NMIS Dashboards with Alternate Groupings - Customers and Business Services
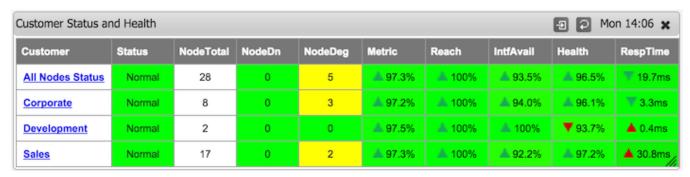
Introduction

By default NMIS summarises information by groups of devices, and this makes it a great network management system, as you can group the devices the way that represents your business, in NMIS 8.5.6G we added some additional node properties and dashboard views for Customer and Business Services based views. A node can have one customer associated, but it can have multiple business services.

You can associate a node to a customer or business service by editing the node and selecting a single customer or selecting multiple business services and saving the node.

Example Dashboards

Below are some examples of the views you will have once setup. When working with the "fine-grained" NMIS Node Status you will see the columns NodeDn for Node Down and NodeDeg for Nodes Degraded. This view will assist to determine customer or business impact of a node which is down or has been degraded in some way.

NMIS Customer Summary Dashboard Widget

Customer Status and Health									Mon 14:06
Customer	**Status**	**NodeTotal**	**NodeDn**	**NodeDeg**	**Metric**	**Reach**	**IntfAvail**	**Health**	**RespTime**
All Nodes Status	Normal	28	0	5	97.3%	100%	93.5%	96.5%	19.7ms
Corporate	Normal	8	0	3	97.2%	100%	94.0%	96.1%	3.3ms
Development	Normal	2	0	0	97.5%	100%	100%	93.7%	0.4ms
Sales	Normal	17	0	2	97.3%	100%	92.2%	97.2%	30.8ms

NMIS Customer View by Device Groups Dashboard Widget

Corporate ⬚ ⟳ Mon 14:07 ✖

Customer Corporate Groups

Branches Node List and Status

Node	Location	Type	Net	Role	Status	Health	Reach	Intf. Avail.	Resp. Time	Outage	Esc.	Last Update
asgard	default	router	wan	core	reachable	▼ 99.7 %	▲ 100 %	▲ 100 %	▲ 1.0ms			30-Mar-2015 14:05:12
meatball	Brisbane	router	wan	core	reachable	▲ 96.6 %	▲ 100 %	▲ 77.8 %	▼ 21.8ms			30-Mar-2015 14:05:24
midgard	gc.dc	switch	wan	distribution	reachable	▲ 97.4 %	▲ 100 %	▲ 73.8 %	▲ 0.9ms			30-Mar-2015 14:05:27
oor	default	router	wan	core	reachable	▲ 100 %	▲ 100 %	▲ 100 %	▲ 1.1ms			30-Mar-2015 14:05:27

DataCenter Node List and Status

Node	Location	Type	Net	Role	Status	Health	Reach	Intf. Avail.	Resp. Time	Outage	Esc.	Last Update
eris	default	server	wan	core	degraded	▲ 95.5 %	▲ 100 %	▲ 100 %	▲ 0.4ms			30-Mar-2015 14:05:15

NMIS8 Node List and Status

Node	Location	Type	Net	Role	Status	Health	Reach	Intf. Avail.	Resp. Time	Outage	Esc.	Last Update
demo	Unknown (edit /etc/snmp/snmpd.conf)	server	lan	distribution	reachable	▼ 93.8 %	▲ 100 %	▲ 100 %	▲ 0.0ms			30-Mar-2015 14:05:20
odin	default	server	lan	core	degraded	▲ 94.5 %	▲ 100 %	▲ 100 %	▲ 0.5ms			30-Mar-2015 14:05:27
thor	Unknown (edit /etc/snmp/snmpd.conf)	server	wan	core	degraded	▲ 91.1 %	▲ 100 %	▲ 100 %	▲ 0.7ms			30-Mar-2015 14:05:27

NMIS Business Services Summary Dashboard Widget

Business Services Status and Health ⬚ ⟳ Mon 14:07 ✖

Business	Status	NodeTotal	NodeDn	NodeDeg	Metric	Reach	IntfAvail	Health	RespTime
All Nodes Status	Normal	28	0	5	▲ 97.3%	▲ 100%	▲ 93.5%	▲ 96.5%	▼ 19.7ms
Core Network	Normal	2	0	0	▲ 96.8%	▲ 100%	▲ 86.9%	▲ 98.5%	▲ 0.9ms
eCommerce	Normal	2	0	1	▲ 97.9%	▲ 100%	▲ 100%	▲ 94.6%	▲ 0.2ms
eMail	Normal	7	0	2	▲ 98.0%	▲ 100%	▲ 100%	▲ 95.0%	▲ 73.6ms

NMIS Business Service View by Device Groups Dashboard Widget

| eMail | | | | | | | | | | | | | ⊞ ⟳ Mon 14:08 ✖ |

Business Service eMail Groups

Brisbane Node List and Status

Node	Location	Type	Net	Role	Status	Health	Reach	Intf. Avail.	Resp. Time	Outage	Esc.	Last Update
bne-server1	Opmantek GC data center	server	lan	access	reachable	▲ 93.9 %	▲ 100 %	▲ 100 %	▲ 0.6ms			30-Mar-2015 14:05:12

