Action Launchpad

Action Launchpad for Service Desk activities

WÜRTHPHOENIX

Simple as a click

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The benefits:

- Service Desk operators can execute **predefined commands** directly **from Web interface**

- Problems resolution directly by the **first level support**

- **No specific technical knowledge on the systems** is required

- Possibility to **schedule jobs**

- No risk of executing wrong commands

Use Case 1: Printer check

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User

Service Desk

The printer does not work

Request of assistance

Problem analysis and resolution:

- Printer status check
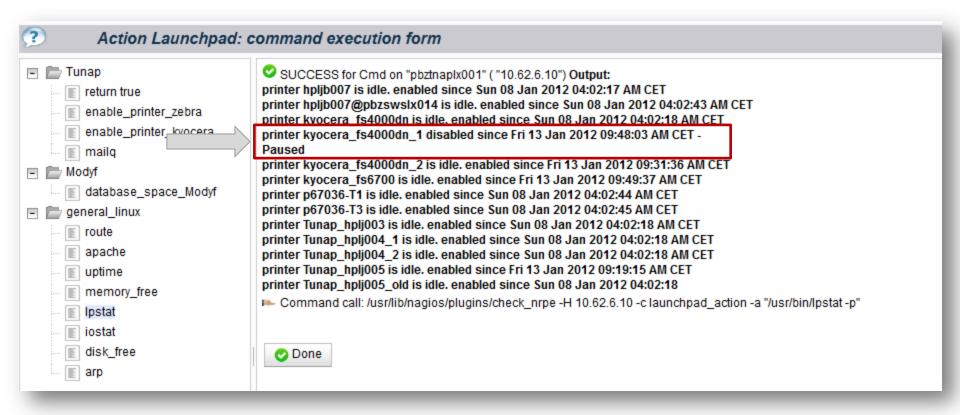- Printer reactivation

The printer is reactivated

Execution of the command to check the printer status

Execution result

Action Launchpad: command execution form

Tunap
- return true
- enable_printer_zebra
- enable_printer_kyocera
- mailq

Modyf
- database_space_Modyf

general_linux
- route
- apache
- uptime
- memory_free
- lpstat
- iostat
- disk_free
- arp

SUCCESS for Cmd on "pbztnaplx001" ("10.62.6.10") **Output:**
printer hpljb007 is idle. enabled since Sun 08 Jan 2012 04:02:17 AM CET
printer hpljb007@pbzswslx014 is idle. enabled since Sun 08 Jan 2012 04:02:43 AM CET
printer kyocera_fs4000dn is idle. enabled since Sun 08 Jan 2012 04:02:18 AM CET
printer kyocera_fs4000dn_1 disabled since Fri 13 Jan 2012 09:48:03 AM CET - Paused
printer kyocera_fs4000dn_2 is idle. enabled since Fri 13 Jan 2012 09:31:36 AM CET
printer kyocera_fs6700 is idle. enabled since Fri 13 Jan 2012 09:49:37 AM CET
printer p67036-T1 is idle. enabled since Sun 08 Jan 2012 04:02:44 AM CET
printer p67036-T3 is idle. enabled since Sun 08 Jan 2012 04:02:45 AM CET
printer Tunap_hplj003 is idle. enabled since Sun 08 Jan 2012 04:02:18 AM CET
printer Tunap_hplj004_1 is idle. enabled since Sun 08 Jan 2012 04:02:18 AM CET
printer Tunap_hplj004_2 is idle. enabled since Sun 08 Jan 2012 04:02:18 AM CET
printer Tunap_hplj005 is idle. enabled since Fri 13 Jan 2012 09:19:15 AM CET
printer Tunap_hplj005_old is idle. enabled since Sun 08 Jan 2012 04:02:18
Command call: /usr/lib/nagios/plugins/check_nrpe -H 10.62.6.10 -c launchpad_action -a "/usr/bin/lpstat -p"

Done

The printer is "Disabled"

Execute the command to reactivate the printer

The printer is enabled

Action Launchpad: command execution form

- Tunap
  - return true
  - enable_printer_zebra
  - enable_printer_kyocera
  - mailq
- Modyf
  - database_space_Modyf
- general_linux
  - route
  - apache
  - uptime
  - memory_free
  - lpstat
  - iostat
  - disk_free
  - arp

SUCCESS for Cmd on "pbzlxvmmdyf" ("10.62.6.3") **Output:**
printer Kyocera is idle. enabled since Tue 10 Jan 2012 10:05:17 AM CET
Command call: /usr/lib/nagios/plugins/check_nrpe -H 10.62.6.3 -c launchpad_action -a "/usr/bin/lpstat -p"

Done

Check the status of the printer

The printer is enabled

Action Launchpad: command execution form

- Tunap
  - return true
  - enable_printer_zebra
  - enable_printer_kyocera
  - mailq
- Modyf
  - database_space_Modyf
- general_linux
  - route
  - apache
  - uptime
  - memory_free
  - lpstat
  - iostat
  - disk_free
  - arp

