

# insightView Monitoring

Admin Guide (On-premise)

Server & Docker Monitoring Solution

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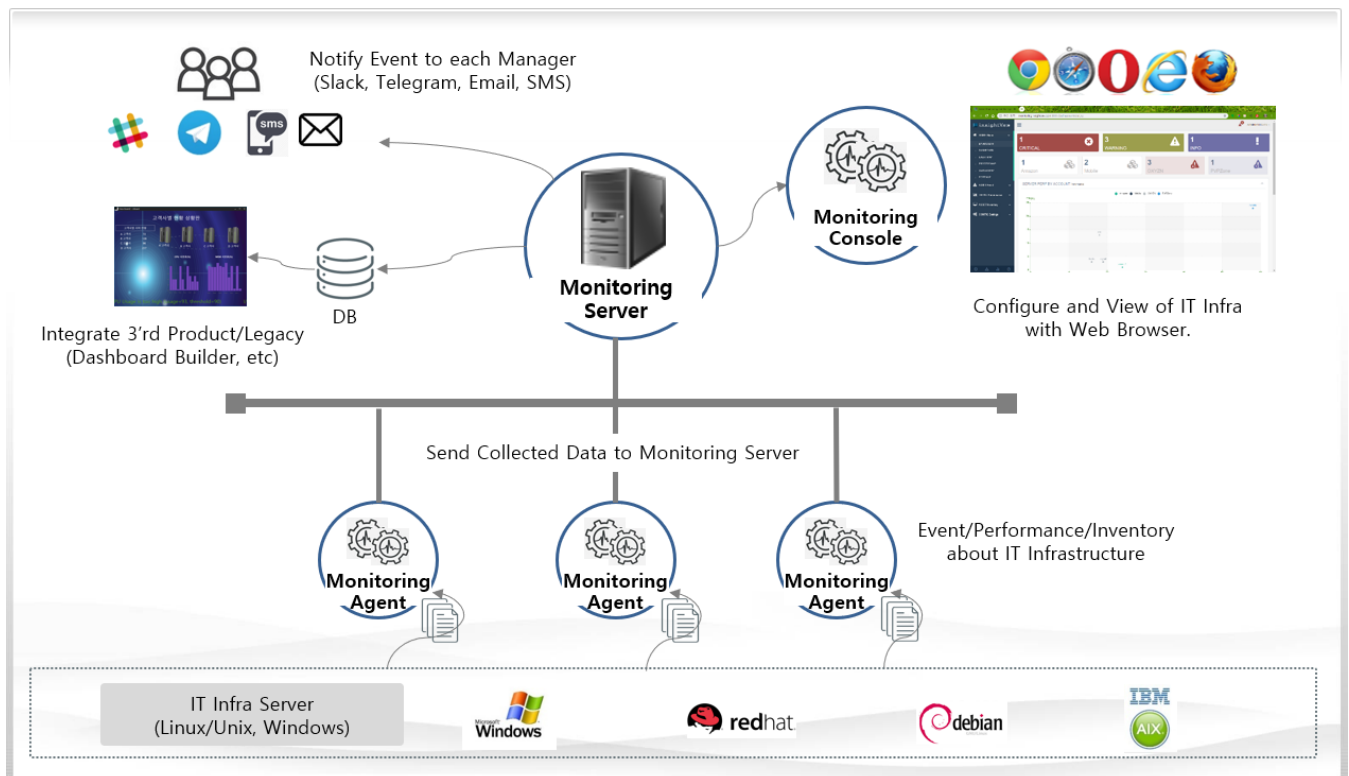
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## 1. Overview

The 'insightView Monitoring' product is a server & docker monitoring solution for cloud/idc server provider. You can monitor and manage servers of Linux/Unix, Windows. Also can monitor docker containers. It supports reliable operation of IT infrastructure servers through fault, performance and configuration monitoring.

It also provides efficient functions to intuitively identify and manage key status information for server and docker containers. It is provided on SaaS or On-premise.



- The main features are as follows:
  - ✓ Support monitoring and management for linux, unix and windows servers integrated
  - ✓ Delegate administrator account privileges through account group
  - ✓ Support integrated monitoring of servers and docker containers
  - ✓ Flexible management of monitoring items through application by task
  - ✓ Provide the convenience of monitoring configuration through provision of current status information
  - ✓ Support mapping of data property values for notification messages
  - ✓ Provide various notification methods for fault events (slacks, telegrams, etc.)

