

# Supervision basée sur Shinken

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En collaboration avec  
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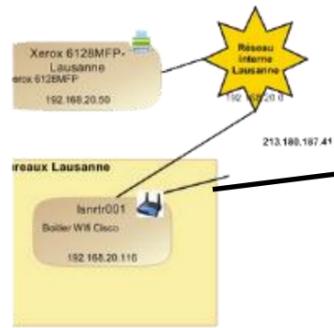
Business Rules

Métrologie, Reporting

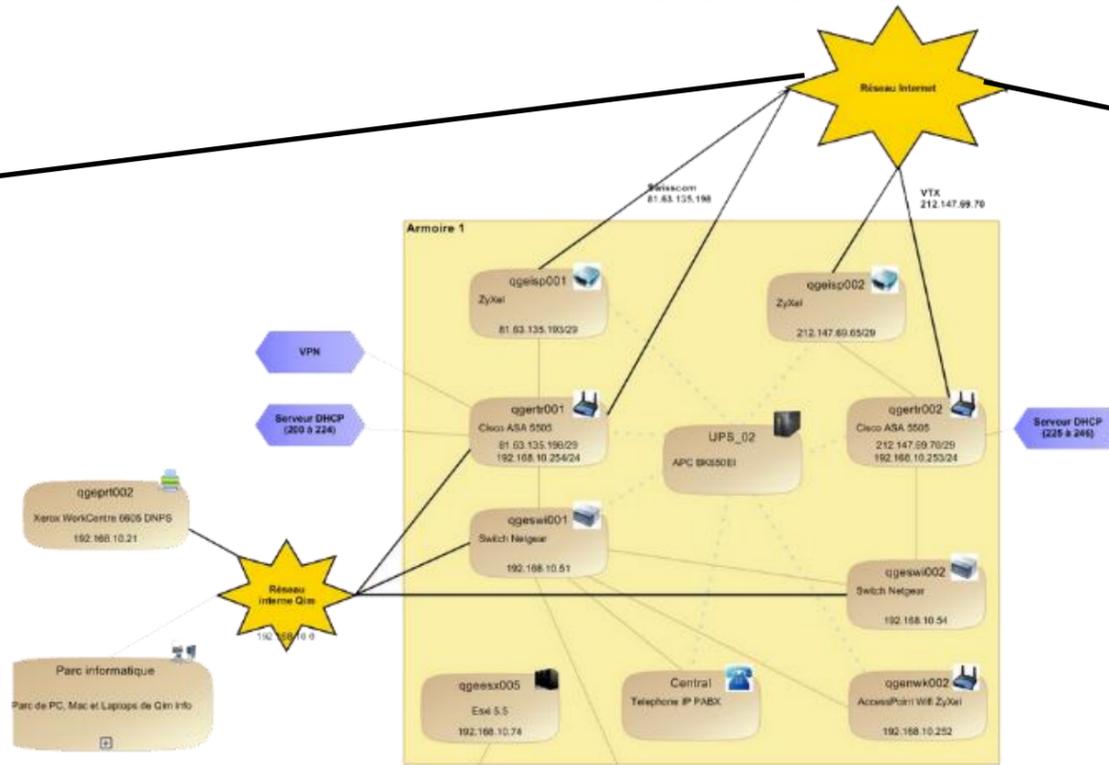
Bilan



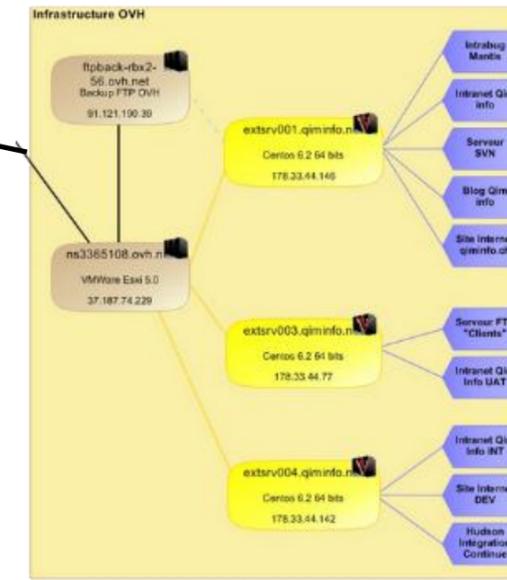
# Lausanne



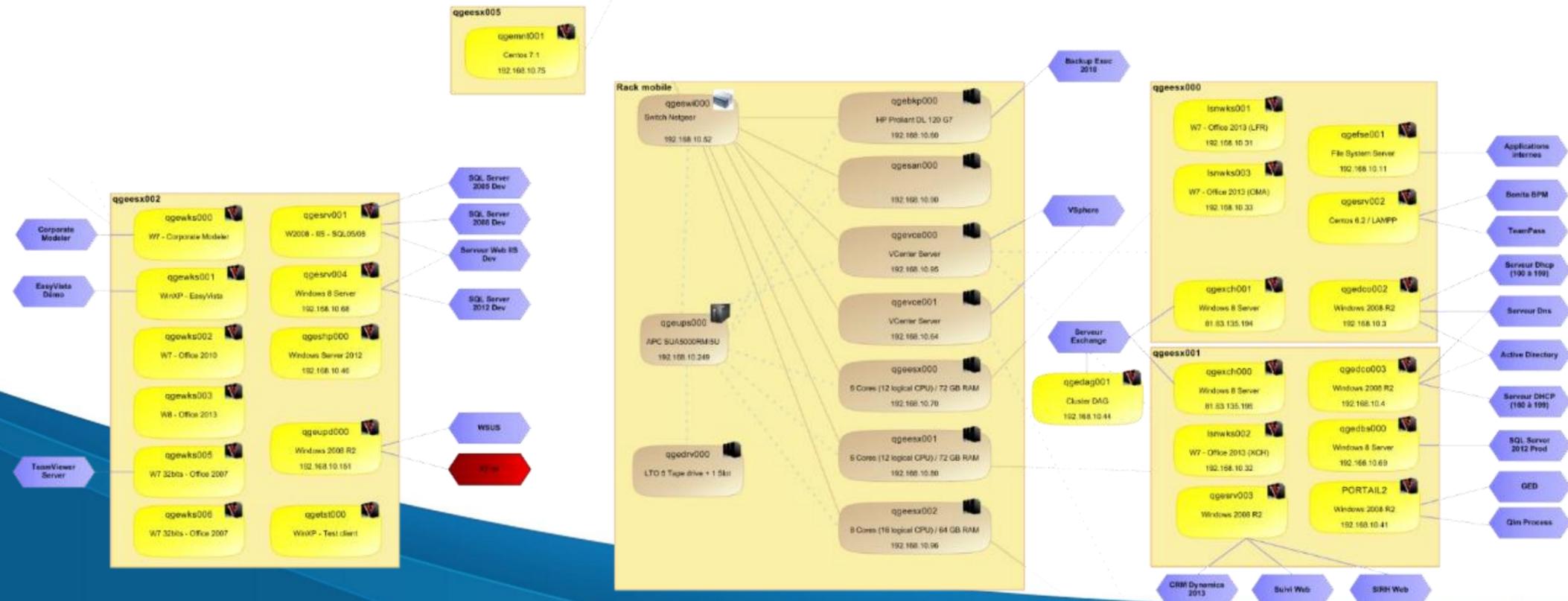
# Genève



# OVH (Roubaix)



# Contexte



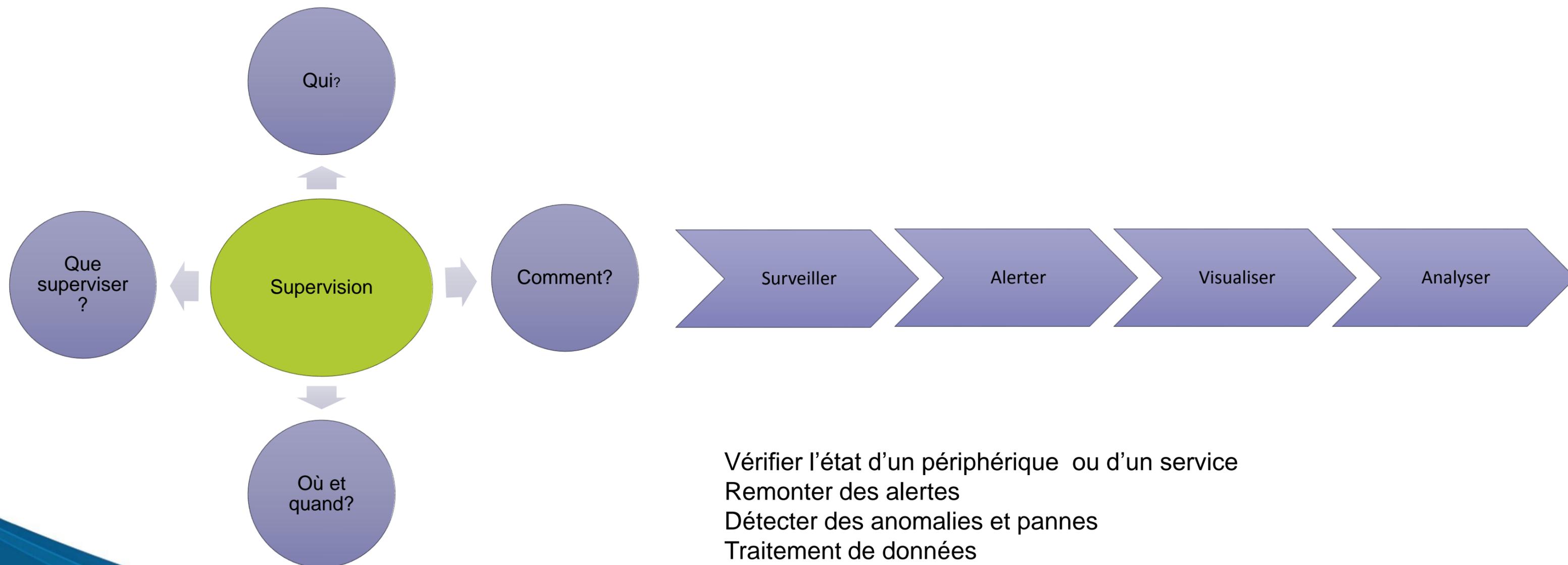
Pas de système proactif  
Gestion manuelle  
Supervision non automatisée

