

Enterprise Services

Caution

This feature is still in Beta testing and hence may undergo further changes. Therefore, you are advised NOT to use this in any production environment.

This may also, in future, replace Business Services.

Overview

opCharts enables you to build dynamic interactive charts and targeted custom dashboards for single-pane-of-glass views into your NMIS data. It increases your network visibility and accelerates root cause discovery by combining multiple data sets on its adaptable graphical interface.

You can create one such dashboard to monitor Enterprise Services too, which allows you to view Interface and Node status panels on a single page. You can also group any related Interfaces/Nodes together to view them all at one location. Further, the MSP authorization system supports the Enterprise Services when added as a dashboard component.

Future Development

RBAC support will be added for Enterprise Services soon.

 Opmantek Public Sites		
Overall Status	degraded	
Node State	degraded	
Interface State	reachable	
Service State	reachable	
Nodes Degraded	1/7	
Nodes Down	0/7	
Nodes Reachability 8H	100.00%	
Description	Support and Marketing	
 Node Status	 Interface Status	 Service Status

Service Metrics

- Node Status:** The Node Status is calculated from the status events for the Node. It aggregates the status event levels and presents an average of the same.
If any Node is unreachable, the Enterprise Service is marked *Unreachable*. If a Node is *Reachable*, but it is not at its optimal level/health, the Service is marked *Degraded*.
- Interface Status:** The Interface status is calculated by aggregating all the Interface-related status levels and averaging them out. The Down Metrics shows all the Interfaces marked as *Interface Down*. It stores a count of such Interfaces.
If any Interface is marked *Interface Down*, the Enterprise Service is marked *Unreachable*.
- Monitored Services:** The Service Status shows the aggregate of all service inventory tagged with the Enterprise Service name.
If any monitored Service is marked *Down*, then the Enterprise Service is marked *Unreachable*.
- Overall Status:** The Overall Status can be UP, DEGRADED, or DOWN
The overall state of the Enterprise Service is calculated from the worst state of each of the services.

Monitored Services	Nodes	Interfaces
Services Fatal	Nodes Unreachable	Interfaces Down
Services Degraded	Nodes Degraded	Interfaces Up
Services Up	Node Up	
Status	Status	Status

Enterprise Service Rules

Enterprise service rules calculate how each group of entities control the status of the service.

The rules set out levels on how each component should be degraded, based on the status level. It is set as an array of **Level Type** and **Level**.

For example, *Normal - 100, Degraded - 90* would mean, a status of 99 would be *Reachable* but a status of 89 would be *Degraded*.

You can use this to tune the alerts. For example, you can configure a proactive enterprise alert for any service if any **Level Type** is not *Normal*.

Enabling Enterprise Services

To enable Enterprise Services –

1. Add the following code to `opcommon.json`

```
"beta":{  
  "opcharts_enterprise_services": "true"  
},
```

2. Execute the following commands

```
sudo /usr/local/omk/bin/patch_config.exe /usr/local/omk/conf/opCommon.json /beta  
/opcharts_enterprise_services=true
```

3. Restart the `omkd` daemon

```
sudo service omkd restart
```

Adding Status Panels/Tables

After creating a new Enterprise Service on the opCharts, you can add Interfaces, Nodes and Monitored Services status panels/tables to it.

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".

The screenshot shows a dialog box titled "Add Interfaces" with a search bar at the top containing "127" and a dropdown menu set to "IP". Below the search bar is a table with the following columns: Node, ifDescr, Description, IP, Index, and Admin Status. The table contains 15 rows of data, with the last row being a software loopback interface. The "Admin Status" column for all rows shows "up". At the bottom of the dialog, there is a "Show" dropdown set to "15", a "Cancel" button, and an "Add" button.

