

An Event Connector Case Study: SolarWinds

Overview

The SolarWinds Connector delivers out-of-the-box integration between SolarWinds Orion NPM and RightITnow ECM. This enables consolidation, correlation and reduction of a high volume of events and alerts from SolarWinds Orion NPM alongside other sources of IT events, via RightITnow ECM's real-time event correlation technology. IT Operations and Service Desk staff gain from a streamlined processing of events and alerts that they can remediate quickly and effectively. In addition, they can seamlessly integrate their Operations console with the Service Desk, through a close-loop incident management process not available in Orion NPM.

How It Works

The SolarWinds Connector imports all events, alerts, topology and entity information into the RightITnow ECM repository using the SolarWinds Interface Service (SWIS). It is designed to work against multiple instances of Orion NPM. The information collected includes:

- ▶ SolarWinds proprietary identifiers like Node and Interface ID's
- ▶ Device identifiers like IP address, community string, MAC address etc.
- ▶ Device status information like up or down, managed or unmanaged
- ▶ Business context data like location, contact, service name etc.

RightITnow ECM's event correlation engine then reduces the number of SolarWinds events and alerts into meaningful and service impacting RightITnow alerts. The correlation operates not only against the flow of events and alerts from SolarWinds, but any infrastructure event captured by RightITnow ECM as well - enabling advanced cross-domain correlation.

Entity Name	Severity	Description	Count	Last Occurred	Owner	Connector
London NOC	Critical	Group London NOC is in a Warning state due to member status. Phys...	34	18/06/2019 03:00:10	Admin	sw1
192.168.12.95	Critical	Node 192.168.12.95's packet loss has risen above 40% to 50 %.	47	08/11/2011 18:08:54	Alan Rid	sw2
192.168.12.91	Critical	Node 192.168.12.91 has an average response time of 209 ms which f...	4	25/08/2011 11:32:26	Robert Baritum	sw1
192.168.12.91	Critical	Node 192.168.12.91 has an average response time of 219 ms which f...	2	20/05/2011 12:02:35	Robert Baritum	sw1
192.168.12.91	Critical	Node 192.168.12.91 has dropped its average response time from ab...	4	22/06/2011 11:34:20	Robert Baritum	sw1
sw3 instance	Major	<a target="_blank" href="http://www.solarwinds.com/documentatio...	290	23/03/2017 01:23:27	MFraser	sw3
sw3 instance	Major	NPM Service [SW3] Started	17	18/01/2017 10:47:00	MFraser	sw3
192.168.12.101	Minor	Node 192.168.12.101 has an average response time of 303 ms which...	10	24/08/2011 17:57:58	Alan Rid	sw2
192.168.12.100	Minor	Node 192.168.12.100's packet loss has dropped from above 40% to b...	172	17/02/2012 10:39:35	Anna McIntyre	sw1
192.168.12.105	Minor	Alert me when a node goes down	107	22/03/2012 16:37:32	Anna McIntyre	sw1
sw1 instance	Minor	NPM Service [SW1] Started	38	11/06/2019 03:00:10	Anna McIntyre	sw1
192.168.12.96	Warning	192.168.12.96 is responding again. Response time is 275 milliseconds	2	16/08/2011 08:38:29	Bob Smith	sw2
192.168.12.96	Warning	Node 192.168.12.96 has an average response time of 283 ms which f...	6	03/08/2011 16:00:22	Bob Smith	sw2
192.168.12.94	Warning	Alert me when a node goes down	56	07/11/2011 16:51:32	Bob Smith	sw2
192.168.12.98	Warning	Alert me when a node goes down	8	03/11/2011 18:50:53	David Trend	sw2
192.168.12.91	Warning	Node 192.168.12.91's packet loss has risen above 40% to 80 %.	17	07/11/2011 16:11:33	Abbas Abacha	sw1
Unknown	Warning	<a target="_blank" href="http://knowledgebase.solarwinds.com/kb/...	21	25/09/2012 15:31:48	Joe Pie	sw2
VSPHERE	Warning	Alert me when a node goes down	5	28/07/2014 08:43:06	Joe Pie	sw1
Unknown	Warning	Core Service [SW1] Started	40	14/08/2014 03:32:08	Julia Mannick	sw1
192.168.12.91	Warning	192.168.12.91 has stopped responding (Request Timed Out)	112	11/11/2011 09:08:54	Robert Baritum	sw1
192.168.12.91	Warning	Node 192.168.12.91 is Down.	112	11/11/2011 09:08:54	Robert Baritum	sw1
192.168.12.91	Warning	Node 192.168.12.91's packet loss has risen above 40% to 90 %.	40	02/11/2011 14:08:56	Robert Baritum	sw1
192.168.12.96	Warning	Node 192.168.12.96 has an average response time of 232 ms which f...	3	10/08/2011 12:50:22	Anna McIntyre	sw2
192.168.12.91	Warning	Node 192.168.12.91 has dropped its average response time from ab...	6	25/08/2011 08:37:59	Robert Baritum	sw1
192.168.12.91	Warning	Node 192.168.12.91's packet loss has risen above 40% to 100 %.	18	11/11/2011 09:08:54	Anna McIntyre	sw1

