cockpit
IT Service Manager

Monitoring - Template management

FAQ document

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Introduction

I. Objectives

- To manage the deployment of template checks
- To massively deploy template checks on equipment, databases, or SAP instances.

II. Definition

The deployment templates are preset groups of checks (hierarchy, alert thresholds, etc.) that can be massively deployed on equipment, databases, or SAP instances.
The aim is to avoid creating the checks individually.

Configuration

Menu: Monitoring > Monitor > Configuration > Templates

From the menu to create or edit a deployment template.

The menu is divided into 2 tabs:

- Parameters
- Checks

> Note: There is a sample template per type of control, these templates can be modified.

I. Parameters

Contains the fields:

- Description: Template name
- Type: The template type ("Network equipment", "Server", etc.) and subtypes ("Oracle", "Sybase", etc.) are mandatory; they define the monitoring checks that will then be offered in the "Checks" tab.

Example:

"Server > UNIX" offers the "Unix" type checks

"Server > Windows" offers the "Windows" type checks

Some checks such as "Equip. - Ping" or "Equip. - Port" are common to the "Unix" and "Windows" subtypes and are found in both selections.

> Note: Changing the type of a template deletes all the checks defined in the "Checks" tab. A confirmation popup helps avoid accidental modification.

II. Checks

A. Management menu

The "Checks" tab displays the deployment template checks in a table.

Parameters	
Fields / Actions	**Information**
Type	Type and hierarchy of the check The children checks are located under their parent check and offset to the right Checks with the same alignment have the same hierarchical level
Add	Add a child check to the check
Edit	Displays the parameters of the check
Delete	Deletes the check In case of dependency, the children checks are adopted by the parent of the deleted check

Object	Purpose of the check
Criticality	Check criticality symbol
Drag and drop	The checks tree can be modified by dragging and dropping
New	The "New" button adds a check to the root of the tree

III. Setting check parameters

The check setup menu is similar to the check management menu, except that it contains only generic information (check type, alert threshold, schedule, etc.).

Context-specific information (structure, environment, etc.) does not appear.

Main parameters	
Fields	**Information**
Availability check	If an availability check already exists on the equipment, the availability check function is retained. The deployed check does not become the new availability check.
Dependency	The dependency is informative, modification of the dependencies is done by dragging and dropping from the management menu. Select the condition for execution of the check: Execute if the parent's result is successful Execute if the parent's result is unsuccessful
Execution schedule	Only schedules shared with all structures are offered
Follow parent schedule	It is possible to select this option for root checks that do not have a parent check in the template hierarchy. However, during deployment, a parent check must be selected from the checks that already exist on the equipment.

Deployment

I. Parameter selection

Menu: Monitoring > Monitor > Configuration > Templates

From the menu click on the "Apply" button of the model to be deployed.

The missing parameters needed for the creation of the checks must be filled in.

Parameters	
Fields / Actions	**Information**
Structure	Deployment takes place on the equipment of a structure
Environment	Deployment takes place on the equipment of an environment
Applications	Select at least one application
Equipment	Select the equipment where the checks will be deployed The devices in the list belong to the selected environment and correspond to the deployment type. Examples: A "Server - UNIX" deployment will not offer networking devices or servers with a Windows operating system. A "Database - Sybase" deployment will only include devices associated with a Sybase database.
Team 1	Selection of the team to receive the alerts (first alert threshold)
Notification	Selection of notification and condition for generation (first alert threshold)
Team 2	Selection of the team to receive the alerts (second alert threshold) The team and the notification of the second alert threshold are only offered if at least one check has a second threshold set in the template. Otherwise, the "Team 2" and "Notification 2" fields do not appear.
Notification 2	Selection of notification and condition for generation (second alert threshold)

II. Deployment process

Deployment is done sequentially, for each device Cockpit verifies if checks are already present:

- No check: The checks are deployed without operator intervention

  > Important: If the model contains checks at the root of the tree with the option "Follow parent schedule" and the target device does not have a check, the template will not be deployed on the device.

- If the template contains checks at the root of the tree with the option "Follow parent schedule" and
- Checks are present: A popup window displays the list of checks that exist on the equipment, the operator can then:
  - Not select a check and click "Next". The template's checks are then deployed alongside the existing checks, without interaction between the 2 trees of checks.

- Select a check and click "Next". The template's checks are then deployed under the selected check which becomes the parent. The tree of the template's checks is preserved.

Document end