



**Site24x7**

Free Online Training - Day 5



# Intro about the training program

All modules of Site24x7 will be covered in 5 sessions.

We offer this training program in three time zones for your convenience.

AUS Time Zone (10:00 AEDT) | UK Time Zone (10:00 GMT) | US Time Zone (10:00 PST)

## Sessions split up:

**Session 1 - Introduction and Deep Dive into Website Monitoring (Mon, April 17, 2023)**

**Session 2 - Infrastructure Monitoring and Custom Plugins (Tue, April 18, 2023)**

**Session 3 - Network & Virtualization Monitoring and Log Management (Wed, April 19, 2023)**

**Session 4 - Application Performance Monitoring and Real User Monitoring (Thu, April 20, 2023)**

**Session 5 - Reports, Dashboards, Advanced Configurations, Alerting, and More (Fri, April 21, 2023)**



# Scope of the session

- ⇢ Reports and Dashboards
- ⇢ Monitor actions
- ⇢ Advanced configurations
- ⇢ Alerting
- ⇢ Incident management - Alarms
- ⇢ Incident communication - StatusIQ
- ⇢ Monitor management
- ⇢ Operations
- ⇢ Performing Admin Actions Using Site24x7 REST APIs



# Reports and Dashboards



# Reports

- Gather performance data of resources monitored and generate numerous reports, which can be viewed along a custom-defined hourly, weekly, monthly, or yearly basis
  - Reports by monitor groups
  - Reports by individual monitors
  - Custom reports
  - Scheduled reports
  - SLA Report



# Report Types

- …→ Summary Report
- …→ Availability Summary Report
- …→ Busy Hours Report
- …→ Health Trend Report
- …→ Performance Report
- …→ Step Summary Report
- …→ Top N Reports



# Summary Report

- Summary Report gives you visibility into
  - Overall availability
  - Outage details
  - Availability
  - Suspended summary
- Availability and performance metrics are gathered from the primary location

# Summary Report - Website Monitor

33:34 This Year Week None Include Exclude Share This

Tag - 33 - Summary Report Total Monitor Count: 2

54.23% Availability	16 days 4 Hrs 6 Mins Total Outage Duration	4 Number of Outages
------------------------	---	------------------------

Monitor Availability Summary	
Total Downtime	45.71% OR 16 days 4 Hrs 6 Mins
Total Uptime	54.23% OR 19 days 4 Hrs 30 Mins
MTTR	4 days 1 Hrs 1 Mins
MTBF	4 days 19 Hrs 8 Mins

Monitor Suspended Summary	
Total Suspended Time	0 Mins 0 Secs
Total Suspended Time Percentage	0%
Total Scheduled Maintenance	30 Mins 7 Secs
Total Scheduled Maintenance Percentage	0.06%

Website - Summary Monitor count : 2				
Monitor	Availability (%)	Downtime Duration	Down Count	Response Time (ms)
Alarms_FetchApi-	99.65	59 Mins 11 Secs	2	847
Alarms_URL99999999	8.82	16 days 3 Hrs 7 Mins	2	-



# Availability Summary Report

- …→ Availability Summary
- …→ Suspended Summary
- …→ Availability Percentage Trend
- …→ Downtime Report
- …→ Overall Outage Details
- …→ Location-wise Outage details
- …→ Configured Profiles

# Availability Summary Report

**Downtime Report**

Hurray! There is no downtime for your vTitan

**Overall Outage Details**

Status	From Time	To Time	Duration	Comments
No outages for "Today"				

**Location-wise Outage Details**

Location	Down Duration	Availability (%)	Downtimes
Adelaide - AUS	0 Mins 0 Secs	100	0
Auckland - NZ	0 Mins 0 Secs	100	0
Brisbane - AUS	0 Mins 0 Secs	100	0
Canberra - AUS	0 Mins 0 Secs	100	0
Melbourne - AUS	0 Mins 0 Secs	100	0
New York - US	0 Mins 0 Secs	100	0
Perth - AUS	0 Mins 0 Secs	100	0
Sydney - AUS	0 Mins 0 Secs	100	0
Total Number of downtimes for vTitan			0

**Configured Profiles**

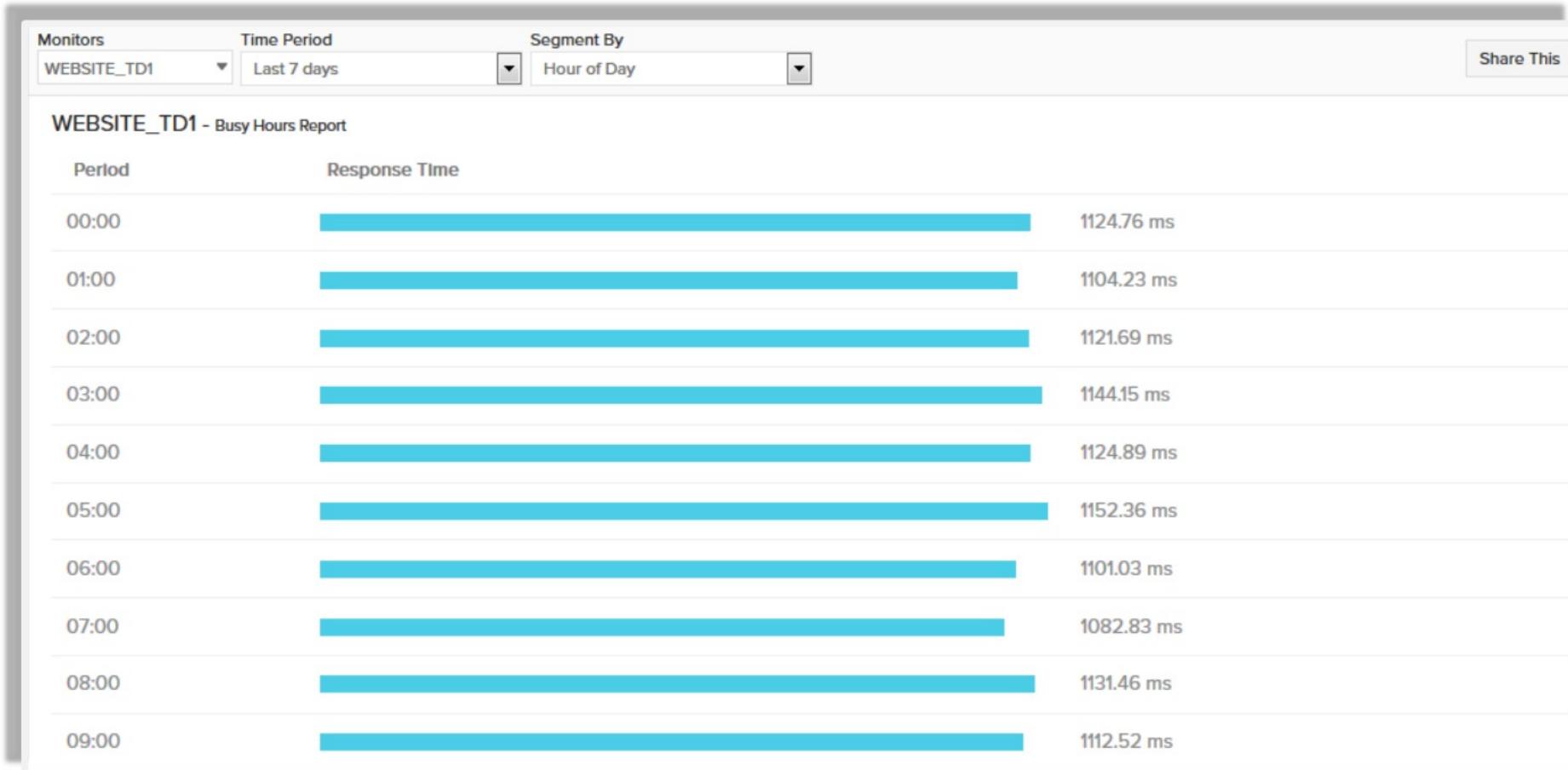
Location Profile	Aus test training	Melbourne - AUS,New York - US,Sydney - AUS,Auckland - NZ,Brisbane - AUS,Perth - AUS,Canberra - AUS,Adelaide - AUS
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# Busy Hours Report

