

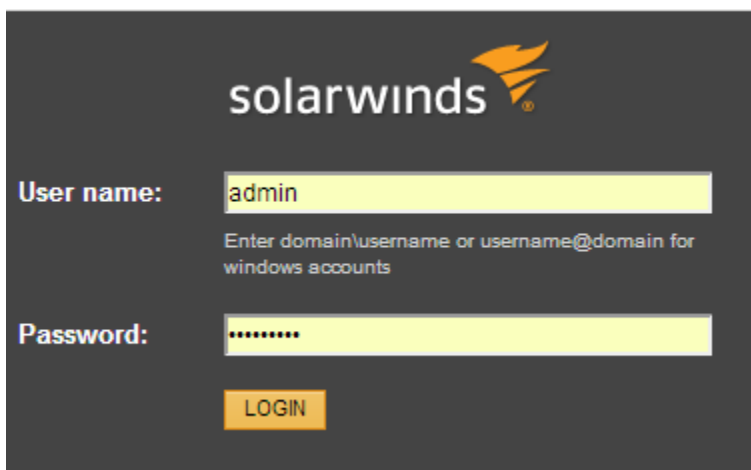
<b>Work Instruction</b>	Document #	<b>IT Operations Management</b>
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**Title:** Monitoring Using SolarWinds

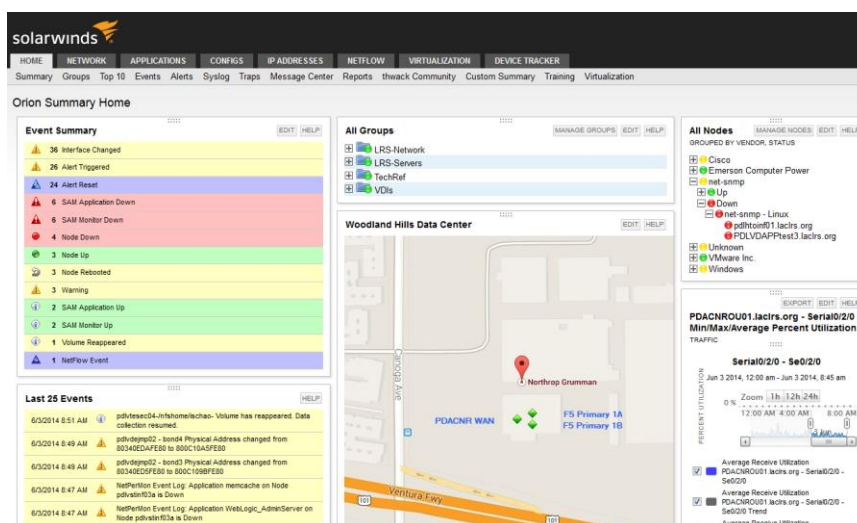
**Purpose:** SolarWinds Network Performance Manager, or “SolarWinds,” is a network monitoring software that facilitates quick detection, diagnosis and resolution of network performance issues and outages.

**Instructions:**

1. To access SolarWinds you must be on the network. Open any Internet browser and go to <<url>>. Enter your login credentials.



2. The homepage should look like the image below.

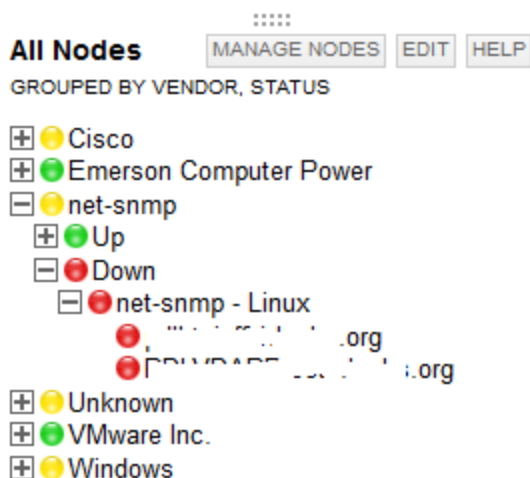


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- SolarWinds monitors all network equipment, all VDI's and all approved vServers and their processes. In the **All Groups** section of the homepage, a green bubble on a folder indicates all services in the folder are up and running.