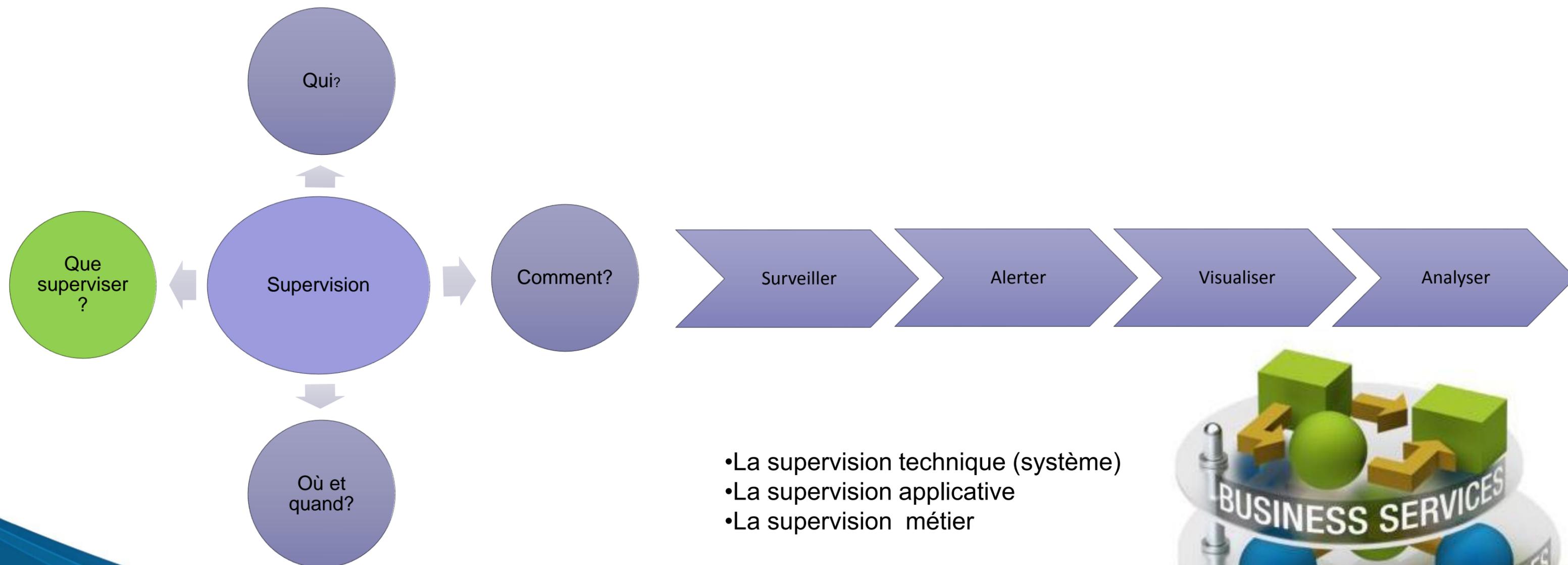
## **Conséquence**

Perte pour l'entreprise  
Gestion inefficace des ressources

## **Besoins**

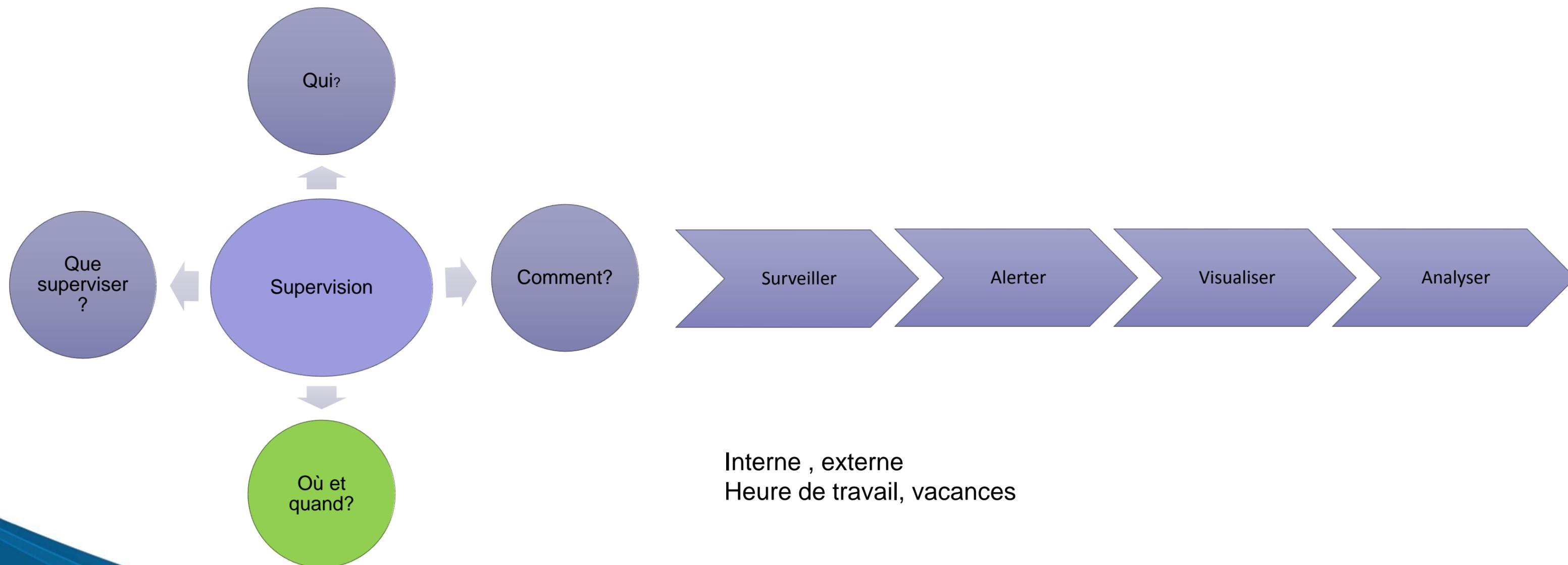
Système proactif  
Affichage en temps réel  
Alerte  
Historique

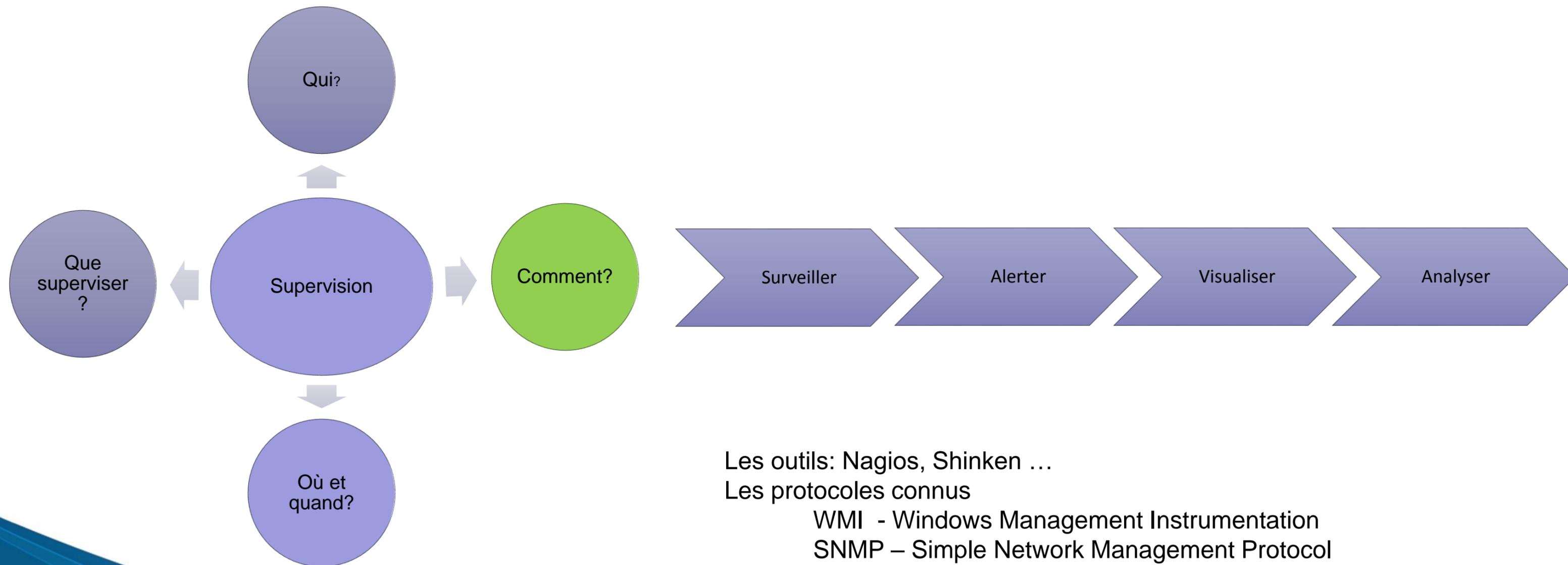




- La supervision technique (système)
- La supervision applicative
- La supervision métier







Les outils: Nagios, Shinken ...

Les protocoles connus

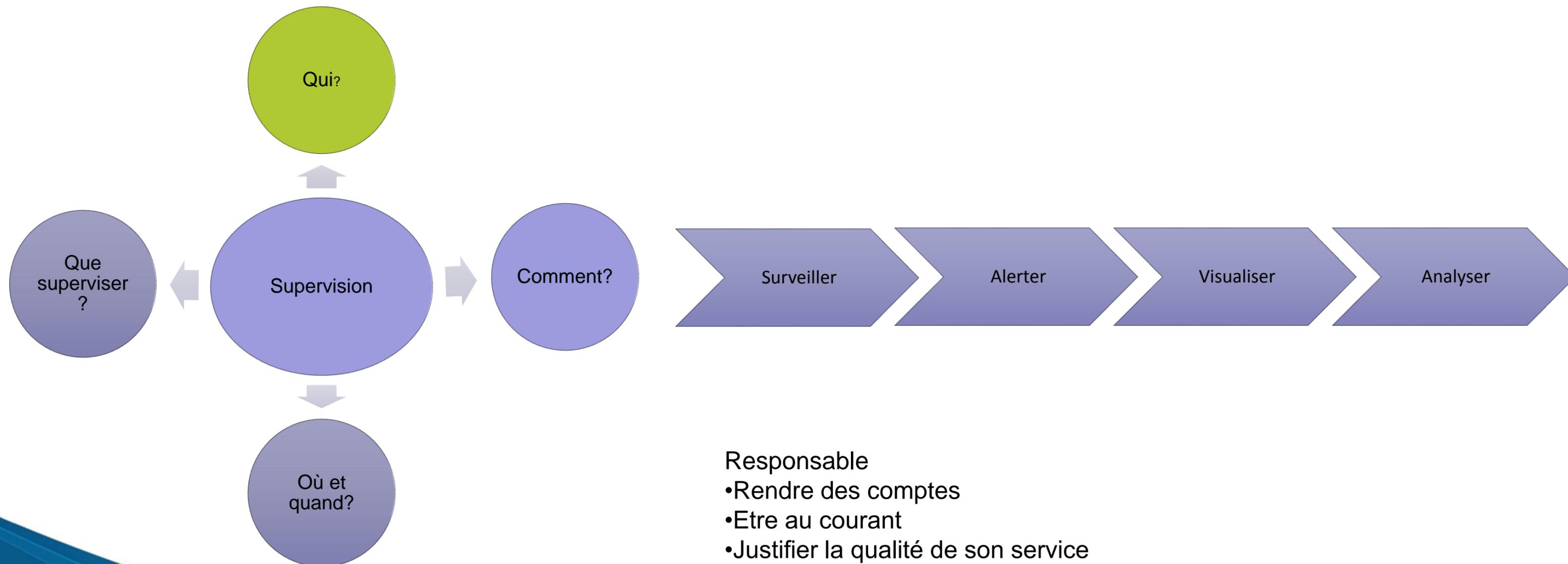
WMI - Windows Management Instrumentation

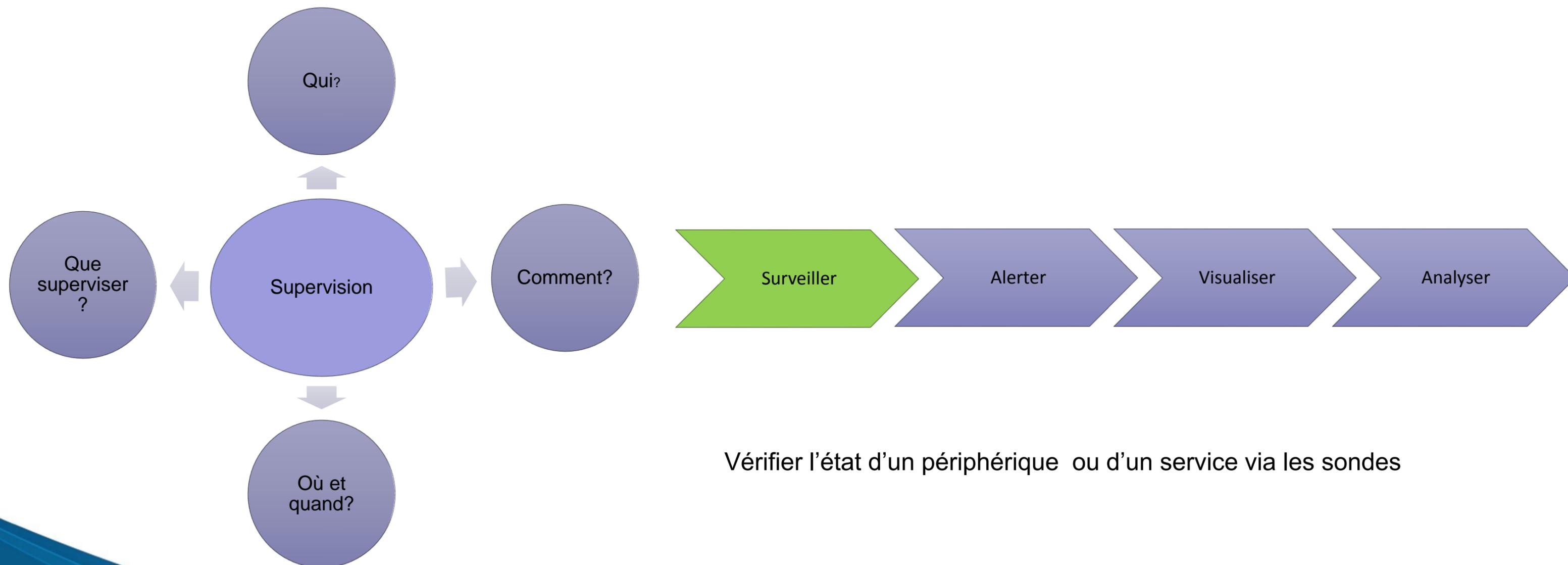
SNMP – Simple Network Management Protocol

