Vistara Solution Walkthrough

vistara

July 2013

Dashboard Summarizes Key Info

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

The IT Operations Cloud

Automatically Scan & Discover Infrastructure

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

The IT Operations Cloud

View and Navigate Infrastructure Easily

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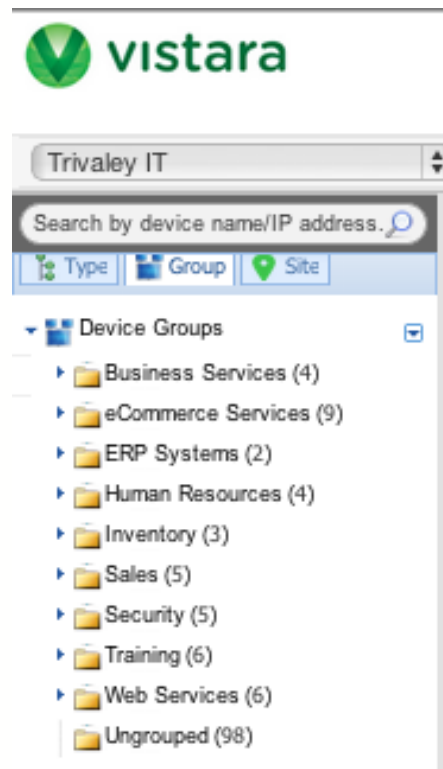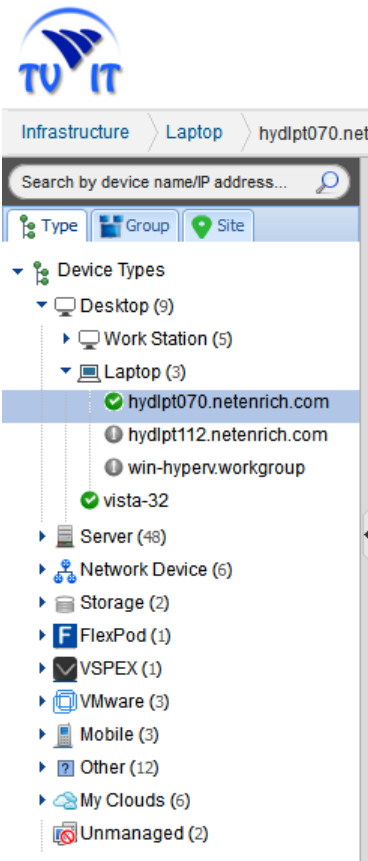
Manage Converged Infrastructure

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.