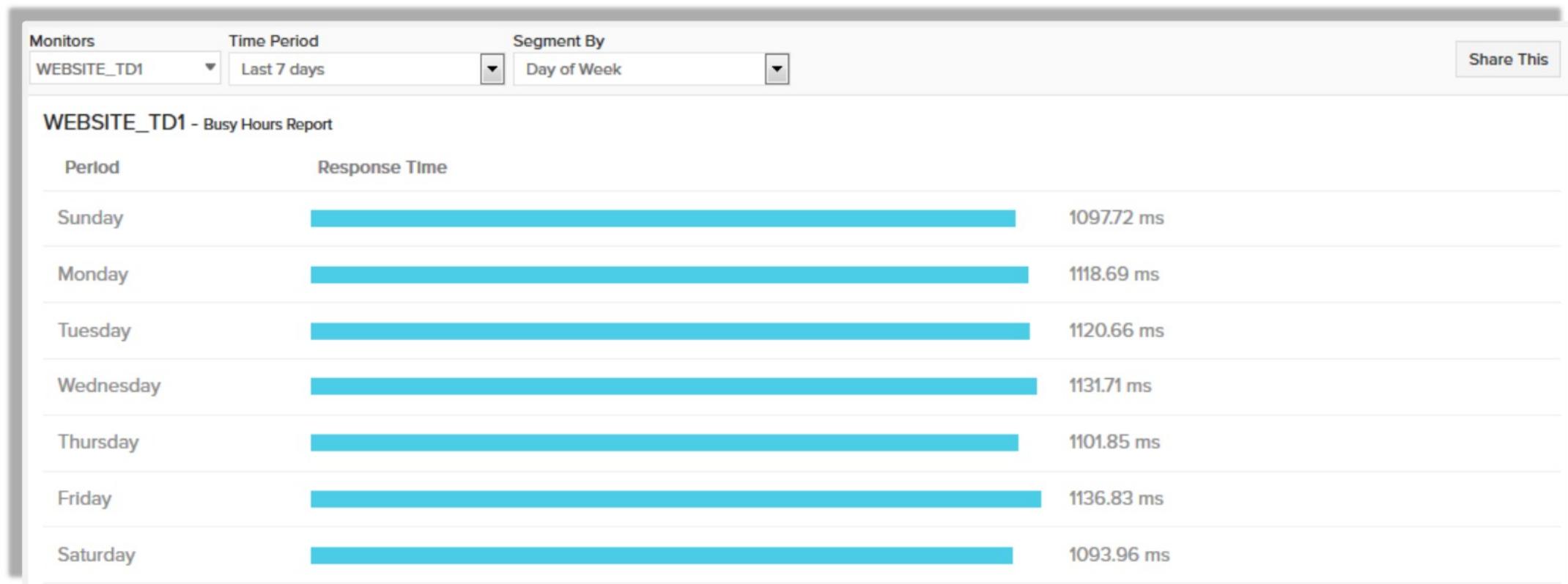
- Busy Hours Report helps you to pin point the exact time of the day/week when the response of the resource is the slowest
- This report captures parameters like
  - Average response time (ms)
  - Buffer cache hit ratio percentage of SQL servers
  - Network traffic load (in Kbps) on your IIS servers
  - CPU usage of Servers

# Busy Hours Report (Daily Break-up)





# Busy Hours Report (Weekly Break-up)





# Health Trend Report

- > Health Trend Report gives you a historical insight into the performance of your resource right from the monitors' inception. Data collected:
  - > Tabular interpretation of the exact count of down times
  - > Response time
  - > Longest transaction time percentage
  - > Private bytes
  - > Down alarms triggered

# Health Trend Report

## Number of Downtimes

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	-	-	-	-	2	0	0	0	0	0	1	0
2015	0	4	4	0	1	1	6	0	0	2	0	0
2016	0	910	145	-	-	-	-	-	-	-	-	-

## Response Time (ms)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	-	-	-	-	-	-	-	-	-	-	-	-
2015	240	250	250	232	226	228	225	225	225	224	244	220
2016	223	221	226	-	-	-	-	-	-	-	-	-

## Number of Alarms

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	-	-	-	-	3	0	0	0	0	0	1	0
2015	8	13	4	0	1	1	7	0	0	2	0	0
2016	0	910	145	-	-	-	-	-	-	-	-	-

■ Highest value of the year



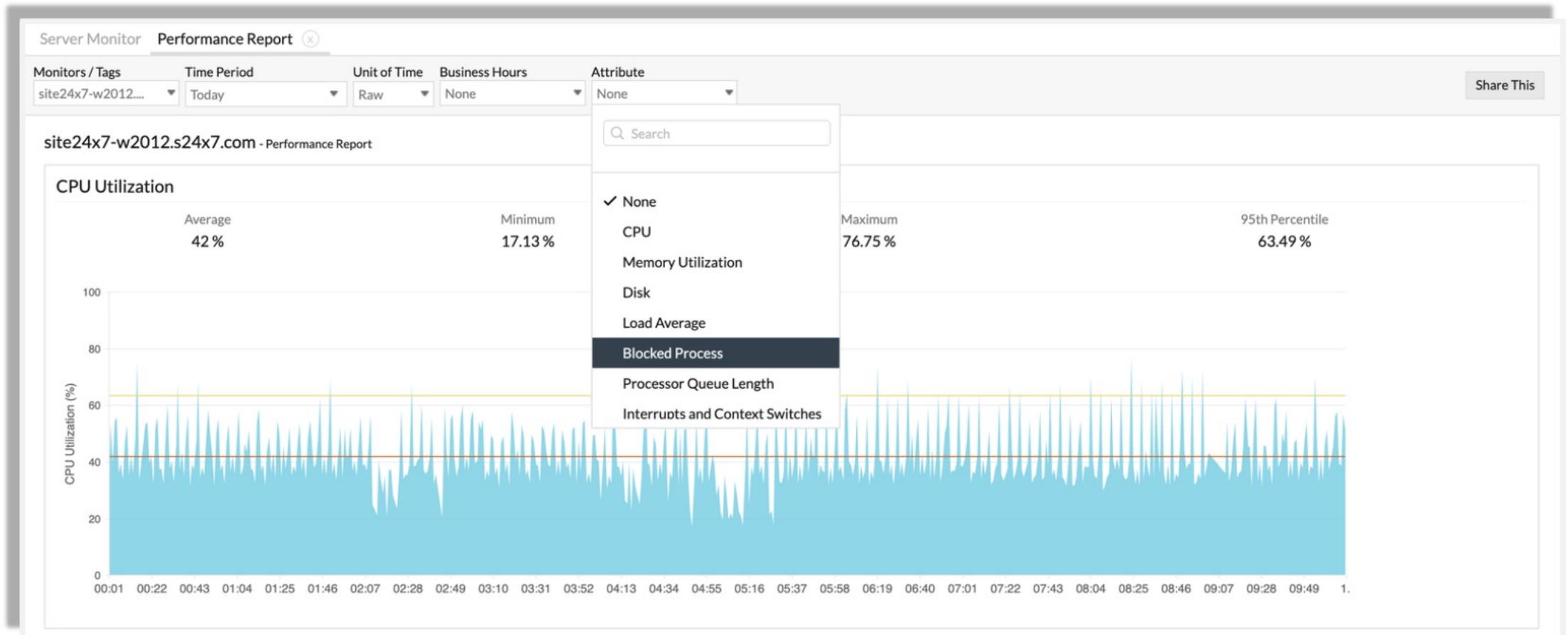
# Performance Report

- Helps you to drill down the performance of your monitors by:
  - > Response Time
  - > Throughput
  - > Response Time By Location
  - > CPU, Disk & Memory Utilization for servers

# Performance Report of Website Monitor



# Performance Report of Server Monitor





# Top 'N' Report

- Lists the top 'N' resources with the highest values in a defined set of data collections
- Helps to pinpoint the performance degradation of your monitored resources

# Top 'N' Report (Website and Server)

Website Top N Websites by Re...