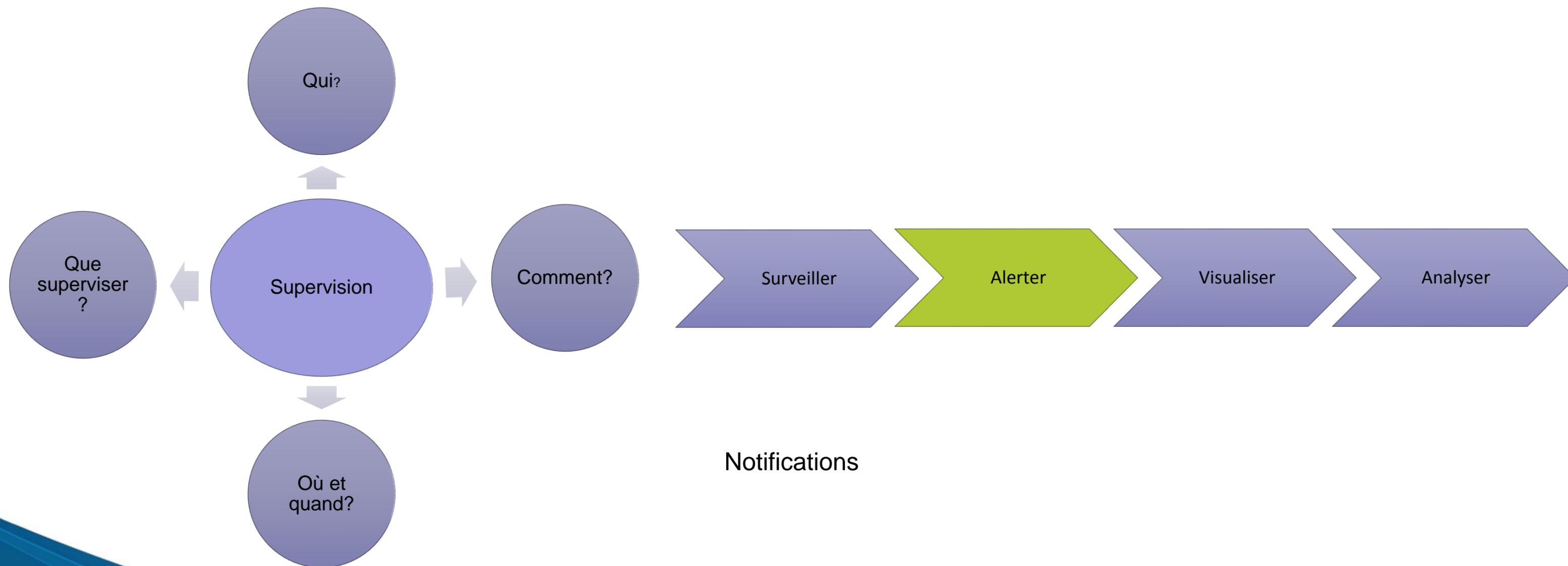
Requêtes - SSH / HTTP /

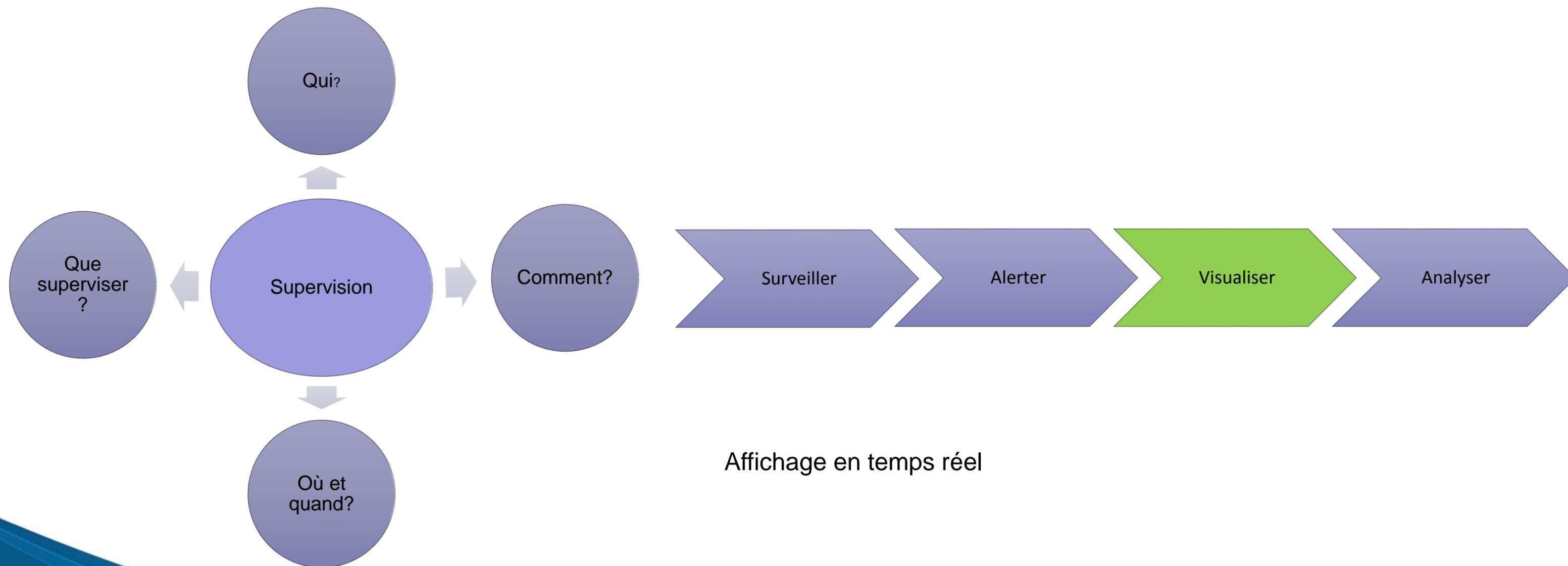
Scripts local ou distant

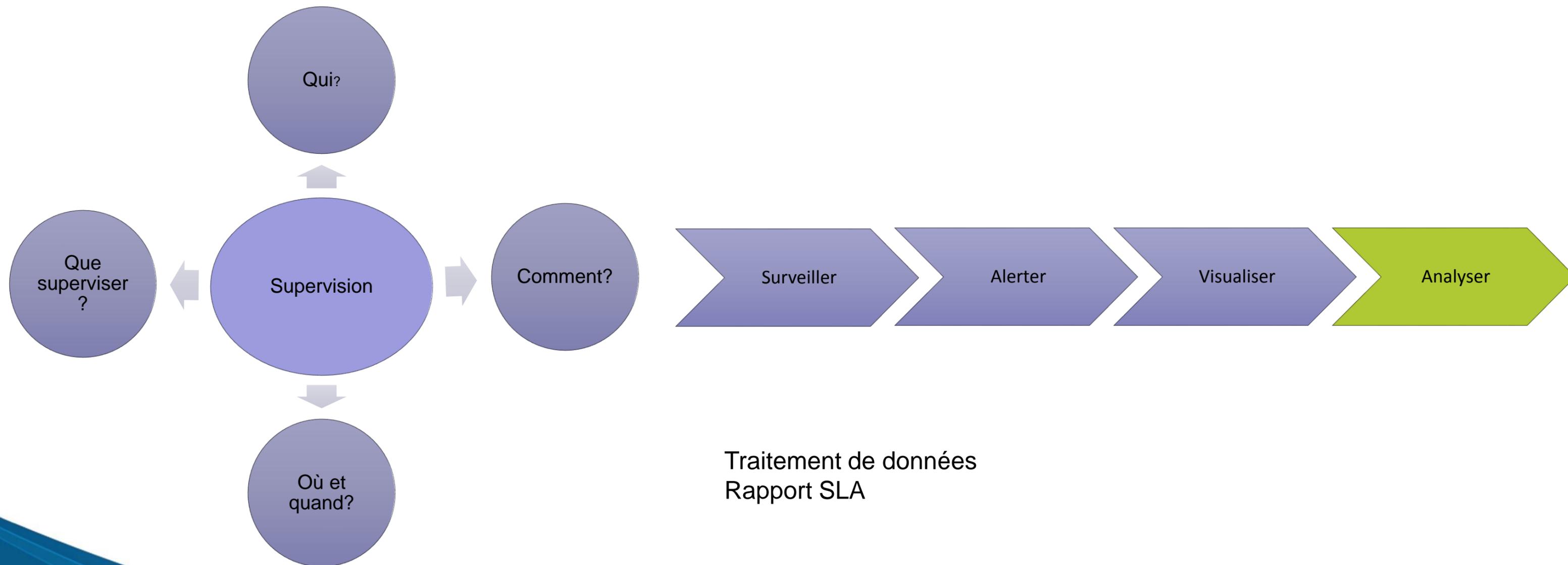
Les logs











**Nagios<sup>®</sup>**



**VIGILO**



Pourquoi



Business rule(Règles métier)

