SL1 Operational Insights

PowerPack version 105

ScienceLogic

Table of Contents

ScienceLogic

1. Revision History

Revision Number	Revision Date	Notes
v105	April 13th 2023	

2. Introduction

This document provides installation steps and details for the SL1: Operational Insights PowerPack.
The SL1: Operational Insights PowerPack contains a range of Dynamic Applications, Automations, Dashboards, and tools that provide complete SL1 platform health visibility.

3. PowerPack Contents

Content Type	Count
Classic Dashboard Widgets	52
Classic Dashboards	22
Credentials	9
Device Groups	10
Device Templates	3
Dynamic Applications	31
Events Policies	8
Run Book Actions	2
Run Book Automations	2
SL1 AP2 Dashboards	14
SL1 Reports	4

4. PowerPack Installation

SL1 Version Pre-requisite

Pre-requisite item	Minimum required Version
SL1 platform	11.2.2

Consolidate PowerPacks – Only for upgrade from v104 or older.

If you are upgrading the Operational Insight PowerPack from v104 or older, confirm that you have the following PowerPacks on the system:

a. SL1 Operational Insights - Self Monitoring
b. SL1 Operational Insights - Platform Operations
c. SL1 Operational Insights - Capacity Management

As part of the upgrade procedure the three Operational Insights PowerPacks need to be consolidated into one.

1. Go to System > Tools > DB Tool.
2. Execute the following queries one at a time:
   - `UPDATE master.dynamic_app SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618' WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497', '0FC56B44C2123F415FC00F3527855692');`
   - `UPDATE master.policies_events SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618' WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497', '0FC56B44C2123F415FC00F3527855692');`
   - `UPDATE master_dev.template_common SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618' WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497', '0FC56B44C2123F415FC00F3527855692');`
   - `UPDATE master_custom.custom_dashboard_widgets SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618' WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497', '0FC56B44C2123F415FC00F3527855692');`
   - `UPDATE master_biz.dashboards SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618' WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497', '0FC56B44C2123F415FC00F3527855692');`
   - `UPDATE master.system_credentials SET ppguid = 'E1046F7A8A7D685495C6A3AA6785B618' WHERE ppguid IN ('AB49206E7D721C09B27BFD211A66B497', '0FC56B44C2123F415FC00F3527855692');`
3. Go to the PowerPack Manager page (System > Manage > PowerPacks).
4. Search for Operational Insights.
5. Ensure that all columns show '—', indicating that the PowerPacks are empty.
6. Select SL1 Operational Insights - Capacity Management and SL1 Operational Insights - Platform Operations.
7. From the dropdown (bottom left of the page) select Delete PowerPack(s) and Click Go.

Installation

To install the new PowerPack:

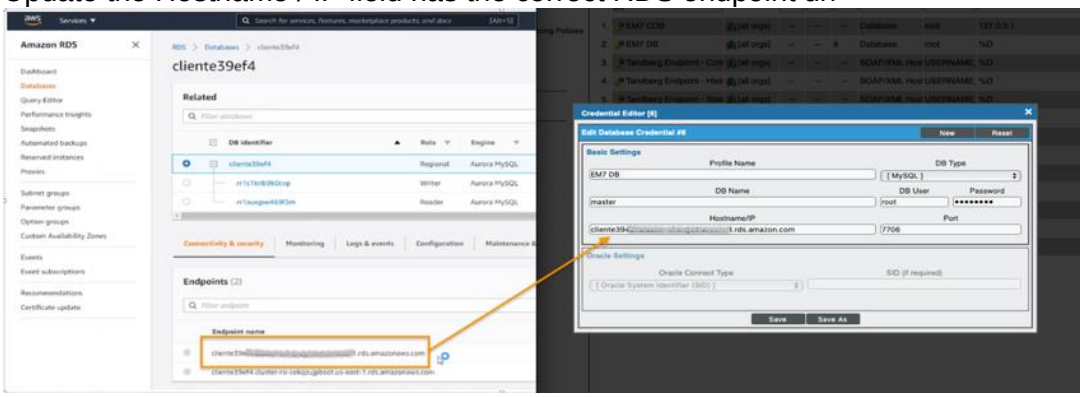
1. Go to System > Manage > PowerPacks.
2. Select Actions > Import PowerPack.
3. Select the PowerPack file and import.
4. Once imported, click on the Install button.

The PowerPack should now be installed on the system.

