

July 2013



Dashboard Summarizes Key Info



Dashboard

Inventory

Cisco UCS Desktop Mobile Network Devi... Other Server VMware

Inventory By Service

I - EES MANA...

Tickets Priority

Medium

Requests By Priority

Low Normal Urgent

Requests By Client

Client	Urgent	High	Medium	Low
Luminato	3	0		1

Inventory By OS

OS name	Device count
ASA	1
CentOS release 6.2 (Final)	1
IOS	3
IOS 12.X	1
Linux	1
Linux 2.6.X	2
Linux/Other	1
Microsoft Windows 7 Service Pack 1	1
Microsoft Windows 7 Ultimate	1
Microsoft Windows 7 Ultimate N	1

RSA Projects

Subject	Committed hrs	Status
Install the DFS server	5h	0%
Deploying a new instance ...	4h	0%

Active Consoles

Start Time(PDT)	Elapsed Time	Console	User name	Device Name
02-19-13 04:09 AM	<1 min.	RDP	Veena Palla	ex21.luminato.ne
Total Active Consoles Count				1

Quick Info

- ✓ 1. Created client with required info
- ✓ 2. Install agents on devices(2)
- ✓ 3. Set an agent as master agent (hydlpt135.netenrich.com)
- ✓ 4. Add Devices (2)
- ✓ 5. Applied Templates
- ✓ 6. Created Users (1)

[Click to complete onboarding](#)

Admins can drill down through charts to monitor and manage tickets, alerts, elements

Automatically Scan & Discover Infrastructure



TV IT

Dashboard Infrastructure Maintenance Service Desk Reports Alerts

Hi, Trivalley IT | My Profile Setup Help Logout

Setup Device Management Discovery & Deployment Windows-desktops

Account Management
Client Details
Network Details
Site Details
Credentials
User Groups
Users
ACL
Roles
Custom Branding
LDAP Configuration

Device Management
Device Groups
Discovery & Deployment
Admin Console Parameters

Bulk Import
Import Users
Import devices

Services Gateway Management
Management Profiles
SNMP Trap Filters
IP SLA Settings

Monitor Management
Manage Templates
Assign Templates
Service Monitor Configuration
Ping Monitor Configuration
URL Monitor Configuration
DNS Monitor Configuration
SNMP TRAPS Configuration
Agent Status Monitors

Network Discovery & Deployment

14 items found, displaying 1 to 5. [Create](#) Page: 1 of 3

Profile Name	Client Name	IP Range	Management Profile	SNMP Details	WMI Details	Actions
Windows-desktops	Luminato	192.168.101.*	Management Gateway : Default	Community: NE Port: 161 Version: V1	Domain Name: acmelab.local User Name: administrator	Edit Delete
Test Profile02	Luminato	10.0.101.0-10.0.101.255	Management Gateway : Default	Community: public Port: 161 Version: V2		Edit Delete
Network-map-10	Luminato	10.0.101.1-10.0.101.20	Management Gateway : Default	Community: public Port: 161 Version: V2	Domain Name: luminato.net User Name: Administrator	Edit Delete
Testing	Luminato	192.168.101.1	Management Gateway : Default	Community: NE Port: 161 Version: V1		Edit Delete
Network devices	Luminato	172.21.20.11, 172.21.20.12	Management Gateway : Test-NSG_1.4.3	Community: public Port: 161 Version: V2		Edit Delete

Page: 1 of 3

Profile Details

Profile Name: Windows-desktops | Partner Name: Trivalley IT Service Inc | Client Name: Luminato

Network Details	Credentials
Management Profile: Default	SNMP Credential Name: DEFAULT-SNMP Version Info: V1 Port: 161 Community: NE
IP Range : 192.168.101.*	WINDOWS Credential Name: Desktop credentials Domain Name: acmelab.local User Name: administrator
Discovery Type: IPRANGE	
Reverse DNS lookup: Yes	
CDP: Yes	
ARP: Yes	

Last Action: 'SCANNOW2' at 03-03-13 12:50 PDT
Status of action: SUCCESS

Last Scan Date: 03-03-13 12:56 PDT

[Scan Now](#)

Manage

[Manage](#) [Unmanage](#) [Deploy Agents](#) [Delete](#) [Export](#)

4 items found, displaying 1 to 4. Page: 1 of 1

Name	IP address	MAC Address	Type	OS	Managed	SNMP	WMI	Consoles	Services	Last Discovered At (PDT)	Description
10.0.101.58	10.0.101.58		Linux	Linux/Other	✓	✗	✗	3	1	03-03-13 12:56	. Open TCP ports[80,22]. DNS ...
10.0.101.55	10.0.101.55		Other	Other	✗	✗	✗	0	0	03-03-13 12:56	DNS name(R)=10.0.101.55
10.0.101.51	10.0.101.51		Other	Other	✗	✗	✗	0	0	03-03-13 12:56	DNS name(R)=10.0.101.51
switch.cisco-3550-sw.luminato.net	10.0.101.4	00:08:7C:3F:49:80	Switch	IOS	✓	✓	✗	5	2	03-03-13 12:55	Cisco IOS Software, C3550 Sef ...

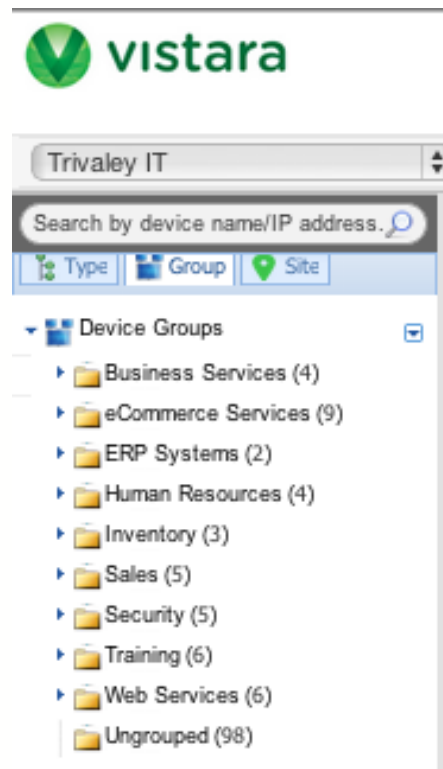
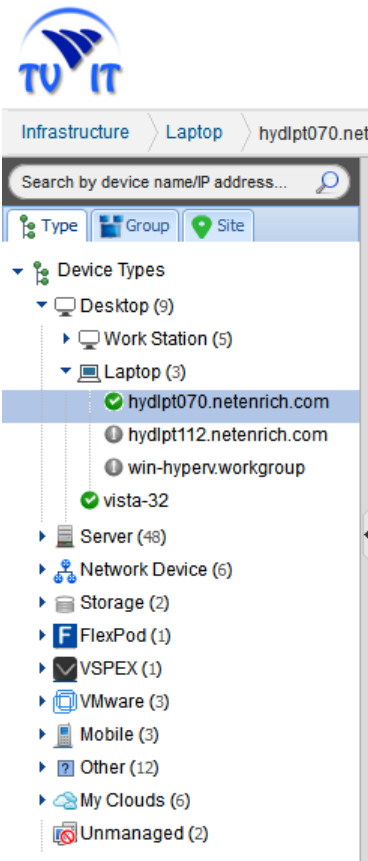
Page: 1 of 1

- Scan IP address ranges or network devices and discover infrastructure elements
- Choose which elements you wish to manage with Vistara

View and Navigate Infrastructure Easily



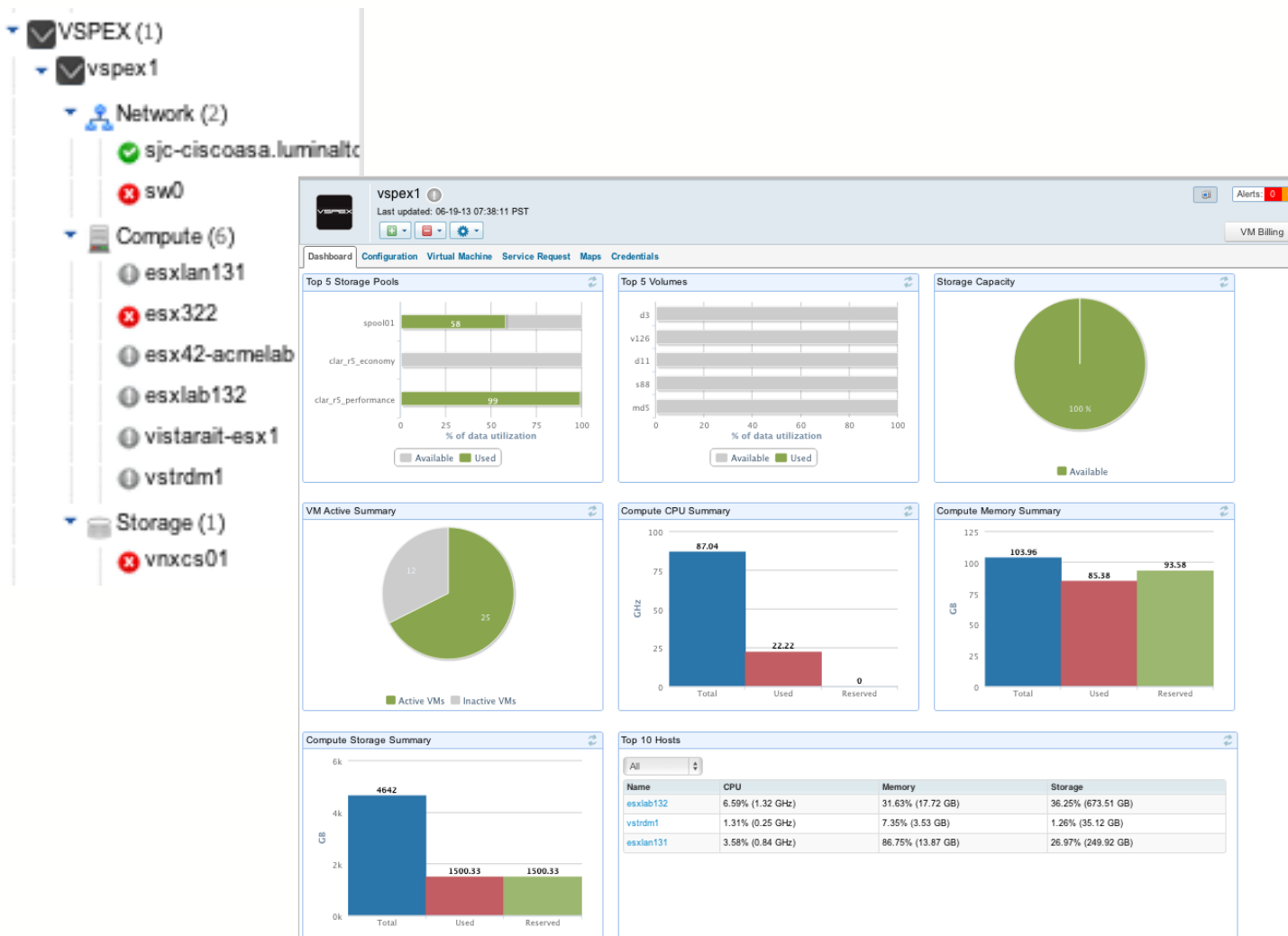
Admins can conveniently and intuitively view and navigate infrastructure by element type, logical group, site, or service



