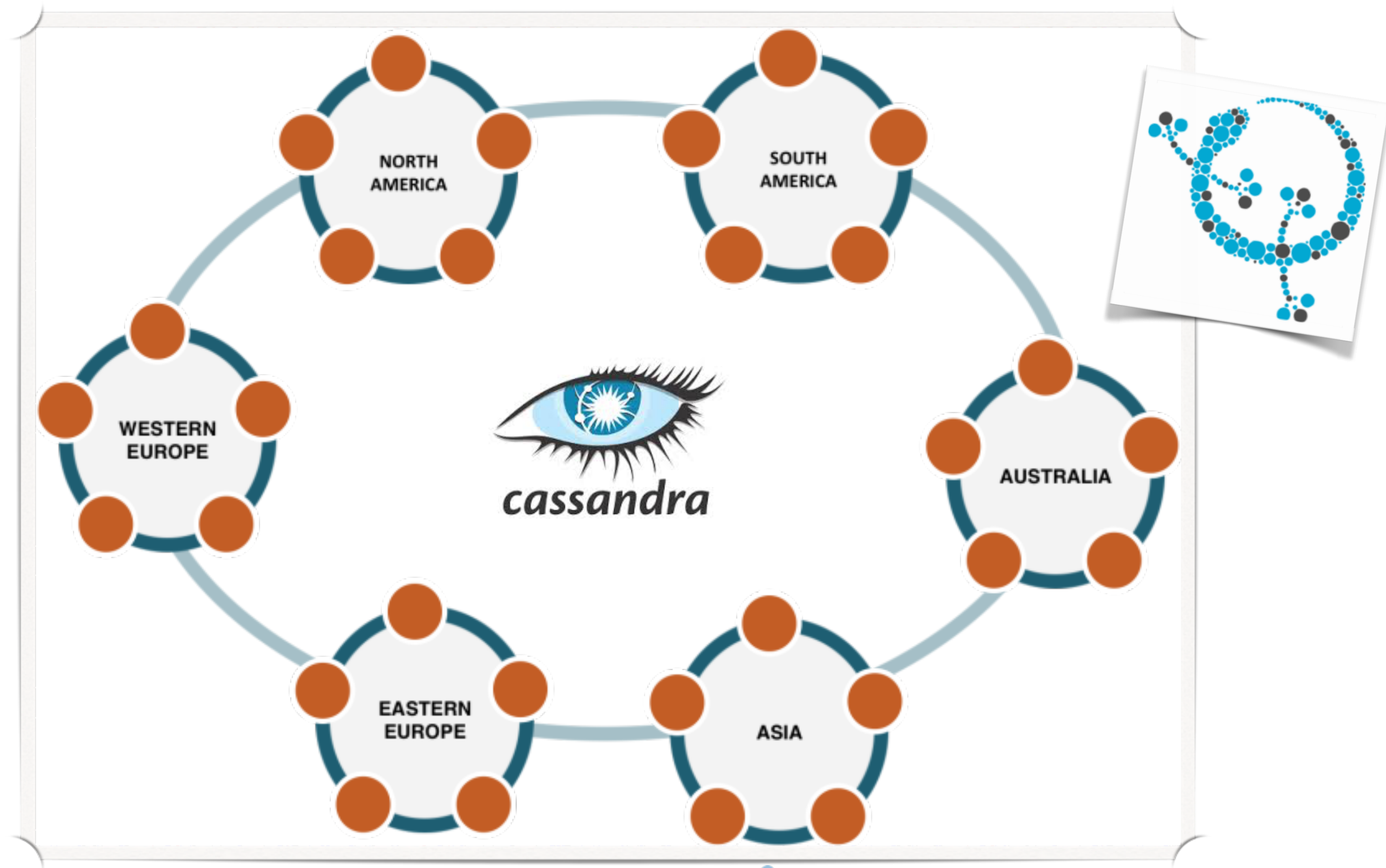


Horizon 17



Horizon 17



Table of Contents

1. Service Assurance

1.1. Critical service

1.2. Path Outage

2. OpenNMS Horizon Surveillance View

2.1. Default Surveillance View Configuration

2.2. Configuring Surveillance Views

2.3. Categorizing Nodes

2.4. Creating Views for Users and Groups

3. OpenNMS Horizon Dashboard

3.1. Dashboard Components

3.1.1. Surveillance View

3.1.2. Alarms

3.1.3. Notifications

3.1.4. Node Status

3.1.5. Resource Graph Viewer

3.2. Advanced configuration

3.2.1. Using the *Dashboard* role

3.2.2. Anonymous dashboards

4. Business Service Monitoring

4.1. Business Service Hierarchy

4.2. Operational status

4.3. Root Cause and Impact Analysis

4.4. Simulation Mode

4.5. Share View

4.6. Change Icons

5. Alarms

5.1. Alarm Notes

Users Guide

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1. Service Assurance

This section will cover the basic functionalities how *OpenNMS* monitors availability and latency from applications or management agents. To change the behavior of how *OpenNMS* monitors applications or status information from management agents please see the *Administration Guide*. To extend the *Service Monitor* framework please see the *Development Guide*.

Measuring availability and latency of network services or applications is an important part in fault and performance management. In *OpenNMS* this task is provided by a *Service Monitor* framework. The main component is *Pollerd* which provides the following functionalities:

- Track the status of a management resource or an application for availability calculations
- Measure response times for service quality
- Correlation of node and interface outages based on a [Critical Service](#)

The following image shows the model and representation of availability and response time.

Node

IP-Interface 2

10.23.42.1

ICMP

SMTP

HTTP

IP-Interface 1

192.168.1.1

ICMP

SNMP

Availability

Availability (last 24 hours)			100.000%
10.23.42.1	0 17:00 20:00 23:00 02:00 05:00 08:00 11:00 14:00		100.000%
HTTP			100.000%
ICMP			100.000%
SMTP			100.000%
192.168.1.1	0 17:00 20:00 23:00 02:00 05:00 08:00 11:00 14:00		100.000%
ICMP			100.000%
SNMP			100.000%

ICMP Response Time

50 n

40 n

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