Site24x7 Configuration

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date | Author | Reviewer | Review Date | Approver | Approve Date |
| 23-Jan-2019 | Hemanth Kumar |  |  |  |  |

# Objective

This document captures how to setup a new customer on site24x7 and key configuration settings that need to be provisioned.

# Add Customer

While adding customer follow the below steps:

1. Company Name & Main Account Contact Name to be same (eg. NSDC Web)
2. Customer’s Email to be ms-monitoring@minfytech.com
3. Associate to Customer Group – Shared / SREI / PWC / NSDC / VFS
4. Customer Login Portal – Company Name without spaces in lower case (eg. quippo)
5. Do not select any MSP user to be associated as the Customer Group would take care of user association
6. Do not use any special character such as “-” or “:” in the Company or Contact Name

# Add AWS Account

While adding AWS Account follow the below steps:

1. Always register with IAM Role only
2. IAM Role to have ReadOnly policy and also permissions to start/stop/reboot EC2 and RDS instances

{"Version": "2012-10-17",

"Statement": [{

"Effect": "Allow",

"Action": ["ec2:StartInstances", "ec2:StopInstances", "ec2:RebootInstances", "rds:RebootDBInstance", "rds:StartDBInstance", "rds:StopDBInstance"],

"Resource": "\*"}]

}

1. Add only EC2 and RDS services to be monitored (unless specific customer need)

# AWS Account Advanced Configuration

Once AWS Account has been added go to AWS 🡪 Advanced Configuration (Right top corner):

1. All options to be set to No
2. Sync Display Name with AWS Console – Yes
3. Sync Internal DNS name for EC2 Auto Scaling instances – Yes
4. Automatically remove terminated resources – Yes
   1. Remove terminated resources after: 7 days (1 week)

# Remove Alerts From Your User

For Email Alerts to be removed from your user account go to customer account under Admin 🡪 Users & Alerts:

1. Select <Customer Folder>(You) user
2. Expand “Alert Settings”
3. Ensure All Checkboxes are un-checked

# Admin Settings

Below would be the steps involved to be able to implement the standard admin settings on customer account / folder:

1. Configuration Profiles
   1. Notification Profile
      1. Default Notification
         1. Send root cause analysis report by email when monitor is down – No
2. Server Monitor
   1. Settings
      1. Auto upgrade the agent when a new version is available – Yes
      2. Rest all options – No
3. Report Settings
   1. Scheduled Report
      1. Change status for all reports to Suspended State
4. Advisor
   1. On Top right corner click on the Settings
      1. Receive recommendations 🡪 Via Email – No.
5. My account
   1. Under My account > Edit profile > Uncheck all the alert settings

# Webhook Integration

Below would be the steps involved to add Webhook Integration for generating incidents into the Ticketing Tool. Go to <Customer Folder> 🡪 Admin 🡪 Third Party Integrations:

1. Click on Integrate now under Webhooks with below details:

|  |  |
| --- | --- |
| Field | Value |
| Integration Name | JiraServiceDesk |
| Hook URL | https://1iagdbxt8d.execute-api.ap-south-1.amazonaws.com/Prod/WebhookMonitor |
| Accessibility | Global |
| HTTP Method | POST |
| Select | Post as JSON : Yes  Send Incident Parameters : Yes  Send Custom Parameters : Yes |
| Custom Parameters | {  "priority":{"name":"Medium"},  "customfield\_10002":<OrganisationID>,  "raiseOnBehalfOf":"ms-monitoring@minfytech.com",  "requestTypeId":<RequestTypeID>,  "serviceDeskId":<ServiceDeskID>,  "projectCode":<ProjectCode>,  "ClientName":<MSP Folder Name / Customer Name>  } |
| HTTP Request Headers | Auth : NzBkNDIxOTEwMmUyNDQyMzgxZGJhOWQ0YWM4ZTAzNDY= |
| Trigger incidents when my monitor is in Critical status | Yes |
| Trigger incidents when my monitor is in Trouble status | Yes |

# Custom Configuration Profiles

Default configuration profiles would not be used as it is known to have issues. Below steps shows how to add custom profile:

1. Admin 🡪 Configuration Profile
   1. Threshold & Availability 🡪 Add Threshold Profile

|  |  |  |
| --- | --- | --- |
| Configuration | Shared | Dedicated |
| Minfy Threshold – EC2 Instance | | |
| Notify for agent failures | Yes (Notify as Down) | Yes (Notify as Down) |
| Notify for status check failures | Yes (Notify as Critical) | Yes (Notify as Critical) |
| Notify for Volume Status Check Failures | Yes | Yes |
| CPU Utilization | Trouble > 80% Average Poll Time 5 Minutes  Critical > 90% Average Poll Time 5 Minutes | Trouble > 75% Average Poll Time 5 Minutes  Critical > 90% Average Poll Time 5 Minutes |
| Minfy Threshold – Server | | |
| Notify when process is down | No | No |
| Alert when a resource check fails | No | No |
| Network Adapter is Down | Yes (Notify as Down) |  |

* + 1. Add EC2 Profile
       - Minfy Threshold – EC2 Instance
       - Default Threshold – SERVER
       - Select Threshold and availability based on the Instance.