# AST-SERG

AST's Splunk Exceptions Report Generator

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**Version 1.0** – August 10, 2016

# Contents

Part 0 - Product Introduction
- 0.1 - Purpose
- 0.2 - Technology
- 0.3 - Overview

Part 1 – System Requirements

Part 2 – Setup Configuration
- 2.1 – Create Folder & Rule in Outlook
- 2.2 – Downloading Software

Part 3 – Running Script

Part 4 – Saving Reports

Part 5 – Viewing Reports

Part 6 – Code & Implementation Summary

Part 7 – Maintenance, Troubleshooting & FAQ

## Part 0 - Product Introduction:

- 0.1 Purpose: Implements an efficient method for development teams to track and manage the automated Splunk email messages.

- 0.2 Technology:

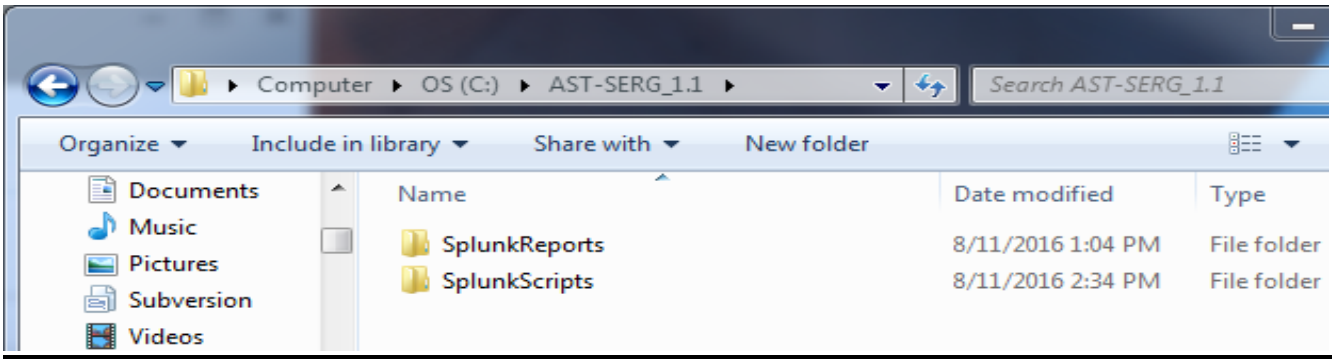
  - Language: VBScript 6.0

  - IDE: Notepad++ *(any text editor will work)*

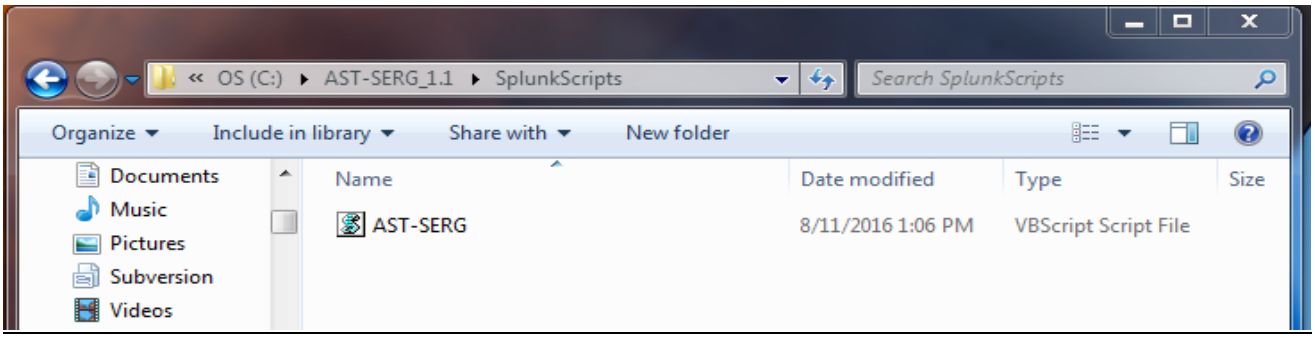
  - Supporting Software: Microsoft Outlook 2013, Excel 2013, Splunk Dashboard, Command Prompt

- 0.3 Overview:

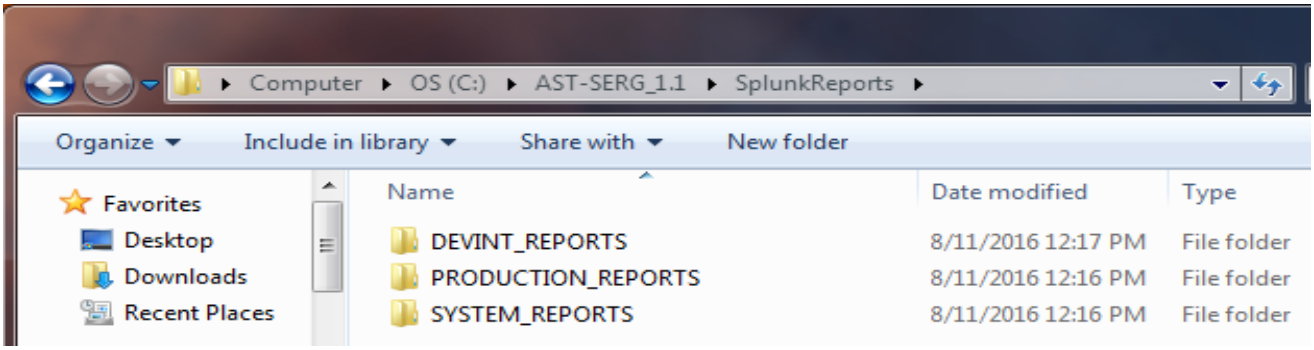
  - The **AST-SERG_1.1** Project Folder consists of 2 subfolders: **SplunkScripts** and **SplunkReports.**



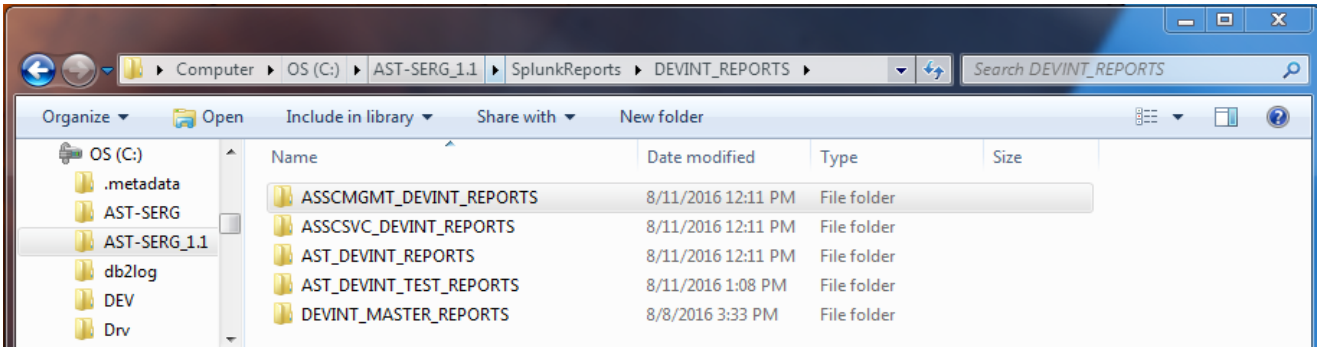
- **SplunkScripts** stores the program controller scripts (currently just one), that run the program.