Show Time Period

Top 5 Last Hour Share This

Top 5 Websites by Response Time

Name	Response Time (ms)	First Byte Time (ms)	Throughput (KB/sec)
greythr.zylker.com	1,744	240	1
demo.zylker.com	1,084	45	93
vTitan	682	91	16
https://www.w3schools.com/	93	6	981
Dry Run - Web	35	17	7

Server Monitor Top N Servers by CPU

Show Time Period

Top 5 Last Hour Share This

Top 5 Servers by CPU

Name	CPU Cores	Average (%)	Minimum (%)	Maximum (%)
site24x7-w2012.s24x7.com	2	45.4	31.38	80.75
Site24x7_Demo_Instance	1	6.95	4	79
instance-2-2040324899013063701	1	6.35	4.1	34.7
spadmin2010.mydomain.local	5	3.81	3.63	4.25
s24x7-wclu2.s24x7clu.com	1	3.81	2.75	7.88



# Step Summary Report

- This report is for the Web Transaction (Browser) Monitor
- Availability percentage and Response Time data for a specific step in the transaction can be generated from your preferred monitoring location

# Step Summary Report

Site24x7

Your evaluation expires in 9 days [Upgrade Now](#) Search Monitors/Groups

Monitors Time Period Data Locations Maintenance time for Uptime Calculation

sec This Week (sun - today) By Day New Jersey - US Include Exclude

Share This

SEC-CM-SERVER - Step Summary Report

Step Name	Availability (%)	Average Response Time (secs)
10 Sep 2017		
Step - 1 : Loading - http://[REDACTED]/topframe.html	100	3.113
Step - 2 : src=topframe.html	100	3.012
Step - 3 : Click Standards	100	3.022
Step - 4 : Click General	1.08	-
11 Sep 2017		
Step - 1 : Loading - http://[REDACTED]/topframe.html	100	3.235
Step - 2 : src=topframe.html	100	3.014
Step - 3 : Click Standards	100	3.091
Step - 4 : Click General	0	-

This Step Summary Report for monitor [REDACTED] server was created for the time September 10, 2017 12:00 AM IST to September 17, 2017 12:00 AM IST on September 11, 2017 1:15 PM IST

Custom Report

Monitor Groups

SLA Report

Website

Web Page Analyzer

DNS Monitor

Port Monitor

POP Service Monitor

Mail Server RTT

SMTP Service Monitor

Ping

FTP Service Monitor

FTP RTT Monitor

REST API Monitor

SOAP Monitor

Reports

Admin

Web Application (Real Bro...)

# Custom Report

- Gather ad-hoc historical and current data on your monitors and identify defect details based on specific monitor and attribute selection

Custom Report [Create Custom Report](#)

My Custom Report

Add Description

Monitor Types [?](#)

Attributes [?](#)

Monitors [?](#)

Bulk Period Selector [?](#)

Generate Report Cancel

The screenshot shows a user interface for creating a custom report. At the top, there's a title bar with the text "Custom Report" and a link "Create Custom Report". Below this are two input fields: "My Custom Report" and "Add Description". The next section, "Monitor Types", contains a search bar and a list of Azure monitor types: API Gateway Stage, APM Insight Application, App Engine, Application Load Balancer, Azure ApiManagement Service, Azure Automation Accounts, Azure Compute Disks, Azure Container Registry, Azure Continuous Webjobs, Azure ElasticPools, Azure EventHub, Azure ExpressRoute Circuits, Azure Function Apps, Azure Insight Components, and Azure LoadBalancer. The "Attributes" section has a search bar and the placeholder text "Select monitor type to view attributes". The "Monitors" section has a search bar and the placeholder text "Select monitor type to view monitors". The "Bulk Period Selector" section has a search bar and a list of time intervals: Last 1 Hour, Last 6 Hours, Last 12 Hours, 2 Hours ago, 6 Hours ago, 12 Hours ago, Last 24 Hours, Today, Yesterday, This Week (sun - yesterday), Last Week (sun - sat), Last 7 days, Last 30 days, This Month, and Last Month.



# Report Settings

- …→ Schedule Reports
- …→ Customize Reports
- …→ SLA Settings
- …→ Business hours



# Dashboards

- Custom Dashboard
  - Business Views
  - Infrastructure Maps
- Create personalized dashboard views by customizing it with dynamic widgets under Custom Dashboard
- This dashboard can be shared via permalinks, Iframe codes (embedded onto a web page) or exported as a PDF
- Different widgets that can be used to build your unique custom dashboard
  - Performance widget
  - Availability widget
  - Current Status widget
  - Alarm widget
  - Date & Time widget

# Custom Dashboards

Customize, add, move and resize your widgets [Done customizing](#) [Take a Tour](#)

Size [6 columns](#) [Delete](#)

The screenshot shows a dashboard titled "Zylker - Custom Dash" with the following components:

- Add Widgets** sidebar:
  - Choose Widget Category: Performance Widgets
  - Filter Monitors by Monitor Group: All Monitors
  - Choose Monitor Type: POP Server (selected)
  - Choose monitors: POP-001, POP-002
  - Graphical (selected) or Numerical
  - Choose Time Period: Custom Period (Jan 28, 2018 - Feb 11, 2018)
- Drag widgets to dashboard**:
  - Response Time Chart
  - Response Time By Location Report
- Widgets on the dashboard:**
  - Current Status of ... (grid of colored squares)
  - Date & Time: 11:35 PM (GMT 5:30) IST, Chennai, 11 Feb 2018
  - Response Time By Location Report of POP-002 (line chart: Response Time (ms) vs Date)
  - Current Status of Group All - Arun (grid of colored squares)
  - 783 Live (hexagon icon)
  - Response Time Chart of sequence\_www.vtita... (line chart: Response Time (ms) vs Date)
  - Current Status of All Monitors (grid of colored squares)
  - Response Time By Location Report of POP-002 (line chart: Response Time (ms) vs Date)
  - Current Status of Group All monitors are in th... (grid of colored squares)



# Zoho Analytics Integration

- Zoho Analytics is a robust self-service business intelligence, data analytics, and online reporting platform
- By integrating Site24x7 with Zoho Analytics, you can gain a complete overview of your business and IT-related information



# Zoho Analytics Integration

Site24x7

Help Assistant

Inventory

User & Alert Management

Configuration Profiles

IT Automation Templates

Server Monitor

On-Premise Poller

Mobile Network Poller

Operations

My Account

Subscriptions

Report Settings

Share

Developer

Milestones

Third-Party Integrations +

Tags

Downloads

Advisor

RUM

Metrics

Alarms

Reports

Admin

4:13 PM

Zoho Analytics

Integration Name: Site24x7-Zoho Analytics

Description:

Select Modules:  Outage  Performance

Monitor type filter: Web Page Speed (Brow... and 5 more)

Attributes:

Page Load Time	Load Time	DNS Resolution Time	Connection Time
First Byte Time	Download Time	Content Length	Start Render Time
Document Complete Time	Image Count	Script Count	Css Count
Image Size	Script Size	Css Size	Response Time
Transaction Time	Response Time	Throughput	First byte Time
DNS Time	Response Time	DNS Time	Content Length
Connection Time	First byte Time	Download Time	Throughput

Fetch Data From The Past: 3 Months

How often: Daily 09 00

By clicking Save, you agree to the Privacy Policy of the third-party service.

