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Nagios XI & UCME-IT Integration

User Guide

Version 2018

controlsee

Control See Software Solutions Ltd.

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1. Overview

The main purpose of this document is to provides system requirements, the steps to install and integrate both the two different vendor products **Nagios XI** (Nagios Enterprises) and **UCME-IT** (Control See). Both products functionalities and purpose given below.

1.1 Nagios XI

Nagios® is a trademark of Nagios Enterprises.

Nagios XI provides monitoring of all mission-critical infrastructure components including applications, services, operating systems, network protocols, systems metrics, and network infrastructure. Hundreds of third-party addons provide for monitoring of virtually all in-house and external applications, services, and systems.

1.2 UCME-IT

UCME-IT[®] is a trademark of Control See Software Solutions Ltd.

UCME-IT[™] is a notification server software that enables developers to build SMS, Push, Mail & Voice communications using simple JSON or XML APIs. **UCME-IT[™]** runs on the customer's server. **UCME-IT[™]** runs on MS Windows[™] operating system.

- UCME-IT is an event driven and multi-threaded application. It waits for messages coming from 3rd party systems via its APIs and only then it starts its notification activity.
- **UCME-IT** enables you to send alarm notification via: Phone, SMS, Email and Push.
- UCME-IT enables you to analyze alarms in real-time. When the alarm starts, UCME-IT takes a snapshot of all relevant parameters (tags) and sends them straight to your cell phone, offering you a complete picture of the system.
- In addition, UCME-IT enables users to perform bi-directional communication with their application by calling UCME-IT via phone or sending SMS command messages to UCME-IT.
- **UCME-IT** may dial up to 4 telephone lines concurrently, play voice messages.
- UCME-IT may use a cellular modem to send SMS messages and receive SMS commands. UCME-IT may send alarms by Email to any Email recipient.

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1.3 Nagios XI and UCME-IT integrated diagram



2. System requirements

2.1 Nagios XI

Nagios XI has both Software and Hardware minimum system requirements. These requirements must be met in order for the software to work properly.

2.1.1 Software Requirements

- Operating System: CentOS or Redhat Enterprise Linux (RHEL) versions 6, or 7
- Database: MySQL/MariaDB, plus PostgresQL if running versions less than XI 5 or if upgrading from a pre-5 version

2.1.2 Hardware Requirements

- Hard Drive: 20 GB
- Memory: 2 GB
- CPU: Dual core, 2.4 GHz

The table below provides hardware recommendations based on a node (host) to service ratio of 1:5.

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Monitored Nodes /	Monitored Services	Hard Drive Space	CPU Cores	RAM
Hosts				
50	250	40 GB	1 – 2	1 – 4 GB
100	500	80 GB	2 – 4	4 – 8 GB
> 500	> 2500	120 GB	> 4	> 8 GB

2.2 UCME-IT

UCME-IT has both Software and Hardware minimum system requirements. These requirements must be met in order for the software to work properly.

2.2.1 Software Requirements

The server requires, at a minimum, the following software:

- Microsoft Windows[®] 7, Microsoft Windows[®] 8, Microsoft Windows[®] 8.1, Microsoft Windows[®] 10, Microsoft Windows[®] 2008 Server, Microsoft Windows[®] Server 2012, Microsoft Windows[®] Server 2016.
- Microsoft IIS[®] server version 6.0 or higher (In case you intend to use the web features of UCME-IT)
- Intel/Dialogic drivers SR 6.0 Redistributable Edition (for Telephony only)
- Internet Explorer 6.0 (in case you intend to use the web features of UCME-IT) or higher.
- Microsoft SQL-Server[®] or Microsoft SQL-Server Express version 2008 R2, 2012 (or higher version).
 SQL-Server is required in case you intend to log your historical data to MS-SQL database.

2.2.2 Hardware Requirements

UCME-IT requires, at a minimum, the following hardware:

- Intel Pentium III or better
- IGB RAM
- Dialogic telephony board (D/4PCIUF) in case you intend to use the telephony features of UCME-IT.
- Supported cellular modems: Siemens/Cinterion/Gemalto: BGS5T, TC35iT, TC65, MC52i, MC52, MC55. Wavecom: Fastrack. 2G Sierra Wireless: GL6100 Serial 2G, GL6110 USB 2G, GL8200 serial, FX30 USB 3G, AirLink LS300 Ethernet 3G, AirLink RV50 Ethernet 4G. MultiTech: Multi-Modem 2G, MultiConnect Cell-100 3G
- SIM card (in case you intend to use the SMS features of UCME-IT)
- Available serial, USB or Ethernet port for the modem connection (in case you intend to use the SMS features of UCME-IT)
- Internet connection (in case you intend to use the HTTP-SMS protocol and an SMS Broker service)

3. Software & Hardware Installation

3.1 Nagios XI Installation

3.1.1 Software Installation

1. Go to the below Nagios website and download **Nagios XI** application. <u>https://www.nagios.com/</u>



 Select (Open Virtualization Format / Hyber-V) based on your OS installed and installed as Installation Guide link provided.

Nagios XI Installation Guide: https://assets.nagios.com/downloads/nagiosxi/docs/Installing-Nagios-XI-with-VMware-Workstation-Player.pdf#_ga=2.262928140.1651268498.1516884644-569104265.1514962040

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https://www.nagios.com/downloads/nagios-xi/						
Nagios" The Industry Standard In IT Infrastructure Monitoring	Products	Resources	Solutions	Partners	About	Downloads
Nagios XI Download Reduce downtime, detect network incidents monitor the health of your entire network. Sig download now for a fully functional 60 day allowing you access to all the functionality desi enterprise-scale deployments.	S s, and n up and s trial gned for	SI			GIOS OA 	S XI D
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Note: Nagios XI was built to run natively on CentOS and Red Hat versions of Linu install it on a virtual box with a program like VMWare Player, Hyper-V or V-Sphere	x. While it will not install n 2.	atively on a Window	vs Server, you ca	n use our prepac	kaged VM ar	nd
64-bit This is the quickest way to start using Naglos XI Works with: VMware, VirtualBox, and anything that use OVE View Installation Guide.	ova can			Dowr	nload Now	
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3. Launch the Nagios XI and login into using credential created (**Refer Nagios XI installation Guide**) while installed.

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3.1.2 Hardware Installation

Not required any specific hardware for Nagios XI regular installation.

Important Note: If any specific hardware details required, please refer Nagios XI Setup Guide under Installation section.

Nagios Support Guide: <u>https://support.nagios.com/kb/category.php?id=83</u>

3.2 UCME-IT Installation

3.2.1 UCME-IT Software Installation

1)Go to <u>http://www.controlsee.com/</u> website and download UCME-IT Software by clicking Download-> Download UCME-OPC or UCME-IT Software.



2)After filling and submitting the below form you will get **UCME-IT** version 2017 build 137 - Alarm Notification Software download link along with Quick Installation Instructions.

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	Quick Start Installation Instructions: 1. Install the UCME-IT software. The web features are advanced and not installed by default. If you need to install the web features, please select customized setup and check the web features option. In addition, please make sure that IIS (Internet Information Service) is installed and the the Default Application Pool (in IIS) "Enable 32-bit applications" property is set to "True". This property can be found in the Advanced Settings of the "Default Application Pool". 2. Turn UAC (User Account Control) off. 3. Start the UCME-IT Configuration program. 4. Enter to the settings window using the Options > Settings > General menu item. 5. For JSON/XML API, choose IT Notification Server mode in the				¥

3)Make sure *Install Internet Information Service (IIS) Manager* available in your system if not already installed then follow below steps. This should be mandatory for **UCME-IT** Web feature support.

3.1) Go to Start->Run and type inetmgr and press Enter.

3.2) Click 'Turn Windows Feature on or off' and select all under 'Internet Information Service' (Refer Screen Shot)



4)Install the **UCME-IT** software. The web features are advanced and not installed by default. If you need to install the web features, please select customized setup and check the web features option. In addition, please make sure that IIS (Internet Information Service) is installed and the Default Application Pool (in IIS) "Enable 32-bit applications" property is set to "True". This property can be

found in the Advanced Settings of the "Default Application Pool". (Found it at Application pool \rightarrow Advanced Settings)

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5)To Integrate **UCME-IT** with **Nagios XI**, Web feature must be installed. When you install **UCME-IT**, the web features will be installed by default.

