



Zenoss Service Dynamics Service Impact Training Student Exercise Guide

Zenoss, Inc.

www.zenoss.com

Zenoss Service Dynamics

Service Impact Training

Student Exercise Guide

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Revision: 5.2.3-ILT-V1.1

Last update: 1.3.2019

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Step-by-Step Guide to the Exercises

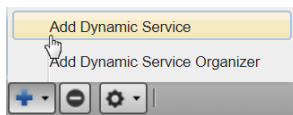
Exercise #0: Connect to Your Zenoss Instance

1. In a web browser, enter the URL for your assigned lab instance:
https://zenoss5.region-trainX.zenoss.com where:
 - **region** is either blank (in which case you should omit the hyphen ("-")), or one of **in**, **ir**, **pre**, **sa**, or **sing**
 - **X** is the number of your assigned lab instance
 - a. If you are unsure of which region your lab instance is in, or which instance has been assigned to you, check with your instructor before proceeding.
 - b. Your browser may post a privacy or security warning. It is safe to continue.
2. Enter **training** as the *Username*.
3. Enter the *Password* provided by your instructor.

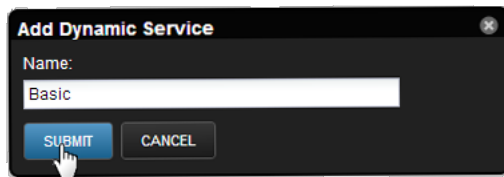


Exercise #1: Create a Basic Service

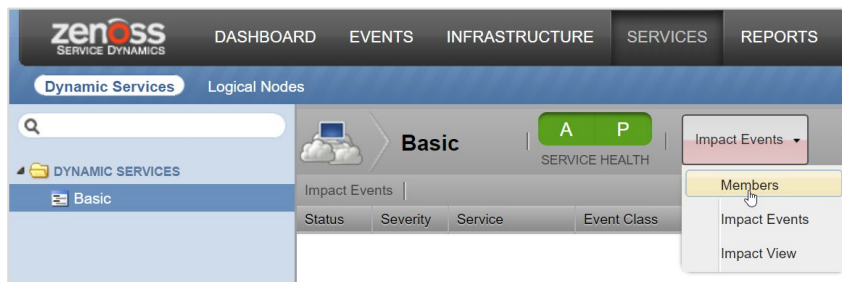
1. Click **SERVICES** in the top navigation row
2. From the  (add) menu at the lower left, select **Add Dynamic Service**



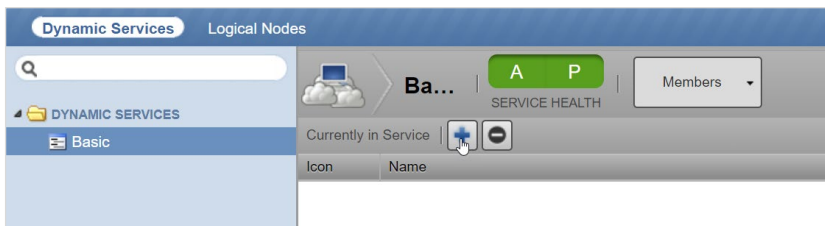
3. In the *Add Dynamic Service* dialog, enter **Basic** as the **Name** and click **SUBMIT**



