Lessons learned while being on-site
About me
Consultant - (from Latin: consultare "to discuss") is a professional who provides expert advice in a particular area such as IT
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Zabbix consultant = Zabbix expert
Areas:

Initial Zabbix installation

Environment review and performance tuning

Migration and upgrade

High availability, distributed setup, scalable solution

Other projects requiring expertise in Zabbix (e.g. DB partitioning, architecture planning, DB recovery, etc.)
Graph

- Initial installation: 8%
- Migration and upgrade: 10%
- Partitioning: 14%
- Envonment review and performance tuning: 12%
- HA Cluster: 24%
- Other: 32%
7 Lessons I Learned
Lesson 1: Expectations prior and during the engagement
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It’s important to understand what exactly do you need to ensure the solution reflects it!
Lesson 2: failing to properly document requirements
Example

Agenda for a consultancy session:

- install Zabbix

- configure some devices monitoring

- configure reports and notifications
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- install Zabbix
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My estimate: stand-alone installation, adding devices, show available reports, configure email/sms notifications

His estimate: HA cluster for Zabbix, custom templates, push notifications, custom printable reports
Lesson 3: sometimes, even a tiny change can deliver big savings in terms of cost and performance
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Example

A customer decided to tune PHP parameters
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Solution: use default value for that PHP parameter
A customer decided to improve Zabbix agent configuration (use HostnameItem instead of Hostname)
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Solution: custom script and Zabbix API to clean up DB
Lesson 4: most customers don't call for help before the system fails
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Instead they wait
try to fix it themselves
enlist the assistance of the local computer geek/staff
Lesson 5: do not overestimate your DBA skills
Example

DBA decided to improve Zabbix official schema
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Reason: missing index is the root cause
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Reason: missing index is the root cause

Solution: add missing index and register new feature request to share your ideas
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Reason: partitioning script does not work for some reason

Solution: make sure you know what you're doing! Test your solution and set up monitoring
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Solution: configure partitioning for the tables
Note, changes like these are easy to make early on - but very hard to carry out when you need to make database changes in a live environment storing huge amount of data.
Lesson 6: do not store trash in Zabbix DB
Example

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Solution: improve partitioning script and delete old partitions
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Solution: use less sensitive triggers/analyze history
Lesson 7: monitoring is crucial - the more coverage you have, the quicker you can identify issues that arise
Use **Zabbix** to monitor hardware, software and services
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Zabbix (App and Team) will help you:
Use Zabbix to monitor hardware, software and services

Zabbix (App and Team) will help you: troubleshoot issues even avoid issues
Every day is a school day

Thank you