- The **All Nodes** section of the homepage contains all monitored services and equipment. This is the section to view to see if something is in a down state. As with **All Groups**, green means all nodes in that particular category are in an up state. Yellow indicates there are one or more issues with the node(s). Expand a category by clicking on the "+" sign. It will display all the up nodes with a green bubble and all the nodes with issues with a red bubble. You can further expand a red bubble to see what nodes are having issues or if it is completely down.



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- To verify if a node is currently down, click on the node which is indicated as down. The details of the node will be displayed. If it is down, ping or SSH the server to verify that it is still down. This is necessary because there may be some time delay since SolarWinds does its polling at a certain time interval. If the server is confirmed down, a Remedy ticket needs to be opened and assigned to the appropriate group to resolve.

The screenshot shows the SolarWinds Node Details interface. On the left is a navigation sidebar with options: Summary, Vital Stats, Network, Asset Inventory, Applications, Memory, and Add tab. The main content area is titled 'Node Details - [redacted].org - Summary'. It features two main panels: 'Management' and 'Node Details'. The 'Management' panel includes buttons for Edit Node, List Resources, Unmanage, Pollers, Poll Now, Rediscover, and Real-Time Process Explorer. The 'Node Details' panel shows the node status as 'Node is Down' with a red indicator. Below this, a table lists various system attributes:

Node Status	Node is Down.
Polling IP Address	
Dynamic IP	No
Machine Type	net-snmp - Linux
DNS	.org
System Name	.org
Description	Linux May 30 18:26:23 PDT 2013 x86_64 Thu
Location	Unknown (edit   if)
Contact	Root (root@localhost) (configure /etc/snmp/snmp.local.conf)
SysObjectID	1.3.6.1.4.1.8072.3.2.10
Last Boot	Saturday, May 17, 2 8:38 PM
Operating System	
IOS Image	Unknown
Hardware	Physical
No of CPUs	20
Telnet	telnet://
Web Browse	http://

















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6. The Event Summary list on the homepage displays the number of occurrences of each status type including up, down and warning, according to the following color code:

- **Purple**: indicates a performance matrix item that has gone below threshold.
- **Yellow**: indicates a performance matrix item that has reached a warning state close to the threshold. Yellow may also indicate other concerns, as well as a change of interface or a node reboot.
- **Red**: indicates the node/interface is down.
- **Green**: indicates a node/interface has gone back up.

### Orion Summary Home

#### Event Summary EDIT HELP

	46 Alert Reset
	40 Alert Triggered
	36 Interface Changed
	30 SAM Application Down
	30 SAM Monitor Down
	7 Interface Down
	6 SAM Application Up
	6 SAM Monitor Up
	5 Node Down
	5 Node Rebooted
	4 Interface Up
	3 Node Up
	3 Warning
	1 Volume Disappeared
	1 Volume Reappeared
	1 NetFlow Event

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7. Right below the Event Summary list is the Last 25 Events list. This list is the one used most often as it provides changes and updates as soon as SolarWinds pulls the data. This section will alert you to take the appropriate action to evaluate a triggered alert.

