Quick Topics

Accessing and Exiting Uptime Infrastructure Monitor

Before logging into Uptime Infrastructure Monitor, you need a user name and password from your system administrator. Your system administrator provides assistance if this is your first time logging into the application.

Setting Up the Administrator Account

The first user to log into Uptime Infrastructure Monitor should be the system administrator. While the administrator account has the default user name *admin* , you must set the password and email address for the administrator account. You need to do this only the first time that you log into Uptime Infrastructure Monitor.

To set up the administrator account, do the following:

1. Enter the following in the address bar of a Web browser:
   http://<uptime_hostname>:<port>
   Where <*uptime_hostname*> is the name or IP address of the server that is hosting the Enterprise Monitoring Station. For example:
   http://localhost:9999
   The Uptime Infrastructure Monitor log in window opens in a Web browser.
2. Enter the password for the administrator in the *Password* field.
3. Re-enter the password in the *Confirm Password* field.
4. Enter your email address in the *Administrator's Email* field.
5. Click the *Login* button.

Accessing Uptime Infrastructure Monitor

Once an administrator sets up your Uptime Infrastructure Monitor account, you can navigate and log in to the Enterprise Monitoring Station.

To start Uptime Infrastructure Monitor, do the following:

1. Start a Web browser.
2. Enter the following in the address bar of the Web browser:
   http://<uptime_hostname>:<port>
   Where <*uptime_hostname*> is the name or IP address of the server that is hosting the Enterprise Monitoring Station.
   The Uptime Infrastructure Monitor log in window opens in the Web browser.
3. Enter your assigned user name in the *User Name* field.
4. Enter your assigned password in the *Password* field.
5. Click the *Login* button.

Exiting Uptime Infrastructure Monitor

To exit Uptime Infrastructure Monitor, click the *Logout* button in the top right corner of the screen.

Viewing System and Service Information

You can view information about the following:

- basic configuration of systems in your environment
- services and service groups assigned to the system
- user groups assigned to the system

Viewing System Information

To view system information, do the following:

1. On the **Global Scan** dashboard or **Infrastructure** panel, click the name of a system.
   The general information for the system appears in the sub panel.
2. Click the **Info** tab, and then click one of the following options in the tree panel:
   - Info & Rescan
     Lists the basic information about the system, including the following:
     - the display name of the system in Uptime Infrastructure Monitor
     - the host name
     - the number of processes the monitors retrieve
     - whether the system is monitored
     - the name of the domain on which the system resides (e.g., `idera.com`)
     - the name and version of the operating system that is running on the system
     - the number of CPUs on the system
     - the amount of memory, in megabytes, on the system
     - the size of the paging file, in megabytes, on the system

     Click the **Rescan Configuration** button to refresh the configuration information for an agent or a Net-SNMP host. You would do this, for example, if a disk was added to the system. A progress window appears.
     When the message **Configuration Rescanning Completed** appears, click **Close Window**. Information about the configuration changes, if any, appears in **Configuration Changes** section of the subpanel.

> If the system that you selected in step 1 is a node, then only the following information appears: the display name and host name of the node, its parent group, and whether the node is monitored.

- CPU & Memory
  Lists the speed (in MHz) of all of the CPUs on the system.
- Network
  Lists the network interfaces on the system, as well as the IP addresses of those interfaces.
- Datastores (*VMware only*)
  Lists the datastores and their details based on the selected ESX server.
- Disks/File System (Storage)
  Lists the disks and names of the file systems that Uptime Infrastructure Monitor is monitoring.
- Inventory (*VMware only*)
  Lists an inventory of elements and their details based on the selected ESX server.
- Poll Agent
  Displays the output from an Uptime Infrastructure Monitor agent that you suspect may have a problem. You can forward the output to Uptime Infrastructure Monitor Client Services.
- Services
  Lists the services assigned to the system, as well as the interval (in minutes) at which the services are checked.
- User Groups
  Lists the user groups that are associated with the system.
- Poll WMI
  An option that allows you to run a test polling of your WMI performance metrics when you suspect there may be an issue. Use this feature to generate crucial information to help Technical Support diagnose your problem.

Viewing Service Information

To view system information, do the following:

1. On the **Global Scan** dashboard or **Infrastructure** panel, click the name of a system.
2. Click the **Services** tab in the tree panel.
3. Click one of the following options in the tree panel:
   - Status
     Lists the status of each service assigned to the system, for example:
     ```
     Ping completed: 5 sent, 0.0% loss, 6.4ms average round trip time
     ```

     > An arrow at the end of a status message indicates that there is more text. Hold your mouse over the arrow to view the full message.