FIGURE 1: RightITnow ECM extracts alerts from multiple NPM instances, de-duplicates in real-time and enriches them with owner and service information.

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With RightITnow ECM and the SolarWinds Connector, IT operations staff can then plan and execute appropriate operational response to these alerts using multiple paths:

- ▶ IT Operations staff can use a RightITnow ECM alert to access relevant SolarWinds reports, enabling them to understand why the events were generated and provide a head-start to problem resolution
- ▶ Operators can use RightITnow ECM to re-poll an interface or device via Orion NPM in order to verify their current status
- ▶ Operators can escalate alert to the Service Desk. Recorded incidents are enriched by connections to underlying events and contextual performance reports within Orion NPM - facilitating problem investigation and resolution
- ▶ IT Operator acknowledged alerts in RightITnow ECM, are also automatically acknowledged in the SolarWinds Orion alert list

To maintain data and event integrity, the SolarWinds Connector continuously updates RightITnow ECM by periodically checking and updating changes from the various instances of SolarWinds Orion NPM.

Why Try the Connector?

The SolarWinds Connector provides granular, proactive monitoring of IT infrastructure combining SolarWinds event streams with other event sources like SNMP traps, Windows Event and Syslog messages, VMWare infrastructure, and other monitoring tools.

In addition, it makes it easy to:

- ▶ Perform early diagnosis and resolution of infrastructure issues
- ▶ Achieve higher uptime and service levels
- ▶ Have a streamlined and automated operations process

System Specifications

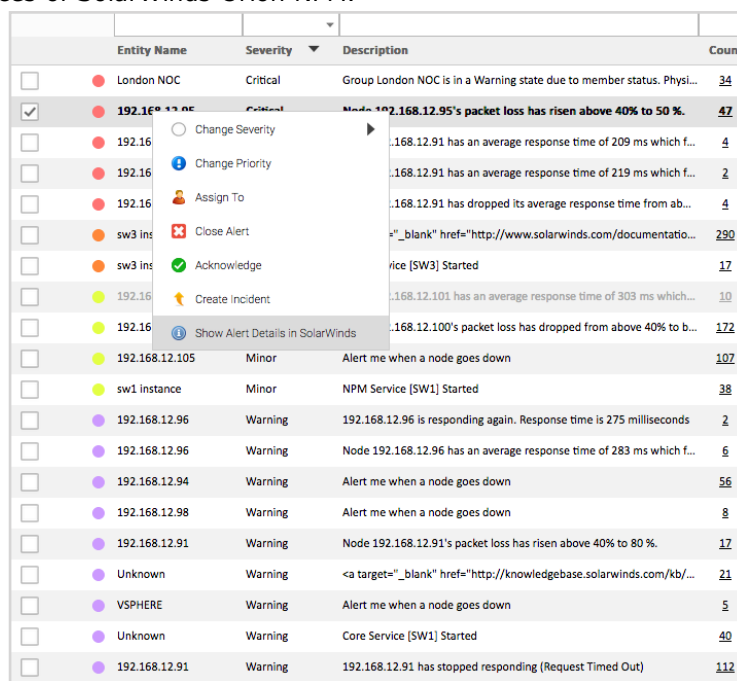
The SolarWinds Connector works with SolarWinds Orion NPM v10.0 or later.

About RightITnow

RightITnow delivers real-time, cross-domain event correlation software that enables enterprises to optimize IT Operations processes so they can drive down costs, resolve problems faster and assure end user services. It achieves this by automating the event to alert to incident life cycle and bridging the gap between IT Operations center and the Service Desk – driving higher productivity and effectiveness.

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Unknown	Warning	<a target="_blank" href="http://knowledgebase.solarwinds.com/kb/...	21
VSPHERE	Warning	Alert me when a node goes down	5
Unknown	Warning	Core Service [SW1] Started	40
192.168.12.91	Warning	Node 192.168.12.91 has stopped responding (Request Timed Out)	112

FIGURE 2: Every RightITnow alert provides direct contextual access to the SolarWinds console