

SL1 Operational Insights – Self Monitoring v103

This PowerPack provides Operational Insights into Platform Operations for the SL1 platform.

NOTES:

- This Powerpack requires that all ScienceLogic Appliances to be discovered as monitored devices. It is also required that all Data and Message Collector device names match with the Data and Message Collector Appliance names from the Appliances page (System > Settings > Appliances)
- For HA or HA+DR systems the HA VIP should be discovered as a separate device.
- Ensure that the following Apps are aligned and collecting data on the primary DB device or the VIP device for HA or HA+DR systems:
 - Support: MySQL Performance
 - Support: Rows Behind
 - Support: PT-DiskStats
 - Support: Platform Statistics
 - Support: Maintenance Tracking
 - Support: Config Push
 - Support: InnoDB Size

The PowerPack contains

- **1 x Dynamic Application**
- **5 x Dashboards**
- **13 x Widgets**

PowerPack Installation

Following step by step instructions will ensure that you install the PowerPack successfully.

1. Navigate to System > Manage > PowerPacks
2. Select Actions > Import Powerpack
3. Select the PowerPack file and Import
4. Once imported click on the Install button

The PowerPack should now be installed on the system.

Dynamic App Installation

The installation of the PowerPack also requires a manual alignment of the Dynamic Application to the Primary DB.

1. Navigate to the Device Manager under Registry > Devices > Device Manager
2. Search for the Primary SL1 DB
3. Click on the wrench for the Primary DB
4. Navigate to the Collections Tab on the Primary DB
5. Select Actions > Add Dynamic Application
6. Search for SL1 Operational Insights - System Log Counts under Dynamic Applications

7. Select a Database Credential (EM7 DB) – if no DB credential is available create a new DB credential with the following options:
 - a. DB Name: master
 - b. DB User: root
 - c. Password: MariaDB Password
 - d. Hostname/IP: %D
 - e. Port: 7706



8. Click Save

Dashboard Configuration

There are Dashboards that needs minor configurations. The following steps will provide the details to configure the dashboard.

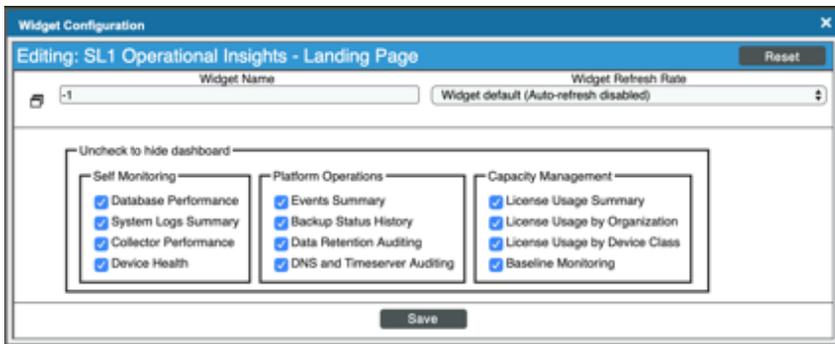
Landing Page Configuration

1. Navigate to Dashboards and to the Operational Insights Landing Page
2. Once at the landing page edit the landing page widget and click on configure





- From the widget configuration window unselect any dashboard that you do not want to see on the landing page, by default all dashboards are selected and will show on the landing page.

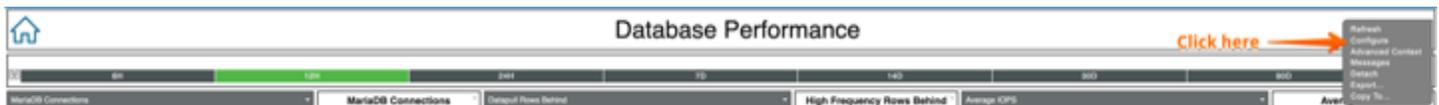


- NOTE: If your environment has over 500 Organizations then unselect the Device Health Dashboard. Keeping it enabled on systems with large number of organizations can have a negative impact.**

