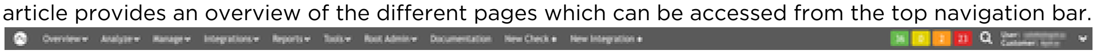
ASM Platform Overview

ASM Portal

The following video serves as an excellent reference for users who are new to the ASM portal.
Intro to ASM.webm

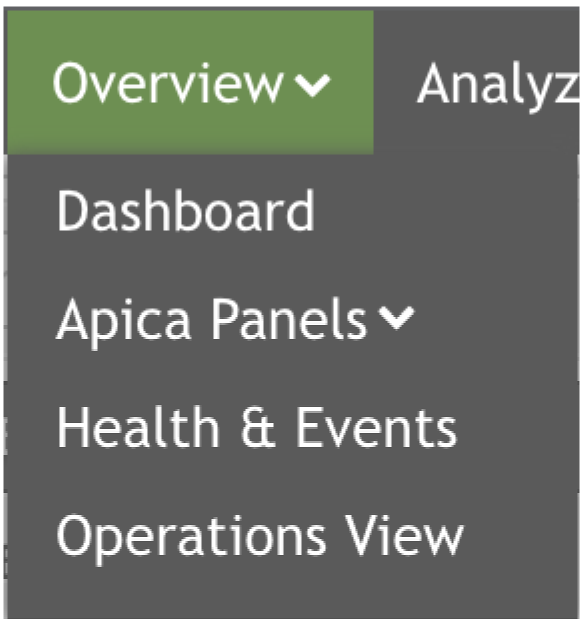
ASM Portal Navigation

Below is an overview of the ASM platform navigation. It allows users to easily find all of the features offered within ASM. This article provides an overview of the different pages which can be accessed from the top navigation bar.



Clicking on the ASM image to the left of the Overview menu item will always bring you back to the main Dashboard.

Overview

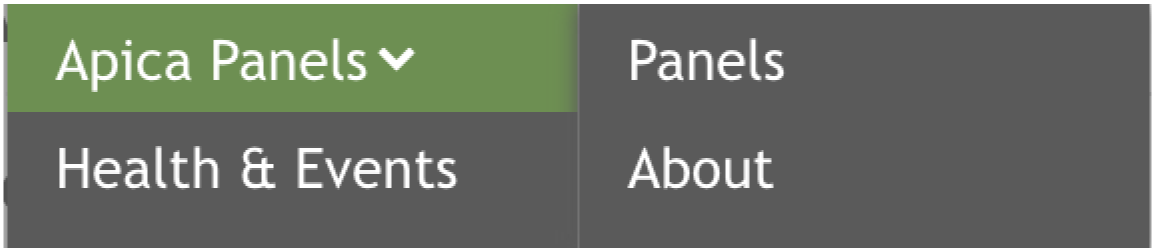


Dashboard

See Dashboards for more information.

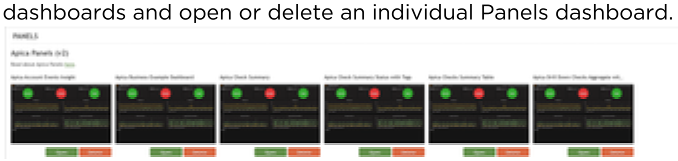
Apica Panels

The “Apica Panels” menu item allows users to view their configured Apica Panels instances. Apica Panels is a feature which allows users to integrate Apica data into Grafana dashboards for easier viewing; see Using the Apica Panels Dashboards for a complete overview of the feature. The “Apica Panels” menu item contains two sub-items: “Panels” and “About”.

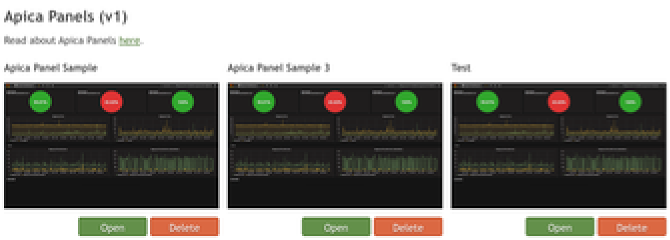


Panels

Clicking the “Panels” link will bring you to the Panels page, on which you can see a high level overview of your Panels dashboards and open or delete an individual Panels dashboard.

