

CONSOLEWORKS®

IT Foundation Management Suite

Event Remediation

ABOUT EVENT REMEDIATION

The Event Remediation feature puts the focus on finding and fixing Events in a ConsoleWorks-managed environment. Without knowing anything more than an Event has occurred, you can:

- Connect directly to the affected asset
- View Event-related information
- Review complete past remediation sessions
- Consider best practices for dealing with this and similar Events
- Build a knowledge bank
 - Analyze your session
 - Add to best practices
 - Revise best practices

Operational Notes

- Event Remediation requires:
 - ConsoleWorks connection with Write access to the affected asset
 - Admin Control permissions
- Event Remediation is accessible from:
 - Event Occurrences page
 - Event Context page
 - View Consoles page
 - CWSSH client
- Remediation sessions continue for as long as the connection to the asset is maintained.
- TDi recommends that the remediation session be performed through an Exclusive Connect (otherwise, your remediation session will display—and its history will record—the output from any concurrent connection sessions).

USING EVENT REMEDIATION

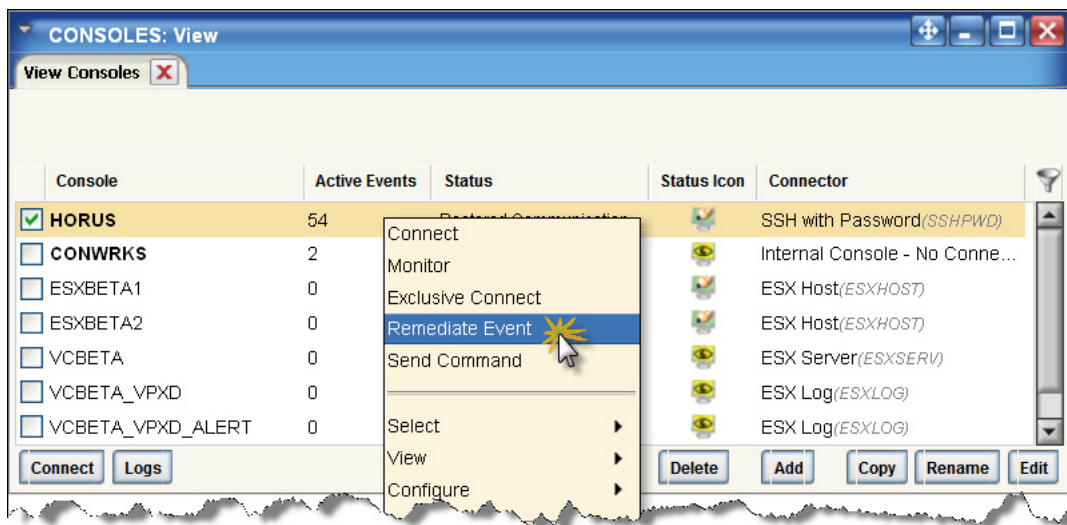
This example of using Event Remediation starts with the user receiving an alert that an Event has occurred on Console HORUS.

► **To remediate an Event from the View Consoles page**

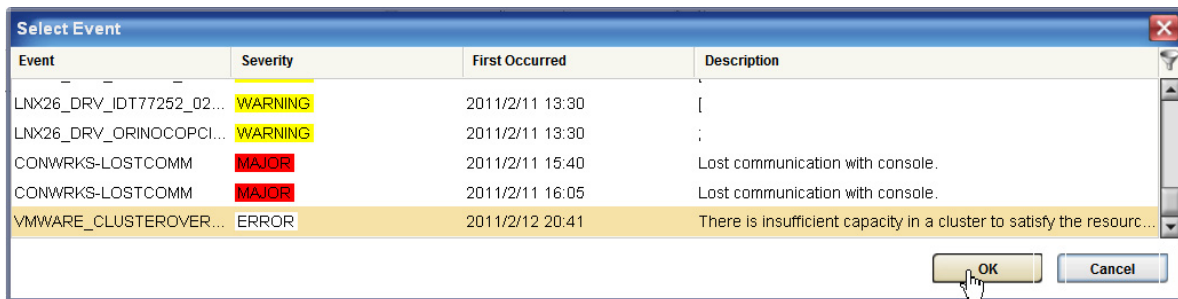
1. Right-click the affected Console.

The short-cut menu appears.