     When Uptime Infrastructure Monitor issues an alert, you can acknowledge the alert in the **Status** subpanel. For more information, see Acknowledging Alerts.
   - Trends
     Displays one or more graphs that chart the status of the services associated with a host. For more information on what each status means, see Understanding the Status of Services.
   - Outages
     Lists, in tabular format, the services that have suffered outages, along with the time at which the outage occurred. The Outages table also lists all changes to the states and substates for services and host checks - for example, from *OK* to *CRIT* and then from *CRIT* to *OK*.
     Uptime Infrastructure Monitor also displays a message describing the outage. For example:
     ```
     Socket error has occurred connecting to elinux
     Error text: Connection timed out: connect
     ```
     If you are using the Splunk IT search engine with Uptime Infrastructure Monitor, the Splunk icon appears beside the names of services that are in WARN or CRIT states. You can click the icon to check the Splunk logs for information about the outage.
   - Availability
     Lists the state (OK, WARN, CRIT, MAINT, UNKNOWN) of the monitors that are associated with a specific host or device, as well as the following:
     - the amount of time that the services are in each state and the total of all times
     - the percentage of time each service is in each state
       Optionally, click the **Generate Graph** button to display pie charts that graph the status of each service.
   - Add Service
     Opens the Add Service Monitor window for you to add a service monitor to this system. For information about service monitors, see Using Service Monitors.
   - Manage Services
     Lists the following information about the services associated with a particular host:
     - the name of the service
     - the service group, if any, to which the service belongs
     - the monitors, if any, associated with the service
       If the host is part of a service group, the services for all of the hosts that are members of the group appear in the **Manage Services** subpanel.
       Click the name of the service to view information about that service. You can edit the service information, as well as the Alert Profiles and Action Profiles associated with the service by clicking the appropriate button in the subpanel.
       You can add services instances by clicking the **Add Service** tab in the **Manage Services** subpanel. The services that you add do not appear in the **Manage Services**, but instead in the **Service Instances** subpanel. For more information about adding service instances, see Service Monitors.

- Host Check
  List the basic checks (for example, a ping) for a system.
- Maintenance
  Lists whether there are any maintenance periods scheduled for the system. For more information on maintenance periods, see Scheduling Maintenance.

4. Optionally, click **Service Metrics** to generate a graph that visualizes retained data over a given period of time. For more information about retained data, see Understanding and Using Retained Data.
5. To generate a graph, do the following:
   - Select the date range for the graph from the **Date Range** area.
   - In the **Current Retained Service Metrics** area, select the retained data variables that you want to graph
6. Click **Generate Graph**.

Searching and Filtering

If you have a large number of hosts on your system, you can use the search and filtering functions in the Uptime Infrastructure Monitor Web interface to quickly display and view information about specific hosts.

Using the Search Box

You can use the search box, designated by a magnifying glass icon, at the top of the Uptime Infrastructure Monitor Web interface to display the basic information about a particular host.

To use the search box, do the following:

1. From anywhere in the Uptime Infrastructure Monitor Web interface, enter any of the following information in the *Search* box:
   - The name of the system for which you want to search.

     > You can enter a partial name in the Search box. For example, if you want to display all systems whose names start with Web, enter *Web* in the Search box.

   - Details about the architecture of the servers. For example, to use an operating system as the search criteria enter *Linux* in this field.
   - Any information that may appear in the Custom fields in the profile for the system.
2. Click *Go*.
   The following information is displayed:
   - name of the host
   - description of the host (if any)
   - the operating system and type of hardware on which the host is running
   - any information in the four custom fields in the system profile (e.g., the job done by the system, and its physical location)
     For more information, see Editing a System Profile.

Filtering Service Monitors

If you have a large number of hosts and want to view information about a particular service monitor associated with those hosts, you can filter out the services that you do not want to see in the *Service Monitors* subpanel.

To filter service monitors, do the following:

1. On the Uptime Infrastructure Monitor tool bar, click *Services*.
2. In the *Tree* panel, click *View Service Monitors*.
3. Enter text in one of the following fields in subpanel:
   - Name
     The name of a particular service instance, for example *PING-Server1*.
     You can enter partial names of service instances in this field. For example, if you want to filter on instances that contain the text *Mailbox*, enter *Mailbox* in the field.
   - Host
     The name of a host with which the service is associated. This can be the actual name of the host or the display name in the Uptime Infrastructure Monitor Web interface.
   - Monitor
     The name of a particular monitor on which you want to filter. For example, *Ping* or *LDAP*.
     You can enter partial names of monitors in this field. For example, if you want to filter on *File System Capacity*, enter *Capacity* in the field.
4. Click *Filter By*.
   All service monitors that you have permissions to view and that match the filtering criteria appear in the subpanel. If, for example, only 12 of the service monitors match your criteria, a message like the following one appears in the subpanel:
   Search found 12 out of 21 entries
5. To remove the filter criteria and restore the complete list of services, clear the Search field.

Audit Logging

Uptime Infrastructure Monitor can record changes to the application's configuration in an audit log. The details of the configuration changes are saved in the file `audit.log`, found in the `/logs` directory.

There are many uses for the audit log. For example, you can use the audit log track changes to your Uptime Infrastructure Monitor environment for compliance with your security or local policies. You can also use the audit log to debug problems that were introduced into your Uptime Infrastructure Monitor installation by a specific configuration change; the audit log enables you to determine who made the change and when it took effect.

The following is an example of an audit log entry:

```
2015-02-23 12:28:20,082 - dchiang:
ADDSYSTEM [cfgcheck=true, port=9998, number=1, use-ssl=false,
systemType=1, hostname=10.1.1.241, displayName=MailMain,
systemSystemGroup=1, serviceGroup=, description=, systemSubtype=1]
```

Enabling the Audit Log

By default, the audit log is disabled. To enable it, edit the `uptime.conf` file, which is located at the root of the Uptime Infrastructure Monitor installation directory:

- `/usr/local/uptime/` on Linux
- `C:\Program Files\uptime software\uptime` on Windows

In the `uptime.conf` file, locate the "`auditEnabled=`" entry and modify it to be "`auditEnabled=yes`" (or add it, if it does not exist).