

ABSolute

Multi Tier Laundry Information System



**L a u n d r y
B u s i n e s s
S o l u t i o n s**



ABS SLA Customer Implementation Manual

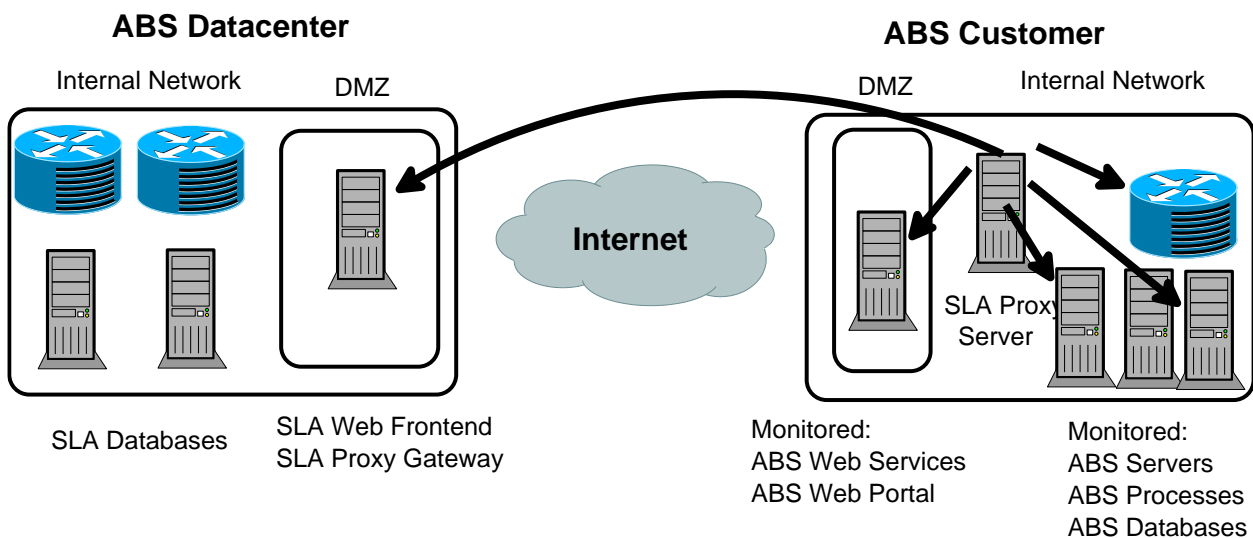
1 Contents

| | | |
|---|--------------------------------------|---|
| 1 | Contents | 2 |
| 2 | Overview of Technology | 3 |
| 3 | Installation Requirements | 4 |
| 4 | Deploy SLA Proxy VM | 5 |
| 5 | Update network settings SLA Proxy VM | 5 |
| 6 | Validating network communication | 8 |

2 Overview of Technology

The SLA monitoring system makes use of a distributed data collection model. The SLA Proxy server is deployed in local server room / data center at customer site. This server is monitoring all ABS components, it caches collected data and sent this to ABS datacenter.

Technical layout of monitoring software



ABS SLA implementation

The following type of monitoring is being done:

Operating system monitoring:

On every server that needs to be monitored the SLA agent will be deployed as a service (server background process). This process collects performance and availability data on server Operating System level. The SLA Proxy server is communicating with the SLA Agents.

ABS server service monitoring:

Every ABS server component will be monitored by SNMP traps for availability / health checking.

Components covered:

ABS Application servers, Report servers, Web services and Web portals.

The SNMP traps are being sent out from the SLA Proxy Server.

ABS database monitoring:

All ABS databases are monitored with a specific database plug-in. Database performance, availability and resource data is collected. This also includes the standby databases and BI databases.

The plug-in is maintained and running from the SLA Proxy Server.

ABS BI environment:

ABS BI environment is monitored with a specific database plug-in. ETL, ETL Errors and time since last successful ETL are monitored for both ABSDATAWAREHOUSE and ABSDWHSTAGING.

The plug-in is maintained and running from the SLA Proxy Server.