**Last 25 Events** HELP

6/3/2014 11:46 AM	🟢	[redacted].org - Ethernet4/18 - DEV- Tools - OVM 1 (Net 3) Up
6/3/2014 11:46 AM	🟢	[redacted].org - Ethernet4/17 - DEV- Tools - OVM 1 (Net 2) Up
6/3/2014 11:46 AM	🟢	[redacted] 3G - Ethernet4/18 - DEV- Tools - OVM 1 (Net 1) Up
6/3/2014 11:46 AM	🟢	[redacted] 3 - Ethernet4/17 - DEV- Tools - OVM 1 (Net 0) Up
6/3/2014 11:44 AM	🔴	[redacted].org - Ethernet4/18 - DEV- Tools - OVM 1 (Net 3) Down
6/3/2014 11:44 AM	🔴	[redacted].org - Ethernet4/17 - DEV- Tools - OVM 1 (Net 2) Down
6/3/2014 11:44 AM	🔴	[redacted] - Ethernet4/18 - DEV- Tools - OVM 1 (Net 1) Down
6/3/2014 11:44 AM	🔴	[redacted] - Ethernet4/17 - DEV- Tools - OVM 1 (Net 0) Down
6/3/2014 11:06 AM	⚠️	NetPerMon Event Log: Application WebLogic_AdminServer on Node [redacted] is Down
6/3/2014 11:06 AM	⚠️	NetPerMon Event Log: Application wls_ods1 on Node [redacted] is Down
6/3/2014 11:05 AM	⚠️	Application "WebLogic_AdminServer" on node "[redacted]" is down
6/3/2014 11:05 AM	⚠️	Component "java" for application "WebLogic_AdminServer" on node "[redacted]" is down

8. In case you missed an alert, SolarWinds keeps an event log. Here you can view events that have occurred during off hours. To view the log, go to the home tab and click **Events**.

solarwinds

HOME NETWORK APPLICATIONS CONFIGS IP ADDRESSES NETFLOW VIRTUALIZATION DEVICE TRACKER

Summary Groups Top 10 **Events** Alerts Syslog Traps Message Center Reports thwack Community Custom Summary Training

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9. The Event log allows you to choose a specific time period to view such as 2 hrs, 24 hrs, today, yesterday, and so on.

### Events

Events From All Network Devices - Today

**FILTER DEVICES:**

Network Object: All Network Objects OR Type of Device: All Device Types

**FILTER EVENTS:**

Event Type: All events

Time Period: Today

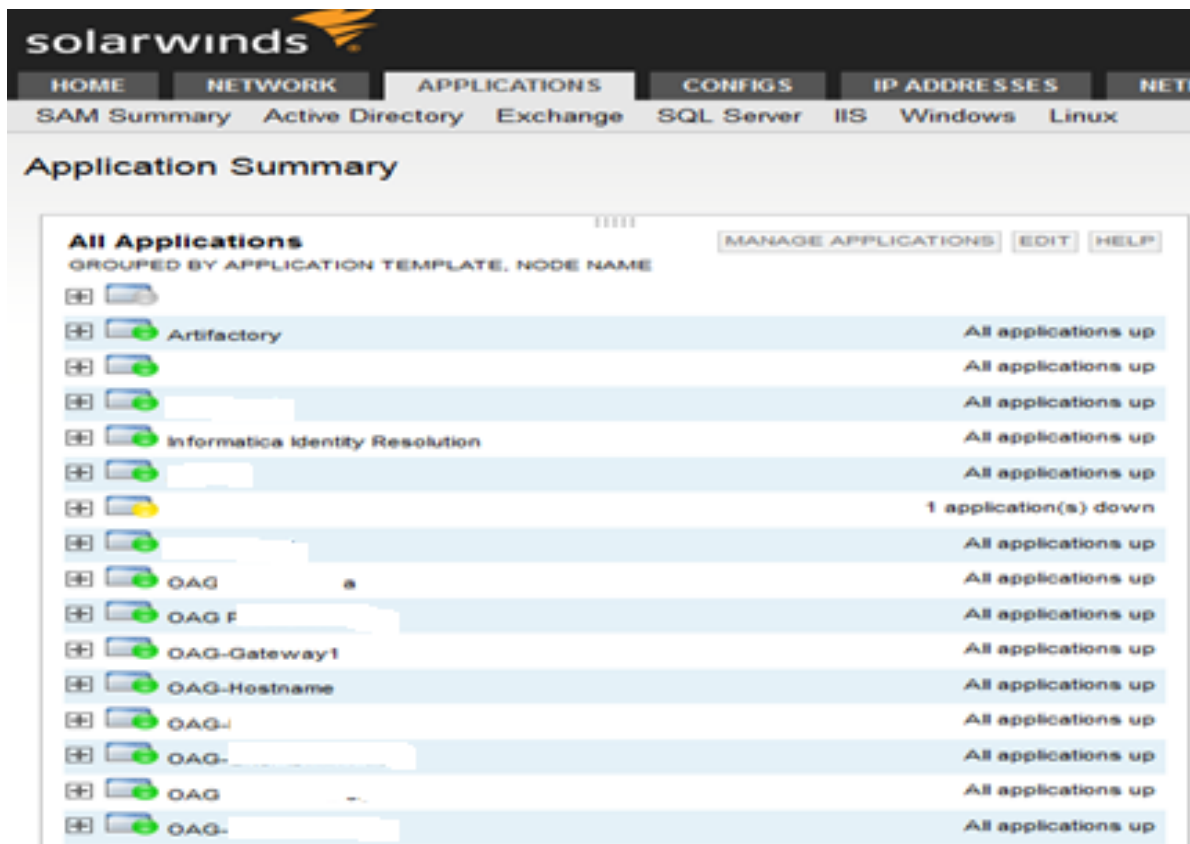
Number of displayed events:   Show Cleared Events

