



# OPMANTEK

NETWORK MANAGEMENT AND IT AUDIT SOFTWARE





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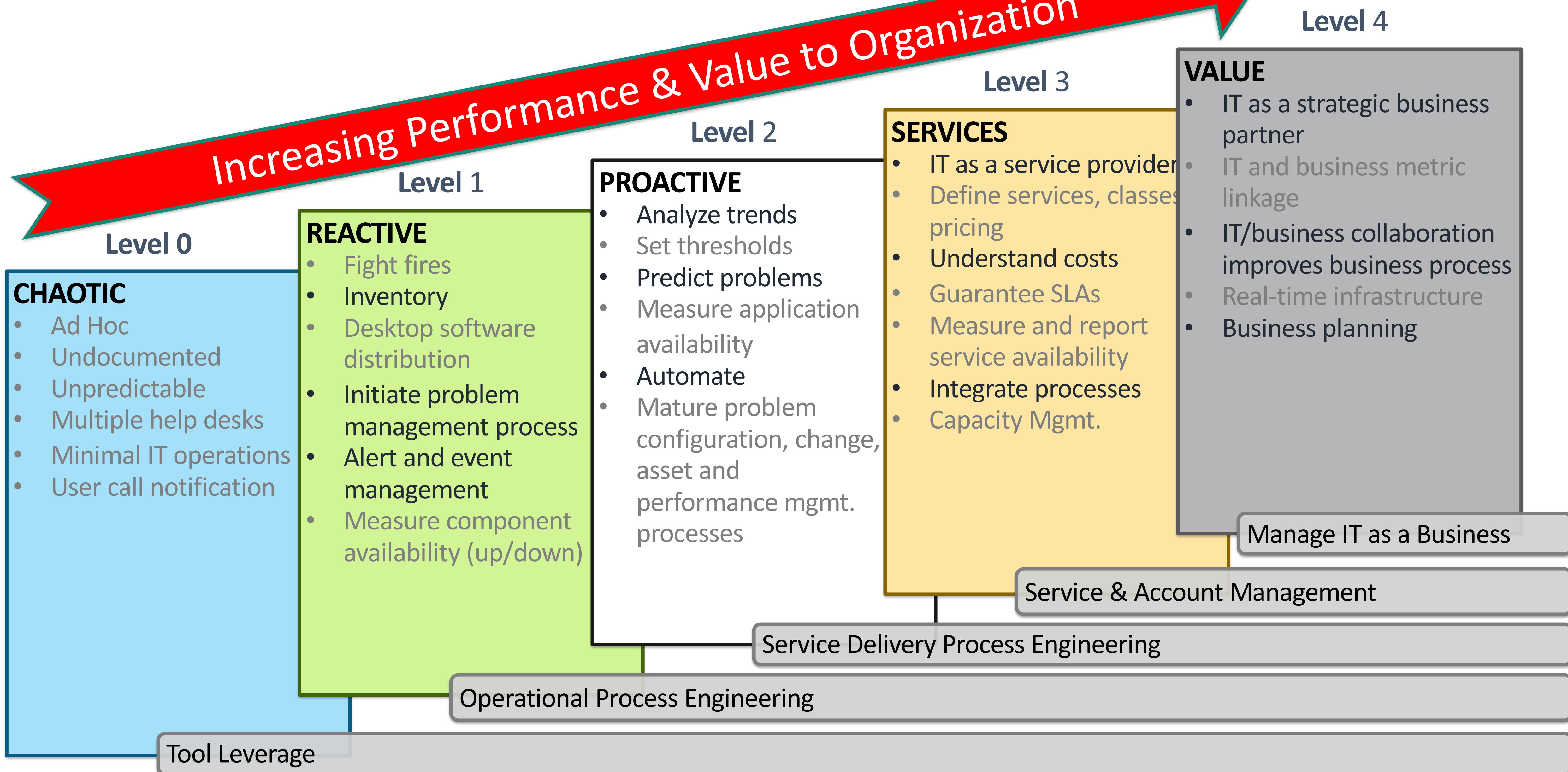
# Topics for Today

**No matter how many canned reports you have, there's always a need for a modification or a custom report. Join us for this 45-minute session while we learn:**