✔ SUCCESS for Cmd on "pbztnaplx001" ("10.62.6.10") **Output:**
printer hpljb007 is idle. enabled since Sun 08 Jan 2012 04:02:17 AM CET
printer hpljb007@pbzswslx014 is idle. enabled since Sun 08 Jan 2012 04:02:43 AM CET
printer kyocera_fs4000dn is idle. enabled since Sun 08 Jan 2012 04:02:18 AM CET
printer kyocera_fs4000dn_1 is idle. enabled since Fri 13 Jan 2012 09:54:20 AM CET
printer kyocera_fs4000dn_2 now printing kyocera_fs4000dn_2-1042229. enabled since Fri 13 Jan 2012 09:54:20 AM CET
Sending print file, 8192 bytes...
printer kyocera_fs6700 is idle. enabled since Fri 13 Jan 2012 09:53:23 AM CET
printer p67036-T1 is idle. enabled since Sun 08 Jan 2012 04:02:44 AM CET
printer p67036-T3 is idle. enabled since Sun 08 Jan 2012 04:02:45 AM CET
printer Tunap_hplj003 is idle. enabled since Sun 08 Jan 2012 04:02:18 AM CET
printer Tunap_hplj004_1 is idle. enabled since Sun 08 Jan 2012 04:02:18 AM CET
printer Tunap_hplj004_2 is idle. enabled since Sun 08 Jan 2012 04:02:18 AM CET
printer Tunap_hplj005 is idle. enabled since Fri 13 Jan 2012 09:19:15 AM CET
printer
☛ Command call: /usr/lib/nagios/plugins/check_nrpe -H 10.62.6.10 -c launchpad_action -a "/usr/bin/lpstat -p"

✔ Done

Use Case 2: Check Apache

User

Service Desk

Problems on Web
Application
performance

Request of
assistance

Problem analysis and
resolution:

- Check the status of
  Apache
- Check the Apache
  active connections
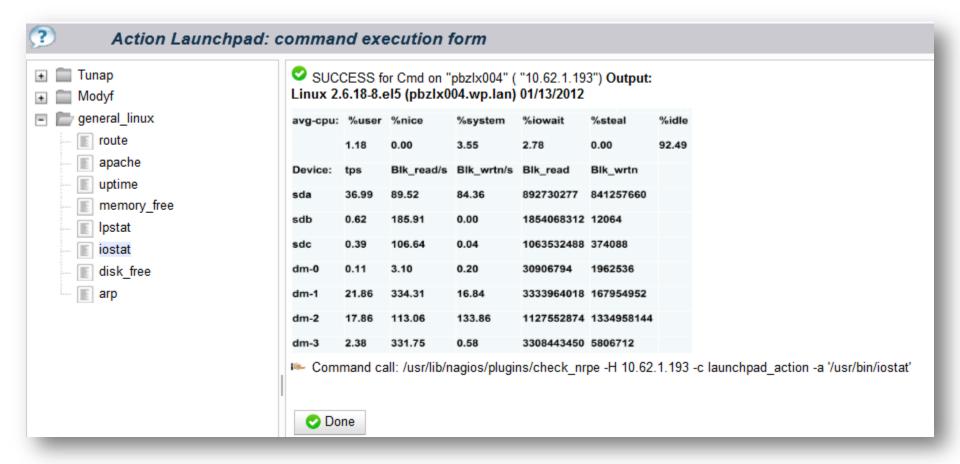
Recover the Web
Application

Execute the command to check the Apache status

View the result of the execution

Action Launchpad: command execution form

- Tunap
- Modyf
- general_linux
  - route
  - apache
  - uptime
  - memory_free
  - lpstat
  - iostat
  - disk_free
  - arp

✔ SUCCESS for Cmd on "pbzlx004" ("10.62.1.193") Output:
Linux 2.6.18-8.el5 (pbzlx004.wp.lan) 01/13/2012

avg-cpu:	%user	%nice	%system	%iowait	%steal	%idle
	1.18	0.00	3.55	2.78	0.00	92.49

Device:	tps	Blk_read/s	Blk_wrtn/s	Blk_read	Blk_wrtn
sda	36.99	89.52	84.36	892730277	841257660
sdb	0.62	185.91	0.00	1854068312	12064
sdc	0.39	106.64	0.04	1063532488	374088
dm-0	0.11	3.10	0.20	30906794	1962536
dm-1	21.86	334.31	16.84	3333964018	167954952
dm-2	17.86	113.06	133.86	1127552874	1334958144
dm-3	2.38	331.75	0.58	3308443450	5806712

☛ Command call: /usr/lib/nagios/plugins/check_nrpe -H 10.62.1.193 -c launchpad_action -a '/usr/bin/iostat'

✔ Done

Check the Apache memory status

View the results

Execute the command to check the Apache active connections

View the results

Action Launchpad: command execution form

Tunap
- return true
- enable_printer_zebra
- enable_printer_kyocera
- mailq

Modyf
- database_space_Modyf

general_linux
- route
- apache
- uptime
- memory_free
- lpstat
- iostat
- disk_free
- arp

SUCCESS for Cmd on "pbzlx004" ("10.62.1.193") Output:

22

Command call: /usr/lib/nagios/plugins/check_nrpe -H 10.62.1.193 -c launchpad_action -a '/bin/ps -ef |grep http | wc -l'

Done

22 active connections

Use Case 3: Cron configuration

User management

Permission management

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Interested
in knowing more?

Just talk with us!

Contact us
neteye@wuerth-phoenix.com

... more than
software