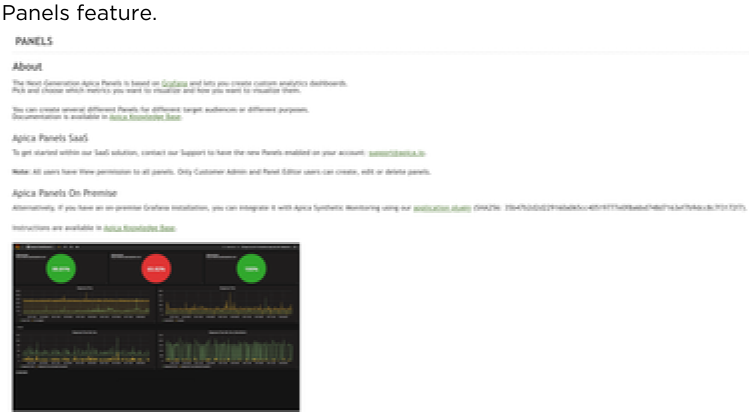


The default Panels version available in the ASM SaaS portal is called “Apica Panels (v2)”. There are two major versions of Apica Panels; one version is based on Grafana version 4, and the other (Panels v2) is based on Grafana version 8. Apica Panels (v1) is only available to customers who had ASM Panels enabled before the major version change and have a need to maintain their older dashboards.



About (Apica Panels)

Clicking on the “About” sub-menu item will bring you to the “About” page, which provides a high-level overview of the Apica Panels feature.



Tools

The **Tools** section provides access to a number of different system features, such as Impersonate, API settings, Maintenance, Journal, Trace Route, and Messages.

Menu

Impersonate

With the **Impersonate** tool you can view Synthetic Monitoring from a different user's perspective. This feature can be very useful for troubleshooting or assisting your users with any problem they may encounter.

Item	Description
Filter	Search for user accounts by name.
Customer	Customer the user account belongs to.
User Name	Account user name.
Roles	List of roles associated with the account.
Last Activity	Clear the settings.
	Switch from current user and impersonate.

Start Impersonation

The **Impersonate** tool allows Admin users to use Synthetic Monitoring with the permissions and settings of another user.

Impersonate User

To impersonate a user:

- Open the **Tools** menu
- Click **Impersonate**
- Use the **Filter** to search for users
- Find the user in the table
- Click **Impersonate**

Drop Impersonation

When you want to stop impersonating, you can drop the impersonation without logging out and in again.

Drop Impersonation

To stop impersonating a user:

- Open the **User** menu
- Click **Drop Impersonation**

The user context is switched back to the original one.

Maintenance

The **Maintenance** view lets you modify or delete result records for individual checks and recalculate any associated consolidation records. The table shows a list of previous maintenance tasks and information about them:

Button	Description

Show entries	Number of rows to display per page.
Refresh History	Reload and update the table display.

Column	Description
Created	Timestamp for when the task was created.
Action	Action(s) performed by the task.
Status	The task status (`running/success/cancelled`).
Records	Number of items affected by the task.

Maintenance Tasks

Maintenance tasks can be created by selecting relevant checks and applying the appropriate action.

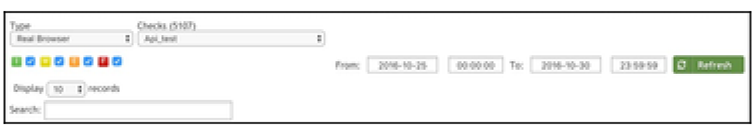
Apply Action

The **apply action** section lets you select what action to apply to the selected checks and queue the task for processing.

Option	Description
Update	Change the Check Result Status to this severity.
Set Value to NULL	Exclude the check from all calculations.
Delete	Remove the results.

Press Process Selected Records to remove the results.

Selector View



The **selectors** allow you to pick which checks to include in the task.

Item	Description
Type	List of check types.
Checks	List of checks of the selected type.
	Check result Colors to include.
From	Start date and time for the period.
To	End date and time for the period.
Refresh	Reload and update the table display according to settings.
Display records	The number of rows to display per page.
Search	Search for checks by message text.