Save Cancel

# How to integrate from Zoho Analytics

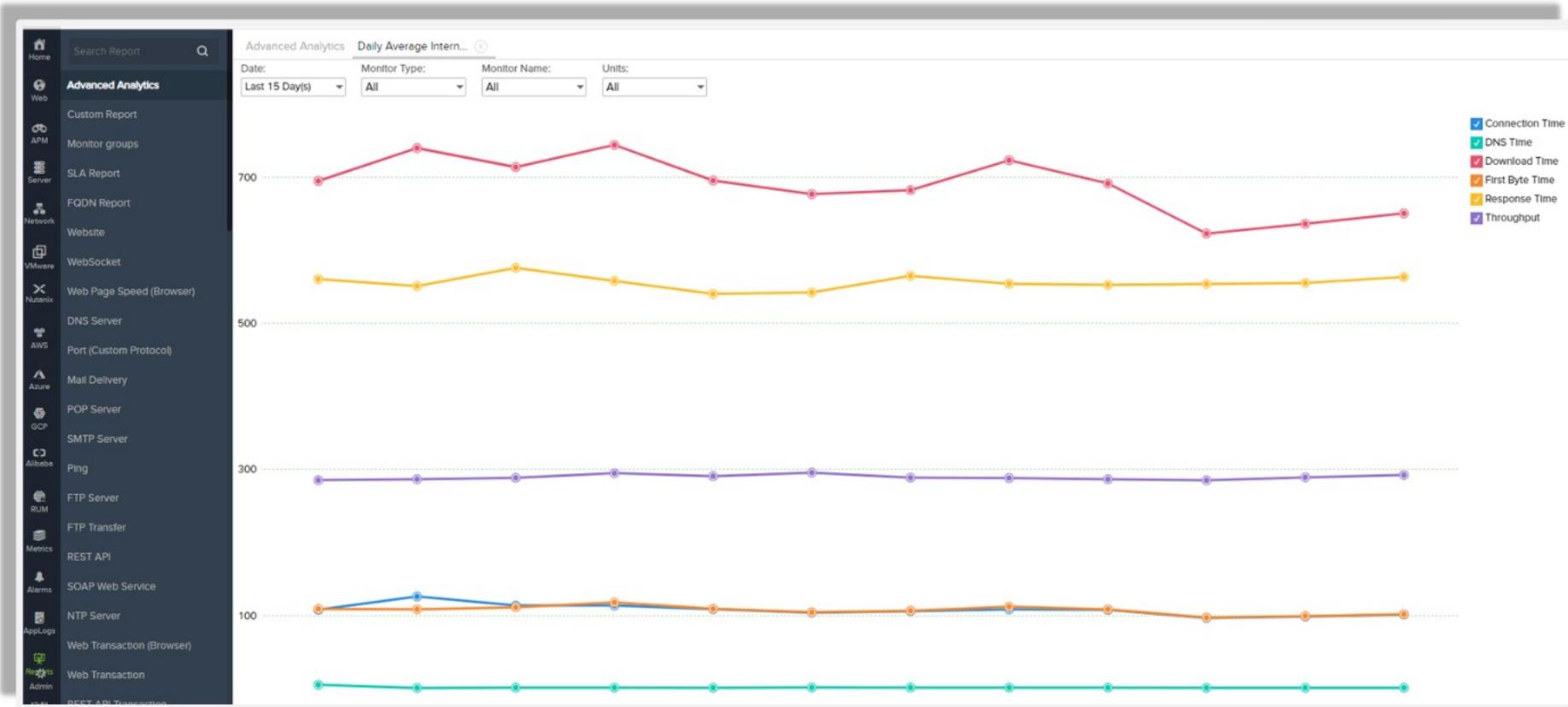
The image consists of three vertically stacked screenshots of the Zoho Analytics platform, illustrating the steps to import data from Site24x7.

**Screenshot 1: Home Screen**  
The top screenshot shows the main Zoho Analytics dashboard. At the top right, there is a green button labeled "Import Your Data". Below the header, there's a section titled "Workspaces" with three items listed: "TLS" (Created on: 26 Dec 2017), "Database - 1" (Created on: 19 Dec 2017), and "DailyActivities" (Created on: 19 Oct 2012). A search bar and filter options ("All", "Owned", "Shared") are also visible.

**Screenshot 2: Import Your Data Page**  
The middle screenshot shows the "Import Your Data" page. It features a grid of data sources. The "Site24x7" icon is highlighted with a red box. Other icons include "Facebook Pages", "Facebook Competitive Analytics", "Twitter Competitive Analytics", "Twitter Analytics", "eventbrite", "=exact", "Templates", and "SurveyMonkey". A yellow box highlights the "Can't find your data source?" link at the bottom.

**Screenshot 3: Step 1: Import From Site24x7**  
The bottom screenshot shows the configuration step for importing Site24x7 data. The "Site24x7 Analytics" workspace name is entered in the "Workspace Name" field. The "Select Organisation" dropdown is set to "Zylker.com Pvt. Ltd.". Under "Modules", "Alarms" is checked, while "Performance" is unchecked. The "Fetch Data From Past" dropdown is set to "3 Months". The "How Often" dropdown is set to "Daily" at "09:00 IST". A "Create" button is at the bottom right, which is also highlighted with a red box.

# View Analytics in Site24x7



# Adding Analytics widget in Custom Dashboard

### Add Widgets

Choose Widget Category

Advanced Analytics W...

Drag widgets to dashboard

Search Attributes

Active vs Suspended Monitors

Alarms Count by Accounts

Alarms Count by Locations

Alarms Count by Transaction Steps

**Site24x7**

Date & Time: 03:19 PM (GMT+3:00) IST  
All Monitors: Live

IST  
29 Apr 2020

Current Status of All Monitors: Live

Alarms Duration Daily Trend

Alarms Duration Daily Trend

Alarms duration on every day

Outage Date: Last 15 Day(s)  
Monitor Type: All  
Monitor Name: Select

DOWN MAINTENA TROUBLE UP

Monthly Outages Count by Monitor Groups

Monthly Outag... Outage/downtime count on every...

Outage Date: Last 6 Months  
Monitor Groups: Select

AZURE... Azure Pr... GCP-not... Infrastru... JPJServe... PayAsYou... Site24x7... + 14 more...

TechwoodsApp DESKTOP-EV5OPR3

Response Time: 1.3 Sec(s)

TechwoodsApp DESKTOP-EV5OPR3

CPU Usage

Response Time Chart of TechwoodsApp & Cricfest

Response Time (Seconds)

03:15 04:33 05:51 07:09 08:27 09:45 11:03 12:21 13:39 14:47

TechwoodsApp Website-itspj.weebly.com

Response Time Detailed Report of Website-itspj.weebly.com

Response Time (ms)

1,000 900 800 700 600 500 400 300 200 100 0

Mumbai - IN New York - US Website-itspj.weebly.com Chennai - IN Atlanta - US London - UK Seattle - US Toronto - CA

4:1 14:22 14:28 14:34 14:38 14:42 14:46 14:50 14:54 14:58 15:02 15:06 15:10 15:14

DNS Time Connection Time SSL Handshake Time First Byte Time Download Time

Response Time Chart of Website-itspj.weebly.com

Response Time (Seconds)

0 0.5 1 1.5

14:18 14:22 14:26 14:30 14:34 14:38 14:42 14:46 14:50 14:54 14:58 15:02 15:06 15:10 15:14



# Monitor Actions

# Import and Export Monitors

## Export Monitors i

Select Resource Type  All Monitors  Monitor groups  Monitor Types  Filter Monitors

Any of these Conditions (OR)  All of these Conditions (AND)

Monitor Name  is  No items selected

## Import Monitors i

Monitor Types  Website

Action Mode

Overwrite invalid or void parameter entries with default parameters i  Yes  No

File Name   
Upload files in CSV format with .txt/.csv extension only

# Bulk Actions

Bulk Action		
Monitor Action	Server Monitor	Plugins
Activate Monitors	Upgrade Server Monitor Agents	Modify Plugin Execution Timeout
Suspend Monitors	Modify Server Syslog/Event Log Preference	Modify Plugin to enable alert when data is not received
Delete Monitors	Modify Server Resource Check Profile	Modify Plugin waittime to alert if alert is enabled
Monitor Configuration	Suppress Container Alerts	Re-Register Plugins across servers
Modify Threshold Profile	Auto Discover Containers	Application Performance Monitoring
Modify Location Profile	Rediscover Server Applications	Modify APM Agent Configuration Profile
Modify Notification Profile	Virtualization	Modify APM Key Transaction Configuration Profile
Modify Tags	VMware Discovery Options	
Modify IT Automations	Metrics	
Modify User Alert Groups	Enable/disable StatsD	
Modify Check Frequency		
Modify Monitor Groups		



# Advanced Configurations



# Advanced Configurations

- …→ Tags
- …→ Global parameters
- …→ Email template
- …→ Configuration rules



# Tags

Add Tag i

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Tag Name

Tag Value

Tag Color A grid of 20 color swatches. The first swatch in the top row is checked (green). The other 19 swatches are various colors including teal, light blue, purple, pink, dark blue, yellow, orange, red, light yellow, gold, light purple, blue, dark red, grey, dark purple, teal, light blue, green, and dark green.

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# Global Parameters

- Global parameters are custom name-value pairs that can be defined as part of your Site24x7 global configuration
- You can invoke a Global Parameter in these forms and text fields by simply entering a \$ symbol and selecting the relevant parameter

The screenshot shows the 'Global Parameters' configuration screen. On the left, a list of existing parameters is displayed: \${authtoken}, \${Value}, \${Training}, \${2022}, and \${Vista training}. To the right, a modal window titled 'Add Global Parameter' is open, allowing for the creation of new parameters. The modal contains fields for 'Parameter name' (with a red placeholder box), 'Parameter type' (radio buttons for 'Constant' and 'Dynamic' with 'Constant' selected), and 'Parameter value' (a text input field). A 'Save' button is at the bottom of the modal.

