Negative Values Displayed in Graphs

If a negative value is displayed in a graph, and data returned from polled systems do not return negative values, this symptom may be caused by a counter reaching the top of the 32-bit integer limit at either the OS level or within the up.time datastore. In this scenario, delta math would be performed from a number much lower than the previous result, which may result in a negative value.

If delta math (as described above) is not causing the negative values, there may be a 64-bit counter that Uptime Infrastructure Monitor is interpreting as a 32-bit counter. In this scenario, any value represented by a figure over 32 bits would automatically roll over to a negative number as a result of Java integer handling.

To help isolate the issue, please contact IDERA Support and supply the following information:

1. Architecture of Monitoring Station platform (32-bit or 64-bit).
2. Operating System version (32-bit or 64-bit).
3. Which specific metrics are displaying negative values?
4. Are values being collected from an Uptime Infrastructure Monitor agent or via WMI?