2. Click **Remediate Event**.

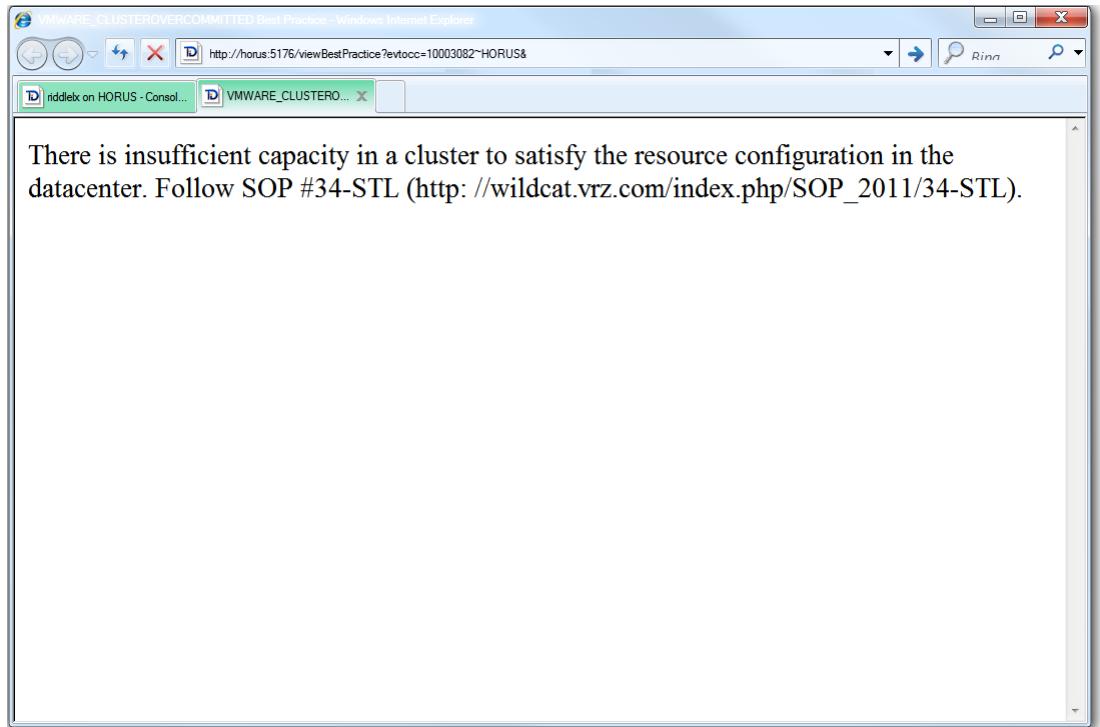


The Select Event box appears.



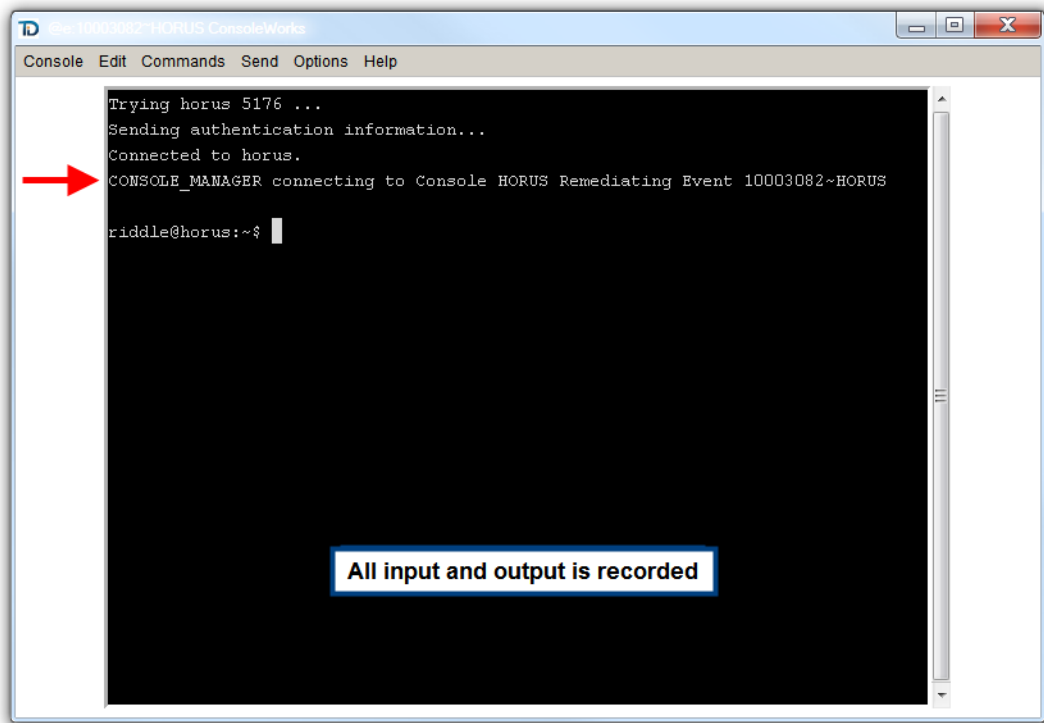
3. Select the Event to remediate and click **OK**.