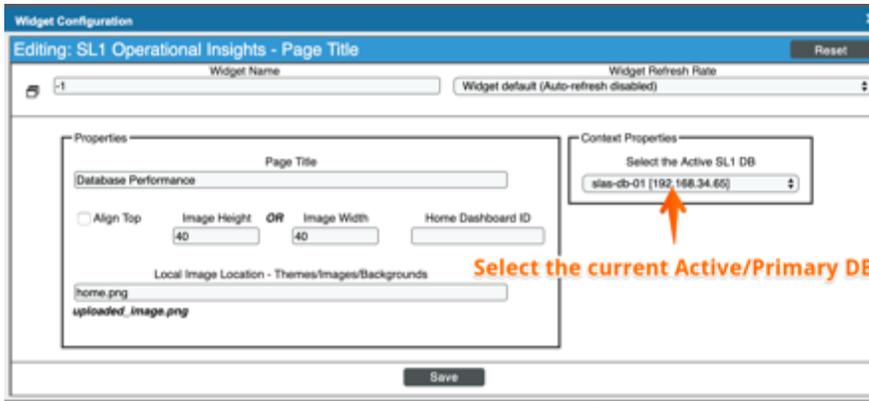
- Click save to save you changes.

Active DB Context configuration

- Navigate to the Operational Insights Landing page and open Database Performance
- Edit the Top widget with the Dashboard Name and click configure:



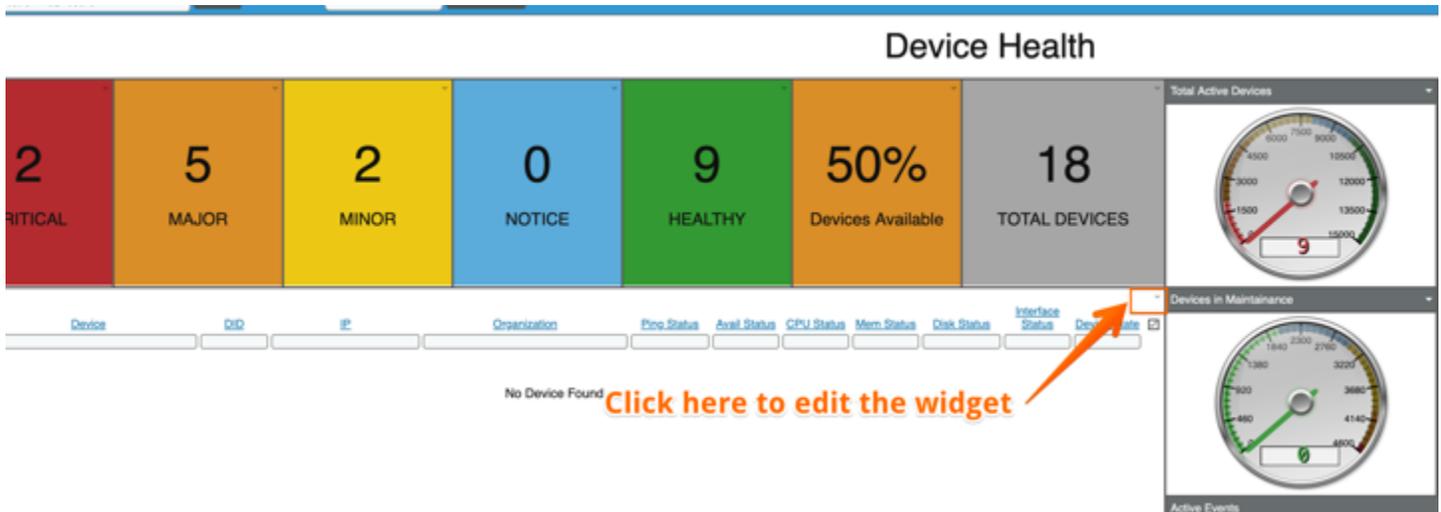
- Select the current Active/Primary DB from the dropdown



4. Click save to save your changes and exit.
5. Repeat Steps 1-4 for the following Dashboards:
 - a. System Logs Summary
 - b. Collector Performance
 - c. Device Health