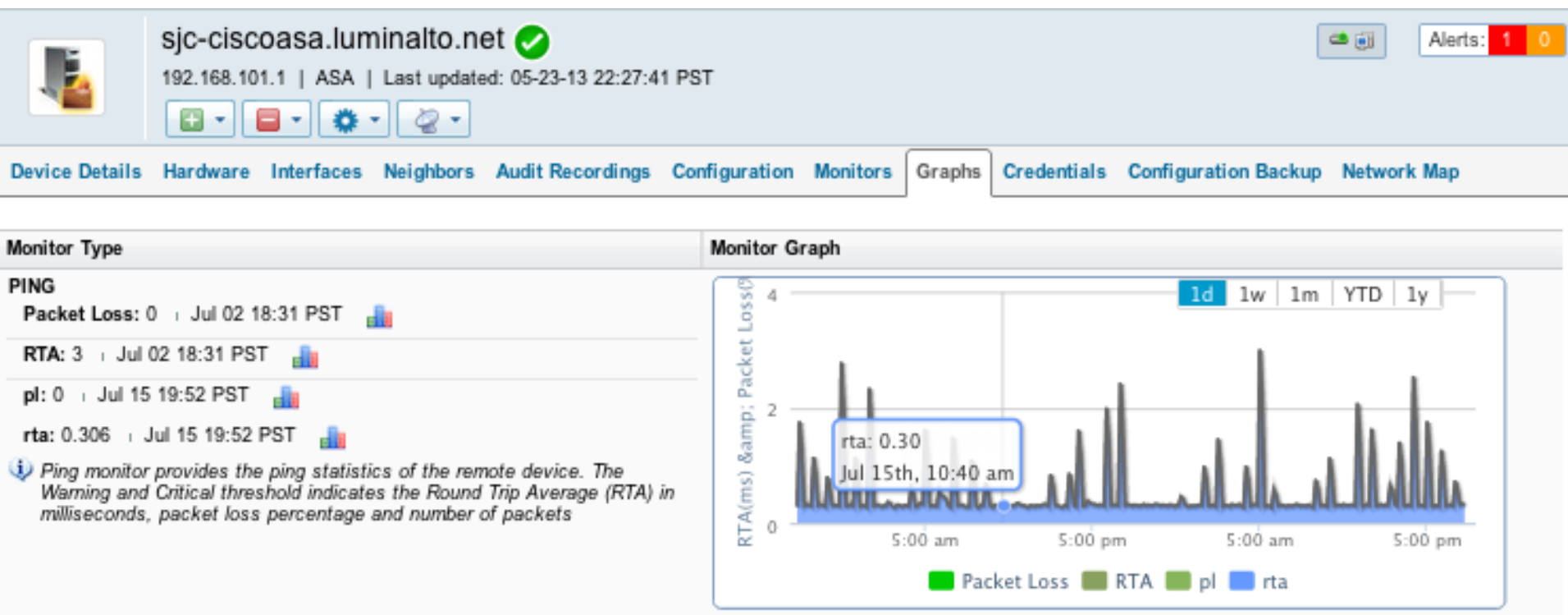
Manage Converged Infrastructure



Manage converged infrastructure solutions like VSPEX® and FlexPod®. Dashboard shows storage pools, top volumes, storage capacity, active & inactive VMs, CPU usage, memory usage, storage usage, top hosts.





Vistara monitors and manages network devices of all kinds. Hundreds of built-in templates enable Vistara to present device-specific monitoring information and management interfaces.




Automatic Device Configuration Backup to Restore as Needed








sjc-ciscoasa.luminalto.net 


192.168.101.1 | ASA | Last updated: 05-23-13 22:27:41 PST











Alerts:

1

0

Device Details

Hardware

Interfaces

Neighbors

Audit Recordings

Configuration

Monitors

Graphs

Credentials



















Configuration Backup

Network Map

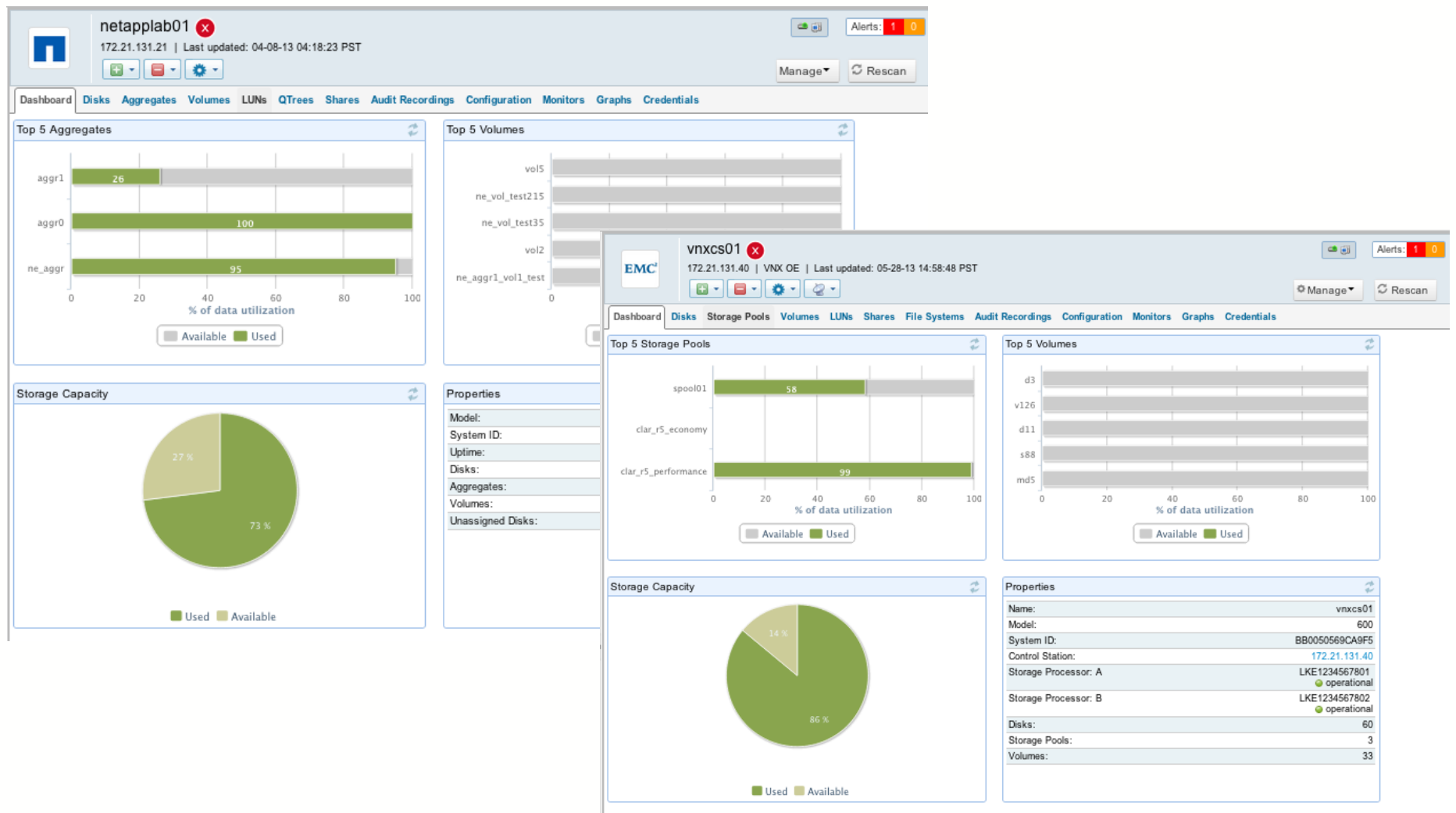
Select

Compare

145 items found, displaying 1 to 20

	Date Created (PST)	Config Type	Actions
<input type="checkbox"/>	03-03-13 13:18:12	Startup Config	 View  Download
<input type="checkbox"/>	03-03-13 13:18:10	Running Config	 View  Download
<input type="checkbox"/>	03-03-13 13:13:34	Startup Config	 View  Download
<input type="checkbox"/>	03-03-13 13:13:31	Running Config	 View  Download
<input type="checkbox"/>	03-03-13 12:31:07	Startup Config	 View  Download
<input type="checkbox"/>	03-03-13 12:31:05	Running Config	 View  Download
<input type="checkbox"/>	03-02-13 12:31:07	Startup Config	 View  Download
<input type="checkbox"/>	03-02-13 12:31:05	Running Config	 View  Download
<input type="checkbox"/>	02-28-13 12:31:06	Startup Config	 View  Download

Manage VNX, VNXe, VMAX, NetApp, Vblock, and other storage solutions.



Manage Virtual Machines



Search by device name/IP address...

