Monitoring VOSS Insights Appliances

VOSS Insights: Appliance Monitoring PowerPack version 103

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Chapter 1

Introduction

Overview

This manual describes how to monitor VOSS Insights appliances in SL1 using the *VOSS Insights: Appliance Monitoring* PowerPack.

NOTE: The "LayerX Appliance Monitoring" PowerPack has been rebranded as the "VOSS Insights: Appliance Monitoring" PowerPack.

The following sections provide an overview of VOSS Insights appliances and the *VOSS Insights: Appliance Monitoring* PowerPack.

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What Does the VOSS Insights: Appliance Monitoring PowerPack Monitor?

The "VOSS Insights: Appliance Monitoring" PowerPack enables you to discover, model, and collect data about VOSS Insights appliances.

The "VOSS Insights: Appliance Monitoring" PowerPack includes the following features:

- Dynamic Applications that discover and monitor VOSS Insights appliances
- Device Classes for each type of VOSS Insights appliance monitored
- Device Templates for monitoring VOSS Insights Arbitrator devices and VOSS Insights Reporter devices
- Event Policies and corresponding alerts that are triggered when VOSS Insights appliances meet certain status criteria
- A sample Credential for discovering VOSS Insights appliances
- A Credential Test to validate credentials
- Run Book Actions and an Automation policies to create the device, test collection, check the Credential, and apply a Device Template

Installing the VOSS Insights: Appliance Monitoring PowerPack

Before completing the steps in this manual, you must import and install the latest version of the "VOSS Insights: Appliance Monitoring" PowerPack.

TIP: By default, installing a new version of a PowerPack overwrites all content from a previous version of that PowerPack that has already been installed on the target system. You can use the ***Enable Selective PowerPack Field Protection*** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. For more information, see the section on *Global Settings*.

NOTE: For details on upgrading SL1, see the relevant *SL1 Platform Release Notes*.

To download and install the PowerPack:

1. Search for and download the PowerPack from the **PowerPacks** page (Product Downloads > PowerPacks & SyncPacks) at the ScienceLogic Support Site.
2. In SL1, go to the **PowerPacks** page (System > Manage > PowerPacks).
3. Click the **[Actions]** button and choose *Import PowerPack*. The **Import PowerPack** dialog box appears.
4. Click **[Browse]** and navigate to the PowerPack file from step 1.

5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.
6. Click **[Install]**. The PowerPack is added to the **PowerPacks** page.

> **NOTE:** If you exit the **PowerPack Installer** modal without installing the imported PowerPack, the imported PowerPackwill not appear in the **PowerPacks** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Chapter 2

Configuration and Discovery

Overview

The following sections describe how to configure and discover VOSS Insights appliances for monitoring by SL1 using the "VOSS Insights: Appliance Monitoring" PowerPack:

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Creating a SOAP/XML Credential for VOSS Insights Appliances

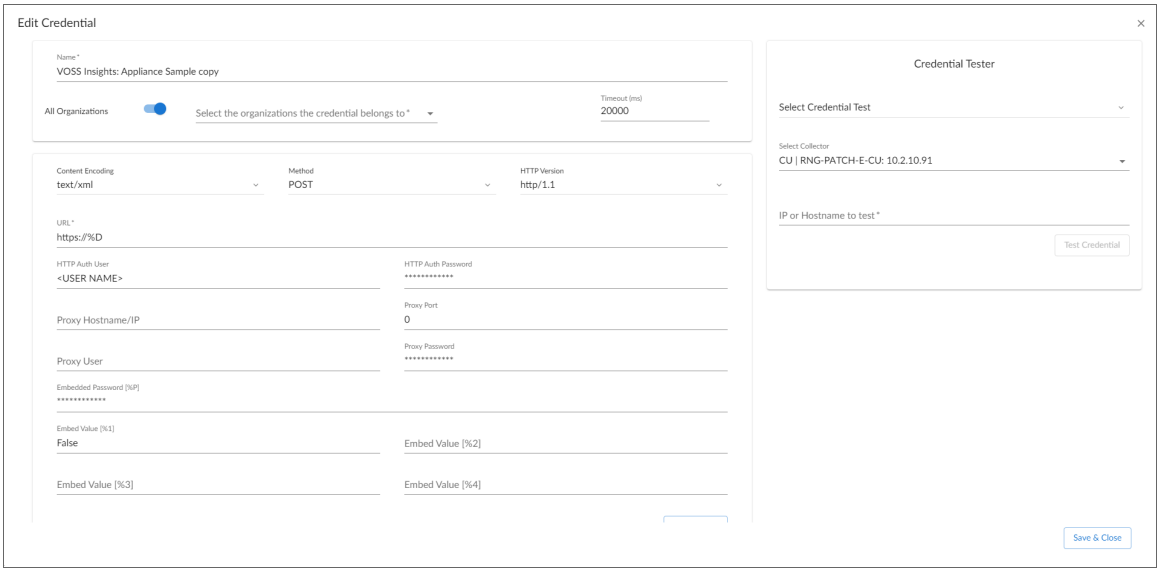
To configure SL1 to monitor VOSS Insights appliances, you must first create a SOAP/XML credential. This credential allows the Dynamic Applications in the "VOSS Insights: Appliance Monitoring" PowerPack to connect with the VOSS Insights appliance.