The IT Operations Cloud

Manage Network Devices
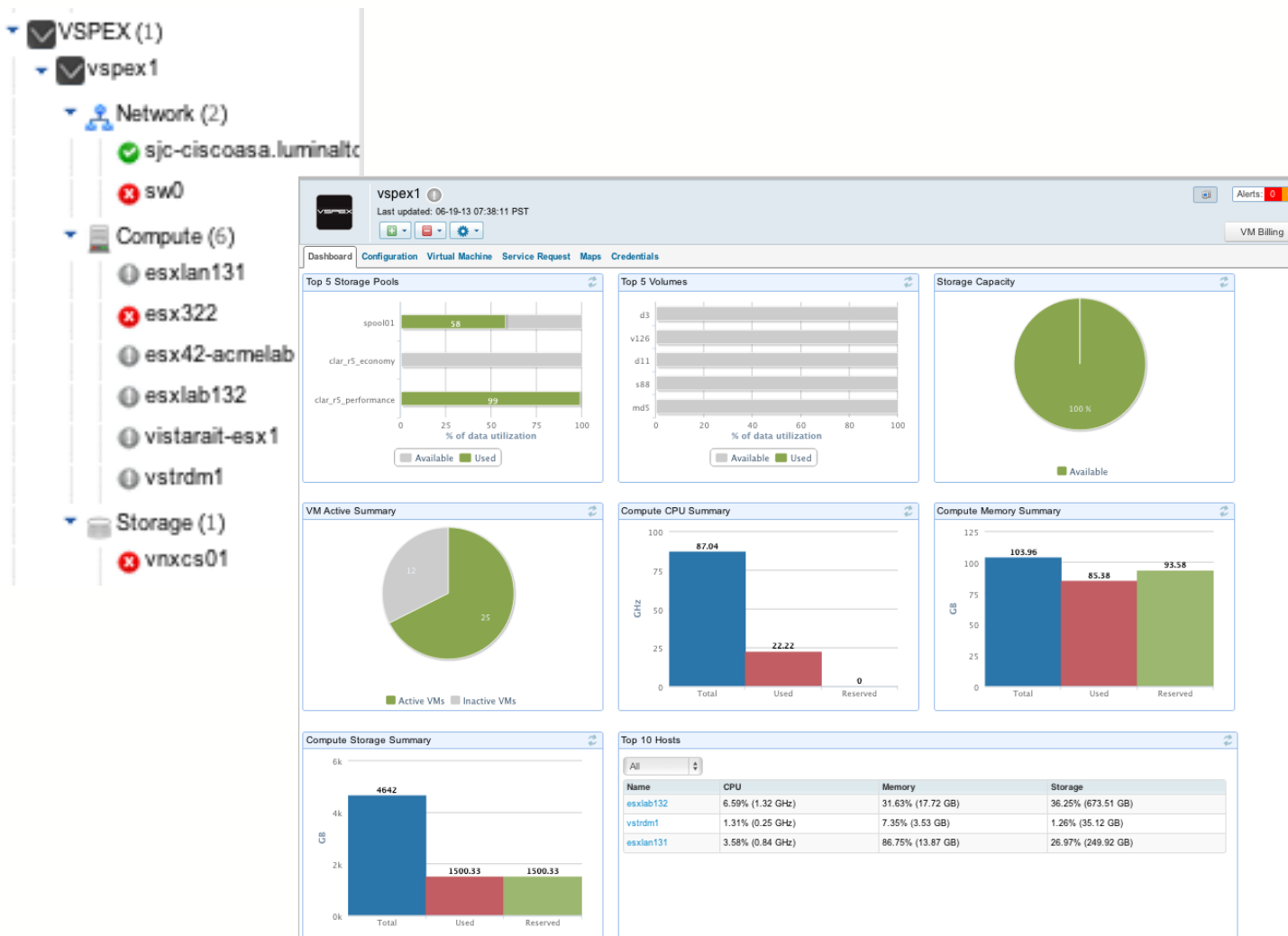
Vistara monitors and manages network devices of all kinds. Hundreds of built-in templates enable Vistara to present device-specific monitoring information and management interfaces.
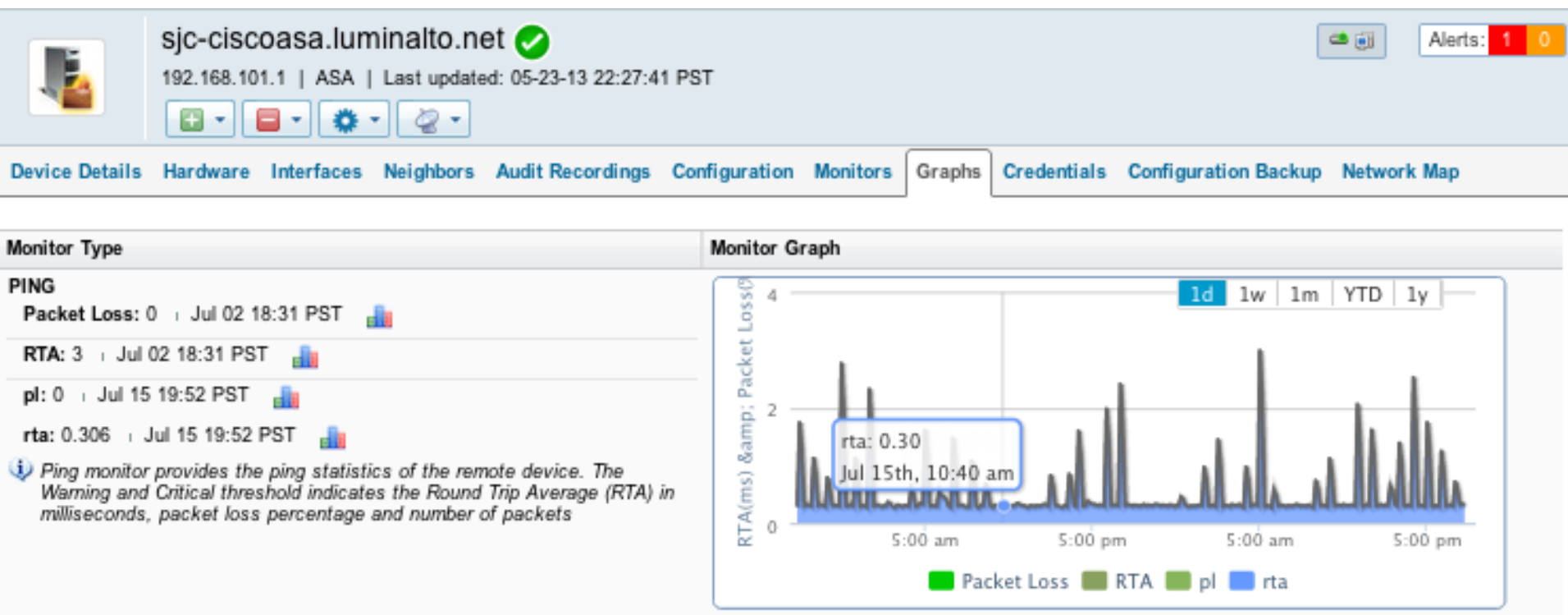
Automatic Device Configuration Backup to Restore as Needed