Create A Maintenance Task

Maintenance tasks can be created by selecting relevant checks and applying the appropriate action.

To create a maintenance task:

1. Select the check results you want to modify:
2. Type from the list
3. Check from the list
4. Pick a period:
5. Enter a **From** date and time
6. Enter a **To** date and time
7. Search for strings in message texts, if needed
8. Click **Refresh**
9. Click **Process Selected Records**

A database task is placed in a queue for execution. It will run as soon as possible.

When queued, the maintenance task is visible in the Task table.

Table

The **table** shows the result of applying the selectors.

Column	Description
Severity	Check result status severity.
Time	Timestamp for the check run.
Value	Duration
Message	The result message. (Clicking this will show the browser results).
Attempts	Number of attempts for the check run.

Journal

The **Journal** keeps a record of all user actions taken in the system.

Selectors

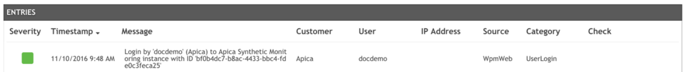
The journal can be filtered by a number of parameters.

Item	Description
Severity	Event Severity to include.
From	Start date and time for the period.
To	End date and time for the period.
Message	Event description.
Customer	Customer account.
User	Involved user, if any.
IP-Address	The associated IP address for the event, if any.
Source	Originating location.

Category	Event Categories.
Check	Involved check, if any.
Apply Filter	Reload and update the table display according to settings.

Entries

The **Entries** table shows the result of applying the selectors.



Column	Description
Severity	Event Severity.
Timestamp	Date and time when the event occurred.
Message	Event description.
Customer	Customer account.
User	Involved user, if any.
IP-Address	The associated IP address for the event, if any.
Source	Originating location.
Category	Event Categories.
Check	Involved check, if any.

Traceroute

The Traceroute tool allows you to easily run a Traceroute from any of our Apica Locations to any URL or IP address you choose.

Introduction

The purpose of running a traceroute is to get an indication of which way traffic takes between a source and a destination. Traceroute sends test Packet with TTL values starting at 1. The resulting ICMP `Time Exceeded` messages are used to discover any devices (called "hops") forwarding the packets to the destination. For each hop, the response time is recorded to indicate transmission speed. Any detected failures or packet losses on the way are also the recorder and displayed to give an idea of the transmission quality.

Configuration

The Traceroute tool configuration is fairly simple.

Item	Description
Host	Target destination.
Location	Apica Locations Locations to use as starting point.
Execute	Perform traceroute.

These Tracroute settings are used by default and are not configurable:

Option	Value	
Maximum number of hops	30	

Wait timeout per hop	5 seconds	
Job execution timeout	60 seconds	

Traceroute Results

The results of the traceroute run is shown in the results frame.

The first line shows information about the traceroute configuration:

Hostname and IP address, the upper limit on hops to try, and size of the test packets.

On each subsequent row, information about each hop is shown:

Hop Number, hostname and/or IP address for the hop, and ther response times for each of the three test packets.

Messages

The **Messages** view lets you configure system messages to display to Synthetic Monitoring users.

View

Item	Description
Importance	Message importance (and display color).
Message	Message to display
Customer	Customer to display the message to.
Include Sub-customers	Also display message to sub-customers.
Active Time Period	Period during which to display the message.
Activity	Turn message on or off.

Configuration

Item	Description
Message	Message to display
Message is From	Sender to display
Active Time Period	Period during which to display the message.
Importance	Message importance (and display color).
Enabled	Turn message on or off.
Customer	Customer to display the message to.
Include Sub-customers	Also display message to sub-customers.
Test	Preview the message.
Cancel	Close dialog.
Save	Save the message.

Formatting

The message can contain some formatting. You format the text by putting the text within .

Formatting	Tag	Preview
Link:	`[link="linkurl"]Link Text[/link]`	Link Text
Bold:	`[b]Bold Text[/b]`	**Bold Text**
Italic:	`[i]Italic Text[/i]`	**Italic Text**
Bold and Italic:	`[ib]Italic and Bold Text[/ib]`	***Italic and Bold Text***

Create Message

Messages can be added from the **Messages** view.