6)Turn UAC (User Account Control) off.

After **UCME-IT** is installed, UAC (User Account Control) must be turned off. This feature is enabled by default. When UAC is enabled, files created by applications are stored a dedicated location called Virtual Store. For example: instead of crating files in the **UCME-IT** folder (C:\Program Files\Control-See\UCME-IT), the operating system will create the files in

C:\Users\user\AppData\Local\VirtualStore\Program Files\Control-See\UCME-IT (where user is logged in user).

To disable UAC in Windows 7, there are several methods to access the User Account Control settings page:

1. Go to Start Menu -> Control Panel -> User Accounts and Family Safety -> User Account.

2. Go to Start Menu -> Control Panel -> System and Security -> Action Center.

3. Click or right click on Flag icon in notification area (system tray), and then Open Action Center.

4. Type "MsConfig" in Start Search to start System Configuration, then go to Tools tab, select Change UAC Settings, then click on Launch button.

1. Click on User Account Control settings link.

2. Slide the slider bar to the lowest value (towards Never Notify), with description showing Never notify.

- 3. Click OK to make the change effective.
- 4. Restart the computer to turn off User Access Control.

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7)Installing UCME-IT as a Windows service.

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State Repository Service	Gate Bennalder
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Superfetch	SunMain
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System Event Notification Service	SENS
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Select Standard application (default) or Service. If you choose that **UCME-IT** will be installed as a Windows service, you may select the dependency services. The dependency services are services that need to be running before the **UCME-IT** service is running. For example: if you are using the Dialogic telephony features, you will need to select the Dialogic service as a dependency service. Click OK. The setup process is now completed.

You may later change this configuration by using the **UCME-IT** Service Configuration program. Installing **UCME-IT** as a Windows service has several advantages. First, **UCME-IT** will be started automatically after a computer reboot. There is no need to login to start it. Second, users can login and logoff the computer without interrupting the server. Third, you can setup recovery actions if the service fails, such as restarting the service automatically or restarting the computer.

Important Note: For more details, please refer UCME-IT User's Guide Installation – Software Section.

3.2.2 UCME-IT Hardware Installation

For more details, please refer UCME-IT User's Guide Installation – Hardware Section.

3.3 Nagios Agent

Download the below any one/both of the **Nagios** Agent and installed both in **Nagios** and **UCME-IT** systems. Better run NSClient++ in **UCME-IT** System and NCPA run in **Nagios** XI System.

3.3.1 NSClient++

This program is mainly used to monitor Windows machines. Being installed on a remote system NSClient++ listens to port TCP 12489. The Nagios plugin that is used to collect information from this addon is called check_nt. As NRPE, NSClient++ allows to monitor the so-called 'private services' (memory usage, CPU load, disk usage, running processes, etc.) Nagios is a host and service monitor which is designed to inform you of network problems.

NSClient++ Installation Guide:

https://www.nsclient.org/download/thankyou/?file=https%3A%2F%2Fgithub.com%2Fmickem%2Fnscp%2Freleases%2Fdownload%2F0.5.2.35%2FN SCP-0.5.2.35-x64.msi

3.3.2 NCPA

The Nagios Cross Platform Agent is an <u>open source</u> project maintained by Nagios Enterprises.^[7] NCPA installs on Windows, Linux, and Mac OS X. Created as a scale-able API that allows flexibility and simplicity in monitoring hosts. NCPA allows multiple checks such as memory usage, CPU usage, disk

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usage, processes, services, and network usage. Active checks are queried through the <u>API</u> of the "NCPA Listener" service while passive checks are sent via the "NCPA Passive" service.

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	Trestare the service	🔍 NCPA Passive - ncpapassive	NCPA Passive Server	Running	Automatic (D	Local Sys	tem	
		🍓 Net.Tcp Port Sharing Service	Provides ability to share TCP ports over the net.tcp protocol.		Disabled	Local Ser	vice	
	Description:	🍓 Netlogon	Maintains a secure channel between this computer and the domain controller for authenticati	Running	Automatic	Local Sys	tem	
	others) used to respond to status	🖏 Network Connected Devices Auto-S	Network Connected Devices Auto-Setup service monitors and installs qualified devices that c		Manual (Trig	Local Sen	vice	
	queries	🌼 Network Connection Broker	Brokers connections that allow Windows Store Apps to receive notifications from the internet.	Running	Manual (Trig	Local Sys	tem	
		Wetwork Connections	Manages objects in the Network and Dial-Up Connections folder, in which you can view both		Manual	Local Sys	tem	
		🌼 Network Connectivity Assistant	Provides DirectAccess status notification for UI components		Manual (Trig	Local Sys	tem	
		🌼 Network List Service	Identifies the networks to which the computer has connected, collects and stores properties f	Running	Manual	Local Ser	vice	
		🍓 Network Location Awareness	Collects and stores configuration information for the network and notifies programs when thi	Running	Automatic	Network	Service	e
		🌼 Network Setup Service	The Network Setup Service manages the installation of network drivers and permits the config		Manual (Trig	Local Sys	tem	
		Network Store Interface Service	This service delivers network notifications (e.g. interface addition/deleting etc) to user mode c	Running	Automatic	Local Ser	vice	
		NSClient++ (x64)	Monitoring agent for nagios (and others) used to respond to status queries	Running	Automatic	Local Sys	tem	
		🖏 Office Source Engine	Saves installation files used for updates and repairs and is required for the downloading of Set		Manual	Local Sys	tem	
1		🥋 Offline Files	The Offline Files service performs maintenance activities on the Offline Files cache, responds t		Manual (Trig	Local Sys	tem	

4.JSON file Preparation

JSON Alert type is used for alert notification, to send JSON file to **UCME-IT**. Sample JSON files can be found in C:\Program Files (x86)\Control-See\UCME-IT\APIs – See below.

Alert JSON file:

```
{ "UCMEMsg": { "MsgID": "1", "MsgType": "1",
                                                 "Token":
"BXrQMcscFRU1z4HQ2DfW52rtatxYV3",
                                    "Text": "Alert message text (JSON)",
                                                                    "Priority": "1",
"VoiceFile": "voice file name", "Categories": {
                                                                  "N2": "category-2",
                                             "N1": "category-1",
"N3": "category-3" }, "AlarmStatus": "1", "Escalation": "0", "EscalationTO": "100",
"PhoneAskForPassword": "0",
                           "PhoneAskForHashKey": "1", "MMPlayToSpeaker": "0",
"Recipients": [
                         "Name": "Recipient 1", "Type": "1",
                                                                    "Data":
               {
"18881111111", "SMSProtocolType": "1" },
                                              {
                                                         "Name": "Recipient 2",
"Type": "2",
               "Data": "info@controlsee.com", "SMSProtocolType" : "2" } }
```

XML/JSON fields:

<MsgID> – A numerical message ID (Integer) that is assigned to the message. Range 1 to 32767. <MsgType> – Use "1" for Alert and "2" for Command.

<Token> - A valid API Token. Default token is: "BXrQMcscFRU1z4HQ2DfW52rtatxYV3". You may other API tokens that will be used to identify the customer.

Phone: +1 (855) 749-6565 E-Mail: info@controlsee.com

<Text> – Message text. Max length 500 characters. <Priority> – 1=Low, 2=Normal, 3=High, 4=Emergency <VoiceFile> – Voice file name (string) for Telephony and multimedia. Max length 60 characters. <Categories> – Three categories per message. Max length 20 characters.

<AlarmStatus> – Numeric. Alarm status. Use "1" for "Alarm started" or "0" for "Alarm ended" Escalation – Numeric. Use "1" for escalated notification or "0" for non-escalated notification. If "1" is defined, you should also set the Escalation-Timeout field – <EscalationTO>.

<EscalationTO> – Numeric. Escalated notification timeout. Number of minutes between each escalation. <PhoneAskForPassword> – Numeric. Use "1" if you wish that the phone recipient is required to enter his password when the phone call is answered. Use "0" if password is not required.