The PowerPack includes an example SOAP/XML credential that you can edit for your own use.

NOTE: If you are using an SL1 system prior to version 11.1.0, the new user interface does not include the ***Duplicate*** option for sample credential(s). ScienceLogic recommends that you use ***the classic user interface and the Save As button*** to create new credentials from sample credentials. This will prevent you from overwriting the sample credential(s).

To configure the SOAP/XML credential:

1. Go to the **Credentials** page (Manage > Credentials).
2. Locate the **VOSS Insights: Appliance Sample** credential, click its **[Actions]** icon (⋮) and select ***Duplicate***. A copy of the credential appears.
3. Click the **[Actions]** icon (⋮) for the "VOSS Insights: Appliance Sample copy" credential and select ***Edit***. The **Edit Credential** page appears:



4. Complete the following fields:
   - ***Name***. Enter a name for the VOSS Insights credential.
   - ***All Organizations***. Toggle on (blue) to align the credential to all organizations, or toggle off (gray) and then select one or more specific organizations from the ***Select the organizations the credential belongs to*** drop-down field to align the credential with those specific organizations.
   - ***URL***. Enter the IP address of the VOSS Insights appliance you want to monitor.
   - ***HTTP Auth User***. Enter the username for a user with access to the VOSS Insights appliance.
   - ***HTTP Auth Password***. Enter the password for the VOSS Insights account username.
5. Click the **[Save & Close]** button.

NOTE: If you would like to test your credential using the Credential Tester panel, click **[Save & Test]**. For detailed instructions on using the Credential Tester panel, see the *Testing the VOSS Insights Credential* section.

Creating a SOAP/XML Credential for VOSS Insights Appliances in the SL1 Classic User Interface

To configure SL1 to monitor VOSS Insights appliances, you must first create a SOAP/XML credential. This credential allows the Dynamic Applications in the "VOSS Insights: Appliance Monitoring" PowerPack to connect with the VOSS Insights appliance.

The PowerPack includes an example SOAP/XML credential that you can edit for your own use.

To configure the SOAP/XML credential:

1. Go to the **Credential Management** page (System > Manage > Credentials).
2. Locate the **VOSS Insights: Appliance Sample** credential, then click its wrench icon (). The **Edit SOAP/XML Credential** modal page appears:
3. Complete the following fields:
   - ***Profile Name***. Enter a name for the VOSS Insights credential.
   - ***URL***. Enter the IP address of the VOSS Insights appliance you want to monitor.
   - ***HTTP Auth User***. Enter the username for a user with access to the VOSS Insights appliance.
   - ***HTTP Auth Password***. Enter the password for the VOSS Insights account username.
4. Click the **[Save As]** button.

Testing the VOSS Insights Credential

SL1 includes a Credential Test for VOSS Insights. Credential Tests define a series of steps that SL1 can execute on demand to validate whether a credential works as expected.