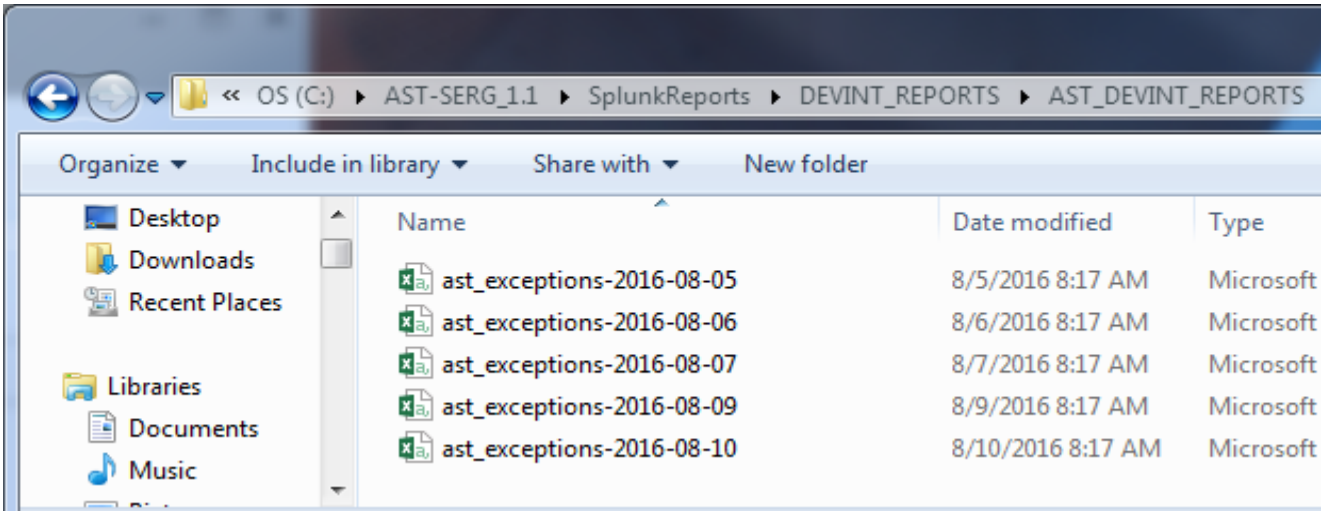

- **SplunkReports** stores subfolders of exception reports, sorted by **Environment:** (DEVINT, PRODUCTION, SYSTEM)



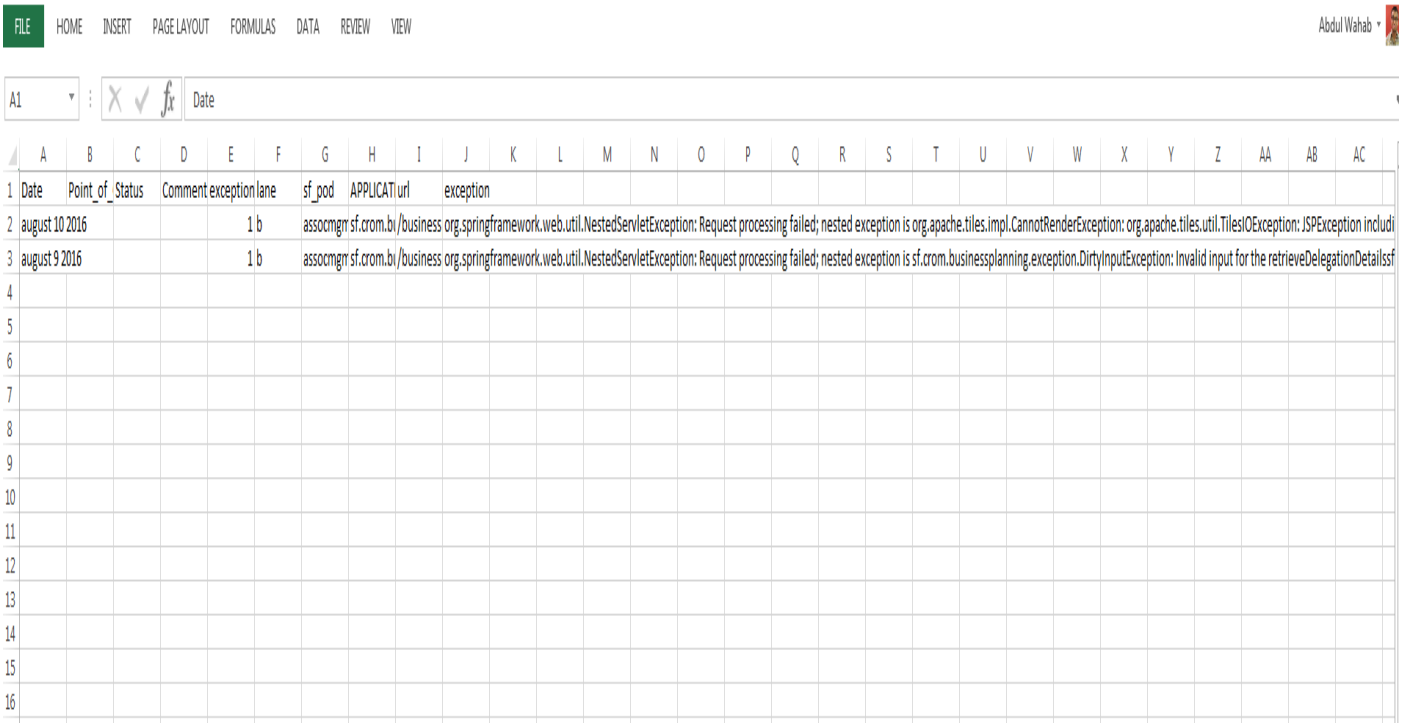

- Inside each of the Environment folders, there are subfolders sorting the Reports by **Pod**: Ex: DEVINT_REPORTS -> (ASSCMGMT, ASSCSVC, & AST)