3 Installation Requirements

SLA Proxy server

The requirements for SLA Proxy Server:

- Virtual server can run on: VMware / MS Hyper-V / XEN
- Resources: 1 core, 2GB memory, 16GB storage
- Server best to be located in local datacenter / server room close to the ABSolute servers.
- Need access to ABS OCI for sending data (proxyrec6.abssolute.net: 143.47.179.71 port 10051)
- Need access to all ABS server components using (application, report servers, databases, web services) for monitoring (SNMP traps)
- Need access to all SLA Agents on port 10050 (TCP/UDP)
- Need access to internet port 80 for (yum) update, weekly in weekend system is updated and rebooted to submit latest security patches.
- Need access to all Databases using the Oracle JDBC connection layer (Port 1521 on database)

The SLA Proxy server (virtual machine) needs to be deployed by the customer.

SLA Agents

The requirements for the SLA Agent:

- The SLA agent will gather performance and availability statistics at the Operating System level.
- The SLA Agent will listen on port 10050.
- The SLA Agents will be accessed by the SLA Proxy server only.

Agents will be installed by ABS.

For this firewall between systems and proxy need to be opened port 10050.

ABS server component monitoring

The requirements for ABS server component monitoring:

The ABS server components will be configured for SNMP monitoring.
Every server component has a unique UDP port that is used for SNMP.
Depending on local server layout and local security, port access needs to be granted from SLA Proxy Server.

SNMP configuration will be done by ABS.

4 Deploy SLA Proxy VM

ABS delivers a Virtual machine for the laundry's datacenter that collects and sends monitoring data to the ABS monitoring system.

The virtual machine is ready for download at our FTP site at: /SLA/abs-vmproxy-v6.zip. The file is in ovf format, if needed we can deliver a different format (Hyper-V).

After the VM is deployed, IP and DNS settings need to be set correctly for your environment. Instructions are described in the next chapter "Update network settings SLA Proxy VM".

After the system is configured correctly, ABS will remote login and configure the next steps.

5 Update network settings SLA Proxy VM

1. Login Console of Virtual machine

VM server credentials:

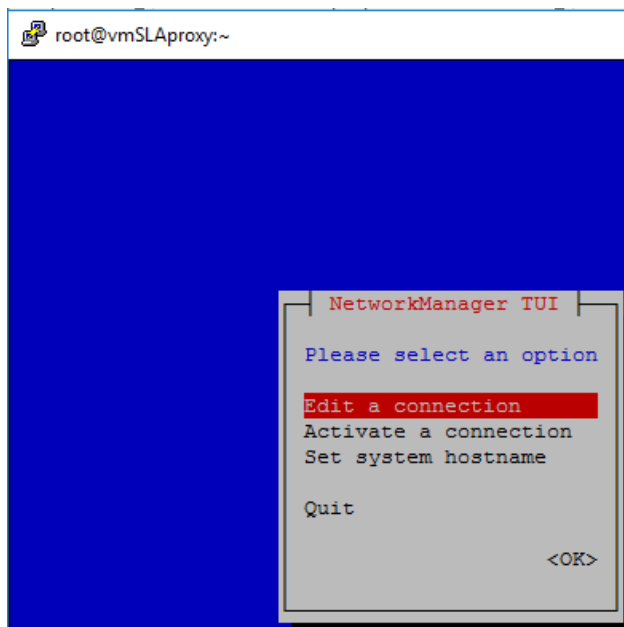
user: zabbix
pw: astute5e@PjiqUX3z

user: root
pw: panes-RXARuA2

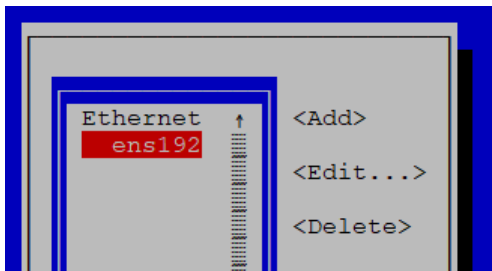
2. List installed network cards on the system type "nmcli d":

```
[root@slaproxy6 ~]# nmcli d
DEVICE  TYPE      STATE      CONNECTION
ens192  ethernet  connected  ens192
lo      loopback  unmanaged  --
```

