Smart Assurance UI Web Portal Guide

VMware Smart Assurance 10.0

vmware®

You can find the most up-to-date technical documentation on the VMware website at:

https://docs.vmware.com/

If you have comments about this documentation, submit your feedback to

docfeedback@vmware.com

VMware, Inc.
3401 Hillview Ave.
Palo Alto, CA 94304
www.vmware.com

Copyright © 2019 VMware, Inc. All rights reserved. Copyright and trademark information.

Contents

Preface 4

1 Web Portal 5

2 Single Sign-On Authentication for Smart Assurance UI 6

3 Notification Console 7

4 Service Assurance functions 8

Notification severity 8

Notification Meta-Classes 9

Notification Page Size 9

Add Notification View 9

Responding to Notifications 11

Display Mode 14

Refreshing Console 14

Customize View 14

Delete View 14

Preface

Purpose

The purpose of this guide is to provide information about the Smart Assurance Web Portal and the way to use it. This guide includes all necessary information for any user of Smart Assurance. This guide provides instructions for using the VMware Smart Assurance Notification Module application within a Smart environment to process external events.

Intended Audience

This guide is intended for users of VMware Smart Assurance products with domain knowledge of how an event is to be processed and filtered. This guide is intended for any user who needs to manage and import external events into VMware Smart Service Assurance Manager products.

VMware Technical Publications Glossary

VMware Technical Publications provides a glossary of terms that might be unfamiliar to you. For definitions of terms as they are used in VMware technical documentation, go to http://www.vmware.com/support/pubs.

Web Portal

1

The Smart Assurance Web Portal is a versatile tool for monitoring and reporting performance data for all aspects of your infrastructure. Web Portal has modules that collect, aggregate and insert data into one or more databases that the Web Portal uses to display reports.

Single Sign-On Authentication for Smart Assurance UI

2

To view notifications in Service Assurance UI, you must log in to the VMware Smart Assurance Web Portal UI.

Follow these steps to log in into the VMware Smart Assurance Web Portal UI:

Procedure

1. Log in to the VMware Smart Assurance server.

   For example,

   https://vmwbgc244.eng.vmware.com/#/login

2. Choose **vidm**.
3. Click **Redirect**.
4. Enter your **Username** and **Password** to sign in.

   If you do not have the Credentials, contact support center at support.vmware.com

5. Click **Sign in**, to navigate to **Notification Console**.

Notification Console

3

The Notification Console provides a view of a set of notifications, which is defined by the user profile associated with the user. The notification information can include, for example, the type of event, the element that is affected, and the severity of the event.

In a single console you can create up to 3 views, each customized to display different events, or show multiple lists in a single console, as needed.

Operations personnel can also potentially access the details of the event using the Notification Properties details tab. The Notification Properties dialog box provides detailed information about a selected notification. The properties include, for example, attributes and values related to this event, elements that are impacted by this event, an audit log of changes in this event's history, or (if this event is a root-cause problem) other events used in the analysis.

The viewable attributes of the displayed events in the Notification Log view (for example, event severity, active event, or first notify) can be customized to meet the needs or preferences of operations personnel. The order in which the attributes are displayed can also be modified. Operations personnel can sort on any number of attributes (whether the attribute column is visible or not) by specifying multiple columns.

The notifications listed in the Notification Log view are color-coded in accordance with the severity of the events. An icon is also used as another indicator of an event's severity.

Service Assurance functions

4

The following section describes many of the functions that are integral to the VMware Smarts Assurance UI.

This chapter includes the following topics:

- Notification severity
- Notification Meta-Classes
- Notification Page Size
- Add Notification View
- Responding to Notifications
- Display Mode
- Refreshing Console
- Customize View
- Delete View

Notification severity

The VMware Smart Assurance UI classifies notifications according to their calculated severity.

The notifications listed in the Notification Console are color-coded in accordance with the severity of the events. Icons are also used in the notification log to identify severity.