Interface

Performance

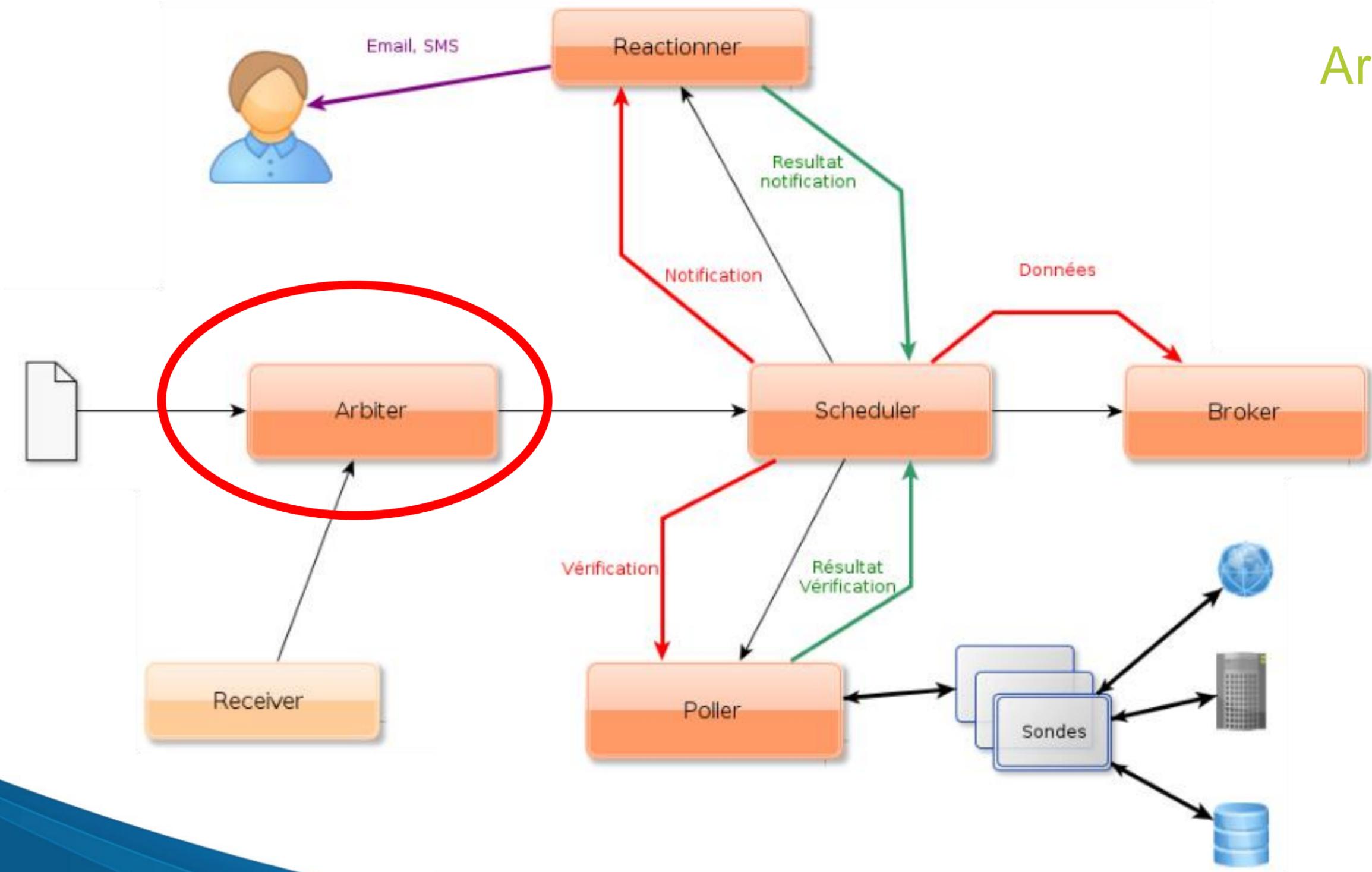
Modularité

Système distribué

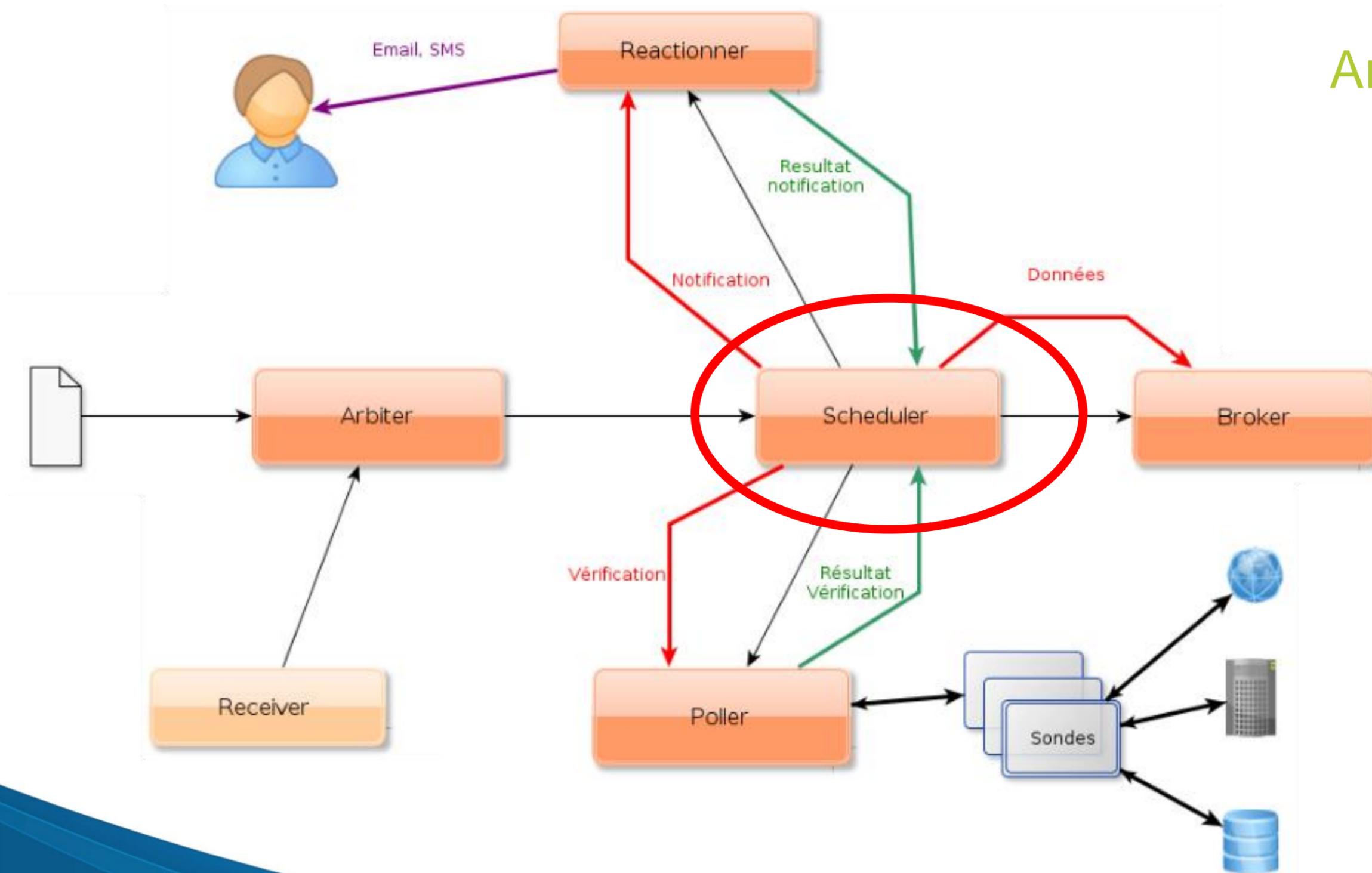
Plateforme

Communauté et développeur réactifs

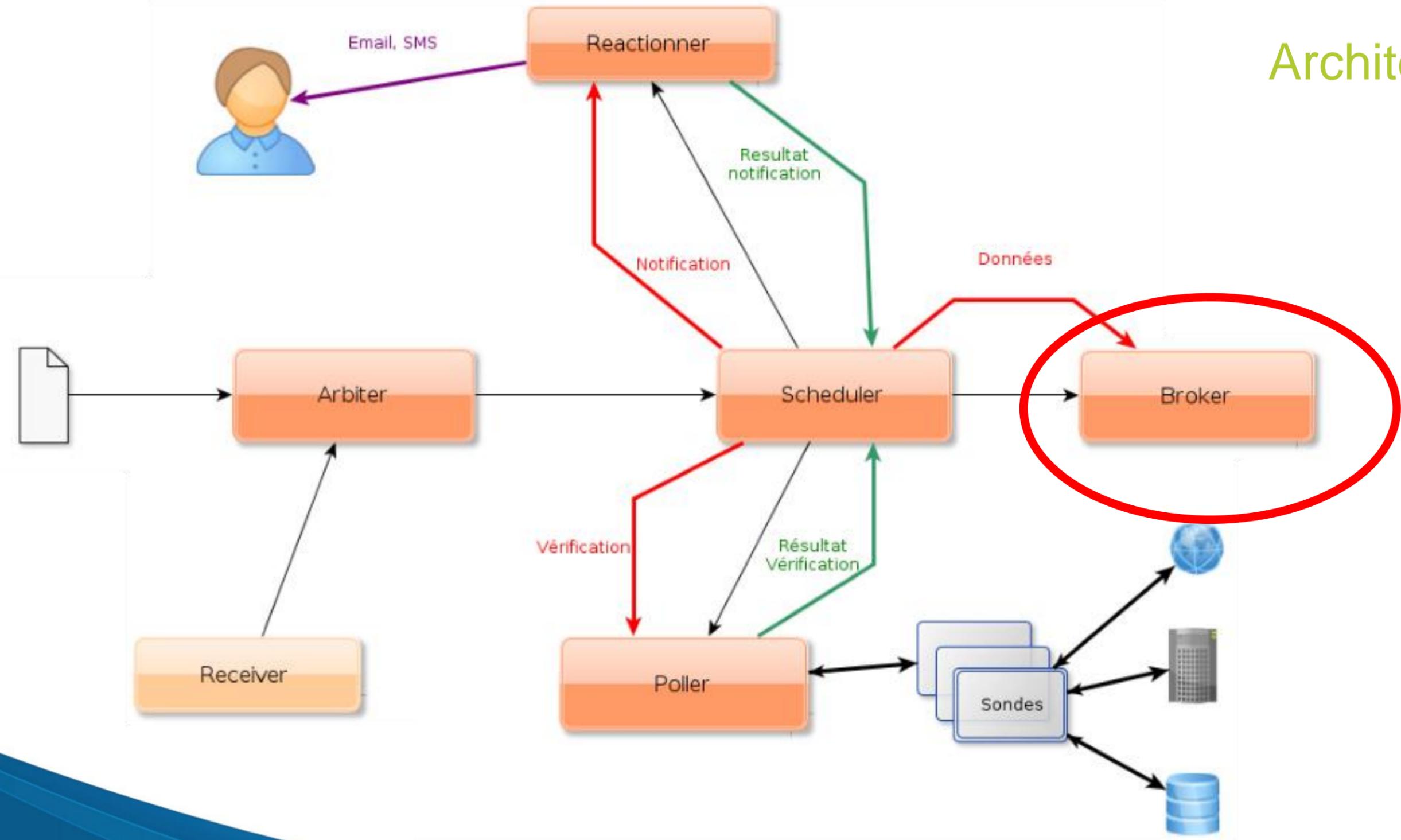
# Architecture Shinken

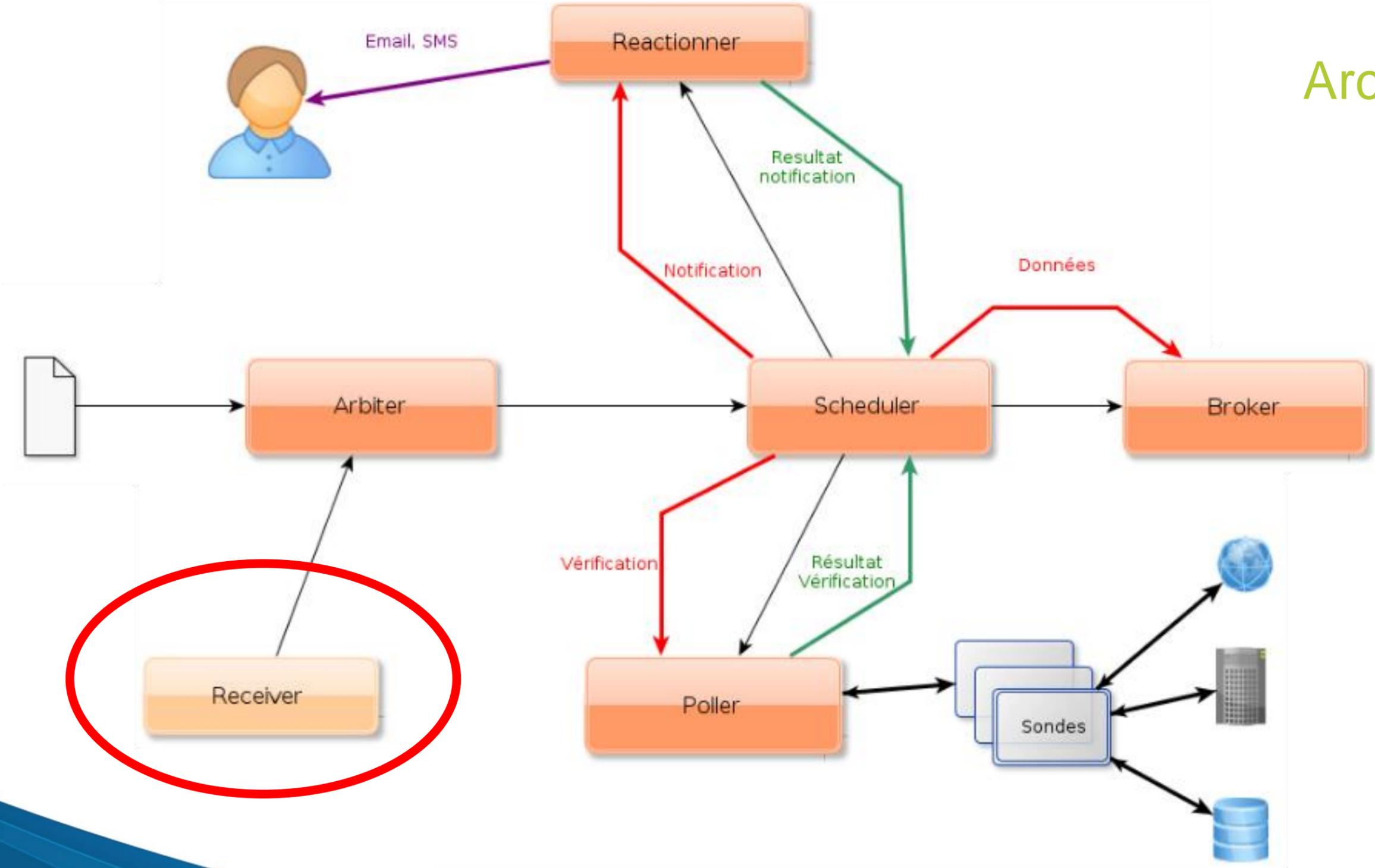


# Architecture Shinken

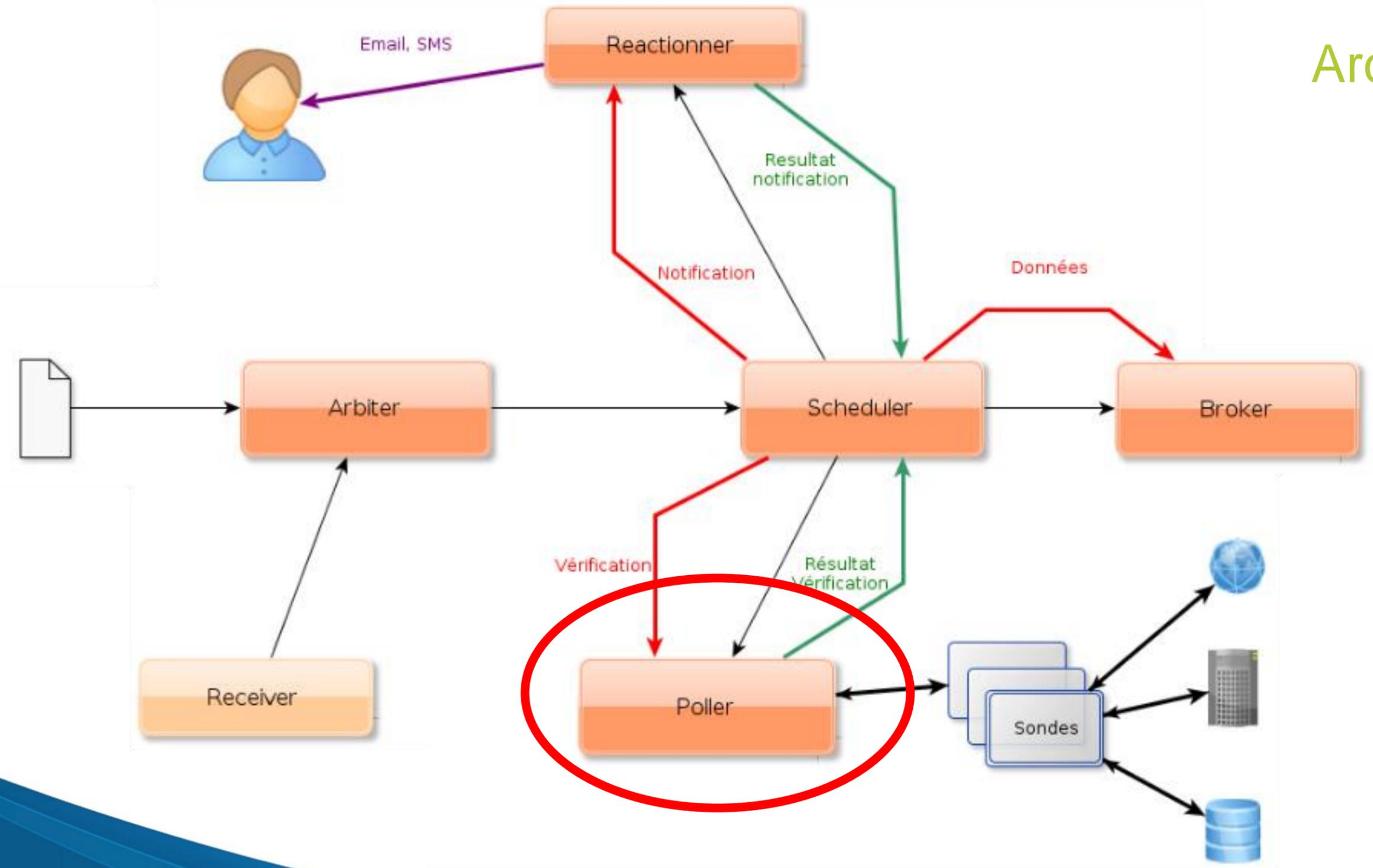


# Architecture Shinken

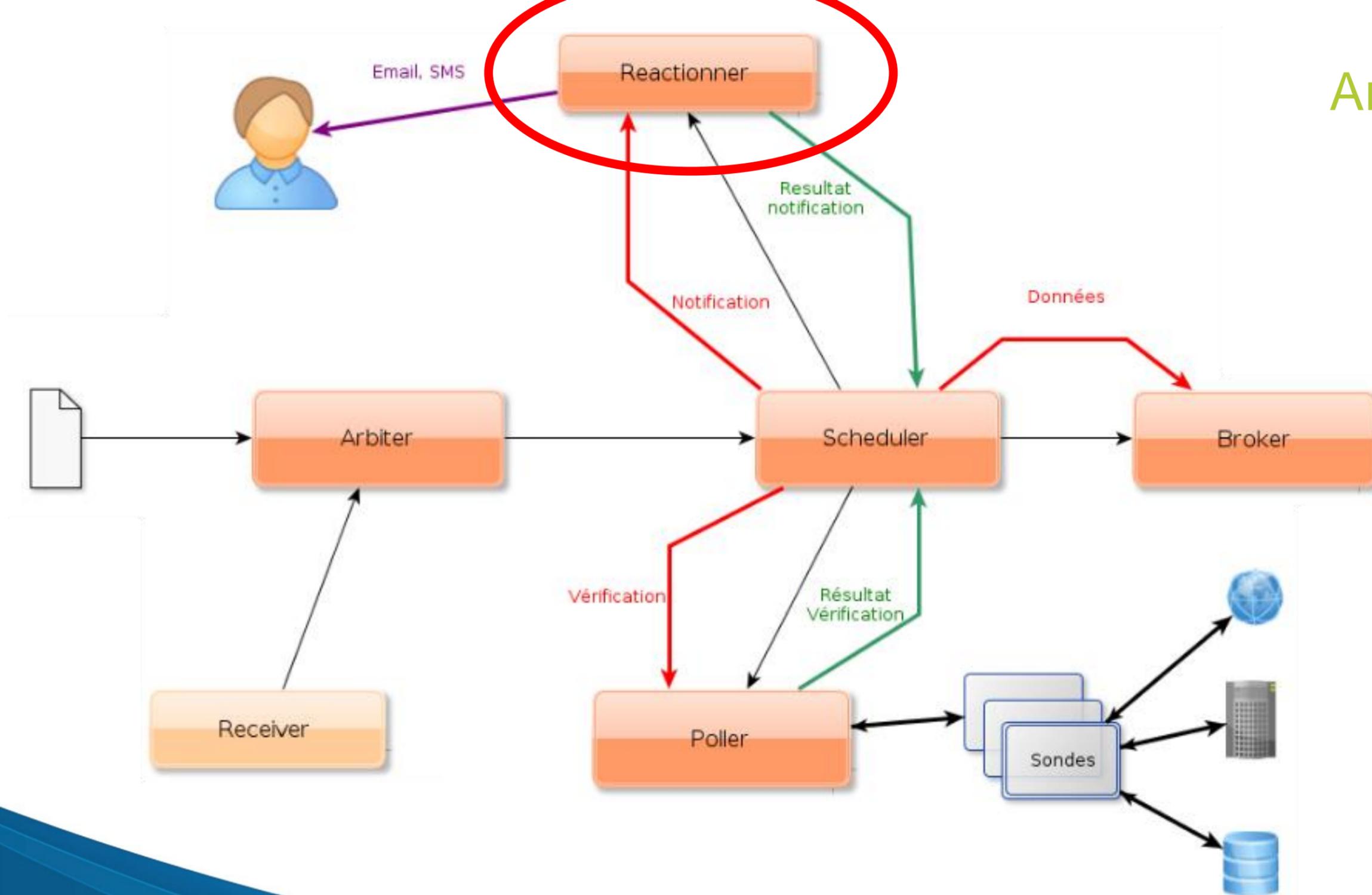




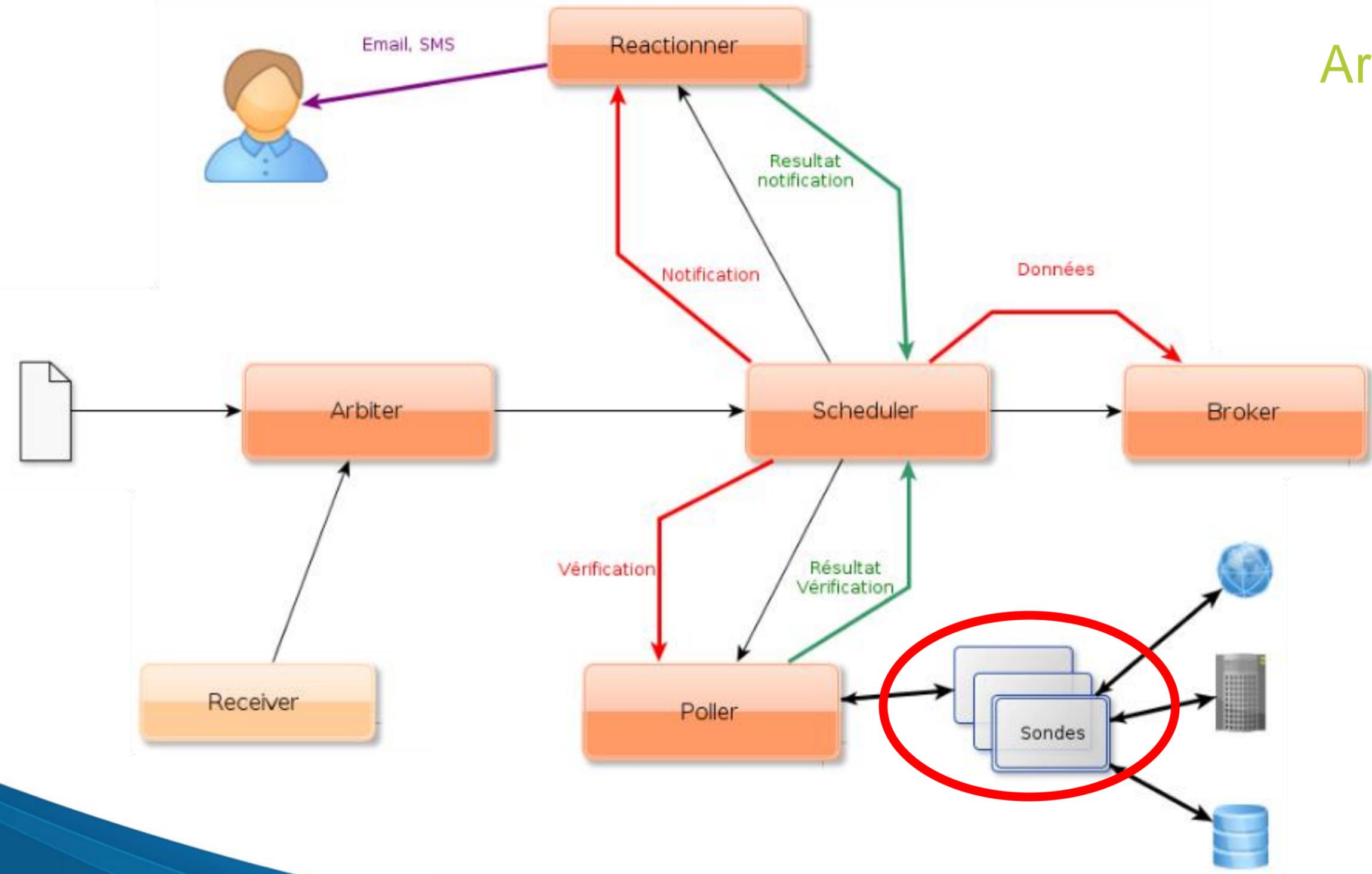
# Architecture Shinken

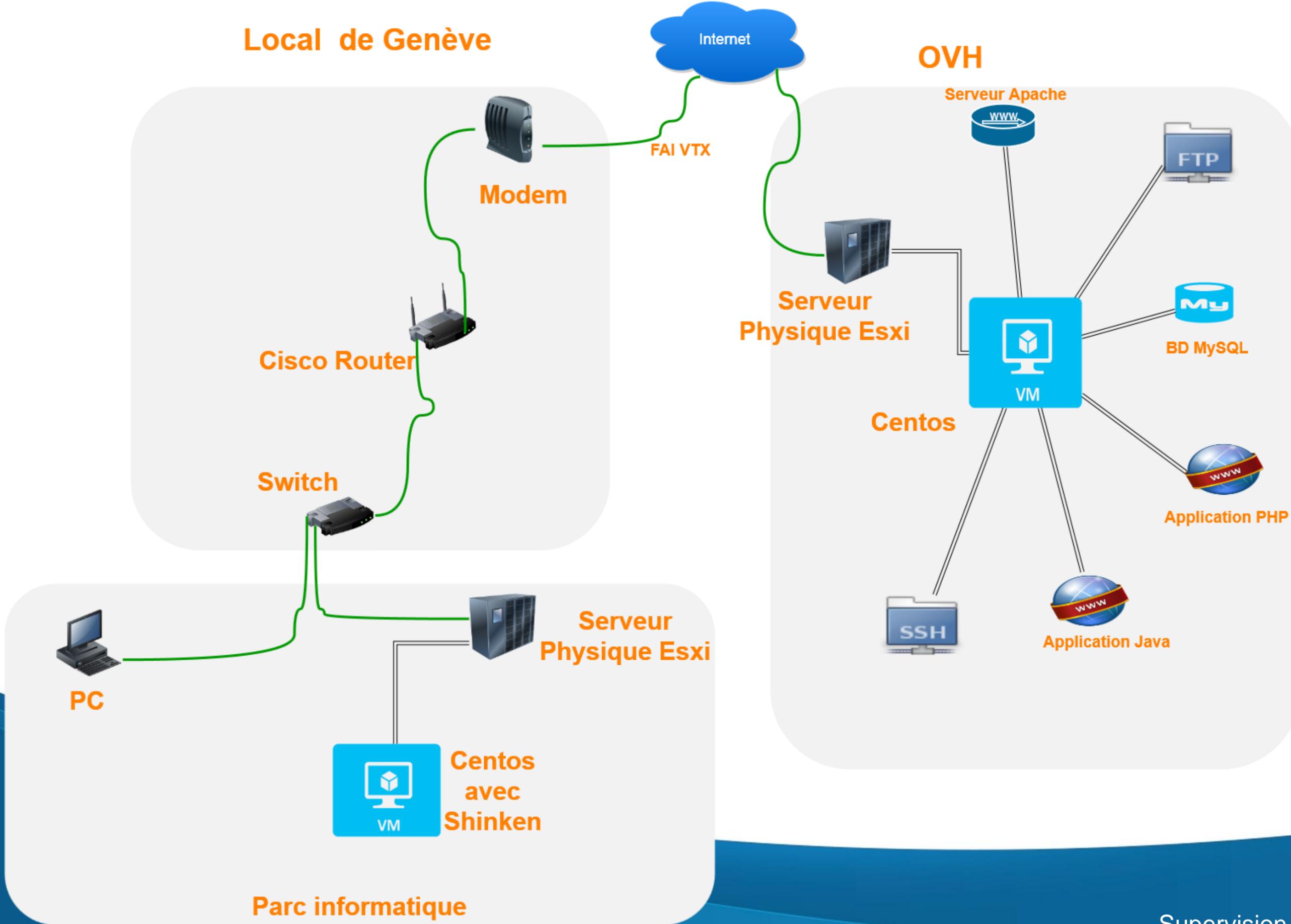


# Architecture Shinken

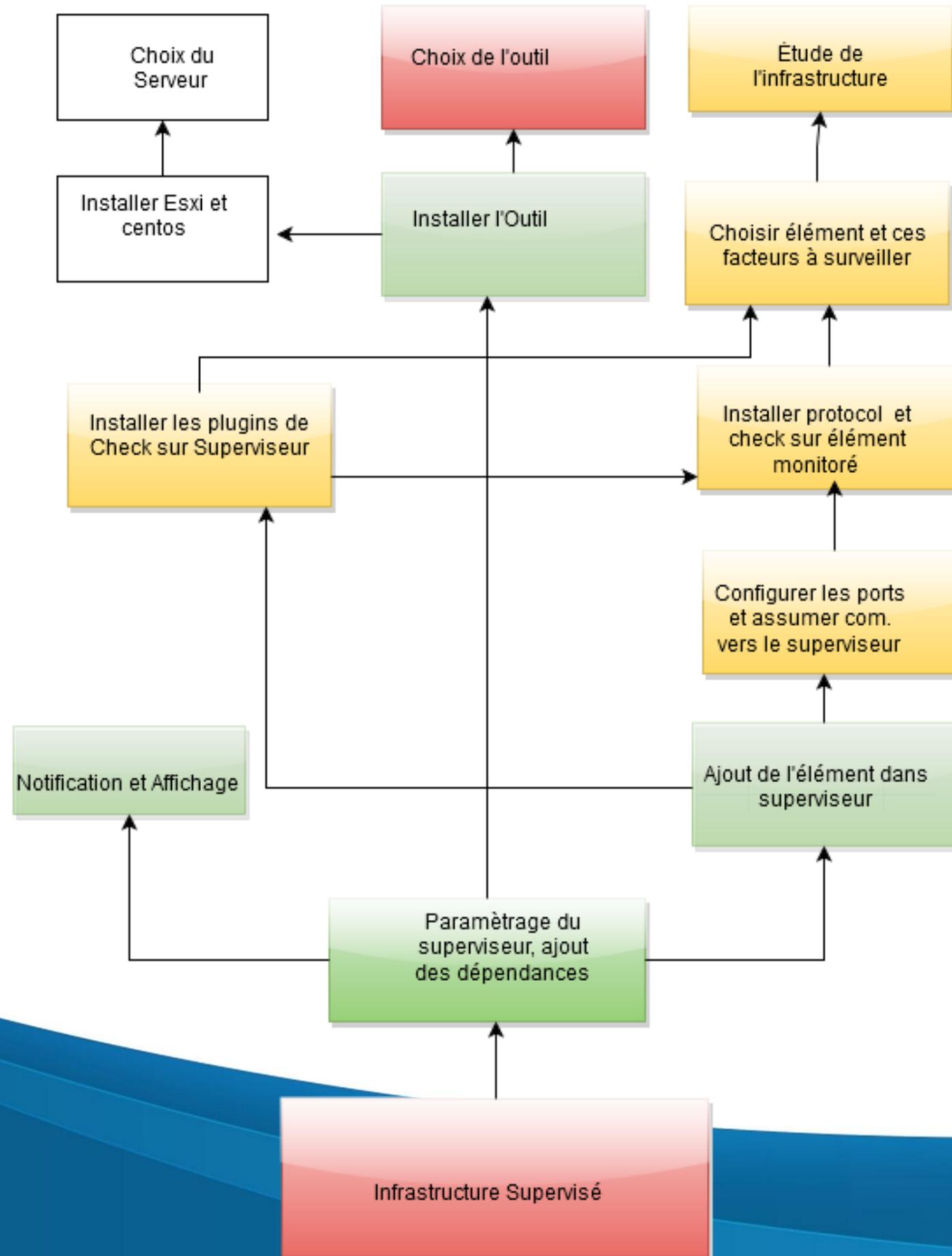


