insightVew

Admin Guide (On-premise)

IT Infra Monitoring & H/W, S/W Inventory Solution

i.n.s.i.g.h.t.V.e.w

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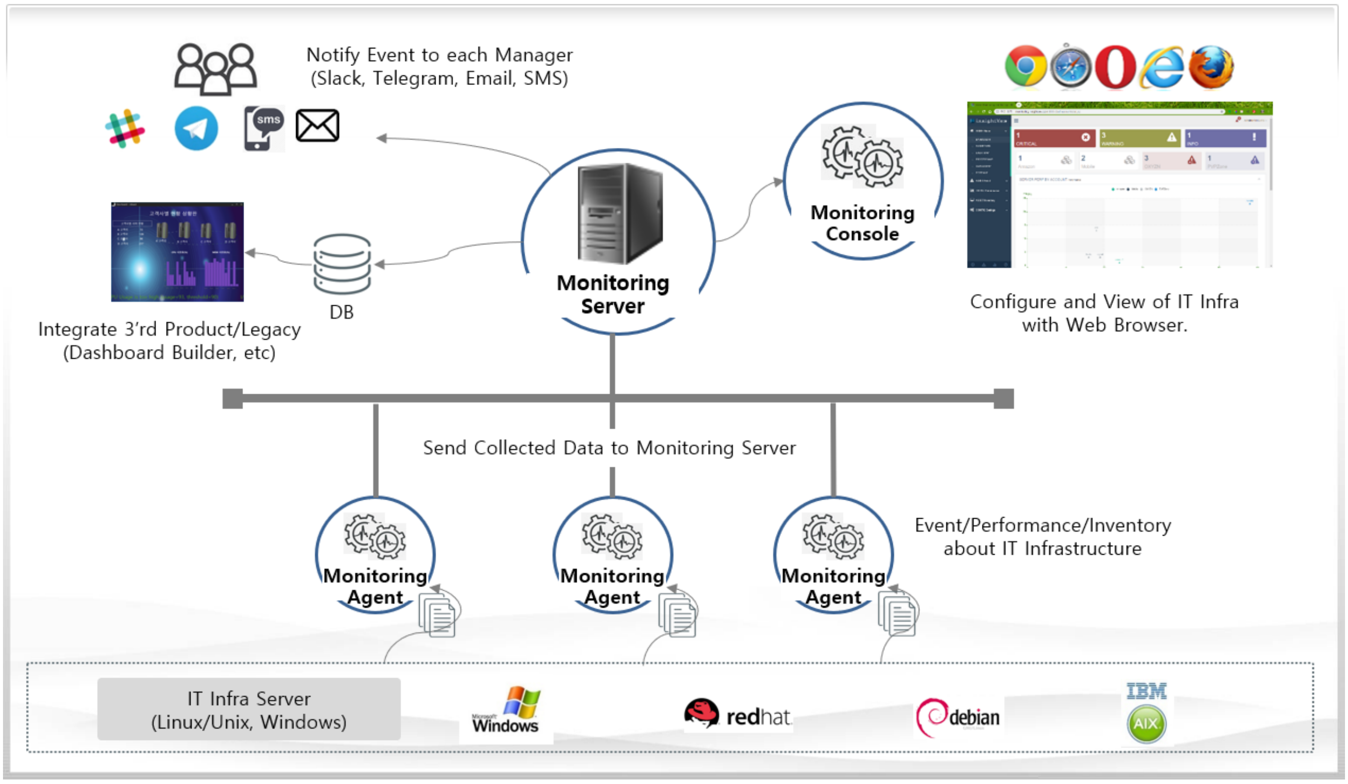
1. Overview

The 'insightVew' product is a IT infrastructure monitoring & H/W, S/W inventory auto discovery solution for it server administrators. You can monitor and manage servers of Linux, Windows. 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, windows servers integrated
  - ✓ Delegate administrator account privileges through account group
  - ✓ Support integrated monitoring of servers
  - ✓ 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 insightVew 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 insightVew 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!	