Table 4-1. Severity Description of the Notifications

Level	Icon	Color	Description
1		Red	Critical — Identifies a specific failure that requires resolution.
2		Orange	Major — Identifies a serious condition that requires immediate attention
3		Yellow	Minor — Identifies an abnormal condition that is not serious but requires some action.

Table 4-1. Severity Description of the Notifications (Continued)

Level	Icon	Color	Description
4		Blue	Unknown — Identifies an unknown, unreachable, disconnected, or suspended condition.
5		Green	Normal — The element is in its normal state.

Notification Meta-Classes

Meta-Classes of VMware Smart Assurance UI segregates notifications into various segments.

You can select one or more options from the Meta-Classes dropdown menu in order to get the specific Notifications. If any specific option is not selected in the Meta-Classes, the Smart Assurance Tool displays all the Notifications.

The Meta-Classes are classified as:

- Physical Infra
- Virtual Infra
- Services
- Meta Objects

Notification Page Size

VMware Smart Assurance UI facilitates with the opportunities to select the counts of the notification in the **Log View** page. According to the page size the notifications are displayed in the **Log View** page. Available Page Size options are: 10, 14, 25, 50, 75, 100.

Add Notification View

Smart Assurance UI **Log View** provides an opportunity to create your own notification log view. In **ADD VIEW**, multiple **Columns**, **Filters**, and **Sort Orders** are available and can be selected in order to get a specific notification view.

Procedure

1. Click **ADD VIEW**.

   Add Notification View modal box appears

2. Enter **Log Name**.
3. Enter the **Description**.

   You can add columns, apply filters and can sort the notification orders.

Adding Columns

You can add the column(s) to the notification view to arrange the preferred columns for the notifications.

Procedure

1. Expand **Columns**.
2. Select or drag the required columns from **Available Columns** into the **Selected Columns** box.
3. Click **OK**.

Applying Filter

Filters are available to find out the specific notifications. Filter matches the required conditions and specific notifications.

Procedure

1. Expand **Filters**.
2. Select the **Columns** category from **Column** dropdown.
3. Choose **match** or **pattern** from the **Expression** category dropdown.
   - Match: It provides the exact value that matches with the input.
   - Pattern: It provides the details value that contains the input character.
4. Provide **Value**.
   - For some specific boolean columns, choose **Yes** or **No** from the dropdown.
   - For selected integer or string column, provide the exact value as input.
5. Click **OK**.
6. Click **Clear Filter**.

   The applied filter clears and notifications returns to default view.

Sorting Order

Sort Orders option is also available in this Smart Assurance UI. You can sort the notifications in the **Ascending** or **Descending** orders as per the requirements.

Procedure

1. Expand **Sort Orders**.
2. Select the available option from the **First Sort by** dropdown.
3. Select the order from the **Order** dropdown.
4. Click **OK**.

5 Click **Clear Sort**.

   Clears the sorting orders for the notifications and returns to default.

Responding to Notifications

There are various options to deal with the **Notifications**. You can manage the notifications manually as per the requirements. Once you select one or multiple notifications, then the tool enables the options to deal with Notifications, otherwise by default the options are in grayed out state.

The available options, if one or multiple Notifications are selected:

- View Details
- Acknowledge
- Unacknowledge
- Take Ownership
- Release Ownership
- Server Tools
- Launch Context
- Clear All

View Details

View Details tab displays object's history, causes, caused by and their corresponding values relevant to the Notification.

Procedure

1 Select **Notification**.

2 Click **View Details**.

   Notification Detail window appears, with **Notification**, **Details** and **Audit log** tabs.

   In the **Notification** tab there are four options available.

   a **Notification**: In the Notification tab there are four options available:

      1 **History**: Displays the previous records and the occurrence of notification during a time period.

      2 **Selected**: Displays selected notification.