Type

Device Types

- Server (37)
- Network Device (2)
- Storage (1)
- VSPEX (1)
- VMware (1)
 - VMware vCenter Server (19)
 - VSPEX (1)
 - lab01 (0)
 - SOLC-VDI (4)
 - 10.17.86.253 (1)
 - Other (12)
 - My Clouds (2)
 - Unmanaged (1)

VMware vCenter Server

10.17.81.106 | VMware vCenter Server 5.0.0 build-455964 | Last updated: 05-28-13 12:56:56 PST

Alerts: 1 0

VM Actions Rescan

Dashboard

Device Details

Virtual Machine

Hardware

Audit Recordings

Configuration

Monitors

Graphs

Credentials

Network Map

VM Active Summary

Active VMs Inactive VMs

CPU Summary

GHz

Total Used Reserved

Memory Summary

GB

Total Used Reserved

Storage Summary

GB

Total Used Reserved

Top 10 Hosts

All

Name	CPU	Memory	Storage
10.17.86.253	0.35% (0.07 GHz)	3.3% (1.59 GB)	28.88% (79.06 GB)
10.17.82.43	0% (0 GHz)	0% (0 GB)	26.81% (16.96 GB)
10.17.82.44	0.78% (0.04 GHz)	4.38% (1.4 GB)	1.5% (0.95 GB)
Dell610-1	3.12% (1.15 GHz)	30.45% (58.46 GB)	68.11% (688.64 GB)
Dell610-3	0.57% (0.21 GHz)	9.14% (17.55 GB)	67.6% (683.43 GB)

dc21.luminalto.net

192.168.101.51 | Windows Vista | Last updated: 07-10-13 00:20:43 PST

Alerts: 1 0

Commands

Active Directory

Device Details

Hardware

Applications

Services

Discovered Services

Patches

Audit Recordings

Configuration

Monitors

Graphs

Credentials

Details

Availability status

Host Name

DNS Name

Serial Number

Alias name

IP address

Service

Device Type

Management Profile

OS

OS Architecture

Build Number

Registered User

Product Key

Make

Model

Site

Description

VCare Version

NCare Agent Policy

Patching Summary

Patch Scan Schedule: Weekly on Wednesday at 11:00

Last Patch Successful Scan Date: 07-15-13 10:45 PST(0 days ago)

Patch Installation Schedule: Weekly on Wednesday at 00:00

Last Patch Installation Date: 04-24-13 03:00 PST(82 days ago)

Missing: 46 Missing | 0 Approved

Installed: 7

Failed: 0

Antivirus

Product: Trend Micro OfficeScan Client

Vendor: Trend Micro, Inc.

Current Definition: 9.617.00

Date: 12-24-12

Engine: 9.700.1001

Supported:

Status:

System uptime

UPTIME : 13 days 1h 18m

Latest 10 open alerts (View All Alerts)

Subject

Latest Update (PST)

CRITICAL - URL http://www.netenrich.com:80/ - Unable to open TCP socke...

07-15-13 16:58:02

Latest 10 open tickets

Ticket ID

Subject

Priority

Status

Create On (PST)

3760152

Demo Ticket

High

Open

02-19-13 12:19:22

CPU Utilization

1d 1w 1m YTD 1y

CPU Utilization Percentage %

11:00 pm 5:00 am 11:00 am 5:00 pm

CPU

Device Notes

Subject

Description

Date Created (PST)

Test2

Testing notes2

08-02-12 08:16:21

Testing Notes

Test Notes

08-02-12 08:12:35

Create New Maintenance Window

No items found to display

Average Response Time

1d 1w 1m YTD 1y

ns & amp; Packet Loss

Manage Linux Servers



db01.vistarait.com

172.21.95.101 | Ubuntu 12.04.1 LTS | Last updated: 07-15-13 20:04:40 PST

Alerts: 1 0

Commands

Device Details

HardwareApplicationsPatchesAudit RecordingsConfigurationMonitorsGraphsCredentialsScripts Activity

Details

Availability status

Host Name

DNS Name

Serial Number

Alias name

IP address

Service

Device Type

Management Profile

OS

Make

Model

Description

VCare Version

NCare Agent Policy

Set as Master Agent

db01.vistarait.com

db01.vistarait.com

VMware-42 0f 62 02 98 a4 51 29-f3 83 34 2a 6a 82 e3 7c

172.21.95.101

No Service

Linux

Ubuntu 12.04.1 LTS

VMware, Inc.

VMware Virtual Platform

Linux db01.vistarait.com 3.2.0-29-generic #46-Ubuntu SMP Fri Jul 27 17:03:23 UTC 2012 x86_64 x86_64 GNU/Linux

2.0.0-1

Servers Policy

Device Notes

Create New Maintenance Window

Average Response Time

No device notes available

No items found to display

RTA(ms) & Packet Loss

1d1w1mYTD1y

Packet LossRTA

Patching Summary

Patch Scan Schedule: Every Day at 14:45

Last Patch Successful Scan Date: 07-15-13 07:45 PST(0 days ago)

Patch Installation Schedule: No patch schedule found

Last Patch Installation Date:

Missing: 119 Missing | 1 Approved

Installed: 0

Failed: 0

Antivirus

No data available

System uptime

UPTIME : 159 days 21h 28m

Latest 10 open alerts (View All Alerts)

Subject

Latest Update (PST)

Initiate script Sample CSV Parser execution.

07-15-13 06:23:48

Latest 10 open tickets

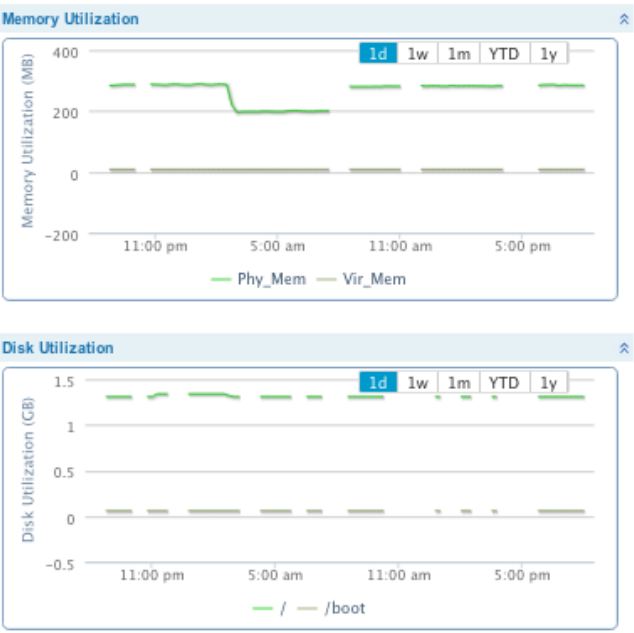
No tickets available

CPU Utilization

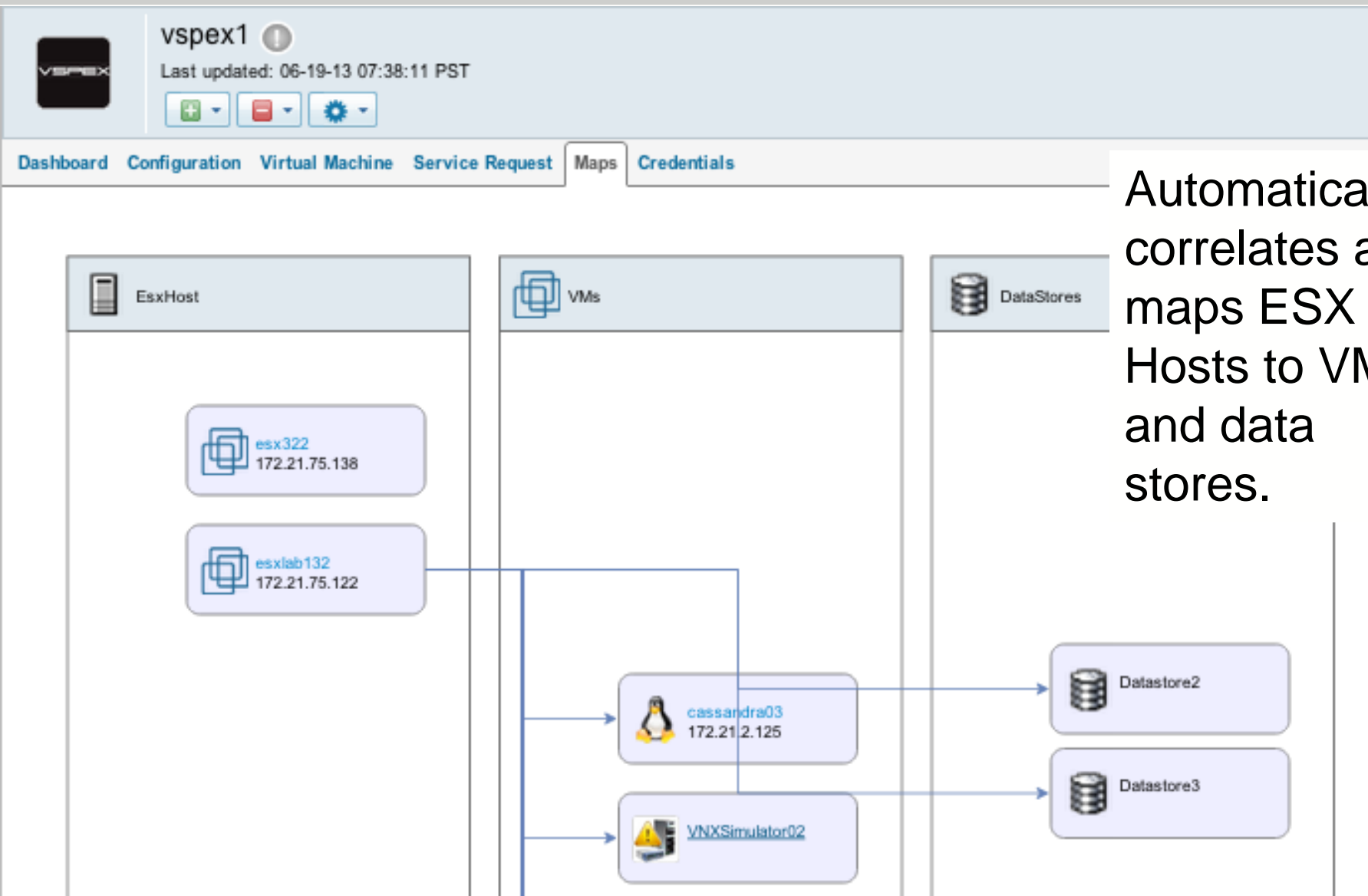
1d1w1mYTD1y

CPU Utilization Percentage (%)


CPU



Application to Device Correlation



Automatically correlates and maps ESX Hosts to VMs and data stores.



db01.vistarait.com

172.21.95.101 | Ubuntu 12.04.1 LTS | Last updated: 07-15-13 20:04:40 PST

Alerts: 1 0

Commands

Device Details

HardwareApplicationsPatchesAudit RecordingsConfigurationMonitorsGraphsCredentialsScripts Activity

