



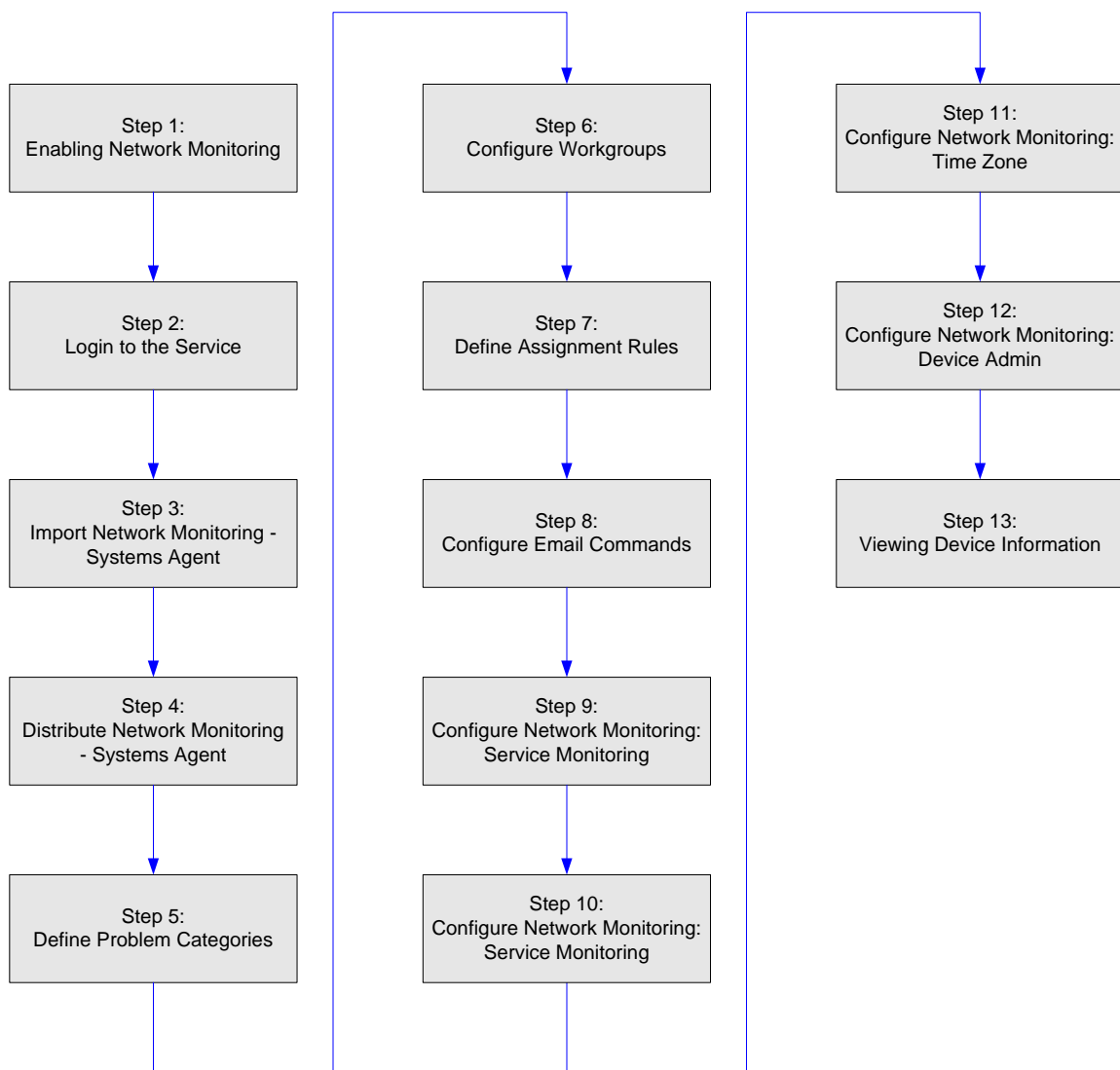
SystemsManagement
Ondemand™
by TriActive

Self-paced Training Guide

System Monitoring

System Monitoring Scenario Workflow

Objective: This scenario document is designed to provide a logical workflow that demonstrates all of the features and functionality within the Network Monitoring- Systems Agent 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.



System Monitoring Scenario Details

- 1 Enabling 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 – Systems Agent
 - a Click on the **Community** tab.
 - b Click the **Import** button next to Network Monitoring – Systems Agent.
 - 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 – Systems Agent
 - a Locate the newly imported Systems 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 to Selected System(s)**.
 - f Click **OK**.
- 5 Define problem 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**.
- 6 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**.
- 7 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**.

- 8 Configure email commands
 - a Mouse over **Configuration** Click **General**
 - b Scroll down to the bottom of the page
 - c Under Email Command Interface to Help Desk, check the box for Allow Specialist email commands
 - d Click **Save**

- 9 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**.

- 10 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 Images or in the **Image Name** field, type the process you want to monitor. Example: Outlook.exe.
 - e In the Command to Start 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 on Restart/Stop Failure.
 - g Select the number of failures that should occur before the server automatically restarts
 - h Click **Add**.

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

- 12 Configure Network Monitoring: Device Admin
 - a Click the **Admin** sub tab.
 - b Click **Device Admin**.
 - c For each system select if you want to Enable the Display and enable Notification
 - d Click **Submit**.

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