

## Ayehu eyeShare™ Quick Guide

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**Introduction**

eyeShare™ is a Critical Situation Management solution. It provides your organization abilities and tools to manage a large number of critical events. The system manages the events, sets priorities and assigns tasks to the relevant person.

As a result, the availability level of critical systems improves and so does the quality of service.

**System Features**

- Identifying events by using eyeShare™ correlation, aggregation and filtering mechanism.
- Proactive events management throughout automated workflows.
- Notification and escalation abilities by using various communication channels.
- Bi-directional communication channels (Email, SMS, Phone, and IM).
- Managing people and shifts by using eyeShare™ integrated shift management system.
- Central dashboard that allows real time status report.
- Events documentation and statistics reports.

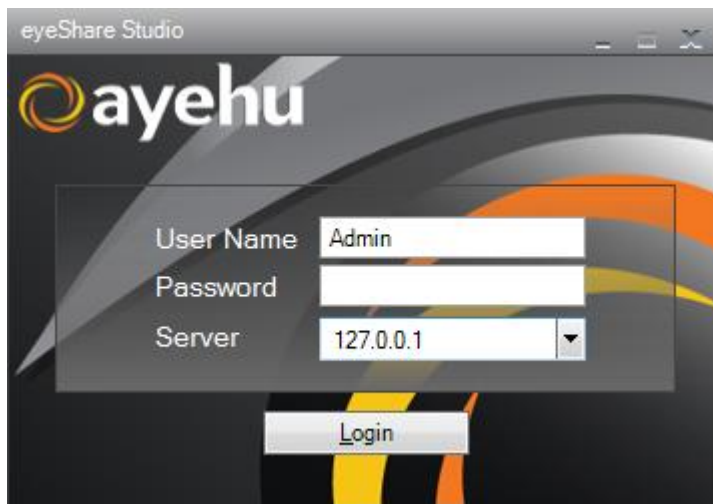
This guide will take you through the steps required in order to start working with eyeShare™. It will lead you step by step how to start configuring and using the system, so in the end, you will be capable to create your own rules and workflows.

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## Login

When installing eyeShare™ for the first time, a default user named **admin** is being created. This user is defined as the system administrator. Use this user in order to login the system for the first time (password = **Admin**) .

Enter eyeShare™ server IP address on the server field. If the dashboard is installed on the same server as eyeShare™ server, the IP should be 127.0.0.1 (localhost).



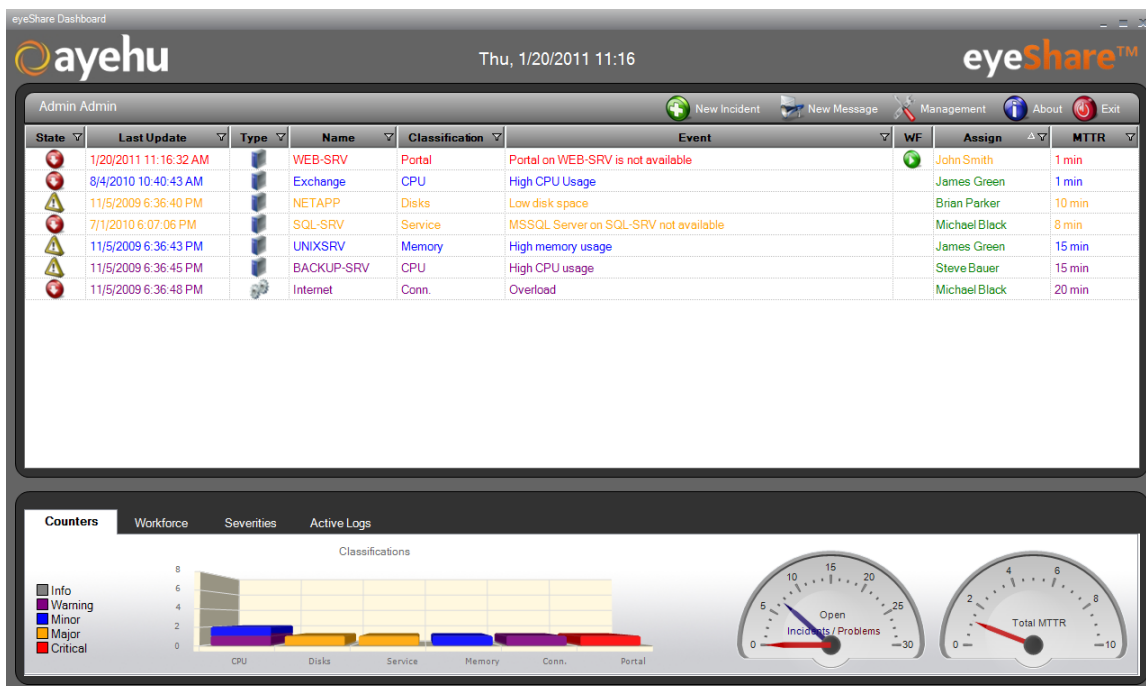
### eyeShare™ Dashboard

eyeShare™ dashboard is the system main console. It can receive alerts from different sources therefore it may perform as Console of Consoles. The dashboard can be fully customized according the user requests and needs. The customization takes place at the resources section. The dashboard contains detailed information regarding alerts and system status. On the upper left side appears the name of the user who logged in to the dashboard. You can also see the status of each communication channel (In case it was defined).

The alerts appear in the center of the screen. The line color represents different severity level (you can find a legend in the bottom left corner). The WF column points out whether there is a workflow currently running while the assign column holds the name of the person who is taking care of the event. In the MTTR column you can find the average time it takes to solve this type of event. .