Details

Availability status

Host Name

DNS Name

Serial Number

Alias name

IP address

Service

Device Type

Management Profile

OS

Make

Model

Description

VCare Version

NCare Agent Policy

159 days 21h 28m

Latest 10 open alerts

CPU Utilization

RTA(ms) & Packet Loss

1d1w1mYTD1y

Packet LossRTA

Patching Summary

Antivirus

System uptime

Latest 10 open tickets

CPU Utilization

Memory Utilization

Disk Utilization

db01.vistarait.com

172.21.95.101 | Ubuntu 12.04.1 LTS | Last updated: 07-15-13 20:04:40 PST

Alerts: 1 0

Commands

Device Details

HardwareApplicationsPatchesAudit RecordingsConfigurationMonitorsGraphsCredentialsScripts Activity

Details

Availability status

Host Name

DNS Name

Serial Number

Alias name

IP address

Service

Device Type

Management Profile

OS

Make

Model

Description

VCare Version

NCare Agent Policy

159 days 21h 28m

Latest 10 open alerts

CPU Utilization

RTA(ms) & Packet Loss

1d1w1mYTD1y

Packet LossRTA

Patching Summary

Antivirus

System uptime

Latest 10 open tickets

CPU Utilization

Memory Utilization

Disk Utilization

Patching Summary

Antivirus

System uptime

Latest 10 open tickets

CPU Utilization

Memory Utilization

Disk Utilization

Automatically Identify Needed Patches



Patch Management Patch Scan

All categories

Summary View

Total Patches:	961
Approved:	8
Not Approved:	953
Total Devices:	94
Last Patch Scan:	04-21-13 11:45

Search device

Servers (9)

736 missing | 63 inst | 0 Failed | 8 appr

db01.vistarait.com

110 missing | 0 inst | 0 Failed | 1 appr

dc21.luminalto.net

45 missing | 7 inst | 0 Failed | 0 appr

ex21.luminalto.net

41 missing | 56 inst | 0 Failed | 3 appr

Desktops (8)

225 missing | 189 inst | 0 Failed | 0 appr

Unassigned devices (85)

ex21.luminalto.net

[Windows] Windows Server 2008 SP 0

Client: Luminalto

Last Patch Scan Date: 07-04-12 11:00

Patch Installation Schedule: Day 01 of every month

Missing: 41 Missing | 3 Approved

KBID	Name	Severity	Category	Restart Required	Patch Rating	Approve:
2677070	Update for Windows Server 2008 R2 x64 Edition (KB2677070)	Critical	Updates - Windows Server 2008 R2	No	Conditional whitelisting	Not Approved
2709162	Security Update for Windows Server 2008 R2 x64 Edition (KB2709162)	Important	Security Updates - Windows Server 2008 R2	No	whitelisted	Approved
2699988	Cumulative Security Update for Internet Explorer 8 for Windows Server 2008 R2 x64 Edition (KB2699988)	Moderate	Security Updates - Windows Server 2008 R2	No	whitelisted	Approved
2709715	Security Update for Windows Server 2008 R2 x64 Edition (KB2709715)	Important	Security Updates - Windows Server 2008 R2	No	whitelisted	Approved
2709630	Update for Windows Server 2008 R2 x64 Edition (KB2709630)	Important	Updates - Windows Server 2008 R2	No	Conditional whitelisting	Not Approved
2703157	Update for Windows Server 2008 R2 x64 Edition (KB2703157)	Critical	Updates - Windows Server 2008 R2	No	Conditional whitelisting	Not Approved
890830	Windows Malicious Software Removal Tool x64 - June 2012 (KB890830)	Critical	Update Rollups - Windows Server 2008 R2	No	Not Applicable	Not Approved

Installed: 56

KBID	Patch Description	Release Date:	Installed Date
2656372	Security Update for Microsoft .NET Framework 3.5.1 on Windows 7 and Windows Server 2008 R2 for x64-based Systems (KB2656372)	06-11-12	08-25-12 02:05
2699779	Update for Windows Server 2008 R2 x64 Edition (KB2699779)	06-11-12	04-01-13 03:05
2686830	Security Update for Microsoft .NET Framework 3.5.1 on Windows 7 and Windows Server 2008 R2 for x64-based Systems (KB2686830)	06-11-12	11-24-12 01:13
2685939	Security Update for Windows Server 2008 R2 x64 Edition (KB2685939)	06-11-12	11-24-12 01:13

Failed: 0

Patch and configuration management for Windows and Linux OSes.

Review & Approve Patches



Dashboard Infrastructure **Maintenance** Service Desk Reports Alerts QoS

Hi, Trivalley IT | My Profile | Setup | Help | Logout

Patch Management Patch Approvals

1 Select Clients and Devices:

Clients(1)

Select all Reset

Client Name
<input checked="" type="checkbox"/> Luminalto

Groups (2)

Select all Reset

Group Name
<input checked="" type="checkbox"/> Desktop(8)
<input type="checkbox"/> Server(9)

Devices(8)

Select all Reset

Device Name	IP address	Operating System
<input checked="" type="checkbox"/> vista32bit.luminalto.net	192.168.101.12	Microsoft Windows Vista Ultimate Service Pack 1
<input type="checkbox"/> win-hyperv.workgroup	192.168.41.200	Microsoft Windows Server 2008 R2 Service Pack 3
<input type="checkbox"/> hydplt112.netenrich.com	172.22.221.112	Microsoft Windows 7 Service Pack 1
<input type="checkbox"/> os-win501	172.25.131.31	Microsoft Windows 7 Ultimate
<input type="checkbox"/> windows7.acmelab.local	192.168.101.14	Microsoft Windows 7 Ultimate N
<input type="checkbox"/> hydplt070.netenrich.com	172.22.221.223	Microsoft Windows 7

2 Select Patches:

Category

Reset

Unapproved Patches (20)

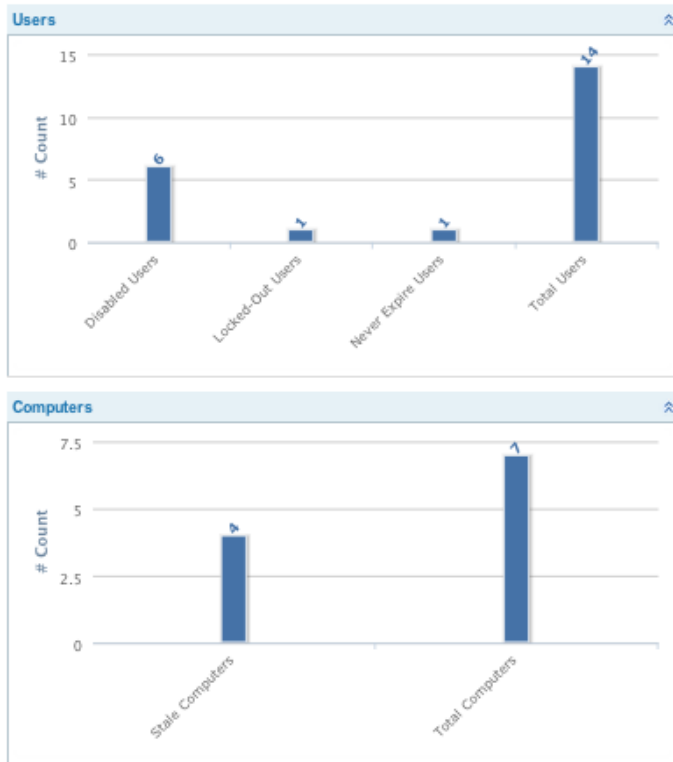
Select all Whitelisted Select all Reset

- Security and Critical
- ☒ Security and Critical
- Others
- ☐ Definition Updates
- ☐ Feature Packs
- ☐ Service Packs
- ☐ Tools
- ☐ Update Rollups
- ☒ Updates

Patch Name	KBID	Category	Release Date:	Restart Required	Rating
<input type="checkbox"/> Update for Windows Vista (KB2533623)	2533623	Updates - Windows Vista	2011-07-11	No	Conditional whitelisting
<input checked="" type="checkbox"/> Update for Windows Vista (KB2492386)	2492386	Updates - Windows Vista	2011-04-25	No	Conditional whitelisting
<input type="checkbox"/> Windows PowerShell 2.0 and WinRM 2.0 for Windows Vista (KB968930)	968930	Updates - Windows Vista	2011-04-25	No	Conditional whitelisting
<input type="checkbox"/> Cumulative Update for Media Center for Windows Vista (KB982480)	982480	Updates - Windows Vista	2010-06-21	No	Conditional whitelisting
<input type="checkbox"/> Update for Windows Vista (KB980248)	980248	Updates - Windows Vista	2010-04-26	No	Conditional whitelisting
<input type="checkbox"/> Update for Windows Vista (KB975929)	975929	Updates - Windows Vista	2010-02-22	No	Conditional whitelisting
<input type="checkbox"/> Update for Rights Management Services Client for Windows Vista (KB979099)	979099	Updates - Windows Vista	2010-02-22	No	Conditional whitelisting
<input type="checkbox"/> Update for Windows Vista (KB976470)	976470	Updates - Windows Vista	2009-11-23	No	Conditional whitelisting

Submit

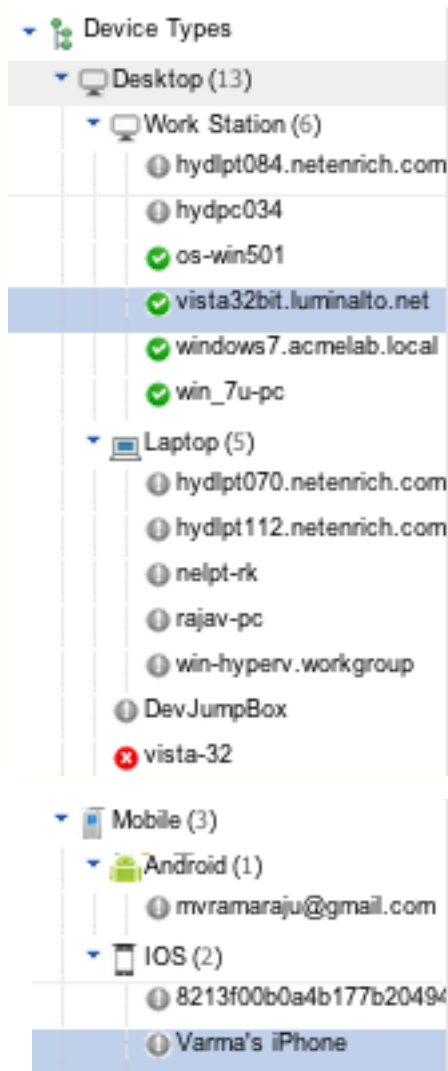
Vistara has built-in templates for managing numerous applications including Active Directory, Exchange, SharePoint, Apache, and many more.