SL1 Database Credential

For SaaS deployments:

5. Get the RDS URL for the SL1 System:
    - ScienceLogic SRE can provide the correct RDS URL.
    - For ScienceLogic Consultants: this information can be found in SecretServer.
6. Get the RDS Username for the SL1 System (Default value is clientdbuser):
    - ScienceLogic SRE can provide the correct RDS Username.
    - For ScienceLogic Consultants: this information can be found in SecretServer.
7. Get the RDS Password for the SL1 System:
    - ScienceLogic SRE can provide the correct RDS Password.
    - For ScienceLogic Consultants: this information can be found in SecretServer.
8. Go to System > Manage > Credentials.
9. Search for SL1 CDB.
10. Update the Hostname / IP field has the correct RDS endpoint url



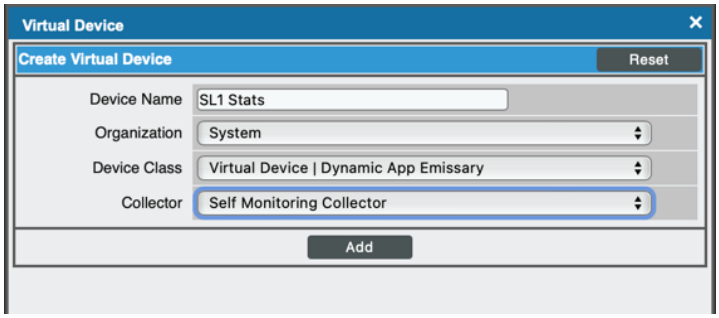
11. Update the DB User field with RDS Username.
12. Update the Password field with the RDS Password.
13. Click Save As and exit.

SL1 Virtual Device / Database Device

Ensure that 'SL1 Stats' Virtual Device is created in SL1.

For SaaS deployments:

1. Go to Devices > Device Manager.
2. Search for Device name: SL1 Stats.
3. If there are no results:
    a. From Actions select Create Virtual Device
    b. Enter the following values for the new Device:
        - Device Name: SL1 Stats
        - Organization: System
        - Device Class: Virtual Device | Dynamic App Emissary
        - Collector: Self Monitoring Collector
    c. Click Add and exit



For on-Prem deployments:

1. Go to Devices > Device Manager.
2. Search for Class name: SL1 Database.
3. Verify that all Databases are discovered.
4. If the Databases are not discovered, then they should be discovered at this time.

5. Automation Configuration

To configure the Automations:

1. Go to Registry > Run Book > Automation.
2. Search for SL1: Collector Data Collection.
3. Edit the Automation.
4. Align the right device to the Automation:
    a. For SaaS Deployment: Search for 'SL1 Stats' in the Available Devices
    b. For On-Prem Deployment: Search for the Active SL1 Database device
5. Move the device from 4.a or 4.b to 'Aligned Devices'.
6. Click Save and exit.
7. Go to Registry > Run Book > Automation.
8. Search for SL1: System Log Data Collection.
9. Edit the Automation.
10. Align the right device to the Automation:
    a. For SaaS Deployment: Search for 'SL1 Stats' in the Available Devices
    b. For On-Prem Deployment: Search for the Active SL1 Database device
11. Move the device from 10.a or 10.b to 'Aligned Devices'.
12. Click Save and exit.

Following Automations are provided with the PowerPack:

1. **SL1: Collector Data Collection:** This automation is responsible for collecting Collector Specific data that is used in the Collector Performance Dashboard.

    The Automation is configured to trigger once an hour and triggers the same Action (SL1: Collector Data Collection) 4 times.

    The Automation is responsible for identifying collectors that have been discovered and match the criteria for them to show up on the Collector Performance Dashboard.

    Collectors that meet the following criteria will appear on the Collector Performance Dashboard:

    1. Collectors should be discovered as Managed devices.
    2. The discovered Collector device name should match the name of the same collector from the Appliance Page.
    3. The collector should have the following two apps aligned:
        a. Support: File System
        b. Host Resource: Configuration
    4. The two apps, Support: File System and Host Resource: Configuration, should be collecting data successfully
    5. The Data Collectors should be in a Collector Group. This check does not apply to Message Collectors.

    Once the Automation runs, it stores the data in a custom table called sl1_opin.collector_specs. The data stored in the table is read and displayed by the dashboard widget.

2. **SL1: System Log Data Collection:** This automation is responsible for collecting System Log Specific data that is used in the System Logs Summary Dashboard.

The Automation is configured to trigger once an hour and triggers the same Action (SL1: System Log Data Collection) 5 times.