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
03-03-13 13:18:12	Startup Config	👁 View | ⓘ Download
03-03-13 13:18:10	Running Config	👁 View | ⓘ Download
03-03-13 13:13:34	Startup Config	👁 View | ⓘ Download
03-03-13 13:13:31	Running Config	👁 View | ⓘ Download
03-03-13 12:31:07	Startup Config	👁 View | ⓘ Download
03-03-13 12:31:05	Running Config	👁 View | ⓘ Download
03-02-13 12:31:07	Startup Config	👁 View | ⓘ Download
03-02-13 12:31:05	Running Config	👁 View | ⓘ Download
02-28-13 12:31:06	Startup Config	👁 View | ⓘ Download

Manage Storage Solutions

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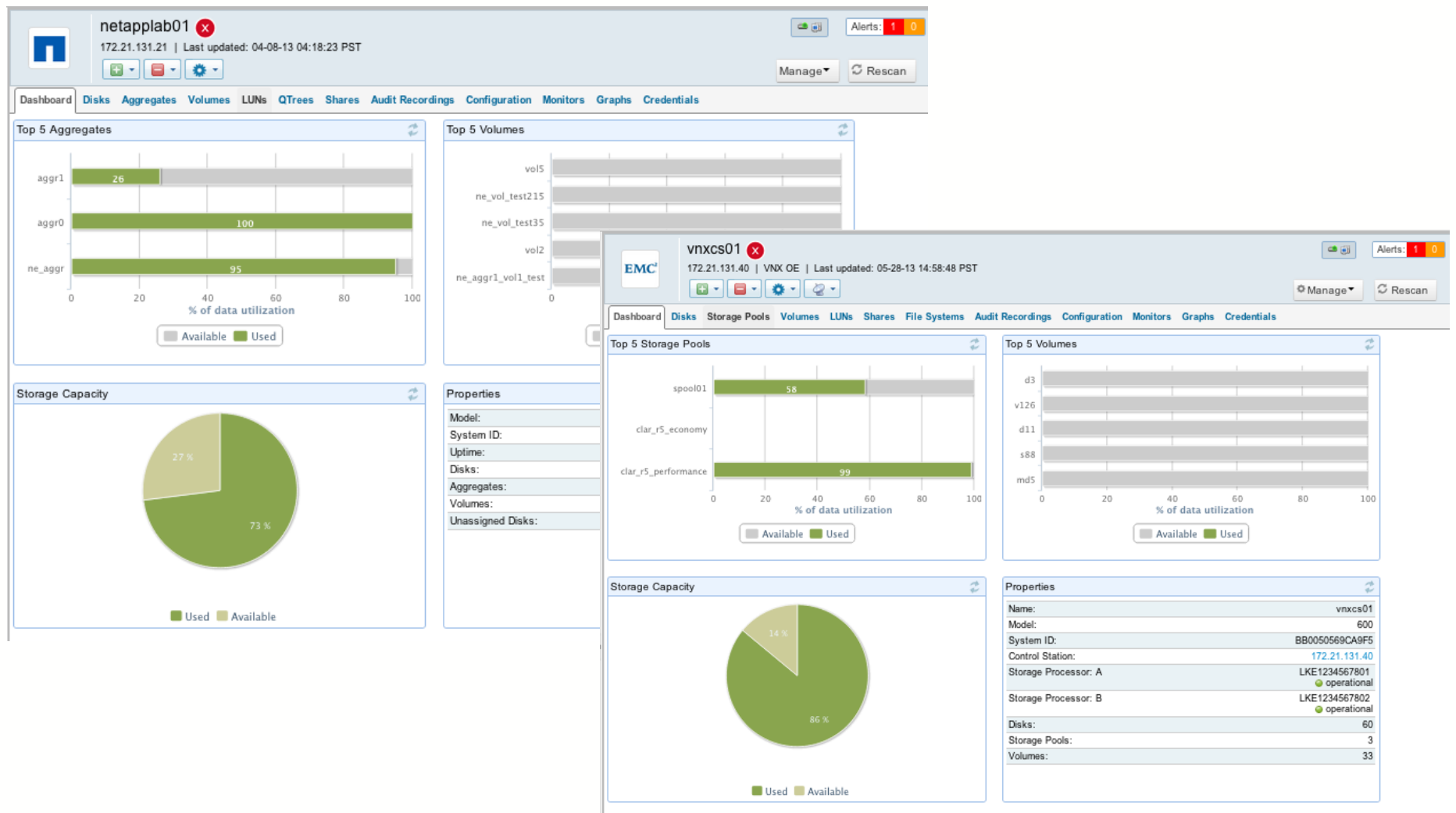
Manage Virtual Machines

