TÉCNOLOGIA

TÉCNOLOGIA E CONFIANÇA

Inicio: 2024-09-01 Final: 2024-09-04

Este informe técnico de incidências tem como objetivo proporcionar uma análise detalhada para identificar e prevenir falhas no ambiente.

Considerando isso, as análises indicam que o SLA (Service Level Agreement) do período selecionado é de 99.5%.

- Total de 53 incidentes.
- O SLA é de 0.00%.
- O SLA Médio é de 96.23%.
- O KPI (Key Performance Indicator) é -100.00.
- O Tempo Médio de Recuperação é de 14:11:07 horas.

Resultando em um tempo total de inatividade de 198:35:39.

Relatório de SLA por Host

Quantidade	Host	SLA	KPI	Offline
5	zbx-server	84.48	-15.1	15:26:15
2	zbx-bd	99.69	0.19	00:18:30
2	zabbix_front	99.72	0.22	00:16:56
2	www.zabbix.com	89.94	-9.61	10:00:44
4	Home - Router - 01	75.08	-24.54	24:47:36
2	www.infomoney.com.br	89.94	-9.61	10:00:33
3	Host Dns One	87.72	-11.84	12:13:22
13	zabbix-proxy-243	54.03	-45.7	45:43:38
2	SRVPROD01	99.79	0.29	00:12:20
4	Home - TpLink7 - PTP	82.06	-17.53	17:51:35
4	Home - TpLink8 - PTP	82.08	-17.51	17:50:20
4	Home - TpLink9 - PTP	82.08	-17.51	17:50:20
4	Home - TpLink10 - PTP	82.08	-17.51	17:50:15
2	Tp-Link - home - 04	91.74	-7.8	08:13:15

Top 10 Piores SLA por Host
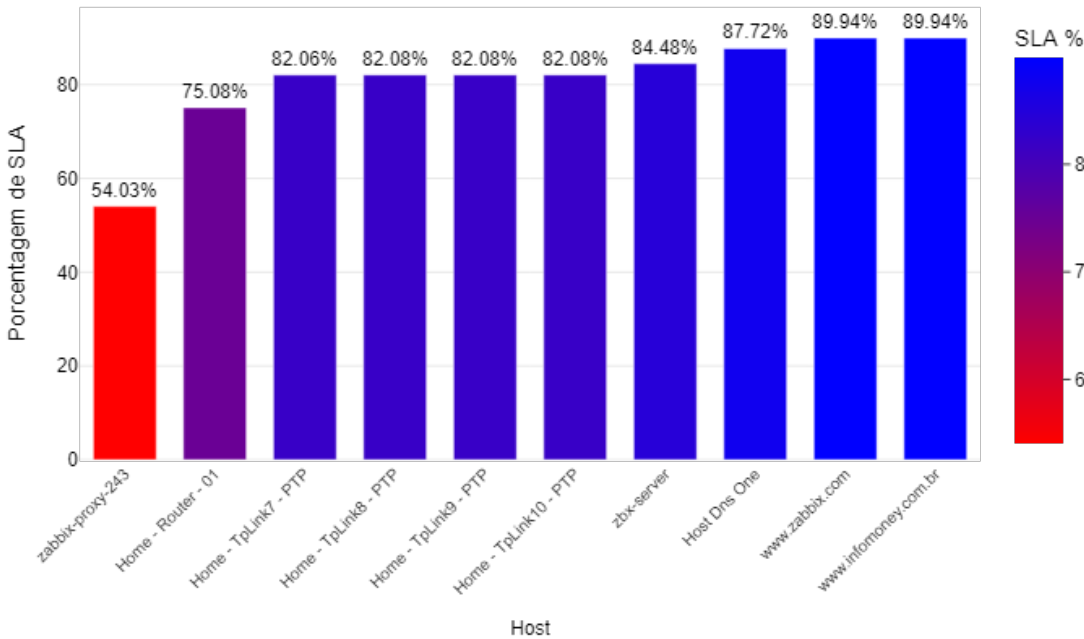
Análise da IA dos Incidentes - Recomendações

Análise:

Home - Router - 01: frequent restarts (uptime < 10m) sugere problemas de rede ou problemas com o firmware do router. Verifique a configuração do router e verifique se há atualizações de firmware disponíveis.