Device Health Dashboard Configuration (Only applicable if Dashboard is enabled from Landing Page configuration)

1. Navigate to the Operational Insights Landing page
2. Once the Landing Page dashboard has been configured, click on Device Health Summary and open the Device Health Summary Dashboard.
3. Edit the widget:



4. Select the appropriate events for all 6 checks from the event list per check as shown below:

Widget Configuration

Editing: SL1 Operational Insights - Dev Health Summary

Widget Name: -1 Widget default (5 minutes)

Ping Event Selection

Select All Events

Events Name Filter: latency

Select Specific Events

- Microsoft: Lync 2010 DBStore Sproc Latency Deviated
- Microsoft: Lync 2010 DBStore Sproc Latency exceeded threshold
- Microsoft: Lync 2013 DBStore Queue Latency exceeded threshold
- Microsoft: Lync 2013 DBStore Sproc Latency Deviated
- Microsoft: Lync 2013 DBStore Sproc Latency exceeded threshold
- Microsoft: Exchange 2010 NSPI RPC Requests Average Latency high
- Microsoft: Exchange NSPI RPC Requests Average Latency high
- Poller: Availability and Latency checks failed
- Poller: Network Latency Exceeded Threshold
- Polycom GS: Latency Excessive
- Polycom GS: Rx Audio Latency Major
- Polycom GS: Rx Audio Latency Minor
- Polycom GS: Rx Content Latency Major
- Polycom GS: Rx Content Latency Minor
- Polycom GS: Rx Video Latency Major
- Polycom GS: Rx Video Latency Minor
- Polycom GS: Tx Audio Latency Major

Availability Event Selector

Select All Events

Events Name Filter: availability

Select Specific Events

- BIG-IP: LTM: Pool Member State: Availability is Unknown
- BIG-IP: LTM: Pool State: Availability is Unknown
- BIG-IP: LTM: Virtual Server State: Availability is Unknown
- Business Service: Business Service Availability is Unavailable
- Business Service: Device Service Availability is Unavailable
- Business Service: IT Service Availability is Unavailable
- F5: BIG-IP: High Availability Failed
- F5: BIG-IP: High Availability is Responding
- Microsoft: Azure Blob Availability has fallen below threshold
- Microsoft: Azure Classic Blob Availability has fallen below threshold
- Microsoft: Azure Classic Queue Availability has fallen below threshold
- Microsoft: Azure Classic Table Availability has fallen below threshold
- Microsoft: Azure Queue Availability has fallen below threshold
- Microsoft: Azure Table Availability has fallen below threshold
- Poller: Availability and Latency checks failed
- Poller: Availability Check Failed
- Poller: Availability Flapping

Network Interface Event Selection

Select All Events

Events Filter: interface

Select Specific Events

- NetApp: SVM Logical Interface is Down
- NetApp: SVM Logical Interface Moved
- Poller: Interface Admin down
- Poller: Interface Admin up
- Poller: Interface Discovered
- Poller: Interface Flapping
- Poller: Interface operationally down
- Poller: Interface Rediscovered
- Poller: Interface Removed
- Poller: Interface reporting discards
- Poller: Interface reporting packet errors
- Poller: Interface Rollover Detected
- Polycom GS: Network Interface Disabled
- Polycom GS: Network Interface in Half Duplex
- Polycom GS: Network Interface Status Failed
- Polycom: RMX: No Management Ip Interface Alarm Fault
- Windows: Interface Utilization has exceeded threshold.

