

Action Launchpad



... more than
software

Action Launchpad for Service Desk activities

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

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

Action Launchpad: command execution form

Name: lpstat
Description: status of printers

Custom Command call:

NRPE exec user:

Search hosts:

Selectable Hosts

- pbzlxvmmdyf (10.62.6.3)

Selected Hosts for Command Execution

- pbztnaplx001 (10.62.6.10)

Left Panel (Tree View):

- 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

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

Output:

```
printer hp1jb007 is idle. enabled since Sun 08 Jan 2012 04:02:17 AM CET
printer hp1jb007@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

Action Launchpad: command execution form

enable_printer_kyocera

Name: enable_printer_kyocera
Description: enable silvestryx kyocera printer
Custom Command call: /usr/bin/sudo /usr/bin/cupsenable "kyocera_fs4000dn_1"
NRPE exec user:
Search hosts:
Selectable Hosts:
Selected Hosts for Command Execution: pbztnaplx001 (10.62.6.10)

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

Action Launchpad: command execution form

Name: lpstat
Description: status of printers

Custom Command call:

NRPE exec user:

Search hosts:

Selectable Hosts

- pbzlxvmmdyf (10.62.6.3)

Selected Hosts for Command Execution

- pbztnaplx001 (10.62.6.10)

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

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

Action Launchpad: command execution form

Left Panel (File Tree):

- Tunap
- Modyf
- general_linux
 - route
 - apache
 - uptime
 - memory_free
 - lstat
 - iostat**
 - disk_free
 - arp

Main Form Fields:

- Name: iostat
- Description: iostat
- Custom Command call:
- NRPE exec user:
- Search hosts:

Selectable Hosts:

- APC (10.62.5.19)
- DemoLinuxRedHat (10.62.7.196)
- MsgConsole (127.0.0.1)
- NBX-3com (10.62.31.200)
- Nbox (10.62.5.251)
- Trap_from_net (localhost)
- UPS (10.62.5.20)
- business_processes (XX.XX.XX.XX # dummy IP)
- business_processes_detail (XX.XX.XX.XX # dumn
- cis_dummy_switch (172.30.62.254)
- cn-sh-phoenix-fw1 (10.62.120.254)
- cvsbolzano (10.62.7.212)

Selected Hosts for Command Execution:

- pbzlx004 (10.62.1.193)**

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

Action Launchpad: command execution form

Left Panel (Tree View):

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

Main Form Fields:

- Name: memory_free
- Description: memory_free
- Custom Command call:
- NRPE exec user:
- Search hosts:

Selectable Hosts:

- APC (10.62.5.19)
- DemoLinuxRedHat (10.62.7.196)
- MsgConsole (127.0.0.1)
- NBX-3com (10.62.31.200)
- Nbox (10.62.5.251)
- Trap_from_net (localhost)
- UPS (10.62.5.20)
- business_processes (XX.XX.XX.XX # dummy IP)
- business_processes_detail (XX.XX.XX.XX # dumn
- cis_dummy_switch (172.30.62.254)
- cn-sh-phoenix-fw1 (10.62.120.254)
- cvsbolzano (10.62.7.212)

Selected Hosts for Command Execution:

- pbzix004 (10.62.1.193)**

View the results

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:

	total	used	free	shared	buffers	cached
Mem:	3107928	2965180	142748	0	146796	2547088
-/+ buffers/cache:	271296	2836632				
Swap:	2096440	96	2096344			

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

✓ Done

Execute the command to check the Apache active connections