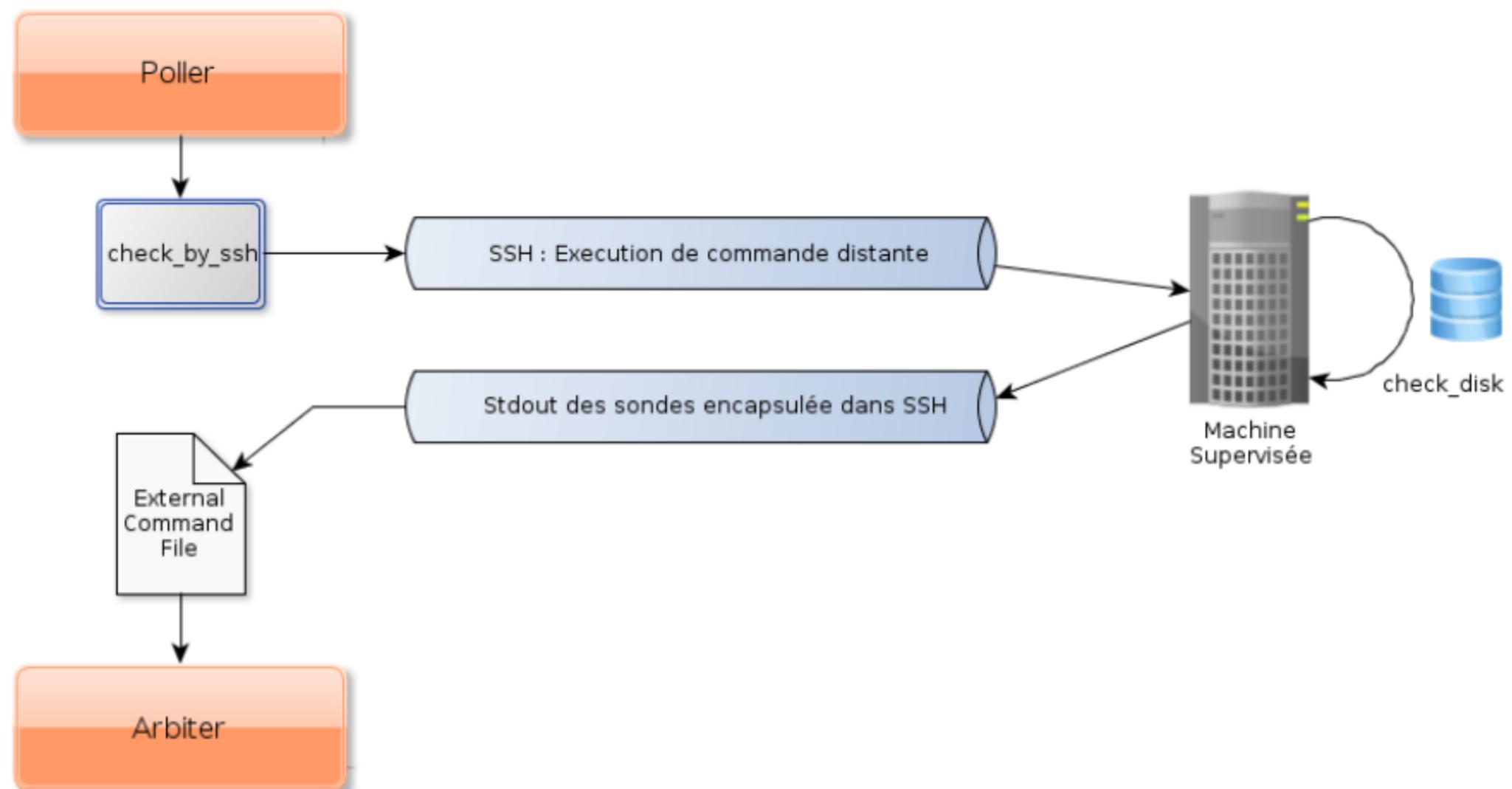
# Architecture Shinken

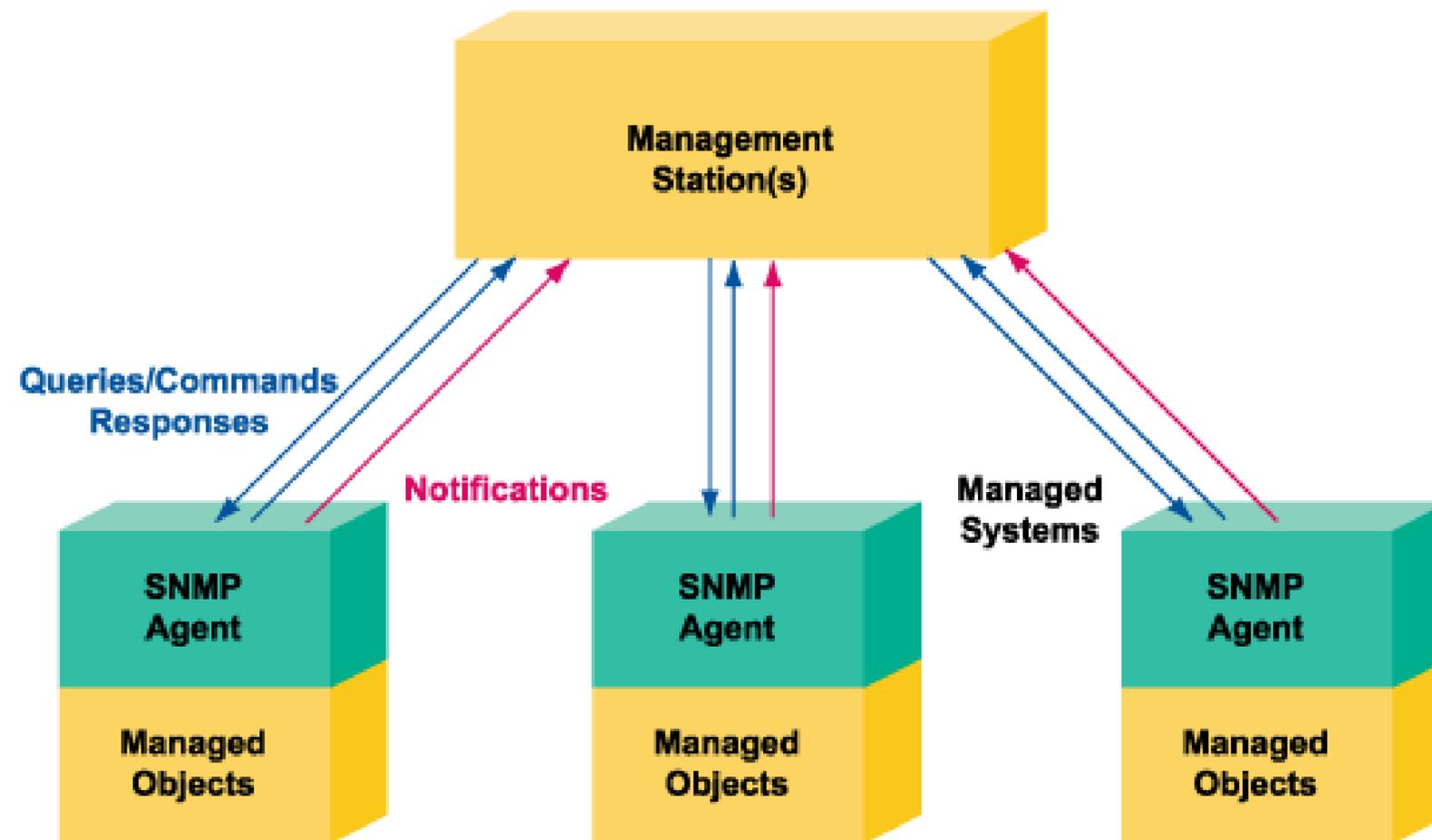




# Déploiement







# Sonde (Check)

```
define host{
    use                generic-host-sans-check
    alias              Intranet-QIM
    contact_groups    admins
    host_name         extsrv003
    address           178.██████████
    hostgroups        ovh
    labels            ovh
    icon_set          server
    parents           Acces_Internet,qgeisp002,qgeisp003
    check_command     check_tcp !22
    _SSH_KEY          $SSH_KEY$
    _SSH_KEY_PASSPHRASE $SSH_KEY_PASSPHRASE$
    _SSH_USER         $SSH_USER$