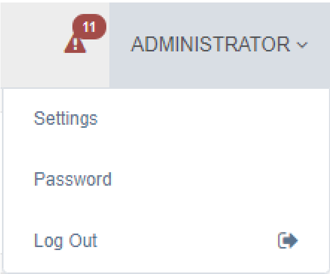
* The default password can be changed after login.

3. Setup and Configure

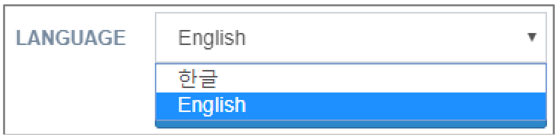
3.1. Set Language

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.

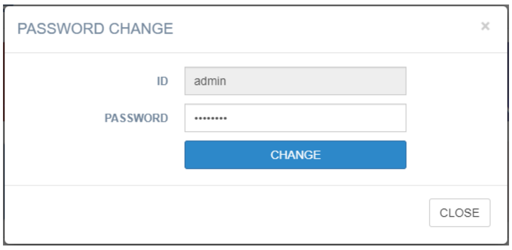


3.2. Change Password

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.

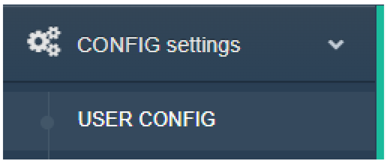


3.3. Add Account Group

The InsightVew 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.

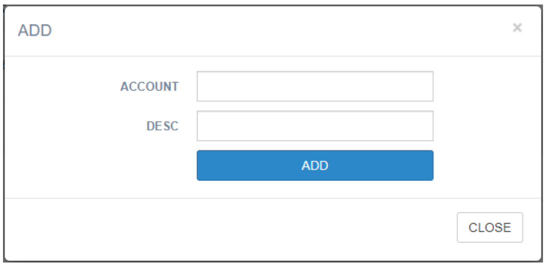
Add an account group as shown below. Account groups can only be added by administrator of solution (admin).

① Click the ‘**CONFIG> USER 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.



④ After adding an account group, assign the managed server to be managed in the account group.

3.4. Add User

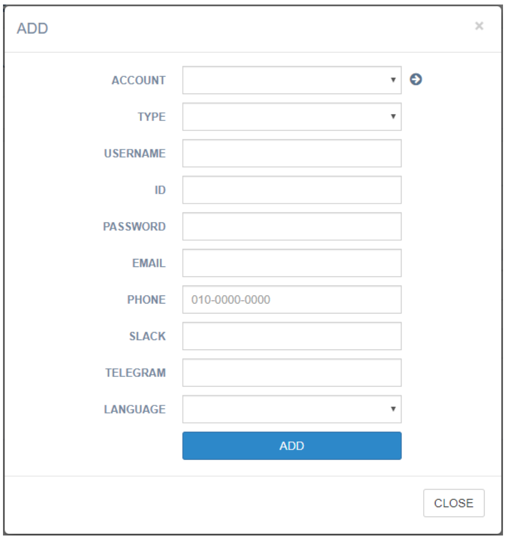
Add user to the account group you have added to manage that account group.

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> USER CONFIG**’ menu.

② Click the ‘**USER**’ tab and then click ‘**+**’ menu on right upper.