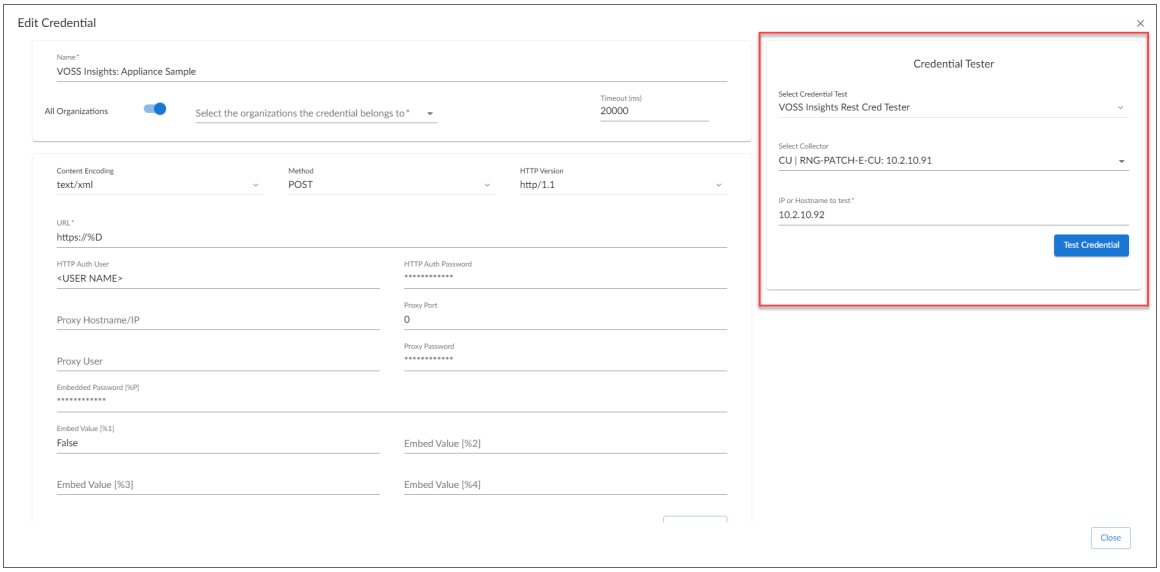
The **VOSS Insights Rest Cred Tester** can be used to test a SOAP/XML credential for monitoring VOSS Insights using the Dynamic Applications in the "VOSS Insights: Appliance Monitoring" PowerPack. The "VOSS Insights Rest Cred Tester" performs the following steps:

- ***Test Reachability***. Checks to see if the VOSS Insights device is reachable using ICMP.
- ***Test Port Availability***. Checks to see if the appropriate port is open.
- ***Test Silo Rest Pack***. Attempts to collect data using the REST protocol collector using the given snippet argument.

To test the VOSS Insights credential:

1. Go to the **Credentials** page (Manage > Credentials).

2. Locate the credential you wish to test, select the **Actions** button (⋯) next to it and click *Edit/Test*. The **Edit Credential** modal page appears:



3. In the **Credential Tester** pane on the right, supply values in the following fields:
   - ***Select Credential Test***. Select the "VOSS Insights Rest Cred Tester".
   - ***Select Collector***. Select the All-In-One Appliance or Data Collector that will run the test
   - ***IP or Hostname to test***. Enter the IP address or hostname of your VOSS Insights appliance.
4. Click the **[Run Test]** button. The **Test Credential** window appears, displaying a log entry for each step in the credential test. The steps performed are different for each credential test. The log entry for each step includes the following information:
   - ***Step***. The name of the step.
   - ***Description***. A description of the action performed during the step.
   - ***Log Message***. The result of the step for this credential test.
   - ***Status***. The result of this step indicates whether the credential or the network environment is configured correctly (Passed) or incorrectly (Failed).
   - ***Step Tip***. Mouse over the question mark icon ( ) to display the tip text. The tip text recommends what to do to change the credential or the network environment if the step has a status of "Failed".

Testing the VOSS Insights Credential in the SL1 Classic User Interface

SL1 includes a Credential Test for VOSS Insights. Credential Tests define a series of steps that SL1 can execute on demand to validate whether a credential works as expected.

The **VOSS Insights Rest Cred Tester** can be used to test a SOAP/XML credential for monitoring VOSS Insights using the Dynamic Applications in the *VOSS Insights: Appliance Monitoring* PowerPack. The VOSS Insights Rest Cred Tester performs the following steps:

- ***Test Reachability***. Checks to see if the VOSS Insights device is reachable using ICMP.
- ***Test Port Availability***. Checks to see if the appropriate port is open.
- ***Test Silo Rest Pack***. Attempts to collect data using the REST protocol collector using the given snippet argument.

