Agenda

1. FireScope Introduction and Overview
2. Logging in to FireScope and Changing Dashboard Views
3. Global Filtering Capabilities and Common Examples
4. Viewing Configuration Items
5. Viewing CI’s Latest Data
6. Viewing Recent Events
7. Viewing Cherwell Incidents in FireScope
8. Incidents Flow Overview and Severity Levels
What is FireScope?

Firescope Stratis is a SaaS based monitoring platform which collects performance data from multiple sources (SNMP, Infoblox, VMware, AWS) and then normalizes the data to use for event definition, notification and visualization.
FireScope – Defined Definitions

**Configuration Items (CI)** are the assets (e.g. servers, routers, VMs, applications) on your network that FireScope Stratis will be monitoring. Each CI can be connected with FireScope Stratis using an optional agent or through SNMP, Syslog, or other communication methods.

**Attribute** is a specific metric or log you wish to collect data for—such as CPU load average or response time—and is associated with a Configuration Item (CI). An Attribute can refer to a metric obtained via any of FireScope Stratis' data collection methods.

**Event Definitions** are used to define constraints on attributes and provide notifications or execute remote commands when these constraints are exceeded. Events can be grouped into Aggregate Event Definitions (associated with Logical Groups) and then into Policies (associated with Service Groups) to formulate SLAs.

**Blueprints** are pre-configured CIs of a specific type—such as Windows Server or Cisco 2600—and include a list of commonly used Attributes, Event Definitions, and Visual Controls. You can associate more than one Blueprint with a CI.
Agent Communication Information

- Agent listens on port 8042 for messages from the Edge device.
- Edge device listens on port 8043 for messages from the Agent.
- Agent Manager listens on port 8044 for messages from the Edge device.
Logging in to FireScope and Changing Dashboard Views

1. Navigate to FireScope URL and the Account Name will be pre-populated and the check box will be checked as well

2. Click Enter

3. Screen will redirect you to the SSO page where you will enter your vunet credentials
New User Logging in to FireScope

New users logging in to FireScope for the first time will by default see their Private Dashboard Page.

1. Click the Cancel button on the pop-up that says Dashboard Builder.
Changing Views of Dashboards

To change your default view from your Private Dashboard Page:

1. Navigate to the Viewing drop-down where it should be listed as Private Pages
2. Select Public Pages and the page should refresh where you have access to view all Public Pages
Global Filtering Capabilities and Common Examples
When working in FireScope users have different filtering capabilities on most pages. Users can filter by the following:

- Service Group
- Logical Group
- CI
Viewing Configuration Items
Navigation to View List of CIs

1. Navigate to the Main Menu and hover your mouse over Configuration
2. Under the sub menu CIs (top left) click CI
The Configuration Items page lists CIs and top-level information about each CI.
Viewing CI’s Latest Data
Navigation to View Cl’s Latest Data

1. Navigate to the Main Menu and hover your mouse over Analysis

2. Under the sub menu CI Analysis click Latest Data
The Latest Data page displays all the Attributes being collected for an individual CI and relevant information about each collection.
View Historical Data for Attribute

The Latest Data page also provides the user ability to look at historical data and exact value during each interval.

1. Pick an Attribute and on the far right you will click the timer icon.
2. Select the time period you would like to view the data for.
3. A pop-up window will appear with a view of historical data.
Viewing Recent Events
Navigation to View Recent Events

1. Navigate to the Main Menu and hover your mouse over Service Management
2. Under the sub menu Events click Recent Events
Recent Events Overview

You can view Recent Events in FireScope that have generated an incident into Cherwell to check the Status of the incident.

Note: Not all Events that are triggered in FireScope will generate incidents in Cherwell. Events must meet a filter criteria setup in the Notifications to Cherwell in order to produce an incident in Cherwell.
## Recent Events: Column Definitions

<table>
<thead>
<tr>
<th>Description</th>
<th>Severity</th>
<th>Status</th>
<th>Attribute Collection</th>
<th>Last Value For Collected Attribute</th>
<th>Time the Event Triggered and the Attribute Breached Threshold</th>
<th>Amount of Time the Event Has Breached the Event Definition Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description for the Event (FAILED, OK, MAINTENANCE, and UNKNOWN)</td>
<td>Indicates the Event Severity in FireScope</td>
<td>Status of the Event</td>
<td>Attribute Collection the Event is For</td>
<td>Last Value For Collected Attribute</td>
<td>Time the Event Triggered and the Attribute Breached Threshold</td>
<td>Amount of Time the Event Has Breached the Event Definition Threshold</td>
</tr>
</tbody>
</table>
Event State Colors