CPU Event Selection

Select All Events

Events Name Filter: CPU

Select Specific Events

- OpenStack: hypervisor vCPU utilization exceeded threshold
- OpenStack: VCPU allocation exceeded threshold
- Poller: Process group CPU usage exceeded threshold
- Polycom DMA: Resource CPU Over 50%
- Polycom DMA: Resource CPU Over 75%
- Polycom: DMA: Resource: CPU Over 50%
- Polycom: DMA: Resource: CPU Over 75%
- Polycom: RMX: Cpu Ipcm Software Is Not Updated Alarm Fault
- Polycom: RMX: High Cpu Usage Process Alert Alarm Fault
- Polycom: RMX: System Cpu Usage Alert Alarm Fault
- Polycom: RMX: Unknown Cpu Slot Id Alarm Fault
- Polycom: RPRM: CPU Usage Exceeded
- TAA-TCS: CPU Load has exceeded threshold
- VMware: Host CPU Aggregate Usage Has Exceeded Threshold
- VMware: Host CPU Instance Usage Has Exceeded Threshold
- VMware: VM CPU Usage Has Exceeded Threshold
- Windows: CPU has exceeded threshold.

Memory Events Selection

Select All Events

Events Name Filter: memory

Select Specific Events

- Microsoft: OS Committed Physical Memory exceeded threshold
- Microsoft: Windows Available Memory below threshold
- Net-SNMP: Physical Memory exceeded threshold
- NetScreen: Physical Memory has exceeded threshold
- Nutanix: CVM Exceeded High Memory Threshold
- Poller: Process group memory usage exceeded threshold
- Poller: Process using too much memory
- Polycom: RMX: Low Process Memory Alert Alarm Fault
- Polycom: RMX: Low System Memory Alert Alarm Fault
- Polycom: RPRM: Memory Usage Exceeded
- TAA-TCS: Overall memory utilization has exceeded threshold
- VMware: esx.problem.apel.bert.memory.error.corrected
- VMware: esx.problem.apel.bert.memory.error.fatal
- VMware: esx.problem.apel.bert.memory.error.recoverable
- VMware: Host Free Memory Has Dropped Below High Threshold
- VMware: Host Memory Usage Has Exceeded Threshold
- VMware: VM Memory Usage Has Exceeded Threshold

Select Disk Events

Select All Events

Events Name Filter: file system

New Multiple Select

- EMC: VNX file system utilization critical threshold exceeded
- EMC: VNX file system utilization major threshold exceeded
- Linux SSH: File System over usage threshold
- Poller: Device reporting incomplete file system information
- Poller: File system usage exceeded (critical) threshold
- Poller: File system usage exceeded (major) threshold
- Polycom: RMX: Bad File System Alarm Fault
- Polycom: RMX: Failed To Init File System Alarm Fault
- Polycom: RMX: File System Failed To Scan Alarm Fault
- Polycom: RMX: File System Overflow Alarm Fault

Save

5. The custom Check section can be ignored, as it is for future use.
6. Click Save.

Dashboard Details

There are 5 Dashboards that are a part of the Self Monitoring PowerPack.

SL1 Operational Insights – Landing Page

This dashboard provides a convenient links to all other dashboards including the ones part of Platform Operations and Capacity Management PowerPacks. If any of the linked dashboards are deleted or the PowerPacks are not installed correctly then the links will direct you to the same Landing Page.