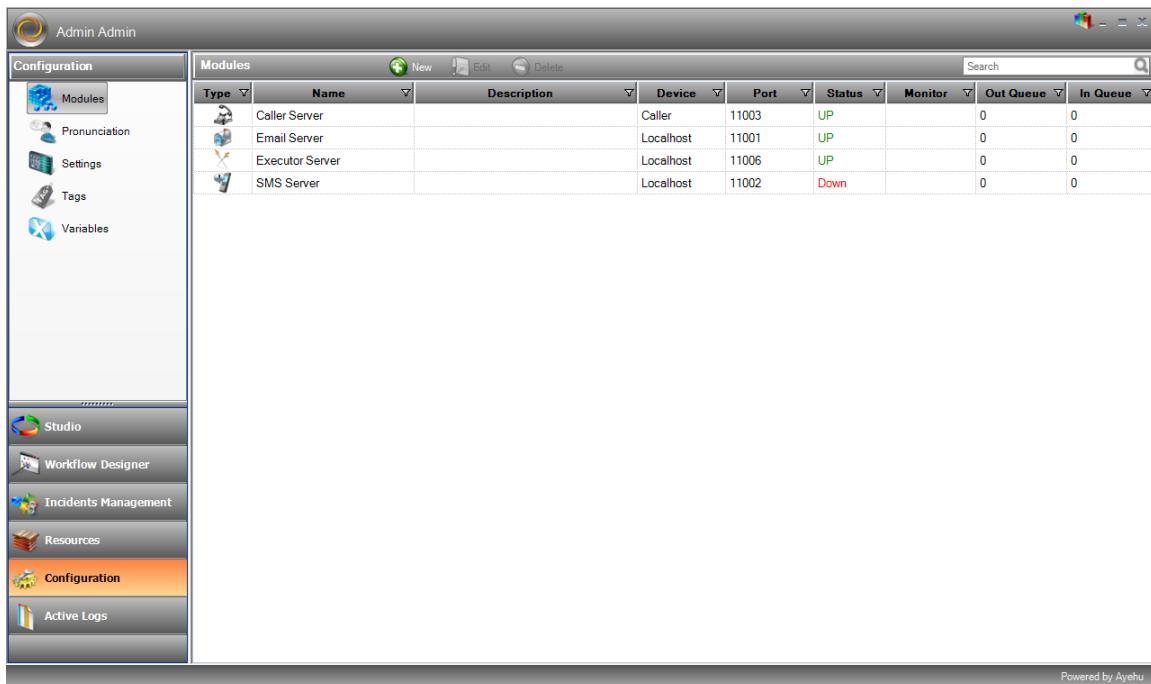
In addition, the dashboard contains 3 different charts:

1. Opened per Severity: events classified according to its severity
2. Workforce Coordinator: the number of events being taking care of by each person.
3. Classifications: events classified according to the incidents classification.



## Configuring eyeShare™ Modules

The first step after installing the system is configuring eyeShare™ modules. In order to do so, press the settings button on the upper right side of the dashboard. This will lead you to eyeShare™ management studio. Choose the configuration section and define the modules. When defining eyeShare™ modules you need to set the name of device on which the module reside. In case you installed all the modules locally, use the localhost device which was created during eyeShare™ initial installation.



The screenshot shows the 'Configuration' section of the eyeShare™ management studio. The 'Modules' table is displayed with the following data:

Type	Name	Description	Device	Port	Status	Monitor	Out Queue	In Queue
	Caller Server		Caller	11003	UP		0	0
	Email Server		Localhost	11001	UP		0	0
	Executor Server		Localhost	11006	UP		0	0
	SMS Server		Localhost	11002	Down		0	0

The interface also includes a sidebar with navigation options: Modules, Pronunciation, Settings, Tags, Variables, Studio, Workflow Designer, Incidents Management, Resources, Configuration (highlighted), and Active Logs. The bottom right corner of the window indicates 'Powered by Ayehu'.

**Email module configuration**

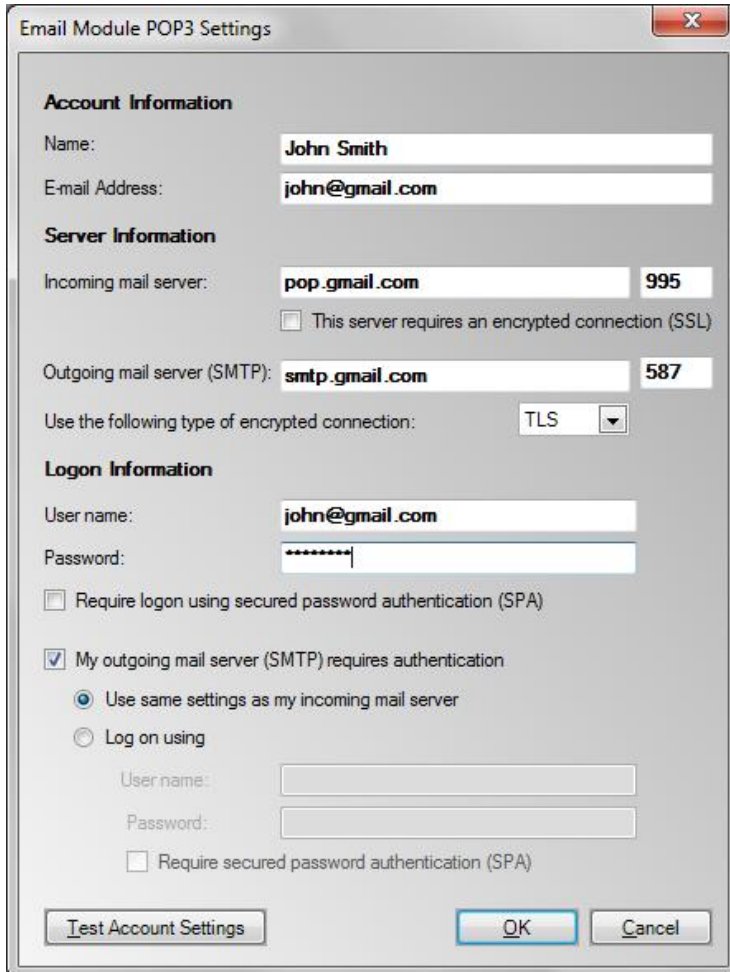
eyeShare™ email module is being used in order to send and receive emails from the system. Before defining the email module, we recommend that you create dedicated user in your domain as well as email account related to this user. Use this user in order to configure you email module.

<b>Email Configuration Type</b>	<b>Description</b>
<i>POP3</i>	Incoming email is received by POP3 and outgoing email is sent by SMTP.
<i>Microsoft Exchange Server</i>	Incoming and outgoing email is handled by an exchange server.
<i>SMTP (Outgoing Only)</i>	Using SMTP for outgoing email only.

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### Defining Email Module to Use GMAIL Account

The following configuration describes how to configure eyeShare email module to use GMAIL account.