# Email Template

Email Templates ⓘ

Template/Service Name  
Linux group

Update Template ⓘ

Evaluation Account ⓘ

Display Name  
Linux group

Subject  
\$MONITORNAME is \$STATUS

Content  
The \$MONITORNAME is \$STATUS  
\$GROUPNAME  
\$DOWNTIME

Type \$ to search the available tags

Save

Incident Parameters

Tag	Description
\$MONITORNAME	DisplayName of the Monitors
\$GROUPNAME	Monitor Group
\$STATUS	Status of the Monitor (Up, Down, Critical, Trouble, Maintenance)
\$MONITORTYPE	Various monitor types like Website Monitor, Mail Delivery, Ping Monitor
\$POLLFREQUENCY	Poll frequency of the monitor (Eg. 15 Min, 2 Hr)
\$DOWNTIME	Downtime of the monitor
\$MONITORURL	URL which you are monitoring
\$DOWNREASON	Reason for downtime



# Configuration Rules

- Set workflows for new and existing monitors using Configuration Rules

Add Rule ⓘ

Description

Stop Executing Other Rules ⓘ

Define Criteria ⓘ

Any of these Conditions (OR)  All of these Conditions (AND)

Type is mandatory

Operating System is Linux

Define Actions ⓘ

Actions are optional

Threshold Profile: Linux Servers

Notification Profile: Linux Admin

Monitor Group: Linux servers

Third Party Services: No items selected

Tags: Linux Server Machine:linux   +



# Alerting



# Alerting

- …→ Attribute alert group
- …→ Third-party integrations

# Attribute Alert Group

Display Name

Monitor type filter

Attributes

Error count threshold	Throughput threshold	✓ Availability	Exception count threshold
Average Response Time thr...	JVM CPU usage threshold	Apdex threshold	Heap memory usage thresh...
Error rate threshold	GC count threshold	Request count threshold	GC time threshold
Alert me if Job does not star...	Alert me if Job runs longer t...	dnssec check	Response time threshold for...
Response time threshold for...	ip Check	Notify server connection er...	Notify when Site is down
Notify when Application Po...	Current Requests	✓ Network Traffic	Switch Status
✓ Response Time	Packet Loss	Network Interface Status	Network Interface Status

# Third-party Integrations

 <b>Webhooks</b> <span>Integrate Now</span>	 <b>Slack</b> <span>Integrate Now</span>	 <b>Microsoft Teams</b> <span>Integrate Now</span>	 <b>SDP On-Premise</b> <span>Integrate Now</span>
Use WebHooks to raise alarms for every status change in Site24x7. WebHooks are user defined HTTP callbacks that are triggered by specific Site24x7 alarms.	Ensure effective communication and collaboration within your team by using public and private channels, and get alerts from Site24x7 to any of your Slack channels.	Create different chat channels for specific topics, receive all your critical Site24x7 monitor status alerts, and incident RCA reports in your preferred channels.	Integrate with SDP to automatically generate incident tickets, when your Site24x7 monitor status is down.
 <b>SDP MSP</b> <span>Integrate Now</span>	 <b>SDP On-Demand</b> <span>Integrate Now</span>	 <b>Zoho Analytics</b> <span>Integrate Now</span>	 <b>AlarmsOne</b> <span>Integrate Now</span>
Obtain comprehensive service desk, account and asset management, remote controls, and advanced reporting in a multi-tenant architecture with robust data segregation.	Manage Incidents by creating requests automatically or manually when downtime occurs, using SDP ON-Demand a product from Zoho Corp.	Get a comprehensive view of your key business metrics, create appealing data visualizations, insightful dashboards, etc. and get an insight into your IT operations.	View, manage, and monitor alarms from various monitoring tools in a single dashboard. Integrate now to consolidate and segregate all your Site24x7 alarms in one unique console.
 <b>PagerDuty</b> <span>Integrate Now</span>	 <b>Zapier</b> <span>Integrate Now</span>	 <b>OpsGenie</b> <span>Integrate Now</span>	 <b>ServiceNow</b> <span>Integrate Now</span>
Generate PagerDuty incidents for alarms from Site24x7, streamline your communication within teams, and achieve higher incident resolution efficiency.	Seamlessly integrate multiple third-party apps, create Site24x7 trigger events in Zapier, and build powerful workflows.	Streamline your Site24x7 monitor alerts and incident resolution processes with the OpsGenie's alert notification management, on-call scheduling, and escalation capabilities.	Streamline incidents and resolve issues faster, and efficiently by tightly integrating Site24x7 with ServiceNow's IT Service Management platform.
 <b>ConnectWise Manage</b> <span>Integrate Now</span>	 <b>Moogsoft</b> <span>Integrate Now</span>	 <b>Jira</b> <span>Integrate Now</span>	 <b>Amazon EventBridge</b> <span>Integrate Now</span>
Sell, service and support technology more efficiently, centralize all information, and provide better customer support using ConnectWise	Correlate alerts together, get root cause, and enjoy cross-team collaboration to solve incidents faster with Moogsoft AIOps.	Streamline issue management by using a common platform to work collectively on issues related to your websites, servers, network, etc.	Route real-time data from your applications to other AWS services. Leverage on built-in targets, viz. AWS Lambda, to start auto-remediation

# Time-based Threshold Profile

Add Time-based Threshold Profile ⓘ

X

Monitor Type

Website

Display Name

Select Default Threshold Profile ⓘ

Default Threshold - URL

Threshold Profile

Default Threshold - URL

Business Hours

Weekday - System Generated

+

Save



# Incident Management

# Incident Management - Alarms

Infrastructure Events BETA

Active Alarms (86)

Current Last 24Hrs

Open	Acknowledged
✓ 44	✓ 2
✓ 7	✓ 1
✓ 28	✓ 0
✓ 4	✓ 0

Confirmed Anomalies 0

AppLog Errors 0

APM/RUM ✓ 10

On-Premise Pollers 1

Open Incidents 13

Alarms	Schedule Maintenance	Assign Technician	Delete Alarms	Mute Alerts	Share	⚙️
<input type="checkbox"/> Monitor Name <small>≡</small>	Last Polled	Technician	Alarm Since			
<small>⬇️</small> vpn-1-tunnel-1	4 minutes ago	Assign Technician	2 hours ago			
<small>⬇️</small> PHP-Application	4 minutes ago	Assign Technician	2 days ago			
<small>⬇️</small> TicketBooking2020/ApplicationInsights...	2 minutes ago	Assign Technician	3 days ago			
<small>⬇️</small> TestingInstance	a minute ago	Assign Technician	3 days ago			
<small>⬇️</small> AnanthTestVM1	4 minutes ago	Assign Technician	4 days ago			
<input type="checkbox"/> <small>⬇️</small> instance-1 <small>💻</small>	4 minutes ago	Assign Technician	5 days ago			
<small>⬇️</small> Zylker WVD	2 minutes ago	Assign Technician	9 days ago			
<small>⬇️</small> Nodejs_sampleApp	6 minutes ago	Assign Technician	14 days ago			
<small>⬇️</small> veezle.xyz	3 minutes ago	Assign Technician	16 days ago			
<small>⬇️</small> site24x7.s24x7clu.com	3 minutes ago	Assign Technician	16 days ago			
<small>⬇️</small> Zylker Nutanix Cluster	2 days ago	Assign Technician	16 days ago			
<small>⬇️</small> sriram-rh-8-2	4 minutes ago	Assign Technician	16 days ago			
<small>⬇️</small> applogs-2gbra�test.enduserexp.com	3 minutes ago	Assign Technician	17 days ago			

# Incident Management Alarms Category

The screenshot shows the 'Add Alarms Category' dialog box from the Site24x7 interface. The left sidebar lists various monitoring categories like Alarms, Help Assistant, Inventory, etc. The main dialog has fields for 'Alarms Category Name' (empty), 'Attribute Configurations' (with a dropdown for monitor type set to 'Health Check, Real User Monitor and 3 more'), 'Attributes' (a table showing various performance metrics), and 'Alert Configuration' (with a 'Sender Email' dropdown set to 'Default Email (joshua.a@zohocorp.com)').

