Argus - Aggregated Alarm Console

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Géant CNaaS
Infoshare - 28.04.2021
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 can get unwieldy pretty quickly...
Idea 1: Re-use NAV

NOC
Idea 2: Something new!
### Incidents

<table>
<thead>
<tr>
<th>Timestamp</th>
<th>Status</th>
<th>Source</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021-04-04 16:37</td>
<td>Open Non-ackd</td>
<td>lokalnav.uninett.no</td>
<td>uninett-gsw2 BGP session with 158.38.3.112 is DOWN</td>
</tr>
<tr>
<td>2021-04-04 16:32</td>
<td>Open Non-ackd</td>
<td>lokalnav.uninett.no</td>
<td>uninett-gsw1 BGP session with 158.38.3.112 is DOWN</td>
</tr>
<tr>
<td>2020-08-03 16:12</td>
<td>Open Acked</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>2020-04-01 08:14</td>
<td>Open Acked</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>

Last refreshed 2021-04-28 12:46:01 updating every 30
### Incident details

**Status**
- Open
- Acknowledged
  - Ticket: https://it.uninett.no/TicketDisplay.html?id=226759

**Tags**
- event_type:bgpState
- alert_type:bgpDown
- kundesjef.no
- host=2001:700:5701::2
- room=Telebyen-5atp-ser
- location=unittd
- kundefjeset=Campus_CNas8

**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

**Ticket**

https://it.uninett.no/Ticl

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### Acknowledgements

<table>
<thead>
<tr>
<th>Ticket</th>
<th>Acknowledger</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>RT 226759</td>
<td><a href="mailto:gjewig@uninett.no">gjewig@uninett.no</a></td>
<td>11/25/2020, 08:22:02</td>
</tr>
</tbody>
</table>

### Related events

<table>
<thead>
<tr>
<th>Incident start</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001:700:5701::2 BGP session with 158.36.4.14 is DOWN</td>
</tr>
<tr>
<td>unit-vk.c.uninett.no</td>
</tr>
</tbody>
</table>
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
Argus status, April 2021

- Argus is already being used in production at Uninett, with 4 CNaaS customers (and more coming up)
- 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 levels in the UI
- 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

➤ Development is supported 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/