The Automation is responsible for parsing the Top problem logs including SIGTERMs, PoolWorker logs, Unhandled Exceptions.

Once the Automation runs, it stores the data in a custom table called sl1_opin.system_log_summary. The data stored in the table is read and displayed by the dashboard widget.

If the total system log count is greater than 6 million, the Automation will not collect data, and the system logs summary dashboard will display a message stating that the log count is too high.

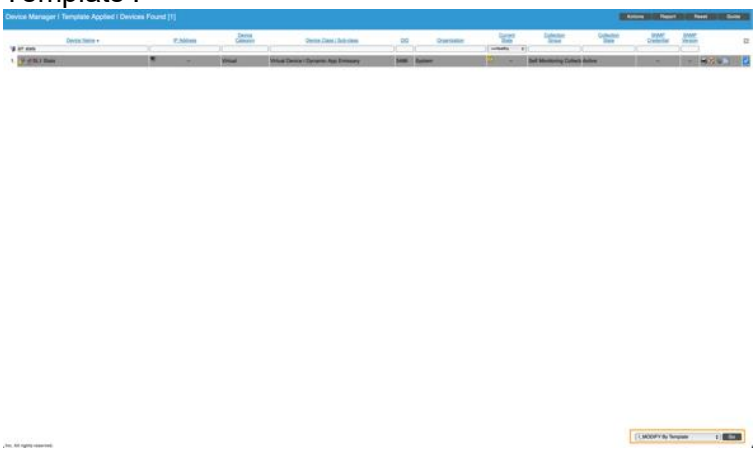
Old logs should be deleted so the total count is under 6 million, once the count is under 6 million then the automation will be able to collect and parse the system logs data.

6. Dynamic Application Alignment

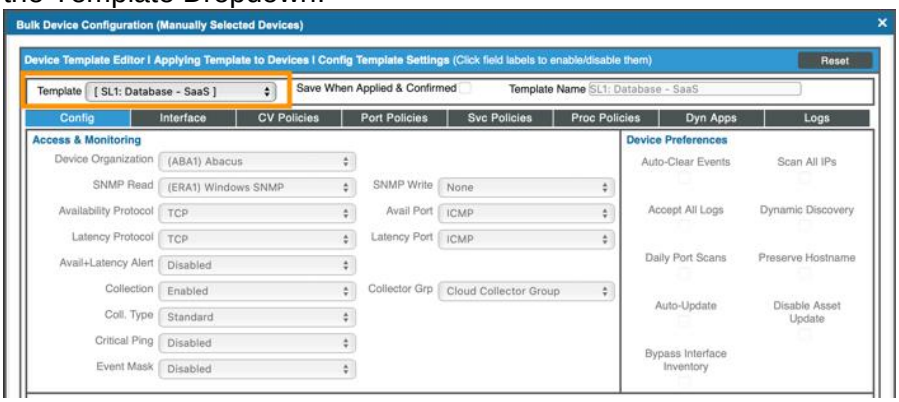
The steps in this section are only applicable for SL1 systems that have already been deployed. Services Consultants should refer to the Implementation Playbook for deployment details.

For SaaS Deployments:

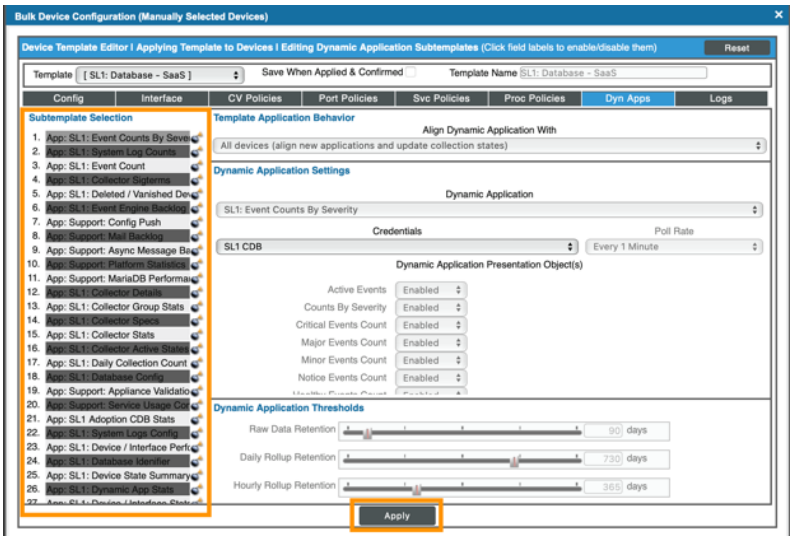
1. Go to Devices > Device Manager.
2. Search for Device Name: SL1 Stats.
3. Select the row with the Device SL1 Stats.
4. From the 'Select Action' dropdown (Bottom right of the page), select 'MODIFY by Template'.