## 2. Getting started

### 2.1. Check Server Status

Check the insightView Monitoring Server's status as follows.

```
# cd <installed directory>
# ./ivmserver.sh status
```

구분	명령어	비고
Check Status	# ./ivmserver.sh status	
Start Server	# ./ivmserver.sh start	
Stop Server	# ./ivmserver.sh stop	

### 2.2. Login

You can access insightView Monitoring Console with web browser. Login with the administrator of solution user id(admin).

URL Address	Etc
http://<Server IP>:9091	

\* The default port can be changed.

ID	Password(default)	Etc
admin	admin1!	

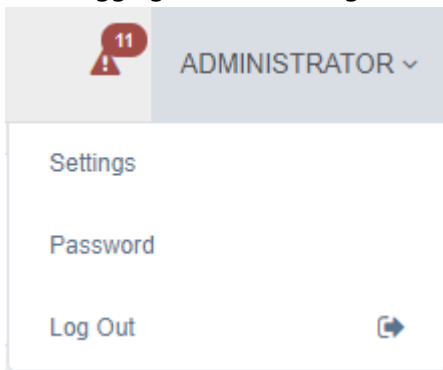
\* The default password can be changed after login.

### 3. Setup and Configure

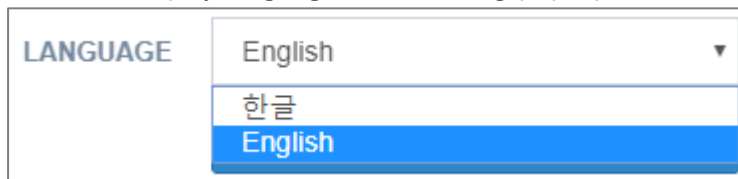
#### 3.1. Set Language

The display language of the logged in id can be set as shown below. After setting and logging in again, the menu will be displayed to the set language.

- ① After logging in, click the login account area on the upper right and select '**Settings**' menu.



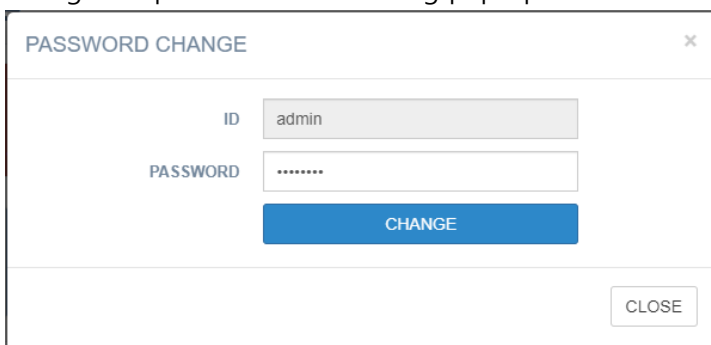
- ② Select the display language in the setting pop-up window.



#### 3.2. Change Password

Set the password for the user id you logged in as shown below.

- ① After logging in, click the login account area on the upper right and select '**Password**' menu.
- ② Change the password in the setting pop-up window.

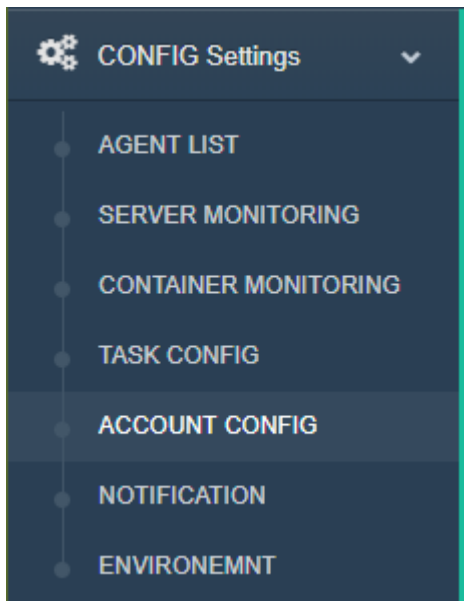


### 3.3. Add Account Group

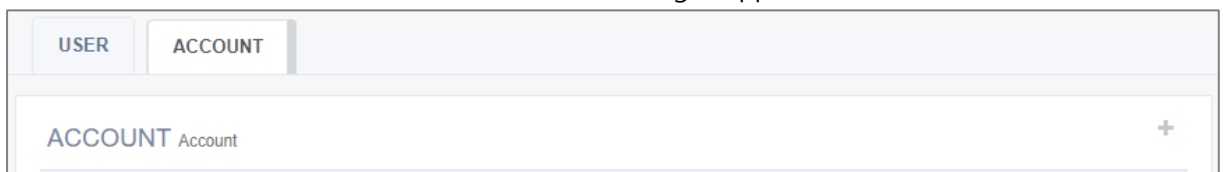
The InsightVew Monitoring product manages the customers and departments into account groups, and can delegate the management by assigning administrator accounts for each account group to manage servers and users.