    _SSH_PORT         $SSH_PORT$

    _LOAD_WARN       1,1,1
    _LOAD_CRIT       2,2,2
    _STORAGE_WARN    90
    _STORAGE_CRIT   95
    _STORAGE_UNIT    GB
    _STORAGE_MOUNTS /
    _CPU_WARN        80
    _CPU_CRIT        90
    _MEMORY_WARN     85
    _MEMORY_CRIT    95
}
```

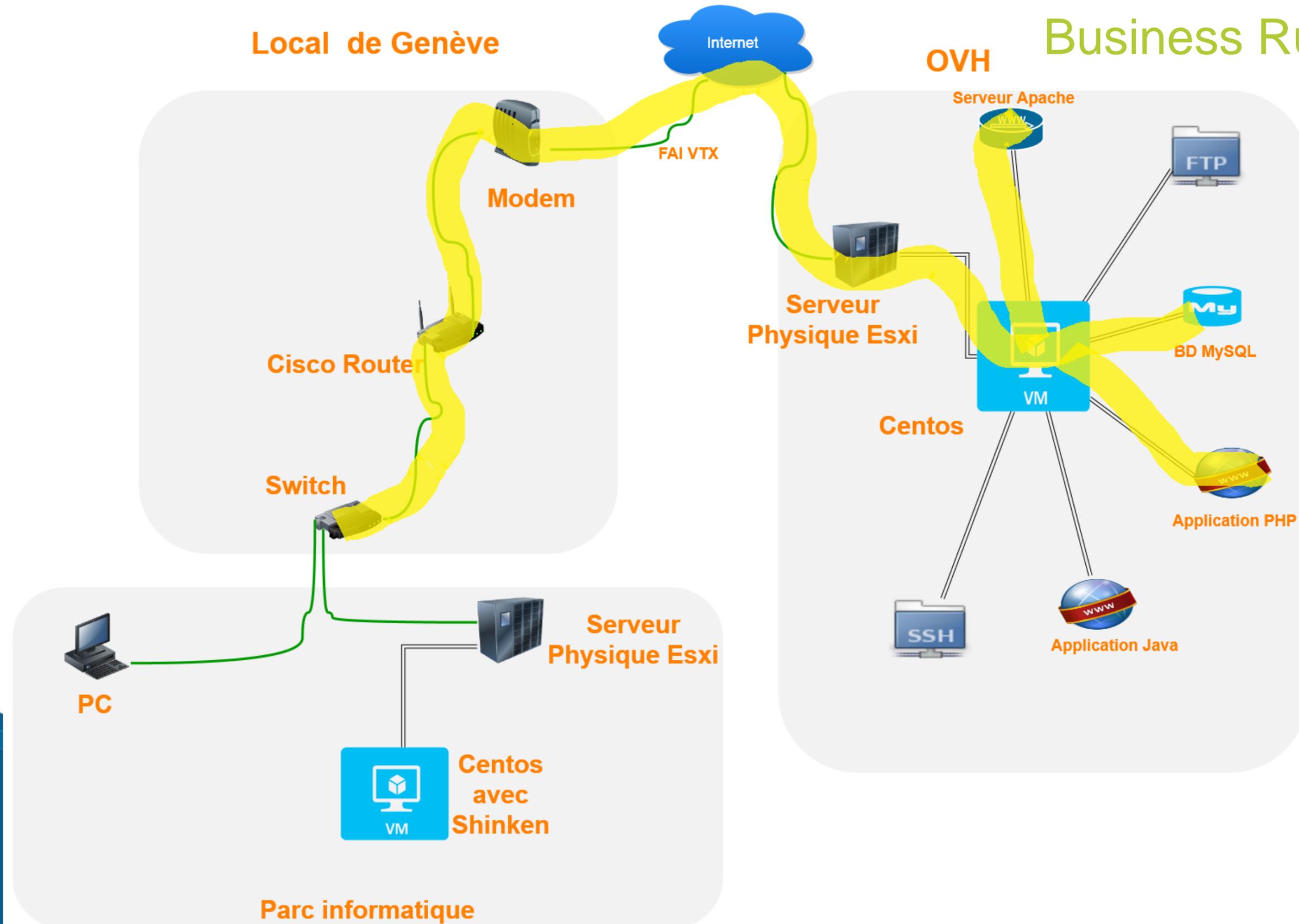
```
define service{
    service_description  ftp
    use                  generic-service
    host_name            extsrv003
    check_command        check_ftp
}
```

```
define command {
    command_name    check_ftp
    command_line    $NAGIOSPLUGINDIR$/check_ftp -H $HOSTADDRESS$
}
```