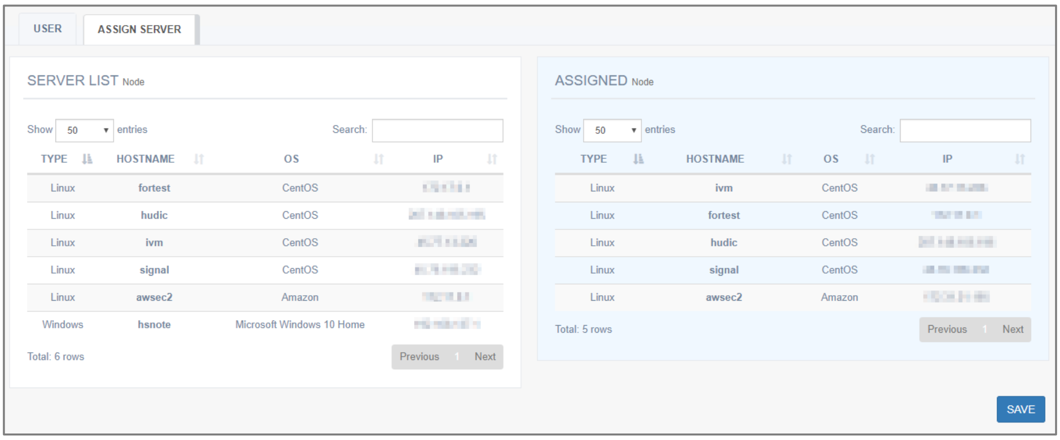
③ Add the user in the 'Add' pop-up window. Assign ‘**MANAGER**’ or ‘**USER**’ for privilege in the ‘TYPE’ field. If you assign it as an 'MANAGER', you have administrative privileges on the managed resources in that account group.



* 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.



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.

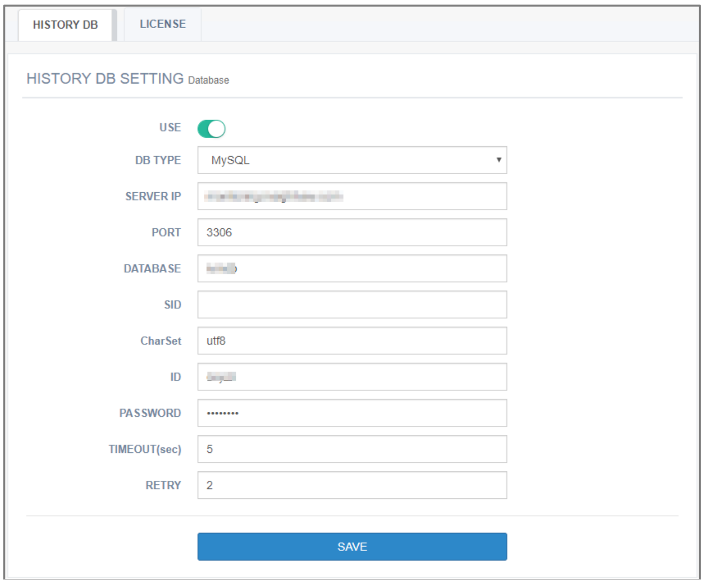
Before configre it, it is necessary to create the table by executing the sql file corresponding to the database type.

```
<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 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	ojdbc8.jar or 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/
<installed directory>/tomcat/lib/
```

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

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

③ Restart the JDBC server and Tomcat server as follows.

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

```
# ./shutdown.sh; ./startup.sh
```