Self Monitoring

Platform Operations

Capacity Management

SL1 Operational Insights – Database Performance

Database Performance

6H
12H
24H
7D
14D
30D
90D

Process Name	Start Time (User Time Zone)	End Time (User Time Zone)	Duration	Last processed at #f	InnoDB Size Before Pruning	InnoDB Size After Pruning	Success	Status	Notes
1. Daily Maintenance [maint_daily.py]	2019-09-02 17:00:08	2019-09-02 18:17:57	0d:1h:17m:49s	HAR Key Metrics individual Table [129]	53,987 GB	52,121 GB	Success	Success	Process completed successfully
2. Daily Maintenance [maint_daily.py]	2019-09-01 17:00:08	2019-09-01 18:17:26	0d:1h:17m:18s	HAR Key Metrics individual Table [129]	53,337 GB	52,275 GB	Success	Success	Process completed successfully
3. Daily Maintenance [maint_daily.py]	2019-08-31 17:00:05	2019-08-31 18:17:18	0d:1h:17m:13s	HAR Key Metrics individual Table [129]	53,658 GB	52,620 GB	Success	Success	Process completed successfully
4. Daily Maintenance [maint_daily.py]	2019-08-30 17:00:05	2019-08-30 18:18:30	0d:1h:18m:25s	HAR Key Metrics individual Table [129]	53,399 GB	52,639 GB	Success	Success	Process completed successfully
5. Daily Maintenance [maint_daily.py]	2019-08-29 17:00:10	2019-08-29 18:15:33	0d:1h:15m:23s	HAR Key Metrics individual Table [129]	53,676 GB	52,055 GB	Success	Success	Process completed successfully
6. Daily Maintenance [maint_daily.py]	2019-08-28 17:00:03	2019-08-28 18:13:25	0d:1h:13m:22s	HAR Key Metrics individual Table [129]	53,572 GB	52,186 GB	Success	Success	Process completed successfully
7. Daily Maintenance [maint_daily.py]	2019-08-27 17:00:04	2019-08-27 18:14:09	0d:1h:14m:5s	HAR Key Metrics individual Table [129]	53,465 GB	52,538 GB	Success	Success	Process completed successfully

This dashboard provides details about the system health wrt to the DB. The dashboard gives an overview of the following metrics:

- MariaDB Connection Counts
- Datapull Rows Behind Aggregates
- Average IOPS for the active DB
- Number of Active Devices being monitored
- Daily Maintenance Pruning Time
- Config Push Time
- Number of Active Interfaces being monitored
- InnoDB Size – Used Space
- Active DB Vitals (CPU, Memory, SWAP)

This dashboard also provides a widget that gives details about the last 7 days of Daily Maintenance stats. This includes the start and end times, process run duration, DB size before and after data pruning, Overall status of the process along with any failure message.