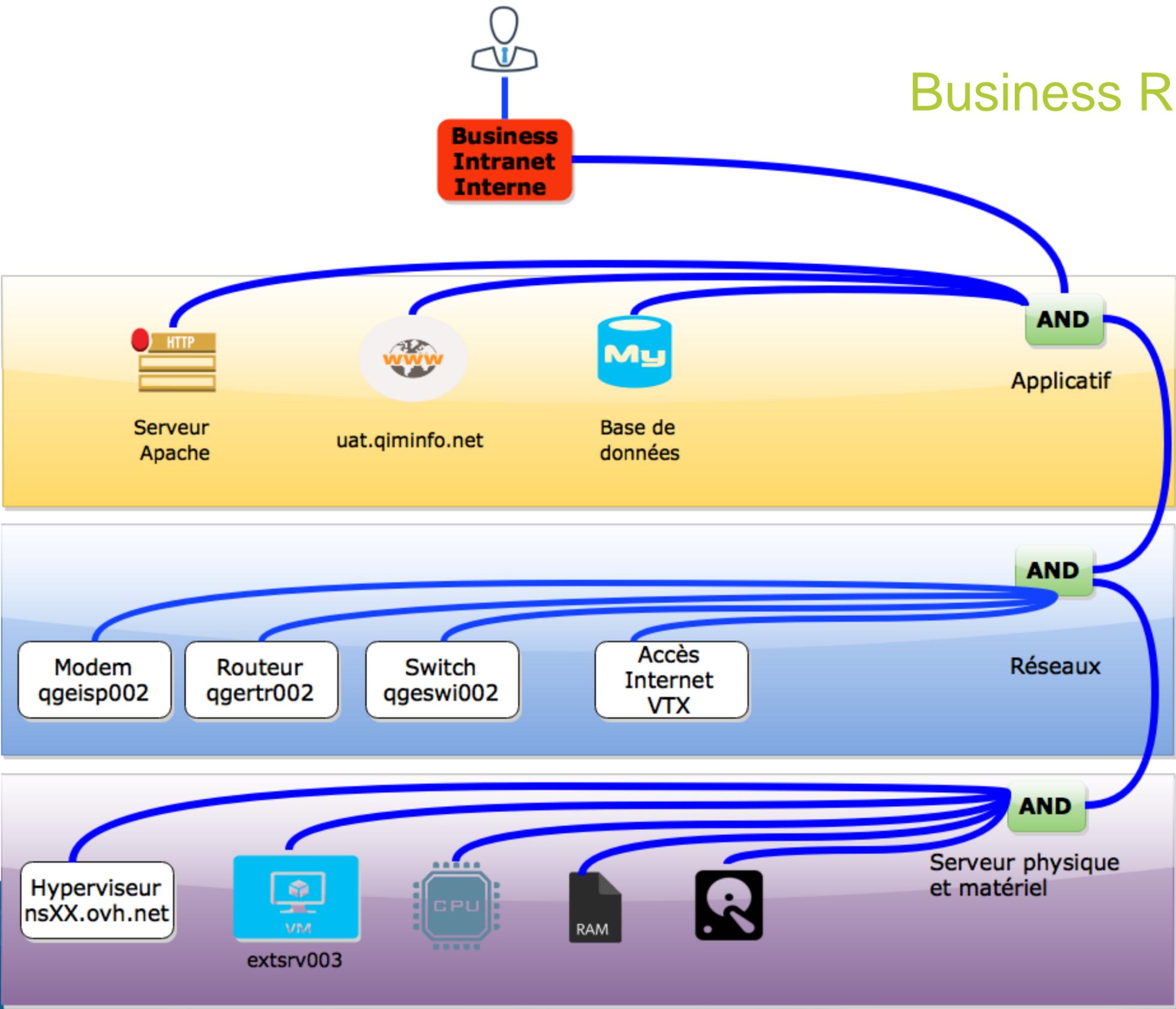
ftp OK 3s FTP OK - 0.101 second response time on 178.██████████ port 21 0.101192s  
[220----- Welcome to Pure-FTPd [privsep] [TLS] -----]

Host	Service	Realm	Last check	Next check	Actions
extsrv003	ftp	All	4s ago	in 4m 54s	<a href="#">Details</a>

# Business Rule (Règles Métier)



# Business Rule(Règles Métier)

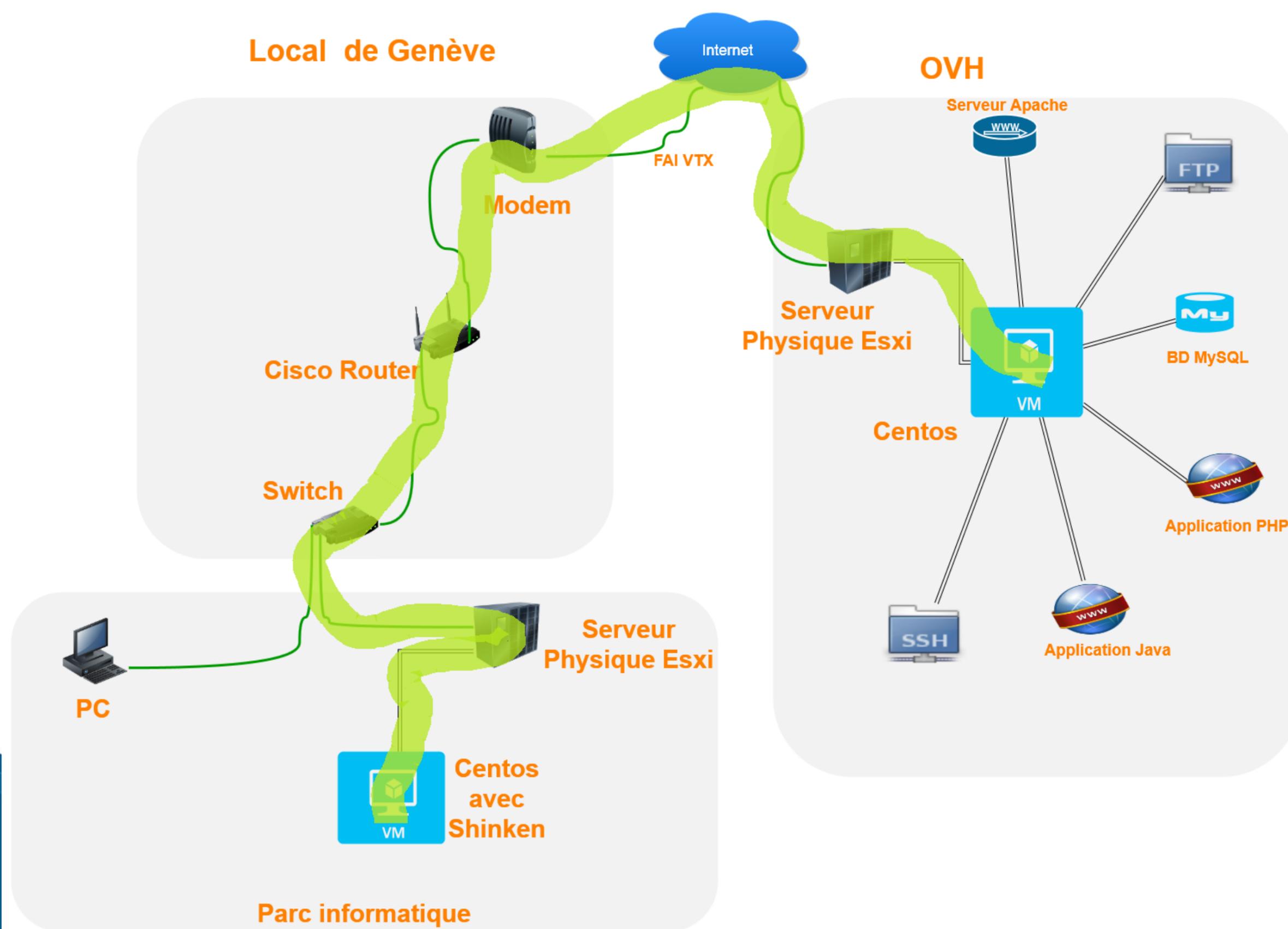


## Local de Genève

Internet

## OVH

# Dépendances



# Coupure d'accès internet

# Dépendances

Hide toolbar

Select all

1 2 ... Last »

Add filters

No bookmarks  
No common bookmarks

## Business impact: Very important ★★

<input type="checkbox"/>		Acces_Internet	DOWN	4m 5s	CRITICAL - Socket timeout after 10 seconds	
<input type="checkbox"/>		extsrv003	CRITICAL	21s		
<input type="checkbox"/>		Intranet UAT ext...	CRITICAL	2m 18s		
<input type="checkbox"/>		Jira UAT externe	CRITICAL	1m 37s		

## Business impact: High ★

<input type="checkbox"/>		extsrv003	CRITICAL	2m	jira UAT interne	
--------------------------	--	-----------	----------	----	------------------	--

## Business impact: Normal

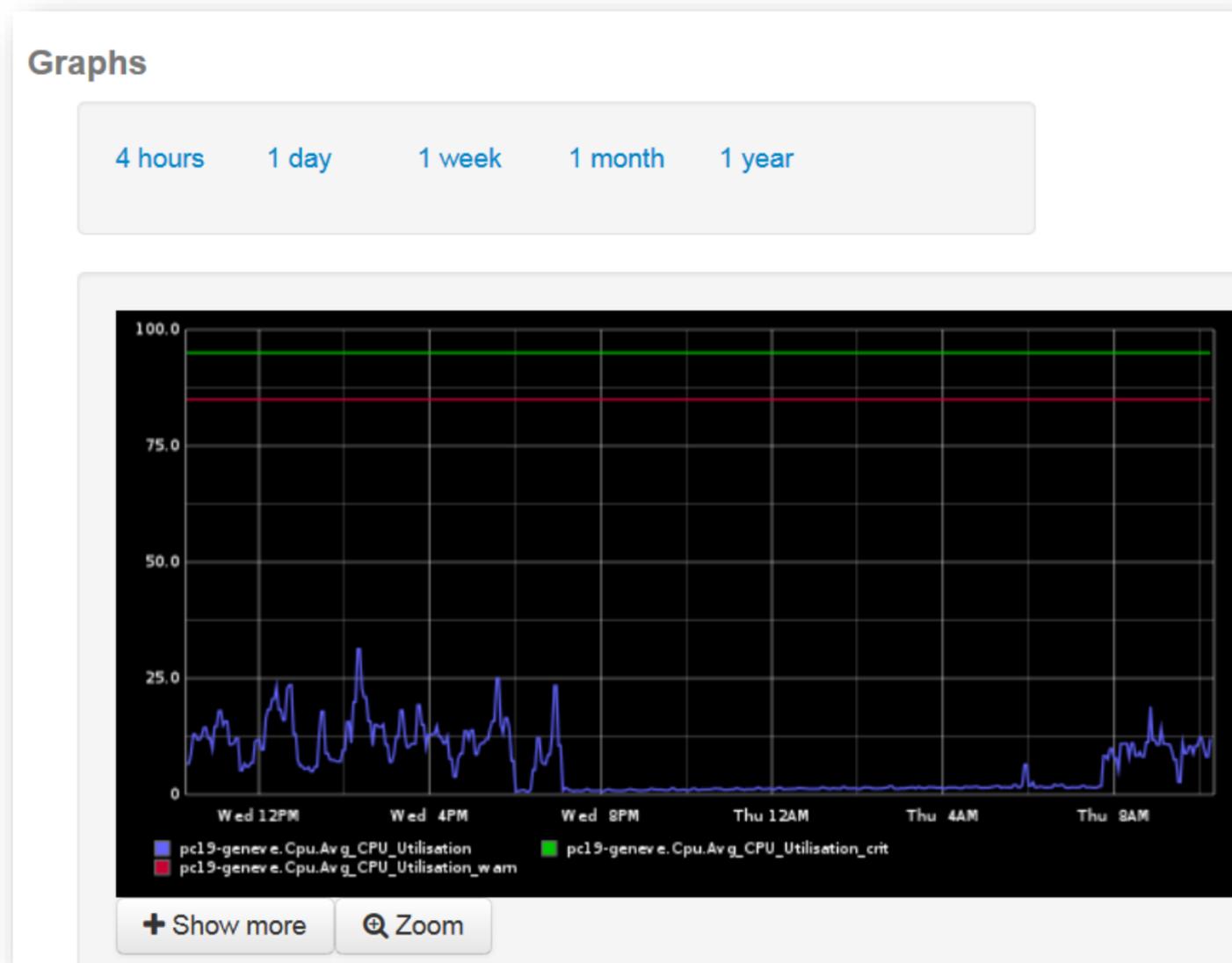
<input type="checkbox"/>		extsrv003	DOWN	4m 7s	CRITICAL - Socket timeout after 10 seconds	
<input type="checkbox"/>		ApacheHTTP -Etat	CRITICAL	4m 1s	CRITICAL 500 Can't connect to 178.33.44.77:443	
<input type="checkbox"/>		CPU Charge mo...	CRITICAL	3m 17s	(Service Check Timed Out)	
<input type="checkbox"/>		Espace Disque	CRITICAL	3m 15s	(Service Check Timed Out)	
<input type="checkbox"/>		Memoire	CRITICAL	3m 15s	(Service Check Timed Out)	
<input type="checkbox"/>		MySQL-Etat	CRITICAL	3m 17s	(Service Check Timed Out)	
<input type="checkbox"/>		SSH Connexion	CRITICAL	3m 17s	(Service Check Timed Out)	
<input type="checkbox"/>		ftp	CRITICAL	4m 7s	CRITICAL - Socket timeout after 10 seconds	
<input type="checkbox"/>		intranet-UAT-HTTP	CRITICAL	4m 8s	CRITICAL - Socket timeout after 10 seconds	
<input type="checkbox"/>		intranet-UAT-HT...	CRITICAL	4m 5s	Status: Critical (500 Can't connect to uat.qiminfo.net:443)	
<input type="checkbox"/>		intranet-UAT-ext...	CRITICAL	3m 15s	(Service Check Timed Out)	
<input type="checkbox"/>		jira-UAT-HTTP	CRITICAL	3m 47s	Server Error: HTTP Statuscode 500 - Internal Server Error	
<input type="checkbox"/>		jira-UAT-externe	CRITICAL	3m 15s	(Service Check Timed Out)	
<input type="checkbox"/>		jira.qiminfo-DNS	OK	3d 20h	DNS OK: 0.046 seconds response time. -a returns	0.045944s
<input type="checkbox"/>		uat.qiminfo-DNS	OK	3d 20h	DNS OK: 0.053 seconds response time. -a returns	0.053315s
<input type="checkbox"/>		pc19-geneve	UP	3d 20h	PING OK - Packet loss = 0%, RTA = 1.78 ms	1.783ms
<input type="checkbox"/>		Cpu	OK	3d 20h	OK (Sample Period 12 sec) - Average CPU Utilisation 23.90%	23.9%
<input type="checkbox"/>		Disks	OK	3d 20h	OK - Overall Disk Total=449.66GB, Used=206.41GB (45.9%), Free=243.25GB (54.1%) OK - C: Total=224.45GB, Used=193.23GB (86.1%), Free=31.22GB (13.9%) OK - D: Total=225.21GB, Used=13.18GB (5.9%), Free=212.03GB (94.1%)	193.23GB
<input type="checkbox"/>		LoadAverage	OK	3d 20h	OK - Average CPU Queue Length 2.1 (20 points with 0 sec delay gives values: 5, 1, 0, 0, 0, 1, 2, 3, 0, 5, 1, 9, 2, 1, 4, 1, 2, 2, 2, 2)	2.1