Every Event is categorized into one of three states—failed, OK, or unknown. Each Event State is represented by a color:

- **Red** - The Event has failed (i.e., the condition defined for the Event Definition, Aggregate Event Definition, or Policy has been met)

- **Green** - The Event has returned to an OK state. The text is also displayed with strikethrough formatting to provide an additional visual indicator and distinguish between the failed and OK states

- **Grey** - The Event is in an unknown state. Some reasons are:
  - The FireScope appliance cannot communicate with the FireScope Agent.
  - An Event Definition, Aggregate Event Definition, or Policy has been modified. The Event State changes to unknown to signify the recent change, because FireScope Stratis has not yet received data (because it hasn't reached the Attribute polling period or no data has been returned) to validate an accurate on/off state.

- **Blue** - Maintenance Window reflects the beginning and ending of a related maintenance period

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*Event Severity is represented with its own, user-defined color, not to be confused with the Event State. Severity color is not determined by State, rather the Severity of the Event if it has failed*
View Last 10 Events

Clicking on an Event will display a drop-down that lists the last 10 Events for the same Event Definition with the Time and Value for each Event.
Check Information About Incidents

View updated information in the Cherwell ticket that is related to the event in FireScope
Users also have the ability to filter Recent Events by additional parameters to the Service Group, Logical Group, and CI:

- Severity of the Event
- Status of the Event
- Description of the Event
Filter Recent Events: Example 1

Example 1: Filter Recent Events by WINDOWS APPLICATIONS – Prod Logical Group, only Event Status FAIL and no minimum Severity (all Events)
Example 2: Filter Recent Events for all Service Groups, Logical Groups, and CIs, only Event Status FAIL and no minimum Severity (all Events) for a certain Description (ping)
Viewing Cherwell Incidents in FireScope
Navigation to View Incidents in Cherwell

1. Navigate to the Main Menu and hover your mouse over Service Management
2. Under the sub menu Events click Incident Management
View of Cherwell Incident Summary Page
Incident Tracking Information

Events with the most number of incidents that have been generated in Cherwell over the last 7 days (option to select up to 90 days) will be displayed with important information about the Event.

A pie chart displaying count of incidents by Severity generated in Cherwell over the last 7 days (option to select up to 90 days) will also be on the page.
Incident Tracking Information

Display of Events that are currently in a Failed State and have associated Cherwell incidents
You can enter a Cherwell Incident ID on the Incident Summary Page to view more details about the Incident.
When a user searches for an Incident ID in FireScope, they will see a detailed page with information regarding the Incident.

Users can click links to open the ticket in Cherwell in Web Browser and in the Cherwell Desktop Client.
Searching Incident ID in FireScope

Users will also be able to see logging of the Incident and a Data Analysis graph that displays the Event.
Incidents Flow Overview and Severity Levels
Incidents Flow Overview
## Severity Levels

<table>
<thead>
<tr>
<th>FS Severity</th>
<th>FS Description</th>
<th>FS Severity Color</th>
<th>Cherwell Priority</th>
<th>xMatters Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>INFORMATION</td>
<td></td>
<td>4</td>
<td>NO</td>
</tr>
<tr>
<td>2</td>
<td>AVERAGE</td>
<td></td>
<td>4</td>
<td>NO</td>
</tr>
<tr>
<td>3</td>
<td>WARNING</td>
<td></td>
<td>3</td>
<td>NO</td>
</tr>
<tr>
<td>4</td>
<td>HIGH</td>
<td></td>
<td>2</td>
<td>YES</td>
</tr>
<tr>
<td>5</td>
<td>MAJOR</td>
<td></td>
<td>1</td>
<td>YES</td>
</tr>
</tbody>
</table>

Top 2 Severities (INFORMATION and AVERAGE) are not currently in use within FireScope
Additional Resources

Link to FireScope Agent Installs and Documentation:
https://vanderbilt.box.com/s/02ab4qlmp5x86zpnc54tctajbriw8myr

Link to FireScope Community Website:
https://community.firescope.com/
End of Presentation

Any Questions?