<PhoneAskForHashKey> – Numeric. Use "1" if you wish that the phone recipient will be asked to press on the "#" key to acknowledge the alarm. Use "0" if this is not required.

<MMPlayToSpeaker> - Numeric. Use "1" if you wish that the voice file specified in the VoiceFile field will be played to the local loudspeakers. Use "0" if this is not required.

<Recipients>

<Count> – Number of recipients. Numeric. Minimum value: 1. Maximum value: 100.

<N1> </N1> First recipient/group name.

<N2> </N2> Second recipient/group name ...

<Nx> </Nx> Last recipient/group name

<Name> – Recipient or group name. String. Maximum length: 32. For group name is the \$Group naming convention.

<Type> – Recipient type. Numeric. Use "1" for SMS, "2" for email, "3" for Telephony and "4" for Push. <Data> - Email address/Phone number/Push User Key. String. Max length is 100 characters. <SMSProtocolType> - SMS protocol type. Numeric. Use "1" for "GSM-Modem", Use "2" for "HTTP-SMS", Use "3" for "Cellular-TEXT".

5. Configuration Settings 5.1 UCME-IT Configuration

1. Click on the "Start ► All Programs ► Control-See ► UCME-IT ► Configuration" menu item to start the configuration program.

The following window will be displayed. You may use the toolbar to easily navigate between the most commonly used windows. To access other windows, use the **UCME-IT** menu.



- 2. You may optionally create **UCME-IT** credential by clicking on Design > Users Authorizations menu item.
- Login to UCME-IT and enter to the settings window using the Options > Settings > General menu item.
- 4. For JSON/XML API, choose **IT Notification Server** mode in the **OPC/DDE/Server** tab.

Alarm Snapshots	General	Tags	Database	Multimedia	Master-Standby	OPC/DDE/Server	Alarms ASCII files interface	Daily Backu	p
Server Type		_							
○ OPC		ITI	Notification S	erver					
Notification S	erver								
Use this optio APIs. SQL Se created and r	n when U(rver must l estored in	CME is u be install SQL Ser	sed as a noti ed and the U ver.	fication serve ICMEMessag	er using JSON or X es database must	ML be			
								Save	Car
							L		
			e	D.C.	0140				,
			-						
			Cont	rol-See So	ftware Solutio	ns Ltd.			

5. Add Database Details **Options > Settings > General ->Database**

	al lags	Database	Multimedia	Master-Standby	OPC/DDE/Server	Alarms ASCII files interfac	ce Daily Backup
Database Type Microsoft SQL	Server			Automatic I Never Older the	Data Deletion		Clear database history
 Add SMS, Email Add acknowled MS-SQL Server so Usemame Password Data source Provider 	and Phone ge informati sa Sa SQLNCL	e alam notifi on to the da	cation events tabase	to database Note For Window	s Authentication lea	ve Usemame and Passwor	d empty.
Note UCME-OPC mainta You should also er	iins a datab able web s	ase of alarm napshots.	snapshots ar	nd notification eve	nts only when the L	CME-PRO license is in use	

6. Configure Mail Server details in **Options > Settings > Email**. (**UCME-IT** sends Email/SMS/Push Messages through this mail sever only whenever JSON file received from **Nagios** XI.)

			Defaults
Primary mail server Seconda	ary mail server		
Mail server	osting.co	om	
"From" email address		.com	
Port	25		
Timeout (miliseconds)	4000	Use SMTP Authentica	tion (AUTH Login)
E-mail size (bytes)	3000	User name	.com
Max retries	3	Password	•••
Properties			
Email Encoding			
Delete old Email at star	tup		
Switch to Secondary mail	server after NN send error	s 10	
Log messages All e	errors	~	
Email Subject fields Email B	ody Fields		
Email Subject fields Email B Available Fields	ody Fields	Show these fields in this or	Jer
Email Subject fields Email B Available Fields Alarm-Time	ody Fields	Show these fields in this ord Aarm-ID	der
Email Subject fields Email B Available Fields Alarm-Time Category-1 Category-2	lody Fields	Show these fields in this or Alam-D Alam-Status	der
Email Subject fields Email B Available Fields Alarm-Time Category-1 Category-2 Category-3	Add	Show these fields in this or Alam-ID Alam-Date Alam-Status Priority	der Move Up
Email Subject fields Email B Available Fields Alarm-Time Category-1 Category-2 Category-3 Reminder	Add Remove	Show these fields in this or Alarm-ID Alarm-Date Alarm-Status Priority Alarm-Text	der Move Up Move Down
Email Subject fields Email B Available Fields Alarm-Time Category-1 Category-2 Category-3 Reminder Tag-Value Alarm-Condition	Add Remove	Show these fields in this ord Alarm-ID Alarm-Date Alarm-Status Priority Alarm-Text	der Move Up Move Down
Email Subject fields Email B Available Fields Alarm-Time Category-1 Category-2 Category-3 Reminder Tag-Value Alarm-Condition	Add Remove	Show these fields in this ord Alarm-ID Alarm-Date Alarm-Status Priority Alarm-Text	der Move Up Move Down
Available Fields Email B Available Fields Alarm-Time Category-1 Category-2 Category-3 Reminder Tag-Value Alarm-Condition	Add Remove	Show these fields in this or Alarm-D Alarm-Date Alarm-Status Priority Alarm-Text	Move Up Move Down
Email Subject fields Email B Available Fields Alam-Time Category-1 Category-2 Category-3 Reminder Tag-Value Alam-Condition	Add Remove	Show these fields in this or Alarm-ID Alarm-Date Alarm-Status Priority Alarm-Text	der Move Up Move Down
Email Subject fields Email B Available Fields Alam-Time Category-1 Category-2 Category-3 Reminder Tag-Value Alam-Condition	Add Remove	Show these fields in this or Alam-D Alam-Date Alam-Status Priority Alam-Text	Move Up Move Down
Email Subject fields Email B Available Fields Alarm-Time Category-1 Category-2 Category-3 Reminder Tag-Value Alarm-Condition	Add Remove	Show these fields in this ord Alarm-Date Alarm-Status Priority Alarm-Text	der Move Up Move Down OK Cancel

- 7. Define SMS protocol using the **Options > SMS Protocols** menu item (assuming you have a cellular GSM or CDMA modem). Use **PDU7bit** data encoding for **English**.
- 8. Click on Options ► Settings ► UCME APIs as per '**UCME-IT** User's Guide'-> Settings ► UCME APIs.

UCME APIs		×
Enable UC	ME APIs	
SQL server se	ttings	View API Users
User	sa	Note
Password		For Windows Authentication leave Usemame and Password empty
Server	SANKAR-L029	
Log options UCME APIs UCME APIs your networ UCMEMess <u>Click to view</u>	All errors enables you to send SMS, Email and Push messages using k. The database UCMEMessages should be created in SQL ages.bak can be found using the link below.	g XML files from any computer on L server. The database file
		OK Cancel

9. Once **UCME-IT** APIs Setting completed and then go to Status bar to Start the **UCME-IT** Service Manager.



10. Observe UCME-IT Service Manager Running (Green Color Icon).

 Give database access permission to IIS_USER, connect database and go to security →Logins → NT Authority\System right click and go to properties go to "Server Roles" and check the "sysadmin" checkbox, click ok.



- 12. Try to execute JSON file using UCMESendMsgApp Utility under C:\Program Files (x86)\Control-See\UCME-IT\APIs.
- 13. Observe JSON file content added in UCMEMessages->tMessages table
- 14. Observe JSON file content added table row Status column value (1-Success and Sent Notification) and observe Email/SMS/Push Message Received.

