ZABBIX 6.0 WORKSHOP WEEK

DEPLOYING BUSINESS SERVICE MONITORING WITH ROOT CAUSE ANALYSIS

WHAT IS BUSINESS SERVICE MONITORING?

Business service monitoring provides you with a possibility to monitor your infrastructure from the business perspective

- Display busines structure using the IT infrastructure
- Calculate SLA and SLO of various services
- Show availability of services in use or provided
- Discover root causes of business impacts
- Identify the weakest spots

BUSINESS SERVICE EXAMPLE

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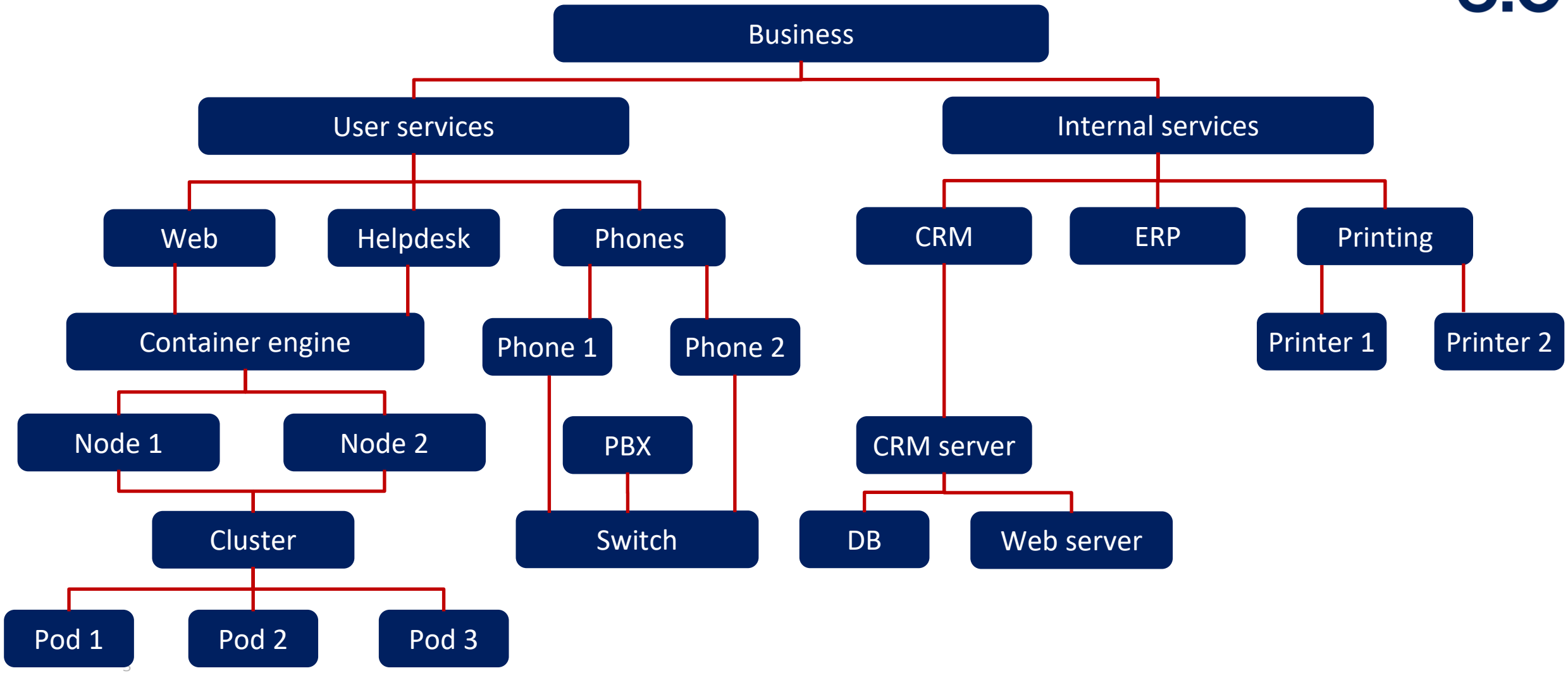

BUSINESS SERVICE EXAMPLE IN ZABBIX

Which can be direct and informative:

Name	Status	Root cause	Created at	Tags
Monitoring 3	Warning	Zabbix server node 2 is down	2022-02-18	zabbix
Workshop 2	Information	participant-03 not attending	2022-02-18	workshop

Or give you full view:

Parent services	Name	Status	Root cause	Created at	Tags
Monitoring	Database	OK		2022-02-18	zabbix: database
Monitoring	Frontend	OK		2022-02-18	zabbix: frontend
Workshop	Host attendance	OK		2022-02-18	attendance: hosts
	Monitoring 3	Warning	Zabbix server node 2 is down	2022-02-18	zabbix
Participant attendance	Participant 01	OK		2022-02-18	attendance: participant
Participant attendance	Participant 02	OK		2022-02-18	attendance: participant
Participant attendance	Participant 03	Warning	participant-03 not attending	2022-02-18	attendance: participant
	Workshop 2	Information	participant-03 not attending	2022-02-18	workshop
Zabbix server HA	Zabbix server node 1	OK		2022-02-18	zabbix server: node 1
Zabbix server HA	Zabbix server node 2	Warning	Zabbix server node 2 is down	2022-02-18	zabbix server: node 2

BUSINESS SERVICE EXAMPLE IN ZABBIX

And produce a thorough report on your bussiness objectives:

Monitoring

Day	SLO	SLI	Uptime	Downtime	Error budget	Excluded downtimes
2022-02-22	100%	N/A	0	0	0	
2022-02-21	100%	N/A	0	0	0	
2022-02-20	100%	100	12h 50m 50s	0	0	
2022-02-19	100%	100	1d	0	0	
2022-02-18	100%	100	11h 1m 29s	0	0	

VM cluster

Day	SLO	SLI	Uptime	Downtime	Error budget	Excluded downtimes
2022-02-20	99.9%	N/A	0	0	0	
2022-02-19	99.9%	N/A	0	0	0	
2022-02-18	99.9%	61.9421	4h 45m 14s	2h 55m 15s	-2h 54m 58s	

Development environment

Service	SLO	2022-02-18	2022-02-19	2022-02-20
Database	100%	100	100	100
Frontend	100%	100	100	100
Zabbix server HA	100%	58.4717	100	98.3481

Displaying 3 of 3 found

Frontend

Day	SLO	SLI	Uptime	Downtime	Error budget	Excluded downtimes
2022-02-20	100%	100	12h 50m 50s	0	0	
2022-02-19	100%	100	1d	0	0	
2022-02-18	100%	100	10h 53m 6s	0	0	
2022-02-17	100%	N/A	0	0	0	
2022-02-16	100%	N/A	0	0	0	
2022-02-15	100%	N/A	0	0	0	

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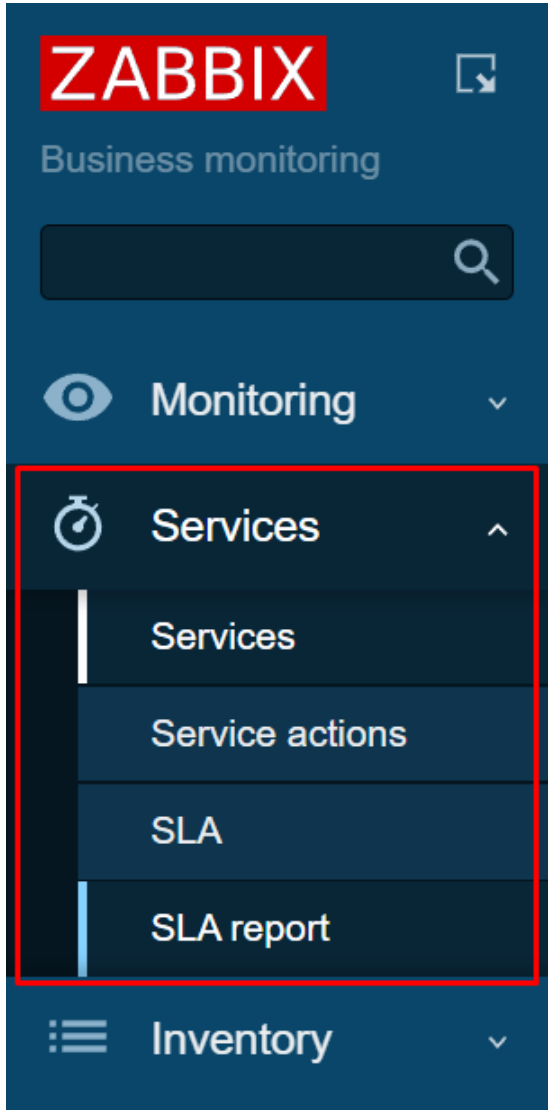
CONFIGURING BUSINESS SERVICE MONITORING WITH ROOT CAUSE ANALYSIS

- all our microphones are muted
- ask your questions in Q&A, not in the Chat
- use Chat for discussion, networking or applauses

WHERE TO START BUSINESS SERVICE MONITORING?

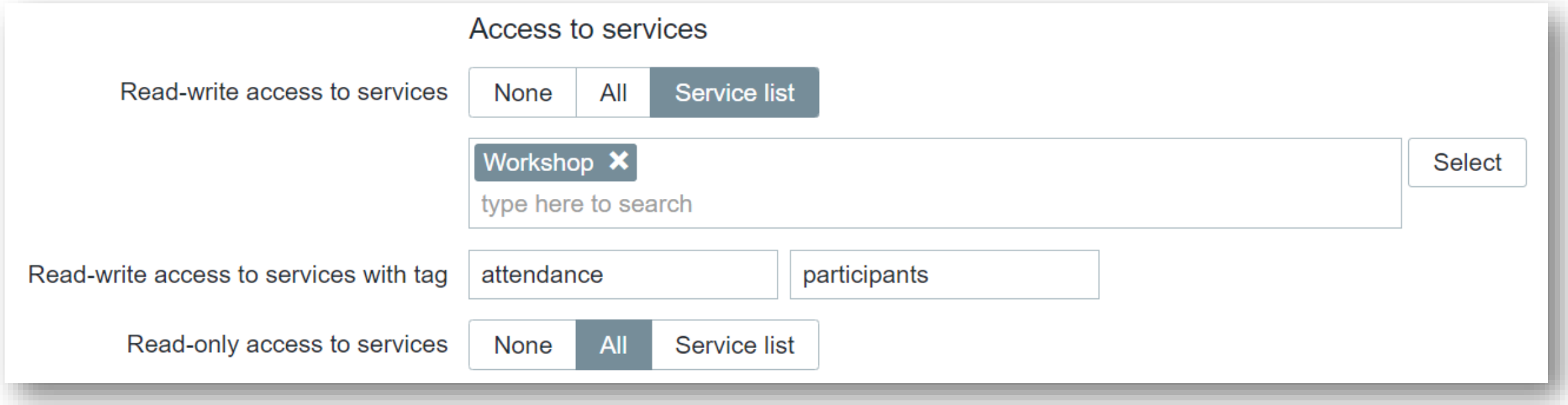
A new separate Services menu section is now available:

- Services – your service tree configuration
- Service actions – defining actions for services
- SLA – configuring the SLA calculation
- SLA report – viewing the produced reports



WHERE TO START BUSINESS SERVICE MONITORING?