Add an account group as shown below. Account groups can only be added by administrator of solution (admin).

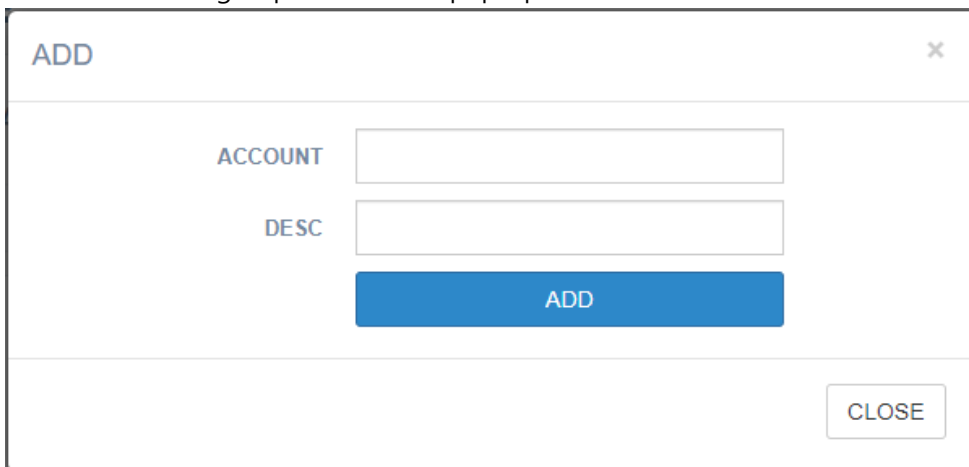
- ① Click the '**CONFIG> ACCOUNT CONFIG**' menu.



- ② Click the '**ACCOUNT**' tab and then click '+' menu on right upper.



- ③ Add the account group in the 'Add' pop-up window.

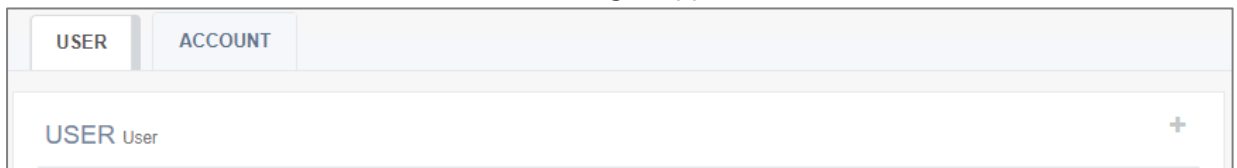


### 3.4. Add User

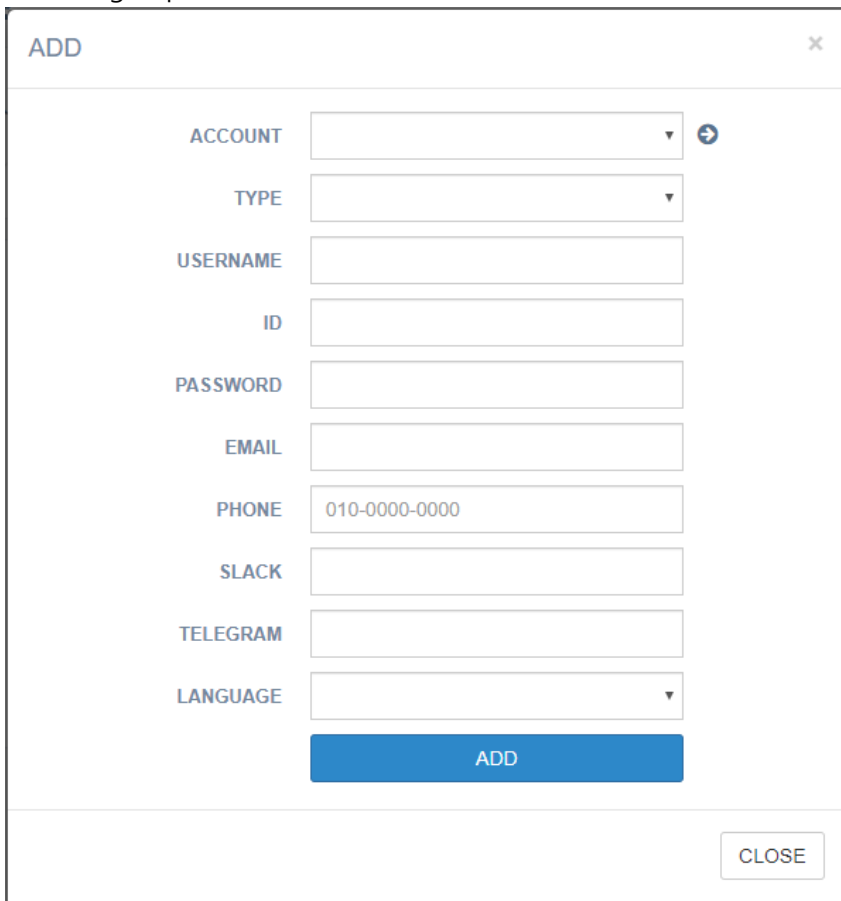
Add user to the account group you have added to manage that account group.