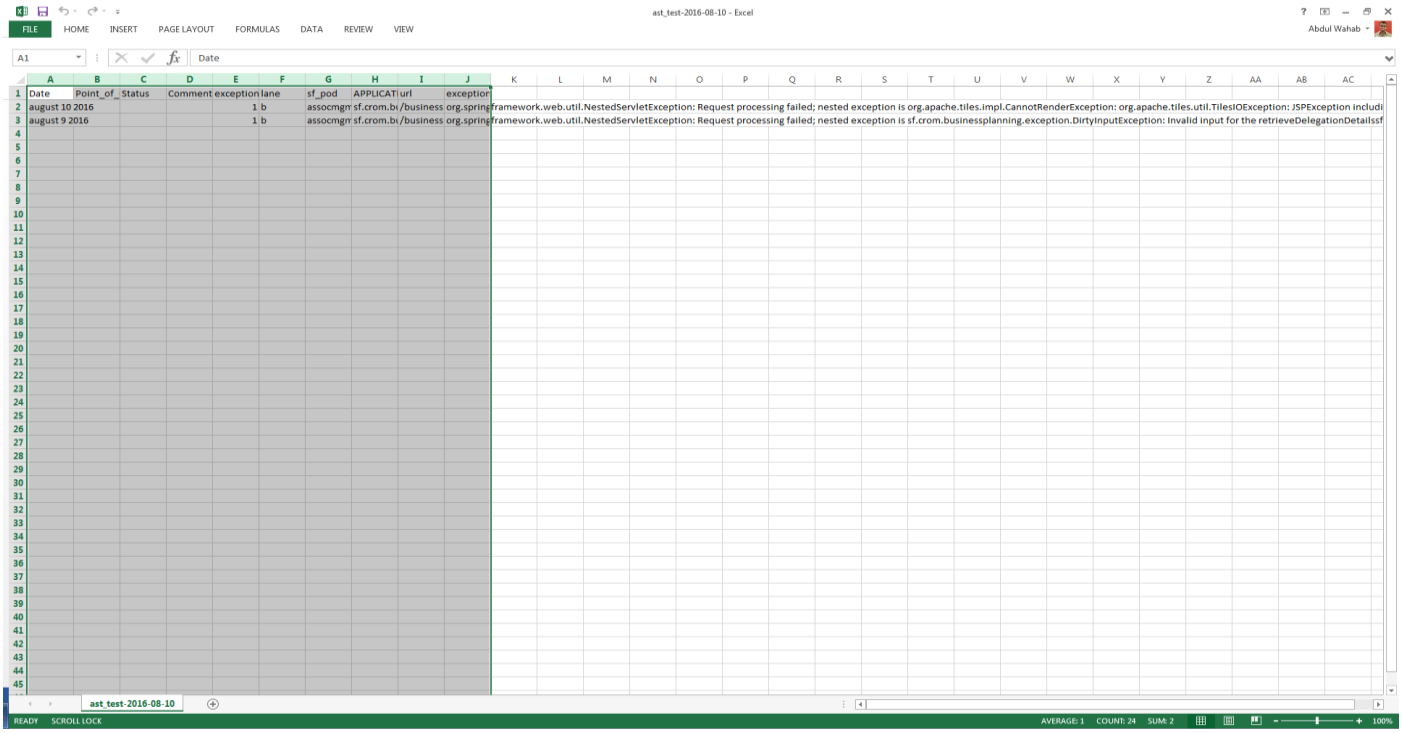
- When you navigate into any of the folders, you will see 1 or more excel sheets, with the name of the exception as the first part, and second being the date that exception was generated. (Ex: Here are AST_DEVINT_REPORTS)




- When you open an excel sheet, the first thing you'll see is this: (a column-compressed excel sheet)



- To expand all the columns, hold down Shift, click on top of the very last column header, and you should see that all columns are selected




- Once you see all the columns are selected, hover over to the end of the last column header, and your cursor should turn into a double-sided arrow; click the end of the last column header, and you should see that all columns have expanded.

