

Enterprise Services





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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.

 John Test	
Overall Status	Down
Node State	Down 
Nodes Degraded	0/3
Nodes Down	1/3
Interface State	Normal 
Service State	Down 
Description	A test of Enterprise Services
Last Updated	a minute ago
<div><div><div><div></div><div>100 %</div></div><div>Node Status</div></div><div><div><div></div><div>100 %</div></div><div>Interface Status</div></div><div><div><div></div><div>50.0 %</div></div><div>Service Status</div></div></div>	

Service Metrics

- **Node Status:** The Node Status is calculated from the status events for the Nodes. It aggregates the status event levels and presents an average of 0% to 100%.
- **Node State:** If any Node is unreachable, the Node State is marked *Down*. If any Node is reachable, but it is not at its optimal level/health, the Node State is marked *Degraded*, otherwise it is *Normal*.
- **Interface Status:** The Interface Status is calculated by aggregating all the Interface-related status event levels and averaging them out 0% to 100%.
- **Interface State:** If any Interface is marked Down, the Interface State is marked *Down*, otherwise it is *Normal*.

- **Monitored Service Status:** The Service Status shows the average status event level of all Monitored Services for the Enterprise Service 0% to 100%.
- **Monitored Service State:** If any Monitored Service is marked Down, then the Service State is marked *Down*, otherwise it is *Normal*.
- **Overall Status:** The Overall Status can be UP, DEGRADED, or DOWN
The Overall Status of the Enterprise Service is calculated from the worst of the Node State, Interface State and Service State.

Node State	Interface State	Service State	Overall Status
Down	Down	Down	Down
Degraded		Degraded	Degraded
Normal	Normal	Normal	Up

Enterprise Service Rules

Enterprise Service rules calculate how each group of entities control the status of the Enterprise Service. The Enterprise Service rules are defined in `/usr/local/omk/conf/ES_Rules.json`

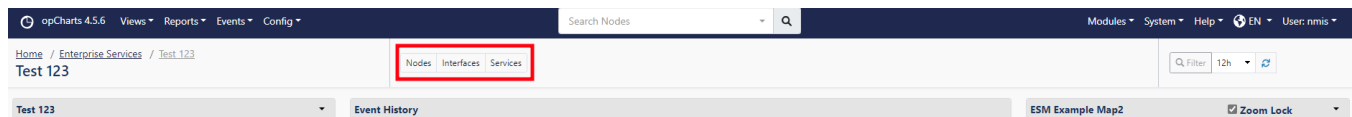
The rules set out levels on how each component should be degraded, based on the status level. It is set as an array of **Level Type** and **Level**.

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

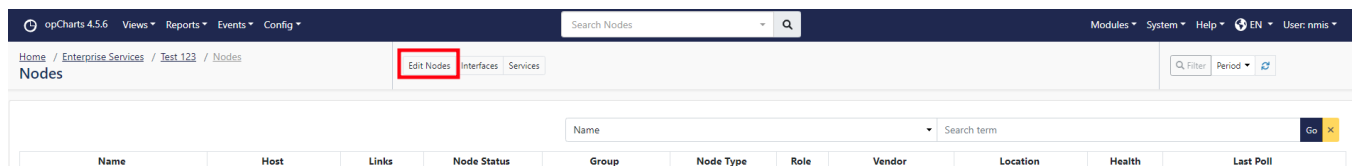
You can use this to tune the alerts. For example, you can configure a proactive enterprise alert for any service if any **Level Type** is not *Normal*.

Adding Status Panels/Tables

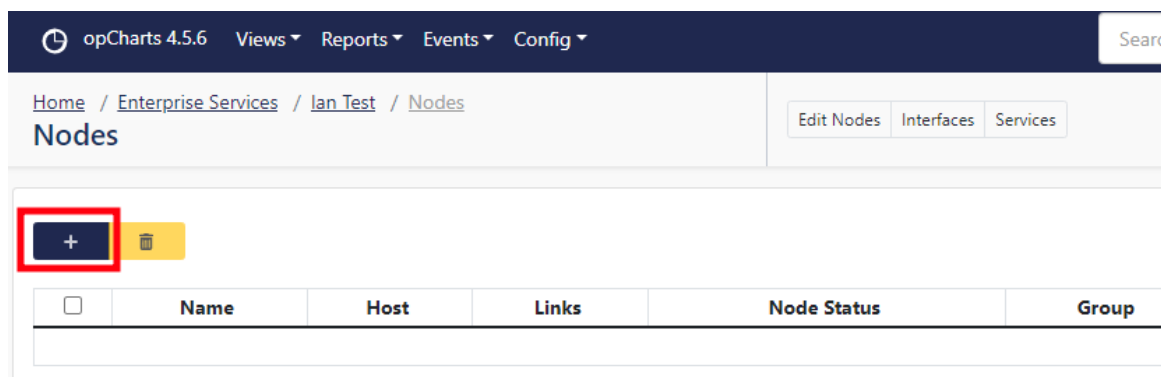
After creating a new Enterprise Service on the opCharts, you can add Interfaces, Nodes and Monitored Services status panels/tables to it. At the top of the Enterprise Service page you will see a row of buttons for each option:



Click on one of the options, and the page for that option will load. You can navigate to the add/edit page by clicking on the edit button - for example, below indicates the Nodes page and the 'Edit Nodes' button:



Click the '+' icon to add a Node



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".

Search Nodes

127

IP

Go

X

Add Interfaces

X

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

Showing 1 to 15 of 27 entries

<< < 1 2 > >>

Show 15

Cancel Add

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

Q

Add Nodes

×

Search term

Name

Go

X

<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 > >>

Show15

CancelAdd

Add a Monitored Service

Search Nodes

Q

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 > >>

Show15

CancelAdd

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.

Repair RBAC for an Enterprise Service

We changed how an Enterprise Service is referenced in the database with opCharts-4.5.0 and this causes issues with RBAC (portal users) for Enterprise Services created before 4.5.0.

Easy method, delete the Enterprise Service and recreate with the same name, the nodes, interfaces and services will still be attached to the Enterprise Service.

You will need to add the roles you had before.