Add user as follows. Users with administrator privileges can be added only the administrator of solution (admin), and regular users can be added by user with administrator privileges within the account group that they have added.

- ① Click the '**CONFIG> ACCOUNT CONFIG**' menu.
- ② Click the '**USER**' tab and then click '+' menu on right upper.



- ③ Add the user in the 'Add' pop-up window. Assign '**MANAGER**' or '**USER**' for privilege in the 'TYPE' field. If you assign it as an 'MANAGER', you have administrative privileges on the managed resources in that account group.



\* The user's email, phone, slack and telegram id are used for notification of fault messages.

### 3.5. Assign Servers

Assign the managed server to the user id that you added so that the user can manage it. You can assign a server when adding a user id or from the user list.

The screenshot shows a web interface for assigning servers. It features two main panels: 'SERVER LIST' and 'ASSIGNED'. Both panels have a search bar and a 'Show 50 entries' dropdown. The 'SERVER LIST' panel contains a table with 6 rows and 4 columns: TYPE, HOSTNAME, OS, and IP. The rows are: Linux/fortest/CentOS, Linux/hudic/CentOS, Linux/ivm/CentOS, Linux/signal/CentOS, Linux/awsec2/Amazon, and Windows/hsnote/Microsoft Windows 10 Home. The 'ASSIGNED' panel contains a table with 5 rows and 4 columns: TYPE, HOSTNAME, OS, and IP. The rows are: Linux/ivm/CentOS, Linux/fortest/CentOS, Linux/hudic/CentOS, Linux/signal/CentOS, and Linux/awsec2/Amazon. A 'Total: 5 rows' label and 'Previous 1 Next' navigation buttons are at the bottom of the 'ASSIGNED' panel. A blue 'SAVE' button is located at the bottom right of the interface.

### 3.6. Configure History DB

Configure history DB so that 3'rd products and data can be utilized through database connection. The history DB supports MySQL, SQL Server, Oracle, PostgreSQL and so on.

Before configure it, it is necessary to create the table by executing the sql file corresponding to the database type.

```
<installed directory>/sql/<db type>-ivm-create.sql
```

The history DB is configured as below.

- ① Click the '**CONFIG> ENVIRONMENT**' menu.
- ② In the '**HISTORY DB**' tab, input information for the database and enable '**USE**' option.



The InsightVew Monitoring product is connected with database through JDBC, and the following JDBC driver file and additional setting are required depending on the type of database to be linked.

Database	JDBC Driver File	Etc
Oracle	ojdbc6.jar	
DB2	db2jcc4.jar, db2jcc_license_cu.jar	

If you are using an Oracle or DB2 database, set up JDBC server additionally as follows.

- ① Copy the above JDBC Driver file to the following directory.

```
<installed directory>/jdbc/
```

- ② Uncomment the corresponding database driver information in the JDBC configuration file.

```
<installed directory>/jdbc/ jdbcenv.cfg
```

- ③ Restart the JDBC server as follows.

```
# cd <installed directory>/jdbc
# ./jdbcctl.sh stop
# ./jdbcctl.sh start
```

### 3.7. Configure Notification

Configure to notify users of fault messages that occurred from managed resources. The fault message notifications support email, phone message(DB), slack, telegrams, and more.

