



FERRARI

TRENTO 1902

Unified Monitoring: come affrontare una strategia di monitoraggio vincente
L'approccio olistico di monitoraggio con NetEye in Ferrari F.lli Lunelli Spa

Daniele Gottardi - Sistemi Informativi - 20.10.2016

Ferrari F.lli Lunelli Spa





SEGNANA
DISTILLATORI DAL 1860



GRUPPO
LUNELLI



Surgiva

ACQUA MINERALE NATURALE
TRENTINO ITALIA



BISOL
VITIVINICOLTORI
IN VALDOBBIADENE

Presentazione CED Ferrari F.lli Lunelli SPA

- ✧ CED composto da 2 persone (ITC Manager)
 - Responsabile ITC: **Corrado Beatrici**
 - Aiuto Responsabile ITC: **Daniele Gottardi**

- ✧ Gestiamo in due persone tutta la parte ITC del Gruppo Lunelli :
Ferrari, Bisol, Surgiva, Segnana, Tenute Lunelli, Toxon, Holding

- ✧ **CB: 52 anni**, Padergnone (TN), scuola IBM, ha lavorato presso banche come programmatore ed analista, ora ITC Manager da 13 anni In Ferrari.

- ✧ **DG: 36 anni**, Rovereto (TN), laurea in Scienze Statistiche ed Economiche, 7 anni di consuetudine Business Intelligence / Datawarehouse, 5 anni ITC Manager presso Loacker Remedia, 1 ½ anni in Ferrari

Cosa gestiamo



- ✧ Server, PC, LAN, WIFI, Backup, Telefonia fissa/mobile, Smartphone e Tablet, Printer & Fax, Software vari
- ✧ AS400 (ERP – Galileo)
- ✧ Microsoft Exchange
- ✧ QlikView (Business Intelligence)
- ✧ Sistema di archiviazione documentale (Arxivar)
- ✧ CRM (Sugar)
- ✧ Rilevamento parametri vigneti e videosorveglianza
- ✧ Controllo sito internet
- ✧



WÜRTHPHOENIX
NetEye

Cosa monitoriamo con Neteye



✧ Messaggi di: **ALERT, WARNING, CRITICAL, RECOVERY** per:

- PING
- CPU
- DISKSPACE
- RAM
- TEMPERATURE
- Specifici msg per AS400 (ERP Galileo)
- HOST DOWN, HOST UP
- Gestione SERVICES
- Allarmi industriali (sensori di rilevamento visivo)

✧ Gestione della privacy (servizio SAFED)

WÜRTHPHOENIX
NetEye

 **TOTALE CONTROLLO REAL TIME**

Cosa monitoriamo con Neteye



NetEye ** PROBLEM alert - srv_gis/NRPE: check load is WARNING **
NetEye ** PROBLEM alert - srv11/DISKSPACE C: is WARNING **
NetEye ** RECOVERY alert - srv_gis/NRPE: check load is OK **
NetEye ** PROBLEM alert - SRVVEEAM/DISKSPACE C: is CRITICAL **
NetEye ** PROBLEM alert - 650AC4A/as400 check problem is WARNING **
NetEye ** RECOVERY alert - srv11/DISKSPACE C: is OK **
NetEye ** PROBLEM alert - SRV-XENAPP3/CPULOAD is UNKNOWN **
NetEye ** PROBLEM alert - srv_gis/NRPE: check load is WARNING **
NetEye ** PROBLEM alert - SRVVEEAM/DISKSPACE C: is CRITICAL **
NetEye ** PROBLEM alert - 650AC4A/as400 check problem is WARNING **
NetEye ** PROBLEM alert - srv_gis/NRPE: check load is CRITICAL **
NetEye ** PROBLEM alert - srv_gis/NRPE: check load is WARNING **
NetEye ** PROBLEM alert - SRV-XENAPP3/CPULOAD is CRITICAL **
NetEye Host DOWN alert for SRV-XENAPP1!
NetEye Host DOWN alert for SRV-XENAPP2!
NetEye Host DOWN alert for SRV-XENAPP3!
NetEye Host UP alert for SRV-XENAPP1!
NetEye ** PROBLEM alert - 650AC4A/as400 check spazio disco is WARNING **
NetEye Host UP alert for SRV-XENAPP2!
NetEye Host UP alert for SRV-XENAPP3!
NetEye ** PROBLEM alert - SRV-XENAPP3/CPULOAD is UNKNOWN **