Action Launchpad: command execution form

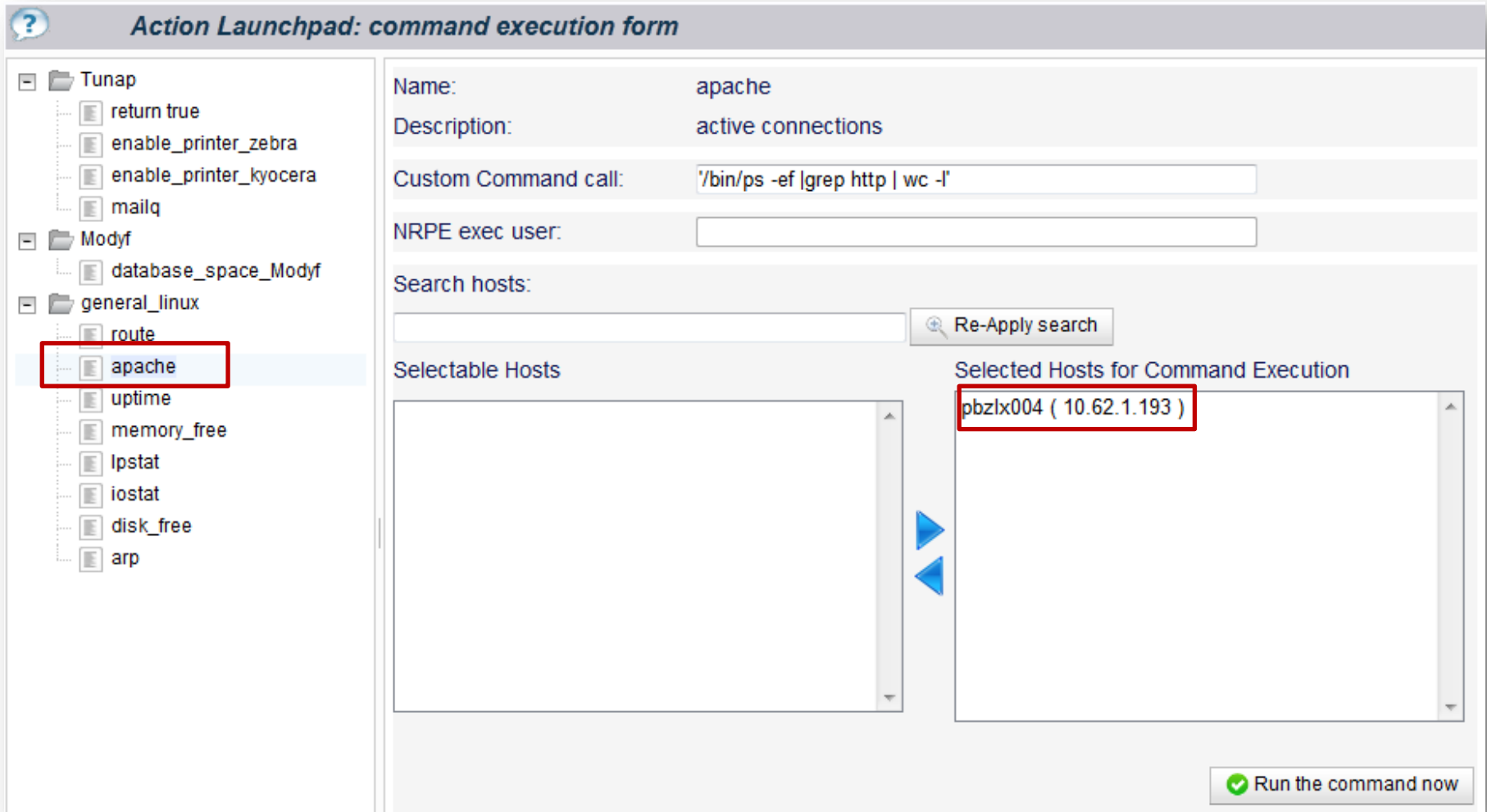
Name: apache
Description: active connections

Custom Command call:

NRPE exec user:

Search hosts:

Selectable Hosts | **Selected Hosts for Command Execution**



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

Command Job execution scheduling management console

riabilitazione stampanti

Edit job Scheduling definition: riabilitazione stampanti

Job name: riabilitazione stampanti

Comments:

Command Call: enable_printer_zebra (enable silvestryx zebra printer)

Job scheduling settings (concatenating conditions)

Scheduling Instruction: Date/Month expressions Weekday selections

Cronjob execution day: 1-31

Cronjob execution month: 1-12

Cronjob execution day of week: Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Call hour (0 - 23): 23

Call minute (0 - 59): 30

Send message before start: Enabled

Message severity: Information

Subject: ripartenza stampanti

Message Txt: starting

Send message on Complete: Enabled

Message severity: Information

Subject: stampanti ripartite ok

Message Txt: ok

Send message on Failure: Enabled

User management



Select configuration interface: Action Launchpad

Commands | Command Groups | Job Scheduling | Log View | User Mgmt. **Action Launchpad 1.1.0 RC 1**

Syslog user permission and rights management console

Prot	Name	Permission
	demo	Account disabled
	guest	Super Administrator
	pb00002	Administrator
	pb00011	Administrator
	pb00074	Administrator
	pb00086	Administrator
	pb00162	Super Administrator
	pb00168	Account disabled
	pb00171	Account disabled
	pr00006	Administrator
	pr00088	Administrator
	root	Super Administrator
	cis_admins	Account disabled
	glpi	Account disabled
	jug	Account disabled
	limited	Account disabled
	mmoehring	Account disabled
	...	Account

Edit user account: pb00011

Normal user account

User name:

Comments:

E-Mail:

User access level:

- Account disabled
- Button Execution on Nagios owned hosts
- Custom Command Execution on Nagios owned hosts
- Button Execution on all command enabled hosts
- Custom Command Execution on all command enabled hosts
- Administrator**
- Super Administrator

Update user account

Permission management

Select configuration interface: Action Launchpad

Commands Command Groups Job Scheduling Log View User Mgmt **Action Launchpad** 1.1.0 RC 1

Syslog user permission and rights management console

Prot	Name	Permission
demo	demo	Account disabled
guest	guest	Super Administrator
pb00002	pb00002	Administrator
pb00011	pb00011	Administrator
pb00074	pb00074	Administrator
pb00088	pb00088	Administrator
pb00162	pb00162	Super Administrator
pb00168	pb00168	Account disabled
pb00171	pb00171	Account disabled
pr00006	pr00006	Administrator
pr00088	pr00088	Administrator
root	root	Super Administrator
cis_admins	cis_admins	Account disabled
glpi	glpi	Account disabled
jug	jug	Account disabled
limited	limited	Account disabled
mmoehring	mmoehring	Account disabled
netus	netus	Account

Command Groups assignment form for user: "pb00011"

Assigned Command Groups: general_linux (6), Modyf (6), Tunap (6)

Available Command Groups: [Empty]

Apply permission assignments

WÜRTHPHOENIX NetEye



Interested
in knowing more?

Just talk with us!



Contact us

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