**Email Module POP3 Settings**

**Account Information**

Name:

E-mail Address:

**Server Information**

Incoming mail server:

This server requires an encrypted connection (SSL)

Outgoing mail server (SMTP):

Use the following type of encrypted connection:

**Logon Information**

User name:

Password:

Require logon using secured password authentication (SPA)

My outgoing mail server (SMTP) requires authentication

Use same settings as my incoming mail server

Log on using

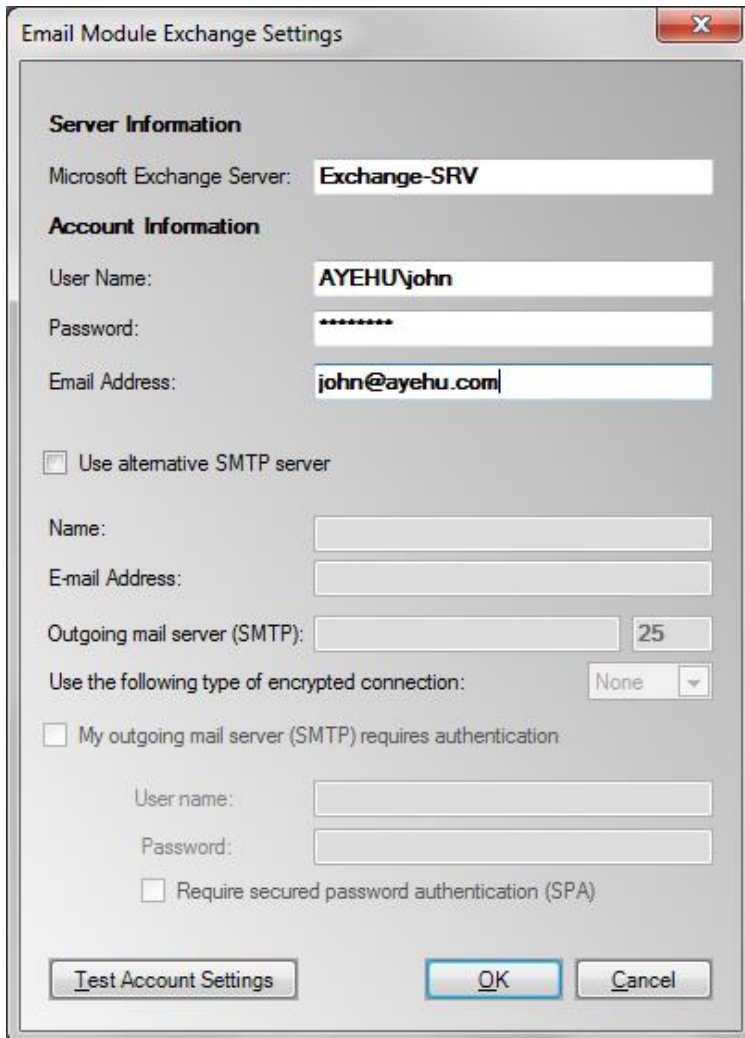
User name:

Password:

Require secured password authentication (SPA)

### Defining Email Module to Use Exchange Server

The following configuration describes how to configure eyeShare email module to use Exchange server.



**Email Module Exchange Settings**

**Server Information**

Microsoft Exchange Server: Exchange-SRV

**Account Information**

User Name: AYEHU\john

Password: \*\*\*\*\*

Email Address: john@ayehu.com

Use alternative SMTP server

Name:

E-mail Address:

Outgoing mail server (SMTP):  25

Use the following type of encrypted connection: None

My outgoing mail server (SMTP) requires authentication

User name:

Password:

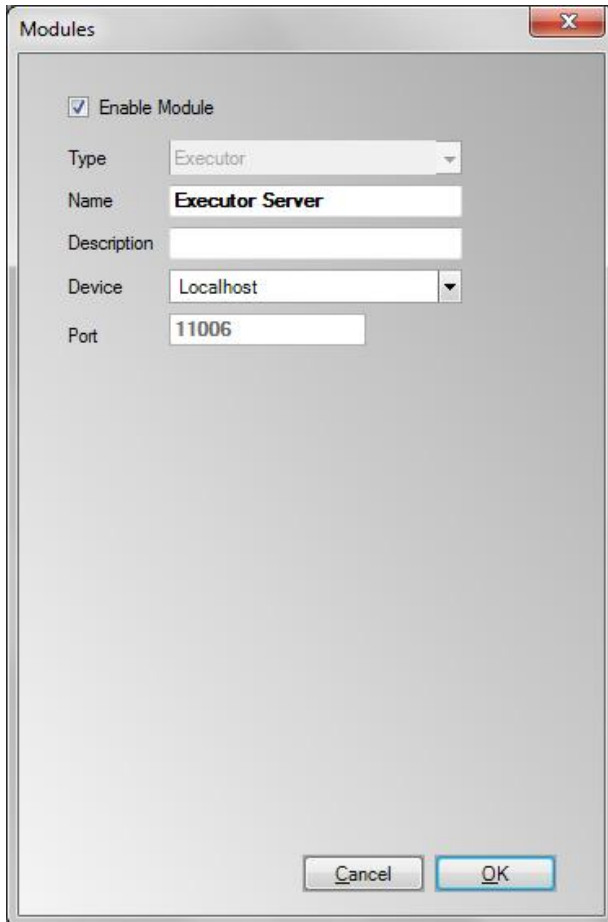
Require secured password authentication (SPA)

Test Account Settings OK Cancel

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### eyeShare™ Executor Module

The next module you need to define is eyeShare Executor module. This module is responsible for executing remote command using either WMI for Windows machines or SSH for UNIX based machines.



The screenshot shows a dialog box titled "Modules" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

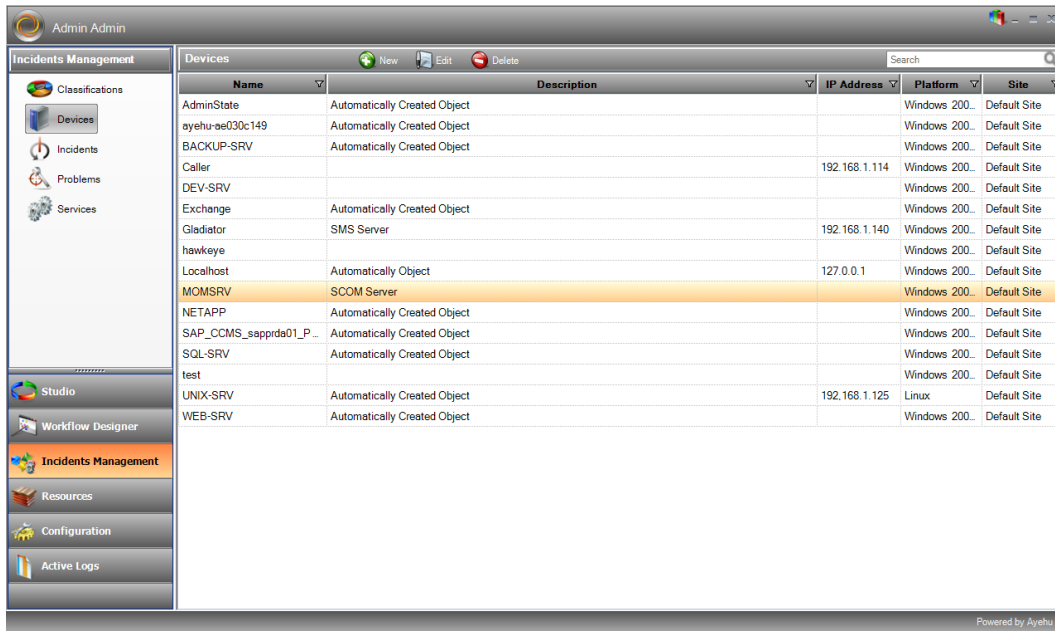
- Enable Module
- Type: Executor (dropdown menu)
- Name: **Executor Server** (text field)
- Description: (empty text field)
- Device: Localhost (dropdown menu)
- Port: 11006 (text field)

At the bottom of the dialog are two buttons: "Cancel" and "OK".