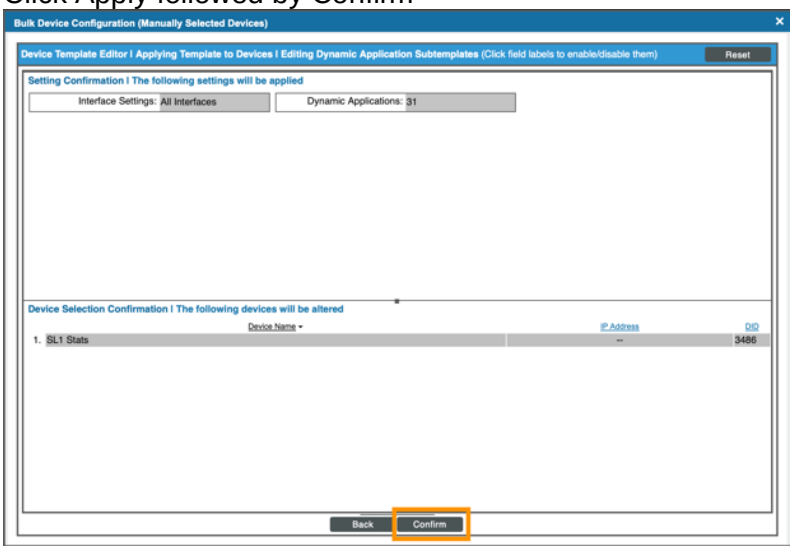
5. Click Go.
6. In the Bulk Device Configuration Modal window, select 'SL1: Database – SaaS' from the Template Dropdown.



7. Go to Dyn Apps tab.
8. Verify that a list of Dynamic Apps shows up under the 'Subtempalte Selection'.



9. Click Apply followed by Confirm

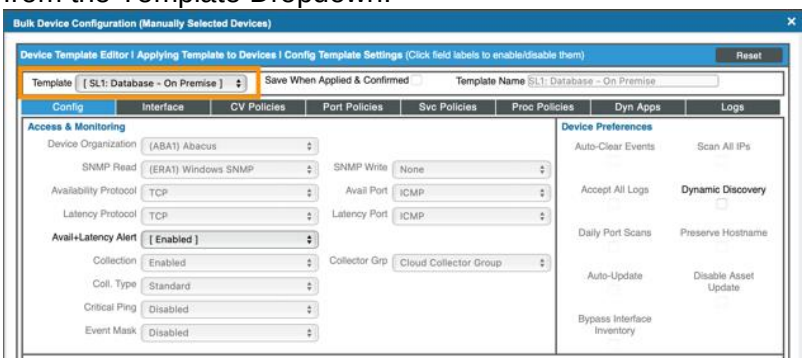


10. Open Device Properties for ‘SL1 Stats’, by clicking on the wrench icon.
11. Go to ‘Collection’ tab.
12. Verify that all the dynamic apps are aligned to the credential that was edited above in section 4 Pre-requisites (SL1 Database Credential).
13. If needed align all apps to the credential from section 4 Pre-requisites (Update Credential).

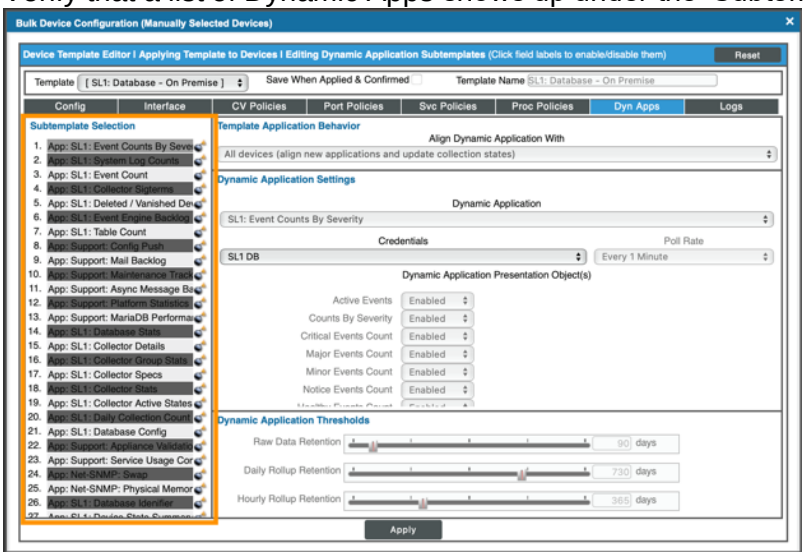
For On-Prem Deployments:

1. Go to Devices > Device Manager.
2. Search for Device Class: SL1 Database.
3. Select the rows with the SL1 Database Devices.
4. From the ‘Select Action’ dropdown (Bottom right of the page), select ‘MODIFY by Template’.

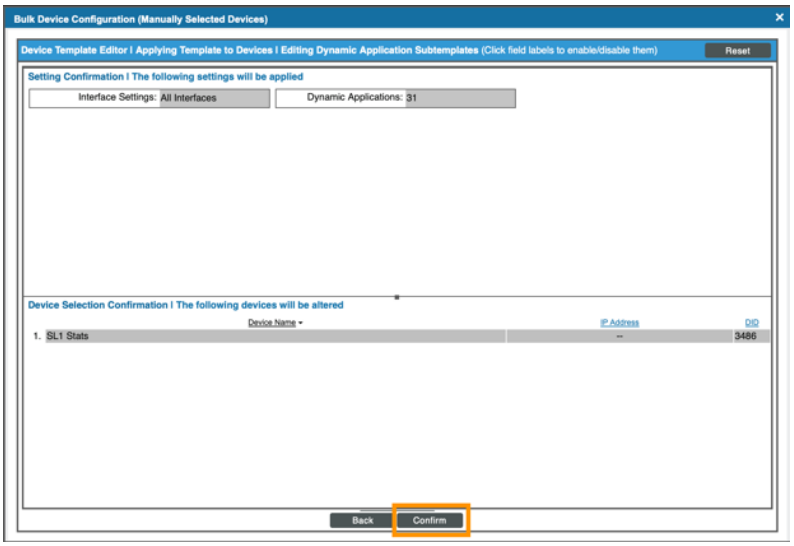
5. Click Go.
6. In the Bulk Device Configuration Modal window, select ‘SL1: Database – On Premise’ from the Template Dropdown.



7. Go to Dyn Apps tab.
8. Verify that a list of Dynamic Apps shows up under the ‘Subtempalte Selection’.



9. Click Apply followed by Confirm



Once the Dynamic Applications are aligned it can take up to 15 mins for the data to start collecting.

VMware Component:

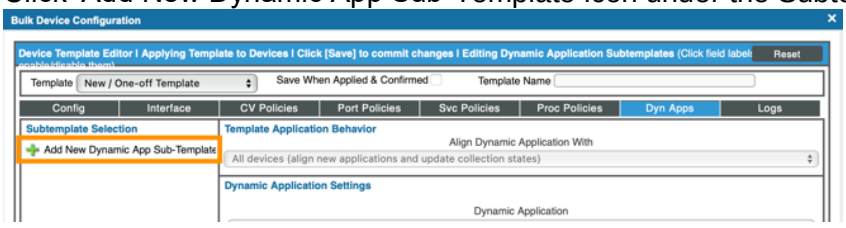
If VMware is being monitored on the SL1 system, the following Dynamic Application should be aligned to Every VCenter device that is being monitored:

- SL1: VMware: ComponentCount Performance

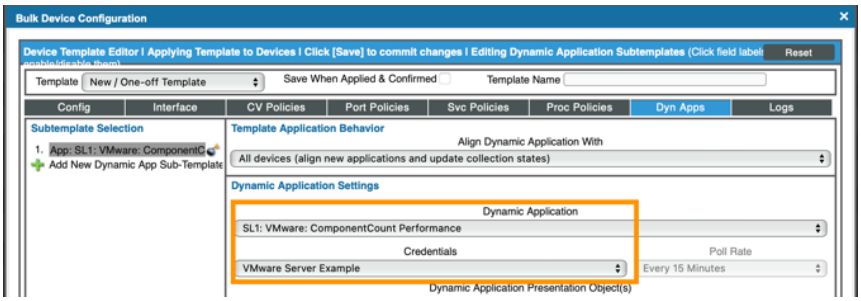
This Dynamic Application is a part of the Operational Insights PowerPack and should be aligned manually.