**REFRESH**

	TIME OF EVENT		MESSAGE
<input type="checkbox"/>	6/3/2014 12:07 PM		Application "OAG-Hostname" on node "[redacted]" is up
<input type="checkbox"/>	6/3/2014 12:07 PM		Component "Process Monitor - SNMP" for application "OA
<input type="checkbox"/>	6/3/2014 12:07 PM		Application "OTD-obiee" on node "[redacted]" is up
<input type="checkbox"/>	6/3/2014 12:07 PM		Component "Process Monitor - SNMP" for application "OT
<input type="checkbox"/>	6/3/2014 12:06 PM		Application "OAG-vshell" on node "[redacted]" is up
<input type="checkbox"/>	6/3/2014 12:06 PM		Component "Process Monitor - SNMP" for application "OA

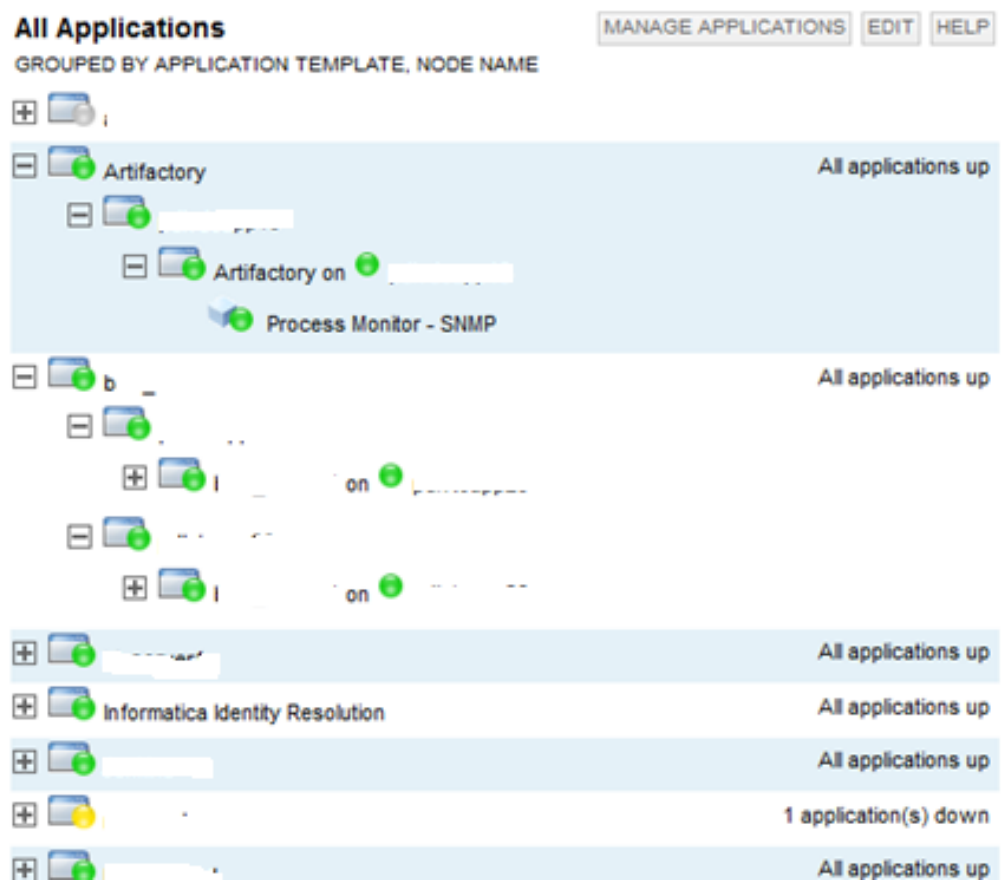
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10. Clicking on the **Applications** tab displays the SolarWinds SAM (Server and Application Monitor), which enables you to monitor applications that are installed on the servers.