Alarms Category Name

Attribute Configurations

Create a custom alarms category by selecting a set of performance attribute(s) or all attributes from the available pool of attributes.

Filter monitor type: Health Check, Real User Monitor and 3 more

Attributes			
Average Response Time thre...	Average Front end time Thre...	Availability	Apdex Threshold
Average Network end time T...	Average Back end time Thres...	First Input Delay	Error count threshold
First Contentful Paint	Largest Contentful Paint	Cumulative Layout Shift	Alert if the network module i...
Alert if there is an issue with ...	Alert if the time set differs m...	Minimum Downtime	Average Downtime
Status	Status	Percentage of Available Mon...	Percentage of Critical Monit...
Percentage of Trouble Monit...	Percentage of Down Monitors	Total Downtime	Availability (%)
Total Number of Monitors	Number of Available Monitors	Number of Critical Monitors	Number of Trouble Monitors

Alert Configuration

Customize alerting if the alert falls in this category.

Sender Email: Default Email (joshua.a@zohocorp.com)



# Incident Communication



# Incident Communication - StatusIQ

- Communicates incidents and extends **transparency** to end-users
- **White label** the pages with your own logo and redirect users to your own domain
- Let the users to know about the **incident history** of your applications
- Ability to **integrate any monitoring tool** using Rest API or Email notification

# Adding a Status Page in StatusIQ



Status Page Details

Status Page Name \* Webinar\_Page 12 / 90

Status Page Description Webinar Page Test 17 / 3000  
Describe the purpose of this status page.

Company/Organization Name Site24x7

Company Website URL https://site24x7.com  
On clicking the logo of your status page you will be redirected to this url.

Save Cancel



# Adding a Component

Add resource  Default  Import monitors from Site24x7

Component Name  7 / 90

Component Description  0 / 500  
Component description will be shown in public page.

Component Group  +

**Automate Status Updates**

Update Status via Email  
Create email hooks to pipe in component status updates to StatusPage from third-party monitoring apps. [Learn more](#)

Update Status via REST API  
Push status via REST APIs dedicated for this component.

Save Cancel

Site24x7

## Webinar\_Page

Webinar Page Test

Active Incidents

Status Automation - 3rd Party RestAPI

**REST API Automation**

You can update the component status of 3rd Party RestAPI via REST API using the below cURL command.

```
curl -X PUT \
https://www.site24x7.com/sp/api/statuspages/15698000161778065/component_status/15698000161778127 \
-H 'Accept: application/json; version=2.0' \
-H 'Authorization: Zoho-oauthtoken #ACCESSTOKEN' \
-H 'Content-Type: application/json; charset=UTF-8' \
-d '{"component_status":1,"create_or_update_incident": true}'
```

Note: #ACCESSTOKEN should be replaced with your Access Token. Generate Access Token with scope - **StatusPages.Operations.All**

Copy

You can find all the status automation related info of 3rd Party RestAPI in "Edit Component" section.

Acknowledged "spadmin2010.mydomain.local-ADSERVER" is Down  
Mar 30, 12:42 PM PDT (29 days 22 hours 37 mins ago)

Acknowledged "spadmin2010.mydomain.local-ADSERVER" is Down  
Mar 30, 12:42 PM PDT (29 days 22 hours 37 mins ago)

# Import Site24x7 Monitors at ease

Resource Type to Import

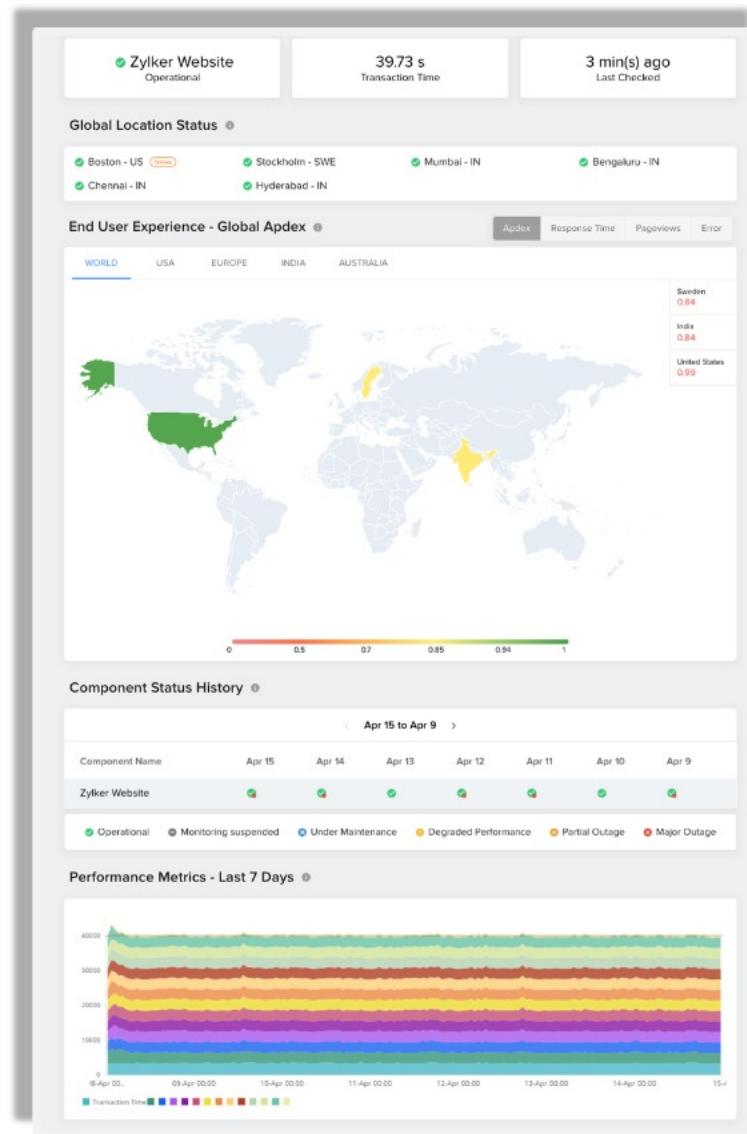
Monitors  Monitor Groups

Monitors to be Imported

A Vtitan Demo, applogs-2gbramtest.enduserexp.com and <a href="#">6 more</a>	
<input type="text"/> Enter Search Text <a href="#">Select All</a>	
<input checked="" type="checkbox"/>	Local_Site24x7_Demo_Ping PING
<input checked="" type="checkbox"/>	Site24x7-Training WPA HOMEPAGE
<input checked="" type="checkbox"/>	Vikatan WEBSITEDEFACEMENT
<input checked="" type="checkbox"/>	A Vtitan Demo REALBROWSER

# Detailed Metrics

- Transparently showcase performance of your application from various countries thus making it easier for the end user to relate to the regional issues that he faces



# Incident Communication

- Multiple severity options to create incidents
  - Major Outage
  - Partial Outage
  - Degraded Performance
- Progress levels -
  - Acknowledged
  - Investigating
  - Identified
  - Observing
  - Resolved (once issue is resolved)
- Each status can be notified via email to the subscribers

Want to backfill an old incident? [Click here](#)

**Create Incident**

Incident Title \* VTitan Down

Incident Severity \* Partial Outage

Components Affected

A Vtitan Demo

Search for a component... Select All

A Vtitan Demo

Java AWS-Sample-App

Local\_Site24x7\_Demo\_Ping

Incident Status

Incident Status \* Acknowledged

Status Update

An issue has been acknowledged and we are investigating further.

Notify Subscribers

Notify your email subscribers about this incident.

Notify your SMS subscribers about this incident.

Save Cancel



# Schedule Maintenance

- Schedule maintenance for components with various frequency - once, daily, weekly & monthly and timezone.
- Progress of ongoing maintenance (scheduled) incident can be updated via REST API.
- Each status change will be notified via email to the subscribers.



