



CLOUDPLATFORM/CLOUDSTACK POWER-PACK

*INSTALLATION AND CONFIGURATION OF THE
CITRIX CLOUDPLATFORM POWER-PACK FOR
CITRIX AND APACHE CLOUDSTACK SYSTEMS*

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CHAPTER 1

INTRODUCTION

WHAT'S INCLUDED IN THE POWER-PACK?

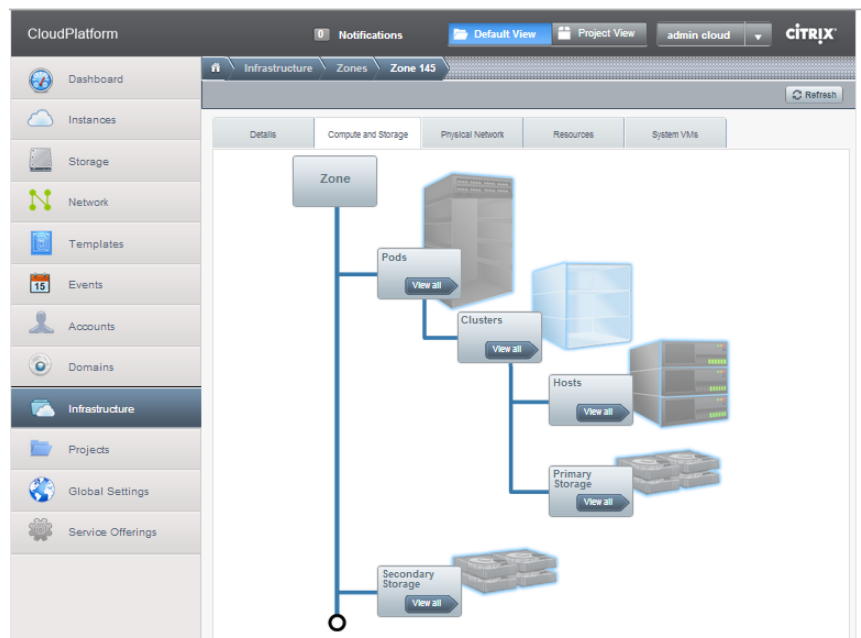
The Citrix CloudPlatform/CloudStack Power-Pack includes the following items:

Applications	Collection Objects	Presentation Objects	Config Objects	Thresholds	App Events	Non-App Events	Device Classes
28	415	184	185	5	22	2	7

WHAT IS CLOUDPLATFORM/CLOUDSTACK

Citrix CloudPlatform is a multi-hypervisor, multi-tenant, high-availability Infrastructure as a Service cloud management platform. CloudPlatform uses Apache's open source CloudStack software as its foundation. The solution provides a cloud Orchestration layer; giving automation of the creation, provisioning and configuration of IaaS components (such as virtual servers). Both Apache CloudStack and Citrix CloudPlatform provide the latest and most advanced software platform to build highly scalable and reliable cloud computing environments. With CloudPlatform, customers can quickly and easily build cloud services within their

existing infrastructure and start realizing the benefits of this transformative service delivery model within minutes—without the overhead of integration, professional services and complex



deployment schedules. Citrix CloudPlatform turns an existing virtual infrastructure into a cloud-based infrastructure as a Service (IaaS) platform. The fact Citrix CloudPlatform leverages existing infrastructure means that the cost and time for an organization to build a multi-tenant IaaS platform is greatly reduced.

Citrix CloudPlatform is hypervisor agnostic, supporting VMware, Oracle VM, KVM, Citrix XenServer, Xen Cloud Platform, UCS, and Hyper-V. This gives Citrix CloudPlatform a unique position in the market.

CLOUDPLATFORM USE CASES:

Typical use cases for CloudPlatform include:

- Service Providers that want to offer public, private and hybrid Infrastructure-as-a-Server clouds
- Enterprises that want to stage development, testing and production in a consistent way, easing the development and publishing processes for applications
- WebScale companies deploying scalable, elastic web infrastructure and apps that can adapt to the demand of their visitors
- Software-as-a-Service (SaaS) providers looking to offer true multi-tenant software hosting while securing each user's environment

THE CLOUDPLATFORM/CLOUDSTACK API

Citrix CloudPlatform and Apache CloudStack provide an API that gives programmatic access to all the management features available to the system. This API is used by ScienceLogic to monitor elements of the CloudPlatform and CloudStack system. There are three different API's available in CloudPlatform/CloudStack which restrict access based on multi-tenant permissions. ScienceLogic uses the "Admin/root" API that provides access to the entire infrastructure. This includes access to information pertaining to Hypervisors, VM's, system components, storage devices, and much more.

API KEY PREPARATION

The Citrix CloudPlatform or Apache CloudStack Admin API must be configured prior to deployment of the ScienceLogic Power-Pack. The API can be configured to use any TCP port, however the follow are default settings:

Protocol	Port	Use
TCP	8080	User/Client/API to CloudStack Management Server - Management Port (authenticated communication)

Additionally, you will need to generate a CloudPlatform/CloudStack “API Key” and “Secret Key” for use in the ScienceLogic credentials. To obtain the API Key and Secret Key:

- Login as administrator
- Go to Accounts
- Select the account which user belongs
- Click on View Users
- Select the user
- Click on generate keys icon and you’ll be able to see them in the detail View

The screenshot shows the Citrix CloudPlatform Admin interface. On the left is a navigation sidebar with options like Dashboard, Instances, Affinity Groups, Storage, Network, Templates, Events, Projects, Accounts (highlighted with a red box and labeled 'Step 2'), Domains, and Regions. The top navigation bar includes 'Accounts', 'giga', 'Users', and 'giga' (highlighted with a red box and labeled 'Step 3-5'). The main content area shows the 'Details' view for a user named 'giga'. A red box labeled 'Step 6' highlights the 'Generated Key Pairs' section, which contains the 'API Key' and 'Secret Key' for the user. The API Key is 'UFxLseeCgAL8sdzMT2fRsWTc_NgDgkSALWwtyLQwWlrs3AXVCWpYLC8b-FBDUhadCFR0VndAADOY1BtPQ' and the Secret Key is '_H96wGtdEaUjzDX8avCOud-XSDF63RdwS5yJ@H89m8GRNewxeVnLzBMK2SQewCindv6jndRTpM4HC-LUg'. Other details shown include ID, State (enabled), Account Name (giga), Role (Domain-Admin), and Domain (Gigaspace).