| | A | B | C | D | E | F | G | H | I | |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Date | Point_of_Contact | Status | Comments | exception_count | lane | sf_pod | APPLICATION | url | exception |
| 2 | august 10 2016 | | | | 1 | b | assocmgmt | sf.crom.businessplanning.businessplanning-1.4.0-SNAPSHOT | /businessplanning/calculator | org.springframework.web.util.NestedServletEx |
| 3 | august 9 2016 | | | | 1 | b | assocmgmt | sf.crom.businessplanning.businessplanning-1.4.0-SNAPSHOT | /businessplanning/selection/businessPlanning | org.springframework.web.util.NestedServletEx |
| 4 | | | | | | | | | | |
| 5 | | | | | | | | | | |
| 6 | | | | | | | | | | |

- The columns of each report start off with: Date, Point of Contact, Status, and Comments. For Long-Running exceptions (both ASSCSVC & ASSCMGMT), the report includes parameters like max elapsed time, 90 percentile elapsed time, total exception count, since these exceptions occur more than once on a daily basis. Whereas, the AST exceptions report contains exception count, lane, pod, application, URL, and exception.

- Ex: Long-Running Exceptions Report:

| | A | B | C | D | E | F | G | H | I | J | K |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Date | Point_Of_Contact | Status | Comments | max_elapsed_time | 90_percentile_elapsed_time | total_exec_count | total_exec_over_1s | lane | APPLICATION | OPERATION |
| 2 | august 10 2016 | | | | 1699 | 45 | 15639 | 3 | b | sf.crom.businessplanning.businessplanning-1.4.0-SNAPSHOT | {http://businessrolemanagement.crom.sf}getCurrentRole |
| 3 | august 9 2016 | | | | 2695 | 604 | 171 | 3 | b | sf.crom.businessplanning.businessplanning-1.4.0-SNAPSHOT | {http://teammemberbusinessplanning.crom.sf}createBusinessPlanIfItDoesI |
| 4 | august 9 2016 | | | | 1698 | 70 | 553 | 2 | b | sf.crom.businessplanning.businessplanning-1.4.0-SNAPSHOT | {http://hierarchygoalmanagement.crom.sf}updateSubordinateGoalData |
| 5 | | | | | | | | | | | |
| 6 | | | | | | | | | | | |

-Ex: ***Non*** Long-Running Exceptions Report:

| | A | B | C | D | E | F | G | H | I | |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Date | Point_of_Contact | Status | Comments | exception_count | lane | sf_pod | APPLICATION | url | exception |
| 2 | august 10 2016 | | | | 1 | b | assocmgmt | sf.crom.businessplanning.businessplanning-1.4.0-SNAPSHOT | /businessplanning/calculator | org.springframework.web.util.NestedServletException: Request processing failed; nest |
| 3 | august 9 2016 | | | | 1 | b | assocmgmt | sf.crom.businessplanning.businessplanning-1.4.0-SNAPSHOT | /businessplanning/selection/businessPlanning | org.springframework.web.util.NestedServletException: Request processing failed; nest |
| 4 | | | | | | | | | | |
| 5 | | | | | | | | | | |
| 6 | | | | | | | | | | |