The screenshot shows an email from Site24x7. The subject line is "Upcoming Maintenance Scheduled". The email body starts with a friendly greeting: "Dear Subscriber," followed by a reminder about an upcoming maintenance scheduled in "Webinar Page". Below this, there is a table providing details about the maintenance check:

Maintenance Title	Maintenance Check
Maintenance Start Time	Apr 29, 2020 12:29 PM PDT   Apr 29, 2020 07:29 PM UTC
Maintenance End Time	Apr 29, 2020 01:29 PM PDT   Apr 29, 2020 08:29 PM UTC
Affected Components	s247demodb (ES - All Monitor Groups), Cloudfront-Latency (ES - All Monitor Groups), PHP-Application (ES - All Monitor Groups), Training (ES - All Monitor Groups), SITE-W8-AIO-1 (ES - All Monitor Groups), spadmin2010.mydomain.local-SHRPTSRVR (ES - All Monitor Groups), IntegrationDemoInstance (ES - All Monitor Groups), Time Diff (ES - All Monitor Groups), Training (ES - All Monitor Groups)
Maintenance Description	Weekly Maintenance Check!

At the bottom of the email, there is a note: "This is a system-generated email, and you're receiving it since you've subscribed to status updates from Webinar Page." It also includes links for "unsubscribe" and "manage your preferences". The footer indicates the email was "Powered by StatusIQ".



# Status & Incident History

- Publishing Status History for the last 90 days will build trust to your new users about your service
- Incident History for the last 30 days will help users in understanding the MTTR

Site24x7

## Webinar\_Page

Webinar Page Test

### Active Incidents

**Monitor Down**

This incident has been open for few seconds and was last updated few seconds ago

Incident Start Time  
Apr 29, 2020 12:43 PM PDT

Affected Components  
A Vtitan Demo, s247demodb (ES - All Monitor Groups)

Incident Status Updates  
 Acknowledged  
An Issue has been acknowledged and we are investigating further.

### Component Summary

+ Add Component

Component Name	Component Status	Actions
ES - All Monitor Groups	<span style="color: red;">✖ Major Outage</span>	☰
A Vtitan Demo	<span style="color: red;">✖ Major Outage</span>	☰
EventProduction	<span style="color: green;">✓ Operational</span>	☰
Java AWS-Sample-App	<span style="color: green;">✓ Operational</span>	☰
Local_Site24x7_Demo_Ping	<span style="color: green;">✓ Operational</span>	☰
Mail_server_monitor	<span style="color: green;">✓ Operational</span>	☰
Site24x7-Training WPA	<span style="color: green;">✓ Operational</span>	☰
Site24x7-demo-acc-Vtitan	<span style="color: green;">✓ Operational</span>	☰
Vikatan	<span style="color: green;">✓ Operational</span>	☰



# Subscribers

Site24x7

Webinar\_Page

Webinar Page Test

Active Incidents ⓘ

**Monitor Down**

This incident has been open for few seconds ago and was last updated few seconds ago

Incident Start Time  
Apr 30, 2020 01:13 AM IST

Affected Components  
A Vtitan Demo, s247demodb (ES - All Monitor Groups)

Incident Status Updates

**Acknowledged**  
An issue has been acknowledged and we are investigating further.  
Posted on Apr 30, 2020 01:13 AM IST (few seconds ago)

Component Summary ⓘ

Component Name

**SUBSCRIBE**

EMAIL    SMS    RSS FEED

Subscriber Name \*  
name

Email Address \*  
name@name.com

**Subscribers ⓘ**

Email    SMS

Total Email Subscribers  
**6**  
🕒 Confirmed - 0    🌟 Unconfirmed - 6

Subscribers added this month  
**0**  
▼ 6 than previous month

Emails sent this month  
**0**  
↑ 0 than previous month

**Email Subscribers**

Subscriber Name	Email Address	Subscribed On	Status	Actions
Zylker Issues	issues@zylker.com	May 16, 2019	🌟 Unconfirmed	≡
Zylker Operations	operations@zylker.com	May 16, 2019	🌟 Unconfirmed	≡
Zylker Developers	dev-team@zylker.com	May 16, 2019	🌟 Unconfirmed	≡
Zylker Support	support@zylker.com	May 16, 2019	🌟 Unconfirmed	≡
Zylker IT	it-team@zylker.com	May 16, 2019	🌟 Unconfirmed	≡
Zylker Admin	admin@zylker.com	May 16, 2019	🌟 Unconfirmed	≡



# Customization

- Custom Logo per page
- Custom Favicon per page
- Custom domain support (with free SSL certificate)
- Customize your To and From Email

Here're a few mandatory steps that you must undertake as part of the DNS configuration to ensure seamless and secure access to your status page via a custom domain.

• Create a CNAME record with the following inputs.

Type	CNAME
Host	status.zylker.com <a href="#">Edit</a>
Point to	site24x7sp.com. <a href="#">Edit</a>

• Create a TXT record to verify your domain ownership with the following inputs. [Learn more](#)

Type	TXT
TXT Value	site24x7-signals-domain-verification=dd1385a4d9c6c8d8a3766448c1eb421f <a href="#">Edit</a>
Host	Blank or @

[Previous](#) [Next](#)



# Monitor Management



# Monitor Management (Monitor Group)

→ Ease your administration using monitor groups

Monitor Groups  
Last updated a few seconds ago

### Add Monitor Group

Display Name

Description

Group type

Select Monitors

6c23a89b6123	741b321fd01f	741b321fd01f	Brand Reputation - https://zo...
check_file_size.py-741b321f...	DNS - dns1.p03.nsone.NET - ...	HomePage - www.xofultechn...	HomePage - zohocorp.com
nursing	SMTP - mx.zohocorp.com - z...	SSL - zohocorp.com	woful
Zoho			