Manage Windows Servers

Manage Linux Servers

Application to Device Correlation
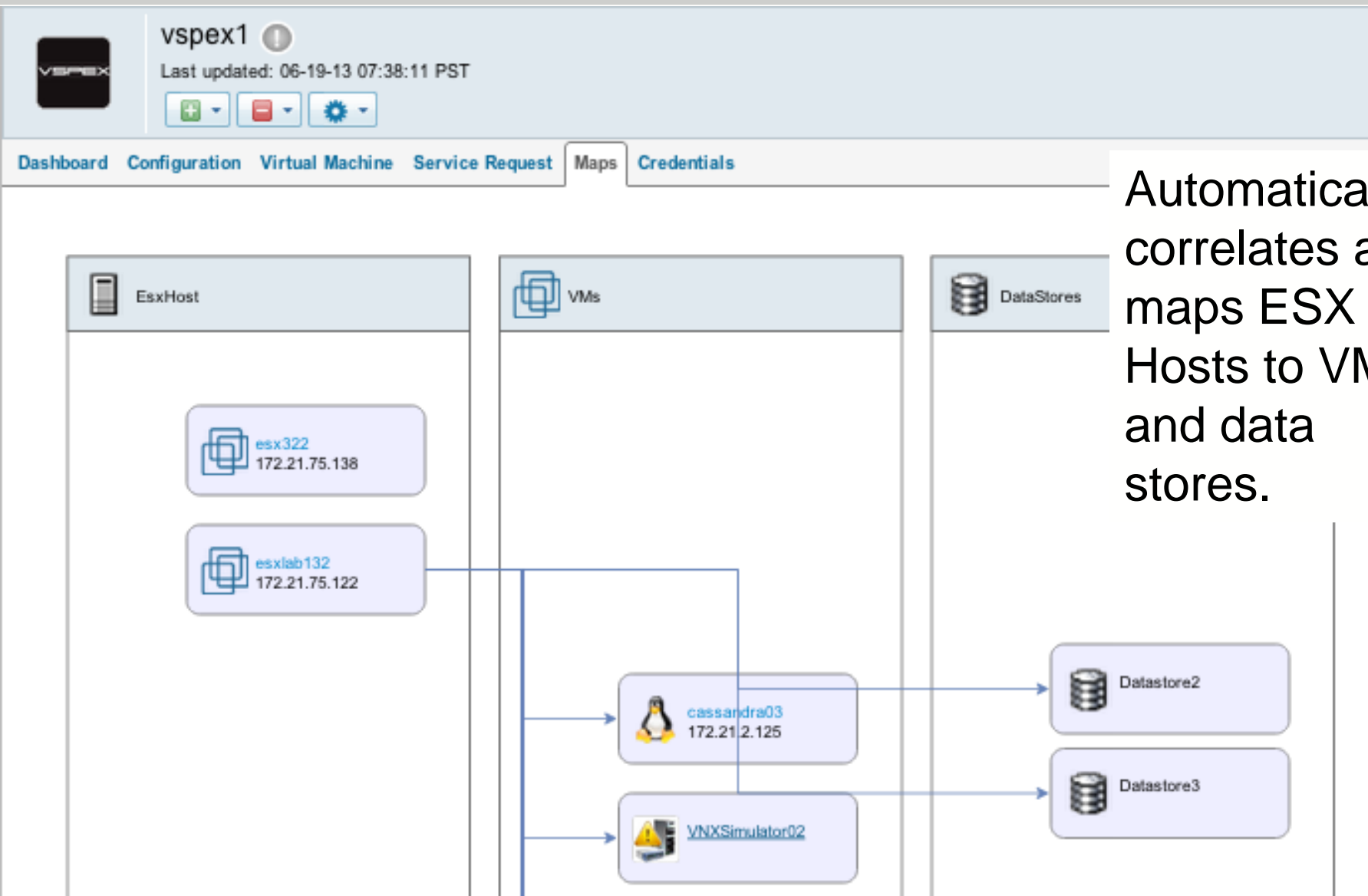
Automatically correlates and maps ESX Hosts to VMs and data stores.