SL1 Operational Insights – System Logs Summary

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System Logs Summary

<p>Total System Logs 1443</p> <p>Log counts by Severity</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Severity</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td style="background-color: #f08080;">Critical Logs</td> <td>176</td> </tr> <tr> <td style="background-color: #ffa500;">Major Logs</td> <td>547</td> </tr> <tr> <td style="background-color: #ffff00;">Minor Logs</td> <td>47</td> </tr> <tr> <td style="background-color: #add8e6;">Notice Logs</td> <td>673</td> </tr> </tbody> </table> <p>Log counts by Messages</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Error Type</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>PoolWorker Logs</td> <td>143</td> </tr> <tr> <td>SIGTERM Logs</td> <td>428</td> </tr> <tr> <td>Unhandled Exception Logs</td> <td>264</td> </tr> <tr> <td>Connection Error Logs</td> <td>8</td> </tr> </tbody> </table>	Severity	Count	Critical Logs	176	Major Logs	547	Minor Logs	47	Notice Logs	673	Error Type	Count	PoolWorker Logs	143	SIGTERM Logs	428	Unhandled Exception Logs	264	Connection Error Logs	8	<p>Top 10 Unhandled Exception counts</p> <table border="1" style="width: 100%; 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Process ID: 11: Unhandled exception -- defaulterrorhandler raise errorvalueOperationalError: (1205, 'Lock wait timeout exceeded; try restarting transaction')	32																																																																																													
Process ID: 28: Unhandled exception -- get_dbcMySQLError: Error attempting to connect to database with SSL enabled False: (2013, 'Lost connection to MySQL server at 'waiting for initial communication packet', system error: 110 'Connection timed out')	1																																																																																													
Process ID: 28: Unhandled exception on appliance: 4, process Data Collection: Dynamic Refresh -- get_dbcMySQLError: Error attempting to connect to database with SSL enabled False: (2013, 'Lost connection to MySQL server at 'waiting for initial communication packet', system error: 110 'Connection timed out')	1																																																																																													
Process ID: 90: Unhandled exception on appliance: 4, process Discovery: Nightly Update -- copyfile with open(dst, 'wb') as f: fastIOError: [Errno 26] Text file busy: 'logitem7/renvsa9014d50AD2B8C3AC3E1DD84CC27B50F-8730972322903795709bin/python2.7Running virtualenv with interpreter logitem7/bin/python	1																																																																																													
Process ID: 90: Unhandled exception during discovery on appliance: 4, process Discovery: Nightly Update -- copyfile with open(dst, 'wb') as f: fastIOError: [Errno 26] Text file busy: 'logitem7/renvsa9014d50AD2B8C3AC3E1DD84CC27B50F-8730972322903795709bin/python2.7Running virtualenv with interpreter logitem7/bin/python	1																																																																																													
Total	262																																																																																													
Message	Count																																																																																													
1: Data Collection: Dynamic App process did not complete in its allowed timeslot, SIGTERM'ing.	413																																																																																													
1: EMT Core: Frequent Maintenance process did not complete in its allowed timeslot, SIGTERM'ing.	15																																																																																													
Total	428																																																																																													
Log Message	Count																																																																																													
PoolWorker: AID: 16 [SNIPPET CONFIG] / DID: 209 did not collect due to a general error, see device logs for more details: AID: 16 [SNIPPET CONFIG] / DID: 209 did not collect due to a general error	16																																																																																													
PoolWorker: AID: 16 [SNIPPET CONFIG] / DID: 8 did not collect due to a general error, see device logs for more details: AID: 16 [SNIPPET CONFIG] / DID: 8 did not collect due to a general error	13																																																																																													
PoolWorker: AID: 15 [SNIPPET PERF] / DID: 8 timed out AID: 15 [SNIPPET PERF] / DID: 8 timed out	11																																																																																													
PoolWorker: AID: 16 [SNIPPET CONFIG] / DID: 139 did not collect due to a general error, see device logs for more details: AID: 16 [SNIPPET CONFIG] / DID: 139 did not collect due to a general error	11																																																																																													
PoolWorker: AID: 16 [SNIPPET CONFIG] / DID: 139 timed out AID: 16 [SNIPPET CONFIG] / DID: 139 timed out	8																																																																																													
PoolWorker: AID: 15 [SNIPPET PERF] / DID: 146 timed out AID: 15 [SNIPPET PERF] / DID: 146 timed out	7																																																																																													
PoolWorker: AID: 16 [SNIPPET CONFIG] / DID: 146 did not collect due to a general error, see device logs for more details: AID: 16 [SNIPPET CONFIG] / DID: 146 did not collect due to a general error	6																																																																																													
PoolWorker: AID: 16 [SNIPPET CONFIG] / DID: 102 did not collect due to a general error, see device logs for more details: AID: 16 [SNIPPET CONFIG] / DID: 102 did not collect due to a general error	6																																																																																													
PoolWorker: AID: 15 [SNIPPET PERF] / DID: 102 timed out AID: 15 [SNIPPET PERF] / DID: 102 timed out	6																																																																																													
PoolWorker: AID: 15 [SNIPPET PERF] / DID: 139 timed out AID: 15 [SNIPPET PERF] / DID: 139 timed out	5																																																																																													
Total	89																																																																																													
Module ID	Module Name	Log Message	Count																																																																																											
4	slas-col-01	1: Data Collection: Dynamic App process did not complete in its allowed timeslot, SIGTERM'ing.	413																																																																																											
4	slas-col-01	1: EMT Core: Frequent Maintenance process did not complete in its allowed timeslot, SIGTERM'ing.	15																																																																																											
Total			428																																																																																											

📊 **Aggregate System Log Counts** | 📊 **Critical System Log Counts** | 📊 **Major System Log Counts**

📊 **Minor System Log Count** | 📊 **Notice System Log Count** | 📊 **SIGTERM Counts**

📊 **PoolWorker Log Counts** | 📊 **Collector Connection Error Counts** | 📊 **Unhandled Exception Counts**

📊 **Sigterm Per Collector Per Time Range** | 📊 **Collector Connection Logs**

Collector	Last 24H	24H - 48H	48H - 72H	72H - 96H	96H - 120H	120H - 144H	144H - 168H	Total
1. slas-col-01	428	189	177	183	151	48	67	1243

Module ID	Collector	Log Message	Message Count
4	slas-col-01	Could not connect to module	8