## eyeShare™ Microsoft Operations Manager Module

eyeShare™ provides built-in connector to Microsoft Operations Manager. All you need to do is define the module as follows:

1. Add your SCOM server as new device in the system




Device

Name:

Description:

Site:

IP address:

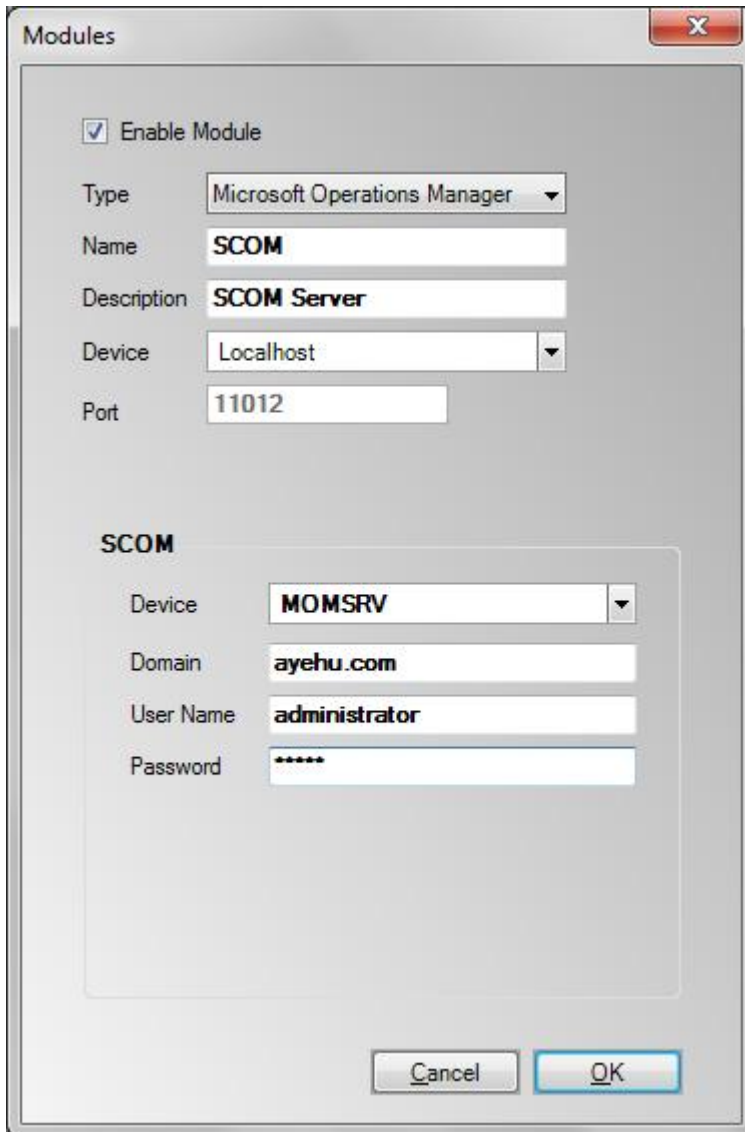
User name:

Password:

OS:

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2. Create new Microsoft Operations Manager module
3. Choose the name of device in which the module resides (usually localhost)
4. Choose the name of your SCOM server (from step 1)
5. Add your domain name
6. Insert user with administrative rights on your SCOM server