Permissions to services, can be also configured separately,
allowing you to create separate roles to manage service monitoring:



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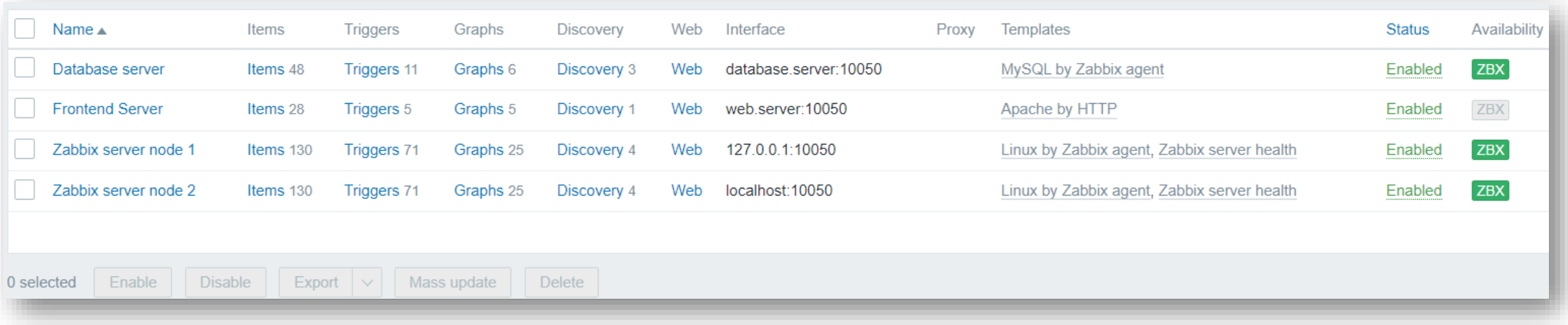
CREATING SERVICES

- all our microphones are muted
- ask your questions in Q&A, not in the Chat
- use Chat for discussion, networking or applauses

CREATING SERVICES

We start by making sure we have some hosts, if not we can create some, i.e.:

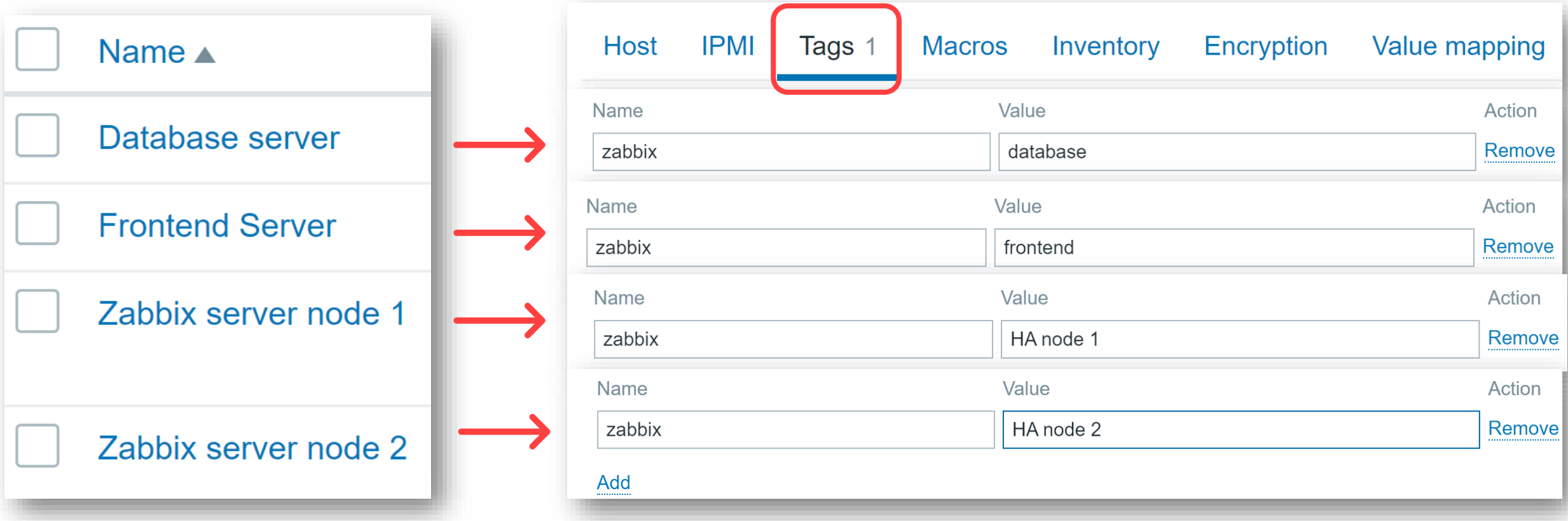


Name ▲	Items	Triggers	Graphs	Discovery	Web	Interface	Proxy	Templates	Status	Availability
Database server	Items 48	Triggers 11	Graphs 6	Discovery 3	Web	database.server:10050		MySQL by Zabbix agent	Enabled	ZBX
Frontend Server	Items 28	Triggers 5	Graphs 5	Discovery 1	Web	web.server:10050		Apache by HTTP	Enabled	ZBX
Zabbix server node 1	Items 130	Triggers 71	Graphs 25	Discovery 4	Web	127.0.0.1:10050		Linux by Zabbix agent, Zabbix server health	Enabled	ZBX
Zabbix server node 2	Items 130	Triggers 71	Graphs 25	Discovery 4	Web	localhost:10050		Linux by Zabbix agent, Zabbix server health	Enabled	ZBX

0 selected | Enable | Disable | Export | Mass update | Delete

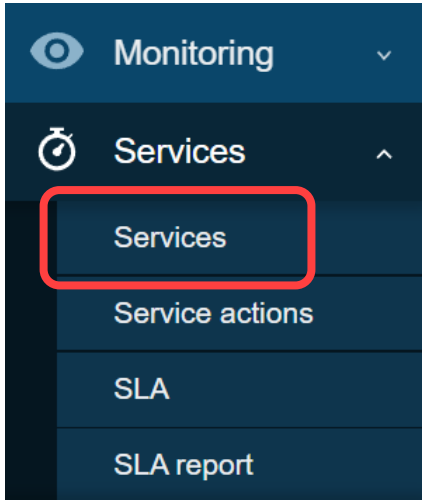
CREATING SERVICES

Since Business service monitoring is based on tags, make sure to add some unique tags, preferrably on the trigger level:



CREATING SERVICES

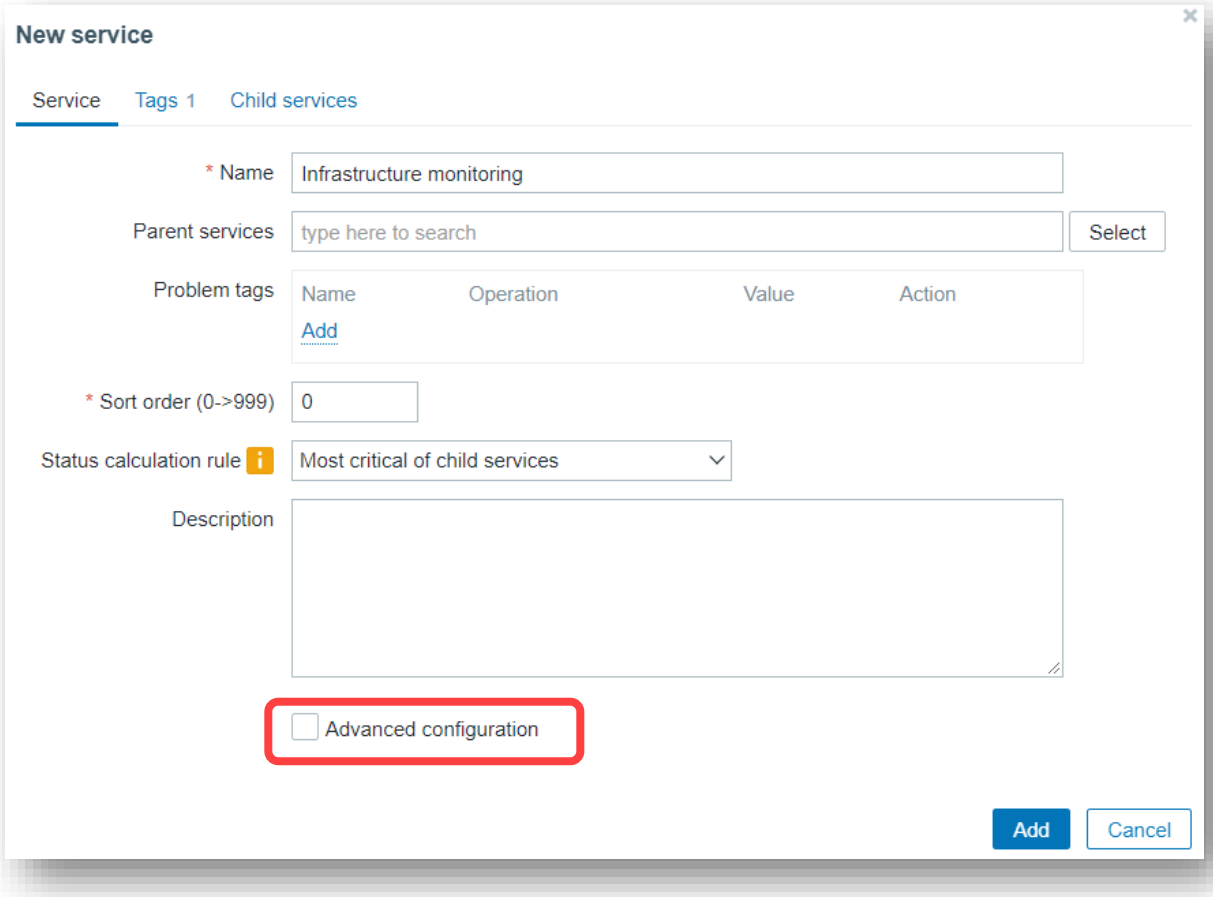
Now we go to the Services, to proceed with the setup:

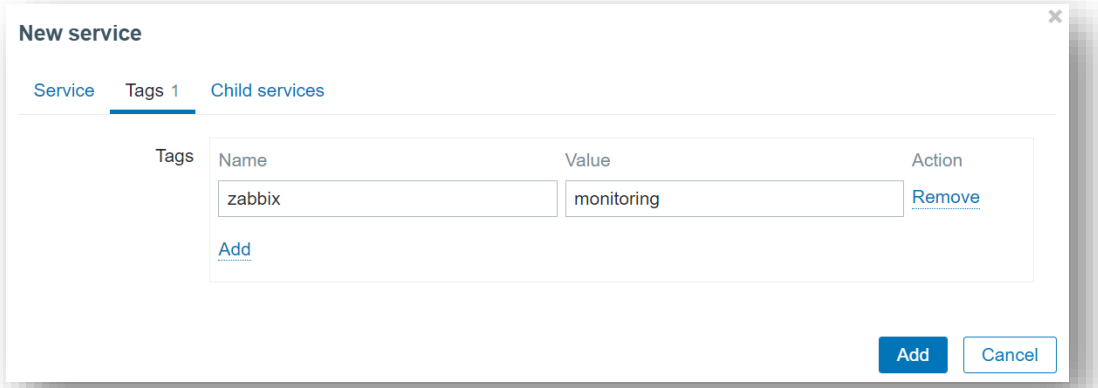


And enable editing mode in upper right part of the screen:

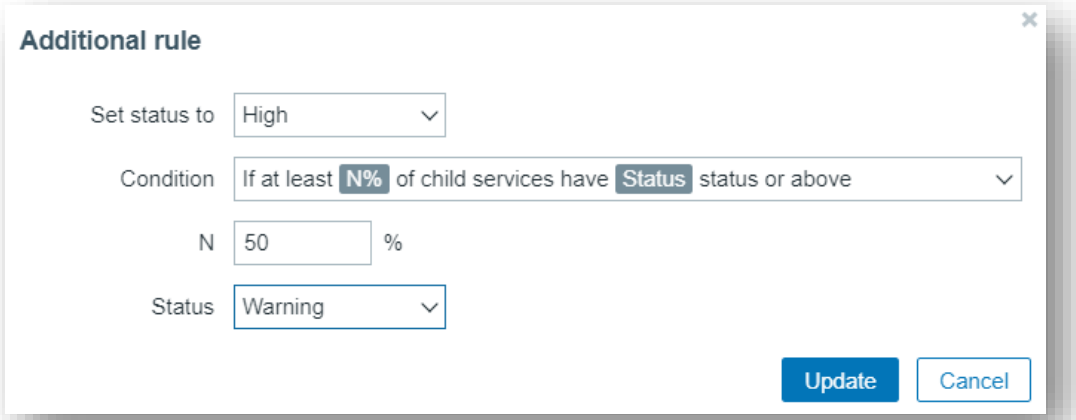
CREATING SERVICES

First create a parent service that will represent it as a whole, in this example this will be infrastructure monitoring. Since it is our parent service, it won't require problems tags and its status will be based on child services:





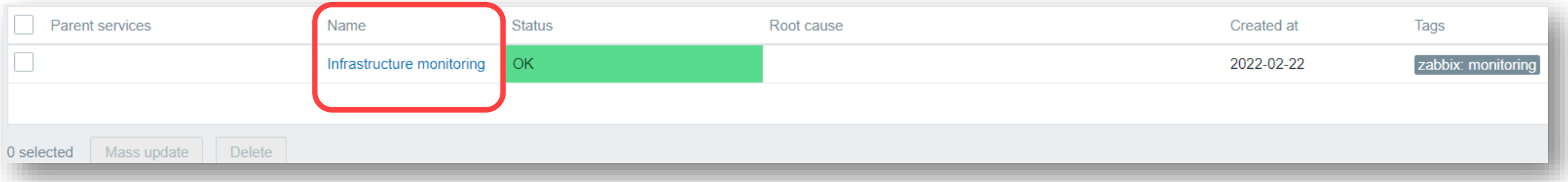
But we will still add some tags, to mark the service itself



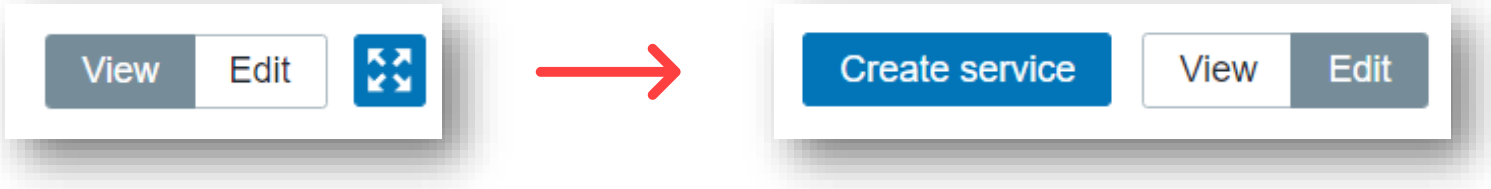
And some advanced configuration

CREATING SERVICES

Now, let's create some child services, by clicking on the parent service name and then clicking on Create service button:

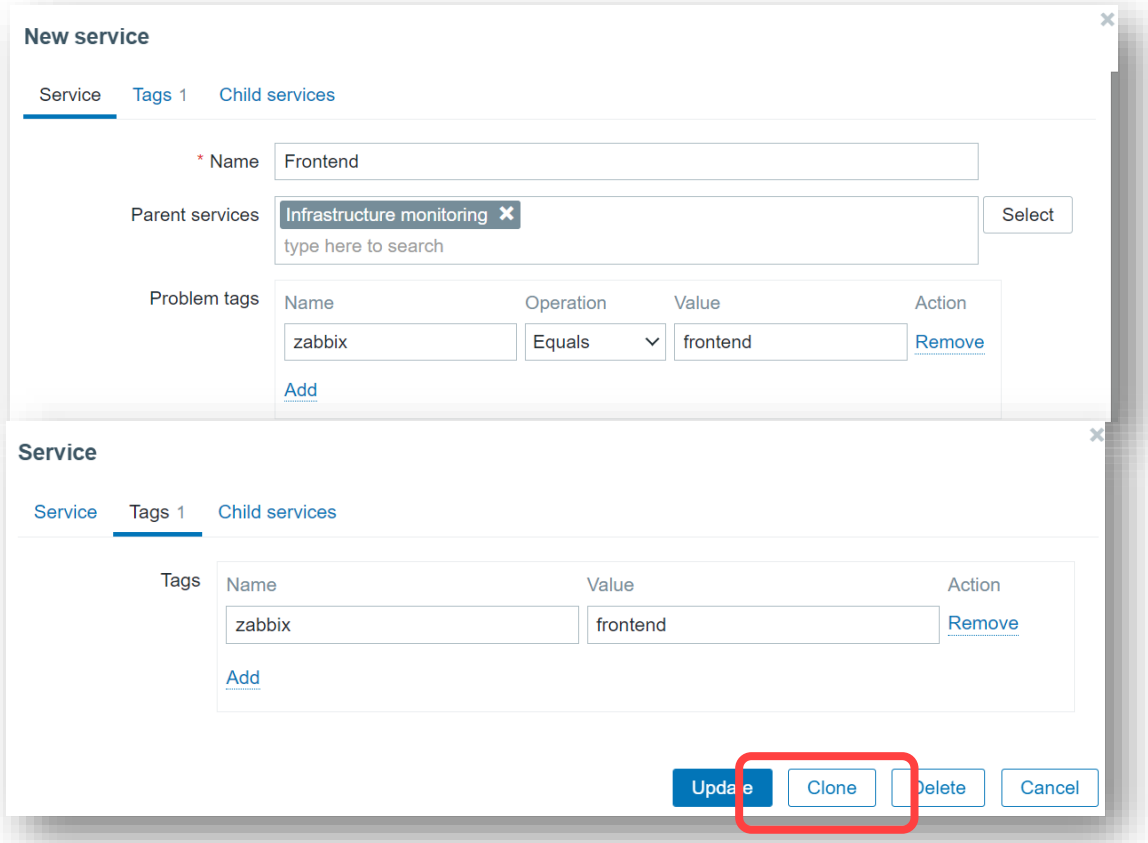


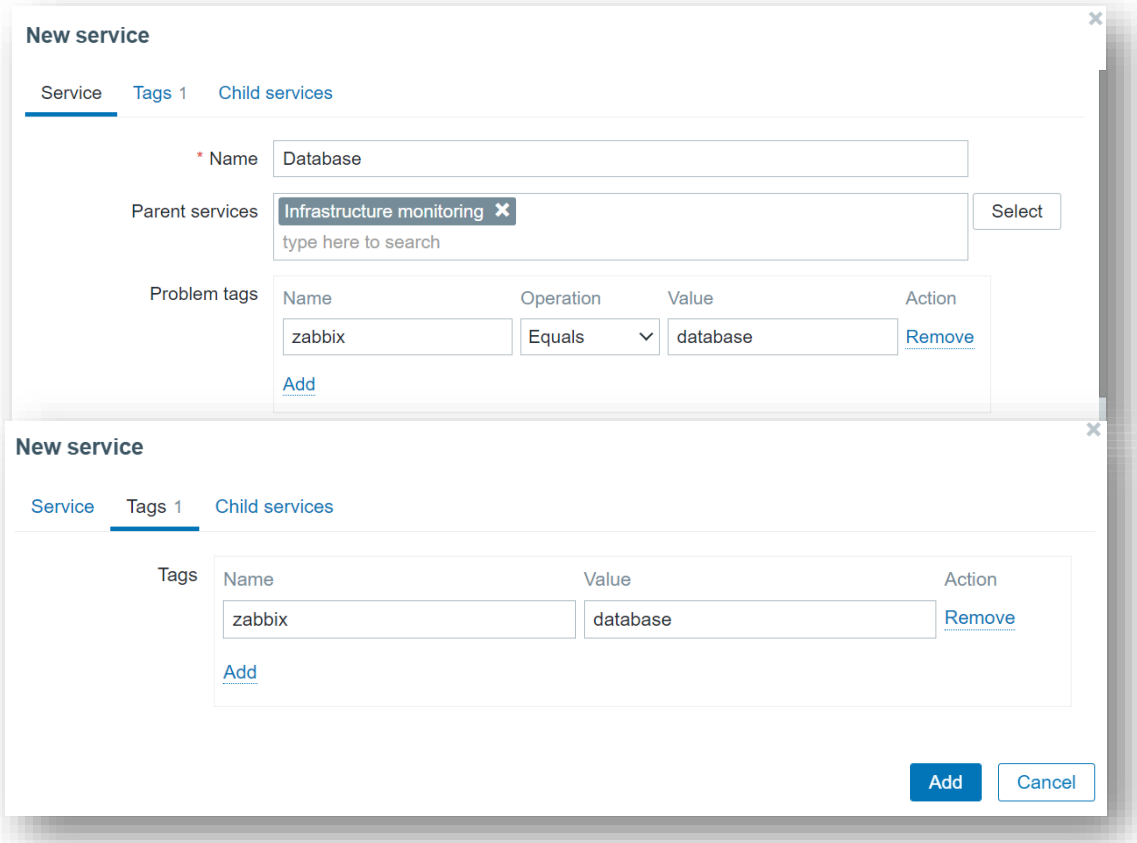
Following the now standard path



CREATING SERVICES

This, time most of them will have problem tags, since we already created hosts, representing real servers. Remember problem tags must match tags on the problem events:

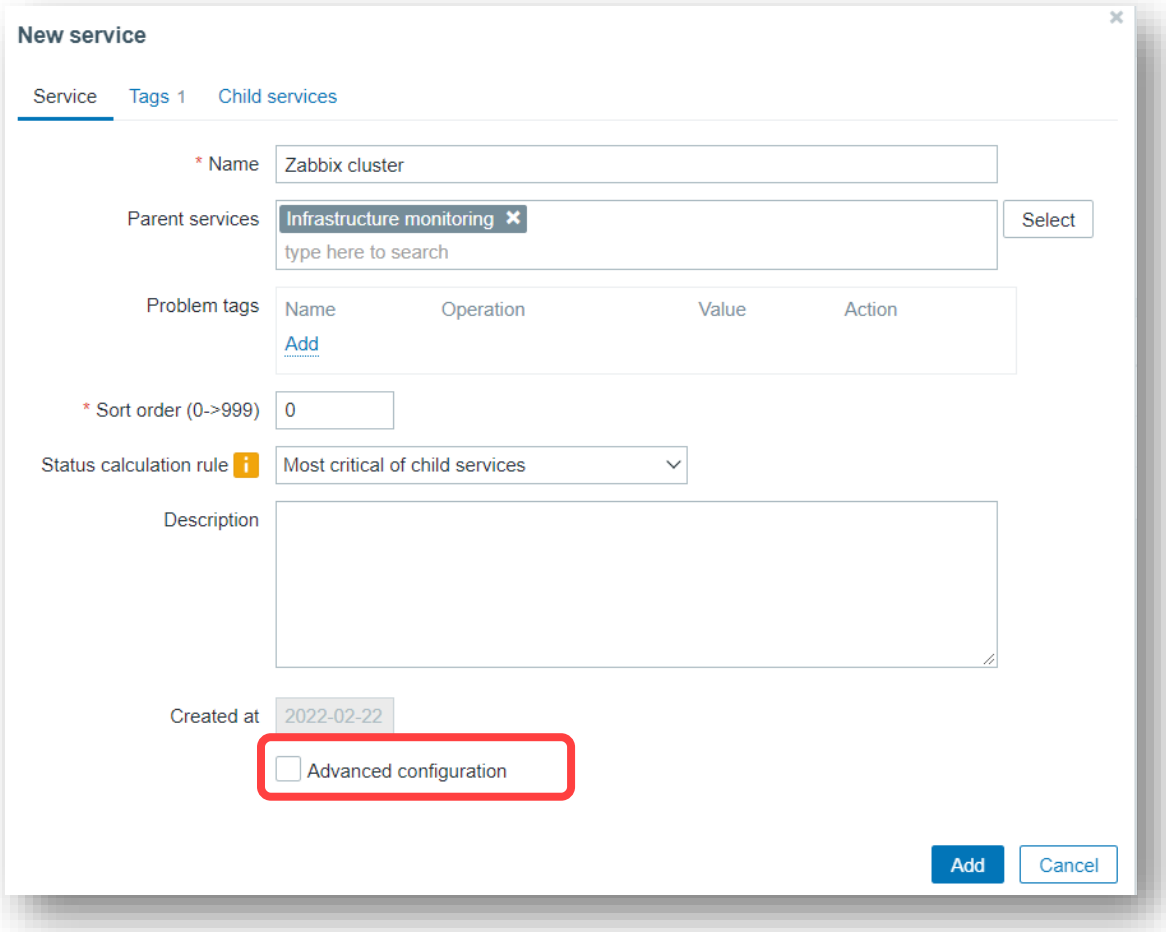


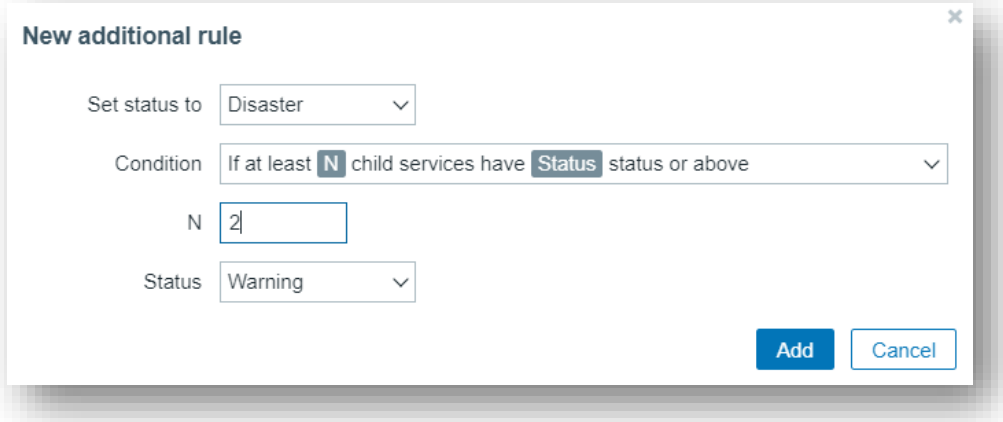


Use the clone button to speed up the process

CREATING SERVICES

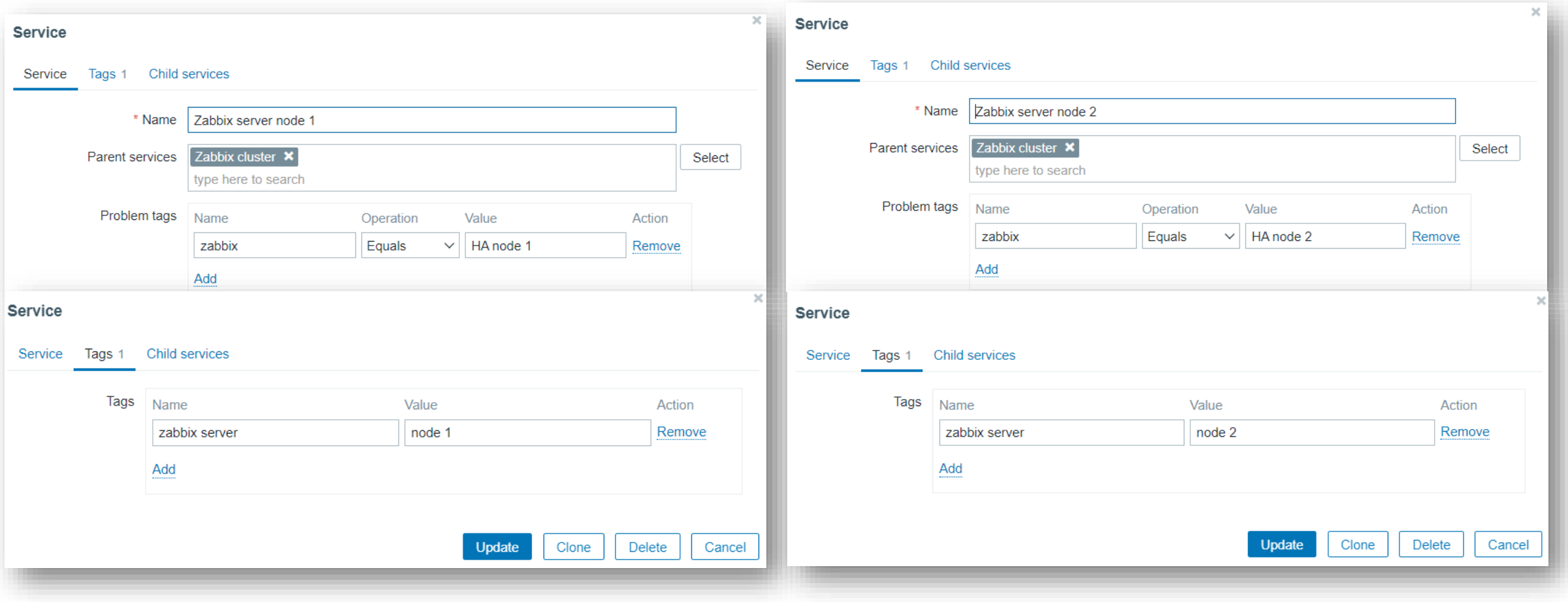
As a last service we will Zabbix server cluster with two nodes as child services, which will have some additional rules:





CREATING SERVICES

And then we can add each HA node to newly created Zabbix cluster:



CREATING SERVICES

In the end overall structure will look like this:

Parent services	Name	Status	Root cause	Created at	Tags
Infrastructure monitoring	Database	OK		2022-02-22	zabbix: database
Infrastructure monitoring	Frontend	OK		2022-02-22	zabbix: frontend
	Infrastructure monitoring 3	OK		2022-02-22	zabbix: monitoring
Infrastructure monitoring	Zabbix cluster 2	OK		2022-02-22	zabbix: server
Zabbix cluster	Zabbix server node 1	OK		2022-02-22	zabbix server: node 1
Zabbix cluster	Zabbix server node 2	OK		2022-02-22	zabbix server: node 2

0 selected Mass update Delete

And now if the triggers on the host with appropriate tags will fire, we will immediately see this on the service page

CREATING SERVICE – CONFIGURATION UPDATE

Configuration can be updated by service manager process once a minute by default:

```
### Option: ServiceManagerSyncFrequency
#       How often Zabbix will synchronize configuration of a service manager (in seconds).
#
# Mandatory: no
# Range: 1-3600
# Default:
# ServiceManagerSyncFrequency=60
```

But can be updated manually by executing:

```
# zabbix_server -R service_cache_reload
Runtime control command was forwarded successfully
```

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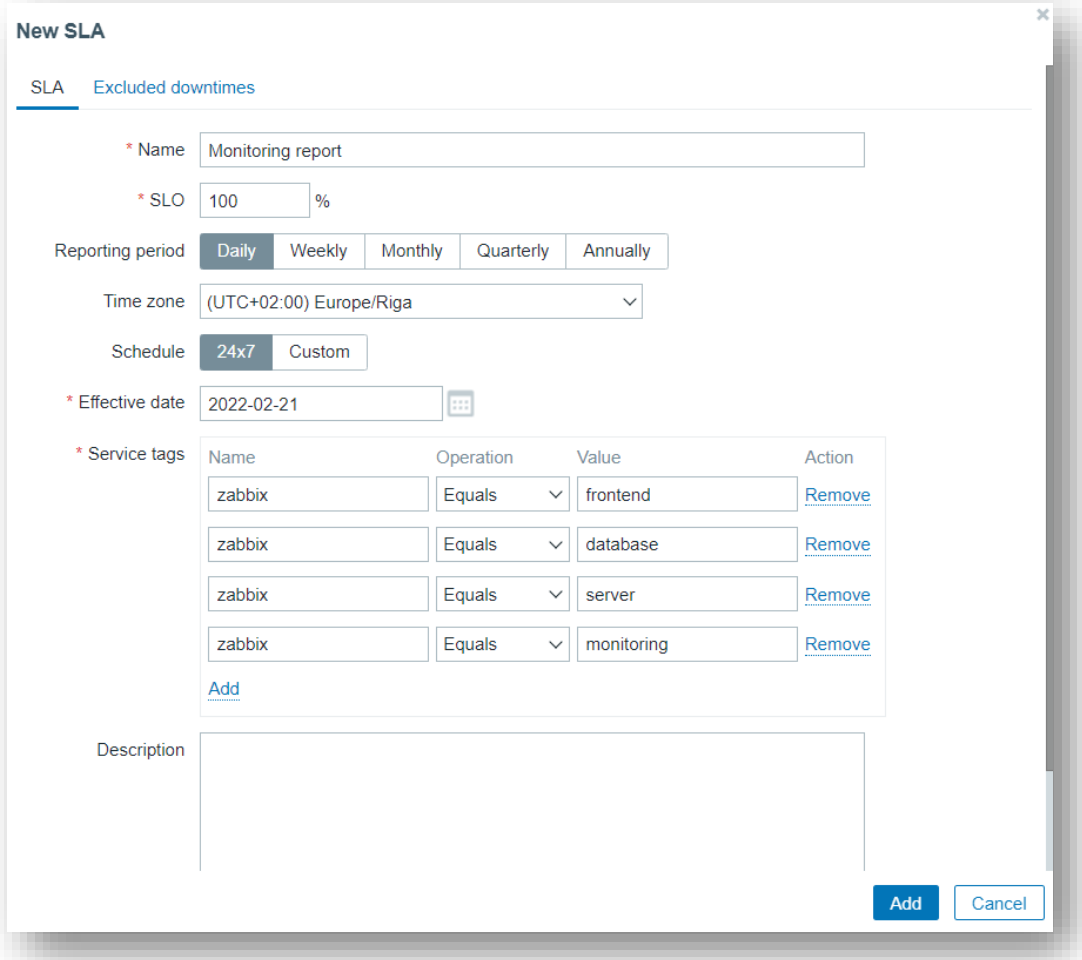
CREATING SLA REPORTS

