



Why On Earth Was I Not Notified?!

Retrofitting Zabbix With An Action Simulator

Who Am I?

- Medical University of Vienna
- Monitoring handyman
- Fedora/EPEL
- #zabbix, #zabbix-de
- blog.zabbix.com

http://www.geofrogger.net/review/my_zabbix_patches_desc.txt

Our Setup

- 1,500 hosts
- 22,000 items
- 11,000 triggers
- 150 NVPS

The Challenge

- Know what's going to happen
- Don't miss an event
- Avoid duplicates
- Stop guessing and hoping for the best
- ZBXNEXT-97 (2009)

What Makes It Difficult

- No direct connection between triggers and actions by design
- Limited flexibility when constructing action conditions (ZBXNEXT-1133)
- Debugging is cumbersome (ZBXNEXT-1533)

What Can Go Wrong (I)

- Plain mistake
- Action disabled
- Action conditions don't match
- User is member of a disabled group
- No permissions

What Can Go Wrong (II)

- Media type disabled system-wide
- Desired user media not defined
- Desired user media disabled
- Severity settings for user media don't match
- Temporal settings for user media don't match

What Is The Action Simulator?

- Frontend implementation of server business logic
- Not intrusive at all
- Just an informational dry-run

A Brief History

- v1: Figure out matching actions
- v2: Show resulting notifications, but ignore temporal constraints
- v3: Major bug-fix to v2, better output formatting
- v4: Remote commands, lots of minor improvements and bug-fixes

What's Missing in v4?

- Escalation
- API integration
- Temporal settings
- Maintenance periods

Live Demo

Demo time!

Conclusion

- Pressing need
- Not just for beginners
- Simple
- Does the job – Stomach ulcer gone
- API integration allows for auditing

22:23 < [ejames123](#) > volter: I just cleaned up some alerting strangeness I've seen.
All because of your tool. I think you should take the rest of
the day off.

References

- Blog article -- blog.zabbix.com/why-on-earth-was-i-not-notified/2027/
- Wiki article, development goals, bugs, concepts
https://www.zabbix.org/wiki/Docs/action_simulator
- Code, Screenshots --
<http://www.geofrogger.net/review/actionsim/>
- Upstream ticket --
<https://support.zabbix.com/browse/ZBXNEXT-97>

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