Manage Servers

Automatically Identify Needed Patches

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Patch and configuration management for Windows and Linux OSes.

Review & Approve Patches

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

Patch Management › Patch Approvals

1 **Select Clients and Devices:**

Clients(1)   [Select all] [Reset]

Client Name
☑ Luminalto

Groups (2)   [Select all] [Reset]

Group Name
☑ Desktop(8)
☐ Server(9)

Devices(8)   [Select all] [Reset]

Device Name	IP address	Operating System
☑ vista32bit.luminalto.net	192.168.101.12	Microsoft Windows Vista◆ Ultimate Service Pack 1
☐ win-hyperv.workgroup	192.168.41.200	Microsoft Windows Server 2008 R2 Service Pack 3
☐ hydlpt112.netenrich.com	172.22.221.112	Microsoft Windows 7 Service Pack 1
☐ os-win501	172.25.131.31	Microsoft Windows 7 Ultimate
☐ windows7.acmelab.local	192.168.101.14	Microsoft Windows 7 Ultimate N
☐ hydlpt070.netenrich.com	172.22.221.223	Microsoft Windows 7

2 **Select Patches:**

Category   [Reset]

Security and Critical

☑ Security and Critical

Others

☐ Definition Updates
☐ Feature Packs
☐ Service Packs
☐ Tools
☐ Update Rollups
☑ Updates

Unapproved Patches (20)   [Select all Whitelisted] [Select all] [Reset]

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

[Submit]

Manage Applications

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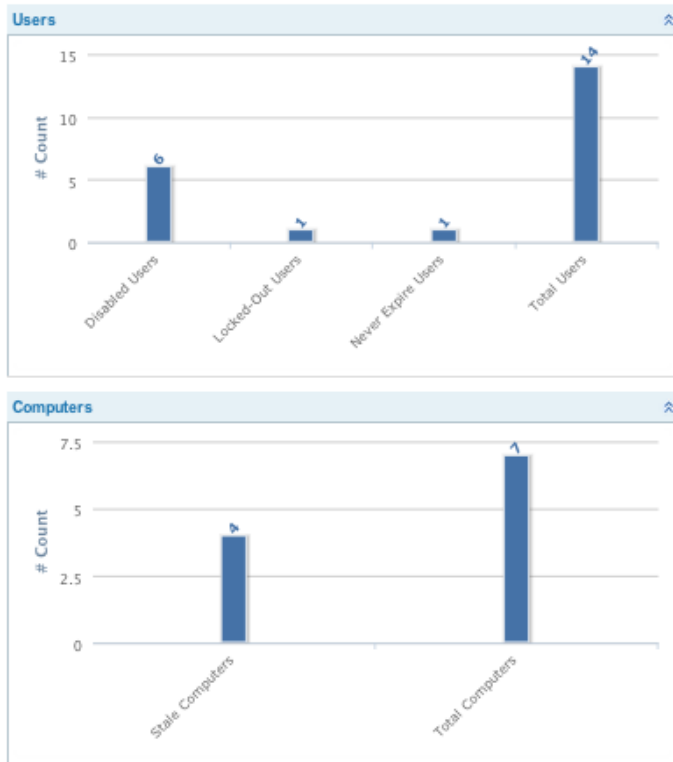
Manage Client & Mobile Devices