Modules

Enable Module

Type: Microsoft Operations Manager

Name: SCOM

Description: SCOM Server

Device: Localhost

Port: 11012

**SCOM**

Device: MOMSRV

Domain: ayehu.com

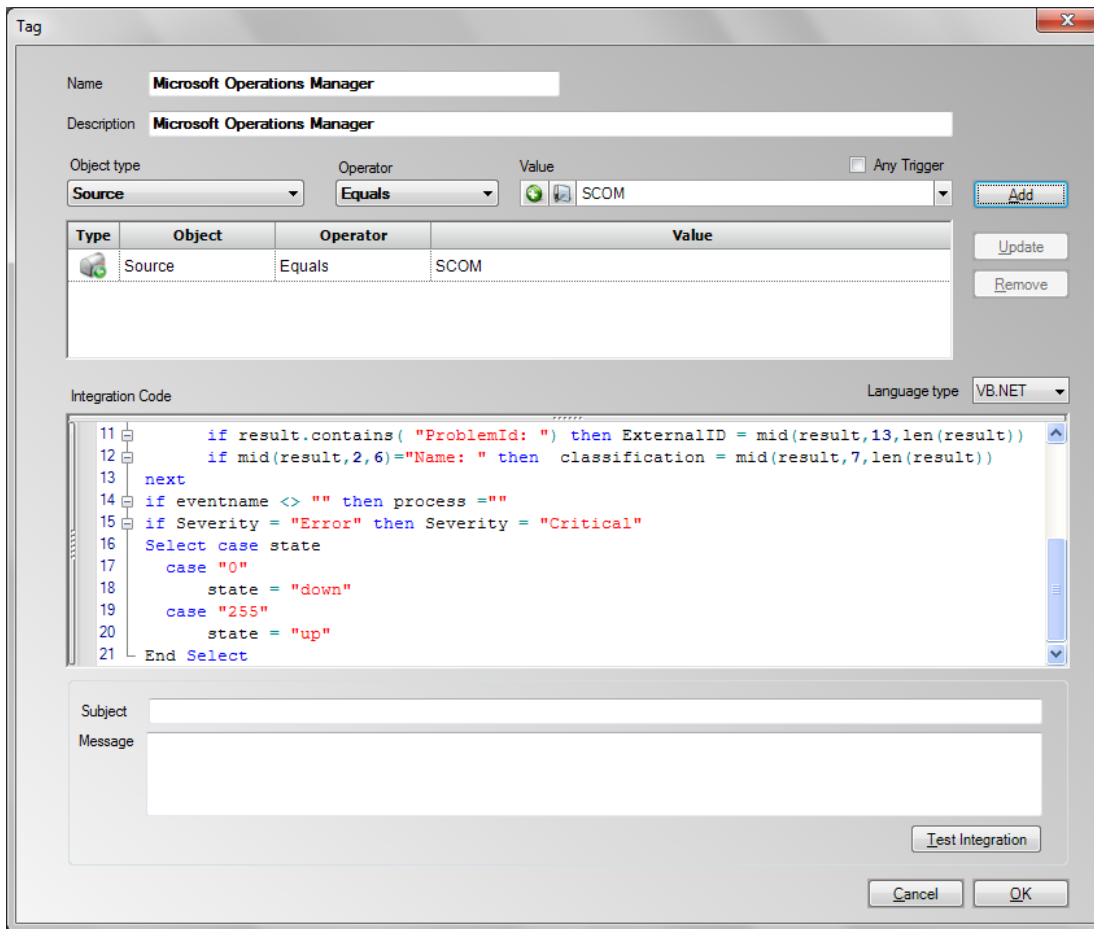
User Name: administrator

Password: \*\*\*\*\*

Cancel OK

- The last step configuring your SCOM connector is defining TAG. The tagging mechanism is responsible for phrasing the message received from the SCOM.

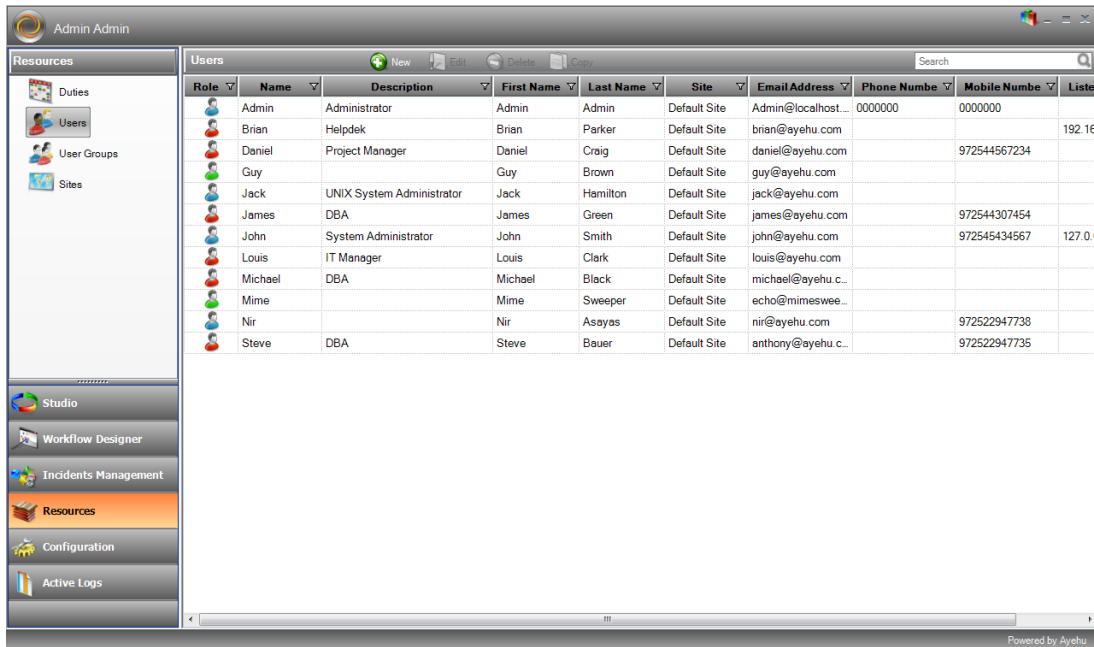
Go to the configuration section, choose TAG and enter the built-in TAG named Microsoft Operation Manager. All you have to do is configure the source as follows:





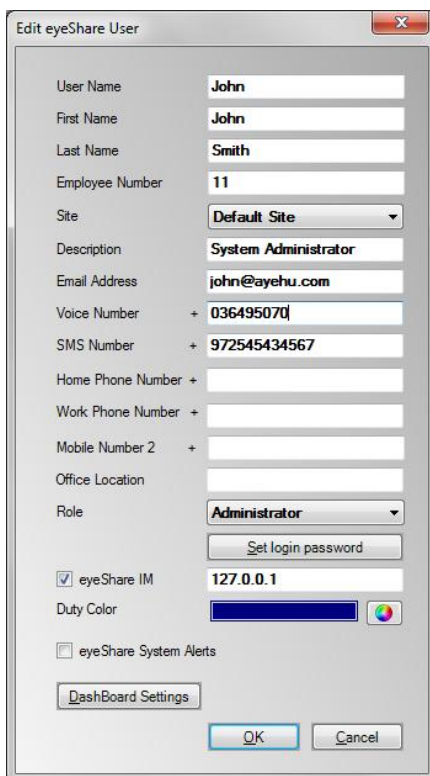
## Defining new users

Go to the users section under the resources tab. Add your first user and insert his details. If you would like to use eyeShare™ IM, insert the user desktop IP address into the IM field.



The screenshot shows the 'Admin Admin' interface with the 'Users' section selected. A table lists various users with their roles, descriptions, and contact information.

Role	Name	Description	First Name	Last Name	Site	Email Address	Phone Number	Mobile Number	Liste
	Admin	Administrator	Admin	Admin	Default Site	Admin@lcalhost.	0000000	0000000	
	Brian	Helpdek	Brian	Parker	Default Site	brian@ayehu.com			192.16
	Daniel	Project Manager	Daniel	Craig	Default Site	daniel@ayehu.com		972544567234	
	Guy		Guy	Brown	Default Site	guy@ayehu.com			
	Jack	UNIX System Administrator	Jack	Hamilton	Default Site	jack@ayehu.com			
	James	DBA	James	Green	Default Site	james@ayehu.com		972544307454	
	John	System Administrator	John	Smith	Default Site	john@ayehu.com		972545434567	127.0.0
	Louis	IT Manager	Louis	Clark	Default Site	louis@ayehu.com			
	Michael	DBA	Michael	Black	Default Site	michael@ayehu.c...			
	Mime		Mime	Sweeper	Default Site	echo@mimeswee...			
	Nir		Nir	Asayas	Default Site	nir@ayehu.com		972522947738	
	Steve	DBA	Steve	Bauer	Default Site	anthony@ayehu.c...		972522947735	