Record these keys for use in the ScienceLogic credentials.

CHAPTER 2

TESTING THE NETWORK

TCP PORT

The default CloudPlatform/CloudStack API uses **TCP port 8080**. In order for ScienceLogic management systems to communicate with the CloudStack API service, TCP port 8080 must be accessible from either the ScienceLogic collector, or a ScienceLogic All-In-One server.

Required Network Port Access

Protocol	Port
TCP	8080

Before deployment the ScienceLogic CloudPlatform Power-Pack, perform the following test on the command on the ScienceLogic collector or All-In-One server.

```
nmap 192.168.1.1
```

If TCP port 8080 is open, the result should show the following message.

```
Nmap scan report for 192.168.1.1
Host is up (0.00021s latency).
PORT      STATE SERVICE
Not shown: 994 filtered ports
PORT      STATE SERVICE
22/tcp    open  ssh
80/tcp    open  http
111/tcp   open  rpcbind
2049/tcp  open  nfs
8080/tcp  open  http-proxy
9090/tcp  open  zeus-admin
```

Note: The CloudPlatform/CloudStack API must be installed and operating for this test to work. Login as root on the collector and type the following command, changing the IP address to the IP address of the CloudPlatform/CloudStack API server.

If the port does not appear, or it appears with the state of “filtered” check your firewall settings.

CHAPTER 3

INSTALLING THE POWER-PACK

OVERVIEW

In this chapter we will install the ScienceLogic CloudPlatform Power-Pack and then configure the credential for manual alignment of data collection.

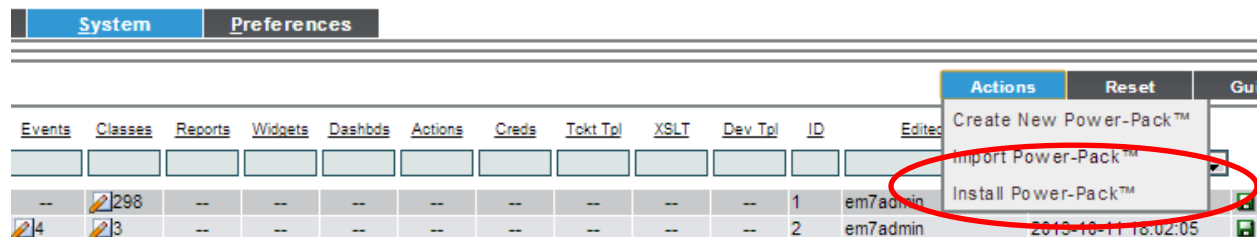
Requirements

A valid CloudPlatform/CloudStack "API Key" and "Secret Key"

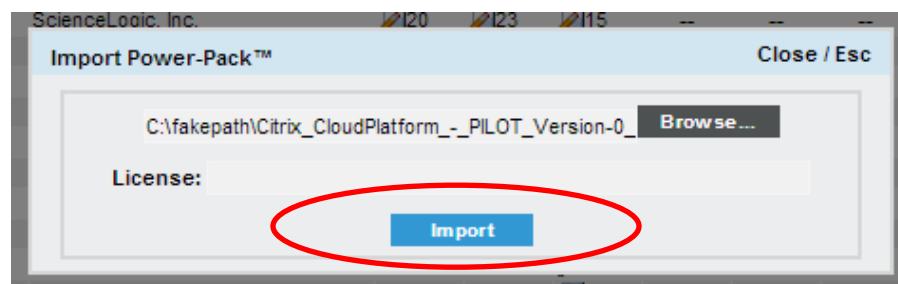
A valid admin user name and password for ScienceLogic system

POWER-PACK INSTALLATION

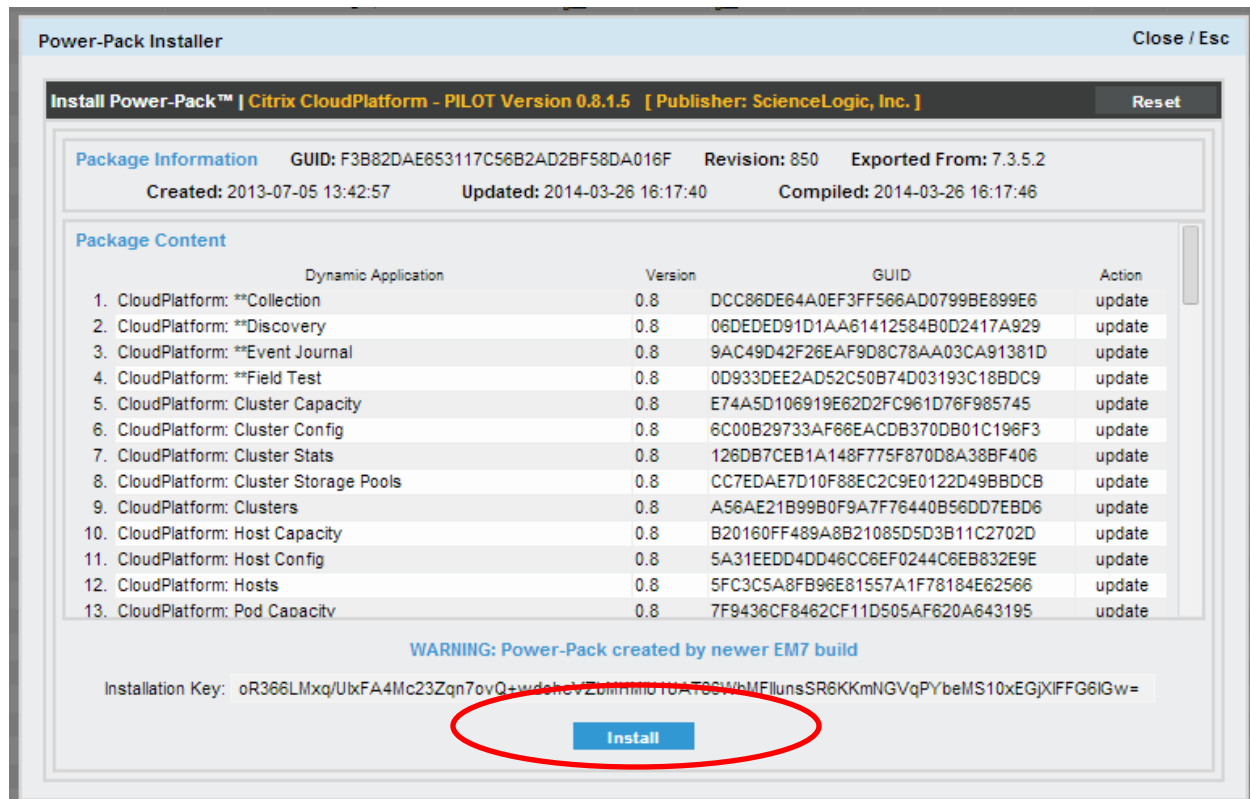
Obtain the latest copy of the ScienceLogic CloudPlatform Power-Pack. In this document we will be using version 0.8.0 of the Power-Pack. Using normal Power-Pack installation procedures, got the System tab, select Manage\Power-Packs, and then select the Action button, and select "Import Power-Pack".