## Part 1 - System Requirements:

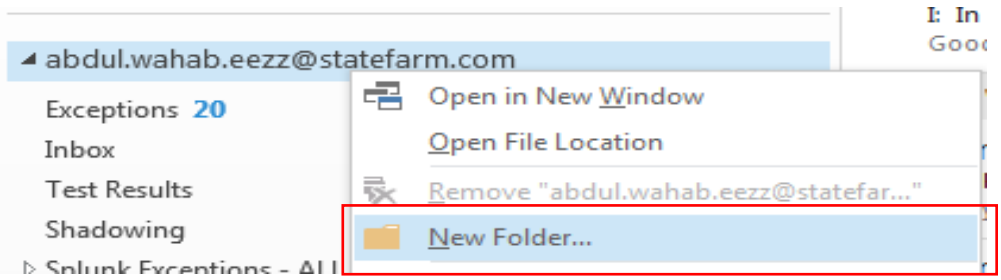
- Outlook Email Client
- Windows 7 OS

## Part 2 - Setup Configuration:

2.0 – Create Folder & Rule in Outlook

2.0.1 – Open up **Outlook Express**

2.0.2 – Right click on your email address and select **New Folder**

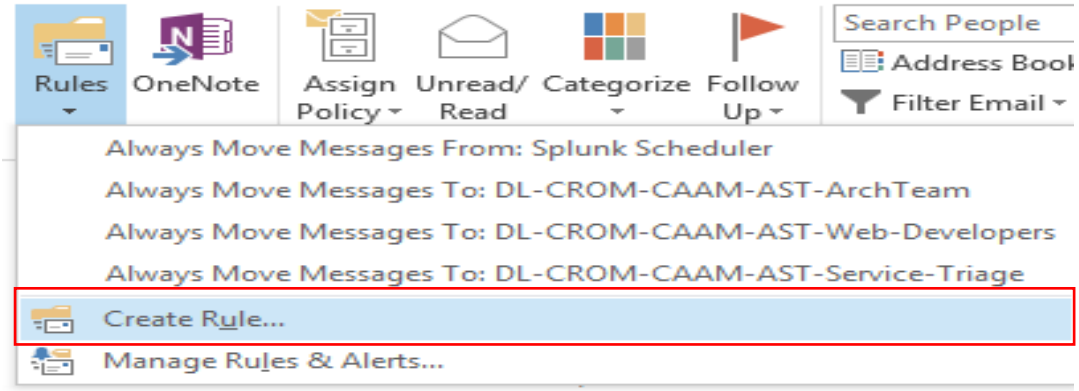



2.0.3 – Name that Folder "**Exceptions**"

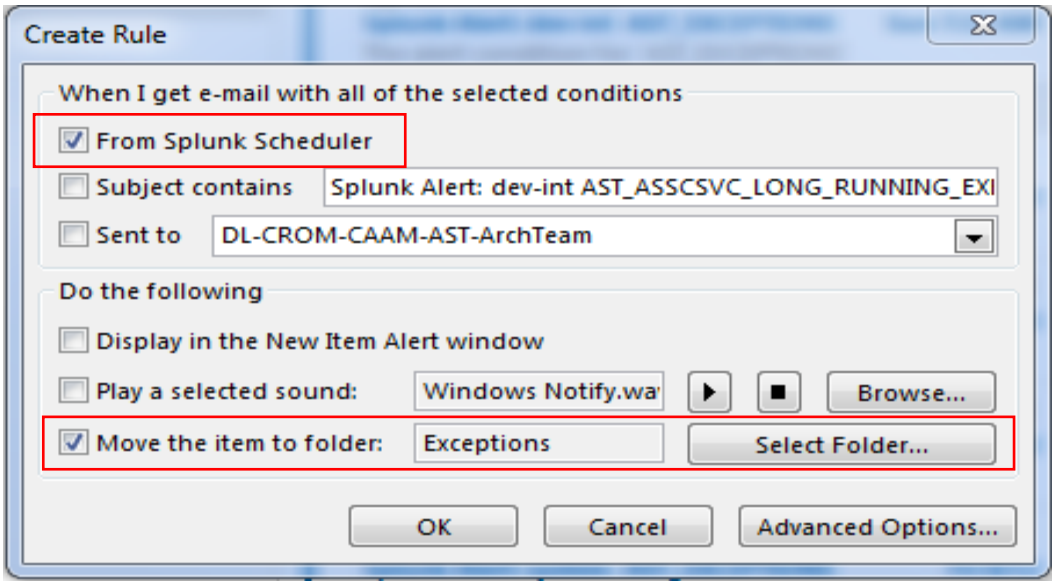
2.0.4 – Move the new Splunk Emails from your Inbox into Exceptions.

2.0.5 – Go into the Exceptions folder

2.0.6 – On the top center panel click the down arrow under **Rules**, and click **Create Rule**




2.0.7 – In the Create Rule dialog box, check the options: **From Splunk Scheduler** and **Move the item to folder: Exceptions**. Click OK when done.




This will forward all incoming emails from Splunk to the Exceptions Folder, and will no longer spam your Inbox ☺

## 2.1 – Downloading Software

### 2.1.1 – Download project folder **AST-SERG_1.1** into **C** Drive.

### 2.1.2 – Navigate to the **SplunkScripts** Folder

### 2.1.3 – Right-click on **AST-SERG.vbs** and select **Edit with Notepad++**

### 2.1.4 – On Line 5 of the script, replace your email address with mine. This will allow the script to point to your email address, and it will not run on any other email except the one that is currently logged on to the workstation.

```
5   Set objMailbox = objNamespace.Folders("abdul.wahab.eezz@statefarm.com")
```

### 2.1.5 -