Manage Client & Mobile Devices



- Manage desktops, laptops, and Android and IOS tablets, smartphones, and devices of all kinds.
- Configuration and patch management for client OSes.
- Identify location, scream, lock device, wipe mobile device.



**Varma's iPhone** 
IOS

Summary

Policies Apps Location Device Activity

Basic Info

Make / Model
Apple / iPhone

Product Name
iPhone5,2

Device Capacity
Total : 13.46 GB / Avail : 8.45 GB

Serial Number:
DNPJD7G7F8H4

Wifi MACAddress:
98:fe:94:18:d3:30


UDID:
e070fc7fe7129f5e67a20852

OS and OS VERSION :
IOS 6.1


Build Number :
10B143


Mobile Number:
4082066893


Mobile Operator:
Verizon


 **Profiles**



Installed Profiles - [0](#)


 **Network Info**

Sim Card 


Roaming Enabled 


Data Roaming Enaled 

In Roaming  

 **Apps Info**

Installed Apps - [0 apps](#)

 **Last Seen on**



Map Satellite

Google [Terms of Use](#)

Monitor SNMP Traps



DashboardInfrastructureMaintenance▼Service Desk▼ReportsAlerts▼

SetupMonitor ManagementSNMP TRAPS Configuration

Account Management

- Client Details
- Network Details
- Site Details
- Credentials
- User Groups
- Users
- ACL
- Roles
- Custom Branding
- LDAP Configuration

Device Management

- Device Groups
- Discovery & Deployment
- Admin Console Parameters

Bulk Import

- Import Users
- Import devices

Services Gateway Management

- Management Profiles
- SNMP Trap Filters
- Configuration Backup
- IP SLA Settings

Create SNMP Trap Monitor

* Monitor Name

Port162

Excluded OIDs

Excluded OIDs along with their respective Variable Bindings will not be monitored.

OID1.3.6.1.6.3.1.1.5.5

Included Variable Bindings

Variable bindings will be monitored only if the trap OID given is not in exclusion list.

OIDValue

Available Devices

- 000C29D90065.localdomain.com
- 00:0C:29:EE:B9:8F
- 10.0.101.186
- 10.0.101.58
- 192.168.101.47
- 3i-Apps
- 485b396c9100.localdomain.com

>><<

Selected Devices

SaveCancel



Account Management

- Client Details
- Network Details
- Site Details
- Credentials
- User Groups
- Users
- ACL
- Roles
- Custom Branding
- LDAP Configuration

Device Management

- Device Groups
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Bulk Import

- Import Users
- Import devices

Services Gateway Management

- Management Profiles
- SNMP Trap Filters
- Configuration Backup
- IP SLA Settings

Monitor Management

- Manage Templates
- Assign Templates
- Service Monitor Configuration
- Ping Monitor Configuration
- URL Monitor Configuration
- DNS Monitor Configuration

Create URL Monitor

* Monitor Name Demo URL Monitor

* Frequency 30 min

* Repeat Frequency 15 min

* Repeat Count 1

Alert ☐

Time Out 5 secs

Urls

* Name Trivalley IT * URL http://www.trivalleyit.com

* Name * URL

Save Cancel



Account Management

- Client Details
- Network Details
- Site Details
- Credentials
- User Groups
- Users
- ACL
- Roles
- Custom Branding
- LDAP Configuration

Device Management

- Device Groups
- Discovery & Deployment
- Admin Console Parameters

Bulk Import

- Import Users
- Import devices

Services Gateway Management

- Management Profiles
- SNMP Trap Filters
- Configuration Backup
- IP SLA Settings

Ping Monitoring Configuration

Configuration Details

* Name

* Frequency Minutes

Alert ☐

* Repeat Frequency Minutes

* Repeat Count

Apply Devices

Available Devices		Assigned Devices
hydlpt135.netenrich.com	<input type="button" value="»"/>	hydlpt070.netenrich.com
	<input type="button" value="«"/>	

☐ Enable Hung Server Monitoring also for Windows devices in the applied devices list

Hundreds of Built-In Monitoring Templates



Manage Templates

Search template

Global Templates

Select Management Profile

Create copy

Create

Delete

	Name	Description	Services	Devices	Management Profile	Modified On	Created On
<input type="checkbox"/>	*Do not use* Standard Interface	*Do not use* This can be applied on all interfaces having t...	interface health,utilization,...	0	NSG	02-08-13 04:47	02-23-12 23:29
<input type="checkbox"/>	*Do not use* Standard Interface	*Do not use* This template is to be applied on interfaces t...	interface health,utilization,...	0	NSG	02-08-13 04:49	02-29-12 02:38
<input type="checkbox"/>	*Do not use* Standard Interface	*Do not use* This template is to be applied on interfaces t...	Interface Status,utilization,...	0	NSG	02-08-13 04:53	03-12-12 00:06
<input type="checkbox"/>	Acronis Backup and Recovery	Template for Acronis backup and recovery. Performs eve...	EVENTLOGS,	0	Ncare	02-17-13 23:04	03-21-12 10:31
<input type="checkbox"/>	AM_PERF_TEMPLATE	Template for performance monitors. Monitors Application ...	CPU,DISK,MEMORY,UPTIME,...	0	Ncare	02-10-13 21:37	02-08-12 01:51
<input type="checkbox"/>	Apache Status	Template for Apache Status. Monitors CPU load, requests...	Apache Uptime,ApacheCPULoad,...	0	NSG	02-10-13 23:10	02-28-12 01:02
<input type="checkbox"/>	Apache Status Monitoring for Sp	Apache Status monitoring for specified URL. Monitors CPU...	Apache Uptime,ApacheCPULoad,...	0	NSG	02-10-13 23:11	06-12-12 06:21
<input type="checkbox"/>	Apache Status Monitoring for Sp	Apache Status monitoring for specified URL using credenti...	Apache Uptime,ApacheCPULoad,...	0			06:22
<input type="checkbox"/>	Apache Tomcat HTTPS Statistics	Monitors the Tomcat stats for the https port.	Tomcat Stats Https,	0			23:23
<input type="checkbox"/>	Apache Tomcat Template	Monitors different statistics on Tomcat Server.	Tomcat Stats,	0			07:19
<input type="checkbox"/>	Axcient Appliance Health Monito	Monitors the Axcient appliance health parameters like cap...	Axcient_Capacity_Check,...	0			03:28
<input type="checkbox"/>	Axcient Backup Job Monitors	This template is applicable on the Axcient BDR appliance. ...	Axcient Job Details,...	0			01:18
<input type="checkbox"/>	Axcient Backup Job Status Check	Monitors the status of backup jobs. Please note that the j...	Axcient_Job_Details_1,...	0			03:33
<input type="checkbox"/>	Axcient Health Monitors	This template is applicable to the Axcient BDR appliance. ...	Axcient Drive Status,...	0			02:00
<input type="checkbox"/>	Barracuda Web Filter	Applicable for Barracuda Spam and Virus firewall. Monitors...	Queue Monitor,	0			18:46
<input type="checkbox"/>	BlueCoat ProxySG	Applicable on the ProxySG secure web gateway appliance...	ClientHitRate,NETWORK-CPU,...	0			18:52
<input type="checkbox"/>	Brocade SAN Switch Template	Applicable on Brocade SAN switch. Tested on a Brocade Si...	Fan Status,Flash operational status,...	0	NSG	02-18-13 00:54	02-01-13 10:15
<input type="checkbox"/>	Buffalo TeraStation Monitoring T	Applicable on Buffalo TeraStation TS-RXL. Monitors array ...	Array status,Array Utilization,...	0	NSG	02-10-13 23:22	10-29-12 02:21
<input type="checkbox"/>	CA ARCserve D2D	Template for CA ARCserve D2D. Performs event log monit...	EVENTLOGS,	0	Ncare	02-17-13 23:05	05-08-12 11:38
<input type="checkbox"/>	Check Point Safe@Office UTM Ap	This template is applicable on the Check Point Safe@Offic...	DFA_utilization,Firmware_utilization,...	0	Ncare	02-10-13 23:23	01-06-13 21:21

Page 1 of 18

Displaying items 1 - 20 of 344

- Built-in monitoring templates are customizable
- Customer can create own new templates

Health Status Matrix Shows Monitors



Total Monitors:33														
<div><div>23 Ok</div><div>0 Warning</div><div>0 Critical</div><div>0 Unknown</div><div>10 Stale</div></div>														
Device Name	CPU	DISK	FREEDISK	LOGFILEMON	MEMORY	PercentageDiskUtilization	PercentageMemoryUtilization	PING	TCP	UPTIME	WINDOWSCPU	WINDOWSDISK	WINDOWSMEMORY	WINDOWSUPTIME
<div><div></div>vista32bit.luminalto.net</div>								<div><div></div></div>						
<div><div></div>win-hyperv.workgroup</div>					<div><div></div></div>			<div><div></div></div>						
<div><div></div>vista-32</div>								<div><div></div></div>	<div><div></div></div>		<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
<div><div></div>hydplt112.netenrich.com</div>								<div><div></div></div>						
<div><div></div>os-win501</div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		<div><div></div></div>				
<div><div></div>windows7.acmelab.local</div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>		<div><div></div></div>				
<div><div></div>hydplt070.netenrich.com</div>	<div><div></div></div>			<div><div></div></div>				<div><div></div></div>						
<div><div></div>hydplt084.netenrich.com</div>				<div><div></div></div>				<div><div></div></div>						
<div><div></div>hydpc034</div>		<div><div></div></div>						<div><div></div></div>						