- 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.

Monitor SNMP Traps

Create SNMP Trap Monitor

Setup › **Monitor Management** › **SNMP TRAPS Configuration**

Dashboard   Infrastructure   Maintenance ▾   Service Desk ▾   Reports   Alerts ▾

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

* Monitor Name [   ]

Port [162]

Excluded OIDs
Excluded OIDs along with their respective Variable Bindings will not be monitored.
OID [1.3.6.1.6.3.1.1.5.5] ⊕

Included Variable Bindings
Variable bindings will be monitored only if the trap OID given is not in exlusion list.
OID [   ]   Value [   ]   ⊕

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

[Save]   [Cancel]

Monitor URLs

Monitor by Pings

Hundreds of Built-In Monitoring Templates

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Manage Templates

| Search templat | | Global Templates | | Select Manageme | | ⊕ Create copy ⊕ Create ⊖ Delete |

	Name	Description	Services	Devices	Management Profile	Modified On	Created On
☐	⊞ *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
☐	⊞ *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
☐	⊞ *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
☐	⊞ 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
☐	⊞ 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
☐	⊞ 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
☐	⊞ 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
☐	⊞ Apache Status Monitoring for Sp	Apache Status monitoring for specified URL using credenti...	Apache Uptime,ApacheCPULoad,...	0			06:22
☐	⊞ Apache Tomcat HTTPS Statistics	Monitors the Tomcat stats for the https port.	Tomcat Stats Https,	0			23:23
☐	⊞ Apache Tomcat Template	Monitors different statistics on Tomcat Server.	Tomcat Stats,	0			07:19
☐	⊞ Axcient Appliance Health Monito	Monitors the Axcient appliance health parameters like cap...	Axcient_Capacity_Check,...	0			03:28
☐	⊞ Axcient Backup Job Monitors	This template is applicable on the Axcient BDR appliance. ...	Axcient Job Details,...	0			01:18
☐	⊞ Axcient Backup Job Status Check	Monitors the status of backup jobs. Please note that the j...	Axcient_Job_Details_1,...	0			03:33
☐	⊞ Axcient Health Monitors	This template is applicable to the Axcient BDR appliance. ...	Axcient Drive Status,...	0			02:00
☐	⊞ Barracuda Web Filter	Applicable for Barracuda Spam and Virus firewall. Monitors...	Queue Monitor,	0			18:46
☐	⊞ BlueCoat ProxySG	Applicable on the ProxySG secure web gateway appliance...	ClientHitRate,NETWORK-CPU,...	0			18:52
☐	⊞ 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
☐	⊞ 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
☐	⊞ 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
☐	⊞ 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

Alert Browser Shows Alerts From All Sources

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Hi, Eric Krock | My Profile | Setup | Help | Logout