3.7. Configure Notification

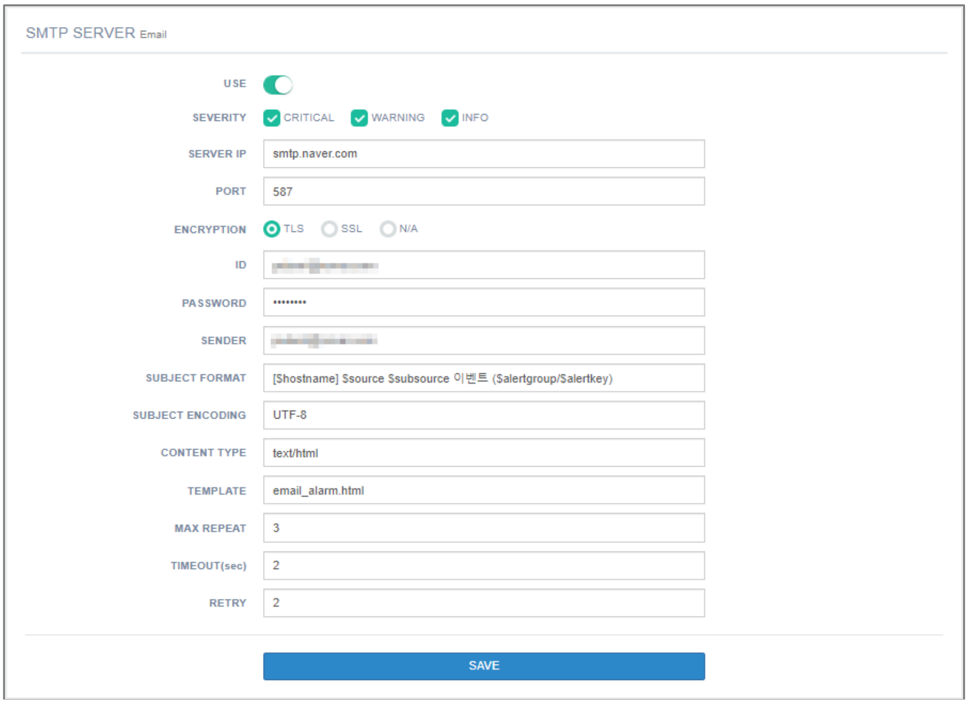
Configure to notify users of fault messages that occurred from managed resources. The fault message notifications support email, phone message(DB), slack, telegrams, and more.

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

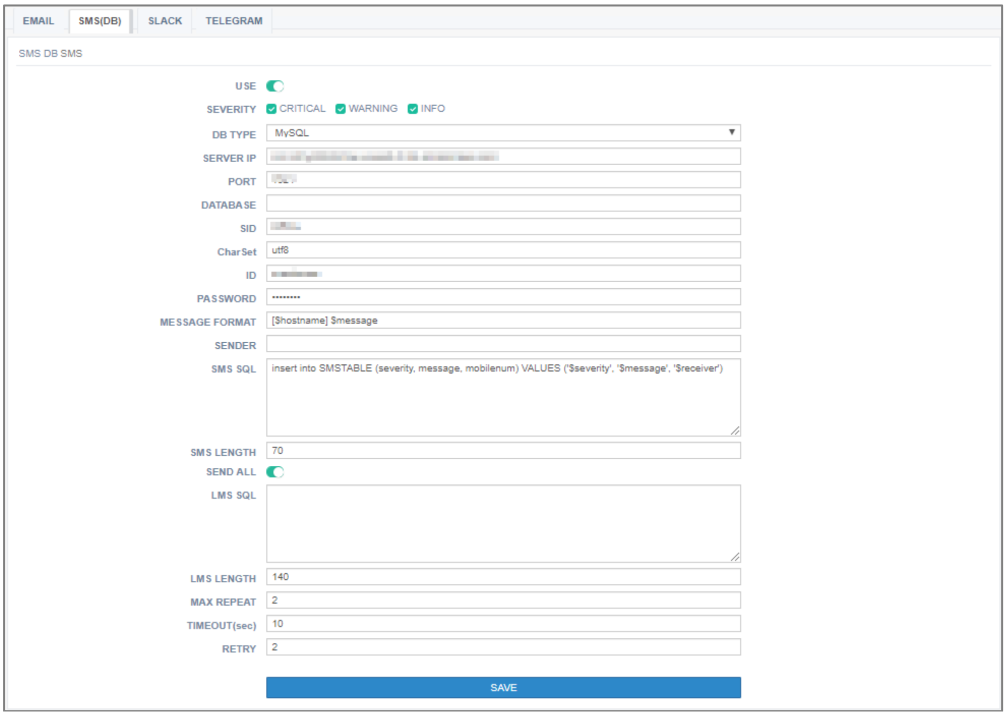
```
<installed directory>/bin/email_alarm.html
```

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.

