



Version: 3.4 - Release Notes 2013



Easy user configuration with the NetEye User Account Management

Local Oser M	anagement LDAP Use	er Management Profile Ma	inagement Settings
ta 🥒	Change Pass	word	ts 🛛 🍣 Set All to Manual
< Previous	Next > Page 1 of 1	Show 15 lines	 Search returned 8 results.
UserName 🔺	Profile	Profile Conflicts	Profile Manuals
guest	User syslogadmin Profile (Autogenerated)	glpi, neactionlaunchpac	4
	Admin		
new			
new notexists	Admin		
	Admin testAL		

The new NetEye User Account Management offers a centralized tool to easily set the permissions for the NetEye users. All rights to the different NetEye modules can be granted directly on the Config Tool by associating the profiles to the single user or a group of users. In addition the NTLM authentication for Windows single sign-on are integrated and multiple LDAP servers can be configured.

Nagios integration for the Message Console

The Message Console aims to provide a collector of messages and alerts generated by NetEye. The Message Console has been enhanced by integrating new features such as the possibility to create persistent Nagios service checks on specific hosts. This way also closed messages can still be registered on Nagios. The messages can also be removed and the total archived information in the database can be limited to a defined size. A permission management has been created for Message Console and integrated into the User Configuration module of NetEye.

New log auditing for Monarch

Monarch is a Web-based environment integrated into NetEye for the configuration of the monitoring environment based on Nagios. A new log auditing system has been implemented to archive all operations performed on Monarch by administrators. In addition, validation checks are performed for example when a service template or contact group is modified or removed and notes have been added on the hosts, host groups and services.



Action Launchpad

Commands Management Form		C
This form allows to Create	the command definition "command name"	
Name:	command name *	
Description:		
Command Definition:	undefined •	
Command Call name:	launchpad_action	
Arguments:	"/usr/lib/nagios/plugins/check_dummy 0"	
	Allowed on all hosts (The command can be run on any host. User restrictions are still applied)	
	Customizable in action launchpad (The Command call can be action launchpad before beeing executed by any user. This option requires to set the NRPE user explicit in the option below)	itly
	C Activate Explicit NRPE user (Define the user account under which the command is executed. When enabled the USERNAME is passed as \$ARG15, and the command itself gets \$ARG23	
	Therefore define on the remote NRPE agent a NRPE acceptor of this structure: command[launchpad_action]=sudo -u \$ARG1\$ "\$ARG2\$")	
Create command definition	X Abort	

The Action Launchpad allows to execute predefined commands directly from the NetEye web interface by authenticating the system using the preconfigured credentials.

With the newly enhanced module, it is possible to create complex commands by specifying variables that can be set during the execution. New fields for time-outs and arguments as the "-n" have been added as well as the capability to specify whether to use NRPE with or without SSL. All commands are Nagios compatible.

Last but not least the execution of the commands are visualized also in a progress bar and the output are clearly displayed in the result window.

Enhancements on NagMap

NagMap is a Nagios addon integrated in NetEye, designed to view the topology on Google maps of the Nagios hosts and services. NagMap has been enhanced by adding the list of all hosts that are shown based on the user permissions set in NetEye. The hosts position is visualized on the map, including all parent-child dependencies.

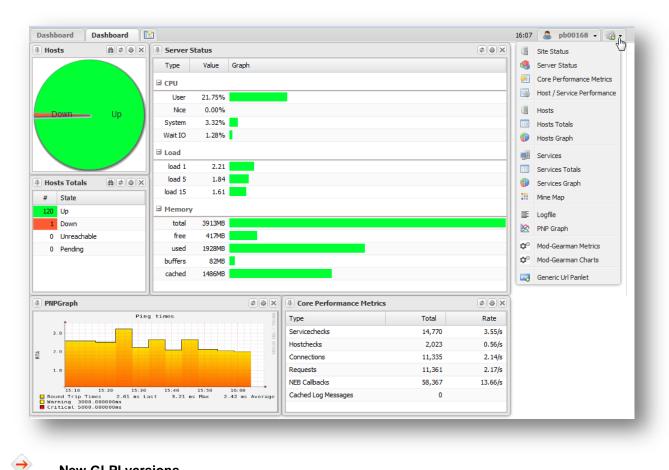




Thruk update: integration of the Panorama View

Thruk, the independent multi backend monitoring web interface used by NetEye, has been updated to the latest version.

NetEye has integrated the Panorama View offered by Thruk that allows to create completely customizable dashboards.



New GLPI versions

GLPI, the Asset Management integrated into NetEye for the inventory of hardware and software, has been updated to the latest available version 0.83.

In the new release about 150 new features and 30 new tasks have been added including over 260 bug fixing and improvements on all areas of the application.



Business Process Monitoring

The Business Process Monitoring module has been designed to obtain a higher abstraction level to define IT Services. It allows to configure the dependencies of the IT services with the infrastructure components. In this way it is also possible to simulate the business impact that for instance a server anomaly will have on the service level generating accurate reports on the availability of the business processes (often needed for the Service Level Agreements).

With the latest implemented features it is possible to define the business process and to generate automatically the corresponding service group in Nagios. New service templates are created for each business process allowing to generate notifications including the root cause of the problem, that are sent to the configured contacts.