Dashboard   Infrastructure   Maintenance▾   Service Desk▾   Reports   Alerts▾
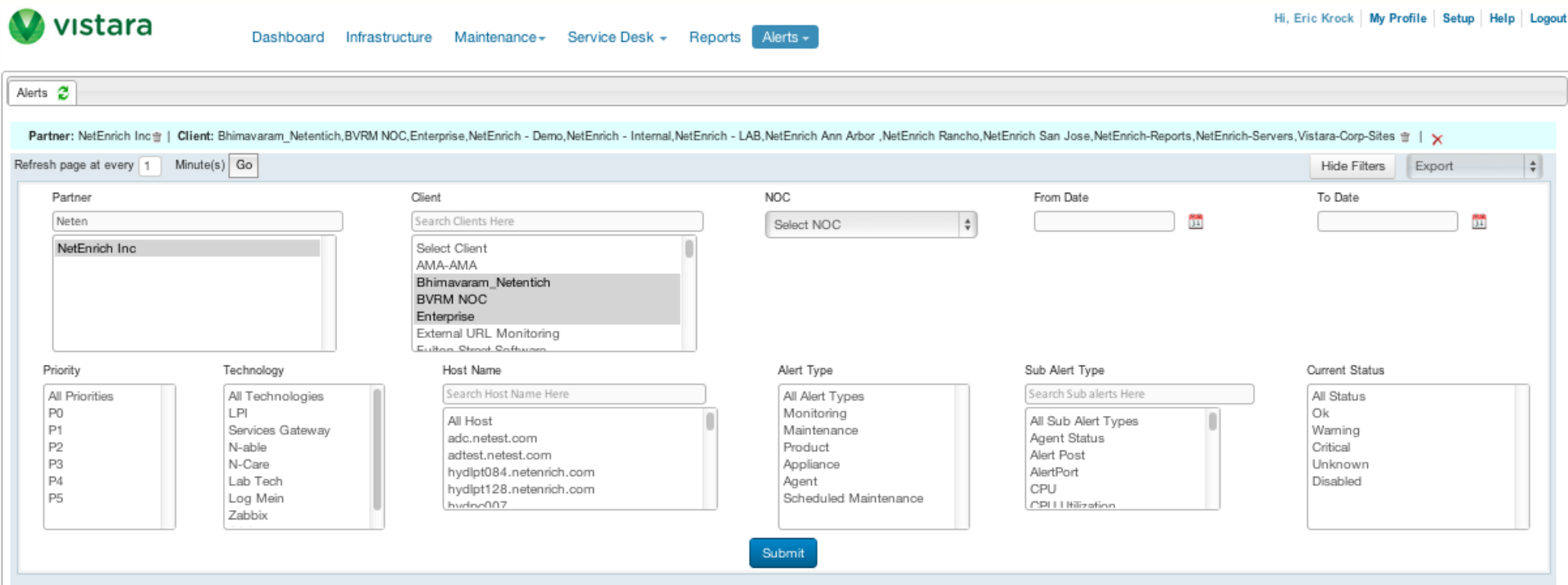
Alerts ⟳

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. |◀ ◀ 1 2 3 4 5 6 ▶ ▶| [20 ▲▼] / Page

☐	▼	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 - D	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 - D	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

|◀ ◀ 1 2 3 4 5 6 ▶ ▶| [20 ▲▼] / Page

Powerful Alert Filters, Queries, Management

- 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.

Create Tickets as Needed ...

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

Vistara Confidential   *The IT Operations Cloud*

Service Desk Views & Manages Tickets

Track Ticket Aging

Ticket Details for 3913246

Ticket ID	Created By	Status	Priority	Owner	Time Taken
3913246	mspsupport@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
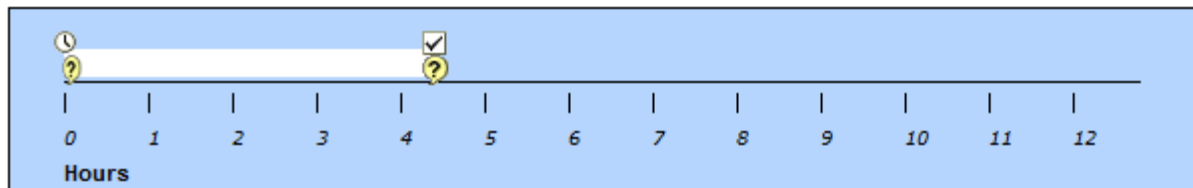
Show Post Details   Show Audit Details   Hide Notes

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

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

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.

