



OPMANTEK

NETWORK MANAGEMENT AND IT AUDIT SOFTWARE



Managing Device Outages in NMIS8 & opCharts - v1.0, June 2018



We will send you the recording.



Submit your questions anytime. We'll do Q&A throughout.



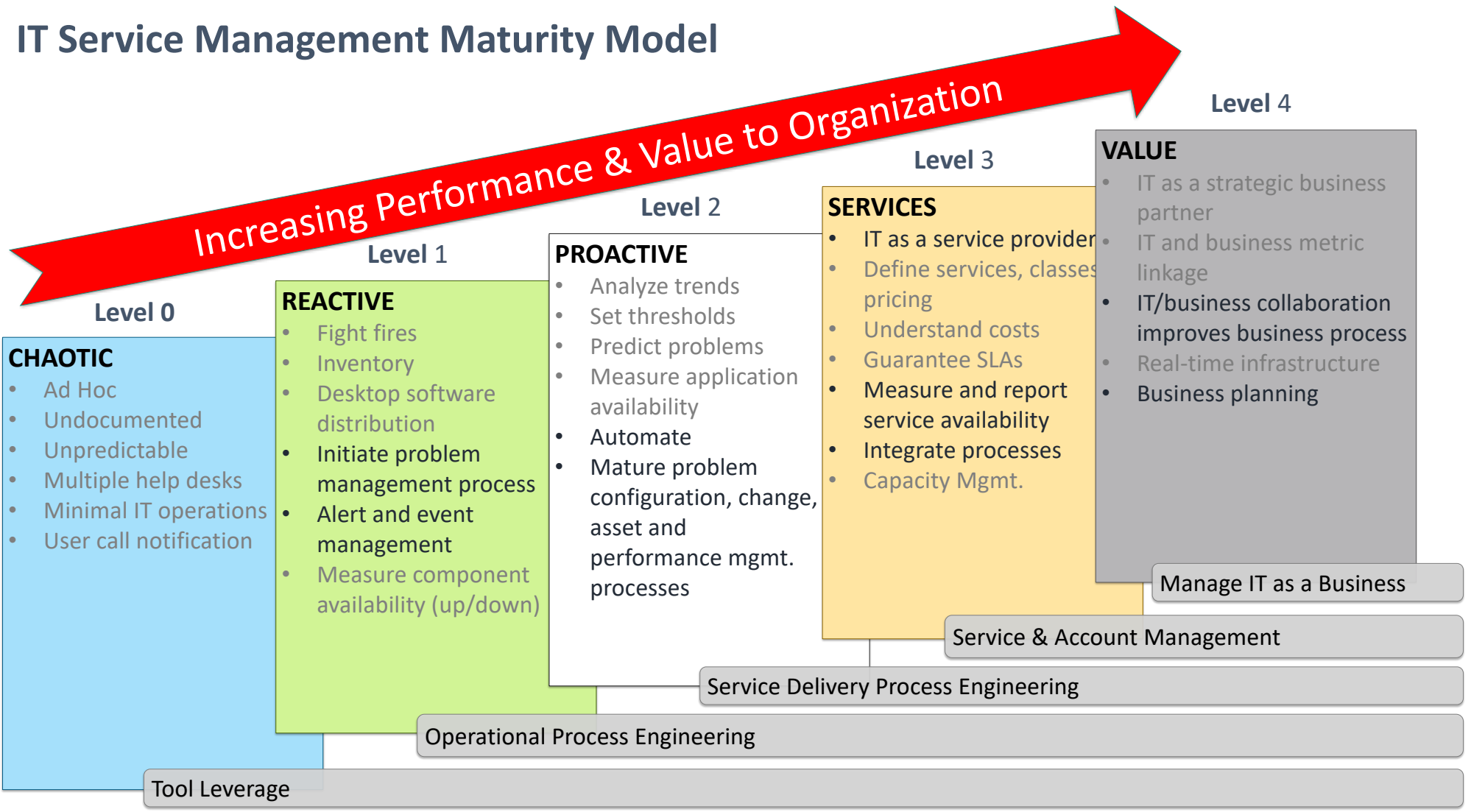
Please complete the Exit survey.