mercoledì 05/10/2016 02:23	12 KB
mercoledì 05/10/2016 02:28	12 KB
mercoledì 05/10/2016 02:33	12 KB
mercoledì 05/10/2016 02:43	12 KB
mercoledì 05/10/2016 03:02	12 KB
mercoledì 05/10/2016 03:38	12 KB
mercoledì 05/10/2016 03:41	12 KB
mercoledì 05/10/2016 04:15	12 KB

Da: NetEye <neteye-monitoring@wuerth-phoenix.com>
A: Daniele Gottardi
Cc:
Oggetto: ** RECOVERY alert - srv11/DISKSPACE C: is OK **

***** NetEye *****

Notification Type: RECOVERY

Service: DISKSPACE C:
Host: srv11 (Srv11 Board)
Address: 192.168.1.9
State: OK

Date/Time: Wed Oct 5 03:08:13 CEST 2016

Additional Info:

C:\ - total: 7.99 Gb - used: 7.58 Gb (95%) - free 0.41 Gb (5%)



Cosa monitoriamo con Neteye



Host Name	Status	Last Check	Uptime	Response Time	Details	Health
Lefthand1	UP	15:55:33	101d 1h 1m 30s	PING OK - Packet loss = 0%, RTA = 0.17 ms		Green
Lefthand2	UP	15:55:03	29d 6h 42m 1s	PING OK - Packet loss = 0%, RTA = 0.16 ms		Green
MsgConsole	UP	15:55:33	2369d 1h 35m 10s	PING OK - Packet loss = 0%, RTA = 0.02 ms		Green
ROUTER BISOL	UP	15:55:33	15d 18h 49m 41s	PING OK - Packet loss = 0%, RTA = 20.82 ms		Green
ROUTER CARISOLO	UP	15:54:33	56d 14h 52m 46s	PING OK - Packet loss = 0%, RTA = 72.77 ms		Green
ROUTER RAVINA FIBRE	UP	15:55:53	118d 6h 3m 40s	PING OK - Packet loss = 0%, RTA = 4.04 ms		Green
SRV-DC01	UP	15:55:53	237d 23h 50m 29s	PING OK - Packet loss = 0%, RTA = 0.55 ms		Green
SRV-DC02	UP	15:55:33	29d 6h 20m 51s	PING OK - Packet loss = 0%, RTA = 0.35 ms		Green
SRV-EXCH01	UP	15:56:53	29d 6h 32m 1s	PING OK - Packet loss = 0%, RTA = 0.38 ms		Green
SRV-FS01	UP	15:56:03	91d 23h 53m 6s	PING OK - Packet loss = 0%, RTA = 0.49 ms		Green
SRV-ReverseDMZ	UP	15:52:03	29d 6h 20m 11s	PING OK - Packet loss = 0%, RTA = 0.83 ms		Green
SRV-WSUS	UP	15:55:13	29d 6h 20m 11s	PING OK - Packet loss = 0%, RTA = 2.84 ms		Green
SRV-XENAPP-WEB	UP	15:56:13	113d 13h 14m 30s	PING OK - Packet loss = 0%, RTA = 0.94 ms		Green
SRV-XENAPP1	UP	15:53:13	0d 10h 55m 31s	PING OK - Packet loss = 0%, RTA = 0.43 ms		Green
SRV-XENAPP2	UP	15:54:23	0d 10h 53m 31s	PING OK - Packet loss = 0%, RTA = 1.47 ms		Green
SRV-XENAPP3	UP	15:53:03	0d 10h 50m 21s	PING OK - Packet loss = 0%, RTA = 0.40 ms		Green
SRV00	UP	15:56:53	229d 5h 36m 48s	PING OK - Packet loss = 0%, RTA = 3.25 ms		Green
SRV03	UP	15:56:53	91d 22h 52m 34s	PING OK - Packet loss = 0%, RTA = 0.45 ms		Green
SRV08	UP	15:56:53	29d 5h 28m 1s	PING OK - Packet loss = 0%, RTA = 0.55 ms		Green
SRV14-2008	UP	15:55:43	29d 6h 15m 31s	PING OK - Packet loss = 0%, RTA = 1.00 ms		Green