SQLQuery8.sql - SANKAR-L029.master File Edit View Project Debug Tools Window Image: Solution of the second s	(55))*- v He ຢີ ເລີ ຄື	Microsof lp 권 요리 요즘	t SQL Server Management) よ ロ 合) フ - へ 6 回 日 1 20 28 回 」	Studio 52	. *@	÷	- 🖵 Generic D)ebugger	Ŧ
Object Explorer 🔹 무 🛪	< SQL	Query10.	sql - not connected	SQLQuery9.sql - not connec	ted	SQLQuery8.sql	SALPIS\sankar	r.m (55))*	+ ×
Connect → ♥ *♥ ■ ▼ C → ■ UCMEMessages ■ Database Diagrams ■ Tables ■ System Tables ■ FileTables ■ # dbo.sysdiagrams ■ # dbo.sysdiagrams ■ # dbo.stCommands	100	FR0	<pre>[LD] ,[DateCreate] ,[DateRead] ,[Type] ,[XMLMessage] ,[Status] M [UCMEMessages].[db</pre>	o].[tMessages] ORDER B'	/ [Dat	eCreate] DESC			
		Results	Messages						
dbo.tGeneral		ID	DateCreate	DateRead	Туре	XMLMessage			Status
🔢 🌐 dbo.tMessages	1	189	2018-01-23 17:42:05.597	2018-01-25 17:42:05.670	2	{ "UCMEMsg":{	"MsgID":"1",	"Msg	1
🗉 🎹 dbo.tUsers	2	188	2018-01-23 17:41:57.687	2018-01-25 17:41:57.773	2	<pre>{ "UCMEMsg":{</pre>	"MsgID":"1",	"Msg	1
💿 🎹 dbo.tVersion	3	187	2018-01-23 17:31:08.903	2018-01-25 17:31:08.987	2	{ "UCMEMsg":{	"MsgID":"1",	"Msg	1
🔹 💼 Views	4	186	2018-01-23 17:30:21.027	2018-01-25 17:30:21.073	2	{ "UCMEMsg":{	"MsgID":"1",	"Msg	1
🗉 📁 Synonyms	5	185	2018-01-23 17:29:23.260	2018-01-25 17:29:23.340	2	<pre>{ "UCMEMsg":{</pre>	"MsgID":"1",	"Msg	1
🗉 🛑 Programmability	6	184	2018-01-23 17:28:23.267	2018-01-25 17:28:23.337	2	{ "UCMEMsg":{	"MsgID":"1",	"Msg	1
🗉 📕 Service Broker	7	183	2018-01-23 17:27:24.323	2018-01-25 17:27:24.480	2	<pre>{ "UCMEMsg":{</pre>	"MsgID":"1",	"Msg	1
E Storage	8	182	2018-01-23 17:25:58.587	2018-01-25 17:25:58.747	2	{ "UCMEMsg":{	"MsgID":"1",	"Msg	1
Security	9	181	2018-01-23 17:11:07.927	NULL	2	{ "UCMEMsg":{	"MsgID":"1",	"Msg	0

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. . 5 0 ↑ ↓	≠ [ID=1] 23/0	1/2018 Alarm started Priority=Low Alert me	essage text (JSON) - Message (Plain Text)	œ – □ ×
File Message H	elp 🛛 🖓 Tell me what you wa	nt to do		
lgnore ► Iso	Reply Reply Forward All	Move to: ? G To Manager Team Email Done Reply & Delete Create New	Move Move Mark Categorize Foll Unread	ow Translate
Delete Tue 1/23/2018 1 [ID=1] 23/01/20	Respond 1:51 AM Initiate Initiate Com 018 Alarm started Priority=Low A com	Quick Steps	iu Move lags	Laiting Zoom A
[ID=1] 23/01/2018 11:50:51 category-1 category-2 category-3 Alert message text (ISO Alarm started Priority=Low	N)			

5.2 Nagios XI Configuration (Integration with UCME-IT)

1)Go to browser and type IP address of Nagios system as shown below like example.



C 192.468.2.50
 Nagios' XI
 Click the link below to get started using Nagios XI.
 Access Nagios XI
 Check for tutorials and updates by visiting the Nagios Library at library.nagios.com.
 Problems, comments, etc, should be directed to our support forum at support.nagios.com/forum/.

2)Login into Nagios XI application using valid Credential created while installation.



3) After, successfully logged in, observe the below "Nagios XI" Home page.

Phone: +1 (855) 749-6565 E-Mail: info@controlsee.com

← → C 🛈 192.168.2	47/nagiosxi/index.php?#		Q 🕶 🕁 🗄		
<u>N</u> agios' XI	Home Views Dashboards Reports Configure Tools Help Admin		Q 🥥 🍐 nagiosadmin 🕈 Logout 🗮		
Notice: This trial copy of Nagios	(I will expire in 47 days. Purchase a License Now or Enter your license key.				
✓ Quick View			A		
Home Dashboard Tactical Overview Birdseye	Home Dashboard 🌣		©		
Operations Center Operations Screen	· · · · · · · · · · · · · · · · · · ·		We're Here To Help!		
Open Service Problems	Getting Started Guide Host Status Summ	ary	Our knowledgeable techs are happy		
Open Host Problems	Common Tasks: Up Down	Inreachable Pending	problems you may have getting		
All Service Problems All Host Problems	Change your account settings	0 0	Nagios up and running.		
Network Outages	Change your account password and general Unhandled	Problems All	Support Forum / Customer		
▼ Details	Change your notifications settings	0 3	Philp Resources		
Service Detail Host Detail Hostgroup Summary Hostgroup Overview Hostgroup Grid	Change hov and when you receive alert Law openeor. Auto-01-30 13 notifications. Configure your monitoring setup Add or modify items to be monitored with easy-to- use vizards.	20:08	Email Support: customerupport[Bnaglos.com Phone Support: +1 651-204- 9102 Ext. 4		
Servicegroup Summary	Getting Started: Service Status Su	nmary			
Servicegroup Overview Servicegroup Grid	Learn about XI Learn more about XI and its capabilities.	cnown Critical Pending	Start Monitoring		
BPI BPI	Signup for XI news	0 1 0	Pure a Castle Miland		
20 Metrics	Stay informed on the latest updates and Unhandled	Problems All	Kun a coning wizard		
✓ Graphs	List Holder 2018-01-2018	1 17			
l⊉ Performance Graphs ∭Graph Explorer	Lass Optimes. 2019/07/30 1-	20.00	Run Auto-Discovery		
✓ Maps					
BBmap Hypermap Minemap Nagvis Ketwork Status Map Lenacy Network Status Map	Administrative Tasks Task Initial Setup Tasks:		Activate Windows Go to Settings to activate Windows.		
Nagios XI 5.4.11 • Check for	Ipdates		About Legal Copyright © 2008-2018 Naglos Enterprises, LLC		

4)To Configure Service, Go to: Configure \rightarrow Configuration Wizards. As shown below.



Select which system/application going to monitor. Ex: Here I selected "Windows Desktop" to monitor windows application. So, select based on your needs.

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5)Enter IP Address of System which is going to monitor, and click Next button.

← → C (i) Not secure	e 192.168.2.47/nagiosxi/config/?xiwindow=monitoringwizard.php Q 🖈	:
<u>N</u> agios XI	Home Views Dashboards Reports Configure Tools Help Admin 🔍 Q 🥥 🌡 nagiocadmin Ólogout	≡
Notice: This trial copy of Nagios >		×
✓ Configure		_
Configuration Options	🎥 Configuration Wizard: Windows Desktop - Step 1 👘 👳	?
✓ Configuration Tools		
Configuration Wizards Aduc-Discovery Manage Templates Advanced Configuration Core Config Manager More Options My Account Settings System Configuration User Management Unconfiguration	Windows Desktop Information IP Address:	
r, peachool Settings		

6)Set the threshold limits for CPU, Memory Usage etc and if you want to monitor any specific services/ process/ Performance counters then add the corresponding application executable name and then click on Next button.



7)Observe the below screen and click on Finish button.



\leftrightarrow \rightarrow C (i) Not se	ecure 192.168.2.47/nagiosxi/config/?xiwindow=monitoringwizard.php Q 😒	τ :
<u>N</u> agios XI	Home Views Dashboards Reports Configure Tools Help Admin Q 🧶 🌢 nagiosadmin Ölogoot	≡
Notice: This trial copy of Nagios >		×
✓ Configure Configuration Options	Windows Desktop Monitoring Wizard	0
✓ Configuration Tools	O Configuration applied successfully.	
 Configuration Wizards Auto-Discovery Manage Templates 	Your configuration changes have been successfully applied and the monitoring engine was restarted.	
✓ Advanced Configuration	Configuration Request Successful	
Core Config Manager		
✓ More Options	C Run this monitoring wizard again O Run another monitoring wizard	
My Account Settings System Configuration User Management Unconfigured Objects Deadpool Settings	Other Options: View status details for 192.168.2.23 View the latest configuration snapshots	

After Successful configuration wizard...