Add New Message

- Click the **Add New Message** button

The **Add New Messages** dialog is shown

Configuration

Item	Description
Message	Message to display
Message is From	Sender to display
Active Time Period	Period during which to display the message.
Importance	Message importance (and display color).
Enabled	Turn message on or off.
Customer	Customer to display the message to.
Include Sub-customers	Also display message to sub-customers.
Test	Preview the message.
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Formatting

The message can contain some formatting. You format the text by putting the text within .

Formatting	Tag	Preview
Link:	`link="linkurl"Link Text[/link]`	Link Text
Bold:	`[b]Bold Text[/b]`	**Bold Text**
Italic:	`[i]Italic Text[/i]`	*Italic Text*
Bold and Italic:	`[ib]Italic and Bold Text`/ib	***Italic and Bold Text***

Filter Checks

All checks in all monitor groups can be filtered by using the filter buttons.

Filter Checks By Status

To filter out all checks with a particular status:

- Click the color button in the menu bar for each status type you want to view

The button is highlighted, and only checks matching the status are shown in the dashboard.

- Click the same color(s) again to disable the filter

Log In

Synthetic Monitoring is accessed through a web-based control panel, using basic authentication.

How to log in

To log in to Synthetic Monitoring:

- Obtain your user and password from your system administrator
- Open the Apica Synthetic Portal in your browser:

The login dialog is displayed:

- Enter your **username** and **password**
- Click **Log In**

When you have been logged in, the Overview Dashboard will be displayed.

The first time you log in (before creating checks), this view may be mostly empty.

Remember Me

You can have the browser remember your credentials, so you won't have to type them each time you log in.

##

To cache your username and password in the browser:

- Click the **Remember Me** checkbox

Reset Password

In case you forget your password, you can reset it from the login dialog.

##

To reset the password:

- Click the **Forgot Your Password** link

A dialog opens:

- Enter your **User Name**

- Click **Continue**

An email is sent to the address registered for your account.

Apica Password and Login Policy

Apica Synthetic Monitoring Portal logins will enforce the following minimum password requirements, in line with Apica security policy password and account security.

The features below are Opt-In and need to be activated in coordination with Apica Support.

For more information, contact support@apica.io.

New Integration +

New integration checks are created from the **New Integration +** menu.

Menu

- Click **New Integration +**

- Select a Check type to create by clicking on the icon.

The **New Integration** wizard is shown.

New Integration Configuration

Configuration

After the **New Integration** wizard has been completed, the finished check is opened in edit mode.

##

In the edit view, you can set further configuration options for the check.

The exact options available vary with integration type.

New Integration Creation Wizard

All integration check types can be created through the **New Integration** wizard. The details vary with integration type, but the general principles are the same for all of them.

Create Wizard: Step 1 Information

In the first step, you can name the check and add a description.

##

Create Wizard: Step 2 Specifics

In the second step, you provide

- integration information,
- metric settings,
- Locations - Introduction, and
- other integration-specific settings.

##

Create Wizard: Step 3 Options

Step 3: Options

In the third step you can configure

- how often the check is to run,
- set threshold values for check notifications, and
- add it to one or more Monitor Groups.

##

Step 4: Confirmation

The final step shows all configurations made, and allows you to go back to revise the check or move forward and create it.

##

Status Filter

To the right of the navigation bar, there is a color coded status summary of all the checks associated with your user account.

Menu

The numbers in the colored boxes indicate the number of checks with that status.

Colors

Check Status is represented by four colors:

Color	Description
? Unknown Attachment Green	Information
? Unknown Attachment Yellow	Warning
? Unknown Attachment Orange	Error
? Unknown Attachment Red	Fatal

The colors are used in any context where the check status is displayed.

Filter Checks

All checks in all monitor groups can be filtered by using the filter buttons.

Filter Checks By Status

To filter out all checks with a particular status:

- Click the color button in the menu bar for each status type you want to view

The button is highlighted, and only checks matching the status are shown in the dashboard.

- Click the same color(s) again to disable the filter