Topics for Today

Opmantek has introduced a much expanded Outages system with the release of NMIS 8.6.2g. Join us for this 30-minute session while we see how to implement this exciting new feature:

- **How the Outages system works and how to use it**
- **How to create a new Outage and test if a device is in an outage**
- **How Opmantek's opCharts Outages feature enhance NMIS**

IT Service Management Maturity Model



Architecting a Solution

Open-Source

NMIS – Performance and Fault Monitoring

Commercial Solutions

opCharts – Custom dashboards and Customer Portals



SCHEDULED OUTAGES OR MAINTENANCE WINDOWS IN NMIS8

NMIS8

Scheduled Outages or Maintenance Windows

- Why
 - Identify to other operators that a device is down for maintenance/repair
 - Reduce false alarms/events caused by the maintenance activity
 - Provide a base process for the management of maintenance activities

<https://community.opmantek.com/display/NMIS/Scheduled+Outages+or+Maintenance+Windows>

NMIS8

Creating Simple Outages

- Select Service Desk -> Alerts -> Outages from the NMIS menu
- GUI is limited to:
 - Start and End Date and time
 - Assigning a Change Detail
 - Selecting one or more nodes from list
 - Viewing and deleting existing Outages
- Device Outages are shown on Node Details widget

The screenshot shows the 'Outages' window in NMIS8. The 'Add Planned Outage' form is visible, with the following fields:

- Planned Outage Start: 26-Jun-2018 11:32:28
- Planned Outage End: 26-Jun-2018 12:27:28
- Related Change Details: ticket #
- Select Node or Nodes: A list of nodes including asgard, bne-router1, bne-server1, bne-switch1, bnelab-ce1, bnelab-ce2, bnelab-ce3, bnelab-ce4, bnelab-p1, bnelab-p2, bnelab-p3, and bnelab-p4.
- Action: Add

Below the form is the 'Outage Table' with the following data:

Node Selector	Start	End	Change	Status	Action
{ "node": {"name": "asgard"} }	2018-06-26T18:00:00	2018-06-26T21:00:00	ticket # WEBINAR	pending	delete

NMIS8

Creating Complex Outages

- GUI is limited in NMIS8 to simple outages
- More complex outages are managed using `nmis8/admin/outage_admin.pl`
- Allows creation of recurring outages; once, daily, weekly, monthly
- Allows flexible selectors of devices; Group, any Array element, RegEx

`/usr/local/nmis8/admin/outage_admin.pl`

Usage: `outage_admin.pl act=[action to take] [extras...]`

`outage_admin.pl act=list [filter=X...]`

`outage_admin.pl act=create [outage.A=B... outage.X.Y=Z...]`

`outage_admin.pl act=update id=<outid> [outage.A=B... outage.X.Y=Z...]`

`outage_admin.pl act={delete | show} id=<outid>`

`outage_admin.pl act=check [node=X] [time=T]`

NMIS8

Important Considerations

- NMIS does **not** suspend polling during an outage
- Outage status is checked whenever alerts or escalations are processed;
 - When a device is in outage all alerts are suppressed
- State of devices in outage do not contribute to overall health metrics or KPIs
- Planned Outage Open/Closed events are raised for each device
- Node Health graph will display a translucent overlay for each outage

EXPANDING ON NMIS8'S OUTAGES FEATURE WITH OPCHARTS

opCharts

Expanding the Outages Feature

- Select Views -> Scheduled Outages from the opCharts menu
- Click the [+ New Outage] button to create an Outage, or select from the menu to edit
- Old Outages are automatically removed from the system
- Changing the Frequency changes the Outage Window selector
- Clicking in the Values field will provide a list of values returned by the Property
 - Property includes all NMIS tables, including custom tables
- You can add multiple Selectors to a single Outage

<https://community.opmantek.com/display/opCharts/Scheduled+outages>

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