



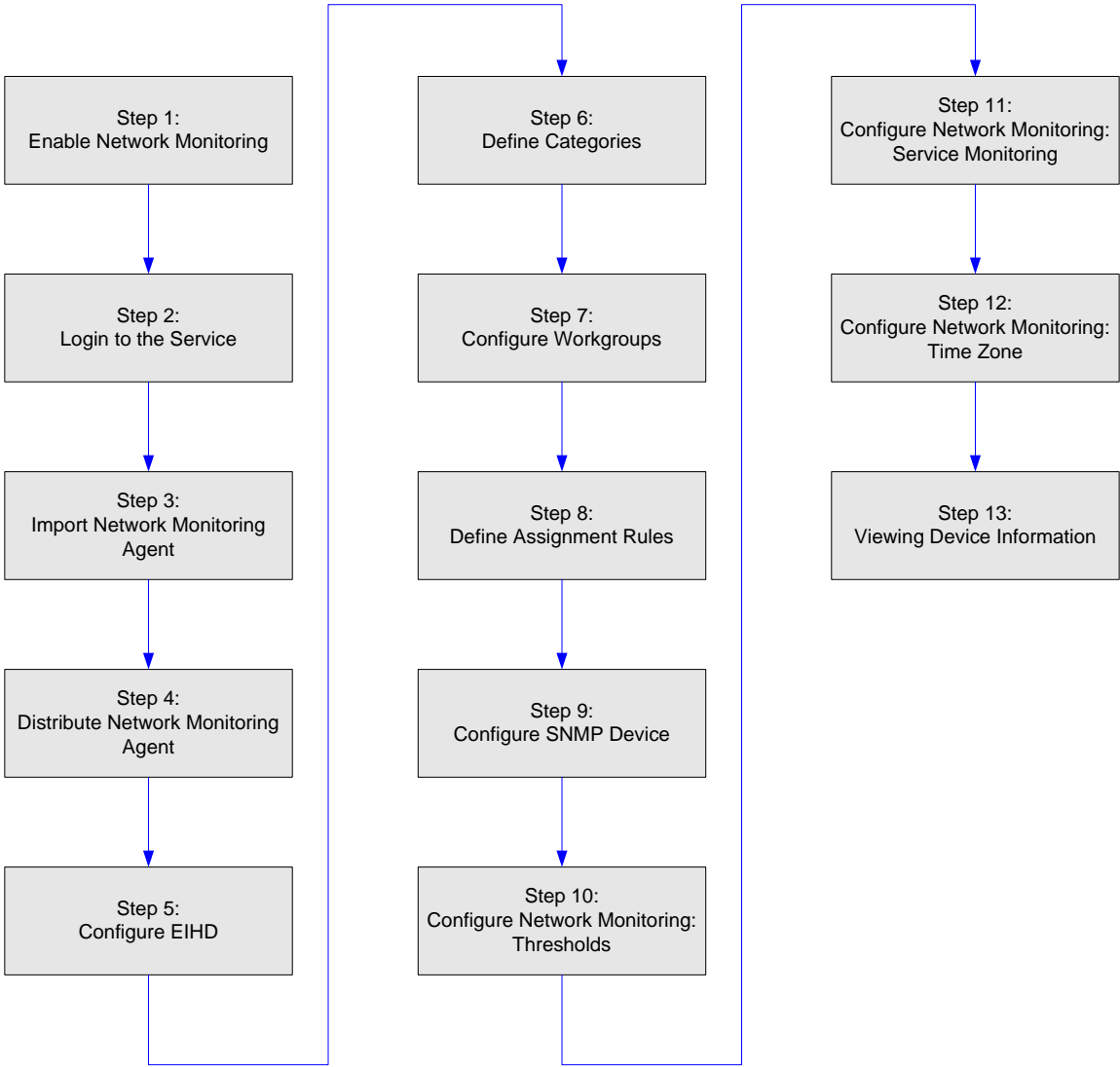
SystemsManagement
Ondemand™
by TriActive

Self-paced Training Guide

Network & Systems Monitoring

Network Monitoring Scenario Workflow

Objective: This scenario document is designed to provide a logical workflow that demonstrates features and functionality within the Network Monitoring Solution. This is not intended to replace the in-depth technical information contained or shown in the Admin and User guides or training videos, but is intended for someone with a technical background to easily navigate through the entire solution at their own pace. Below is the logical workflow diagram and on subsequent pages are more details about each step in the diagram. Depending on your efficiency with Systems Management solutions, this exercise can be completed in approximately 25 minutes.