Charlotte Node List and Status

Node	Location	Type	Net	Role	Status	Health	Reach	Intf. Avail.	Resp. Time	Outage	Esc.	Last Update
char-server1	Opmantek GC data center	server	lan	access	reachable	▲ 93.9 %	▲ 100 %	▲ 100 %	▲ 0.6ms			30-Mar-2015 14:05:15

GoldCoast Node List and Status

Node	Location	Type	Net	Role	Status	Health	Reach	Intf. Avail.	Resp. Time	Outage	Esc.	Last Update
gc-server1	Opmantek GC data center	server	lan	core	reachable	▲ 93.9 %	▲ 100 %	▲ 100 %	▲ 0.5ms			30-Mar-2015 14:05:20

Melbourne Node List and Status

Node	Location	Type	Net	Role	Status	Health	Reach	Intf. Avail.	Resp. Time	Outage	Esc.	Last Update
mel-server1	Opmantek GC data center	server	lan	access	reachable	▲ 93.9 %	▲ 100 %	▲ 100 %	▲ 0.6ms			30-Mar-2015 14:05:25

MexicoCity Node List and Status

Node	Location	Type	Net	Role	Status	Health	Reach	Intf. Avail.	Resp. Time	Outage	Esc.	Last Update
mex-server1	Opmantek GC data center	server	lan	access	reachable	▲ 93.9 %	▲ 100 %	▲ 100 %	▲ 0.6ms			30-Mar-2015 14:05:27

Toronto Node List and Status

Node	Location	Type	Net	Role	Status	Health	Reach	Intf. Avail.	Resp. Time	Outage	Esc.	Last Update
toro-server1	The Cloud	server	lan	core	degraded	▼ 97.8 %	▲ 100 %	▲ 100 %	▲ 255.7ms			30-Mar-2015 14:05:31

Vienna Node List and Status

Node	Location	Type	Net	Role	Status	Health	Reach	Intf. Avail.	Resp. Time	Outage	Esc.	Last Update
vienna-server1	The Cloud	server	lan	core	degraded	▼ 97.8 %	▲ 100 %	▲ 100 %	▲ 256.3ms			30-Mar-2015 14:05:28

Enabling Additional Views

You can add Customers, which could be internal or external customers, e.g. a business unit could be a customer if you are an IT department or another company is your customer if you are a service provider. Then assign devices to customers.
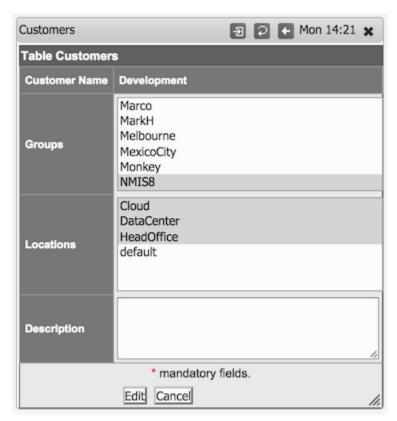
Add or Edit Customers

To add or edit customers access the menu "System -> System Configuration -> Customers".

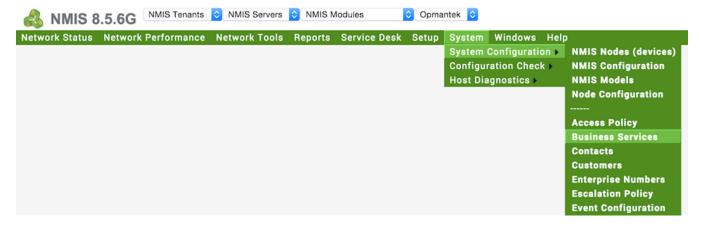Then delete or edit an existing Customer or add a new one.

Select the groups you want to associate with this customer, this is not a authorisation selection, this will control which groups will show under the customer status screen.
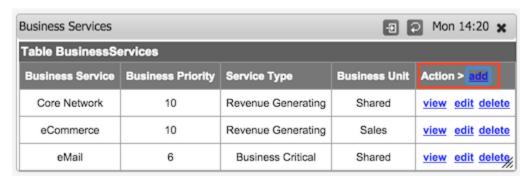

Add or Edit Business Services

To add or edit customers access the menu "System -> System Configuration -> Business Services".

Then delete or edit an existing Customer or add a new one.

Network Status Views

Once you have upgraded NMIS, after refreshing your NMIS dashboard you will have options for "Customer Status and Health" and "Business Service Status and Health", under the "Network Status" menu option on the top left.

Change the NMIS Dashboard

The NMIS configuration option network_health_view controls how the dashboard is summarised. You can change this from the default of "Group" to be "Customer" or "Business" to group by Business Services.

```
'network_health_view' => 'Customer',
```

Configuration Required

The only configuration required is to add the groups of devices to the Customer or BusinessService tables. This is for the authorisation, so the groups for a customer are known and prevents viewing by unauthorised people. This can be done through the GUI, by editing the groups for a Customer in the Customer Table, "System -> Customers", then edit the Customer, select the required groups for that customer.

Conclusion

With these new views you will be able consolidate views of your entire IT infrastructure from all NMIS systems and have a single pane of glass displaying devices by functional or business views.