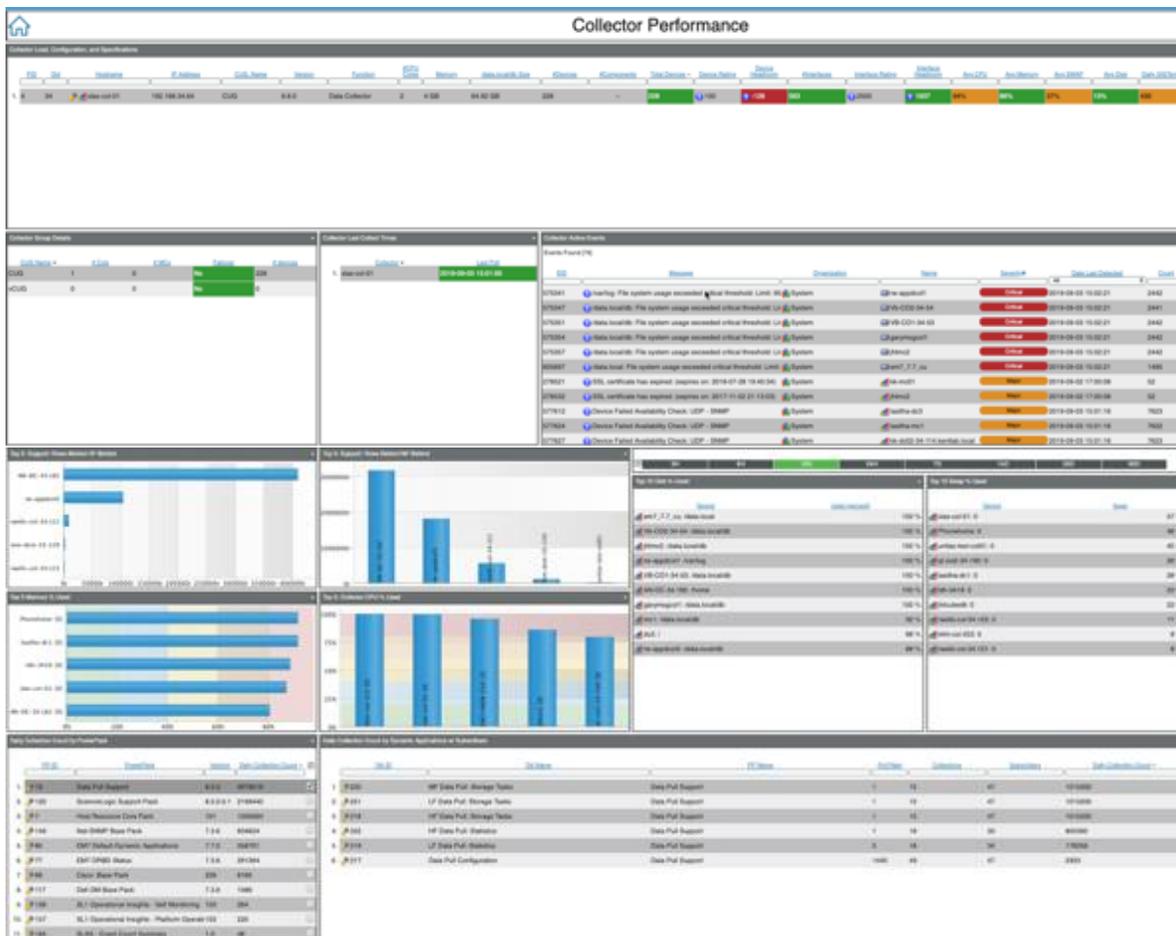
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This dashboard provides a summarized version of the System Logs. This includes log counts broken down by the Severity and by messages. Primarily 4 types of messages are being summarized as these are the most common and most important messages:

- PoolWorker Logs – These are typically Notice level error messages that can be a result of simple configurations, e.g. Incorrect formula in the Dynamic App Alert. These are the noisiest logs and can be resolved rather quickly.
- SIGTERM Logs – These are results of a backend process dying or being killed, there could be many reasons for a process to die, one of the most common ones is process running longer than its allocated time which results in the process being killed to prevent the process from running forever.
- Unhandled Exception Logs – These logs go hand in hand with the SIGTERM Logs, when a process fails it typically generates an Unhandled Exception.
- Connection Error Logs – These are logs that are generated when the primary DB is unable to communicate with a collector.