#### 3.7.1. Email Notification

Configure the SMTP server information as follows so that fault messages are notified by email. The notification destination is based on the email information of the user id.

- ① Click the '**CONFIG> NOTIFICAITON**' menu.
- ② In the '**EMAIL**' tab, input information for the SMTP server and enable '**USE**' option.

The screenshot shows the 'SMTP SERVER Email' configuration interface. It includes the following fields and options:

- USE:** A toggle switch that is currently turned on.
- SEVERITY:** Three checked checkboxes for CRITICAL, WARNING, and INFO.
- SERVER IP:** A text input field containing 'smtp.naver.com'.
- PORT:** A text input field containing '587'.
- ENCRYPTION:** Three radio buttons for TLS (selected), SSL, and N/A.
- ID:** A text input field with a masked value.
- PASSWORD:** A text input field with a masked value.
- SENDER:** A text input field with a masked value.
- SUBJECT FORMAT:** A text input field containing '[Shostname] \$source \$subsource 이벤트 (\$alertgroup/\$alertkey)'. Note the typo '이벤트' in the original image.
- SUBJECT ENCODING:** A text input field containing 'UTF-8'.
- CONTENT TYPE:** A text input field containing 'text/html'.
- TEMPLATE:** A text input field containing 'email\_alarm.html'.
- MAX REPEAT:** A text input field containing '3'.
- TIMEOUT(sec):** A text input field containing '2'.
- RETRY:** A text input field containing '2'.

A blue 'SAVE' button is located at the bottom center of the form.

The location of the email html template file is as below and you can modify the content and format of the template file.

```
<installed directory>/bin/email_alarm.html
```

### 3.7.2. Phone Message(DB) Notification

Configure the database information and SQL statement to send fault messages to the database for phone message. If the database is Oracle or DB2, you need the JDBC server settings described above. The notification destination is based on the phone number of the user id.

- ① Click the '**CONFIG> NOTIFICAITON**' menu.
- ② In the '**SMS(DB)**' tab, input information for the database, SQL statement and enable '**USE**' option.

The screenshot displays the 'SMS(DB)' configuration page. At the top, there are tabs for 'EMAIL', 'SMS(DB)', 'SLACK', and 'TELEGRAM'. The 'SMS(DB)' tab is active. The page title is 'SMS DB SMS'. The configuration includes:

- USE:** A toggle switch that is currently turned on.
- SEVERITY:** Three checkboxes for 'CRITICAL', 'WARNING', and 'INFO', all of which are checked.
- DB TYPE:** A dropdown menu set to 'MySQL'.
- SERVER IP:** A text input field with a placeholder IP address.
- PORT:** A text input field with the value '3306'.
- DATABASE:** A text input field.
- SID:** A text input field.
- CharSet:** A text input field with the value 'utf8'.
- ID:** A text input field.
- PASSWORD:** A text input field with masked characters (dots).
- MESSAGE FORMAT:** A text input field containing '[\${hostname}] \$message'.
- SENDER:** A text input field.
- SMS SQL:** A text area containing the SQL statement: 'insert into SMSTABLE (severity, message, mobilenum) VALUES ('\$severity', '\$message', '\$receiver')'.
- SMS LENGTH:** A text input field with the value '70'.
- SEND ALL:** A toggle switch that is currently turned on.
- LMS SQL:** A text area.
- LMS LENGTH:** A text input field with the value '140'.
- MAX REPEAT:** A text input field with the value '2'.
- TIMEOUT(sec):** A text input field with the value '10'.
- RETRY:** A text input field with the value '2'.

At the bottom of the form is a blue 'SAVE' button.

### 3.7.3. Slack Notification

Configure the Slack information as follows so that fault messages are notified by Slack. The notification destination is based on the Slack ID of the user id.

- ① Click the '**CONFIG> NOTIFICAITON**' menu.
- ② In the '**SLACK**' tab, input information for the Slack Channel, Webhook URL and enable '**USE**' option.

The screenshot shows a configuration form titled "SLACK CHANNEL" with a sub-label "Slack". The form contains the following fields and options:

- USE:** A toggle switch that is currently turned on (green).
- SEVERITY:** Three checkboxes labeled "CRITICAL", "WARNING", and "INFO", all of which are checked.
- CHANNEL NAME:** A text input field containing a blurred value.
- Webhook URL:** A text input field containing a blurred URL.
- MESSAGE FORMAT:** A text input field containing the value "[hostname] \$message".
- SEND CHANNEL:** A toggle switch that is currently turned on (green).
- MAX REPEAT:** A text input field containing the value "10".
- TIMEOUT(sec):** A text input field containing the value "10".
- RETRY:** A text input field containing the value "2".