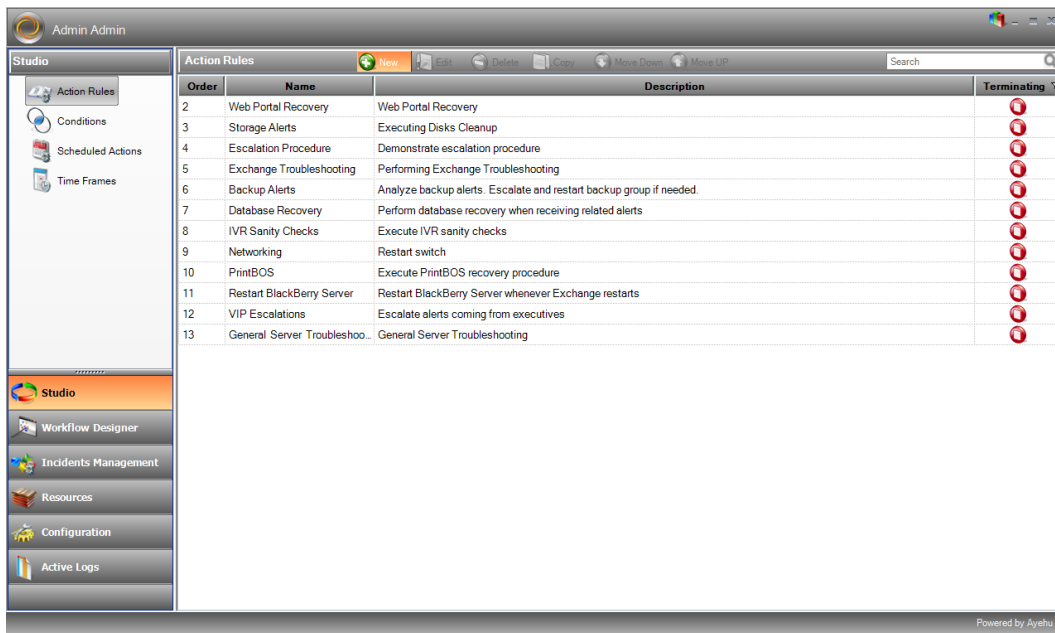


The 'Edit eyeShare User' dialog box contains the following fields and options:

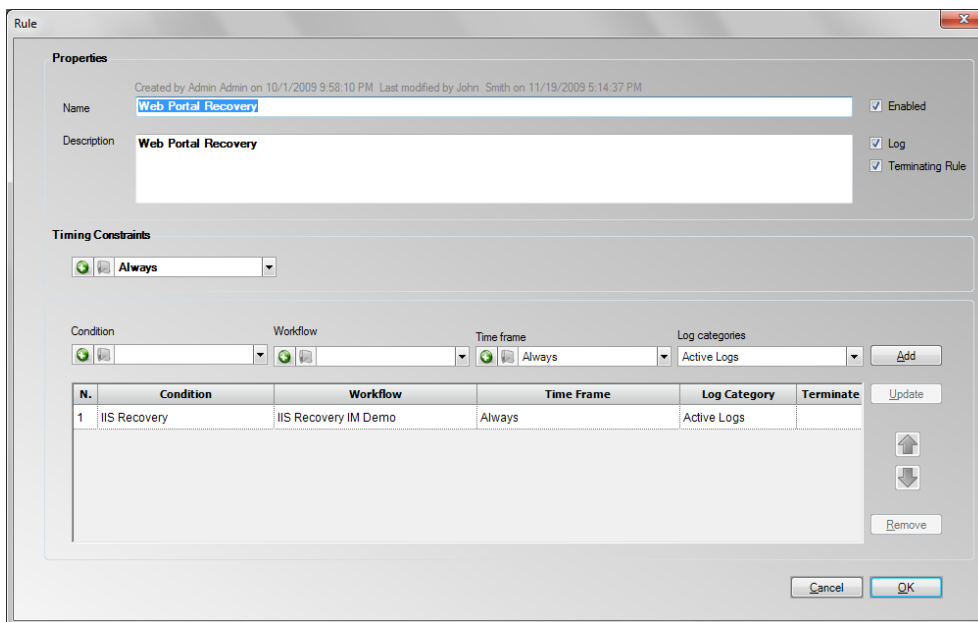
- User Name:
- First Name:
- Last Name:
- Employee Number:
- Site:
- Description:
- Email Address:
- Voice Number:
- SMS Number:
- Home Phone Number:
- Work Phone Number:
- Mobile Number 2:
- Office Location:
- Role:
- 
- eyeShare IM:
- Duty Color:
- eyeShare System Alerts
- 
-

### eyeShare™ Rule Base Engine

The Action Rules section contains set of rules. Each rule defines which workflow should be initiated in case that certain condition is matched. When the system receives new alert, it goes over the rules (up to bottom) in a search for a match. In case there is such one, it will execute the workflow that was defined in the rule.



Use the New button on the top toolbar in order to create new rule:

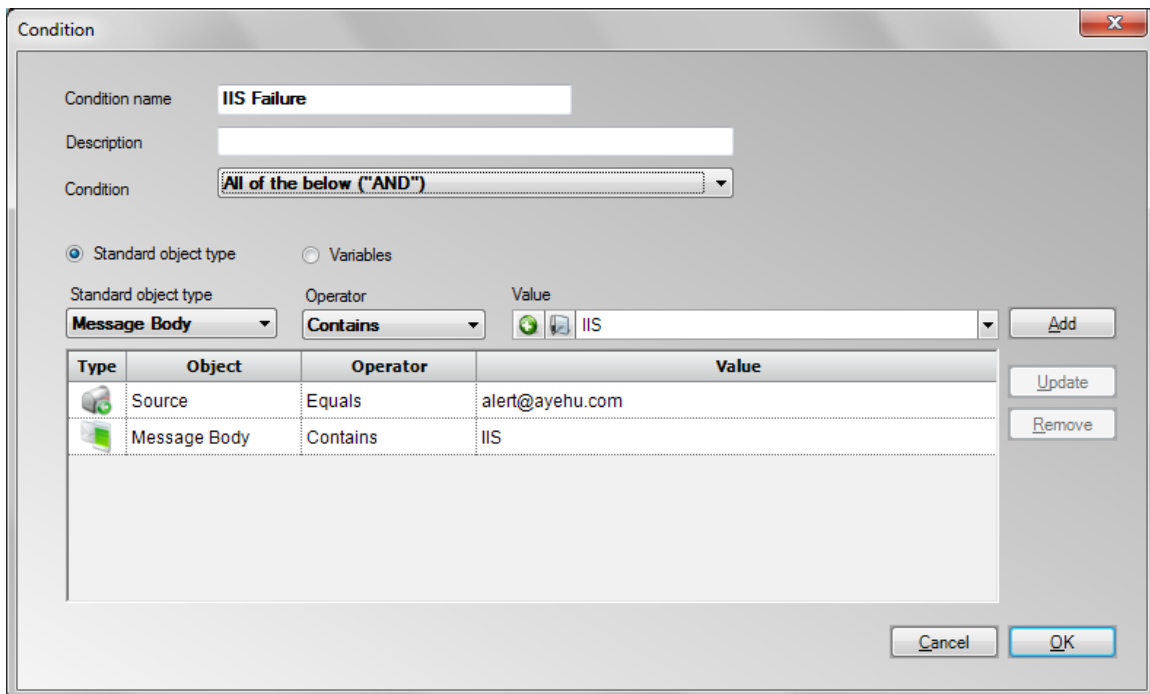


### Conditions

The first step when creating a rule is defining new condition. Conditions can be based over the event source, message body, subject, time frame and more. You can define complex conditions which are based over several elements using the AND / OR operators.

Use the Add button next to the condition section in order to create new condition.

In this example the workflow will be initiated whenever the system receives alert that contains the word IIS from the address [alert@ayehu.com](mailto:alert@ayehu.com)





Condition name:

Description:

Condition:

Standard object type     Variables

Standard object type:     Operator:     Value:    

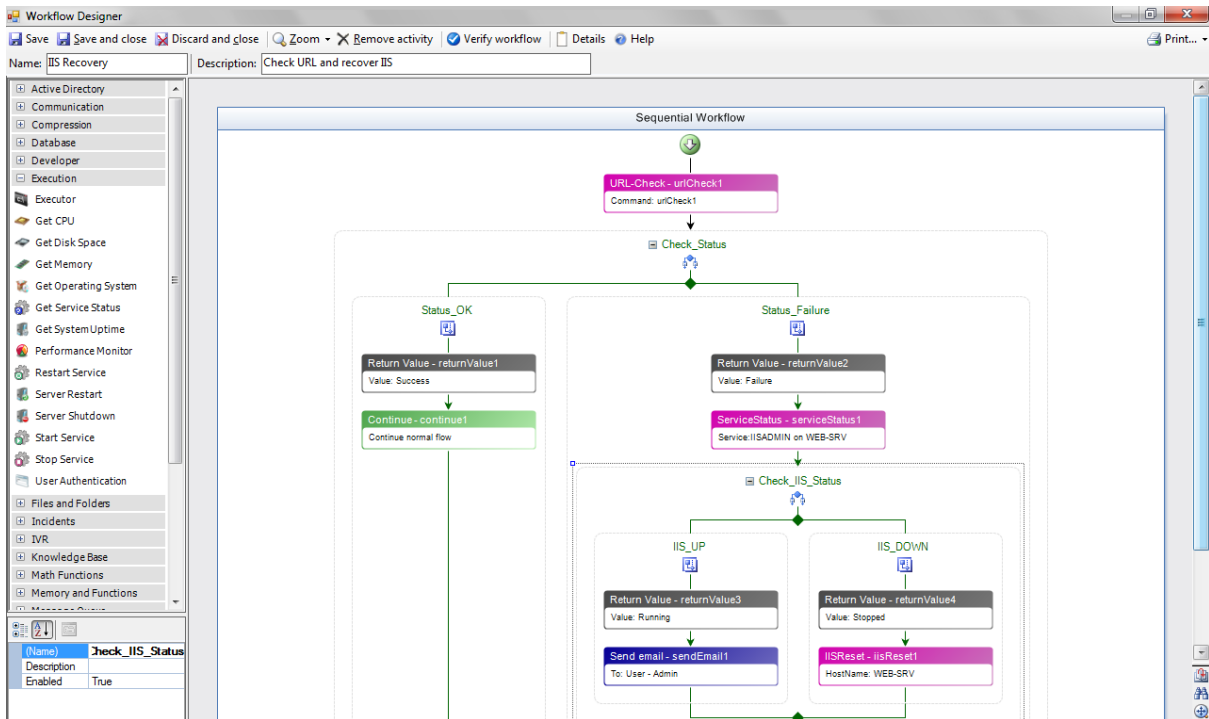
Type	Object	Operator	Value
	Source	Equals	alert@ayehu.com
	Message Body	Contains	IIS

## Workflows

The next step when defining a rule is creating workflow. Using eyeShare™ you can create automated or semi-automated workflows. Workflows can be initiated in three different ways:

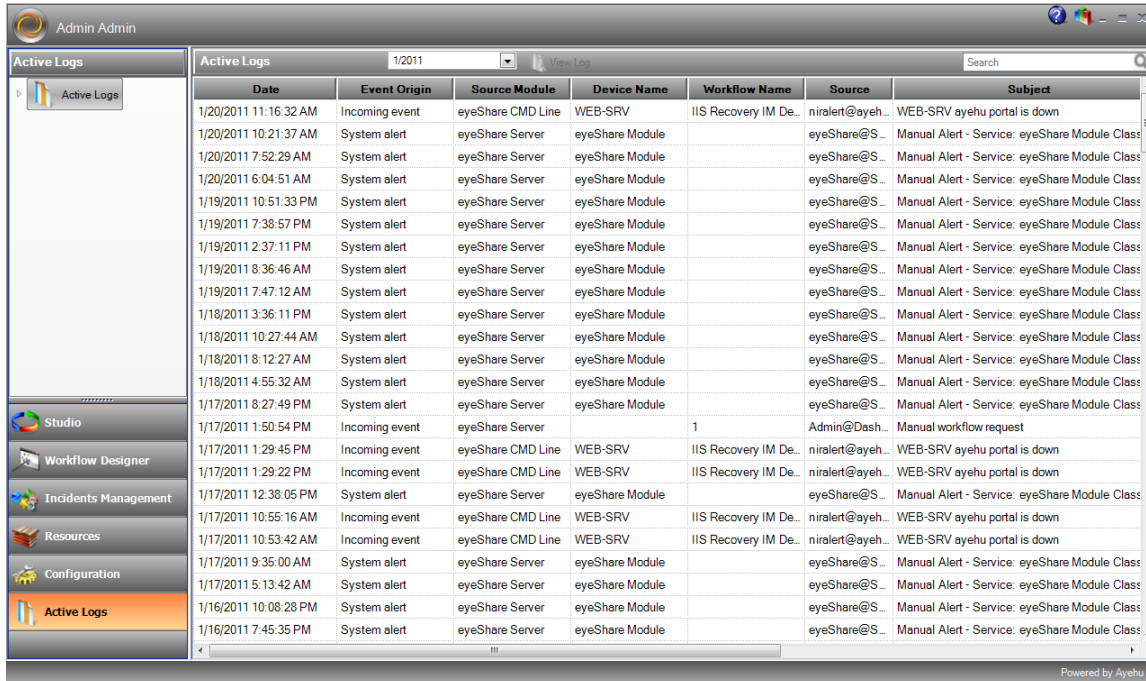
1. As a result of an external event
2. Manually from the dashboard
3. Using eyeShare™ Schedule Actions feature

The workflow designer contains set of built-in activities divided into different categories. All you have to do is drag and drop activities into the designer and build your scenario. Of course, you can use eyeShare™ bi-directional communication channel capabilities in order to create interactive workflow which involve human decisions throughout the process.