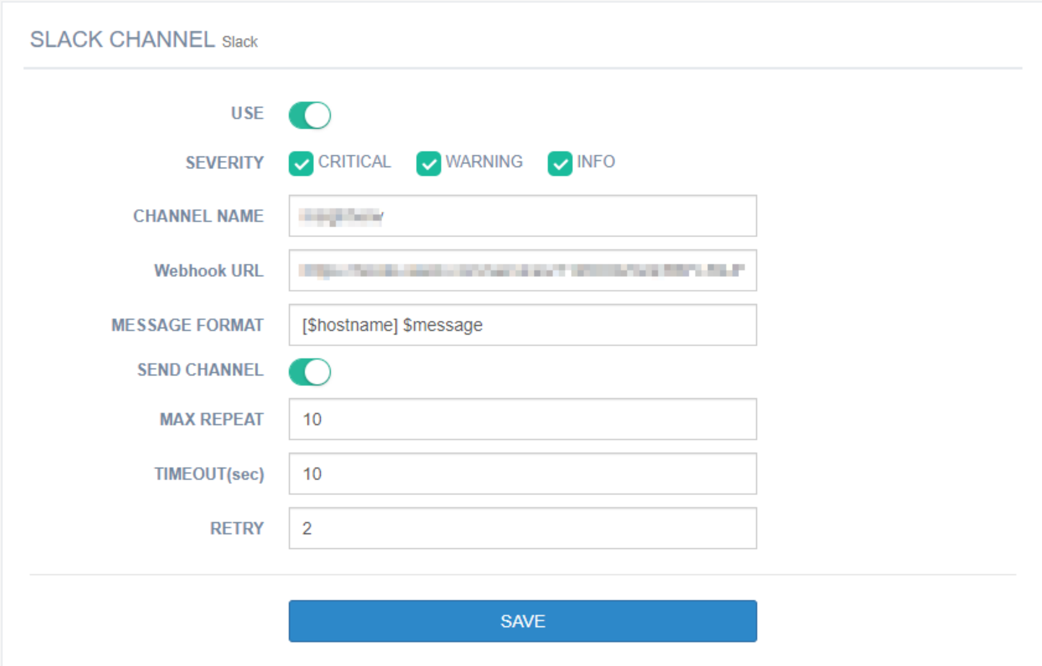


- Note: If a '$' character is included in the SQL syntax schema name, the variable mapped with the actual data is replaced with a '#' character as shown below.
  - When using general mapping variables:
    insert into SMSTABLE (severity, message, mobilenum) VALUES ('$severity', '$message', '$receiver')
  - When the schema name contains a '$' character, replace to '#' character the mapping variable:
    INSERT INTO OPS$SMS.TSDGBM (COL1, COL2, COL3, COL4, COL5, COL6, COL7, COL8, COL9) VALUES (lpad(OPS$SMS.SQ_DGBM02_MSGID.NextVal, 20,'0'),lpad(OPS$SMS.SQ_DGBM02_MSGID.NextVal, 20,'0'),'SMSSM00001','1','DGBMS','SM','#receiver','#severity','#message')

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.



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.

