

Business Services

Overview

Business Services display interface status panels and node status panels in a single page. This allows grouping related interfaces/nodes together to have a single location that a user can see these related items.

Business services are supported under the MSP authorization system, so a user/role can be created to view one or more Business Services if required.

All Interfaces/Nodes added to the Business Service will be visible to any user with access to view that Business Service. The ability to view the service implies they are allowed to see all things inside. It does not imply they are allowed to view those Interfaces/Nodes on their own or in their entirety, they will only have access to this specific view.

Interfaces status panels allow MSP authorized users to click and view Interface usage over time graphs.

Some examples:

The screenshot displays the opCharts 3.2.4 interface for Business Services monitoring. The top navigation bar includes 'opCharts 3.2.4', 'Views', 'Reports', 'Events', 'Config', 'System', 'Modules', 'Help', 'EN', and 'User: nmia'. The main content area is titled 'Customer ServicesV2' and contains several panels:

- Business Service Details:** A table with columns 'Name' and 'Description'. The entry is 'Customer Services' with description 'The customers servicesv2'.
- Monitored Services:** Two service cards. 'demo : flowd' shows 'Service: flowd', 'Server: demo', 'Response Time: 0.00 s', 'Service CPU: 0.01 CPU-seconds', 'Service Mem: 1736.00 KBytes', and 'Last Run: 2017-12-28T04:43:04'. 'demo : google' shows 'Service: google', 'Server: demo', 'Response Time: 0.35 s', and 'Last Run: 2017-12-28T04:43:04'. Both have a '100%' status indicator.
- Interfaces:** Three interface cards. 'ATM0.1-aa15 layer' (Node: meatball) shows 'Interface: ATM0.1-aa15 layer(20)', 'Description: ', and 'Speed: 1023 Kbps'. 'FastEthernet0/1' (Node: asgard) shows 'Interface: FastEthernet0/1(2)', 'Description: WAN/DSL', 'Speed: 100 Mbps', and 'IP: 10.0.0.30/255.255.255.0'. 'Serial0/0/0' (Node: asgard) shows 'Interface: Serial0/0/0(3)', 'Description: New Link to Remot...', and 'Speed: 1544 Kbps'. Each has 'In Util' and 'Out Util' gauges.
- Monitored Services (Bottom):** A 'demo : google' card with 'Service: google', 'Server: demo', 'Response Time: 0.35 s', and 'Last Run: 2017-12-28T04:43:04'. It has a '100%' status indicator.
- Interfaces (Bottom):** Four GigabitEthernet interface cards for Node: midgard. Each shows 'Interface: GigabitEthernet1/0/5(...)', 'Description: ', and 'Speed: 1 Gbps'. They have 'In Util', 'Out Util', and 'Errors' gauges.
- Nodes:** Two node cards. 'midgard' (Node: midgard) is 'degraded' and shows 'Vendor: Cisco Systems', 'Last Update: 04:45:18', 'Response Time: 1.1 ms', and 'Health KPI: 94.19'. 'asgard' (Node: asgard) is 'available' and shows 'Vendor: Cisco Systems', 'Last Update: 04:45:18', 'Response Time: 1.1 ms', and 'Health KPI: 99.54'.

New/Edit

Join Paul McClendon, an Opmantek Support Engineer, as he demonstrates how to easily set up business service monitoring using opCharts.

To create a new Business Service go to "Views->Business Services" in the GUI menu, then click the "+" button. To edit, select the checkbox for the Business Service you would like to edit, then press the edit button (next to "+").

opCharts 3.2.4 Views Reports Events Config System Modules Help EN User: nmis

Home / Business Services **Business Services** Click the "+" to create a new Business Service

Filter Period

Search term Name Go X

<input type="checkbox"/>	Name	Description	Title
<input type="checkbox"/>	00Prueba		00Prueba
<input type="checkbox"/>	00_bsins	Muestra servicios para cliente GMG	00_bsins
<input type="checkbox"/>	00_buser_1	muestra servicio para cliente GMG	00_buser_1
<input type="checkbox"/>	ATP	ATP	ATP
<input type="checkbox"/>	Claro		
<input type="checkbox"/>	Customer Business Services		Customer Business Services
<input type="checkbox"/>	Customer Services	The customers servicesv2	Customer ServicesV2
<input type="checkbox"/>	CustomerA - Primary Data Center Links	The primary data center links	Primary Data Center Links
<input type="checkbox"/>	CustomerA - Primary WAN Links	The primary WAN links for customerA	Primary WAN Links
<input type="checkbox"/>	Demo System	The services for the demo system.	Demo System
<input type="checkbox"/>	Ivan Customer	Ivan's Customer Network	Ivan Customer Network
<input type="checkbox"/>	Ivan2		

opCharts 3.2.4 Views Reports Events Config System Modules Help EN User: nmis

Home / Business Services / New **New Business Service** Click the "+" to create a new Business Service

Filter Period

New Business Service

Name

Desc.