- all our microphones are muted
- ask your questions in Q&A, not in the Chat
- use Chat for discussion, networking or applauses

CREATING SLA REPORTS

Now we will need to go to Services – SLA Report section and click on Create SLA button in the upper right corner:

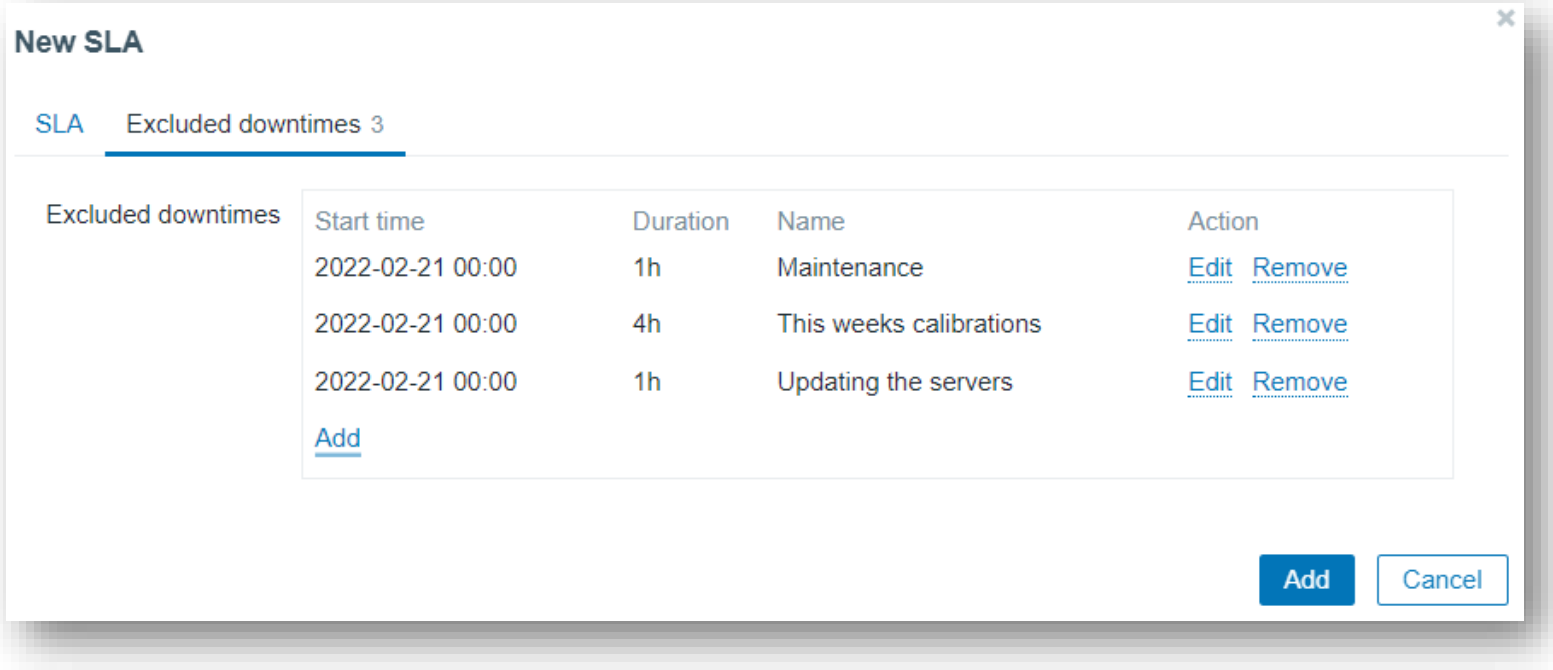


Here we can create a report by specifying the service tags of our interest and use schedule to specify when the service should be available

Only the SLAs related to services accessible to the user will be displayed (as read-only, unless Manage SLA is enabled for the user role).

CREATING SLA – EXCLUDED DOWNTIMES

The Excluded downtimes tab allows to specify downtimes that are excluded from the SLA calculation:



Which can be very helpful when a planned or urgent maintenance took place and shouldn't affect the SLA

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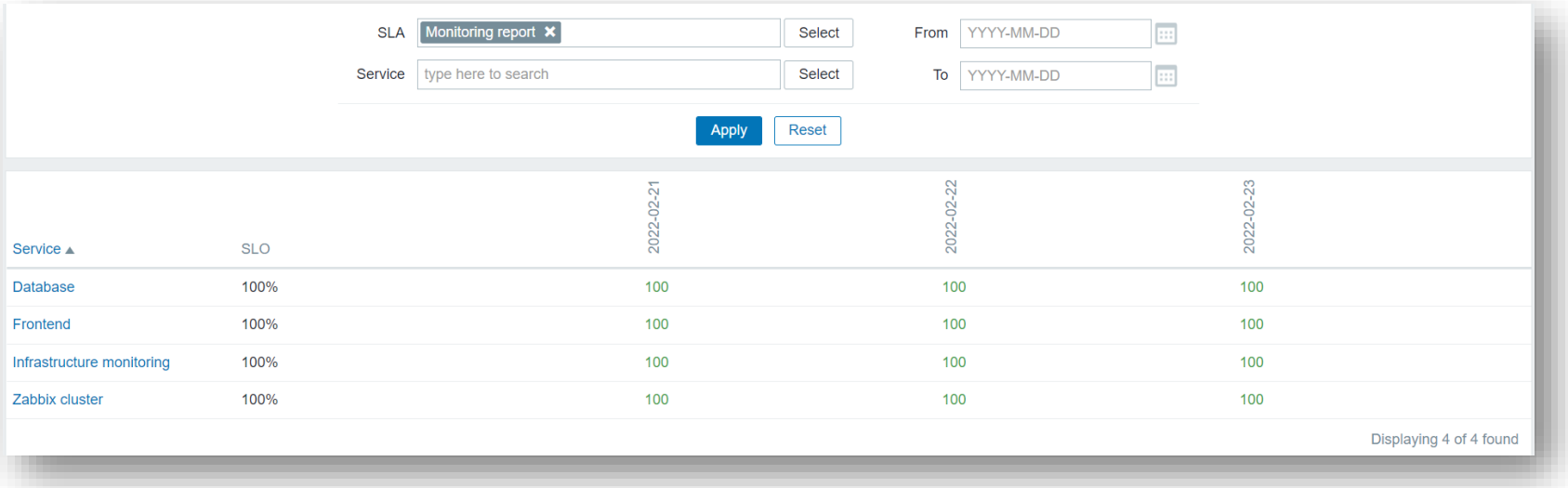
VIEWING SLA REPORTS

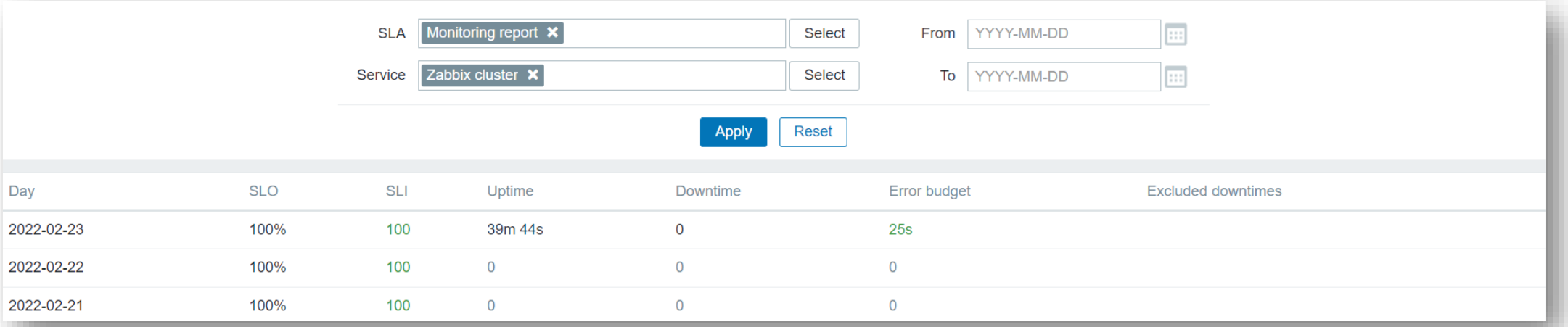
- all our microphones are muted
- ask your questions in Q&A, not in the Chat
- use Chat for discussion, networking or applauses

REVIEWING SLA REPORTS

SLA Report menu allows to review SLA reports, based on the criteria selected in the filter:

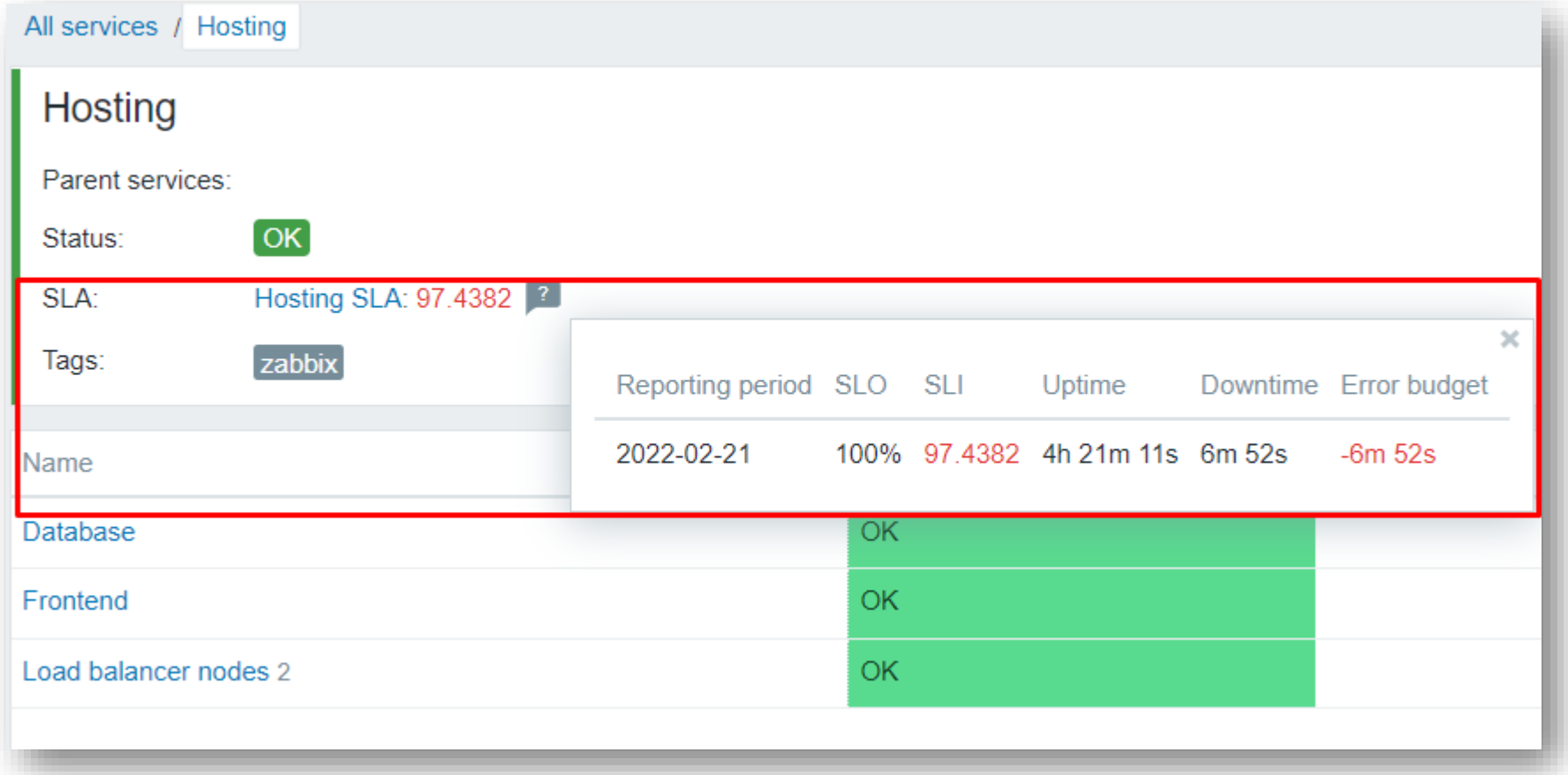


While clicking on the service name, provides a detailed report on the service



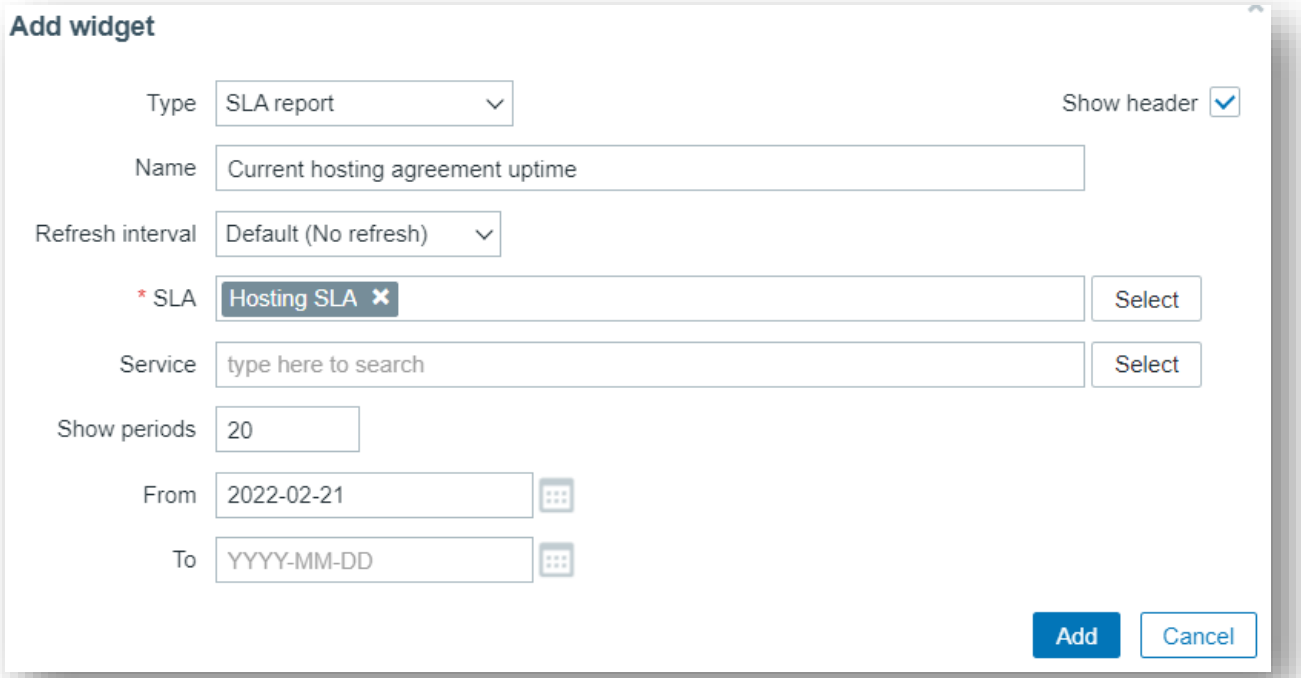
REVIEWING SLA REPORTS

After the SLA was configured, it will be also visibe on the services page, by clicking on the service name and info box:



SLA REPORTS - WIDGETS

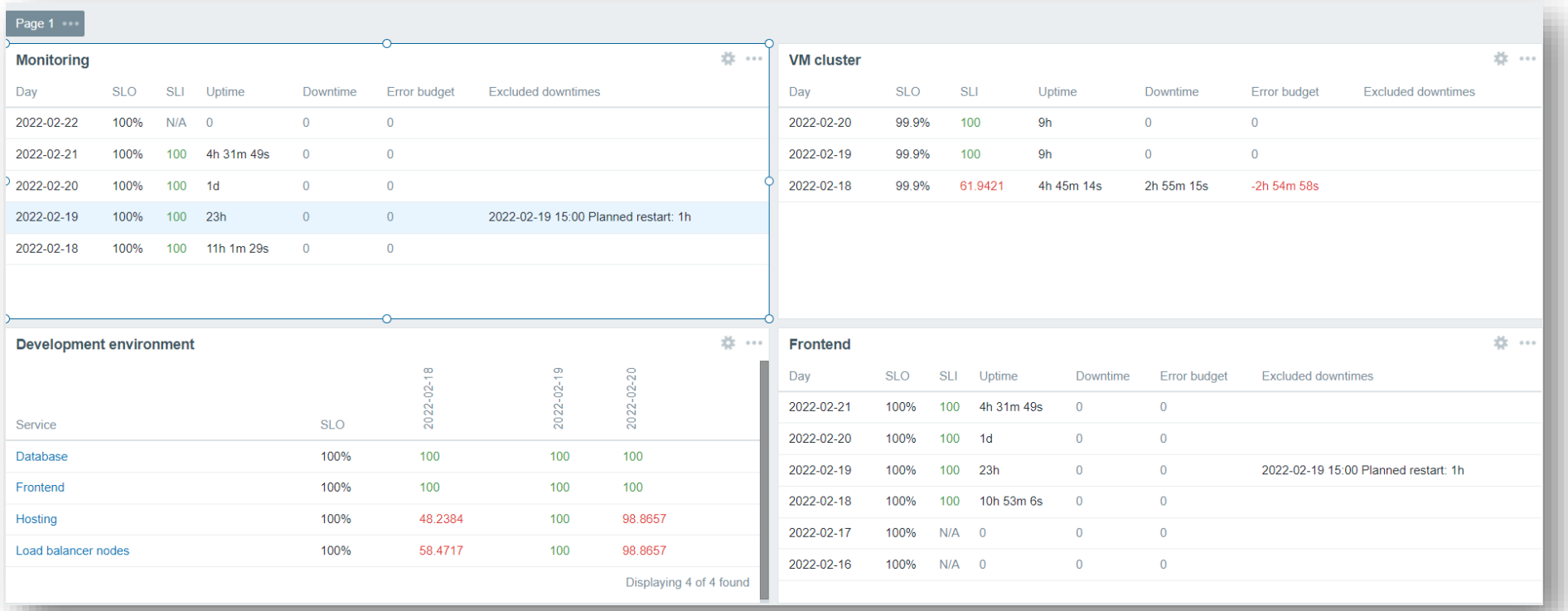
- SLA – SLA to reflect in report.
- Service – specific service if needed
- Show periods – how many periods will be displayed in the widget, 20 by default, 100 per widget.
- From – Select the beginning date for the report.
- To - Select the end date for the report.



Relative dates are supported: now, now/d, now/w-1w etc; supported date modifiers: d, w, M, y.

SLA REPORTS - WIDGETS

SLA reports also can be added to the dashboard, simplifying creation of the business overview dashboard



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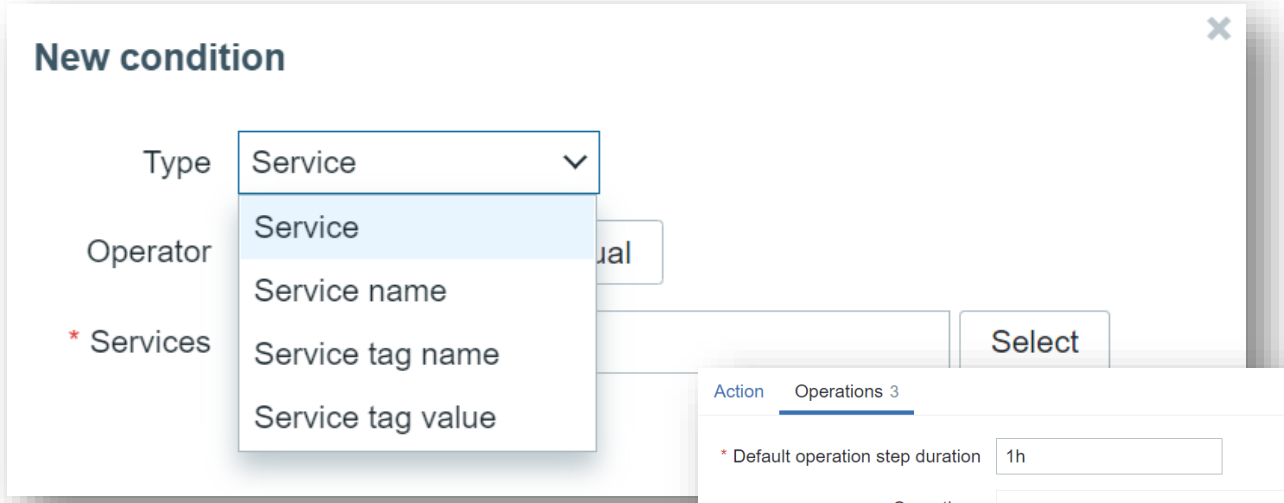
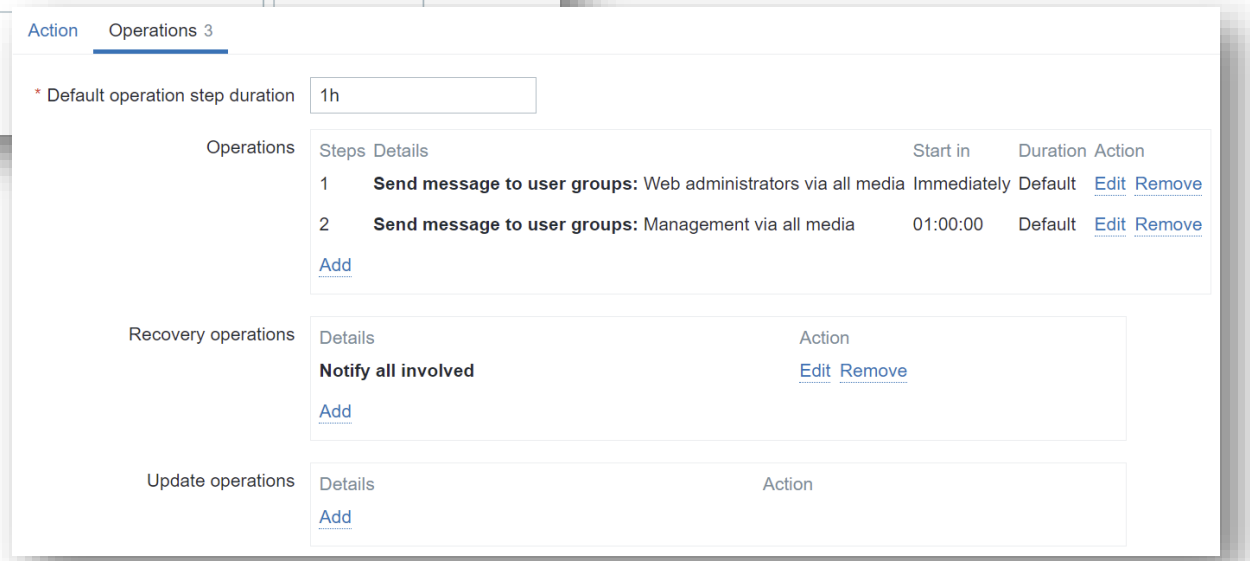
CREATING A SERVICE ACTION