1. Go to Devices > Device Groups.
2. Search for Device Group: SL1 vCenter.
3. Click on the Bulk Device Configuration icon for the SL1: vCEnter Device Group. This will open up the Bulk Device Configuration modal window.

4. Go to Dyn App tab in the Bulk Device Configuration Modal window.
5. Click 'Add New Dynamic App Sub-Template icon under the Subtemplate Selection.



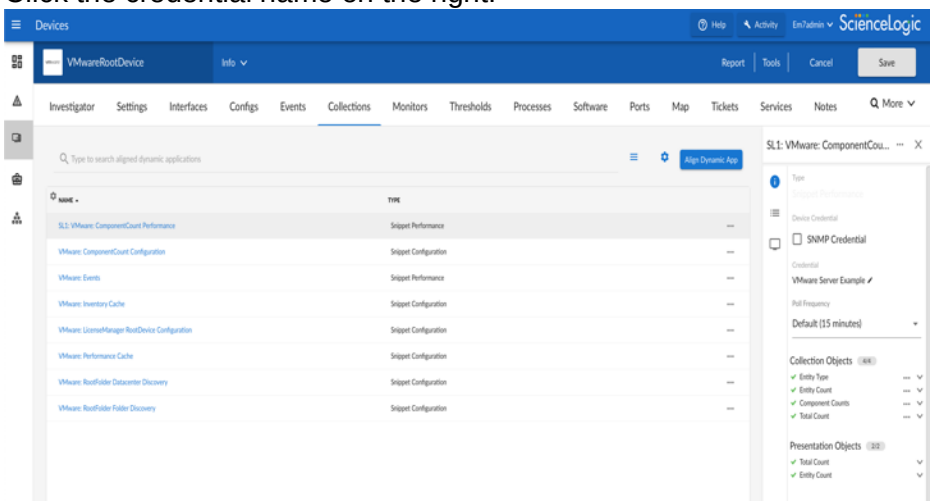
6. Find and select 'SL1: VMware: ComponentCount Performance' App from the Dynamic Application dropdown.
7. Select the correct VMware credential from the Credentials dropdown.



8. Click Apply.
9. Click Confirm and exit out of the modal window.

Note: if your vCenter servers have different credentials, then you will have to align the correct credential to the SL1: VMware ComponentCount Performance Dynamic App:

1. Go to Devices.
2. Search for Class: vCenter.
3. For every vCenter device that needs the credential to be updated, open device investigator.
4. Go to Collections tab.
5. Click Edit (top right).
6. Click on the 'SL1: VMware ComponentCount Performance' Dynamic App.
7. Click the credential name on the right.



8. Find and select the correct VMware credential for the device.
9. Click Save (top right)

LIMITATION OF LIABILITY AND GENERAL DISCLAIMER

ALL INFORMATION AVAILABLE IN THIS GUIDE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. SCIENCELOGICTM AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT.

Although ScienceLogic™ has attempted to provide accurate information on this Site, information on this Site may contain inadvertent technical inaccuracies or typographical errors, and ScienceLogic™ assumes no responsibility for the accuracy of the information. Information may be changed or updated without notice. ScienceLogic™ may also make improvements and / or changes in the products or services described in this Site at any time without notice.

Copyrights and Trademarks

ScienceLogic, the ScienceLogic logo, and EM7 are trademarks of ScienceLogic, Inc. in the United States, other countries, or both.

Below is a list of trademarks and service marks that should be credited to ScienceLogic, Inc. The ® and TM symbols reflect the trademark registration status in the U.S. Patent and Trademark Office and may not be appropriate for materials to be distributed outside the United States.

- ScienceLogic™
- EM7™ and em7™
- Simplify IT™
- Dynamic Application™
- Relational Infrastructure Management™

The absence of a product or service name, slogan or logo from this list does not constitute a waiver of ScienceLogic's trademark or other intellectual property rights concerning that name, slogan, or logo.

Please note that laws concerning use of trademarks or product names vary by country. Always consult a local attorney for additional guidance.

Other
If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions. This is the entire agreement between the parties relating to the matters contained herein.
In the U.S. and other jurisdictions, trademark owners have a duty to police the use of their marks. Therefore, if you become aware of any improper use of ScienceLogic Trademarks, including infringement or counterfeiting by third parties, report them to Science Logic's legal department immediately. Report as much detail as possible about the misuse, including the name of the party, contact information, and copies or photographs of the potential misuse to: legal@sciencelogic.com. For more information, see https://sciencelogic.com/company/legal.