

SOLARWINDS ORION ADVANCED ALERTING TRAINING



TRAINING OVERVIEW

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INTRODUCTION

Prosperon Networks have long term experience in delivering high quality training course on the SolarWinds Orion suite of Systems and Network Monitoring and Management applications.

We run courses within our training room at our offices in Worthing, W. Sussex, which allows attendees to receive training in an environment away from their operational environment, free from interruptions. The Orion training courses are scheduled to run every three months (on average) and encompass training content across all features within the Orion applications. Following completion sufficient knowledge will have been provided to allow delegates to take the SolarWinds Certified Professional Exam.

Prosperon also provide regular training courses onsite, at the customer location, which provides the flexibility and cost effectiveness to include larger numbers from a single organisation. The content is very much in line with our in-house training course, barring some Technical Labs, but we are also more than happy to work with the customer to tailor the training to meet their exact needs. For example, providing training to front line service desk staff is not the same as providing training to Orion administrators, who clearly have a different use and role for the application.

Please contact your account manager or speak to a sales manager on 01903 340 993 for information on how we can provide training on the SolarWinds Orion solution.

WHY THIS COURSE?

While we have been delivering SolarWinds administration training courses for more than 7 years and with more than 10 years' experience onsite delivering Professional Services and high level guidance in SolarWinds projects, we have seen the capabilities and complexities of the applications increasing.

We were finding that the time spent on the full Orion training course in critical areas was not sufficient for power users to be taught all aspects and nuances available. With the one day advanced training sessions we are able to spend more time, giving more detailed knowledge and importantly more time for hands on delegate labs, giving the knowledge and the confidence to the SolarWinds administrators to tackle any configuration challenge.

Alert generation by Orion is one of the most important areas for customers to get right, as any monitoring service lives and dies by the quality of its alert output; missed issues, false positives, alert routing and automation being the fundamentals.

Take the following as examples of what we encounter with Orion users of why control of alerting is important:

- I have 1000+ active alerts, how to clean this list?
- What is a genuine alert and what is not?
- Why have I received 50 alerts for one true scenario?
- I don't want to miss any critical alert, how can I keep everything monitored?
- We've ended up with so many alert definitions; it is now difficult to manage this, what are the best practices?
- Can I automate alerts into my Helpdesk and Ticketing platform?

PREREQUISITES

There is no formal prerequisite to attend the course; however we recommend having the following skills prior to attending the course:

- Hands on use of the SolarWinds Orion platform
- SolarWinds Certified Professional (SCP)
- SQL Query knowledge
- Understanding of monitoring protocols; SNMP, WMI etc.

WHAT WILL YOU GET OUT OF THE COURSE

The course has been designed to provide attendees the knowledge and capabilities to take control of alerts generated by Orion. This as you will see from the agenda below will cover the following key areas:

- Bring your alerting output down to true state reflecting levels
- How to create an efficient alerting structure
- Best practice recommendations on alert configuration
- How to integrate to ticketing systems

COURSE AGENDA

Introduction

- Introductions

Architecture

- Alert Engine
- Orion objects
- Database structure

Basic alerting

- Alert configuration review
- Object selection
- Trigger conditions
- Trigger actions
- Default alerts

Alert Analysis

- How to analyse the current level of alert generation
- Identifying False Positives
- Useful reports
- Use of the Alert Details page

Alert Optimization

- Avoiding false positive alerts
- Defining thresholds
- Use of Custom Properties to make alert definitions more efficient
- Complex conditions and multiple alert triggers
- Custom poller alerts
- SAM thresholds
 - a. Statistic data thresholds
 - b. Event log thresholds
 - c. AppInsight application thresholds
- Hardware health monitors

SQL Alerting

- SQL alerts in Orion
- SWQL alerts in Orion
 - a. Introduction to SWQL
- Alert triggering beyond SolarWinds (SQL tasks)

Lunch Break

Alert Actions Review

Alert notification is not just about sending an email. Orion is capable of so much more, here you will see the various options and real world examples of how you can benefit from enhanced alerting.

- Notification Actions
 - Event log
 - Desktop Notification Tool
 - Email
 - SMS
- Automation actions
 - VMWare actions
 - NCM actions
 - Scripts

Integration with 3rd parties

- Data exchange and parsing best practices
 - Email
 - Syslog and Traps
- Alert central
- ServiceNow

Best practices

1. NPM alerts
2. Module alerts
 - a. SAM alerts
 - b. NTA alerts
 - c. IPAM alerts
 - d. UDT alerts
 - e. VNQM alerts
 - f. WPM alerts
 - g. NCM alerts
 - h. SRM alerts
3. Virtualization Manager alerts
4. SolarWinds performance alerts

LEGAL NOTICES

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ABOUT US

We are a leading IT Solutions provider specialising in IT Management solutions for small/medium and enterprise networks. Prosperon Networks; founded in 2006 provide a range of Professional Services to support its portfolio and is a recognised an authority within the UK for designing and installing SolarWinds monitoring solutions across the UK and Europe in all major verticals.

Our SolarWinds Certified Professional Engineers have overseen some of the largest SolarWinds installations in Europe, over time we have gathered a wealth of experience and best practice skills that will ensure your deployment is working at the levels required. Prosperon Networks also provide structured and informal training courses for SolarWinds solutions and assist candidates in becoming vendor accredited engineers.



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