- **How Open-Audit differentiates queries, reports, and summaries, and how you can edit each**
- **How to piece together the tables and fields in the Open-Audit database to create any kind of report you want, quickly and easily**
- **Methods for troubleshooting your custom query, and ensuring it's running as quickly and efficiently as possible**
- **What resources are available to help you when you get stuck**

# IT Service Management Maturity Model

Increasing Performance & Value to Organization



# Architecting a Solution

## Open-Source

Open-AudIT Community

## Commercial Solutions

Open-AudIT Professional/Enterprise



# References

*You should bookmark these...*

Open-Audit Home Page

<https://community.opmantek.com/display/OA/Home>

Open-Audit Forums

<https://www.open-audit.org/phpBB3/>

Open-Audit Questions Board

<https://community.opmantek.com/display/OA/questions/all>

**QUERIES, REPORTS AND SUMMARIES, AND HOW TO EDIT EACH**

# Open-Audit

## Queries, Reports and Summaries

- WHAT
  - Queries provide fast, filtered access to information stored in the dB
  - Summaries provide a method for creating an organized menu, or summary, based on a series of parameters
  - Reports are only available in Professional/Enterprise and are specialized, time-limited queries. These cannot be edited; however, queries can be created with similar filters
  - Queries, Summaries, and Reports can all be accessed via the API or scheduled as a task for creation and emailing



# Open-Audit

## Editing Summaries

- Summaries
  - Manage -> Summaries -> List Summaries
  - Summaries use the “group by” concept
  - Extra columns add to the device list after the Summary

# Open-Audit

## Editing Queries and Summaries

- Queries
  - Manage -> Queries -> List Queries



Queries - Device

List Queries ?

**ID** 13

**Org ID** Default

**Name** Device

**Menu Category** Hardware

**Menu Display** Yes

**Description** icon, name, ip address, manufacturer, model, sn

**SQL**

```
SELECT system.id AS 'system.id',  
system.icon AS 'system.icon', system.type  
AS 'system.type', system.name AS  
'system.name', system.domain AS  
'system.domain', system.ip AS 'system.ip',  
system.manufacturer AS  
'system.manufacturer', system.model AS
```

**Edited By** system

**Edited Date** 2000-01-01 00:00:00

# **BUILDING A SQL STATEMENT**

# Open-Audit

## How to Build a Query

- Process Outline
  - Reverse engineer similar queries to see how they are constructed and filters built
  - Define the information you need in the query and how that information will be used
  - Identify which table(s) the information you need is located
    - Admin -> Database -> List Tables
    - Each Collection in the Wiki includes a list of fields
  - Refer to the online guides for specific examples
  - Start from an existing query, remove fields not needed, and add in yours
  - Add filters LAST

# Open-Audit

## Including Custom Fields in Queries

- Custom fields allow users to expand Open-Audit to include additional fields like simple text, list boxes with defined entries, and date fields
- The “fields” table defines the custom field
- The “field” table (note, no “s”) contains the data stored in the field
- First, join the system table to the field table -  
`LEFT JOIN field ON (system.id = field.system_id)`
- Then, filter on the field number and (optionally) a desired value –  
`WHERE @filter AND field.fields_id = '1' AND field.value = 'yes'`

# **TROUBLESHOOTING YOUR QUERY**

# Open-Audit

## Troubleshooting Your Query

- Copy your SQL to a text editor
- Check for use of the single quote ( ' ) rather than backticks ( ` )
  - Backticks enclose fields, single quotes enclose values
- Double-check table names (parent defining tables vs content tables – i.e. fields vs field)
- Reduce SQL to bare bones; make sure that works
- Add fields, then filters back in one at a time until the query breaks
- Remember – this is a web application, you can right-click on most links and menus and open them in a new browser tab or window.

## **ADDITIONAL RESOURCES**



# Open-Audit

## Additional Resources for Building Queries

- Open-Audit Wiki - <https://community.opmantek.com/display/OA/Home>
- MySQL Tutorials - <http://www.mysqltutorial.org/>
- MariaDB Tutorials - <https://mariadb.org/learn/>
- Commercial Licenses for Open-Audit Professional/Enterprise include Support & Maintenance, which includes help writing Queries and Summaries (amongst other things)

# CONTACT FOR FOLLOW UP

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