Alert Browser Shows Alerts From All Sources



Alerts

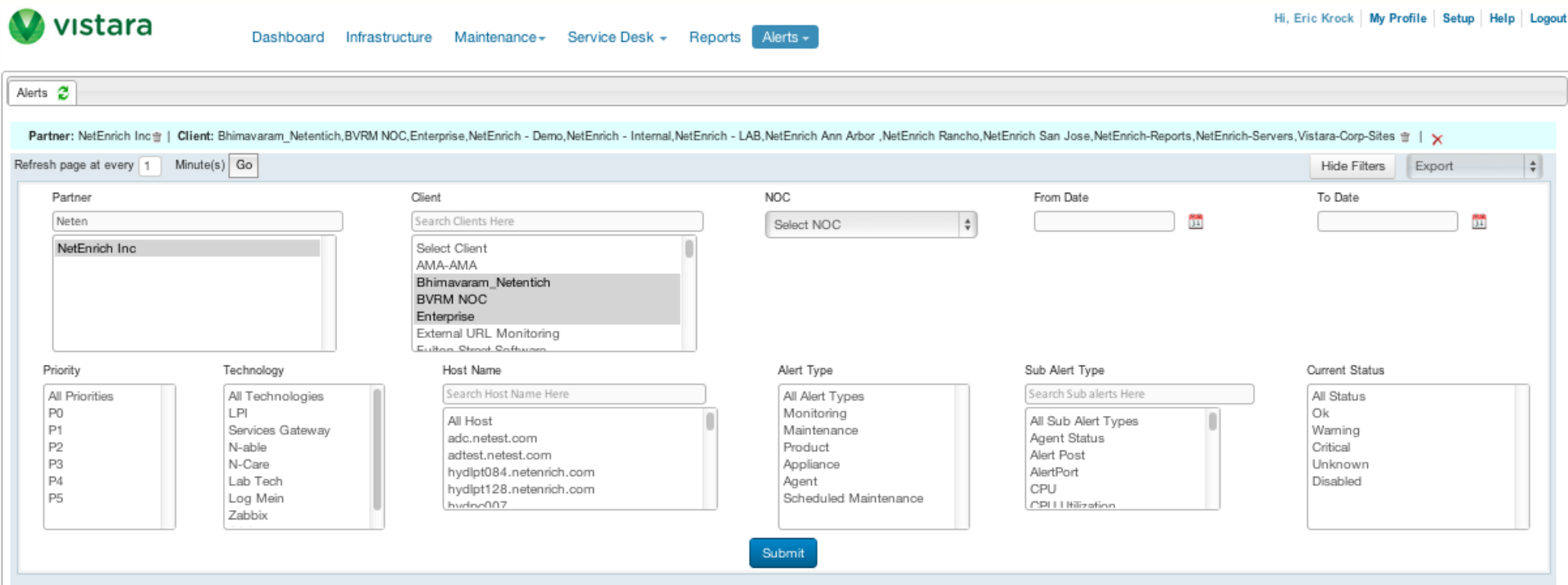
Partner: NetEnrich Inc Client: Bhimavaram_Netentich,BVRM NOC,Enterprise,NetEnrich - Demo,NetEnrich - Internal,NetEnrich - LAB,NetEnrich Ann Arbor ,NetEnrich Rancho,NetEnrich San Jose,NetEnrich-Reports,NetEnrich-Servers,Vistara-Corp-Sites

Refresh page at every 1 Minute(s) Go Show Filters Export

2131 items found, displaying 1 to 20.

ID	Latest Update (PST)	Subject	Partner Name	Client Name	Tech	Host Name	Host IP	Sub Alert Type	#	Action	Elapsed Time	Healed
29055386	2013-07-15 19:36:05	CPU used 100.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		9m	5m
29055071	2013-07-15 19:22:05	CPU used 100.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		23m	5m
29054676	2013-07-15 19:08:05	CPU used 100.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		37m	4m
29012526	2013-07-15 19:04:25	CRITICAL - 172.29.1.32: rta nan, lost 100%	NetEnrich Inc	BVRM NOC	Services Gateway	server2	172.29.1.32	PING	6		20h 35m	
29054331	2013-07-15 18:54:05	CPU used 100.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		51m	5m
29054031	2013-07-15 18:40:05	CPU used 98.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		1h 5m	5m
29053476	2013-07-15 18:16:05	CPU used 99.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		1h 29m	5m
29053066	2013-07-15 18:02:05	CPU used 98.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		1h 43m	5m
29052831	2013-07-15 17:48:06	CPU used 100.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		1h 57m	5m
29052581	2013-07-15 17:34:05	CPU used 100.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		2h 11m	5m
29052186	2013-07-15 17:20:05	CPU used 100.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		2h 25m	5m
29051771	2013-07-15 17:06:05	CPU used 99.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		2h 39m	5m
28811106	2013-07-15 16:44:06	A monitor deployed for interface name 10.27.111.20...	NetEnrich Inc	NetEnrich - I	Services Gateway	c3750coresjc01	10.27.111.201	Interface Status-10.27.1..	32		5d 6h 56m	
28811101	2013-07-15 16:44:05	A monitor deployed for interface name 10.27.111.20...	NetEnrich Inc	NetEnrich - I	Services Gateway	c3750corenyc01	10.27.111.203	Interface Status-10.27.1..	32		5d 6h 56m	
29049906	2013-07-15 16:14:05	CPU used 99.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		3h 31m	5m
29049461	2013-07-15 16:00:05	CPU used 98.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		3h 45m	5m
29048626	2013-07-15 15:32:05	CPU used 98.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		4h 13m	5m
29048166	2013-07-15 15:18:05	CPU used 98.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		4h 27m	4m
29047766	2013-07-15 15:04:05	CPU used 97.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		4h 41m	5m
29047396	2013-07-15 14:50:06	CPU used 100.0% (95) : CRITICAL	NetEnrich Inc	BVRM NOC	Services Gateway	nsg-rk.netenrich.com	172.29.1.100	UNIXCPU	2		4h 55m	5m

- Vistara can automatically correlate alerts that are generated by the same root cause so they can be bundled and managed in a single ticket.
- Alert browser enables sophisticated queries so admins can focus on alerts of interest.



The screenshot displays the Vistara Alerts management interface. At the top, the Vistara logo is on the left, and navigation links for Dashboard, Infrastructure, Maintenance, Service Desk, Reports, and Alerts are in the center. On the right, user information 'Hi, Eric Krock' and links for My Profile, Setup, Help, and Logout are visible. Below the navigation bar, a search bar labeled 'Alerts' is present. The main content area features a header with 'Partner: NetEnrich Inc' and 'Client: Bhimavaram_Netentich, BVRM NOC, Enterprise, NetEnrich - Demo, NetEnrich - Internal, NetEnrich - LAB, NetEnrich Ann Arbor, NetEnrich Rancho, NetEnrich San Jose, NetEnrich-Reports, NetEnrich-Servers, Vistara-Corp-Sites'. Below this, a 'Refresh page at every 1 Minute(s) Go' button is shown. The interface is divided into several filter sections: Partner (Neten, NetEnrich Inc), Client (Search Clients Here, Select Client list including AMA-AMA, Bhimavaram_Netentich, BVRM NOC, Enterprise, External URL Monitoring, External Street Software), NOC (Select NOC), From Date and To Date (calendar pickers), Priority (All Priorities, P0-P5), Technology (All Technologies, LPI, Services Gateway, N-able, N-Care, Lab Tech, Log Mein, Zabbix), Host Name (Search Host Name Here, All Host list including adc.netest.com, adtest.netest.com, hydlpt084.netenrich.com, hydlpt128.netenrich.com, hrdnc007), Alert Type (All Alert Types, Monitoring, Maintenance, Product, Appliance, Agent, Scheduled Maintenance), Sub Alert Type (Search Sub alerts Here, All Sub Alert Types, Agent Status, Alert Post, AlertPort, CPU, CPU Utilization), and Current Status (All Status, Ok, Warning, Critical, Unknown, Disabled). A 'Submit' button is located at the bottom center of the filter area.

Create Tickets as Needed ...



Dashboard Infrastructure Maintenance **Service Desk** Reports Alerts QoS

All →

3 More Filters ⌵

Settings ⚙

Status

☒ Open

☒ Hold

☐ HMSP

☐ Scheduled

☒ Closed

Priority

☐ Low

☐ Normal

☒ High

☒ Urgent

Ticket ID / Subject

Device Name

Created From Date

31

Created To Date

31

Service Requests Create Ticket

New Ticket Details

Device Name

* Subject

* Description

* Priority

Attachment

File upload size must be less than 2MB

Send Email To

Separate the To List with commas (,)

CC

Separate the CC List with commas (,)

Create Service Request

Cancel

- Powerful ticketing creation and management system built in
- Create, correlate, merge, manage, and resolve tickets

Service Desk Views & Manages Tickets



Hi, Trivalley IT | My Profile | Setup | Help | Logout

Dashboard Infrastructure Maintenance **Service Desk** Reports Alerts QoS

TICKETS

Ticket List

Create Ticket

Summary

Service Requests

Refresh page at every Minute(s)

79 items found, displaying 1 to 20.