Cosa monitoriamo con Neteye

Hosts

- + Host wizard
- + Clone host
- Search host
- Hosts
 - @industriali
 - AP
 - AS 400
 - Dastore
 - Host WEB
 - linux-servers
 - neteye-servers
 - Printers
 - Router
 - sensori
 - Sensore CED Ferrari
 - Detail
 - PING
 - Smoke
 - Temperature
 - Sensore Segnana
 - Switch
 - VIRTUAL_ZONE
 - vmware-servers
 - windows-servers
 - unassigned
 - Host groups
 - Parent child
 - Host templates
 - Host extended info

Manage Host Service

Service Detail | Service Check | Service Dependencies

Host name: Sensore CED Ferrari

Service Check

If you are satisfied with the check as inherited from the template, do nothing on this page. Otherwise uncheck the inherit checkbox and make the necessary changes. Use the test button to check the argument values, but bear in mind that the check command is run under the web servers account, so there may be issues with certain checks.

Service name: Temperature

Inherit check from template

Check command:

Command definition: \$USER1\$/check_pcmeasure -H \$HOSTADDRESS\$ -S \$ARG1\$ \$ARG2\$

Usage: check_pcmeasure ARG1 ARG2

Command line:

Test: Host:

Multiple Instances (optional)

If this check is the same as other checks on this host, where the check command is the same, all of the settings on the service detail page are the same, and only the arguments differ, you can define a set of checks here without creating new services. For example, a disk check can be defined for multiple partitions, or an snmp check on a network device can be defined for multiple interfaces. Enter an explicit suffix to add a single instance, or enter a range of numbers to add a list of numbered instances prefixed with an underscore. The instance name suffixes are appended to the service name, so we recommend using an underscore for the first character in the suffix.

Service instance name suffix: or enter a numbered range: -

Monitor Architect 3.5

Profiles | Services | Hosts | Contacts | Escalations | Time Periods | Commands | Groups | Control | Tools | Help

Hosts

- + Host wizard
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 - @industriali
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 - linux-servers
 - neteye-servers
 - Printers
 - Router
 - sensori
 - Switch
 - VIRTUAL_ZONE
 - vmware-servers
 - windows-servers
 - CONSOLEAS400
 - SRV-DC01
 - Detail
 - CPULOAD
 - DISKSPACE C:
 - PING
 - SAFED: garante privacy w

Manage Host Service

Service Detail | Service Check | Service Dependencies

Host name: SRV-DC01

Service Check

If you are satisfied with the check as inherited from the template, do nothing on this page. Otherwise uncheck the inherit checkbox and make the necessary changes. Use the test button to check the argument values, but bear in mind that the check command is run under the web servers account, so there may be issues with certain checks.

Service name: DISKSPACE C:

Inherit check from template

Check command:

Command definition: \$USER1\$/check_nt -p 12489 -t 50 -H \$HOSTADDRESS\$ -v USED DISKSPACE -I \$ARG1\$ -w \$ARG2\$ -c \$ARG3\$

Usage: check_nt_disk ARG1 ARG2 ARG3

Command line:

Test: Host:

```
(nagios) C:\ - total: 84.66 Gb - used: 16.15 Gb (19%) - free 68.51 Gb (81%) | C:\ Used Space=16.15Gb;80.42;82.96;0.00;84.66
```

Command returned exit status 0

Multiple Instances (optional)

Punti di forza del sistema



- ✧ Stabilità del software
- ✧ Facilità di utilizzo
- ✧ Si adatta ad ogni os (as400, windows, linux, ios)
- ✧ Copertura delle nostre esigenze di monitoraggio a 360°
- ✧ Parametrizzazione «easy to use»
- ✧ Timing nella gestione degli eventi
- ✧ Un ottimo investimento





Grazie dell'attenzione e... CIN CIN!