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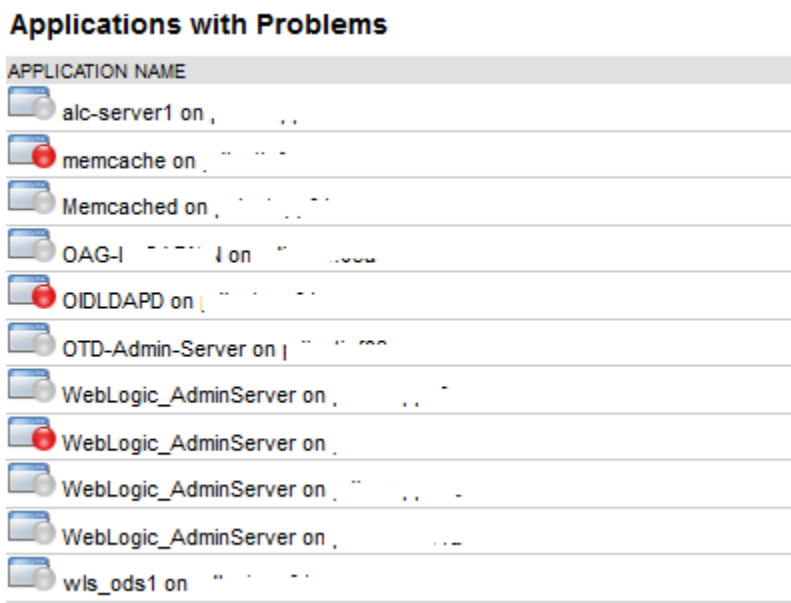
11. You can drill down to see which server the applications are installed on. The same color-coded bubbles are used throughout SolarWinds.





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12. Directly below the Application Summary section is the Applications with Problems section. This section displays the name of application and the server on which it resides in. This section provides a quick look into what application(s) are currently down and on which server.



NOTE: SolarWinds is configured to send notifications to <<email>> when a server or an application is identified as down.

**How to confirm if a server is down after receiving or seeing a triggered alert:**

Ping and/or SSH into the server. If the server responds it is in the process of booting up.

NOTE: Excessive rebooting may be a sign or a problem. A Remedy ticket should be opened for tracking.

**Actions to take when you have identified an outage:**

All reported down servers and application should be reported by opening a ticket in Remedy. Instructions on how to open a ticket is located here.

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13. The detail of the email will be displayed on the right side of the screen. In the alert, the blue lines of texts are hyperlinks that link to OEM and provide additional details of the alert. Clicking on <<url>> will open a browser in OEM.