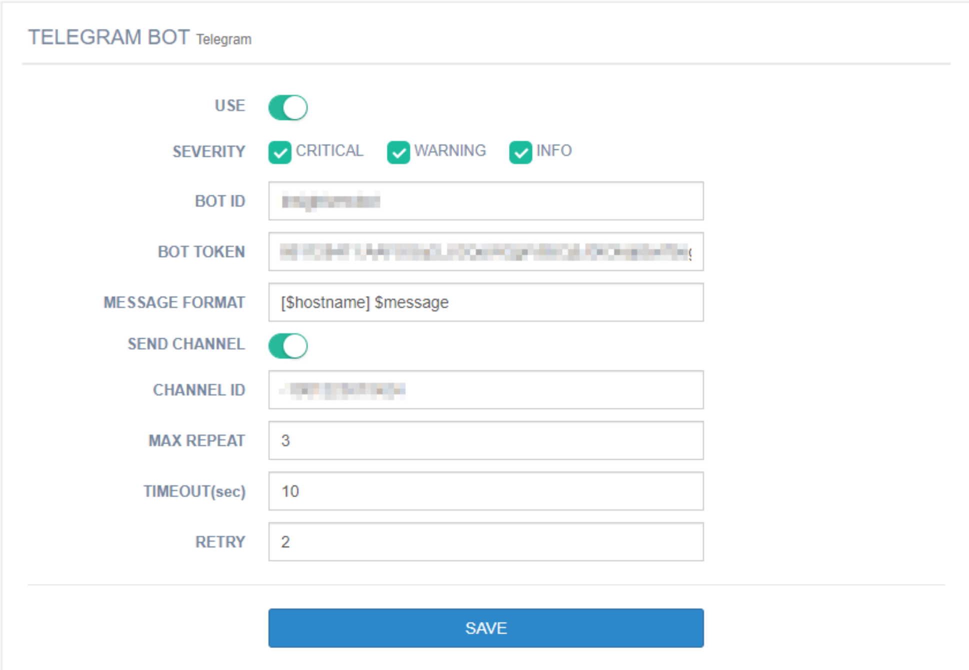
① Create a workspace on the Slack website (http://slack.com).
② Log in to the workspace and create a channel with the 'Add a channel' menu.
③ Select 'Incoming webbook' from the bottom 'Apps' menu, then select the channel as Webbook in the 'Settings' menu and check the 'Webbook URL' information.
④ Invite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



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
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 us for request license code.

4. Monitoring Configure

4.1. Web URL Monitoring

The insightVew product support access to web URLs and access time monitoring.

The Web URL monitoring is configure as follows.

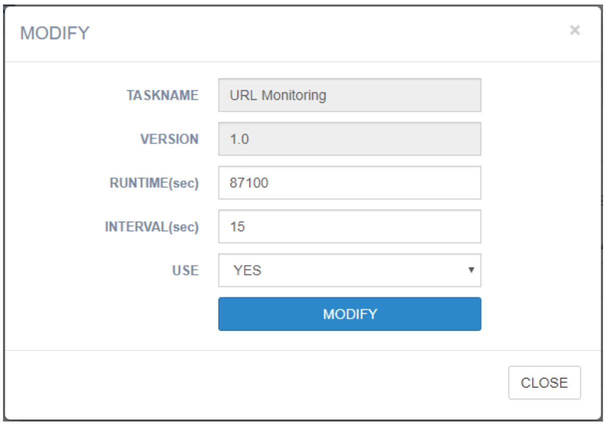
4.1.1. Task Config

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.



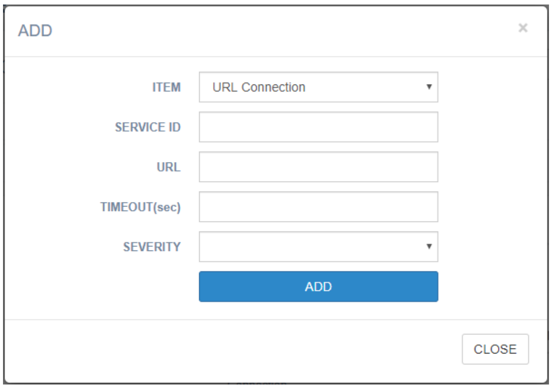
4.1.2. Config Monitoring Item

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.

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. Configure Agent Auto Upgrade

Configure upgrade settings to automatically upgrade the agent for any additional changes made after the agent is installed.