8) Creating Command in Nagios XI to send JSON file to UCME-IT.

Go to: Configure \rightarrow Core Config Manager.

In left pane Command section, select _Command and click on Add New:

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<u>N</u> agios' XI	Home Views Dashboards Re	sports Configure Tools Help Admin	۹ @	🏝 nagiosadmin 🛛 Dog	gout 🔳
Monitoring Plugins Configuration Wizards	Commands		S	Gearch	۹ 🕜
✓ Monitoring					
D Hosts	+ Add New Displaying 1-15 of 130 rest	ults		1 2 3 4	. 9 💙
Services Host Groups	‡ Command Name	‡ Command Line	1 Active	Actions	1 ID
2) Service Groups	check-host-alive	\$USER1\$/check_icmp -H \$HOSTADDRESS\$ -w 3000.0,80% -c 5000.0,100% -p 5	Yes	💥 🗅 🔚 🕕 🗙	з
✓ Alerting	check-host-alive-http	\$USER1\$/check_http -H \$HOSTADDRESS\$	Yes	💥 🗅 🔚 🛈 🗙	4
Contacts	check-host-alive-tftp	tftp \$HOSTNAME\$ 69	Yes	💥 🗅 🔚 🕕 🗙	85
Time Periods Host Escalations	check_bpi	/usr/bin/php \$USER1\$/check_bpi.php \$ARG1\$	Yes	💥 🗅 🔚 🛈 🗙	41
Service Escalations	check_dhcp	\$USER1\$/check_dhcp \$ARG1\$	Yes	💥 🗅 🔚 🛈 🗙	16
✓ Templates	check_dir	\$USER1\$/check_dir -d \$ARG1\$ -w \$ARG2\$ -c \$ARG3\$ \$ARG4\$	Yes	💥 🗅 🔚 🛈 🗙	28
Host Templates	check_dns	\$USER1\$/check_dns -H \$HOSTNAME\$ \$ARG1\$	Yes	💥 🗅 🔚 🛈 🗙	27
Service Templates Contact Templates	check_dummy	\$USER1\$/check_dummy \$ARG1\$ \$ARG2\$	Yes	💥 🗅 🔚 🛈 🗙	33
✓ Commands	check_em01_humidity	\$USER1\$/check_em01.pltype=humhum=\$ARG1\$,\$ARG2\$ \$HOSTADDRESS\$	Yes	💥 🗅 🔚 🛈 🗙	92
>_ Commands	check_em01_light	\$USER1\$/check_em01.pltype=illumillum=\$ARG1\$,\$ARG2\$ \$HOSTADDRESS\$	Yes	💥 🗈 🔚 🛈 🗙	93
w Advanced	check_em01_light_copy_1	\$USER1\$/check_em01.pltype=illumillum=\$ARG1\$,\$ARG2\$ \$HOSTADDRESS\$	No	💥 🗅 🔚 🕕 🗙	128
IE Host Dependencies	check_em01_temp	\$USER1\$/check_em01.pltype=temptemp=\$ARG1\$,\$ARG2\$ \$HOSTADDRESS\$	Yes	💥 🖻 🔚 🛈 🗙	91
IE Service Dependencies	check_em08_contacts	\$USER1\$/check_em08 \$HOSTADDRESS\$ C	Yes	💥 🗅 🔚 🛈 🗙	99
✓ Tools	check_em08_humidity	\$USER1\$/check_em08 \$HOSTADDRESS\$ H \$ARG1\$ \$ARG2\$ \$ARG3\$	Yes	💥 🗅 🔚 🛈 🗙	95
Static Config Editor S User Macros	check_em08_light	\$USER1\$/check_em08 \$HOSTADDRESS\$ I \$ARG1\$ \$ARG2\$ \$ARG3\$	Yes	💥 🗅 🔚 🕘 🗙	96
 Escalation Wizard Bulk Modifications Tool Bulk Renaming Tool Import Config Files 	+ Add New Apply Configuration	With checked Go Results per page 15 Jump to page	t ivate io to Setti	Wirłdc?ws³ 4 ngs to activate Windo	. 9 > OWS.

Give the Command name, command line to execute and select command type is "misc command"

Ex. Command Name: Test

Command Line: Enter Following text, (Replace highlighted text with correct address)

```
curl -X POST \
http://xxx.xxx.xxx.xxx:80/UCMEWEBAPI/API/Jvalues \
-H 'cache-control: no-cache' \
-H 'content-type: text/plain' \
 -d '{
 "UCMEMsg":{
           "MsgID":"1",
           "MsgType":"1",
           "Token":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3",
           "Text":"Alert message text (JSON)",
           "Priority":"1",
           "VoiceFile": "voice file name",
           "Categories":{
                    "N1":"category-1",
                    "N2":"category-2",
                    "N3":"category-3"
           },
           "AlarmStatus":"1",
           "Escalation":"0",
           "EscalationTO":"100",
           "PhoneAskForPassword":"0",
           "PhoneAskForHashKey":"1",
           "MMPlayToSpeaker":"0",
           "Recipients":[
                    {
                              "Name":"Recipient 1",
                              "Type":"1",
                              "Data":"91xxxxxxxx",
                              "SMSProtocolType":"1"
```



(Important Note: Refer JSON file creation section for more details)

Command Type: "misc command"

<u>N</u> agios' XI	Home Views Dashboards Reports Configure Tools Help Admin	Q 🎯 🛓 nagiosadmin 🙂 Logout 🗮
Notice: This trial copy of Nagios X		
Monitoring Plugins Configuration Wizards	Command Management	Ţ
✓ Monitoring	Command Name *	
Hosts Services	Test	
➢ Host Groups ➢ Service Groups	Example: check_example	
✓ Alerting	Command Line *	
 ▲ Contacts ▲ Contact Groups ④ Time Periods ■ Host Escalations ■ Service Escalations 	curl -X POST http://192.168.2.19180/UCMEWEBAPI/APU/Jvalues \ -H 'cache-control: no-cache' \ -H 'content-type: ts Example: \$USER15/check_example -H \$HOSTADORESS\$ -P \$ARG1\$ \$ARG2\$ Command Type: misc.command T	
✓ Templates		
 Host Templates Service Templates Contact Templates 	Active	
✓ Commands	Available Plugins	
>_ Commands	v O	
✓ Advanced		
I≡ Host Dependencies I≡ Service Dependencies	Save Cancel	
Ƴ Tools		
Static Config Editor Suser Macros Escalation Wizard Bulk Modifications Tool Bulk Renaming Tool Import Config Files		Activate Windows Go to Settings to activate Windows.

Then click on "Save" button and observed command created successfully.

8)After Successful creation, Go to: Configure \rightarrow Core Config Manager for Service creation.

Observe in left pane: Go to Monitoring \rightarrow Services.

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\leftrightarrow \rightarrow C (1) 192.168.	2.47/nagiosxi/includes/components/ccm/xi-i	ndex.php			९ ☆ :
<u>N</u> agios' XI	Home Views Dashboards Reports Cor	nfigure Tools Help Admin		٩	⊗ 🔺 nagiosadmin 🗢 Logout 🚍
Notice: This trial copy of Nagios XI \ensuremath{s}	will expire in 47 days. Purchase a License Now or Enter yo	ur license key.			
CCM Core Config Manag					
✓ Quick Tools	Ш ССМ О	bject Summary		Recent Snapshots	
Core Config Manager Apply Configuration	D 1 Hosts	🕒 2 Host Groups	Date	Snapshot Result	Actions
Configuration Shapshots Monitoring Plugins Configuration Wizards	1 4 Services	🕑 🌔 Service Groups	2018-01-30 16:12:33 2018-01-30 15:11:54	Config Ok Config Error	
V Monitoring	2 Contacts	🔮 2 Contact Groups	2018-01-30 15:11:46	Config Error	
D Hosts D Services B Host Groups	\succ 130 Commands	🔥 🚺 Host Dependencies	2018-01-30 15:09:15	Config Error	
Service Groups	A O Service Dependencies		2018-01-30 15:06:45	Config Error	
Contacts Contact Groups			2018-01-30 15:05:09	Config Error	() X
© Time Periods Host Escalations Service Escalations			2018-01-29 18:12:05 2018-01-29 12:43:06	Config Ok Config Error	
✓ Templates			2018-01-25 03:27:09	Config Ok	😮 🗅 🕽 📪
Host Templates Service Templates Contact Templates			2018-01-23 15:53:34	Config Ok	a C 🗋 🤹
✓ Commands		0¢ Recently	Changed Hosts and Services	N. LZN ZA	
>_ Commanos				a the law	

Click on Service, which we want send notification.