Locate the Power-Pack file, and then select the Import button.



Click “Install” to begin the import process.



Once the Power-Pack is installed, proceed to the next section to configure the credential.

CREDENTIAL

With the Power-Pack installed, we can now configure our credential. Navigate to the System tab, select Manage\Credentials. Locate the “CloudPlatform: Example” credential and then click on the wrench to edit it.

Change the username and password to match that of your EMC SMI-S Provider. In the “Hostname/IP” field, change the IP address to the address or FQDN of the CloudStack/CloudPlatform API server. Note: the hostname MUST have either https:// preceding the IP address.

Credential Editor [85] Close / Esc

Edit Basic/Snippet Credential #85 New Reset

Basic Settings

Credential Name

CloudPlatform: Example

Hostname/IP https://192.168.1.1

Port 8080

Timeout(ms) 50000

Username [API_KEY_GOES_HERE]

Password *****

Save Save As

Copy the "API key" into the "Username" field.

Copy the "Secret Key" into the "Password" field.

Validate that the port is set to the correct TCP port of the PAI server (default port 8080)

Save setting and proceed to the next chapter.

CHAPTER 4

FIELD-TEST DYNAMIC APP

OVERVIEW

In this chapter we will install the CloudPlatform Power-Pack Field Testing Dynamic App, which was designed to help deployment engineers and users validate settings and configurations before deployment of entire Power-Pack. In addition to validating connectivity and ensuring that proper communication exists between ScienceLogic and the CloudPlatform API Server, the Field Test application also provides information for the number of DCM items that will be discovered and managed by ScienceLogic. This helps engineers determine how many additional devices will be created on their ScienceLogic system, while gauging the number of elements that will be collected against.

Note for larger CloudPlatform deployments, make sure your collector has sufficient capacity before deployment.

DEVICE PREPARATION

You will first need to discover your API server as either an SNMP or Pingable device using the ScienceLogic discovery engine. It is recommended that you enable Net-SNMP on your CloudStack/CloudPlatform API server.

Note: If SNMP is not available, you must manually align an SNMP credential to the device in Device Properties page for collection to work properly. This is a known issue with earlier version of ScienceLogic proceeding version 7.3.5.3.

Close	Properties	Thresholds	Collections	Monitors	Tickets	Redirects	Notes
Schedule	Logs	Toolbox	Interfaces	Relationships			

Device Name: cloudstack
IP Address / ID: 192.168.2.1 | 30
Class: Ping
Organization: System
Collection Mode: Active
Description:

Managed Type: Physical Device
Category: Pingable
Sub-Class: ICMP
Uptime: 0 days, 00:00:00
Collection Time: 2013-07-05 15:45:00
Group / Collector: CUG | em7_a0



Device Properties

Organization: [System]
Asset:

Actions:
Reset:
Guide:

Identification

Device Name: cloudstack
IP Address: [192.168.2.1 - verified]
Organization: [System]

Monitoring & Management

Device Class: Ping ICMP

SNMP Read/Write: [EM7 Default V2] [None]

Availability Port: [ICMP] [ICMP]

Latency Port: [ICMP] [ICMP]

Avail+Latency Alert: [Disable]

Collection: [Enabled] [CUG]

Coll. Type: [Standard]

Critical Ping: [Disabled]

Event Mask: [Group in blocks every 10 minutes]