Network Monitoring Scenario Details

- 1 Enable Network Monitoring
 - a Call your **Systems Management On Demand™** provider and ask to have Network Monitoring Enabled.

- 2 Login to the Service
 - a Open a browser and login into the **Systems Management On Demand™** Portal.

- 3 Import Network Monitoring Agent
 - a Click on the **Community** tab.
 - b Click the **Import** button next to Install: Network Monitoring Agent – 2.0.
 - c Enter a version number in the **Version** field.
 - d Click **Save**.

If Network Monitoring – Systems Agent is not available in your Community, please call your **Systems Management On Demand™ provider and ask them to make it available.**

- 4 Distribute Network Monitoring Agent
 - a Locate the newly imported Network Monitoring Agent Package.
 - b Check the box next to the package.
 - c Click **Distribute Selected Package(s)**.
 - d Select the systems you want monitored.
 - e Click **Distribute Package to Selected System(s)**.
 - f Click **Save**.

- 5 Configure EIHD
 - a Click on the **Admin** tab, and then click the **Help Desk** sub tab.
 - b Mouse over **Configuration** and click on **General**.
 - c Check the box to '**Allow Specialists to modify Tickets by sending e-mail commands to Help Desk**'.
 - d Click **Save**.

- 6 Define Categories
 - a Click on the **Admin** tab, and then click the **Help Desk** sub tab.
 - b Mouse over **Configuration** and click on **Categories**.
 - c Click **Create**.
 - d Enter "Network Monitoring" in the **Name** field.
 - e Click **Create**.

- 7 Configure Workgroups
 - a Mouse over **Configuration** and click **Workgroups**.
 - b Click **Create**.
 - c Enter "Network Monitoring" for the **Name** field.
 - d Choose **Specialists** and add them to the list.
 - e Click **Create**.

- 8 Define Assignment Rules
 - a Mouse over **Configuration** Click **Assignment Rules**.
 - b Click **Create**.
 - c Skip section 1.
 - d In section 2, select **Network Monitoring** as the Level 1 category.
 - e In section 3, select the **Network Monitoring** workgroup created in step 3.
 - f Click **Create**.

- 9 Configure SNMP Device
 - a Click on the **Network Monitor** tab, and then click the **Admin** sub tab.
 - b Click **Device Admin**.
 - c In the **Managed IP:** section type in the IP Address of the SNMP capable device
 - d In the **Gateway:** section type the IP Address of the network gateway
 - e In the **Assign to Server:** section select a system that will be responsible for polling the SNMP device (choose the system you installed the agent on in Step 4).
 - f In the **Create SNMP:** section type in the SNMP community string (the community string is essentially a read password that allows the poller to access the SNMP device. The default is typically 'public').
 - g Click **Submit**.

- 10 Configure Network Monitoring: Thresholds
 - a Click on the **Network Monitor** tab, and then click the **Admin** sub tab.
 - b Click **Thresholds Setup**.
 - c Set the CPU, Memory, and Disk Used thresholds for each System.
 - d Click **Submit**.

- 11 Configure Network Monitoring: Service Monitoring
 - a Click the **Admin** sub tab.
 - b Click **Restart/Stop Process Setup**.
 - c Choose a Device and decide if you want to Start or Stop a service.
 - d Choose one of the Currently Running Processes or in the **Enter Process Name** field, type the process you want to monitor. Example: Outlook.exe.
 - e In the **Command Line to Restart Process** field, type the path and image name. Example: C:\Program Files\Microsoft Office\OFFICE11\outlook.exe
 - f If you would like the server to reboot if the process fails to restart, check the box Reboot System if the Monitor Failed to Restart/Stop the Process.
 - g Select the number of failures that should occur before the server automatically restarts
 - h Click **Add**.

- 12 Configure Network Monitoring: Time Zone
 - a Click the **Admin** sub tab.
 - b Click **Time Zone Admin**.
 - c Select your time zone
 - d Click **Submit**.

- 13 Viewing Device Information
 - a Use the **Summary**, **Devices** and **Faults** sub tabs to view information about monitored systems