← → C 🛈 192.16	8.2.47/nagiosxi/includes/components/ccm/xi-index.php	2			Q	☆ :
<u>N</u> agios [,] XI	Home Views Dashboards Reports Configure	Tools Help Admin		۹ و	👂 🔺 nagiosadmin 🔿 Log	out 📃
Notice: This trial copy of Nagios 3						
Core Config Manag						
✓ Quick Tools	Services				Search	۹ 🕜
 Core Config Manager Apply Configuration Configuration Snapshots 	Add New Displaying 1-4 of 4 results Config Name	Ŧ				
A Monitoring Plugins	I Config Name	1 Service Description	I Active	1 Status	Actions	Į ID
Configuration Wizards	192.168.2.23	CPU Usage	Yes	Applied	»X 🗈 🔚 🔘 🗙	27
✓ Monitoring	192.168.2.23	Memory Usage	Yes	Applied	💥 🖹 🔚 🔘 🗙	28
G Hosts	192.168.2.23	Ping	Yes	Applied	💥 🗈 🔚 🛈 🗙	26
B Host Groups B Service Groups	192.168.2.23	Uptime	Yes	Applied	X 🗅 🔚 🛛 🗙	29
✓ Alerting	+ Add New Apply Configuration With checked	▼ Go			Results per page	15 🔻
Contacts Contacts Contacts Contacts Contact Groups Time Periods Hoat Esculations Vremplates Orat Templates Contact Templates						
✓ Commands						

Go to Check Settings, select command (Command Created for sending notification) and Enable the Event Handler.

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\leftrightarrow \rightarrow C \bigcirc Not set	ure 192.168.2.47/nagiosxi/includes/components/cc	m/xi-index.php	९ ☆ :
<u>N</u> agios' XI	Home Views Dashboards Reports Configure	Tools Help Admin	Q 🥏 🔺 nagiosadmin 🛛 Logout 🗮
Notice: This trial copy of Nagios X	will expire in 47 days. Purchase a License Now or Enter your license	key.	×
Core Config Manag			^
✓ Quick Tools	Service Management		Ť
 Core Config Manager Apply Configuration 	Common Settings V Check Settings	lisc Settings	
Configuration Snapshots Monitoring Plugins Configuration Wizards	Initial state Warning Critical Ok Unknown	Obsess over service On Off Skip Null	
✓ Monitoring	Check interval	Event handler	
Hosts Services	5 min	UcmeCommand	
B Host Groups B Service Groups	Retry interval	Event handler enabled	
✓ Alerting	1 min		
 ▲ Contacts ▲ Contact Groups ④ Time Periods ■ Host Escalations ■ Service Escalations 	Max check attempts * 5 attempts Active checks enabled	Low flap threshold %	
✓ Templates	On Off Skip Null	96	
Host Templates Service Templates Contact Templates	Passive checks enabled On Off Skip Null	Flap detection enabled On Corr Step Null Elan detection entries	
✓ Commands	Check period *	Critical Warning Ok Unknown	
>_ Commands	xi_timeperiod_24x7		
✓ Advanced		Retain status information	
III Host Dependencies III Service Dependencies	Freshness threshold	Petrin pon-status information	
✓ Tools	Check frashnass	On Off Skip Null	
Static Config Editor Suser Macros Escalation Wizard Review Medifications Tecl	On Off Skip Null	Process perf data	Activate Windows
Bulk Renaming Tool		Is Volatile	Go to settings to activate windows.

Go to: Alert Settings, select Notification Period to xi_timeperiod_24*7 and Select Notification Options to Warning, Critical, Unknown, as shown below:

\leftrightarrow \rightarrow C (i) Not set	cure 192.168.2.47/nagiosxi/includes/components/ccm/xi-index.php			Q	☆ :
<u>N</u> agios [,] XI	Home Views Dashboards Reports Configure Tools Help Admin	۹ () 💧 nagio	osadmin 🔿 Logou	= =
Notice: This trial copy of Nagios X	I vill expire in 47 days. Purchase a License Now or Enter your license key.				×
Core Config Manag	Service Management				٣
Core Config Manager Apply Configuration Configuration Snapshots Monitoring Plugins Configuration Wizards	Common Settings Check Settings Aler Settings Misc Settings Manage Contacts W Manage Contact Groups				
✓ Monitoring	Notification period * x_smepsiod_24x7				
☐ Services ▷ Host Groups ▷ Service Groups	Notification options United Children Recovery Flapping Scheduled Downtime				
✓ Alerting	Notification interval				
▲ Contacts ✿ Contact Groups O Time Periods ■ Host Escalations ■ Service Escalations	First notification delay min				
✓ Templates	On Off Skip Null				
Host Templates Service Templates Contact Templates	Stalking options Warring Critical Ok Unknown				
✓ Commands					
>_ Commands					
✓ Advanced	Save Cancel				
i≣ Host Dependencies					

And Click on Save button and Observe the following screen and Click on Apply Configuration.

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$ullet$ $ ightarrow$ $egin{array}{c}$ $egin{array}{c} \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$	cure 192.168.2.47/nagiosxi/includes/components/ccm/xi-inc	Jex.php				ର ☆ :
<u>N</u> agios XI	Home Views Dashboards Reports Configure Tools	Help Admin		۹ 🥥	🛋 nagiosadmin 🛛 🕲	Logout 🔳
Notice: This trial copy of Nagios 3						
Core Config Manag	Database entry for service 192.168.2.23 successfully updated!					ð
✓ Quick Tools						Ø
Core Config Manager Apply Configuration Configuration Snapshots Monitoring Plugins Configuration Wizards	Services + Add New Displaying 1-4 of 4 results Config Name	Changes detected! Apply Configuration f	or new changes	to take effect.	Search	Q
✓ Monitoring	Config Name	1 Service Description	I Active I St	atus A	ctions	Į ID
U Hosts	92.168.2.23	CPU Usage	Yes Not	Applied	K 🗅 🗎 🛛 🗙	27
Services Host Groups	192.168.2.23	Memory Usage	Yes Appl	lied 🧳	K 🗈 🔚 🛛 🗙	28
B Service Groups	192.168.2.23	Ping	Yes Appl	lied 🧳	K 🗅 🗎 🛛 🗙	26
✓ Alerting	192.168.2.23	Uptime	Yes Appl	lied 🧳	K 🗅 🔚 🛛 🗙	29
 ▲ Contacts ✿ Contact Groups ♥ Time Periods ♥ Host Escalations ♥ Service Escalations 	Add New Apply Configuration With checked	r Go			Results per page	: 15 ¥
✓ Templates						
Host Templates Service Templates Contact Templates						



9)Testing

1. After Creating Service with all above steps, to check its working functionality follows the bellow steps:

Go to: Home, in left pane go to Details \rightarrow Service Details.