At the bottom of the form is a blue button labeled "SAVE".

In order to be notified to the Slack, you first need to create a Slack Channel and get its Channel Webhook URL information. Creating the Slack Channel and getting the Webhook URL is as follows.

- ① Create a workspace on the Slack website (<http://slack.com>).
- ② Log in to the workspace and create a channel with the 'Add a channel' menu.
- ③ Select 'Incoming webbook' from the bottom 'Apps' menu, then select the channel as Webbook in the 'Settings' menu and check the 'Webbook URL' information.
- ④ Invite notification target users to the channel that you created and add them.

#### 3.7.4. Telegram Notification

Configure the Telegram information as follows so that fault messages are notified by Telegram. The notification destination is based on the Telegram ID of the user id.

- ① Click the '**CONFIG> NOTIFICAITON**' menu.
- ② In the '**TELEGRAM**' tab, input information for the Telegram Bot, Channel ID and enable '**USE**' option.

**TELEGRAM BOT** Telegram

---

**USE**

**SEVERITY**  CRITICAL  WARNING  INFO

**BOT ID**

**BOT TOKEN**

**MESSAGE FORMAT**

**SEND CHANNEL**

**CHANNEL ID**

**MAX REPEAT**

**TIMEOUT(sec)**

**RETRY**

---

**SAVE**

In order to be notified to the Telegram, you first need to create a Telegram Bot, Channel and get Bot Token and Channel ID information. Creating the Telegram Bot and getting the Channel ID is as follows.

- ① Install the Telegram App and use Botfather to create a Bot and check the bot ID and bot token values.
- ② Create a 'public' channel via the 'Create Channel' menu.
- ③ Add the bot you created on that channel as an administrator.
- ④ Enter the URL as below in your web browser and check the 'id' value in the result screen.  
[https://api.telegram.org/bot<token>/sendMessage?chat\\_id=@<channel name>&text=Hello](https://api.telegram.org/bot<token>/sendMessage?chat_id=@<channel name>&text=Hello)
- ⑤ Set the 'id' value of the channel to the Channel ID value and switch the channel to private.
- ⑥ Each notify target user searches for and adds the bot within the Telegram app and sends any message to the bot.

### 3.8. Request License Code

You can request license code with the number of agents and server key value.

- ① Click the '**CONFIG**> **ENVIRONMENT**' menu.
- ② In the '**LICENSE**' tab, copy the 'SERVER KEY' value and send to use when request license code.

## 4. Monitoring Configure

### 4.1. Web URL Monitoring

The insightView Monitoring product support access to web URLs and access time monitoring.

The Web URL monitoring is configure as follows.

#### 4.1.1. Task Config

First, check whether the 'URL Monitoring' task of the agent is active. It is disabled by default. If disabled, enable as follows.

- ① Click the '**CONFIG> TASK CONFIG**' menu.
- ② From the top right agent selection menu, select the appropriate agent and select the settings icon for the 'URL Monitoring' task.
- ③ Change the 'USE' value to '**YES**' in the task settings and save it.

MODIFY	
TASKNAME	URL Monitoring
VERSION	1.0
RUNTIME(sec)	87100
INTERVAL(sec)	15
USE	YES
<b>MODIFY</b>	
CLOSE	

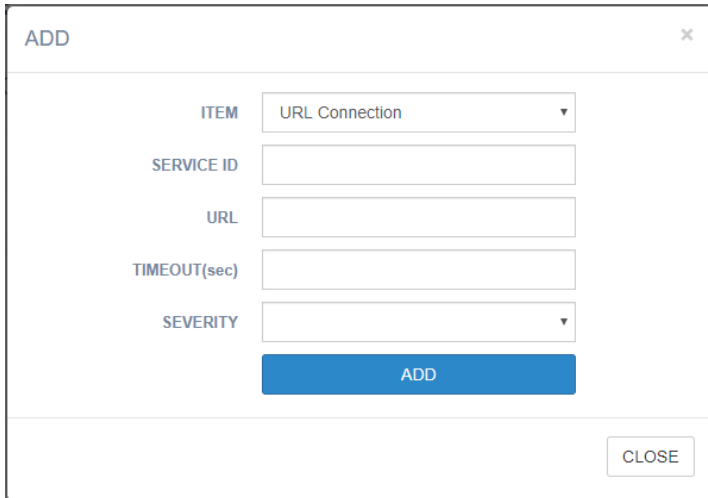
#### 4.1.2. Config Monitoring Item

Configure individual URL items to monitor.