The Best Practices window appears. Review this information for insights, tips, directions, and instructions to help remediate the Event.



Note. The Best Practice window appears by default. To change this action, clear the check box in the Remediation History section on the User Preferences page.

A terminal emulation (TE) window also opens, identifying the User account that has initiated the remediation session.



4. Remediate the Event.

- You can end the remediation session by disconnecting from the asset or by closing the TE window.

The remediation session is listed on the Event's Context page and *EVENTS: Edit* page, where it can be reviewed and made into the Event's remediation best practice.

VMWARE_CLUSTEROVERCOMMITTED

Description: **There is insufficient capacity in a cluster to satisfy the resource configuration in the datacenter.**
 Console: **HORUS**
 Severity: **ERROR**

Event Time: 2011/2/12 20:41
 Wildcard: **No Wildcards**
 Case-Sensitive: **Yes**
 Lines Above: **1**
 Lines Below: **4**

Subsystem:
 Class:

Pattern:
ClusterOvercommittedEvent

Context:

Best Practice:

There is insufficient capacity in a cluster to satisfy the resource configuration in the datacenter.
 Follow SOP #34-STL
 (http://wildcat.vrz.com/index.php/SOP_2011/34-STL).

Remediation History:

Event	Console	User	ConnectTime	DisconnectTime
VMWARE_CLUSTEROV... HORUS	CONSOLE_MA...	CONSOLE_MA...	2011/2/12 20:51	2011/2/12 21:30
VMWARE_CLUSTEROV... HORUS	CONSOLE_MA...	CONSOLE_MA...	2011/2/12 21:17	2011/2/12 21:25
VMWARE_CLUSTEROV... HORUS	CONSOLE_MA...	CONSOLE_MA...	2011/2/12 21:25	2011/2/12 21:28

Buttons: Acknowledge, Remediate Event, Make Best Practice, Edit Event, View Log

► To configure a Best Practice

Note. You can *designate* a remediation session as the best practice for an Event from the Remediation History section on the Event's Context page or its *EVENTS: Edit* page (select the session and click **Make Best Practice**). You can *configure* a Best Practice, however, only on the Event's *EVENTS: Edit* page.

1. On the Event's *EVENTS: Edit* page, open the Remediation section.
2. To modify the best practice's content, make changes to content in the Best Practice box. Use standard HTML code to ensure that the content is rendered correctly in the Best Practice window.

Note. You can paste the content of the remediation session (from the TE window) and the Best Practice window (include the 'source' HTML) into the Best Practice box.

3. To specify how many of the most recent completed remediation sessions are kept, enter the number in the History box.
Note. The default is 5, which means the 5 most recent completed sessions are kept. When another session is started, the oldest completed session of those 5 is deleted. The Console log containing that session, like all Console logs in ConsoleWorks, is retained.

4. To specify a size limit to the remediation session file, enter the number of kilobytes in the Max. History Size box. The default is 1MB.
5. Click **Save**.

EVENTS: Edit
VMWARE_CLUSTEROVERCOMMITTED

Name: VMWARE_CLUSTEROVERCOMMITTED
Description: There is insufficient capacity in a cluster to satisfy the resource confi
 Event Rollup
Severity: ERROR

▶ Pattern
▶ Details
▶ Event Aging
▶ Event Info
▼ Remediation

Best Practice:

```
<pre style="background-color:black;display:block;"><span style="color:white;background-color:black;">-Remediation Started by User CONSOLE_MANAGER-
riddle@horus:~$
riddle@horus:~$ ps -l
F S  UID  PID  PPID  C PRI  NI ADDR SZ WCHAN  TTY    TIME CMD
```

History: 5 (1-100)
Max History Size: 1000 (1-1000000 KB)

▶ Custom Fields

Set As Default Save As... Delete Cancel Save

▶ SCANS
▶ AUTOMATIC ACTIONS
▶ ACKNOWLEDGE ACTIONS
▶ PURGE ACTIONS
▶ SCHEDULED EVENTS
▶ CORRELATED EVENTS
▼ REMEDIATION HISTORY

Connect Time	Console	User	Make Best Practice
2011/2/12 20:51	HORUS	CONSOLE_MANA...	
2011/2/12 21:17	HORUS	CONSOLE_MANA...	
2011/2/12 21:25	HORUS	CONSOLE_MANA...	

View

Editable HTML.
Changes here appear in BP window and on Context page.

Asset activity is still logged, but remediation session recording stops when limit reached.