leased line. The TCP/IP connection over a leased line is malfunctioning because there was a problem with the modem devices, there were physical errors on the line, the interface’s MTU value was badly configured, or the line was simply overloaded.

A modem is not working properly. The modem connection over a leased line is broken due to a hardware or cabling fault.

We use these malfunctioning cases to evaluate ExperNet’s performance during the demonstration that we prepared at the end of the project for all cooperating parties. Due to space limitations, we present here only the most representative cases. Of course, all these errors could not possibly have happened during the demonstration accidentally, so we deliberately caused them by switching off devices or artificially flooding the network connections with packets.

Figure 9a presents a case where the leased line between a district and a regional node was overloaded due to a wrong MTU value. ExperNet suggested the correct values for the MTU to repair the malfunction and recommended decreasing the MTU’s value on the malfunctioning leased line. This solution is justified because on such a low-bandwidth line, “long” packets can cause more errors and packet discards than shorter ones. The network operator would continue to get this message (if the line remained overloaded) until he or she manually changed the MTU on both interfaces. ExperNet does not automatically alter critical network parameters because network operators do not feel comfortable with such automation, even if the system gets permission first.

Figure 9b shows a similar malfunction in which the line between two nodes of the second and third levels came down because of physical problems. However simple the diagnosis might seem, it requires reasoning from ExperNet to exclude every other possible cause. The system must first determine if network devices work properly on both sides of the leased line and then that the parameters of corresponding interfaces are correct. After excluding all other possible problem causes, the system computes the percentage of packets discarded and those rejected due to errors over the number of total transmitted packets. A number over 15 percent indicates that the
The most probable problem is a physical error on the line. Only an experienced network operator could follow such reasoning, spending a lot of time to check all these values.

A similar case concerned an overloaded leased line between two sites on a node of the same level. In this case, agents on each side had partial information about the problem—communication between them occurred through the exchange of messages about the problem. The messages consisted of inquiries about the interfaces’ status and operational parameters. Having determined that the problems did not lie anywhere else but in the MTU value, the agents notified network operators on both sides with a message similar to the one in Figure 9b about the problem’s cause and remedy.

Figure 9c shows another case of problematic leased line operation. The corresponding ExperNet specialist has classified this case as a performance management problem and not a hardware fault. The differentiation is based on the MTU value, which was valid, and the sum of errors and discards, which were less than 15 percent. Such a differentiation is difficult for a network operator to achieve, because it requires complex reasoning during busy periods of the day.

A common case occurs when a remote machine that hosts important networking services is unreachable (see Figure 10). In this scenario, ExperNet detected which processor and interface was unreachable and asked the operator whether the remote interface could be brought up by using the `ifconfig` command. ExperNet could not perform this test automatically through remote command invocation, because local administrators have strong objections concerning security. So, the second-level network operator called the remote host operator on the phone—he answered that the interface could not be brought up. ExperNet asked again whether there were any problems with the interface’s MTU or any other parameters. The remote operator answered negatively again, and ExperNet concluded that hardware or configuration fault might be involved, which was true because the remote host was switched off. Network operators could not have detected and repaired this problem manually until the service’s users complained (by phone or email). Fixing abnormal situations like this leads to an increased availability of services and, consequently, more satisfied clients.

Figure 11 shows a more complicated case that ExperNet successfully handled. The system detected that all remote hosts were unreachable and thus the leased line connecting the remote hosts had a problem, not the hosts themselves. Consequently, it asked the user if the modems on both sides of the line worked (ExperNet could not automatically obtain this information because the modems were not SNMP-compliant). In this test case, the local modem was switched off, so the network operator replied negatively. The system suggested a problem with either modem configuration or the leased line itself. In this case, ExperNet’s contribution lies in the fact that the unreachable of multiple hosts has been aggregated (alarm correlation) as a single line’s problem.

**Practical experience**

We developed the system under an EU-funded project’s strict time limitations. During development, we encountered several difficulties. First, the knowledge acquisition procedure for building such a large and complex system requires a lot of time and resources, more than were originally avail-
able. Additionally, our network experts lived in a different country (Ukraine) from the knowledge engineers (Spain and Greece). This limited our communication to questionnaires exchanged over the Internet and a few face-to-face interviews. Moreover, we had no experienced HNMS+-monitoring system users among the network operators involved in the knowledge acquisition phase. If we had such operators, they could have delivered expert knowledge and everyday rules of thumb concerning network management to our knowledge engineers. Developing and integrating the various subsystems in a robust and efficient product was a time-consuming task because we had to

- extend the original HNMS system to provide a true hierarchical structure and fix various bugs;
- implement an interface between CS-Prolog II and the new HNMS+ system;
- develop an additional interface between the intelligent agents and the HNMS+ system based on CS-Prolog II’s networking primitives to adequately receive and translate networking data; and
- debug the various subsystems and the interfaces between them.

Our initial system design did not include interaction with the network operators; ExperNet had to perform all detection, diagnosis, and repair actions automatically. Several unexpected problems came up that changed our plans to include questioning the operators. The most important problems for full automation proved to be

- technology in the experimental installation zone included non–SNMP-compliant devices that the system could not automatically monitor;
- single-line connections between network nodes caused the complete unreachability of hosts; and routers break down; and
- the fragmentation of the network’s ownership caused responsibility conflicts and security objections.

We encountered another major problem when we installed ExperNet in several nodes of the Ukrainian network. Although network administrators showed interest in ExperNet’s network monitoring and repairing facilities, the practical application of ExperNet, HNMS+, and BigBrother required

- significant additional computer resources;
- additional negotiations with network administrators concerning data security; and
- allocation and additional training of personnel for operating the network-monitoring software (HNMS+/BB).

The explosive growth in demand for networking in the last decade has increased the need for advanced management software that offers intelligent administration services. Our multiagent intelligent system can significantly decrease the downtime of network components, thus leading to an increased availability of the overall network. ExperNet is based on existing and widely used management protocols (SNMPv2), which makes its application to any existing network possible. We installed and tested the system in a real network environment, and it has performed well. It is now working on two operating systems—Solaris 2.5 and FreeBSD 2.2.6—and we plan to extend its area of application.

The most significant extension that could add to its current implementation concerns the knowledge base itself. New management cases should be added to cover the full range of management areas, including fault, performance, configuration, security, and accounting management. Adding these new cases would require minor modifications (if any) to the existing system. Additionally, a number of vendor-specific knowledge bases could help exploit each network device’s management characteristics. This modular approach will increase the present system’s mobility and flexibility.

More explanation facilities could increase the user’s trust in the system and provide a platform for tutoring resolution methods for network management problems. In addition, HNMS+ could be extended to cooperate with SNMPv3 agents, but such an extension would require modifications to the monitoring tool’s core. These modifications should be rather simple because the system structure is modular, and changes would not affect other parts of the system.

We are currently developing an integrated Web-based user interface (based on PHP and XML technologies) that will host both ExperNet and HNMS+ data and messages. This will allow remote monitoring of network status so that the network operator does not have to physically be on the same site as the visual HNMS+ user interface.

Acknowledgments

The EU INCO-Copernicus project, ExperNet: A Distributed Expert System for the Management of a National Network, No. 960114, funded the work described in this article (see www.csd.auth.gr/~lipis/projects/inco/inco.html).

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