Save

Preferences

Auto-Clear Events: ☒

Accept All Logs: ☒

Daily Port Scans: ☒

Auto-Update: ☒

Scan All IP's: ☐

Dynamic Discovery: ☒

Preserve Hostname: ☒

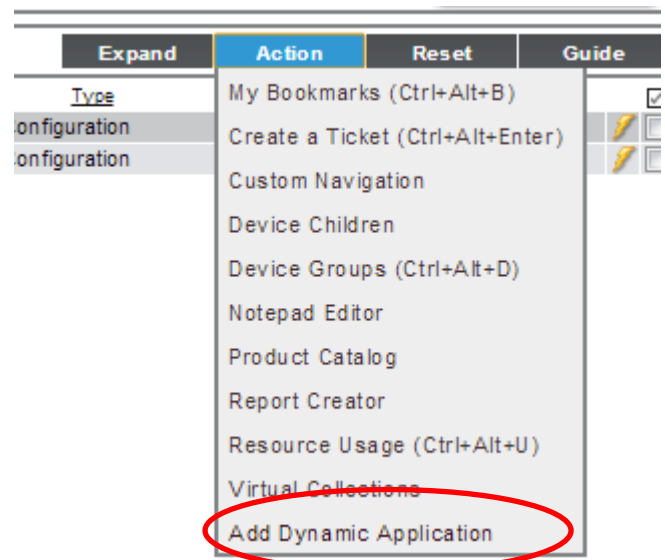
Disable Asset Update: ☐

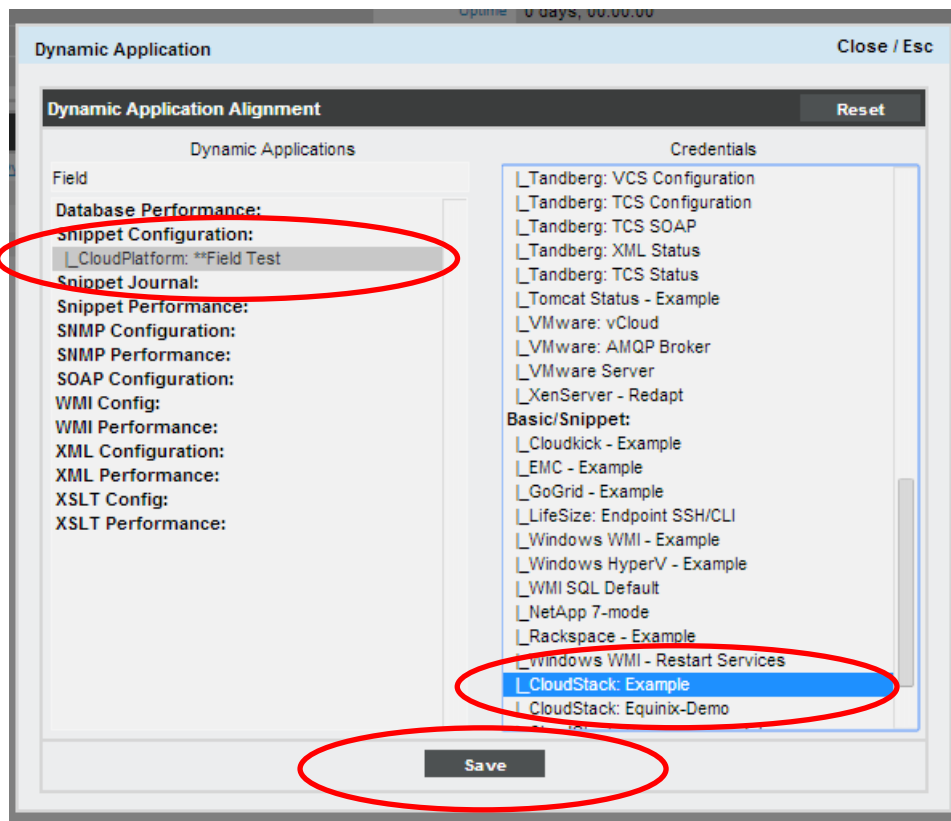
ALIGNING THE APP

With the device discovered and modeled in ScienceLogic, navigate to the device properties page and then click on the Collections tab. Next, click on the Actions button, then select "Add Dynamic Application".

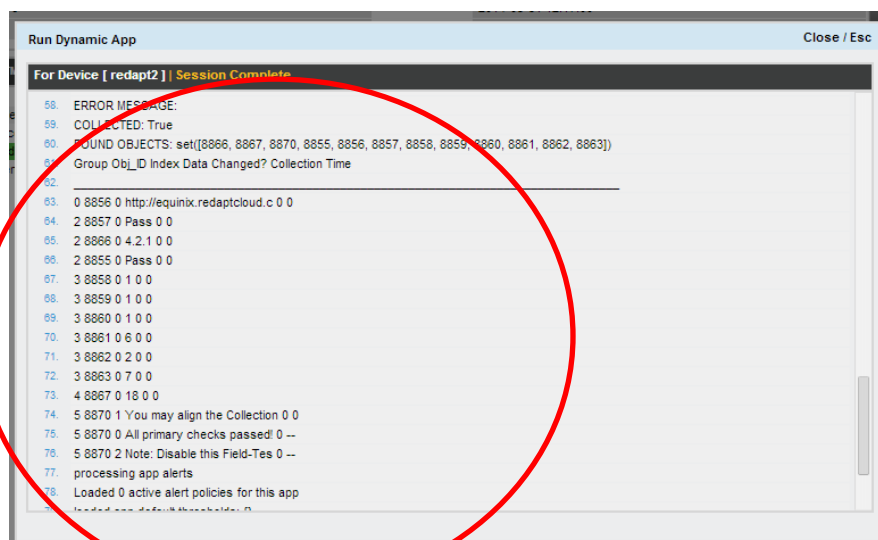
Once in the Dynamic Application modal, type "Field Test" in the search box, then select the "Citrix CloudPlatform: **Field Test" application. Select the credential you configured in the previous chapter.

Click "Save" to save your settings and you will be returned to the Collections page. Click on the lightning bolt icon on the row with the application aligned. This will run the application and provide you with the results.





If the credential and CloudPlatform/CloudStack API are configured correctly, you will see valid results in the Run window.



If it is not working correctly, there will be verbose error messages indicating the problem. After allowing the Application to run on its normal 5 minute collection cycle, navigate to the device Config page, and then select CloudPlatform: **Field Test.

Configuration Report | CloudPlatform: **Field Test Actions Reset Guide

Snap-Shot Date [2014-03-31 10:46:00] Snap-Shots

Target URL (API) <http://equinix.redaptcloud.com:8080/client/api>

Setup Checks

1.	Connection Check	Credential Check	Version Check
	Pass	Pass	4.2.1

DCM Devices (Breakout)

1.	Zones	Pods	Clusters	Hosts	System VMs	VMs
	1	1	1	6	2	7

DCM Devices (Total)

1.	Total Devices
	18

Messages

- All primary checks passed!
- You may align the Collection and Discovery apps to this device.
- Note: Disable this Field-Test application before production deployment.