Export to

Page: 1

of 4

Ticket ID	Subject	Priority	Status	Last Update	Device Name	PSA Tkt
3919156	Creating a ticket to check status	Low	Closed	2013-04-22 00:50	hydlpt070.netenrich.com	
3913246	Notification** One-Time Scheduled Maintenance created for 1 device(s) ...	Low	Closed	2013-04-17 02:02	hydlpt070.netenrich.com	
3875701	Patch Management[Critical]	High	Closed	2013-04-17 00:00	ex21.luminalto.net	
3830651	Pls ignore this alert and ticket	High	Open	2013-03-12 00:38		
3829066	PING	Low	Closed	2013-04-08 12:21	windows7.acmelab.local	
3779652	Patch Management[OK]	Low	Closed	2013-03-13 00:00	ex21.luminalto.net	
3762092	Cannot install QB 2013; error 1904. etc... Failed to register	High	Open	2013-02-19 11:37	windows7.acmelab.local	
3762022	QuickBook Pro missing/incompatible: QBMAPILibrary.dll File	Normal	Open	2013-02-19 11:22	windows7.acmelab.local	
3761972	User unable to download QuickBooks Connection Diagnostic Tool	Urgent	Open	2013-02-19 11:06	windows7.acmelab.local	
3761962	Troubleshoot QuickBook installation	Normal	Open	2013-02-19 11:03	windows7.acmelab.local	
3760152	Demo Ticket	High	Open	2013-03-06 08:53	dc21.luminalto.net	
3760142	Windows Process(QBDBMgr.exe)	Low	Open	2013-02-19 04:15	windows7.acmelab.local	
3657602	Patch Management[OK]	Low	Closed	2013-02-13 00:00	ex21.luminalto.net	
3604771	test ticket - please ignore	Low	Closed	2013-01-06 04:07		
3588566	[New][Service Order#100862][TriValley IT Services][Luminalto]	Normal	Closed	2013-03-07 10:15		
3586146	AV Failure Devices List for the Client Luminalto	Low	Closed	2013-01-16 00:00		
3579181	Patch Management[OK]	Low	Closed	2012-12-22 03:45	ex21.luminalto.net	
3524996	NSGs in **DISCONNECT** state	Urgent	Closed	2012-12-19 00:00	00:0C:29:45:3C:2A	
3505561	Patch Management[Critical]	High	Closed	2012-12-19 00:00	ex21.luminalto.net	
3453966	P0 - Agent Status	Normal	Closed	2012-11-03 08:22		

Page: 1 of 4

All →

3 More Filters

Status

☒ Open

☒ Hold

☒ HMSP

☒ Scheduled

☒ Closed

Priority

☒ Low

☒ Normal

☒ High

☒ Urgent

Ticket ID / Subject

Device Name

Created From Date

Created To Date

Apply Filters



Track Ticket Aging

Ticket Details for 3913246

Ticket ID	Created By	Status	Priority	Owner	Time Taken
3913246	mssupport@netenrich.com	Closed	Low	Windows Team	4h 20m

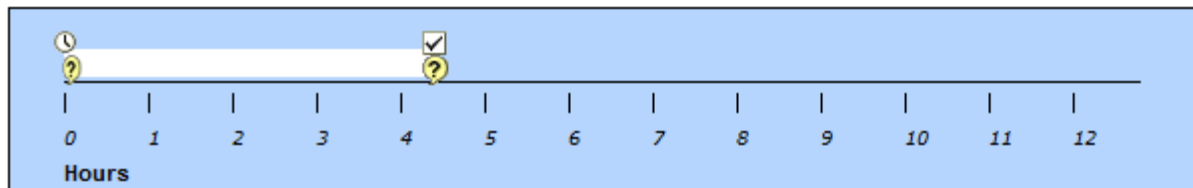
Subject: Notification** One-Time Scheduled Maintenance created for 1 device(s) of Luminalto of Trivalley IT Services Inc by Trivalley IT

Create On: 2013-04-16 21:42:15 PDT

Closed On:

2013-04-17 02:02:19 PDT


2 posts found



[Show Post Details](#)

[Show Audit Details](#)

[Hide Notes](#)

Author	Content
	 Posted On : 2013-04-16 22:01:18 PDT
	As not sure if this is added by VAR / Internal Dev team did not acknowledge VAR

Role-Based Access Controls



Customers can define own roles and privileges for each role

TV IT

Hi, Trivalley IT | My Profile | Setup | Help | Logout

Dashboard Infrastructure Maintenance Service Desk Reports Alerts QoS

Setup Account Management Roles

Account Management

- Client Details
- Network Details
- Site Details
- Credentials
- User Groups
- Users
- ACL
- Roles
- Custom Branding
- LDAP Configuration

Device Management

- Device Groups
- Discovery and Deployment
- Admin Console Parameters

Bulk Import

- Import Users
- Import devices

Vistara Gateway Management

- Management Profiles
- SNMP Trap Filters

Roles

<input type="checkbox"/>	Name	Adminis	Alerts	Manage	Console	Custom	Devices	Jobs	Monitor	Patch a	Recordi	Reports	Resourc	Roles	RSA	Service	Service	Scripts	Tickets	Users	Power C
<input type="checkbox"/>	3rd Party Operator																				
<input type="checkbox"/>	ACS Client Administrator																				
<input type="checkbox"/>	Client IT Administrator																				
<input type="checkbox"/>	Client Administrator																				
<input type="checkbox"/>	Client Administrator - Additional ...																				
<input type="checkbox"/>	Client Facing																				
<input type="checkbox"/>	client super user																				
<input type="checkbox"/>	Client User																				
<input type="checkbox"/>	Client-IT-Admin-user																				
<input type="checkbox"/>	Customer																				
<input type="checkbox"/>	ITOP Client Administrator																				
<input type="checkbox"/>	ITOP Client Administrator																				
<input type="checkbox"/>	ITOPs Client Admin w/ tasks, dis...																				
<input type="checkbox"/>	Luminalto - Admin																				
<input type="checkbox"/>	Luminalto-admin																				
<input type="checkbox"/>	Tools-user																				

Page 1 of 1

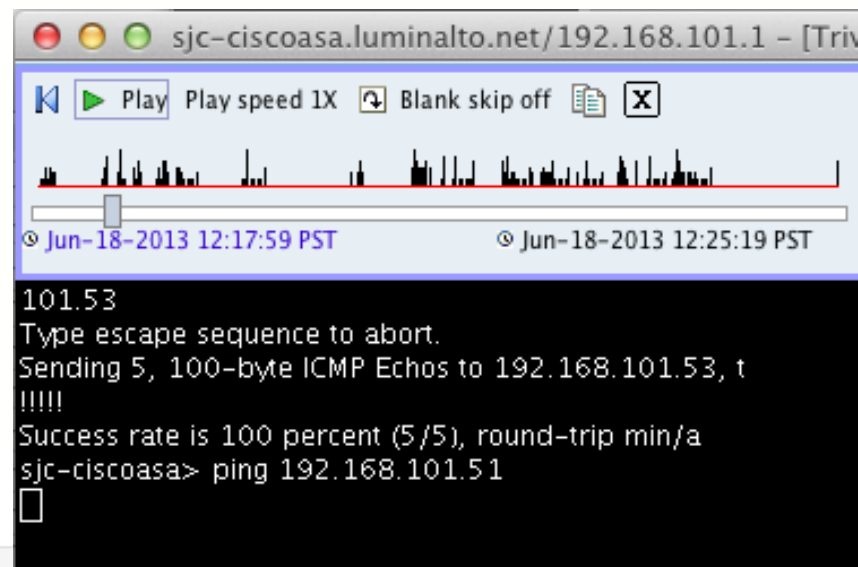
Displaying items 1 - 16 of 16

Manage Permission View Permission Create Permission Edit Permission

Every Admin Session is Recorded ...



- Vistara automatically records the screen for every administrative sessions
- Recordings are stored as Flash animations and indexed for later playback
- Supports audit compliance and identification of best practices



The screenshot displays the Vistara console interface. The top navigation bar includes links for Dashboard, Infrastructure, Maintenance, Service Desk, and Reports. The left sidebar shows a tree view of device types, including Desktop (9), Work Station (5), and Laptop (3). The main content area shows details for the device 'vista32bit.luminalto.net' (192.168.101.12), including its operating system (Microsoft Windows Vista Ultimate Edition) and last update time. Below this, the 'Audit Recordings' tab is active, displaying a table of 10 recordings. The table columns include Id, Ticket Id, Start Time (PST), End Time (PST), Duration, User Name, Protocol, More Info, Notes, and Actions. The recordings list various activities performed by IT Admins, such as VNC sessions and RDP connections.

Id	Ticket Id	Start Time (PST)	End Time (PST)	Duration	User Name	Protocol	More Info	Notes	Actions
3018402		02-15-13 12:18:40	02-15-13 12:19:56	1m	IT Admin	VNC			Play
3005402		02-13-13 14:24:36	02-13-13 14:25:10	34s	IT Admin	VNC		test	Play
2939122		02-04-13 04:27:43	02-04-13 04:30:25	2m	IT Admin	RDP		desktop setup activity	Play
2831242		01-18-13 00:41:53	01-18-13 00:44:51	2m	IT Admin	VNC			Play
2831232		01-18-13 00:39:37	01-18-13 00:41:06	1m	IT Admin	NSS			Play

Manage Public Clouds



- Vistara has out-of-the-box integrations with Amazon EC2, Rackspace, IBM SmartCloud, Verizon Terremark, and OpenStack-compliant clouds.
- Provision, start, monitor, suspend, stop, and deprovision virtual machines.
- Model costs to drive rational choices by IT administrators and line of business.

Search by device name/IP address...

Device Types

- Server (37)
- Network Device (2)
- Storage (1)
- VSPEX (1)
- VMware (1)
- Other (12)
- My Clouds (2)
 - CashIron-SandboxEnv (6)
 - us-east-1 (6)
 - RackCloud (2)
 - Unmanaged (1)

CashIron-SandboxEnv

Launch Instance Rescan





Summary Instances Deployment Profiles

Total 6

Device Name	IP Address	Operating System	Notes	Logged in User	Last Scan (PST)	Management Pr	Instance Type	Alias Name	Instance State	Launch Time	Conso
ejabberd	10.12.102.121				05-04-13 23:44:18		m1.small	ejabberd		09-06-12 06...	
itson-olf2	10.212.66.146				05-04-13 23:44:16		m1.small	itson-olf2		12-22-11 02...	
IVAMO WEBSERVER	10.98.59.92				05-04-13 23:44:16		t1.micro	IVAMO WEB...		09-04-12 23...	
ivamo-VoiceEngine00	10.10.145.41				05-04-13 23:44:17		m1.medium	ivamo-Voice...		10-25-12 05...	
ms-dynamics	10.220.195.88				05-04-13 23:44:17		t1.micro	ms-dynamics		05-04-13 18...	
mysql-db					05-04-13 23:44:17		m1.small	mysql-db		09-06-12 06...	

Service Catalog Enables Self-Service IT




**VSPEX** ⓘ
Last updated: 04-29-13 02:54:27 PST
  

Alerts: 0 0


VM Billing

Dashboard Configuration **Virtual Machine** Service Request Maps Credentials




Add Storage capacity to VSphere Environment
Add NFS Data store to VMware. It create a NFS export for a given Storage Volume and then creates NAS Data store using the NFS mount.

Order




Create Network

Order




Managed Windows Instance in your secure Cloud
Running Microsoft Windows Server® 2012 is a fast and dependable environment for deploying applications using the Microsoft Web Platform, including ASP.NET, ASP.NET AJAX, Silverlight™, and Internet Information Server (IIS). You can run any compatible Windows-based solution on this high-performance, reliable, cost-effective, virtual instance

Order




On Demand and Managed Cloud Instance - Pay as You Go
Get it going in minutes, by requesting to provision a server with these specifications. Offered with decent customization on the configuration, the created server is allowed for root access. The server is automatically added as a managed instance for monitoring KPI (Key Performance Indicators) (or)health of the server and also enabled with remote access options for quick problem remediation by IT Team.