# Source des problèmes détectée

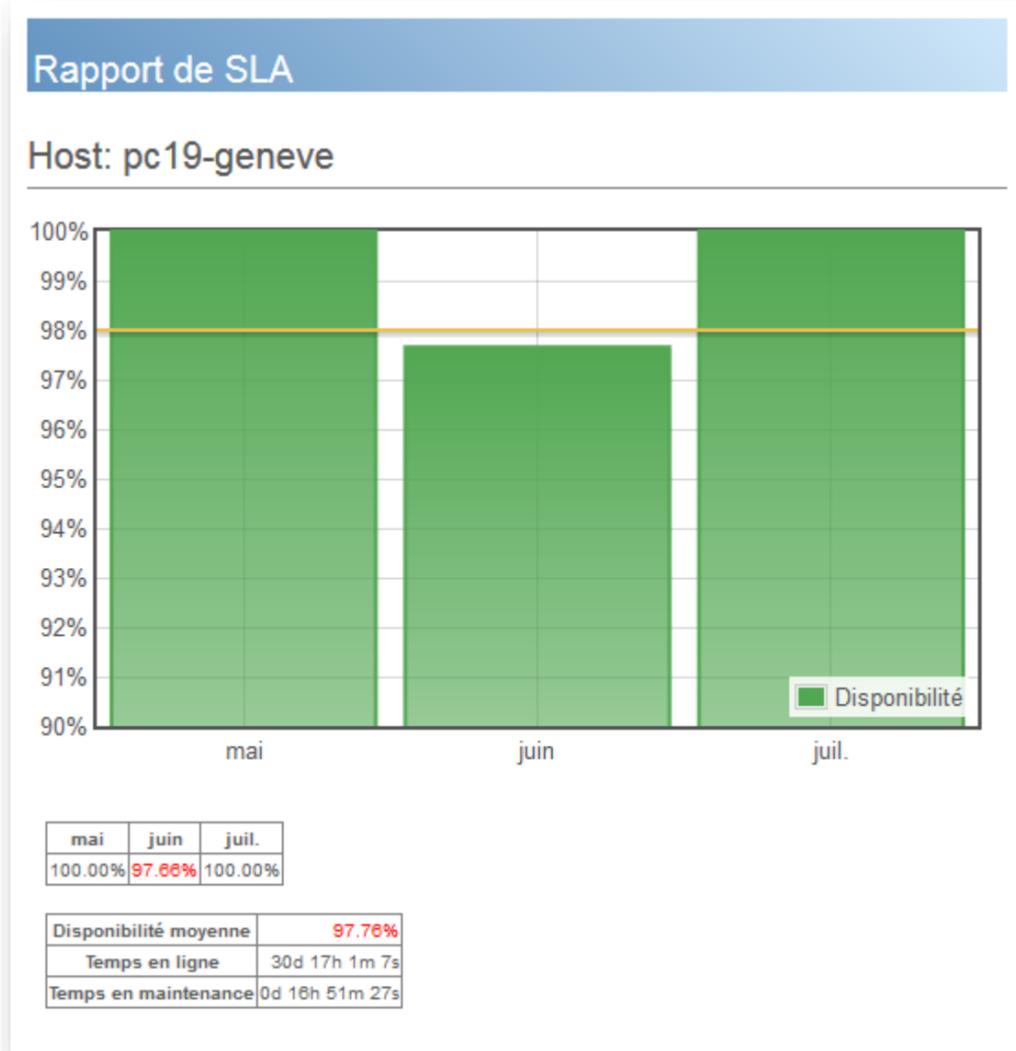
The screenshot shows the Shinken web interface. At the top, there is a navigation bar with 'Shinken', 'Dashboard', 'Impacts', 'IT problems', 'All', 'Wall', and 'System'. Below the navigation bar, there are buttons for 'Hide toolbar', 'Select all', and 'Add filters'. The main content area displays a problem entry for 'Acces\_Internet' with a status of 'DOWN', a duration of '5m 21s', and a severity of 'CRITICAL'. The business impact is noted as 'Very important' with two stars. The description of the problem is 'Socket timeout after 10 seconds'.

The summary dashboard provides a quick overview of system health. It consists of four metrics:

- IT Problems:** 1 (represented by a radio tower icon)
- Impacts:** 4 (represented by a cloud and lightning bolt icon)
- Services OK:** 100% (represented by a server rack icon)
- Hosts UP:** 87% (represented by a house icon)



Cpu d'un PC



## Thruk

**General**

- Home
- Documentation
- Panorama View

**Current Status**

- Tactical Overview
- Map
- Hosts
- Services
- Host Groups
  - Summary (Grid)
- Service Groups
  - Summary (Grid)
  - Mine Map
- Business View
- Problems
  - Services (Unhandled)
  - Hosts (Unhandled)
  - Network Outages
  - Root Problems

**Reports**

- Availability
- Trends
- Alerts
  - History (Summary)
- Notifications
- Event Log
- Business Process Reporting

**System**

- Comments
- Downtimes
  - Recurring Downtimes
- Process Info
- Performance Info
- Scheduling Queue
- Configuration
- Config Tool

Create Report

Name\* New Report

Description Description

Public  yes  no

E-Mail Settings: [adresse mail si on veut recevoir par mail]

To

Cc

Schedule  [Planifier une période si le rapport est crée automatiquement par Thruk]

---

Report Type

Type SLA Host [Type du rapport hôte,service ou groupe]

Report Options:

Language\* english

Host\* [élément sur le quel rapport sera crée]

Timeperiod Last 12 Months [période]

Breakdown by Months

Report Timeperiod None

SLA %\* 98 [limite de l'entreprise]

Graph SLA %\* 90

Details SLA %\* hide details if sla is above threshold -1

Decimal Points\* 2

Assume Initial States Yes [pour les périodes sans données]

Initial Assumed State Unspecified [mettre OK, pour les périodes non surveillées on suppose que tout était OK]

Include Soft States No

Unavailable States\*

State	Normal	During Downtime
Up	<input type="checkbox"/>	
Down	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Unreachable	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[Quels sont les état non OK]

Latest Outages\* max. # pages 1

Worst Outages\*

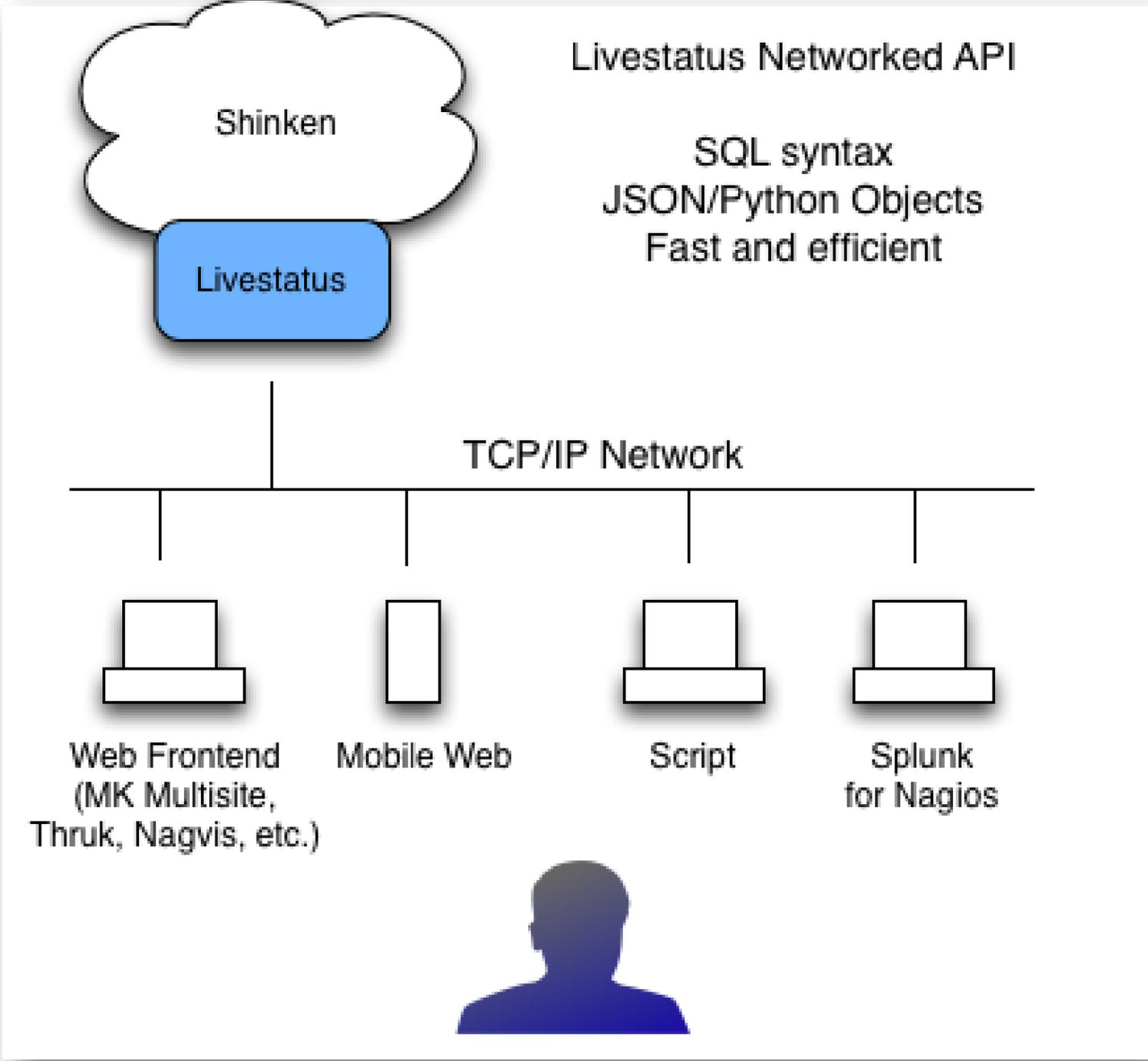


Cartographie

NagVis



# Connexion de Shinken avec d'autres outils



**Réalisé:**

Solution complète:

Reporting, métrologie, cartographie

Détection proactive de problèmes

Superviseur modulaire et stable

Shinken bien adapté à l'entreprise

Charge réseau / performance

**Reste à améliorer:**

Gestion d'incident

Etendre la supervision

Questions?