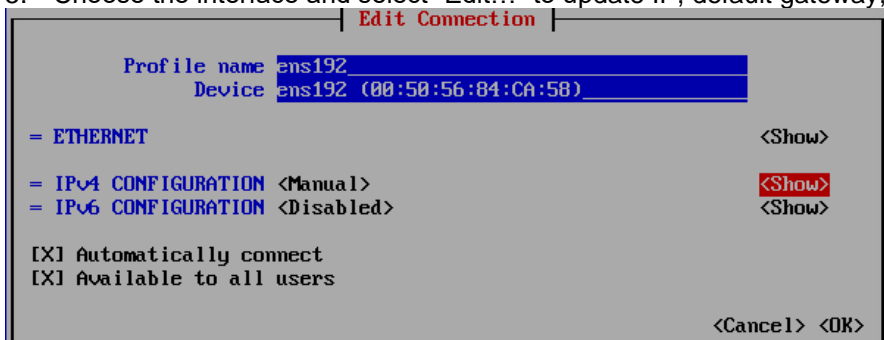
3. Use graphical interface for setting up the network type "nmtui"



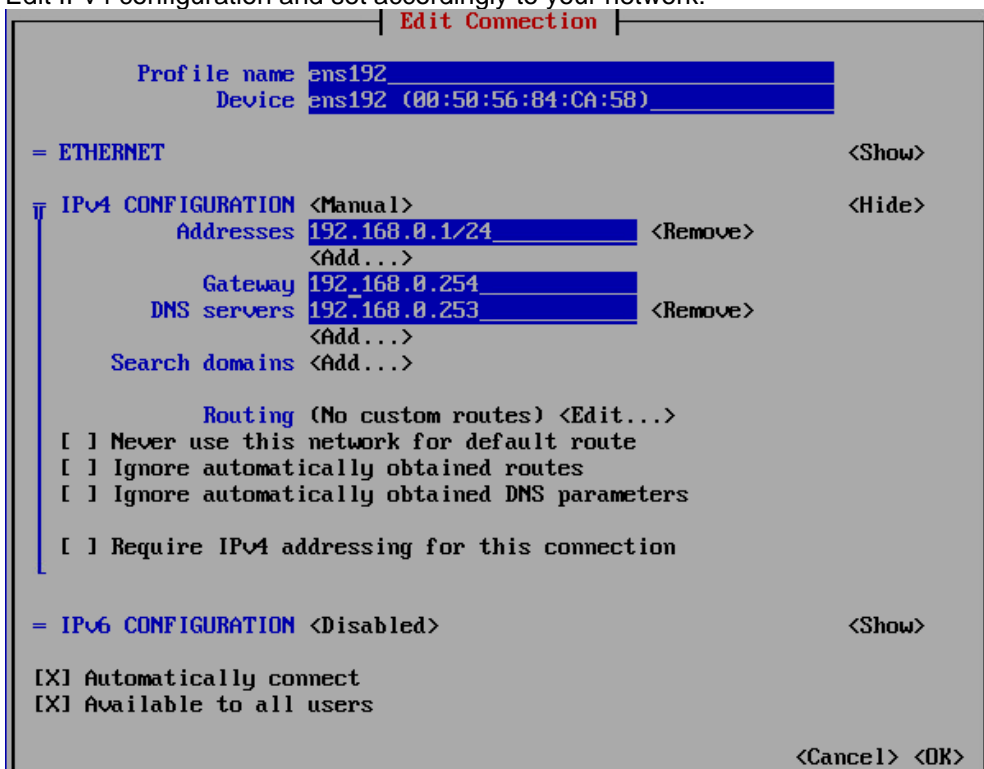
4. Choose "Edit a connection" and all interfaces will be listed