<input type="checkbox"/>	Node ^	ifDescr	Description	IP	Index	Admin Status
<input type="checkbox"/>	amor	lo		127.0.0.1	1	up
<input type="checkbox"/>	apc123ed5	LOOPBACK	noSuchObject	127.0.0.1	1	up
<input type="checkbox"/>	cloud	lo		127.0.0.1	1	up
<input checked="" type="checkbox"/>	cratos	lo		127.0.0.1	1	up
<input checked="" type="checkbox"/>	flashmob	lo		127.0.0.1	1	up
<input type="checkbox"/>	fulla	lo		127.0.0.1	1	up
<input type="checkbox"/>	i5w	lo		127.0.0.1	1	up
<input type="checkbox"/>	irukandji	lo		127.0.0.1	1	up
<input type="checkbox"/>	kraken	lo		127.0.0.1	1	up
<input type="checkbox"/>	labgw	lo		127.0.0.1	1	up
<input type="checkbox"/>	lagomar	lo		127.0.0.1	1	up
<input type="checkbox"/>	lodur	lo		127.0.0.1	1	up
<input type="checkbox"/>	loki	lo		127.0.0.1	1	up
<input type="checkbox"/>	magni	lo		127.0.0.1	1	up
<input type="checkbox"/>	mani	loopback_0	Software Loopback Interface 1	127.0.0.1	1	up

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.

Search Nodes

Add Nodes

Search term Name

<input type="checkbox"/>	Name	Group
<input type="checkbox"/>	kraken	AWS_Public
<input type="checkbox"/>	midgard	GC_Head_Office
<input checked="" type="checkbox"/>	apc123ed5	GC_Head_Office
<input checked="" type="checkbox"/>	labgw	GCP_Lab
<input type="checkbox"/>	var	GCP_Public
<input type="checkbox"/>	Google DNS	GCP_Public
<input type="checkbox"/>	lagomar	GC_DataCenter
<input type="checkbox"/>	asgard	GC_Head_Office
<input type="checkbox"/>	snotra3	DevServers
<input type="checkbox"/>	loki	AWS_Public
<input type="checkbox"/>	pollux	GC_DataCenter
<input type="checkbox"/>	poller-nine	GCP_Public
<input type="checkbox"/>	vrouter-host	GCP_Lab
<input type="checkbox"/>	skadi	GCP_Public
<input type="checkbox"/>	irukandji	AWS_Public

Showing 1 to 15 of 44 entries << < 1 2 3 > >> Show 15

Add a Monitored Service

Search Nodes

Select a Monitored Service

Select a Monitored Service

<input type="checkbox"/>	Service Name	Node Name	Status	Description	Response Time	Last Run
<input type="checkbox"/>	SNMP_Daemon	loki	running		0	2022-02-21T22:56:17
<input type="checkbox"/>	SNMP_Daemon	skadi	running		0	2022-02-21T22:54:43
<input type="checkbox"/>	SNMP_Daemon	snorri	running		0	2022-02-21T22:54:00
<input type="checkbox"/>	SNMP_Daemon	var	running		0	2022-02-21T22:54:54
<input type="checkbox"/>	apache	cloud	running		0	2022-02-21T22:56:21
<input type="checkbox"/>	apache	flashmob	running		0	2022-02-21T22:57:15
<input type="checkbox"/>	apache	magni	running		0	2022-02-21T22:53:35
<input type="checkbox"/>	apache	skald	running		0	2022-02-21T22:53:42
<input type="checkbox"/>	apache	untroubled	running		0	2022-02-21T22:54:36
<input type="checkbox"/>	apache2	amor	running		0	2022-02-21T22:55:15
<input type="checkbox"/>	apache2	loki	running		0	2022-02-21T22:56:17
<input type="checkbox"/>	apache2	master-nine	running		0	2022-02-21T22:54:43
<input type="checkbox"/>	apache2	poller-nine	running		0	2022-02-21T22:55:33
<input type="checkbox"/>	apache2	skadi	running		0	2022-02-21T22:54:43
<input type="checkbox"/>	apache2	snorri	running		0	2022-02-21T22:54:00

Showing 1 to 15 of 69 entries << < 1 2 3 4 5 > >> Show 15

Remove an Interface, Node or Service

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.