**EM Event: Critical:** - Agent Unreachable (REASON = Unable to connect to the agent at [Connection refused]). Host is reachable. 1 message

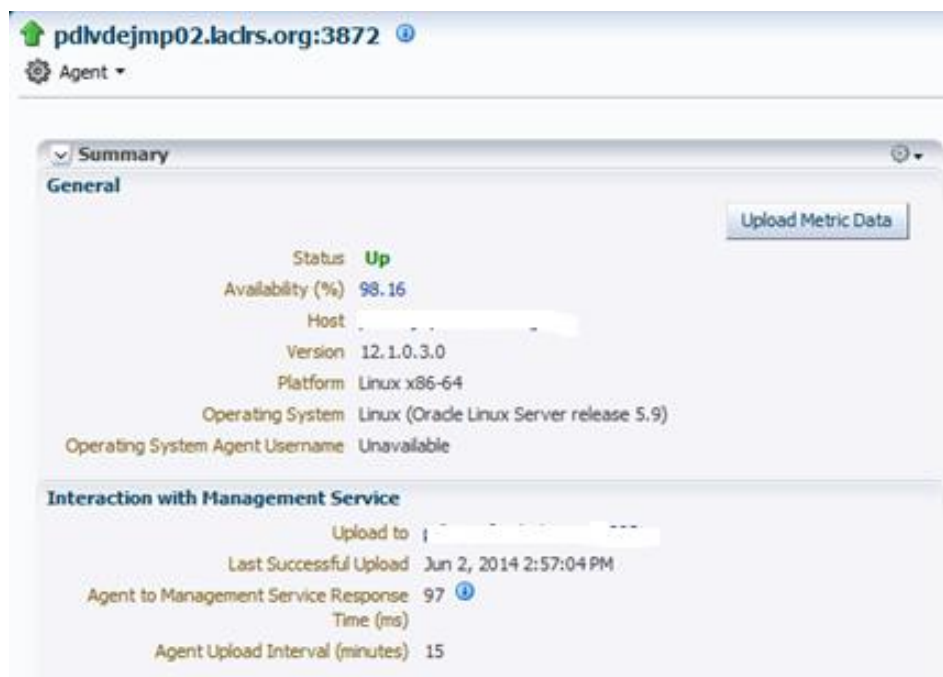
From: OEM 12c System Alerts 2:03 PM  
 To: NGCNOCALERTS@NGCNOOC.NET

Host=  
 Target type=**Agent**  
 Target name=  
 Categories=**Availability**  
 Message=**Agent Unreachable (REASON = Unable to connect to the agent at [Connection refused]). Host is reachable.**  
 Severity=**Critical**  
 Event reported time=**Jun 2, 2014 2:00:20 PM PDT**  
 Operating System=**Linux**  
 Platform=**x86\_64**  
 Associated Incident Id=**20912**  
 Associated Incident Status=**New**  
 Associated Incident Owner=  
 Associated Incident Acknowledged By Owner=**No**  
 Associated Incident Priority=**None**  
 Associated Incident Escalation Level=**0**  
 Event Type=**Target Availability**  
 Event name=**Status**  
 Availability status=**Agent Unreachable**  
 Rule Name=**Custom Host Availability Ruleset, Custom Host Availability Ruleset**  
 Rule Owner=**MONITOR**

Update Details:  
 Agent Unreachable (REASON = Unable to connect to the agent at [Connection refused]). Host is reachable.  
 Incident created by rule (Name = Incident management rule set for all targets, Incident creation rule for a Target Unreachable availability status. [System generated rule]).

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14. The green arrow on the top left side means that the current agent status is up. If the agent were down it would have a red downward pointing arrow. In such a circumstance, you will troubleshoot it to get the agent back up. If you do not know how to, or you are unable to restart a server/service, open a Remedy ticket and assign it to the appropriate group for resolution.



NOTE: Sometimes OEM may have a delay in reporting accurate status. To check a server's available in the NOC, ping and/or SSH in to confirm the server being tested is up or down. To learn to open a Remedy ticket, click here.

**Owner Approval:**

<b>Date:</b>	Date	<b>Last Review:</b>	Date
<b>Process Owner:</b>	<<Name and Title>>		