Argus - Aggregated Alarm Console

Morten Brekkevold
NEMMO - 24.03.2021
Alerts, alerts, alerts!

- Uninett CNaaS will use NAV for monitoring
- NAV is not multi-tenant
- One installation per customer is needed
- Gets unwieldy pretty quickly...

1. NAV is an open source campus network monitoring tool with a 21 year long history in the Norwegian HE sector.
2. NAV is developed by Uninett.
3. Uninett already provides customers with network management services based on NAV.
NAV is an open source campus network monitoring tool with a 21 year long history in the Norwegian HE sector.

NAV is developed by Uninett. Uninett already provides customers with network management services based on NAV.

Uninett CNaaS will use NAV for monitoring. NAV is not multi-tenant. One installation per customer is needed. This gets unwieldy pretty quickly...
Idea 1: Re-use NAV

NAV
NAV
NAV
NAV
ZABBIX
ZABBIX
Nagios
NOC
Idea 2: Something new!
<table>
<thead>
<tr>
<th>Timestamp</th>
<th>Status</th>
<th>Source</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/24/2021, 07:55:05</td>
<td>Open</td>
<td>mobility-master.uninett.no</td>
<td>AP down: ap345-15:1e at Teknobyen</td>
</tr>
<tr>
<td>3/22/2021, 15:00:48</td>
<td>Open</td>
<td>lokalnav.uninett.no</td>
<td>box down teknobyen-5etq-sw2.uninett.no 158.38.129.52</td>
</tr>
<tr>
<td>3/9/2021, 17:35:14</td>
<td>Open</td>
<td>lokalnav.uninett.no</td>
<td>PSU not OK on cessda-gsw1.c.uninett.no (PEM 1)</td>
</tr>
<tr>
<td>8/3/2020, 15:12:56</td>
<td>Open</td>
<td>unit-vk.c.uninett.no</td>
<td>2001:700:5701::2 BGP session with 158.36.4.14 is DOWN</td>
</tr>
<tr>
<td>4/1/2020, 09:14:33</td>
<td>Open</td>
<td>lokalnav.uninett.no</td>
<td>Service ssh on buick.lab.uninett.no is down since 2020-04-01 09:14:33</td>
</tr>
</tbody>
</table>
Incident details

### Status
- **Open**
- **Acknowledged**

Ticket: [https://it.uninett.no/TicketDisplay.html?Id=226759](https://it.uninett.no/TicketDisplay.html?Id=226759)

### Acknowledgements
- **RT 226759**
  - gjewig@uninett.no  
  - 11/25/2020, 08:22:02

### Related events
- **Incident start**
  - 2001:700:5701::2 BGP session with 158.36.4.14 is DOWN
  - unit-vk.c.uninett.no  
  - 8/3/2020, 15:12:56

### Primary details (#1296)

#### Description
2001:700:5701::2 BGP session with 158.36.4.14 is DOWN

#### Start time
8/3/2020, 15:12:56

#### Duration
8 months

#### Source
unit-vk.c.uninett.no

#### Details URL
[https://unit-vk.c.uninett.no/search/event/334](https://unit-vk.c.uninett.no/search/event/334)

#### Ticket
[https://it.uninett.no/Tic](https://it.uninett.no/Tic)
Notifications

Each user can configure a personal notification profile
  • Filters define which alerts are interesting
  • Timeslots decide when notifications are desirable

E-Mail and SMS notifications are supported

More mediums will come:
  • Slack
  • Teams
Incident relationships

- Incidents may be related, somehow...
  - "Same root cause"
  - "Same issue reported by two separate source systems"
  - "One issue is caused by the other"

- These relations can be added
  - Manually (although, not quite yet)
  - By an external agent

"Switch A stopped responding"

"Server X stopped responding"

Caused by
Argus status, March 2021

- Argus is already being used in production at Uninett, with 4 CNaaS customers

- We are currently in the process of writing glue services for
  - Zabbix
  - Zino

- We are currently testing glue services for:
  - Mist AI (Juniper’s cloud-based control plane for WiFi APs)
  - Aruba Mobility Master (Aruba’s cloud-based control plane for WiFi Aps)

- These glue services all use the existing Python API access library
Argus going forward...

- Implementing severity level as a core attribute
- Improving the filter implementation
- Improving the notification implementation
- Actual integration with our ticketing system (Request Tracker)

- And, a lot of work deciding what should be mapped to incidents, and how...
Argus is free software

- It’s paid for by Géant!
- You can try it out!
- You can contribute!
- Got questions? Get in touch!
  
  opensource@uninett.no
References

- https://github.com/Uninett/Argus
- https://github.com/Uninett/Argus-frontend
- https://github.com/Uninett/pyargus
- https://github.com/Uninett/nav-argus-glue
- https://nav.uninett.no/