Service Catalog Enables Self-Service IT

Define Membership Rules For Services

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

The IT Operations Cloud

Monitor IT Services with Dependency Maps

The IT Operations Cloud

Alert Escalation

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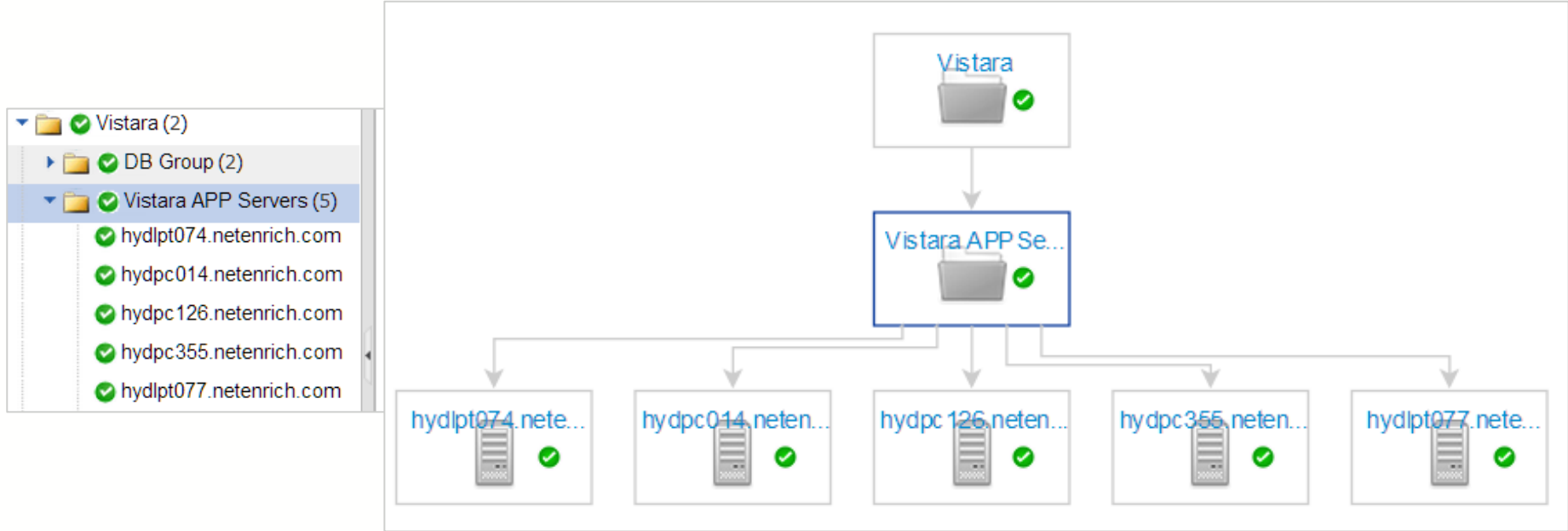
Shifts

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	Moblie	Time Zone	➕
rruna ▾	rkukunuri@netenrich.com			(PDT -0700) Pacific Standard Time	🗑

Asset Management

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 >> hydlpt070

Selected Devices

The IT Operations Cloud

Asset Management and Data Connectors

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 Defnition	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

The IT Operations Cloud

Executive Summary Report

| Category/Name	Outage start time	Outag	Alert / Ticket	Ticket Resolution Time
Windows/290-fs01.championhomes.l	Jun 18, 2013 12:59 PM	19m 50s	27806296 / 4081231	5h 39m 43s
Windows/290-fs01.championhomes.l	Jun 18, 2013 11:01 AM	9m 50s	27801426 / 0	
Windows/290-fs01.championhomes.l	Jun 18, 2013 10:20 AM	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
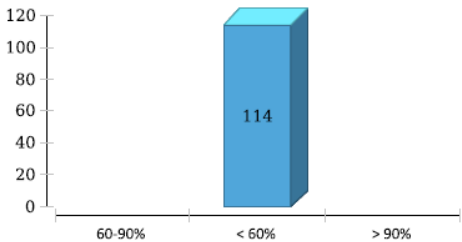
Servers By Memory Utilization
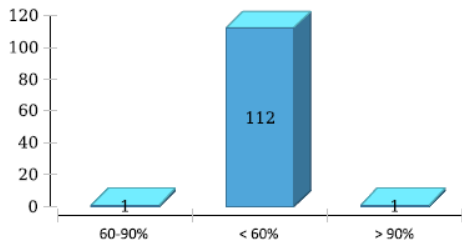
Servers that need more CPU or Memory

Type/Name	IP	CPU Capacity (GHz)	Average CPU Utilization	High CPU Utilization	Memory Capacity(GB)	Average Memory Utilization	High Memory	Needs More CPU or Memory
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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