Home - TpLink10-PTP, Home - TpLink7-PTP, Home - TpLink8-PTP e Home - TpLink9-PTP: high ICMP ping response time sugere problemas de rede ou problemas com os dispositivos TpLink.

Host Dns One: high ICMP ping response time sugere problemas de rede ou problemas com o dispositivo.

SRVPROD01: high link consumption (105.43%) sugere problemas de rede ou problemas com a configuração da rede.

Tp-Link - home - 04: system name change sugere problemas de configuração do dispositivo.

www.infomoney.com.br e www.zabbix.com: failed to get JSON sugere problemas de conectividade ou problemas com o servidor web.

zabbix-proxy-243, zabbix_front e zbx-bd: frequent restarts (uptime < 10m) sugere problemas de configuração ou problemas com os servidores Zabbix.

zbx-server: high load average sugere problemas de performance ou problemas de configuração do servidor Zabbix.

Sugestões:

Verifique a configuração do router e verifique se há atualizações de firmware disponíveis.

Verifique a rede e verifique se há problemas de conectividade entre os dispositivos.

Verifique a configuração da rede e verifique se há problemas de configuração de dispositivos TpLink.

Verifique a configuração do servidor Zabbix e verifique se há problemas de performance ou problemas de configuração.

Verifique a conectividade dos servidores Zabbix e verifique se há problemas de conectividade entre eles.

Verifique se há problemas de configuração de dispositivos TpLink e verifique se há problemas de configuração da rede.

Comandos diretos:

`netstat -an | grep 192.168.0.1` para verificar se há problemas de conectividade com o router.

`ping -c 10 192.168.0.1` para verificar se há problemas de rede com o router.

`top -b -n 1` para verificar a carga de trabalho do servidor Zabbix.

`htop` para verificar a carga de trabalho do servidor Zabbix.

`systemctl status zabbix-server` para verificar o status do servidor Zabbix.

`systemctl status zabbix-proxy` para verificar o status do proxy Zabbix.

`systemctl status zabbix_front` para verificar o status do frontend Zabbix.

`systemctl status zbx-bd` para verificar o status do banco de dados Zabbix.