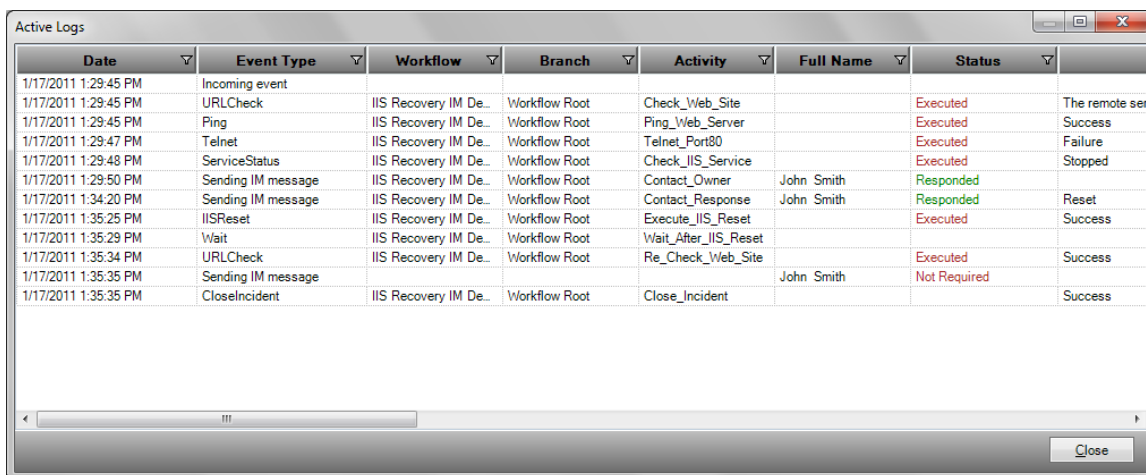
### Active Logs

Use the Active Logs section in order view and analyze events status. When the system receives new event, a new line will appear in the Active Logs screen. You can see the event exact time and date, event source, workflow name and additional information related to the event.



Date	Event Origin	Source Module	Device Name	Workflow Name	Source	Subject
1/20/2011 11:16:32 AM	Incoming event	eyeShare CMD Line	WEB-SRV	IIS Recovery IM De...	niralert@ayeh...	WEB-SRV ayehu portal is down
1/20/2011 10:21:37 AM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/20/2011 7:52:29 AM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/20/2011 6:04:51 AM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/19/2011 10:51:33 PM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/19/2011 7:38:57 PM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/19/2011 2:37:11 PM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/19/2011 8:36:46 AM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/19/2011 7:47:12 AM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/18/2011 3:36:11 PM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/18/2011 10:27:44 AM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/18/2011 8:12:27 AM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/18/2011 4:55:32 AM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/17/2011 8:27:49 PM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/17/2011 1:50:54 PM	Incoming event	eyeShare Server		1	Admin@Dash...	Manual workflow request
1/17/2011 1:29:45 PM	Incoming event	eyeShare CMD Line	WEB-SRV	IIS Recovery IM De...	niralert@ayeh...	WEB-SRV ayehu portal is down
1/17/2011 1:29:22 PM	Incoming event	eyeShare CMD Line	WEB-SRV	IIS Recovery IM De...	niralert@ayeh...	WEB-SRV ayehu portal is down
1/17/2011 12:38:05 PM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/17/2011 10:55:16 AM	Incoming event	eyeShare CMD Line	WEB-SRV	IIS Recovery IM De...	niralert@ayeh...	WEB-SRV ayehu portal is down
1/17/2011 10:53:42 AM	Incoming event	eyeShare CMD Line	WEB-SRV	IIS Recovery IM De...	niralert@ayeh...	WEB-SRV ayehu portal is down
1/17/2011 9:35:00 AM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/17/2011 5:13:42 AM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/16/2011 10:08:28 PM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class
1/16/2011 7:45:35 PM	System alert	eyeShare Server	eyeShare Module		eyeShare@S...	Manual Alert - Service: eyeShare Module Class

Double clicking the event will lead you to a screen contains the workflow status and results. Use it on order to view the workflow execution results.



Date	Event Type	Workflow	Branch	Activity	Full Name	Status	Subject
1/17/2011 1:29:45 PM	Incoming event						
1/17/2011 1:29:45 PM	URLCheck	IIS Recovery IM De...	Workflow Root	Check_Web_Site		Executed	The remote ser
1/17/2011 1:29:45 PM	Ping	IIS Recovery IM De...	Workflow Root	Ping_Web_Server		Executed	Success
1/17/2011 1:29:47 PM	Telnet	IIS Recovery IM De...	Workflow Root	Telnet_Port80		Executed	Failure
1/17/2011 1:29:48 PM	ServiceStatus	IIS Recovery IM De...	Workflow Root	Check_IIS_Service		Executed	Stopped
1/17/2011 1:29:50 PM	Sending IM message	IIS Recovery IM De...	Workflow Root	Contact_Owner	John Smith	Responded	
1/17/2011 1:34:20 PM	Sending IM message	IIS Recovery IM De...	Workflow Root	Contact_Response	John Smith	Responded	Reset
1/17/2011 1:35:25 PM	IISReset	IIS Recovery IM De...	Workflow Root	Execute_IIS_Reset		Executed	Success
1/17/2011 1:35:29 PM	Wait	IIS Recovery IM De...	Workflow Root	Wait_After_IIS_Reset			
1/17/2011 1:35:34 PM	URLCheck	IIS Recovery IM De...	Workflow Root	Re_Check_Web_Site		Executed	Success
1/17/2011 1:35:35 PM	Sending IM message				John Smith	Not Required	
1/17/2011 1:35:35 PM	CloseIncident	IIS Recovery IM De...	Workflow Root	Close_Incident			Success