The results of the application will provide useful information that can be used to validate configuration of the CloudPlatform/CloudStack API and the approximate number of DCM devices that will be created once the Power-Pack has been fully deployed.

Note: The “Total Devices” field is the total number of DCM devices that will be created once the application is fully deployed. Make sure your ScienceLogic database and collector have sufficient capacity to allow for all the new DCM devices before proceeding to the next chapter.

Note: It is recommended to remove the “Field Test” Dynamic Application once validation is complete. The application is not required for the other components of the Power-Pack to function!

CHAPTER 5

ALIGNING DYNAMIC APPS

OVERVIEW

Before beginning, make sure you understand the fundamentals of how ScienceLogic Dynamic Component Mapping works. Only align the applications defined in this chapter to the root device you discovered in chapter 4. Do not align any other applications from this Power-Pack with any other device or device components.

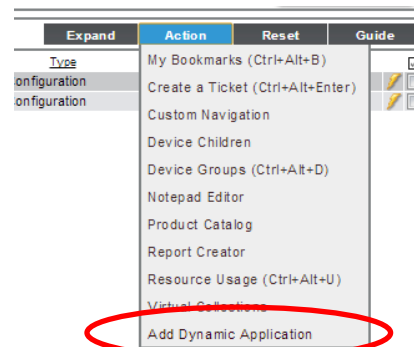
The below table shows the Dynamic Applications we must manually align.

Install Order	Application Name	Credential
1	CloudPlatform: **Collection	Yes (see chapter 3)
2	CloudPlatform: **Discovery	No (do not align a credential)
3	CloudPlatform: **Event Journal	Yes (see chapter 3)

ALIGNING COLLECTION APP

First, we must manually align the “Collection” application. This provides important data collection and caching needed for building out our Dynamic Component Map tree. Navigate to the discovered device, click on the device properties page, and then select the Collections tab. Next, click on the Actions button, then select Add Dynamic Application.

In the Dynamic Application modal, type “CloudPlatform: **Collection” in the search box. Click on the application, then in the right selector window, select appropriate the credential you created in Chapter 3. Click “Save” to save your settings and you will be returned to the Collections page.



Dynamic Application™ Collections		Application Added		Expand	Action	Reset	Guide
	Dynamic Application	ID	Poll Frequency	Type	Credential		
+	CloudPlatform: **Collection	589	15 mins	Snippet Configuration	CloudStack: Equinix-Demo		
+	CloudPlatform: **Discovery	690	3 mins	Snippet Configuration	N/A		
+	CloudPlatform: **Field Test	800	1 mins	Snippet Configuration	CloudStack: Equinix-Demo		
+	CloudPlatform: **Event Journal	799	5 mins	Snippet Journal	CloudStack: Equinix-Demo		

Click on the lightning bolt icon, which will force the application to run immediately creating the initial set of cache data. Although this step is not required, it helps speed up the initial discovery.

ALIGNING DISCOVERY APP

While still in the Collections tab, click on the Actions button, then select Add Dynamic Application.

In the Dynamic Application modal, type "CloudPlatform: **Discovery" in the search box. Click on the application, then click the "Save" button. Note that this type of application does not require a credential, as it automatically inherits the credential from the parent applications, which in this case is the "CloudPlatform: **Collection" application.

Expand	Action	Reset	Guide
Type	My Bookmarks (Ctrl+Alt+B)		
Configuration	Create a Ticket (Ctrl+Alt+Enter)		
Configuration	Custom Navigation		
	Device Children		
	Device Groups (Ctrl+Alt+D)		
	Notepad Editor		
	Product Catalog		
	Report Creator		
	Resource Usage (Ctrl+Alt+U)		
	Virtual Collections		
	Add Dynamic Application		

Dynamic Application Alignment

Dynamic Applications: CloudPlatform: **

Credentials: N/A

Database Performance:

Snippet Configuration:

CloudPlatform: **Discovery

Snippet Journal:

Snippet Performance:

SNMP Configuration:

SNMP Performance:

SOAP Configuration:

WMI Config:

WMI Performance:

XML Configuration:

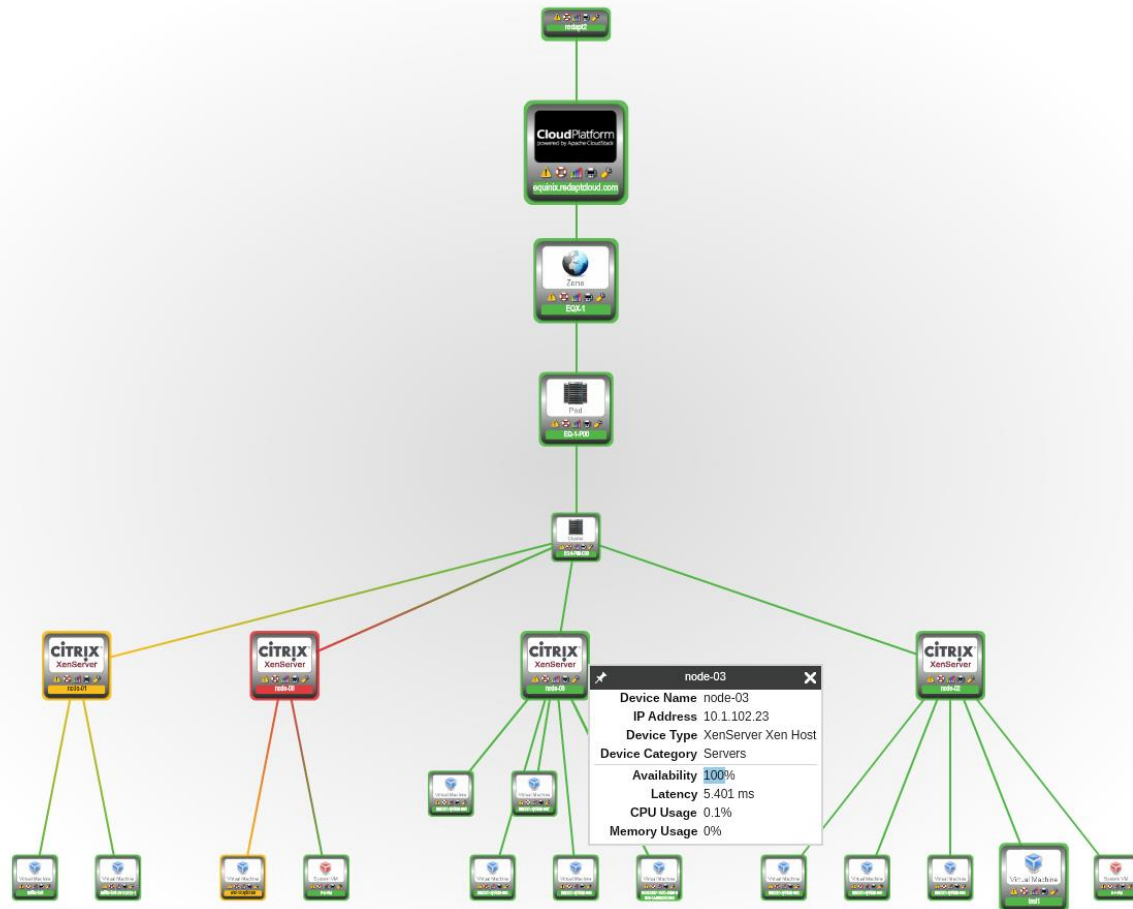
XML Performance:

XSLT Config:

XSLT Performance:

Save

Once saved, the application will take a couple of minutes to run. It will automatically model all child devices using ScienceLogic DCM technology. Related performance and configuration applications will also be aligned and begin automatically collecting data. The entire discover process can take several minutes depending on several factors.

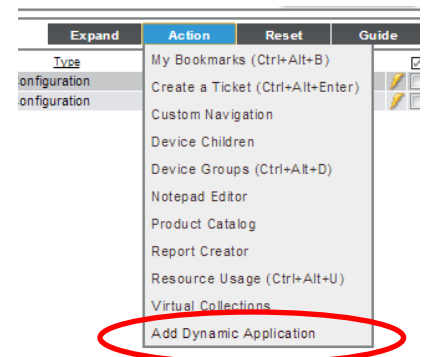


ALIGNING EVENT JOURNAL APP

The third and final application to manually align is optional, however it provides event and journal information for all messages generated by CloudPlatform/CloudStack.

In the Collections tab, click on the Actions button, and then select Add Dynamic Application. Type "CloudPlatform: **Event Journal" in the search box, then click on the application. In the Credential selector, select the same credential used for the "CloudPlatform: **Collection" application. Click "Save" to save your settings and you will be returned to the Collections page.

Once the Event Journal application runs, it will catalog all available event messages from the CloudPlatform/CloudStack API system. All "Error" events will automatically generate an Event in ScienceLogic.



Close	Summary	Performance	Configs	Journals	Interfaces	Logs
Events	Tickets	Software	Processes	Services	TCP Ports	Organization

Device Name: redapt2

IP Address / ID: 206.223.132.27 | 2

Class: Ping

Organization: System

Collection Mode: Active

Description:

Managed Type: Physical Device

Category: Pingable

Sub-Class: ICMP

Uptime: 0 days, 00:00:00

Collection Time: 2014-03-31 13:02:00

Group / Collector: CUG | em7-all



Ping Device

redapt2

CloudPlatform: **Event Journal

Journal View | CloudPlatform: **Event Journal [318 entries]