NetEye Mobile



The NetEye Mobile, a web app compatible with the most common smartphones and tablets (iPhone, iPad, Android phone and tablets, Windows Mobile), allows to access NetEye information as:

- Host / host groups
- Service / service groups /
- Business process
- Performance graphs
- NagVis
- Google Map
- Action Launchpad

The module has been enhanced by adding the following new features:

- Problem View: by selecting the service problem it is also displayed the related host.
- Action Launchpad integration: to allow to launch and execute actions on certain hosts directly from a mobile device based on the authorizations defined in NetEye.
- Business Process: by selecting a Business Process it is possible to navigate through all nested processes.
- New conditions for operations and actions: the operations that can be performed on the NetEye mobile module (i.e. add comment, acknowledge, recheck, view on Google Map) are displayed only for the authorized users. The same mechanism is also used for the actions to be executed on the host.



SLA reporting

The NetEye module of SLA Reporting allows to generate on-demand reports that display the fulfillment of the services based on defined level agreements.

Select Re	port: Busine	ss_proce	ss v Monat: April v Jahr: 20	2013 🕶 😳				
Busin	ess Pro	cesse	s Availability SLA 24x7	7		Repo	ort: April	/2013
🔕 busi	ness_process	es	ASP				93.187	99.8
📀 busi	ness_process	es	ERP System				100	99.8
🧿 busi	ness_process	es	Wuerth AWKG NetEye Mo	Ionitoring			99.946	99.8
📀 busi	ness_process	es	Wuerth AWKG Remote Mo	Aonitoring			99.98	99.8
📀 busi	ness_process	es	wp-mail				100	99.8
A	lability v		ann activity (24-7)				-	
Avai	lability I	nam-0	connectivity (24x7)				U	
Acutal		1/4/201	3 to 01/5/2013 (monthly report). ity, with an SLA of 98.5%.		Available 100%	Available 100%		
Status	Availability	SLA						
0	100	98.5						

WÜRTHPHOENIX NetEye Add-ons

End User Experience: the new features

The End User Experience module in NetEye is a passive monitoring approach that records all interactions of a client with a server or with a cloud based application. Monitoring the performances of a website or an application based on the user experience is important to determine if users are being served quickly, without any errors and if not which part of a business process is failing.

The End User Experience Monitoring has been improved by the following new features:

- New Key Performance Indicators have been added to distinguish between up and down stream
 - Upload time
 - Download time
 - Upload bytes
 - Download bytes

- Closed client receive window
- Closed server receive window
- Retransmission up/down
- Out of order up/down



• Timeline for client session: client sessions are visualized on a timeline, every method is displayed sequentially with its duration.

URL	Method	RC	Mime	Time	Bytes	Timeline	
https://dynamicsax.iiiiiiiii 8100	GET	200	text/html	12/04/13 11:33:39	38139	the second second	6.858,9ms
https://dynamicsax.tuitap.kt J	GET	200	texticss	12/04/13 11:33:47	12475	343,9ms	
https://dynamicsax:'unap.&'_l	GET	0		12/04/13 11:33:47	1040687	and the second second	7.075.0ms
https://dynamicsax.sunas.itt_l	GET	200	application/x-javascript	12/04/13 11:33:47	32115	250,1ms	
https://dynamicsax.turner.t/Sc	GET	o		12/04/13 11:33:48	301168	2.130,9ms	
https://dynamicsax.tumaa.r/si	GET	200	application/x-javascript	12/04/13 11:33:50	8018	208,3ms	
https://dynamicsax.tunas.is/_l	GET	200	image/gif	12/04/13 11:33:50	1638	91,8ms	
https://dynamicsax.tunap.lt_l	GET	200	image/png	12/04/13 11:33:50	3506	212,4ms	
https://dynamicsax.tunas.it/_I	GET	200	image/gif	12/04/13 11:33:51	19212	203,9ms	

- New Key Performance Indicators will be integrated for all the applications that work with TCP. The new KPI will be available in the following months of 2013.
 - Client network latency
 - Server network latency
 - Receive window size
 - Out of order

- Retransmission
- Throughput (kByte/sec)
- Transmitted bytes/packets
- Geolocalization via IP integration: Internet / Cloud Service communications are mapped automatically on Google maps by using a GEO IP database





User Experience Monitoring with Al'exa integrated into NetEye

Al'exa is a computer vision system that allows to test and monitor applications by simulating the human behavior. All this is possible thanks to the artificial vision of Al'exa, that sees what's happening on the desktop and it is able to automatically identify the elements of the applications. This feature opens up endless possibilities allowing to test also all those applications that could not be monitored with conventional monitoring systems, such as systems published via Citrix, terminal services, Java applets, Windows form, Flash applications and almost all applications that can be used by a human being.

Duration A* Attempt A* 3d 0h 19m 29s 1/3 Test Case	Status Information AV				
Dafassures: Objected Case WP phrsitested / Au	≪ =+0.			Scheduled	CITRIX
	La phi		Al'exa virtual		Tested
00 A 00 A	99.00 00:00 00:00 00:00 10:00 10:00 61.17 6 00:00 00:00 10:00 10:00 61.17 6 00:00 00:00 0.0740(1 1000)4100 0.0400(1 000)4100		machine		application
Internet)		formance	
Integrate	d checks			data i results	

Al'exa uses xml files to execute different test cases. Thanks to the artificial vision Al'exa is able to recognize the main components of an application (input box, drop downlist, button, menu list, icon, images, text etc.) and records records a video of anything that happens on the screen. Performance data are saved for of each test case executed on the applications and sent to NetEye. Al'exa recognizes if an application is not working properly and sends the results to NetEye, that notifies the configured contacts. To analyze the problem Al'axa stores the screenshots of the error.



Do you need additional information?

Just contact Georg Kostner, Product Manager and Mastermind of our solution

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