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<u>N</u> agios XI	Home	Views	Dashboards	Reports	Configure	Tools	Help	,	Admin							
Notice: This trial copy of Nagio	s XI will expire	in 47 days.	Purchase a Licer	nse Now or E	nter your licens	e key.										
✓ Quick View	s. 1															
Home Dashboard Tactical Overview Birdseye Operations Center Operations Screen	Hom		shboard 4	9				Ŧ	Host S	Status Sum	227/					
Open Service Problems Open Host Problems		Common	Taske:						lle lle	Dewe	Unseenselve	bla	Dending			
All Service Problems		common	Tasks:						op	0	onreacha	ible	Pending			
All Host Problems		Chan Chan	ge your account se	ttings issword and de	neral preferences				Unhandled		Problems		All			
- Network Obtages		Chan	ge your notification	ns settings	increa presences					0	0	-	1			
Service Detail Host Detail Hostgroup Summary Hostgroup Overview Hostgroup Grid		Confi Add of Getting St	gure your monitori or modify items to b tarted:	ng setup be monitored v	vith easy-to-use v	vizards.			Last Updat	ted: 2018-01-30 1	7:57:49					
Servicegroup Summary Servicegroup Overview		Lear	n about XI more about XI an	d its capabilitie	:5,			Ŧ	Servic	e Status Su	mmary	Ŷ				
BPI		 Sign Stay 	up for XI news informed on the lat	test updates ar	nd happenings for	XI.			Ok	Warning	Unknown	Critical	Pending			
& Metrics									2	1	1	0	0			
Graphs									Un	handled	Proble	ms	All			
Performance Graphs										2	2		4			
(I) Graph Explorer									Last Updat	ted: 2018-01-30 1	7:57:49					
✓ Maps		Adminis	trative Tasks													
BBmap Hypermap		Task														
Minemap Nagvis		Initial Set	tup Tasks:													

2. Click on Service:

<u>N</u> agios [,] XI	Home View:	rs Dashboard	s Reports	Configure	Tools	Help	Admin								٩	0	占 nagi	osadmin	🕹 Logout	≡
Notice: This trial copy of Nagios >	XI will expire in 47 da	ays. Purchase a Li	cense Now or	Enter your licens	e key.															×
✓ Quick View 🗠	2																			
Home Dashboard	Service	Status							Ŧ		_			Ŧ			_			0
Tactical Overview Birdseve	All services									Host Stat	us Summa	ry			Service St	atus :	summa	ry		
Operations Center										Up Down	Unreachal	le Pend	ling		Ok Warni	ng Ur	hknown	Critical	Pending	
Open Service Problems										Unhandled	Problem				Unhandle		Proble	ms	All	
Open Host Problems										0	0	1			1		1		4	
All Host Problems										Last Updated: 3	018-01-30 17:5	:56			Last Updated: 21	18-01-3	0 17:58:56			
Metwork Outages																		C 1		
✓ Details	Showing 1-4 of 4	total records					Page 1	of 1 15 Per Page	٣	Go								Search.		a
Service Detail	1.11-14					Charles and	* Duration	• • • • • • • • • • • • • • • • • • •		at Charak		• •								
Hostgroup Summary	a Host		a serv	ice		ou.	24a	 Attempt 	8 La	01.20.17-69-2	2	0 O D	Li end Off	(1 min)					
Hostgroup Overview Hostgroup Grid	192.105.2.23	×9		lage	20	UK .	345	1/5	2018	-01-30 17:58:2	-	CPU	J Load U%	s (1 min a	sverage)					
Servicegroup Summary			Memor	/ Usage		Unknown	10m 9s	5/5	2018-	-01-30 17:58:4	0	cou	id not feto	h informa	tion from serv	ar.				
Servicegroup Overview Servicegroup Grid			Ping		- 24	OK	1h 42m 33s	1/5	2018-	-01-30 17:57:4	5	OK	- 192.168	.2.23: rta	0.138ms, lost	096				
🚔 BPI			Uptime		×*	Ok	18m 43s	1/5	2018-	-01-30 17:57:5	18	Sys	tem Uptin	e - 0 day	(s) 0 hour(s) 0	minute	(5)			
Metrics	Last Updated: 2018-0	01-30 17:58:56					Page 1	of 1 15 Per Page	٣	Go										
✓ Graphs																				
I Graph Explorer																				
✓ Maps																				
BBmap																				

3. Go to Advanced Tab \rightarrow Click on the Submit Passive Check result:

In sec. Dealth and							
Tactical Overview	Service Sta	atus Detail					
Birdseye Operations Center	CPU Usa	de la constante					
Operations Screen	192.168.2	.23					
Open Service Problems Open Host Problems	🖂 🕪 🖅 🥨						
All Service Problems							
All Host Problems		Advanced 🗢 🗠 🎫					
Details	Advanced Status	Details	Service Attribu	tes		Commands	
Service Detail	Service State:	Ok	Attribute	State	Action	Sa Add comment	
Host Detail	Duration	2m 37s	Active Checks	•	36	G Schedule downtime	
Hostgroup Summary Hostgroup Overview	State Type:	Hard	Passive Checks	•	×	Eff Submit passive check result	
Hostgroup Grid	Current Checki	1 of 5	Notifications	•	×	Send custom potification	
ervicegroup Overview	Last Checki	2018-01-30 17(58)22	Flap Detection	•	24	Delay next notification	
BDT Grid	Next Checki	2018-01-30 18:03:22	Event Handler	•	×	A	
Metrics	Last State Change:	2018-01-30 17(58)22	Performance Data	•		More Options	
Graphs	Last Notification:	Never	Obsession	•	24	View in Naglos Core	
Performance Graphs	Check Type:	Active					
Oraph Explorer	Check Latency:	0 seconds					
Maps	Execution Time:	0.00273 seconds					
Bmap	State Change:	0%					
Minemap	Performance Data:	'1 min avg Load'=0%;2;3;0;100					
Nagvis							

4. Change Check results to "CRITICAL", Check output: "Test"

Submit Pass	ive check Result	
Host Name 🗰	192.168.2.23	
Service 🛊	CPU Usage	
Check Result 🌲		
Check Output 🗰	Test	
Performance Data		
Submit Cance	4	

5. Check the E-Mail Notification received as per JSON file mentioned recipients. Similarly, SMS/Push Message/Telephony Notification send as per JSON file configured recipients.

0 🔁 🤊 🖃	🤰 📑 🦈 🛛 🖛 Inbox - Outlook Data File - Microsoft Outlook								
File Home Send / Receive Folder V	View			۵ 🕜					
New New E-mail Items* New TeamWiewer Delete	Reply Forward to More +	Move to: ? Co Manager Team E-mail V Done Reply & Delete Create New Quick Steps	Wove Rules OneNote Move Tags	Find a Contact					
Control Res (pr) Type Arrange Sp: Type Message sankar.m@elphitschuttions.com point 21 2001/2018 Alarm started Priority-Low Sankar M Sankar M	A dert messa. Mon 6:12 PM Mon 5:17 PM	50/01/2013 Alarm started Prio modelpisitsOutions.com 30-Jan-18 682 PM virins.2@ebjasitsolutions.com 018 5 y-1 y-2 y-3 sessage text (JSON) tarted eLow	rity=Low Alert message text (JSON)	Wed 201 PME Epis OPC Server Code Ren Image: Today:					

6. Observe JSON file send to **UCME-IT** using **UCME-IT** API Check and check UCMEMessage->tMessages table for JSON file content update.