Type	Severity	Username	Event Message	Date	State	Collected On
1. FIREWALL.OPE	INFO	admin	Successfully created entity for creating firewall rule. Rule Id	2014-03-19T1	Closed	2014-03-21 14:35:09
2. VM.CREATE	INFO	admin	starting Vm. Vm Id: 191	2014-03-17T1	Closed	2014-03-21 14:35:09
3. VM.CREATE	ERROR	admin	Error while starting Vm. Vm Id: 179	2014-03-10T1	Closed	2014-03-21 14:35:09
4. VM.DESTROY	INFO	admin	destroying vm: 189	2014-03-17T1	Closed	2014-03-21 14:35:09
5. VM.CREATE	INFO	admin	starting Vm. Vm Id: 185	2014-03-10T1	Closed	2014-03-21 14:35:09
6. FIREWALL.OPE	INFO	admin	Creating firewall rule for Ip: 216.221.229.142 for protocol: icmp	2014-03-19T1	Closed	2014-03-21 14:35:09
7. USER.LOGIN	INFO	admin	user has logged in from IP Address 107.1.75.186	2014-03-14T1	Closed	2014-03-21 14:35:09
8. VM.CREATE	ERROR	admin	Error while starting Vm. Vm Id: 169	2014-03-10T1	Closed	2014-03-21 14:35:09
9. VM.STOP	INFO	admin	Successfully completed stopping Vm. Vm Id: 32	2014-03-07T0	Closed	2014-03-21 14:35:09
10. VM.CREATE	ERROR	admin	Error while starting Vm. Vm Id: 174	2014-03-10T1	Closed	2014-03-21 14:35:09
11. VM.CREATE	INFO	admin	starting Vm. Vm Id: 166	2014-03-07T1	Closed	2014-03-21 14:35:09
12. VM.CREATE	INFO	admin	starting Vm. Vm Id: 175	2014-03-10T1	Closed	2014-03-21 14:35:09
13. VM.STOP	INFO	admin	stopping user vm: 32	2014-03-07T0	Closed	2014-03-21 14:35:09
14. NET.RULEADD	INFO	admin	applying port forwarding rule. Rule Id: 71	2014-03-10T1	Closed	2014-03-21 14:35:09
15. FIREWALL.CLO	INFO	admin	revoking firewall rule. Vm Id: 184	2014-03-10T1	Closed	2014-03-21 14:35:09
16. VM.CREATE	INFO	admin	starting Vm. Vm Id: 188	2014-03-17T1	Closed	2014-03-21 14:35:09
17. VM.CREATE	INFO	admin	Successfully created entity for deploying Vm. Vm Id: 179	2014-03-10T1	Closed	2014-03-21 14:35:09
18. FIREWALL.OPE	INFO	admin	Creating firewall rule for network: Ntwk[210 Guest[8] for pro	2014-03-07T0	Closed	2014-03-21 14:35:09
19. VM.CREATE	INFO	admin	Successfully created entity for deploying Vm. Vm Id: 176	2014-03-10T1	Closed	2014-03-21 14:35:09
20. VM.CREATE	INFO	admin	starting Vm. Vm Id: 187	2014-03-17T1	Closed	2014-03-21 14:35:09
21. VM.CREATE	INFO	admin	Successfully created entity for deploying Vm. Vm Id: 163	2014-03-05T1	Closed	2014-03-21 14:35:09
22. TEMPLATE.CRE	INFO	admin	creating template: Centos6.3-CloudInitandXenTools	2014-03-07T1	Closed	2014-03-21 14:35:09
23. VM.CREATE	INFO	admin	Successfully completed starting Vm. Vm Id: 186	2014-03-12T1	Closed	2014-03-21 14:35:09
24. VM.CREATE	INFO	admin	Successfully completed starting Vm. Vm Id: 191	2014-03-17T1	Closed	2014-03-21 14:35:09
25. VM.CREATE	INFO	admin	starting Vm. Vm Id: 178	2014-03-10T1	Closed	2014-03-21 14:35:09
26. TEMPLATE.CRE	INFO	admin	creating template: centos-63-base-20140310174045	2014-03-10T1	Closed	2014-03-21 14:35:09
27. VM.CREATE	INFO	admin	starting Vm. Vm Id: 180	2014-03-10T1	Closed	2014-03-21 14:35:09
28. STATICNAT.EN	INFO	admin	Successfully completed enabling static nat. Ip Id: 14	2014-03-12T1	Closed	2014-03-21 14:35:09
29. USER.LOGIN	INFO	admin	user has logged in from IP Address 107.1.75.186	2014-03-07T1	Closed	2014-03-21 14:35:09
30. VM.DESTROY	INFO	admin	destroying Vm. Vm Id: 161	2014-03-05T1	Closed	2014-03-21 14:35:09

Find

[Viewing Page: 1]

CHAPTER 6

ALERTS AND EVENTS

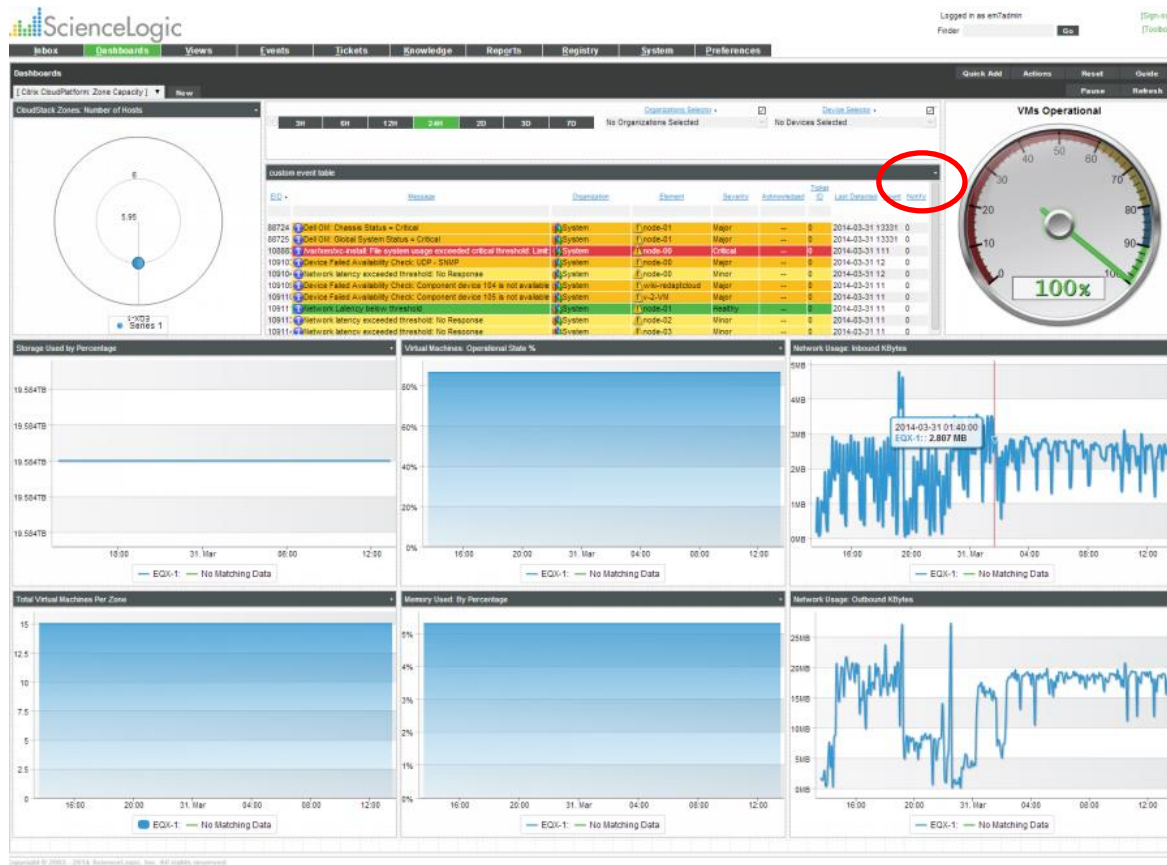
OVERVIEW

There are 24 event definitions included with the CloudPlatform Power-Pack. Most events are match with a clearing even to automatically clear when a condition changes to a healthy state.

