CTX-PRTG User Guide

Contents

Preface

About this Manual

This document is a user guide for the CTX-PRTG module.

Audience

The audience for this document is those wanting to understand how to use CTX-PRTG module.

Related Material

Document
CTX-PRTG – Deployment Plan
CTX- PRTG.studiopkg

Abbreviations used in this Document

None

Versions

Document Revisions

The following revisions have been made to this document

Date	Revision	Notes
23/04/2019	1.0	First Release

Module Versions

The following revisions have been made to this module

Date	Revision	Notes
26/04/2019	1.0	Creation of: • PGHD-PRTG-Get-Historic-Data • PAA-PRTG-Acknowledge-Alarm • PGSS-PRTG-Get-System-Status • PRA-PRTG-REST-API

Requirements

This section details all the items required to deploy the PRTG Subtasks.

Requirements:

- An instance of PRTG running on the target server
- Cortex connectivity to PRTG server
- A minimum of Cortex v6.4 Installed on the Cortex Server

Integration

Integration with Third-Party Systems

This subtasks in this module interact with PRTG via a REST API. The user can retrieve historical data from PRTG, get live data and acknowledge alarms. Each of these capabilities are contained within a Cortex subtask, detailed below.

To use these subtasks there is a need for a user to have access to perform the actions in PRTG. The three details to make calls to PRTG are:

- Instance URL
- Username
- Password (or hashed password)

Integration with Existing Infrastructure

None Required.

1 PRTG Subtasks

1.1 PGHD-PRTG-Get-Historic-Data

1.1.1 Overview

Gets historic data from PRTG.

1.1.2 Input variables

Name	Type	Comments
PGHD_i_PRTG-URL	Text	e.g. https://10.8.0.161:8443/api
PGHD_i_PRTG-Username	Text	username used to query PRTG
PGHD_i_PRTG-Password	Text	this is the raw password and is required if the hashed password is not passed in
PGHD_i_PRTG-Sensor-ID	Text	ID of the sensor that data is to be retrieved for
PGHD_i_PRTG-Password-Hashed	Text	this is the hashed password and is required if the raw text password is not supplied
PGHD_i_PRTG-Start-Date	Text	start date from which the data should be retrieved. e.g. 2019-04-26-00-00-00
PGHD_i_PRTG-End-Date	Text	end date till which the data should be retrieved. e.g. 2019-04-27-00-00-00
PGHD_i_Return-Format	Text	format in which the data should be returned. This can take the values ‘xml’, ‘json’ or ‘csv’

1.1.3 Output variables

Name	Type	Comments
PGHD_o_Response	Text	raw response from PRTG
PGHD_o_Exception-Details	Structure	details of any exceptions that may occur during execution. If no exceptions occur, an empty structure will be returned

1.2 PAA-PRTG-Acknowledge-Alarm

1.2.1 Overview

This subtask will acknowledge an alarm in PRTG with message ‘Acknowledged by Cortex’.

1.2.2 Input variables

Name	Type	Comments
PAA_i_PRTG-URL	Text	e.g. https://10.8.0.161:8443/api

PAA_i_PRTG-Username	Text	username used to query PRTG
PAA_i_PRTG-Password	Text	this is the raw password and is required if the hashed password is not passed in
PAA_i_PRTG-Sensor-ID	Text	ID of the sensor for which the alarm will be acknowledged.
PAA_i_PRTG-Password-Hashed	Text	this is the hashed password and is required if the raw text password is not supplied

1.2.3 Output variables

Name	Type	Comments
PAA_o_Response	Text	raw response from PRTG.
PAA_o_Exception-Details	Structure	details of any exceptions that may occur during execution. If no exceptions occur, an empty structure will be returned.

1.3 PGSS-PRTG-Get-System-Status

1.3.1 Overview

This subtask will get the current system status along with details of sensors configured in PRTG.

1.3.2 Input variables

Name	Type	Comments
PGSS_i_PRTG-URL	Text	e.g. https://10.8.0.161:8443/api
PGSS_i_PRTG-Username	Text	username used to query PRTG
PGSS_i_PRTG-Password	Text	this is the raw password and is required if the hashed password is not passed in
PGSS_i_PRTG-Password-Hashed	Text	this is the hashed password and is required if the raw text password is not supplied
PGSS_i_Return-Format	Text	format in which the data should be returned. This can take the values ‘xml’ or ‘json’

1.3.3 Output variables

Name	Type	Comments
PGSS_o_System-Status	Text	status of the system
PGSS_o_Sensor-States	Text	state of each sensor in PGRT

PGSS_o_Sensor-Types	Text	types of sensors in PRTG
PGSS_o_Exception-Details	Structure	details of any exceptions that may occur during execution. If no exceptions occur, an empty structure will be returned.

1.4 PRA-PRTG-REST-API

1.4.1 Overview

This subtask calls PRTG and can be used to make custom calls that are not included in the CTX-PRTG.studipkg file.

1.4.2 Input variables

Name	Type	Comments
PRA_i_URL	Text	e.g. https://10.8.0.161:8443/api
PRA_i_URL-Part	Text	e.g. getstatus.xml?id=0&username=xxxx&passhash=yyyy

1.4.3 Output variables

Name	Type	Comments
PRA_o_PRTG_Response	Text	response from PRTG