To test the VOSS Insights credential:

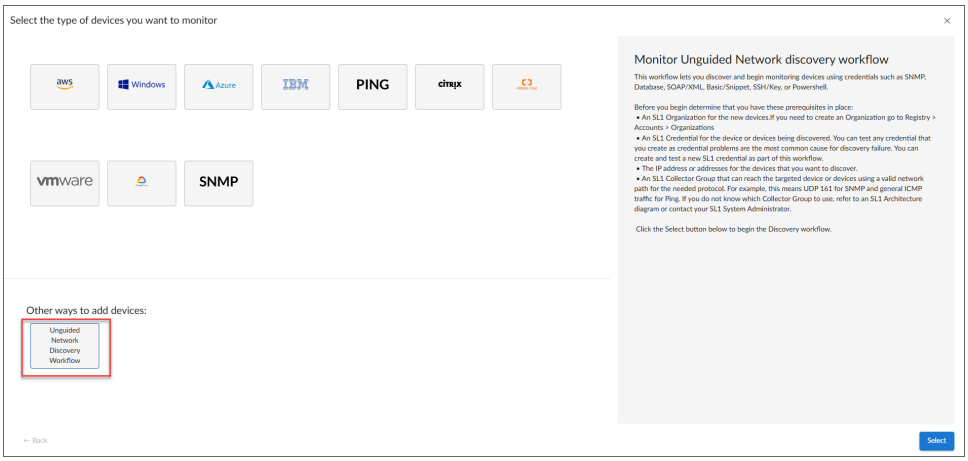
1. Go to the **Credential Test Management** page (System > Customize > Credential Tests).
2. Locate the **VOSS Insights Rest Cred Tester** and click its lightning bolt icon ( ). The **Credential Tester** modal page appears.
3. Supply values in the following fields:
    - ***Test Type***. This field is pre-populated with the credential test you selected.
    - ***Credential***. Select the credential to test. This drop-down list includes only credentials that you have access to that can be tested using the selected credential test.
    - ***Hostname/IP***. Leave this field blank.
    - ***Collector***. Select the All-In-One Appliance or Data Collector that will run the test.
4. Click the **[Run Test]** button. The **Test Credential** window appears, displaying a log entry for each step in the credential test. The steps performed are different for each credential test. The log entry for each step includes the following information:
    - ***Step***. The name of the step.
    - ***Description***. A description of the action performed during the step.
    - ***Log Message***. The result of the step for this credential test.
    - ***Status***. The result of this step indicates whether the credential or the network environment is configured correctly (Passed) or incorrectly (Failed).
    - ***Step Tip***. Mouse over the question mark icon ( ) to display the tip text. The tip text recommends what to do to change the credential or the network environment if the step has a status of "Failed".

Discovering the VOSS InsightsDevice

To monitor your VOSS Insights system, you must run a discovery session to discover the server on which VOSS Insights is installed.

To create and run a discovery session that will discover a VOSS Insights appliance:

1. Go to the **Devices** page ( ) or the **Discovery Sessions** page (Devices > Discovery Sessions) and click the **[Add Devices]** button.
2. Click the **[Unguided Network Discovery Workflow]** button. Additional information about that requirements for discovery appears in the **General Information** pane to the right.



3. Click **[Select]**. The three-step wizard appears starting with the **[Step 1 Basic Information]** tab.
4. Complete the following fields:
    - ***Discovery Session Name***. Type a unique name for this discovery session. This name is displayed in the list of discovery sessions on the **[Discovery Sessions]** tab.
    - ***Description***.Optional. Type a short description of the discovery session. You can use the text in this description to search for the discovery session on the **[Discovery Sessions]** tab.
    - ***Select the organization to add discovered devices to***. Select the name of the organization to which you want to add the discovered devices.
5. Click **[Next]**. The **[Step 2 Credential Selection]** tab of the wizard appears.
6. On the **[Credential Selection]** tab, locate and select the SOAP/XML credential you created for VOSS Insights appliances.
7. Click **[Next]**. The **[Step 3 Discovery Session Details]** tab of the wizard appears.
8. Complete the following fields:
    - ***List of IP/Hostnames***. Type the IP address for the VOSS Insights appliance.
    - ***Which collector will discover these devices?***. Required. Select an existing collector to monitor the discovered devices.
    - ***Run after save***. Toggle on (blue) to run this discovery session as soon as you save the session.
    - ***Advanced options***. Click the down arrow (⌄) to complete the following fields:
        - ***Discover Non-SNMP***. Toggle on (blue) to enable this setting.
        - ***Model Devices***. Toggle on (blue) to enable this setting.
        - ***Select Device Template***. If you configured a VOSS Insights device template, select it here. Otherwise, leave the default selection.
9. If you enabled the ***Run after save*** option, click the**[Save and Run]** button. The discovery session will run and the **Discovery Logs** page will display any relevant log messages. If the discovery session locates and adds any devices, the **Discovery Logs** page will include a link to the **Device Investigator** page for the discovered device.