This dashboard allows users to see how the system is behaving by providing a concise count of these logs. This dashboard is very useful for the administrator of the system who can look at this dashboard and identify what types of errors might be spamming the system potentially causing performance issues. If there are too many unhandled exceptions or SIGTERMs on the system that can result in missed polls and data gaps. In that case ScienceLogic Support can help identify the Root cause of the issue.

SL1 Operational Insights – Collector Performance



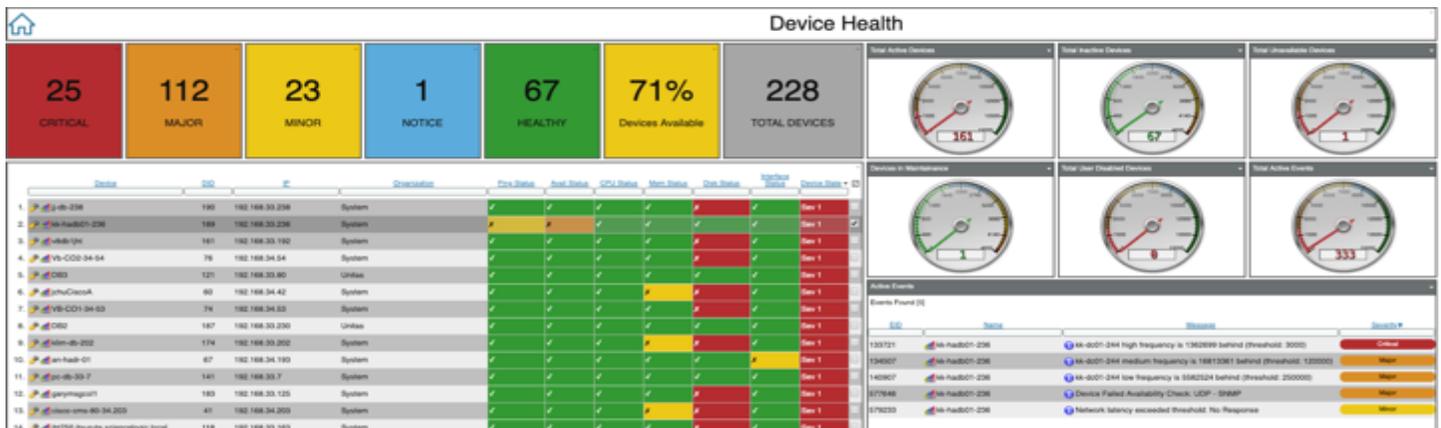
This dashboard gives a very detailed information about the Data and Message Collector Health. New in this version is the ability to see the collector ratings by number of devices and number of interfaces. The dashboard also provides other collector health stats like CPU, Memory and SWAP.

Along with collector health metrics, you can now see the number of collections that the system is doing per day. These numbers are broken up by PowerPacks and Dynamic Applications in the PowerPacks.

The following table shows how Device Rating is calculated for the Collectors:

RAM (GB)	Cores	Disk (GB)	Device Rating (# of devices)
4	2	60	100
12	3	90	500
24	4	120	1000

SL1 Operational Insights – Device Health



This Dashboard can be used as a customer facing Dashboard. The dashboard provides a summary of all device health for the users Organization.

The users can see a breakdown of the number of devices by their severity. There are also gauges showing the counts for number of active devices, disabled devices, inactive and unavailable devices.

The dashboard also gives a tabular view of the status of the six main checks that are configured for the devices. These checks include

- Availability
- Latency
- CPU
- Memory
- Disk
- Interface

The table also shows overall state of the device which is determined by the highest severity active event on the device.