4.2.1. Prerequisites

Type	Content	Etc
Version	Management Server : v6.0 or higher	
	Linux Agent : v6.0 or higher Windows Agent : v6.0 or higher	
Port	18521, 60000-64000	

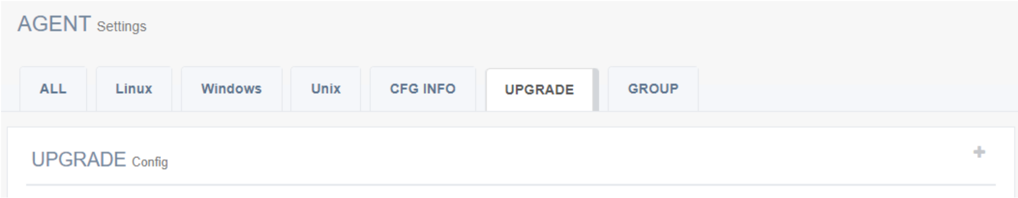
4.2.2. Download

Type	Content	Etc
Agent	Down agent upgrade package file of the OS Ex: upgrade-<os>-v<old-version>-to-v<new-version>	

4.2.3. Configure

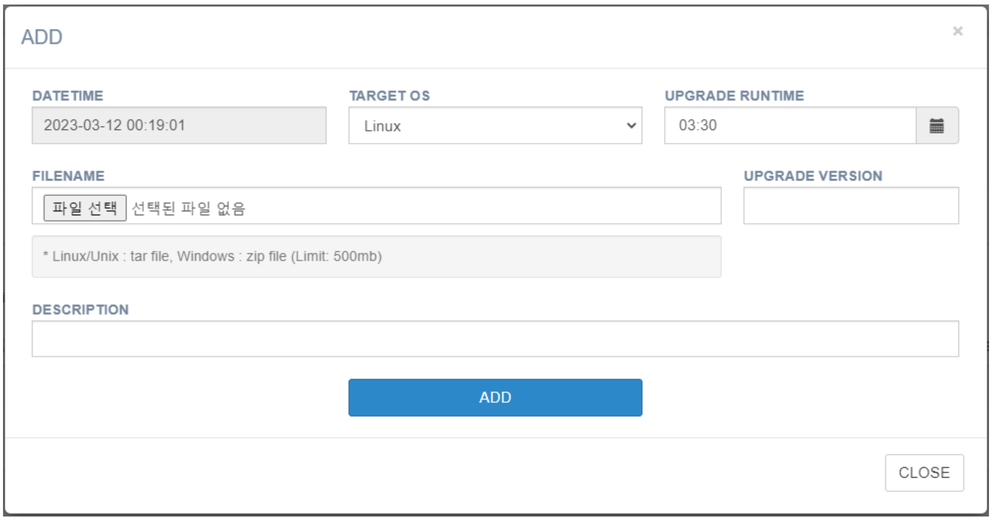
After you download the agent upgrade package file, configure automatic upgrades.

① Select the '**CONFIG> AGENT MANAGEMENT> SERVER**' menu, then add config values by click '**+**' menu in the '**UPGRADE**' tab.



② Set the values for each item in the Add settings pop-up window.

- TARGET OS : Select target agent OS
- UPGRADE RUNTIME : Select running time (Agent restarted)
- FILENAME : Upload the agent upgrade package file
- UPGRADE VERSION : Input the <new-version> value of the agent upgrade package filename
- DESCRIPTION : Input description



Appendix 1. Event Properties

Event property variable values that can be used in the subject format or message format in the 'Notification Settings' menu in the management settings are as follows.

Variable	Description	Etc
$hostname	Hostname	
$hostalias	Host Alias	
$receiver	Receiver	
$category	Category	
$ostype	OS Type of Host	
$source	Source	
$subsource	Sub-source	
$alertgroup	Alert Group	
$alertkey	Alert Key	
$severity	Severity	
$durationsec	Duration Time(Sec)	
$value	Result Value	
$threshold	Threshold	
$cond	Condition	
$itemalias	Item Name of Monitoring	
$message	Message of Event	

Appendix 2. Support Information

▷ Product Download

The insightVew product can be download from the following website.

Type	Content	Etc
Download Website	http://www.insightvew.com	

▷ Feedback

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

Type	Content	Etc
Vendor Website	http://www.oxyzn.co.kr	
Email	help@oxyzn.co.kr	

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