Tags

Name your subgroups  Enter comma separated names

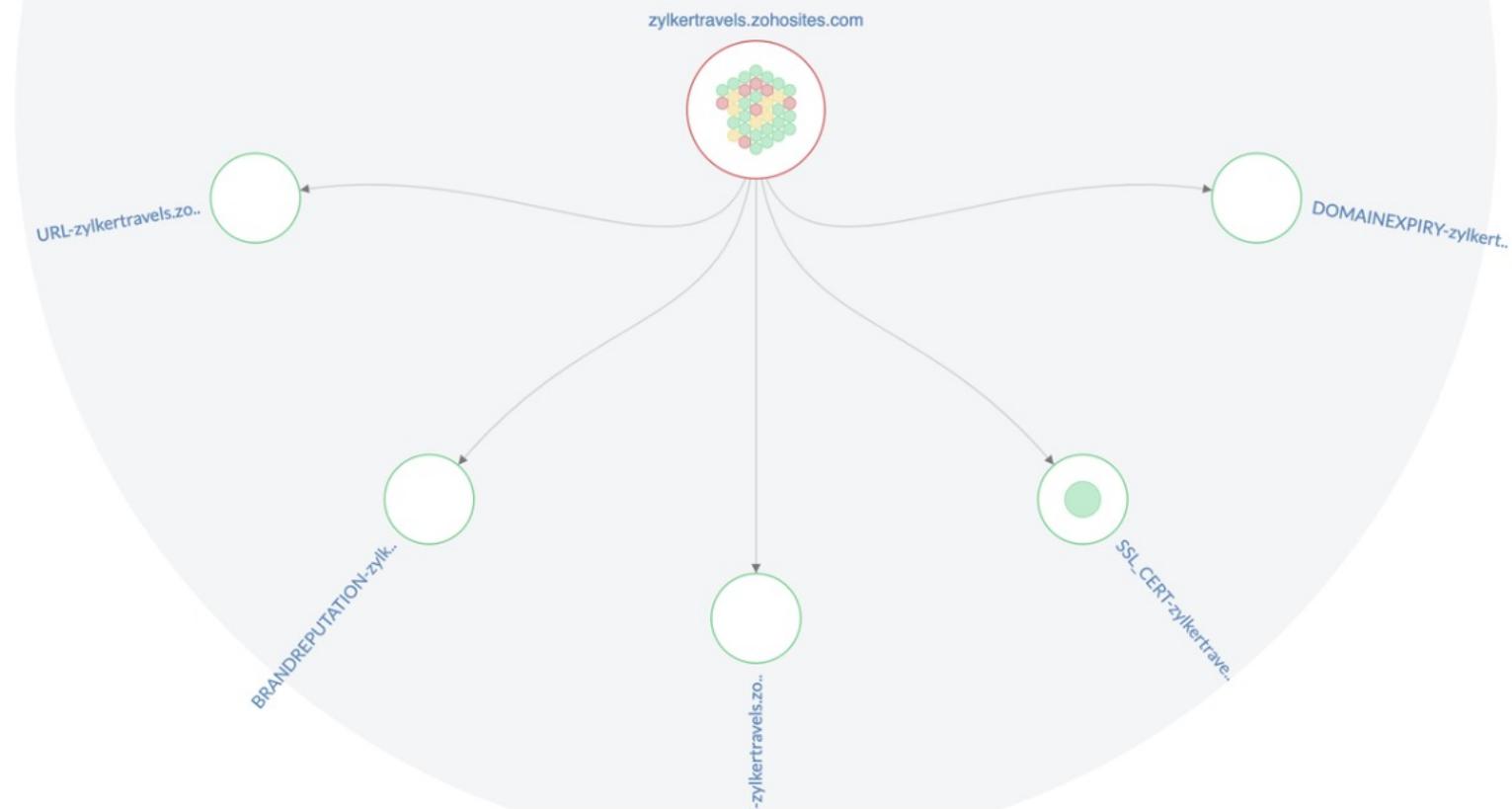
Dependency Configuration

Dependent on Monitor



# Business View

Business View





# Operations



# Operations

- Operations Tab will help you to configure Schedule Maintenance Window and analyze
  - Maintenance
  - Log Report
  - Audit Logs
  - Alert Logs



# Site24x7 REST API



# Site24x7 API - An Introduction

- Site24x7 API helps you achieve all the operations that can be performed on our web client
- Support for secured Authentication using OAUTH 2.0
- Achieve most of the operations that can be performed on our web client using APIs.
- Integrate Site24x7 Data into your existing Portal/business applications
- API Reference: <https://www.site24x7.com/help/api/#introduction>



# Steps to generate Authtoken using OAuth2.0

- Create a Client
- Generate Code for the Scope provided
- Generate Client ID and Client Secret Key
- Generate a Grant Token
  - In the response, you will get both access\_token and refresh\_token.
  - The access\_token is temporary
  - The refresh\_token is permanent



# Site24x7 API Response

- JSON format
- code - Site24x7 error code
  - 0 for a success response
- message - Status Message for the invoked API
- data - Comprising the invoked API's Data

```
{ "code" : 0,  
    "message" : "success",  
    "data" : {  
        "monitor_id" : "..."  
    }  
}
```

# List of scopes available in Site24x7

Scope	Description
account	To access, add, edit, delete users and license related data. Available types: Site24x7.Account.Read, Site24x7.Account.Create, Site24x7.Account.Update, Site24x7.Account.Delete, Site24x7.Account.All
admin	To access, add, edit, delete monitors, configuration profiles, third party integrations etc. Available types: Site24x7.Admin.Read, Site24x7.Admin.Create, Site24x7.Admin.Update, Site24x7.Admin.Delete, Site24x7.Admin.All
reports	To access, add, edit, delete reports and monitor status. Available types: Site24x7.Reports.Read, Site24x7.Reports.Create, Site24x7.Reports.Update, Site24x7.Reports.Delete, Site24x7.Reports.All
operations	To access, add, edit, delete operation related data such as IT Automation, maintenance, status page announcements etc. Available types: Site24x7.Operations.Read, Site24x7.Operations.Create, Site24x7.Operations.Update, Site24x7.Operations.Delete, Site24x7.Operations.All
msp	To access, add, edit, delete MSP related data. Available types: Site24x7.Msp.Read, Site24x7.Msp.Create, Site24x7.Msp.Update, Site24x7.Msp.Delete, Site24x7.Msp.All
bu	To access, add, edit, delete Business Units related data. Available types: Site24x7.Bu.Read, Site24x7.Bu.Create, Site24x7.Bu.Update, Site24x7.Bu.Delete, Site24x7.Bu.All



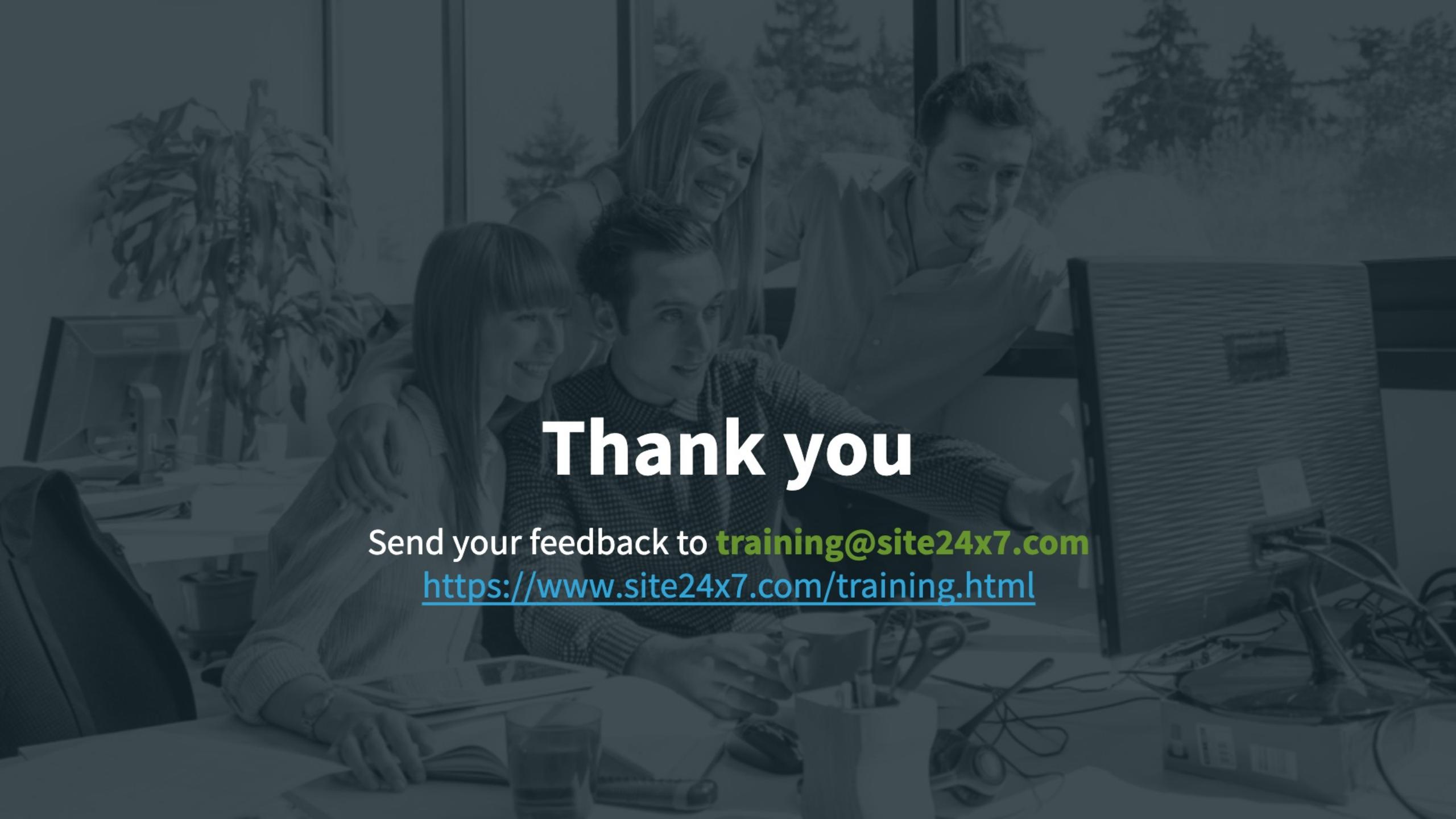
# Q1 2023 updates

- Configuring filters and category for Alarms
- User-level time zone for reports
- Custom Period option to categorize reports



# Learnings

- How to generate reports and custom dashboards
- Different monitor actions and advanced configurations
- Benefits of Site24x7 alerting and third-party integrations
- Managing incidents using alarms
- Using StatusIQ for incident communication
- Monitor management and operations
- Overview on Site24x7 REST APIs

A black and white photograph of four people in an office environment. Three women are seated at a desk, looking towards the camera with smiles. A man is standing behind them, also smiling. They appear to be working on a computer. The background shows office equipment and a window with a view of trees.

# Thank you

Send your feedback to **training@site24x7.com**  
<https://www.site24x7.com/training.html>