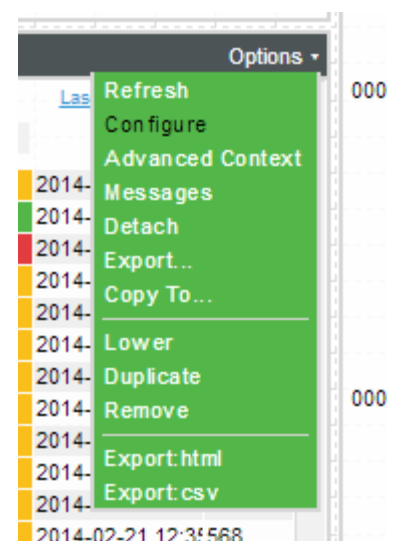
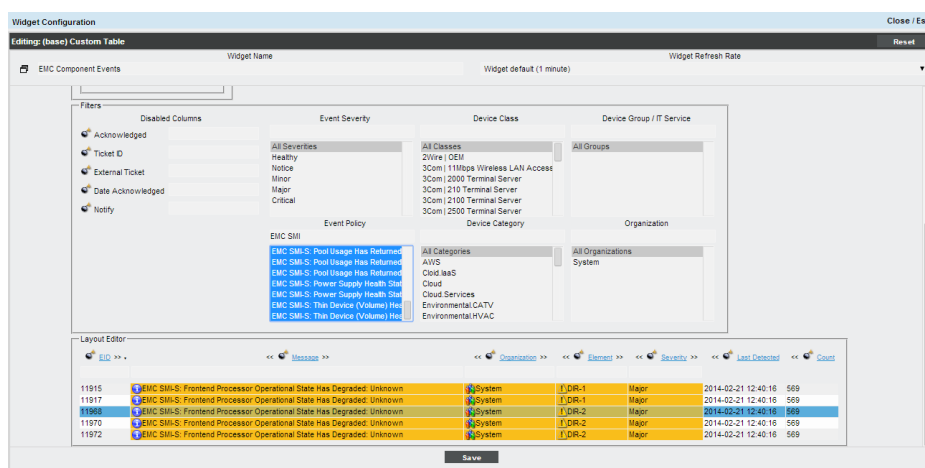
1.	 CloudPlatform: Cluster Allocation State Not Enabled	Dynamic	Enabled	Yes	Minor	0
2.	 CloudPlatform: Cluster Allocation State Returned to Enabled	Dynamic	Enabled	Yes	Healthy	0
3.	 CloudPlatform: Event Log Message (Error)	API	Enabled	Yes	Minor	0
4.	 CloudPlatform: Event Log Message (Warning)	API	Enabled	Yes	Notice	0
5.	 CloudPlatform: Host Resource State Degraded	Dynamic	Enabled	Yes	Major	0
6.	 CloudPlatform: Host Resource State Returned to Enabled	Dynamic	Enabled	Yes	Healthy	0
7.	 CloudPlatform: Host State State Degraded	Dynamic	Enabled	Yes	Critical	0
8.	 CloudPlatform: Host State State Returned to Enabled	Dynamic	Enabled	Yes	Healthy	0
9.	 CloudPlatform: Hypervisor Host State Changed to Up	Dynamic	Enabled	Yes	Healthy	0
10.	 CloudPlatform: Hypervisor Host State Degraded	Dynamic	Enabled	Yes	Major	0
11.	 CloudPlatform: Local Storage Usage Exceeded Threshold	Dynamic	Enabled	Yes	Major	0
12.	 CloudPlatform: Local Storage Usage Returned Below Threshold	Dynamic	Enabled	Yes	Healthy	0
13.	 CloudPlatform: Private IP Usage Exceeded Threshold	Dynamic	Enabled	Yes	Major	0
14.	 CloudPlatform: Private IP Usage Returned Below Threshold	Dynamic	Enabled	Yes	Healthy	0
15.	 CloudPlatform: Public IP Usage Exceeded Threshold	Dynamic	Enabled	Yes	Major	0
16.	 CloudPlatform: Public IP Usage Returned Below Threshold	Dynamic	Enabled	Yes	Healthy	0
17.	 CloudPlatform: Storage Allocated Usage Exceeded Threshold	Dynamic	Enabled	Yes	Major	0
18.	 CloudPlatform: Storage Allocated Usage Returned Below Threshold	Dynamic	Enabled	Yes	Healthy	0
19.	 CloudPlatform: Storage Usage Exceeded Threshold	Dynamic	Enabled	Yes	Major	0
20.	 CloudPlatform: Storage Usage Returned Below Threshold	Dynamic	Enabled	Yes	Healthy	0
21.	 CloudPlatform: System VM State Degraded	Dynamic	Enabled	Yes	Critical	0
22.	 CloudPlatform: System VM State Returned to Running	Dynamic	Enabled	Yes	Healthy	0
23.	 CloudPlatform: Virtual Machine State Degraded	Dynamic	Enabled	Yes	Critical	0
24.	 CloudPlatform: Virtual Machine State Returned to Running	Dynamic	Enabled	Yes	Healthy	0

DASHBOARD

The CloudPlatform Power-Pack comes with one example dashboard for Zone usage and event statistic. By default, Dashboards don't retain Event filters, so the filter on EMC only events, you will need to edit each Event Widget and select the criteria you want to see in the widget.



Click the top right of the Event Widget, click the down arrow icon, and select "Configure". In the Widget Configuration window, select the Filter criteria you want to see. In our example, we will select all CloudPlatform Event Policies.



DASHBOARD CAVEATS

Dashboards use normalized data and require the ScienceLogic normalization process to run at least once to begin populating dashboard data. This process runs every hour and can take up to 2 hours before you begin seeing dashboard data. If you see the following message in the Top left most widget, then either the normalization process has not yet run, or data is not being collected for the specified device. Allow at least 2 hours for the normalization process to populate initial data.