👷 SQLQuery1.sql - SANKAR-L029.UCMEMessa	es (sa (53))* - Microsoft SQL Server Management Studio	Quick Launch (Ctrl+Q)
File Edit View Project Debug Tools	Window Help	
💿 🗸 💿 😤 🖌 🐂 🖕 🔛 New	Query 過 励 励 励 励 が 白 台 ツ・ペ・ 🔄 🔹 🔹 👘 👘 👘 👘 👘 👘 👘 👘 👘 👘 👘 👘 👘	r 👻 🚽 🎜 🚆
🖗 🐄 UCMEMessages 🕞 Þ E	cute Debug = ✔ 양 @ 묘 양 양 ഈ 최 ᇑ 의 또 왜 포 관 책 .	
Object Explorer 👻 🖗	SQLQuery1.sql - SAEMessages (sa (53))* 🛥 🗙	
Connect 👻 🛱 🗮 🝸 🖒 🚸	/****** Script for SelectTopNRows command from SSMS ******/	
III Security	SELECT TOP (1000) [ID]	
	[DateRead]	
Database Diagrams	Type	
Tables	,[XMLMessage]	
🗊 🛑 System Tables	,[Status]	
😠 🛑 FileTables	FROM [UCMEMessages].[dbo].[tMessages] ORDER BY DateCreate DESC	
III dbo.tCommands		
dbo.tCustomers		
Im dbo.tErrorLog	E Results W Messages	
dbo.tGeneral	ID DateCreate DateRead Type XMLMessage	Status
III dbo.tMessages	1 240 2018-01-30 17:58:28.393 2018-02-01 17:58:28.457 2	oken":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
dbo.tUsers	2 239 2018-01-30 17:57:28.437 2018-02-01 17:57:28.513 2 { "UCMEMsg":{ "MsgID":"1", "MsgType":"1", "To	oken":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
dbo.tVersion	3 238 2018-01-30 17:56:36.343 2018-02-01 17:56:36.420 2 { "UCMEMag":{ "MagID":"1", "MagType":"1", "To	oken":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
H Views	4 237 2018-01-30 17:56:03.813 2018-02-01 17:56:03.967 2 { "UCMEMsg":{ "MsgID":"1", "MsgType":"1", "To	oken":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
Synonyms	5 236 2018-01-30 14:58:14.127 NULL 2 { "UCMEMag";{ "MagID";"1", "MagType";"1", "To	oken":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 0
Programmability	6 235 2018-01-30 14:56:07.157 NULL 2 { "UCMEMsg":{ "MegID":"1", "MegType":"1", "To	oken":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 0
Service Broker	7 234 2018-01-30 14:41:54.723 2018-02-01 14:41:54.850 2 { "UCMEMag":{ "MagID":"1", "MagType":"1", "	"Token":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
storage	8 233 2018-01-30 12:54:55.057 2018-02-01 12:54:55.227 2 { "UCMEMsg":{ "MsgID":"1", "MsgType":"1", "	"Token":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
Security	9 232 2018-01-30 12:53:03.003 2018-02-01 12:53:03.120 2 { "UCMEMsg":{ "MsgID":"1", "MsgType":"1", "	"Token":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
Server Objects	10 231 2018-01-30 12:46:21.947 2018-02-01 12:46:22.047 2 { "UCMEMeg": { "MegID": "1", "MegType": "2",	"Token": "BXrQMcscFRU1z4HQ2DfW52rtatx 1
Benlication	11 230 2018-01-30 12:40:09.107 2018-02-01 12:40:09.157 2 { "UCMEMsg":{ "MsgIDT:"1", "MsgType":"1", "	"Token":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
Always On High Availability	12 229 2018-01-30 12:33:36.857 2018-02-01 12:33:36.883 2 { "UCMEMeg":{ "MegID":"1", "MegType":"1", "	"Token":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
Management	13 228 2018-01-30 12:25:02.590 2018-02-01 12:25:02.657 2 { "UCMEMsg":{ "MsgID":"1", "MsgType":"1", "	"Token":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
🕫 🛑 Integration Services Catalogs	14 227 2018-01-30 12:20:08.613 2018-02-01 12:20:09.110 2 { "UCMEMeg":{ "MegID":"1". "MegType":"1". "	"Token":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
🗉 🚜 SQL Server Agent	15 226 2018-01-29 19:15:36.017 NULL 2 { "UCMEMsg":{ "MsgID":"1", "MsgType":"1", "To	oken":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 0
KE Profiler	16 225 2018-01-29 18:55:05.893 2018-01-31 18:55:05.990 2 { "UCMEMsg":("MegID":"1", "MegType":"1", "To	oken":"BXrQMcscFRU1z4HQ2DfW52rtatxYV3", 1
		I PROVIDE FOUR ADCODATEST LYACE
4	Query executed successfully. SANKAR-L	L029 (12.0 RTM) (53) UCMEMessages 00:00:00 240 rows



Nagios XI and UCME-IT Integration flow will be.



Important Note: Make sure UCME-IT Service Manager running.

6.UCME-IT Communication Log

6.1 UCME LOG

You can find the log file at the path : C:\Program Files (x86)\Control-See\UCME-IT\LOG\UCMExxxxxxx.txt

Based on **UCME-IT** Log file, you can ensure whether email has been sent successfully to configured email address or not. Please find the Screenshot below of successful email sent to recipient.

UCME20180130 - Notepad	-	×
File Edit Format View Help		
17:47:25[Info] 01/30/18 UCME is active. Demo mode! UCME will stop within 1 hour!		^
17:47:25[Info] Demo mode. UCME will stop after one hour!		
17:56:03[Info] API Alert from 'Guest' ID=1 - Alert message text (JSON)		
17:56:05[Info] Sending E-mail'[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) '		
17:56:09[Info] email '[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) ' successfully sent to Recipient.		
17:56:36[Info] API Alert from 'Guest' ID=1 - Alert message text (JSON)		
17:56:37[Info] Sending E-mail'[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) '		
17:56:40[Info] email '[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) ' successfully sent to Recipient.		
17:57:28[Info] API Alert from 'Guest' ID=1 - Alert message text (JSON)		
17:57:29[Info] Sending E-mail'[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) '		
17:57:32[Info] email '[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) ' successfully sent to Recipient.		
17:58:28[Info] API Alert from 'Guest' ID=1 - Alert message text (JSON)		
17:58:29[Info] Sending E-mail'[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) '		
17:58:32[Info] email '[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) ' successfully sent to Recipient.		
18:02:16[Info] API Alert from 'Guest' ID=1 - Alert message text (JSON)		
18:02:16[Info] Sending E-mail'[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) '		
18:02:19[Info] email '[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) ' successfully sent to Recipient.		
18:03:16[Info] API Alert from 'Guest' ID=1 - Alert message text (JSON)		
18:03:16[Info] Sending E-mail'[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) '		
18:03:19[Info] email '[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) ' successfully sent to Recipient.		
18:08:00[Info] API Alert from 'Guest' ID=1 - Alert message text (JSON)		
18:08:00[Info] Sending E-mail'[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) '		
18:08:03[Info] email '[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) ' successfully sent to Recipient.		
18:08:57[Info] API Alert from 'Guest' ID=1 - Alert message text (JSON)		
18:08:58[Info] <mark>Sending E-mail'[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) '</mark>		- 10
18:09:01[Info] email '[ID=1] 30/01/2018 Alarm started Priority=Low Alert message text (JSON) ' successfully sent to Recipient.		
		\sim

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6.2 WEB LOG

The WEB application maintains a log file in the following location. Based on below log file you can identify JSON file received from Nagios XI will be successfully updated in 'UCMEMessages' database or not.

C:\Program Files (x86)\Control-See\UCME-IT\WebApiSite\UCMEWebApplication.txt

I UCMEWebApplication - Notepad	- 🗆	×
File Edit Format View Help		
2018-01-30 17:56:03,593 [1] INFO WebApiApplication - =========== UCME WebApplication Application_Sta	rt, ver: '1.0.0.3' =================	^
2018-01-30 17:56:03,593 [1] INFO Settings - Loading Configuration		
2018-01-30 17:56:03,593 [1] INFO Settings - Configuration loaded OK, DB = 'SANKAR-L029'		
2018-01-30 17:56:03,624 [1] INFO WebApiApplication - DB connection is OK!		
2018-01-30 17:56:03,718 [6] INFO JValuesController - Post(Json)		
2018-01-30 17:56:03,718 [8] INFO JValuesController - Post(Json)		
2018-01-30 17:56:03,874 [6] INFO DB - Add new Message type 'MT_JSON' into [tMessages] table		
2018-01-30 17:56:36,343 [8] INFO JValuesController - Post(Json)		
2018-01-30 17:56:36,343 [8] INFO DB - Add new Message type 'MT_JSON' into [tMessages] table		
2018-01-30 17:57:28,436 [8] INFO JValuesController - Post(Json)		
2018-01-30 17:57:28,468 [8] INFO DB - Add new Message type 'MT_JSON' into [tMessages] table		
2018-01-30 17:58:28,394 [9] INFO JValuesController - Post(Json)		
2018-01-30 17:58:28,441 [9] INFO DB - Add new Message type 'MT_JSON' into [tMessages] table		
2018-01-30 18:02:16,480 [6] INFO JValuesController - Post(Json)		
2018-01-30 18:02:16,511 [6] INFO DB - Add new Message type 'MT_JSON' into [tMessages] table		
2018-01-30 18:03:16,464 [9] INFO JValuesController - Post(Json)		
2018-01-30 18:03:16,464 [9] INFO DB - Add new Message type 'MT_JSON' into [tMessages] table		
		~