Order



ontap
you order this, we will going to take it upfront

IfOrder



Pay Per Use - LAMP Server - Gold Profile
Pay for your server usage on a rounded up hour-by-hour basis. The server comes with a private IP address and gets bundled with the Service Level as per the Profile associated .(View the Gold Profile specifications inside). vCPU 4 3Ghz, Memory 8 GB, NIC 1

Order

Create Service

* Name

My Email Service

Description

Email Service composed of Exchange, Database, Network Storage

Root Visibility

☐

Membership Rules
Create rules to find the
members automatically



Create Customized Dashboards



Dashboard **Infrastructure** Maintenance Service Desk Reports Alerts

360 Visibility Inc Career Cruising Infrastructure Windows cc-ad1.anaca.local

Search by device name/IP address...

Types Services Groups Sites

Service Groups (1)

- Vistara IT (6)
 - LB Group (2) A P
 - DB Servers (4) A P
 - Tomcat (3) A P
 - Mongo (3) A P
 - Memcache (2) A P
 - AMQ (2) A P

Activity

Vistara IT Group Availability Performance Alerts: 0 0

192.168.19.11 | Created On 05-13-2013 12:16:21 IST | Last Update 05-16-13 15:41 IST

Overview Sub Groups Devices Graphs Monitors Alerts Tickets Service Map

Availability Updated on 05-17-13 12:00PM IST

6 Sub Groups

Name	Status
LB Group	●
DB Servers	●
Tomcat	●
Mongo	●
Memcache	●
AMQ	●

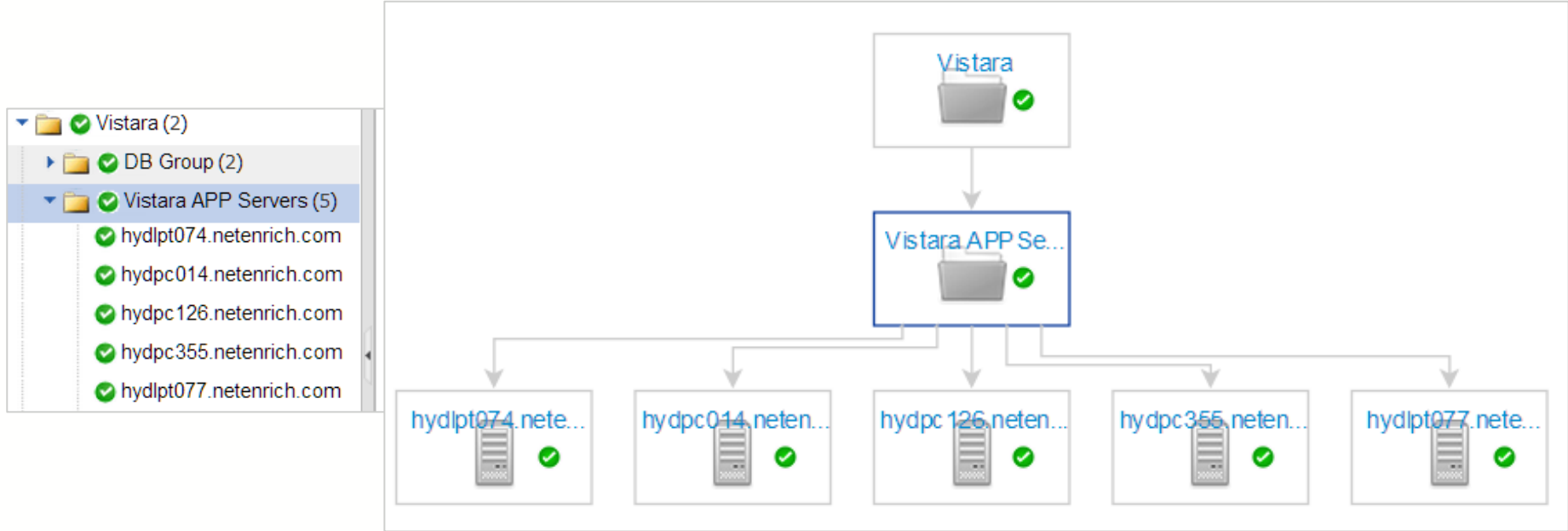
Performance Updated on 05-17-13 12:00PM IST

21 Devices 2

Name	Status
saleslogix2.anaca.local	●
asa5520.careercruising.com	●
cc-ad1.anaca.local	●
cc-srv-02.anaca.local	●
cc-srv-04.anaca.local	●
cc-srv-09.anaca.local	●

Refresh

Monitor IT Services with Dependency Maps



Shifts

Shift Name	Days	Time	No. of Assgined Users
+ Evening Shift	Mon,Tue,Wed,Thr	From : 04:00:00 To : 12:00:00	1
+ Morning Shift	Mon,Wed,Thr,Fri,Sat	From : 00:00:00 To : 07:00:00	1
+ Night Shift	Mon,Tue,Wed,Thr,Fri	From : 07:00:00 To : 16:00:00	1

* Shift Name

Evening Shift

☒ Weekly ☐ Date Range


* Select Time

From : 04 Hrs: 00 Min To 12 Hrs: 00 Min

* Select weekday

☐ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☐ Fri ☐ Sat

Users

* User	Email	Phone	Moblle	Time Zone	
runa	rkukunuri@netenrich.com			(PDT -0700) Pacific Standard Time	

Name

Laptop Warranty

Contract Type

Maintenance

Start Date

2013-07-01 00:00

Contract Period

12

Months

Attach Devices

Desktop >> Laptop

Available Devices

Desktop >> Laptop >> hydipt070

Selected Devices

Asset Management and Data Connectors

1 Connector Configuration

2 Data Matching

3 Data Sync Rule

4 Validate and Registration

* Data Connector Name

SQL Connector

* What do you like to add

Devices

Description

Data Connector to synchronize asset's operational state with barcode scanner database.

* Connector Type

SQL

* Database Type

MySQL

Query Editor

☐ Show Advanced Settings

Next

Validate

Cancel

Executive Summary Report



Executive Summary Report

of managed services for the month of
June 2013

Category	Metric		Description
Inventory			
	Devices Managed	294	294 devices in total of which 0 are Workstation(s) and 114 are Server(s) , 152 are Network device(s) and 28 Other(s)
	New Devices	0	0 new and un-managed devices(s) discovered by the inventory scans in the network
Availability			
	Average Availability	99.837%	Infrastructure availability at 99.837% during the reporting period (Includes only Server(s) and Network(s))
	Average Downtime (Minutes)	18769	Average Downtime among the servers and network devices
Server Capacity			
	Disk Space Constrained Servers	7	Servers with more than 90% disks
	CPU/Memory Constrained Servers	0	Servers with consistently high CPU and Memory Utilization
Patch Management			
	Servers Patched	94	Number of servers patched
	Patches Installed	1286	Number of patches installed on servers
Antivirus			
	OS Instances Under Management	114	OS instances under Anti-Virus management
	OS Instances with up-to-date AV Definition	66	66 of 114 window operating system(s) are up to date with latest antivirus definition updates
Network Performance			
	Average Packet Loss	0.36%	Average packet loss across network devices
	Average VOIP Quality Score		No VoIP devices found
Network Configuration Backup			
	Network Devices Backed Up	0	No Network devices configured for backup
Alert Management, Tickets, Incidents			
	Alerts Managed	3495	3495 alert(s) were processed during the reporting period
	Tickets	323	Alert triaging efforts allow us to consolidate multiple alerts on related issues into fewer tickets – this cuts down the noise and retains the focus on only the most critical or urgent needs. Therefore, 942 (of the 3495 alerts received) were aggregated into 323 tickets during this reporting period. Remaining alerts were closed as non critical issues.
	Incidents	46	Additionally, 46 non-monitoring issues were ticketed and addressed during this reporting period

Executive Summary Report

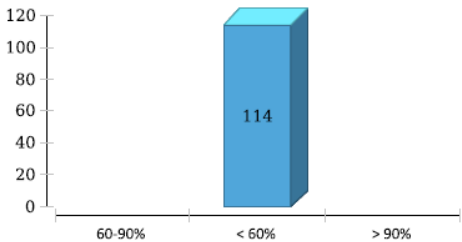


<u>Category/Name</u>	<u>Outage start time</u>	<u>Outag</u>	<u>Alert / Ticket</u>	<u>Ticket Resolution Time</u>
Windows/290-fs01.championhomes.l PM	Jun 18, 2013 12:59	19m 50s	27806296 / 4081231	5h 39m 43s
Windows/290-fs01.championhomes.l AM	Jun 18, 2013 11:01	9m 50s	27801426 / 0	
Windows/290-fs01.championhomes.l AM	Jun 18, 2013 10:20	34m 50s	27799951 / 4079326	4h 52m 55s

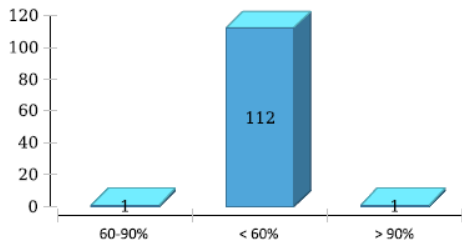
Server Capacity: Server CPU and Memory Utilization

Total Servers	: 114	Servers that needs more CPU	: 0
Average CPU Utilization	: 11.28%	Servers that needs more Memory	: 2
Average Memory Utilization	: 4.82%		

Servers By CPU Utilization



Servers By Memory Utilization



Servers that need more CPU or Memory

<u>Type/Name</u>	<u>IP</u>	<u>CPU Capacity (GHz)</u>	<u>Average CPU Utilization</u>	<u>High CPU Utilization</u>	<u>Memory Capacity (GB)</u>	<u>Average Memory Utilization</u>	<u>High Memory</u>	<u>Needs More CPU or Memory</u>
Windows/chb-sqlnavus01.championhomes	10.80.1.171	8	10%	49%	95.99	92.67	95.2	Memory
Windows/chb-sqlgp01.championhomes.loc	10.80.1.172	8	4%	17%	95.99	74.59	76.96	Memory

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