- all our microphones are muted
- ask your questions in Q&A, not in the Chat
- use Chat for discussion, networking or applauses

SERVICES - ACTIONS

- Service actions react only on the service-related events
- Support escalations, including notifications and command execution





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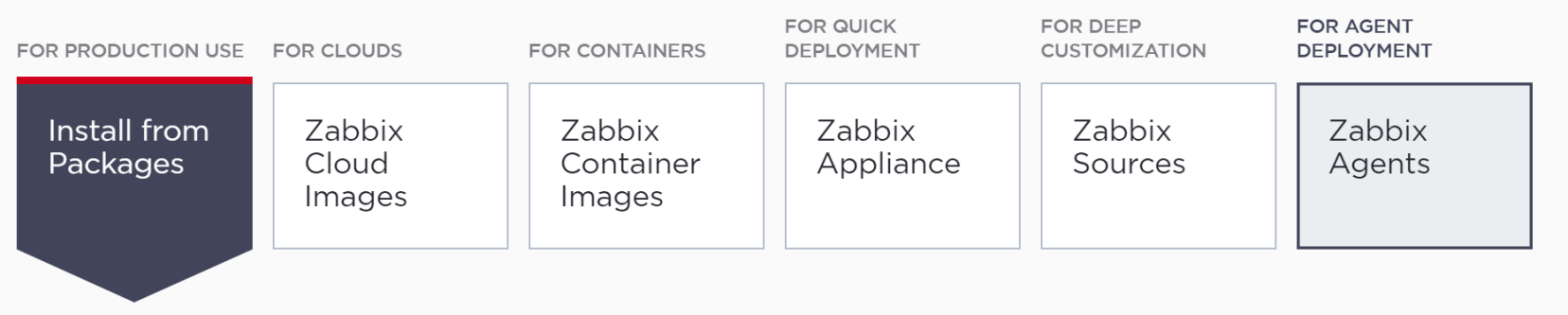
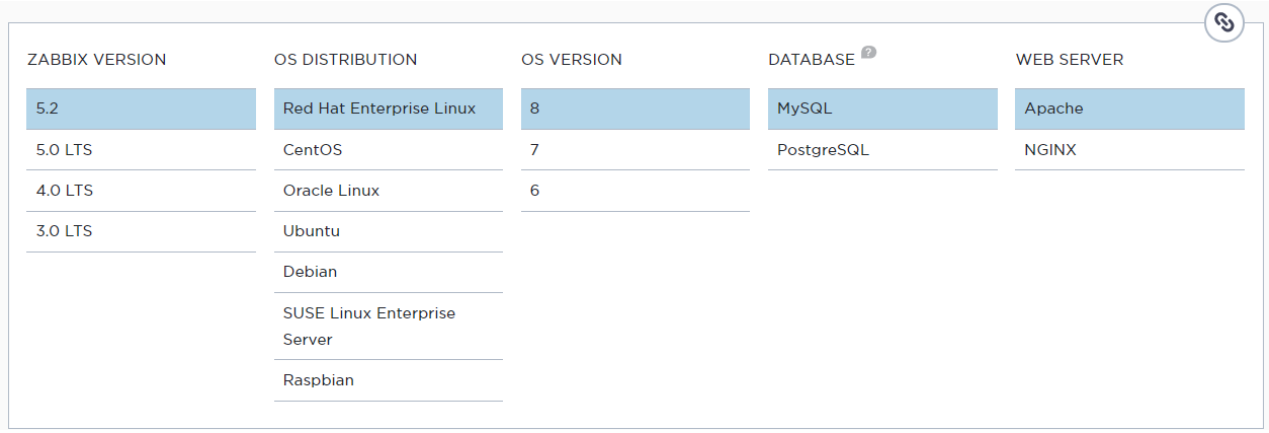
QUESTIONS?

DOWNLOAD & GET STARTED IN 10 MINUTES



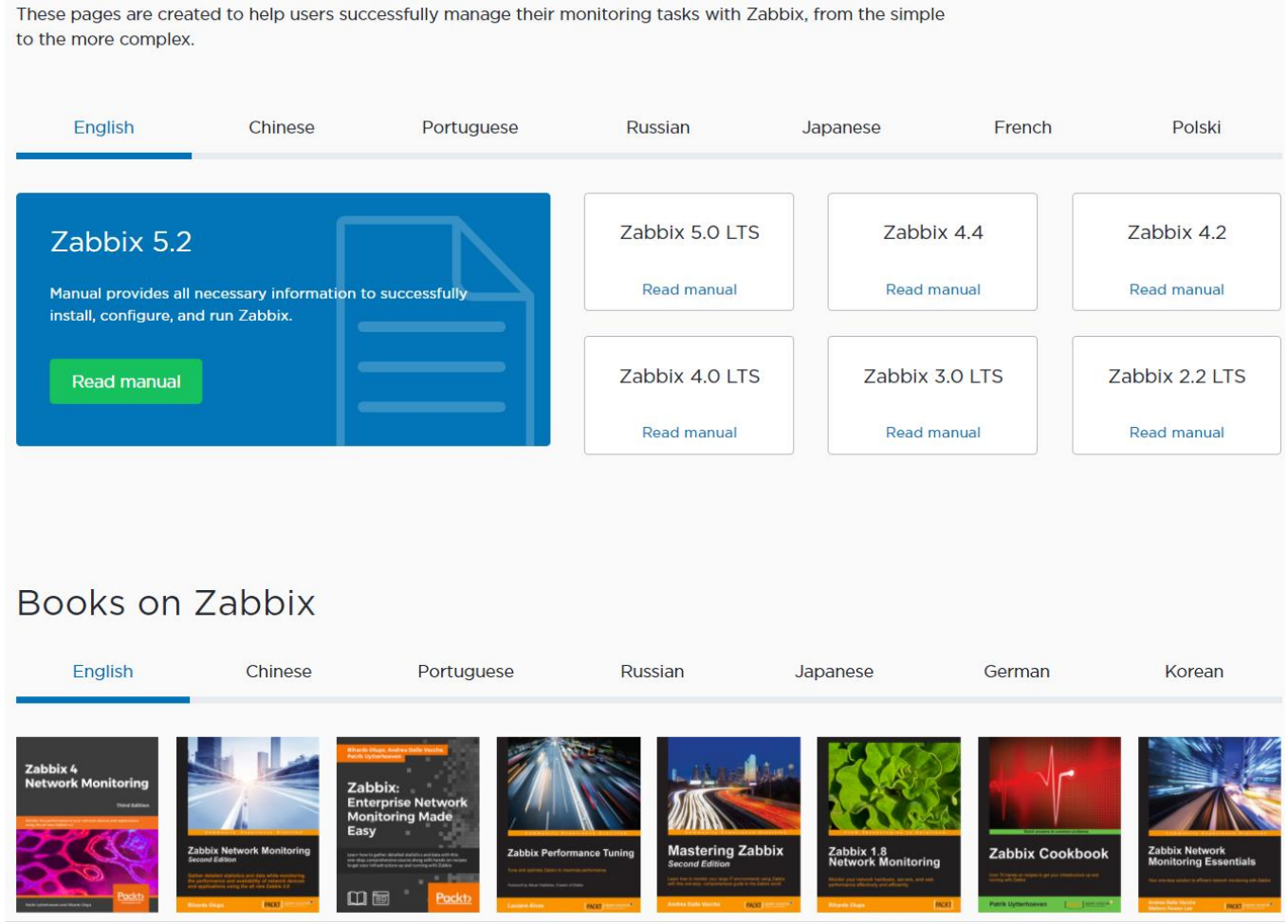
- Choose your platform for Zabbix server

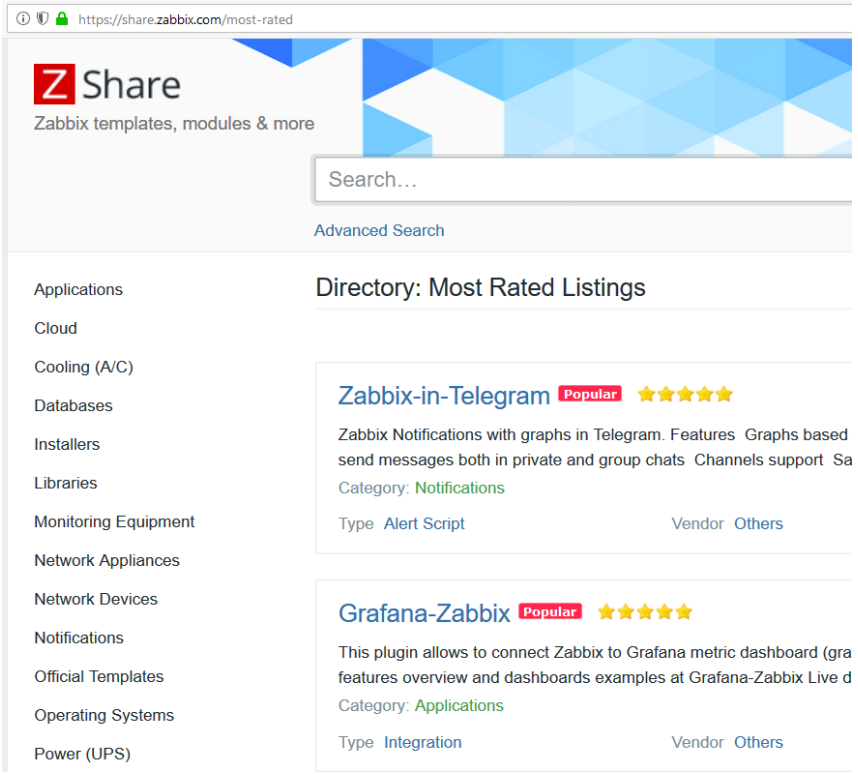


- Install and configure Zabbix server
- Configure Zabbix frontend
- Start using Zabbix

KEEN TO LEARN MORE ABOUT ZABBIX?