      3 **Caused By**: Displays the events that are causing the selected notification. It also displays the objects where the events occur.

      4 **Causes**: Selected notification shows the impact.

   b **Details**: Provides the detailed report about the Notifications.

c **Audit Log**: The Audit Log tab displays the audit trail for the selected notification.

Acknowledge

User usually addresses the notifications based upon their severity and perform exploratory or corrective actions. User can **Acknowledge** the notification if they have completed some corrective action for it or determined that it can be disregarded.

Procedure

1 Select the Notification.

2 Click **Acknowledge**.

Note If the acknowledgement is successful it will popup a message as **success**. If the acknowledgement is not successful it will display a popup as **failed**. For failure perform the steps again to acknowledge the notification.

Unacknowledge

If user decides that certain acknowledged notification requires additional attention, then user can reset acknowledgement to unacknowledgement.

Procedure

1 Select the Acknowledged Notification.

2 Click **Unacknowledge**.

Take Ownership

User can **Take Ownership** of the Notification to inform that user is working on a notification.

Procedure

1 Select notification.

2 Click **Take Ownership.**

Release Ownership

User can release the ownership if no longer working on a notification by **Release Ownership**.

Procedure

1 Select notification.

2 Click **Release Ownership**.

Server Tools

Server Tools are executed by the Global Manager and are available to any console that attaches to the Global Manager. Server Tool is a program that you can invoke in response to a notification or for a topology element. Such an action might be to ping or to Telnet to the affected system or to open a trouble ticket for a specific notification. You can configure tools for server or client execution. For example, opening trouble ticket, ping or telnet the interface. Below two are the examples:

Procedure

1. Sample – Open Trouble Ticket: **Sample – Open Trouble Ticket** directs to open a ticket with the resolver team.
   a. Click Notification.
   b. Click **Server Tools** Option.
   c. Click **Sample – Open Trouble Ticket**.
2. Sample – Ping-Interface: **Sample – Ping-Interface** initiates ping for the respective host interface or device.
   a. Click Notification
   b. Click **Server Tools** Option.
   c. Click **Sample – Ping-Interface**.

Launch Context

Server side and client side must be able to **Launch Context** for any notifications.

1. Tools that are locally installed on the client system must be able to open a new tab to launch the context for the specific Notifications.

   Note Subject of course to the security limitations of the browser and operating system.

2. Tools that are installed on the server systems must be able a new tab to launch the context for the specific Notifications.

Clear All

Clear All helps to unselect the selected notifications irrespective of multiple pages.

Procedure

1. Click Notification.
2. Click **Clear All**.

Display Mode

Smart Assurance Tool facilitates display mode into Dark and Light Mode according to the viewers comfort. To change the display mode, do one of the following:

- Click **Light** icon to change the display to light mode.
- Click **Dark** icon if wish to change the display to dark mode.

Refreshing Console

You can refresh the **Default Log View** after an interval to get the latest Notifications. Click **Refresh** icon to refresh the console manually.

Customize View

To make it easier to examine the notifications of your console(s), you can rearrange or customize the notification view (for example, selection of **Columns**, using of **Filters** and changing the **Sort Orders**).

Procedure

1. Click the pen icon **Customize View** Option.

   Customize Notification View window appears.
2. Type **Log Name** and **Description** on the **Customize Notification View** dialogue box.
3. Click **Columns** to get the **Available** and **Selected Columns**.
4. Click **Available Columns** or drag them into the **Selected Column**s to get the required columns in the notification view.
5. Provide the **Column, Match** and **Value** details in the Filter option to get specific Notifications.
6. Select the **Column** and **Ascending or Descending** Orders to arrange the Notifications view in the **Sort Orders** option.
7. Click **Update**.

Delete View

User can create a Customize View to delete one or multiple notification from the console. **Delete view** activates if user creates own Customize View.

Procedure

1. Select Notification.

   Note Select notification that is customized by user.
2. Click **Delete View.**