Reporte de Incidentes Diario

Host	IP	Descricao	Data Solução	Data do Incidente	Offline	SLA	KPI
zabbix-proxy-243	192.168.0.243	More than 75% used in the prox...	2024-09-02 17:31:54	2024-09-02 17:15:54	00:16:00	99.73	0.23
zabbix-proxy-243	192.168.0.243	More than 100 items having mis...	2024-09-02 19:03:58	2024-09-02 17:33:58	01:30:00	98.49	-1.02
zabbix-proxy-243	192.168.0.243	zbx-proxy has been restarted (...	2024-09-02 19:14:02	2024-09-02 19:04:02	00:10:00	99.83	0.33
Home - Router - 01	192.168.0.1	TP-LINK: System name has chang...	2024-09-02 19:15:33	2024-09-02 18:30:33	00:45:00	99.25	-0.25
Host Dns One	192.168.0.1	High ICMP ping response time	2024-09-02 20:41:36	2024-09-02 18:30:36	02:11:00	97.81	-1.7
Home - TpLink8 - PTP	8.8.8.8	High ICMP ping response time	2024-09-02 20:41:48	2024-09-02 18:30:48	02:11:00	97.81	-1.7
Home - TpLink9 - PTP	8.8.8.8	High ICMP ping response time	2024-09-02 20:41:49	2024-09-02 18:30:49	02:11:00	97.81	-1.7
Home - TpLink10 - PTP	8.8.8.8	High ICMP ping response time	2024-09-02 20:41:50	2024-09-02 18:30:50	02:11:00	97.81	-1.7
Home - TpLink7 - PTP	8.8.8.8	High ICMP ping response time	2024-09-02 20:42:47	2024-09-02 18:30:47	02:12:00	97.79	-1.72
zabbix-proxy-243	192.168.0.243	More than 100 items having mis...	2024-09-03 08:08:58	2024-09-02 19:26:58	12:42:00	87.24	-12.32
zabbix-proxy-243	192.168.0.243	Version has changed (new versi...	2024-09-03 08:09:03	2024-09-02 19:04:03	13:05:00	86.85	-12.71
www.infomoney.com.br	0.0.0.0	Failed to get JSON of the requ...	2024-09-03 08:09:15	2024-09-03 08:08:14	00:01:01	99.98	0.48
www.zabbix.com	0.0.0.0	Failed to get JSON of the requ...	2024-09-03 08:09:39	2024-09-03 08:08:30	00:01:09	99.98	0.48
zbx-server	192.168.0.240	More than 100 items having mis...	2024-09-03 08:09:51	2024-09-02 17:47:51	14:22:00	85.56	-14.01
Home - Router - 01	192.168.0.1	TP-LINK: Home - Router - 01 ha...	2024-09-03 08:18:03	2024-09-03 08:08:33	00:09:30	99.84	0.34
zabbix_front	192.168.0.241	zabbix_front has been restarte...	2024-09-03 08:18:04	2024-09-03 08:09:34	00:08:30	99.86	0.36
zbx-server	192.168.0.240	zbx-server has been restarted ...	2024-09-03 08:18:30	2024-09-03 08:10:07	00:08:23	99.86	0.36
zbx-bd	192.168.0.242	zbx-bd has been restarted (upt...	2024-09-03 08:18:42	2024-09-03 08:09:42	00:09:00	99.85	0.35
zabbix-proxy-243	192.168.0.243	zbx-proxy has been restarted (...	2024-09-03 08:19:02	2024-09-03 08:09:02	00:10:00	99.83	0.33
zabbix-proxy-243	192.168.0.243	Zabbix agent is not available ...	2024-09-03 09:15:15	2024-09-02 17:54:37	15:20:38	84.58	-14.99
zbx-server	192.168.0.240	More than 100 items having mis...	2024-09-03 09:15:51	2024-09-03 08:31:51	00:44:00	99.26	-0.24
zabbix-proxy-243	192.168.0.243	More than 100 items having mis...	2024-09-03 09:15:58	2024-09-03 08:30:58	00:45:00	99.25	-0.25
Home - Router - 01	192.168.0.1	Unavailable by ICMP ping	2024-09-03 09:28:48	2024-09-02 18:17:49	15:10:59	84.74	-14.83
zabbix-proxy-243	192.168.0.243	/etc/passwd has been changed	2024-09-03 09:31:49	2024-09-03 09:16:49	00:15:00	99.75	0.25
zabbix-proxy-243	192.168.0.243	zbx-proxy has been restarted (...	2024-09-03 09:32:02	2024-09-03 09:22:02	00:10:00	99.83	0.33
SRVPROD01	192.168.0.102	192.168.0.104: [Link] Consum...	2024-09-03 10:14:58	2024-09-03 10:06:03	00:08:55	99.85	0.35
zabbix-proxy-243	192.168.0.243	Number of installed packages h...	2024-09-03 10:16:42	2024-09-03 09:16:42	01:00:00	98.99	-0.51
SRVPROD01	192.168.0.102	192.168.0.104: [Link] Consum...	2024-09-03 10:17:24	2024-09-03 10:13:59	00:03:25	99.94	0.44
Tp-Link - home - 04	192.168.0.1	Unavailable by ICMP ping	2024-09-03 10:31:05	2024-09-03 10:14:30	00:16:35	99.72	0.22
Tp-Link - home - 04	192.168.0.1	TP-LINK: System name has chang...	2024-09-03 18:12:35	2024-09-03 10:15:55	07:56:40	92.02	-7.52
Home - Router - 01	192.168.0.1	TP-LINK: System name has chang...	2024-09-03 18:12:40	2024-09-03 09:30:33	08:42:07	91.25	-8.29
Home - TpLink10 - PTP	8.8.8.8	Unavailable by ICMP ping	2024-09-03 19:58:35	2024-09-03 19:56:05	00:02:30	99.96	0.46
Home - TpLink7 - PTP	8.8.8.8	Unavailable by ICMP ping	2024-09-03 19:58:37	2024-09-03 19:56:02	00:02:35	99.96	0.46
Home - TpLink8 - PTP	8.8.8.8	Unavailable by ICMP ping	2024-09-03 19:58:38	2024-09-03 19:56:03	00:02:35	99.96	0.46