START WITH ZABBIX DOCUMENTATION





WEBINARS

- Pay attention to recorded webinars in zabbix.com
- More advanced topics are covered there

Zabbix perforance tuning: 100k of checks per second on a single server

Arturs Lontons
Technical Support Engineer, Zabbix

31 min.
English

Watch now

Migration to the latest release

Arturs Lontons
Technical Support Engineer, Zabbix

31 min.
English

Watch now

Value pre-processing

Arturs Lontons
Technical Support Engineer, Zabbix

22 min.
English

Watch now

Communicating with Zabbix using API: create your first integration

Renats Valiahmetovs
Technical Support Engineer, Zabbix

60 min.
English

Watch now

What's new in Zabbix 5.2

Alexei Vladishev
Founder & CEO, Zabbix

65 min.
English

Watch now

Extended out of the box monitoring with Zabbix Agent 2

Arturs Lontons
Technical Support Engineer, Zabbix

30 min.
English

Watch now

Implementing advanced LLD logic with LLD overrides

Arturs Lontons
Technical Support Engineer, Zabbix

67 min.
English

Watch now

H5 Network - Zabbix integration live demo on the real network

Frédéric Guillois
President, H5 Network

27 min.
English

Watch now

Lift and shift your Zabbix to Oracle Cloud with MySQL Database Service

Vittorio Cioe
Sr. Solution Engineer, MySQL

47 min.
English

Watch now

ZABBIX SERVICES

TECHNICAL SUPPORT
Get technical advice

Get instant access to a team of Zabbix experts for guaranteed professional support 24x7

CONSULTING
Talk to experts

Gain benefit from expert advice and best practices for all Zabbix-related matters

TEMPLATE BUILDING
Customize monitoring

Effortlessly start monitoring of your specific device, system, application or service

REMOTE TROUBLESHOOTING
Quickly get a solution

Eliminate any issues you have run into within hours, not days or weeks. Fix your system correctly, accurately

UPGRADE
Use the latest version

Eliminate the risk and minimize downtime by upgrading with the Zabbix team

INTEGRATION
Expand your workflow

Interconnect Zabbix with your ticketing system, servicedesk or any other tool you might have

DEVELOPMENT
Enhance Zabbix

Hire Zabbix to develop additional features for your business needs

PROFESSIONAL TRAINING
Obtain knowledge

Focused comprehensive training for all your Zabbix needs in 5 days, in many local languages

TURN-KEY SOLUTION
Deploy professionally

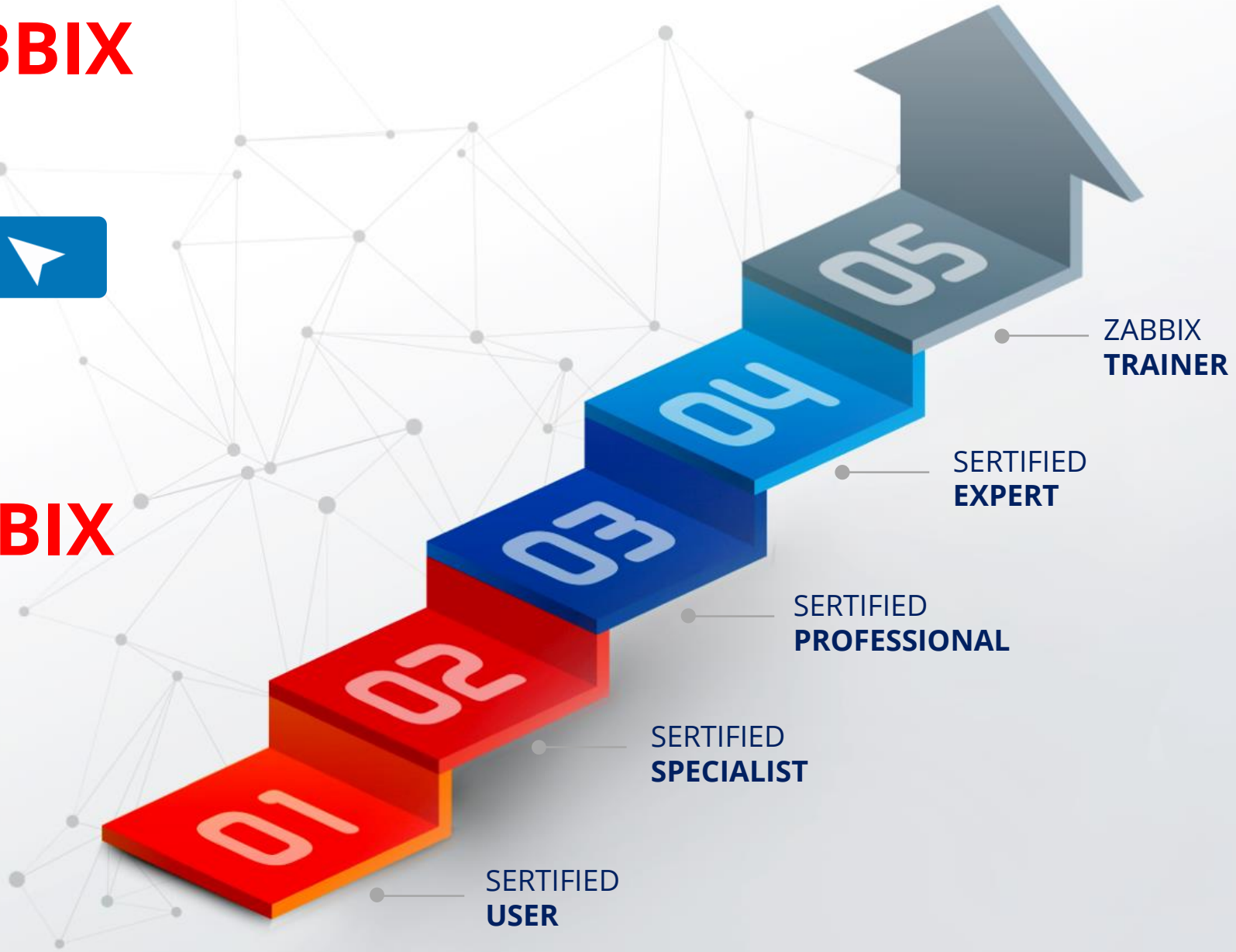
Install and configure Zabbix according to your specific requirements

BECOME ZABBIX CERTIFIED!

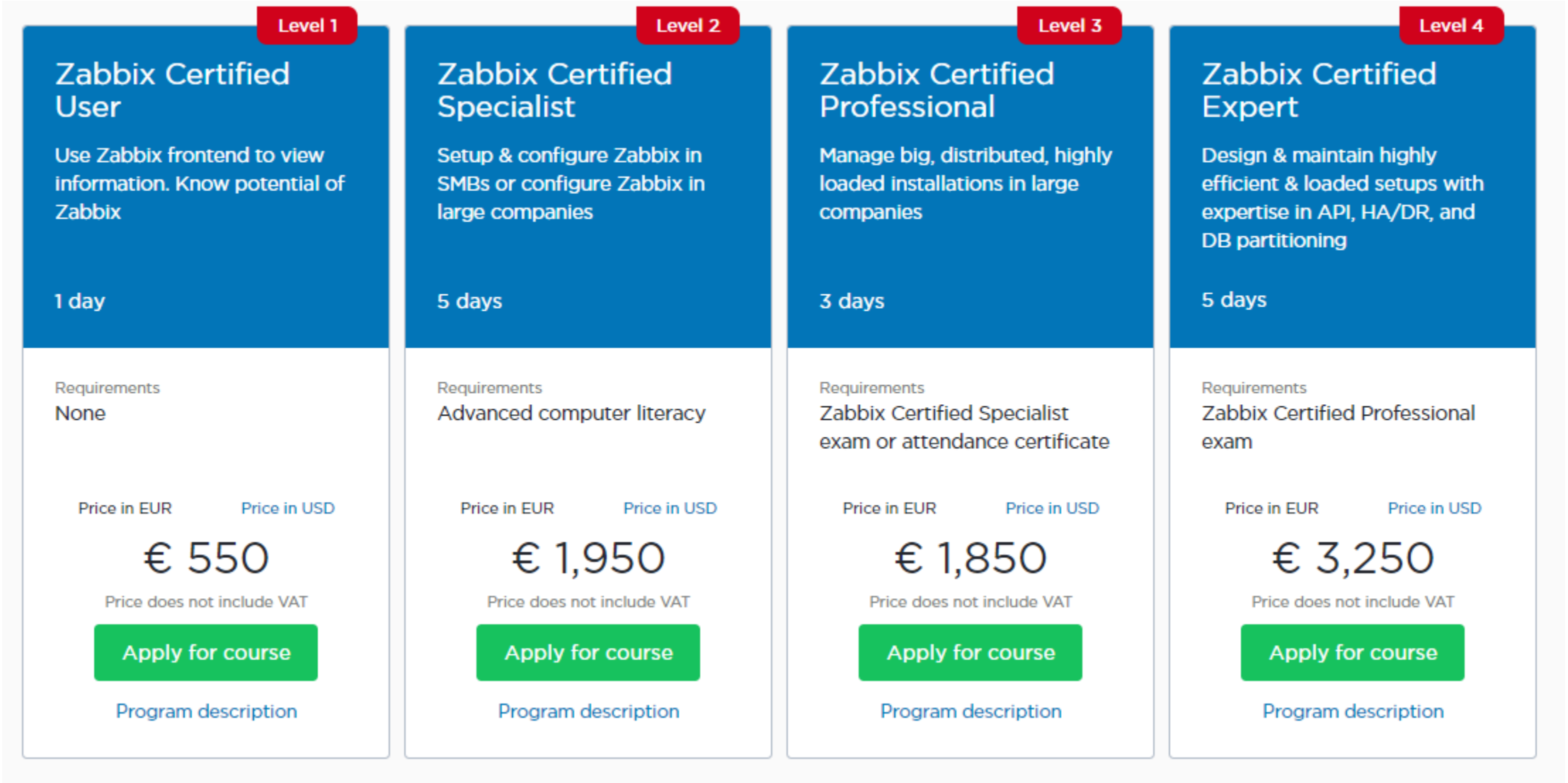
Training schedule

ATTEND ZABBIX TRAINING COURSES!

Apply now



ZABBIX TRAINING



If you are certain of your knowledge, **ZCU**, **ZCS** and **ZCP** exams can be purchased separately. More info: zabbix.com/training

ZABBIX EXTRA TRAINING

Automation and Integration with Zabbix API

The course is designed to provide a detailed and in-depth study of Zabbix API functionality - like import host groups, generate reports, or integrate with other systems.

1 day

Requirements
No requirements

Price in EUR Price in USD

€ 490

Price does not include VAT

Apply for course

Program description

Advanced Zabbix Data Pre-processing

The course will cover how to extract and transform information from different sources using Zabbix built-in functionality - without using external tools or scripts.

1 day

Requirements
No requirements

Price in EUR Price in USD

€ 490

Price does not include VAT

Apply for course

Program description

Advanced Zabbix Security Administration

The course will cover how to protect Zabbix internal communications and secure sensitive information like user credentials or encryption keys.

1 day

Requirements
No requirements

Price in EUR Price in USD

€ 490

Price does not include VAT

Apply for course

Program description

Advanced Problem and Anomaly Detection with Zabbix

The course is fully dedicated to problem detection, from creating simple triggers to using new long-term analytics functions.

1 day

Requirements
No requirements

Price in EUR Price in USD

€ 490

Price does not include VAT

Apply for course

Program description

EXPLORE
ZABBIX EVENTS

Explore all events

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ZABBIX YOUTUBE CHANNEL

Zabbix Series

Zabbix Handy tips

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- Zabbix has more than 200 partners all around the world

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