Title

View

Monitored Services

+

Interfaces

+

Nodes

+

Add an Interface

To add a new interface, press the "+" icon in the Interfaces section as shown in the screen shot above. Enter or select the node name, select the interface index/name and press "Add".

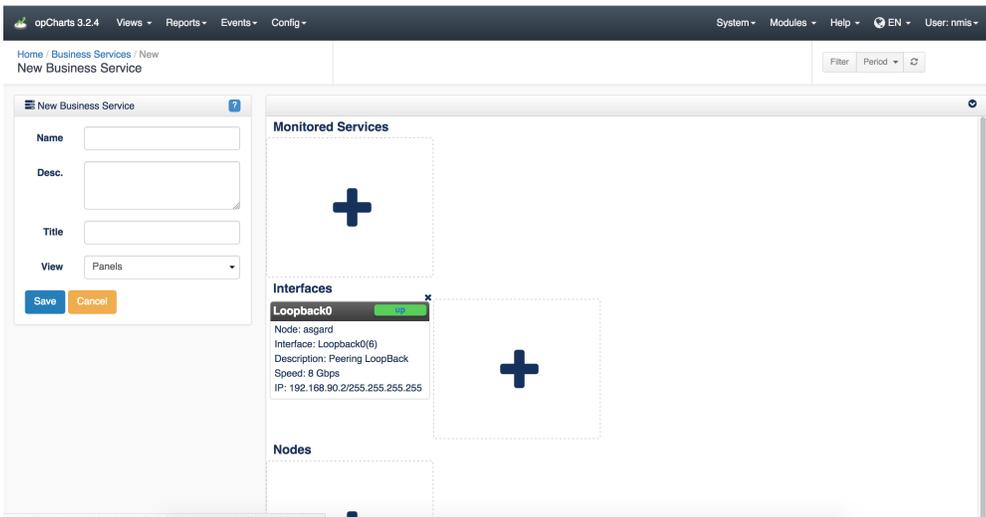
Select an Interface

Search term Node

<input type="checkbox"/>	Node	ifDescr	Description	IP	ifIndex	AdminStatus
<input checked="" type="checkbox"/>	asgard	Loopback0	Peering LoopBack	192.168.90.2	6	up
<input type="checkbox"/>	asgard	Dialer1194	generate a change		11	down
<input type="checkbox"/>	asgard	Serial0/0/0	New Link to Remote Office		3	down
<input type="checkbox"/>	asgard	Tunnel0	Hurricane Electric IPv6 Tunnel Broker		7	up
<input type="checkbox"/>	asgard	Tunnel99		192.168.89.1	9	down
<input type="checkbox"/>	asgard	FastEthernet0/1	WAN/DSL	10.0.0.30	2	up
<input type="checkbox"/>	asgard	Tunnel42	Connection to other locations	192.168.90.18	8	up
<input type="checkbox"/>	asgard	Null0			4	up
<input type="checkbox"/>	asgard	FastEthernet0/0	Vanderfield LAN	192.168.88.254	1	up
<input type="checkbox"/>	asgard	Tunnel100	Connection to Melbourne Lab	192.168.90.22	10	up

Showing 1 to 10 of 597 entries « < 1 2 3 4 5 > » **Show**

An interface panel for the selected interface should now be displayed. You can customize this however you see fit.



Add a Node

Adding a Node is similar, press the "+" icon in the Nodes section. Enter the node name and press the "Add" button, a node panel for the selected node should now be displayed.

Add a node

Node

Remove an Interface or Node

To remove either, press the "x" icon near the top right of the panel and it will be removed from the document. Save the document to accept your changes.

The screenshot displays a network management interface. On the left is a 'New Business Service' dialog box with the following fields: 'Name' (value: name of new service), 'Desc.' (value: Show all nodes/interfaces for customer X), and 'Title' (value: Customer X View). There are 'Save' and 'Cancel' buttons at the bottom. On the right is the 'Customer X View' dashboard. It features two main panels: 'Interfaces' and 'Nodes'. The 'Interfaces' panel shows 'Tunnel100' with a status of 'up' (indicated by a green 'up' label and a red arrow pointing to an 'x' icon). Below this, it lists details: 'Interface: Tunnel100(10)', 'Description: Connection to Oxf...', 'Speed: 9000', 'IP Address: 192.168.90.22', and 'IP Subnet Mask: 255.255.255.252'. There are also two circular progress indicators for 'In Util' (74.47%) and 'Out Util' (49.58%). The 'Nodes' panel shows 'asgard' with a status of 'reachable' (indicated by a green 'reachable' label and an 'x' icon). Below this, it lists details: 'Branches', 'Vendor: Cisco Systems', 'Last Update: 10:05:08', 'Response Time: 1.4 ms', and 'Health KPI: 95.65'. There are four circular progress indicators for 'Reachability' (100%), 'CPU' (100%), 'MEM' (100%), and 'Interface' (85.5%). Both panels have a large '+' icon to the right, suggesting they can be expanded or added to.

Show

To view a Business Service simply click on the name when viewing the list of Business Services and it will be loaded. As stated above, everything will be visible to any user with access to view that Business Service.