- ① Click the '**CONFIG> SERVER MONITORING**' menu.
- ② Click the '**URL**' tab and then click '+' menu on right upper.

LOGFILE	PORT	URL	TASK CONFIG
CONFIG LIST Config			
+			

- ③ In the Add settings pop-up window, set information such as the URL to be monitored and the timeout. Use the 'SERVICE ID' value as the key value to distinguish individual monitoring items.



## 4.2. Docker Container Monitoring

The insightView Monitoring product support monitoring of the status of startup and resource usage of the Docker container.

The Docker Container monitoring is configure as follows.

### 4.2.1. Prerequisites

You need to be installed docker on the server where the agent is installed, and add the account that runs the insightView Monitoring agent to the group of the docker with the following command.

```
# sudo usermod -aG docker $USER
```

### 4.2.2. Task Config

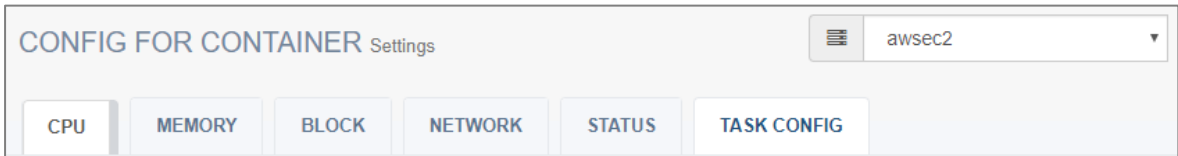
Check whether the 'Docker Container Monitoring' task of the agent is active. It is disabled by default. If disabled, enable as follows.

- ① Click the '**CONFIG> TASK CONFIG**' menu.
- ② From the top right agent selection menu, select the appropriate agent and select the settings icon for the 'Docker Container Monitoring' task.
- ③ Change the 'USE' value to '**YES**' in the task settings and save it.

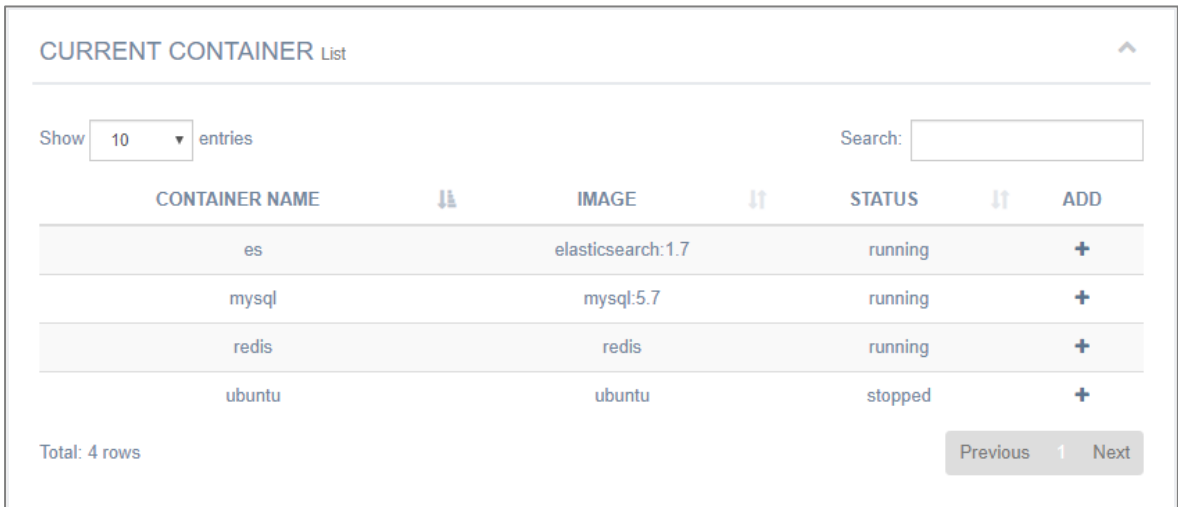
### 4.2.3. Config Monitoring Item

Configure detailed monitoring item for the docker container.