10. If you did not enable the ***Run after save*** option, click the **[Save and Close]** button. The **Discovery Sessions** page (Devices > Discovery Sessions) will display the new discovery session.

Creating the VOSS Insights Virtual Device in the SL1 Classic User Interface

To monitor your VOSS Insights appliance, you must create a ***virtual device*** that represents that appliance. A virtual device is a user-defined container that represents a device or service that cannot be discovered by SL1. You can use the virtual device to store information gathered by policies or Dynamic Applications.

To create a virtual device that represents your VOSS Insights appliance:

1. Go to the **Device Manager** page (Devices > Classic Devices, or Registry > Devices > Device Manager in the classic SL1 user interface).
2. Click **[Actions]** and select *Create Virtual Device* from the menu. The **Virtual Device** modal page appears.
3. Enter values in the following fields:
    - ***Device Name***. Enter a name for the device.
    - ***Organization***. Select the organization for this device. The organization you associate with the device limits the users that will be able to view and edit the device. Typically, only members of the organization will be able to view and edit the device.
    - ***Device Class***. Select *VOSS Insights | VOSS Insights: Arbitrator* or *VOSS Insights | VOSS Insights: Reporter* depending on the VOSS Insights appliance you are discovering.
    - ***Collector***. Select the collector group that will monitor the device.
4. Click **[Add]** to create the virtual device.

Manually Aligning and Verifying Dynamic Application Alignment

After creating the VOSS Insights virtual device, you must manually align the VOSS Insights Dynamic Applications to the VOSS Insights virtual device.

To manually align the VOSS Insights Dynamic Applications:

1. Go to the **Devices**page (Devices > Classic Devices, or Registry > Devices > Device Manager in the classic SL1 user interface).
2. Locate your VOSS Insights virtual device and click its name.
3. In the **Device Investigator**, click the **[Collections]** tab.
4. Click the **[Edit]** button at the top of the page, then click the **[Align Dynamic App]** button.

5. In the **Align Dynamic Application** modal, click ***Choose Dynamic Application***.

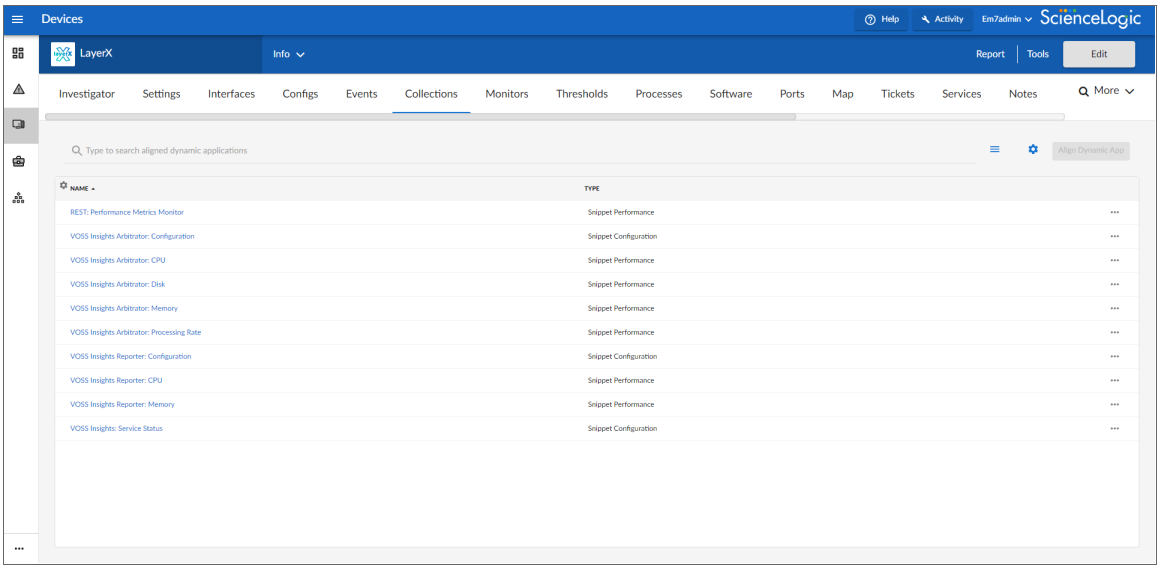
Select the following Dynamic Applications to a **VOSS Insights Reporter** appliance:

Dynamic Application	Credential Type
VOSS Insights Reporter: Configuration	Snippet Configuration
VOSS Insights Reporter: CPU	Snippet Performance
VOSS Insights Reporter: Memory	Snippet Performance
VOSS Insights: Service Status	Snippet Configuration
REST: Performance Metrics Monitor	Snippet Performance

Select the following Dynamic Applications to a **VOSS Insights Arbitrator** appliance:

Dynamic Application	Credential Type
VOSS Insights Arbitrator: Configuration	Snippet Configuration
VOSS Insights Arbitrator: CPU	Snippet Performance
VOSS Insights Arbitrator: Disk	Snippet Performance
VOSS Insights Arbitrator: Memory	Snippet Performance
VOSS Insights Arbitrator: Processing Rate	Snippet Performance
VOSS Insights: Service Status	Snippet Configuration
REST: Performance Metrics Monitor	Snippet Performance

6. When you have finished selecting Dynamic Applications, click **[Select]**.
7. In the **Align Dynamic Application** modal, de-select the ***Use Device SNMP Credential*** box. Click the ***Choose Credential*** option that appears.
8. Select the VOSS Insights credential you created and click **[Select]**.
9. Click **[Align Dynamic App]** to align the Dynamic Application with the VOSS Insights virtual device.



Manually Aligning VOSS Insights Dynamic Applications in the SL1 Classic User Interface

After creating the VOSS Insights virtual device, you must manually align the VOSS Insights Dynamic Applications to the VOSS Insights virtual device.

To manually align the VOSS Insights Dynamic Applications:

1. Go to the **Device Manager** page (Devices > Classic Devices, or Registry > Devices > Device Manager in the classic SL1 user interface).
2. Click the wrench icon ( ) for your VOSS Insights virtual device.
3. In the ***Device Administration*** panel, click the **[Collections]** tab. The **Dynamic Application Collections** page appears.
4. Click the **[Actions]** button and select *Add Dynamic Application* from the menu.

5. In the **Dynamic Application Alignment** modal:
    - In the ***Dynamic Applications*** field, select a Dynamic Application to align. Depending on the type of VOSS Insights appliance, align Dynamic Applications according to the tables below.

Align the following Dynamic Applications to a **VOSS Insights Reporter** appliance:

Dynamic Application	Credential Type
VOSS Insights Reporter: Configuration	Snippet Configuration
VOSS Insights Reporter: CPU	Snippet Performance
VOSS Insights Reporter: Memory	Snippet Performance
VOSS Insights: Service Status	Snippet Configuration
REST: Performance Metrics Monitor	Snippet Performance

Align the following Dynamic Applications to a **VOSS Insights Arbitrator** appliance:

Dynamic Application	Credential Type
VOSS Insights Arbitrator: Configuration	Snippet Configuration
VOSS Insights Arbitrator: CPU	Snippet Performance
VOSS Insights Arbitrator: Disk	Snippet Performance
VOSS Insights Arbitrator: Memory	Snippet Performance
VOSS Insights Arbitrator: Processing Rate	Snippet Performance
VOSS Insights: Service Status	Snippet Configuration
REST: Performance Metrics Monitor	Snippet Performance

    - In the ***Credentials*** field, select the credential you created for your appliance.
6. Click **[Save]** to align the Dynamic Application with the VOSS Insights virtual device.

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