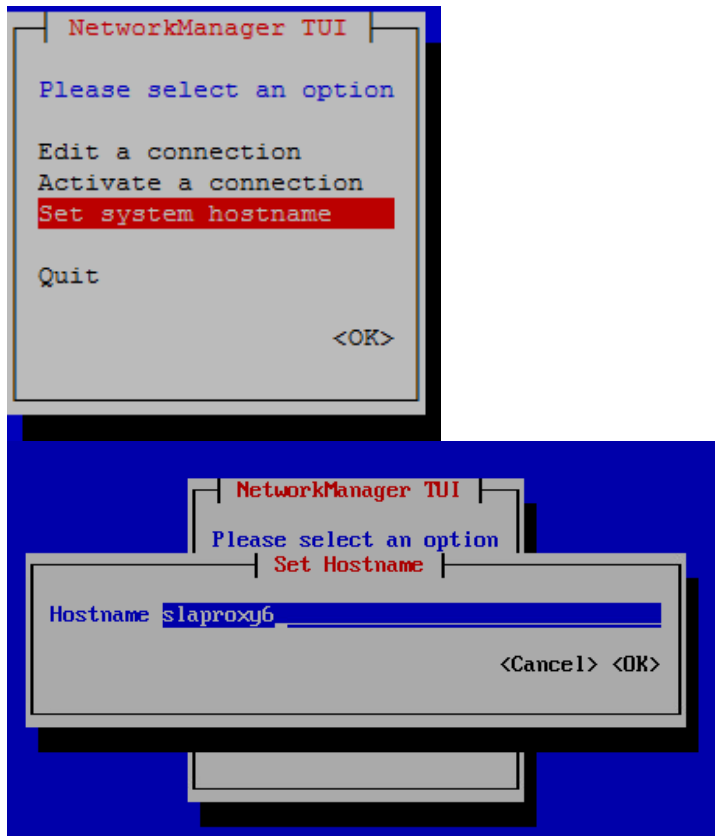
5. Choose the interface and select "Edit..." to update IP, default gateway, DNS



Edit IPv4 configuration and set accordingly to your network:



6. Hostname can be set using option "**Set system hostname**":
Hostname is **slaproxy6**.



After changes are saved, apply changes by “**systemctl restart NetworkManager.service**” or reboot the host.

7. Edit hosts file and set the IP and hostname: **vi /etc/hosts:**

```
127.0.0.1    localhost localhost.localdomain localhost4 localhost4.localdomain4
::1        localhost localhost.localdomain localhost6 localhost6.localdomain6
192.168.0.1    slaproxy6
~
~
```

(Where 192.168.0.1 is the new set IP)

Result should be like bellow:

```
[root@slaproxy6 ~]# ping -c4 slaproxy6
PING slaproxy6 (127.1.0.1) 56(84) bytes of data.
64 bytes from slaproxy6 (127.1.0.1): icmp_seq=1 ttl=64 time=0.066 ms
64 bytes from slaproxy6 (127.1.0.1): icmp_seq=2 ttl=64 time=0.065 ms
64 bytes from slaproxy6 (127.1.0.1): icmp_seq=3 ttl=64 time=0.062 ms
64 bytes from slaproxy6 (127.1.0.1): icmp_seq=4 ttl=64 time=0.066 ms

--- slaproxy6 ping statistics ---
4 packets transmitted, 4 received, 0% packet loss, time 3075ms
rtt min/avg/max/mdev = 0.062/0.064/0.066/0.010 ms
```

(Example ip 127.1.0.1 will be set IP)

8. Restart network service by “**systemctl restart NetworkManager.service**” or reboot the host.

6 Validating network communication

From the SLA Proxy Server, validate if the following tcp/ip communication is valid:

1. Test if TCP/IP network is ok:
 - Ping Server's default gateway
 - Ping another server in local LAN
2. Test DNS resolving to public ABS infrastructure.

Command: ping proxyrec6.abssolute.net
(Use Ctrl + c to end ping)

```
[root@slaproxy6 ~]# ping proxyrec6.abssolute.net
PING proxyrec6.abssolute.net (143.47.179.71) 56(84) bytes of data.
```

(Ping will fail but resolving is checked)

3. Test data port is accessible for Proxy server

telnet proxyrec6.abssolute.net 10051
(Press Ctrl +] to stop telnet session)

```
[root@slaproxy6 ~]# telnet proxyrec6.abssolute.net 10051
Trying 143.47.179.71...
Connected to proxyrec6.abssolute.net.
Escape character is '^'.
```

4. Sent back server's new IP address.

Make sure the IP is accessible for ABS (through VPN or through remote desktop sessions).

When all tests are successful, please send back the new IP address of the server to ABS.