- ① Click the '**CONFIG > CONTAINER MONITORING**' menu.
- ② Click the tab for each item, and then config detailed monitoring settings for that item.



- ③ For 'STATUS' monitoring, select and add from the container status list shown.



### 4.3. Dashboard Integration

The insightVew Monitoring product is provided by default in conjunction with Grafana (version 6.2.2) dashboard. The default login information is as follows.

ID	Password(default)	Etc
admin	admin1!	

\* The default password can be changed after login.

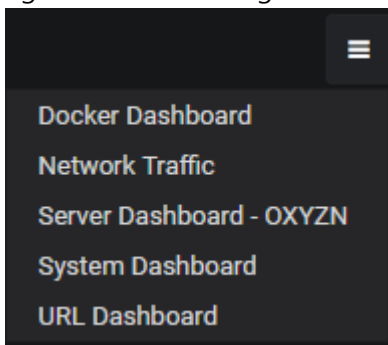
You can see the dashboard below. And, in addition to the built-in dashboard screen, you can create additional dashboard screens using data associated with the insightVew Monitoring product.



- ① Select the '**Dashboard**' icon menu at the bottom of the main menu.



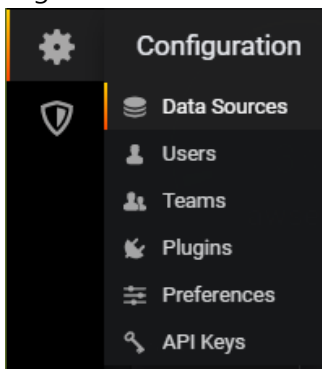
- ② When login screen is displayed, login with the above ID and default password information.
- ③ The existing 'Home' dashboard is displayed by default and you can select another dashboard from the right dashboard navigation.



### 4.3.1. Change Data Source

The Data Source for the History DB defined by default should be changed to the history database information set in the previous step. You can change the Data Source as follows.

- ① Log in to the dashboard and select '**Configuration > Data Sources**' menu on the left main menu.



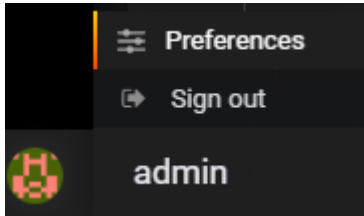
- ② Select '**ivmhist**' data source from the data source list and change it to the history database information set in the previous step. If the database type is not MySQL, use the existing 'ivmhist' data source settings to create a data source. (Data Source Name: ivmhist)



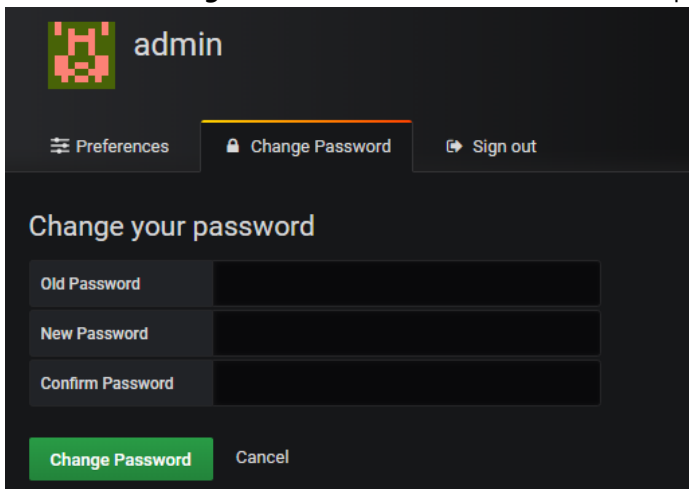
### 4.3.2. Change Password

The default password for the 'admin' account can be changed as follows.

- ① Log in to the dashboard and select '**Preferences**' menu on the left main menu.



- ② Select the '**Change Password**' tab on the account setup screen to change the password.



## Appendix 1. Support Information

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### ▷ Product Download

The insightView Monitoring product can be download from the following website.

Type	Content	Etc
Download Website	<a href="http://sms.insightview.com">http://sms.insightview.com</a>	

### ▷ Feedback

For the insightView Monitoring product and other enquiries, please contact our website.

Type	Content	Etc
Vendor Website	<a href="http://www.oxyzn.co.kr">http://www.oxyzn.co.kr</a>	
Email	<a href="mailto:help@oxyzn.co.kr">help@oxyzn.co.kr</a>	

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