Home - TpLink9 - PTP	8.8.8.8	Unavailable by ICMP ping	2024-09-03 19:58:39	2024-09-03 19:56:04	00:02:35	99.96	0.46
Host Dns One	192.168.0.1	Unavailable by ICMP ping	2024-09-03 21:30:06	2024-09-03 21:26:55	00:03:11	99.95	0.45
Host Dns One	192.168.0.1	Unavailable by ICMP ping	2024-09-04 07:30:21	2024-09-03 21:31:10	09:59:11	89.96	-9.59
Home - TpLink8 - PTP	8.8.8.8	Unavailable by ICMP ping	2024-09-04 07:30:48	2024-09-03 19:59:03	11:31:45	88.41	-11.15
Home - TpLink9 - PTP	8.8.8.8	Unavailable by ICMP ping	2024-09-04 07:30:49	2024-09-03 19:59:04	11:31:45	88.41	-11.15
Home - TpLink10 - PTP	8.8.8.8	Unavailable by ICMP ping	2024-09-04 07:30:50	2024-09-03 19:59:05	11:31:45	88.41	-11.15
Home - TpLink7 - PTP	8.8.8.8	Unavailable by ICMP ping	2024-09-04 07:30:52	2024-09-03 19:58:52	11:32:00	88.41	-11.15
www.infomoney.com.br	0.0.0.0	Failed to get JSON of the requ...	2024-09-04 07:31:15	2024-09-03 21:31:43	09:59:32	89.96	-9.59
www.zabbix.com	0.0.0.0	Failed to get JSON of the requ...	2024-09-04 07:31:41	2024-09-03 21:32:06	09:59:35	89.96	-9.59
zabbix_front	192.168.0.241	zabbix_front has been restarte...	2024-09-04 07:40:04	2024-09-04 07:31:38	00:08:26	99.86	0.36
zabbix-proxy-243	192.168.0.243	zbx-proxy has been restarted (...	2024-09-04 07:40:17	2024-09-04 07:30:17	00:10:00	99.83	0.33
zbx-server	192.168.0.240	zbx-server has been restarted ...	2024-09-04 07:40:30	2024-09-04 07:31:38	00:08:52	99.85	0.35
zbx-bd	192.168.0.242	zbx-bd has been restarted (upt...	2024-09-04 07:40:42	2024-09-04 07:31:12	00:09:30	99.84	0.34
zabbix-proxy-243	192.168.0.243	zbx-proxy has been restarted (...	2024-09-04 07:41:02	2024-09-04 07:31:02	00:10:00	99.83	0.33
zbx-server	192.168.0.240	Load average is too high (per ...	2024-09-04 16:38:09	2024-09-04 16:35:09	00:03:00	99.95	0.45
Home - TpLink10 - PTP	8.8.8.8	High ICMP ping response time	2024-09-04 18:34:50	2024-09-04 14:29:50	04:05:00	95.9	-3.62
Home - TpLink7 - PTP	8.8.8.8	High ICMP ping response time	2024-09-04 18:35:47	2024-09-04 14:30:47	04:05:00	95.9	-3.62
Home - TpLink8 - PTP	8.8.8.8	High ICMP ping response time	2024-09-04 18:35:48	2024-09-04 14:30:48	04:05:00	95.9	-3.62
Home - TpLink9 - PTP	8.8.8.8	High ICMP ping response time	2024-09-04 18:35:49	2024-09-04 14:30:49	04:05:00	95.9	-3.62