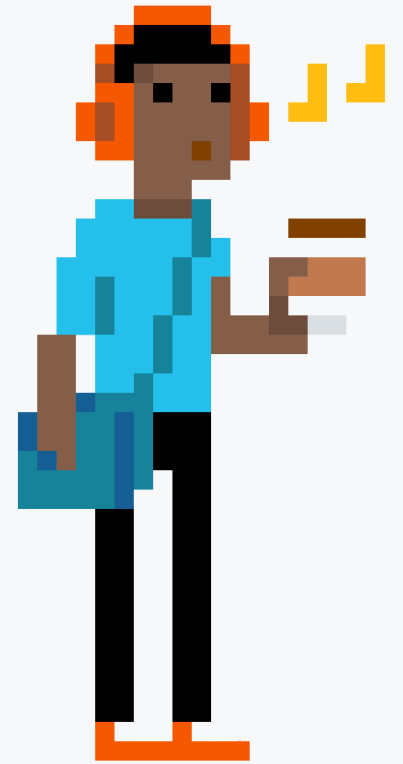


While you wait...

Why not let us know what topics you'd like us to cover next?

Take the short survey at:

squaredup.com/topics

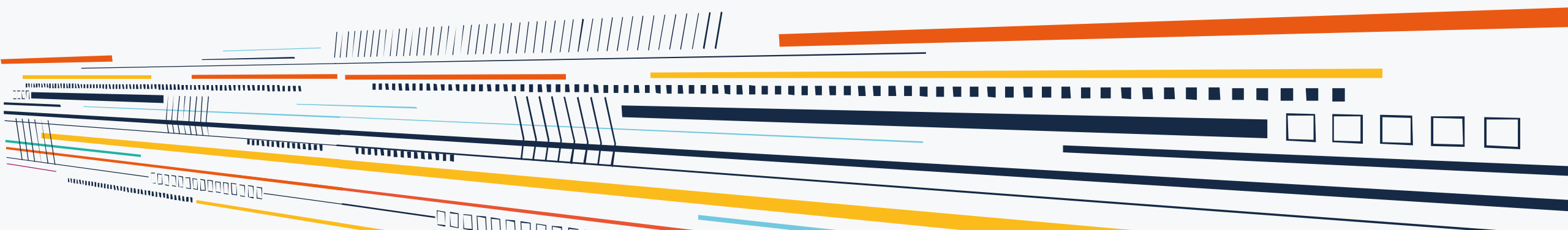




SquaredUp

Coffee Break Webinar Series

3.2 In-depth: Alert Management

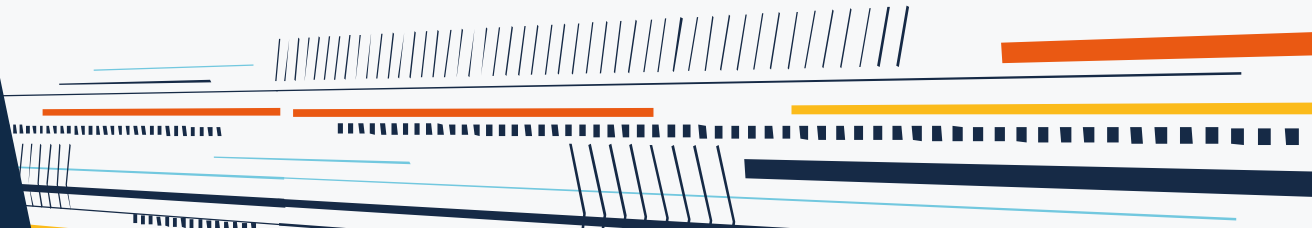


Topic

Monitor vs rule alerts and how they're handled differently in Squared Up 3.2

Discussion points:

- Monitor vs rules – why it matters
- How alerts are managed in Squared Up
- A deeper look at Health State Summaries



Monitor vs Rule Alerts

SCOM primarily uses **health state** to calculate availability of systems, not open **alerts**

Monitor	Rule
Stateful	Non-stateful
'There is a problem'	'There was a problem'
Affects health state of object	Does not affect health state of object
Rollup health to parent object	Does not rollup health to parent object
Changes health state of dashboard	Does not change health state of dashboard
Creates alert (normally)	Creates alert (normally)
Alert stays open while issue remains	RepeatCount incremented if issue reoccurs
Closes alert automatically (normally)	Does not close alert automatically
Can be manually reset back to healthy	Can not be reset (no state)
<i>Alerts should not be closed manually</i>	<i>Alerts should be closed manually</i>

Demo

Looking at alerts in Squared Up 3.2

```
download_installer"
log "====> This node is using channel #{node["squared_up_channel"]}"
log "====> This node is using the package #{node["squared_up_package"]}"

directory "c:/squared_up_temp" do
  action :create
end

Chef::Recipe.send(:include, Windows::Helper)
before_is_a_build_installed = is_package_installed?("#{node["squared_up_package"]}")

lock_block "check-current-build-time" do
  lock do
    node.run_state["install_new_build"] = true
    node.run_state["ftp_file_time"] = File.ctime("c:/squared_up_build_time.txt")
  end

  Chef::Log.info("Last modification time: #{node.run_state["ftp_file_time"]}")

  if node.attribute?('squared_up_build_last_mod_time')
    node.normal['squared_up_build_last_mod_time'] = node.run_state["install_new_build"] = true
  else
    node.run_state["install_new_build"] = false
  end

  "Installing new build" + "#{node.run_state["ftp_file_time"]}
end
```

Health State Summaries

Why is the object red (or yellow)?

Squared Up 3.2 shows you the reason

- It shows the alert that is:
 - Created by a monitor (not rule – they don't affect health!)
 - Most severe (if it's critical, look for a critical alert)
 - Most recent
- Only shown for objects that **host** things, not **contain** things:
 - Computers, Devices, Software, and their subcomponents
 - Not Groups or Distributed Applications
- What if no health state summary is shown?
 - Maybe monitor did not create an alert (some don't)
 - Maybe a user closed the alert (tut tut)
 - Maybe the system closed the alert (too old?)



Coffee Break: Resources

Let us know what you'd like us to cover:

squaredup.com/topics

See what's coming up next:

squaredup.com/coffee-break-series

Recordings and slides published via

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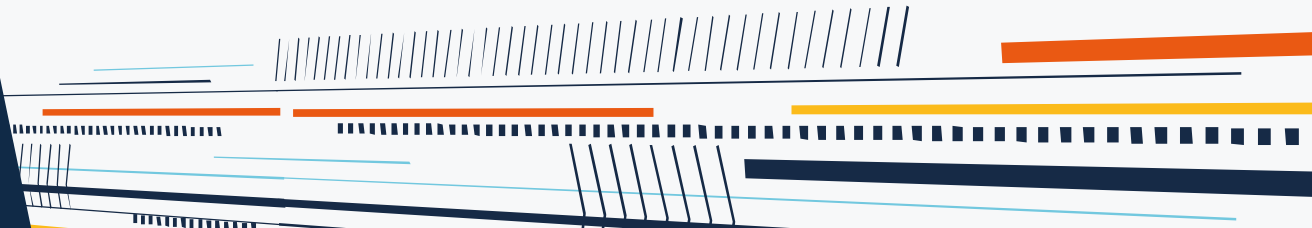
YouTube playlist for series

<https://www.youtube.com/playlist?list=PLJNXoiGgmTEu3yZRGpPNWQbG9WMyihZFs>

Follow up email, inc. resources,
sent out after each webinar



Q&A





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