4. Select the **Basic** service from the list on the left
5. Select **Members** from the view (**Impact Events**) menu



6. Click  above the empty *Currently in Service* list



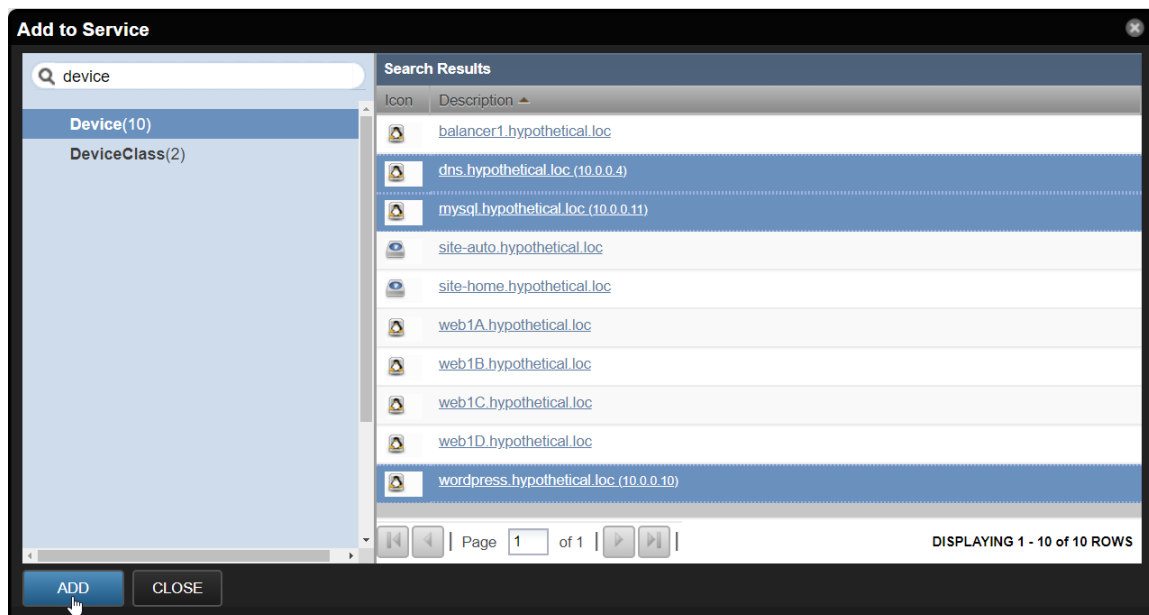
7. In the *Add to Service* dialog:
 - a. Enter **device** in the search box to list known devices
 - b. Select the three devices listed below from the right pane

When selecting a service member, click anywhere on its row except on the name (which is a link)

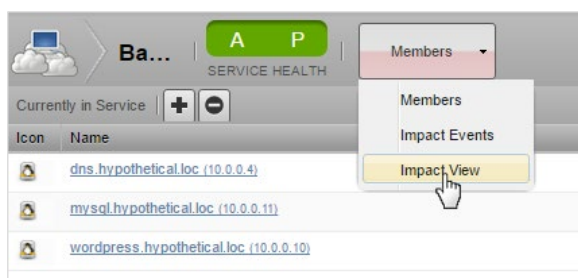
Click on the first device row, then hold down the **Ctrl** key and click on the remaining two device rows

- **dns.hypothetical.loc**
- **mysql hypothetical.loc**
- **wordpress. hypothetical.loc**

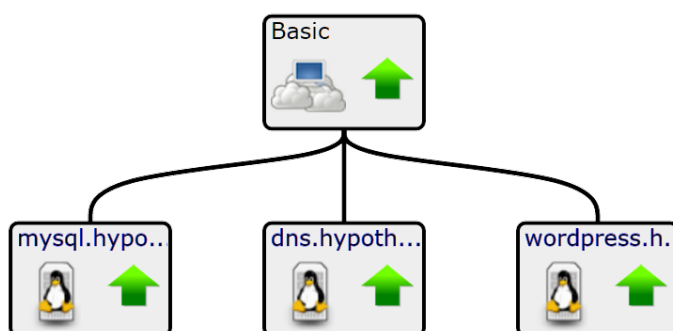
- c. Click **ADD** and then **CLOSE**



8. Switch to the **Impact View**

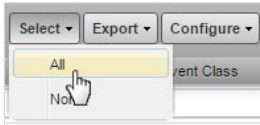


9. Verify that your service graph looks like this (the order of the device nodes may vary):



Exercise #2a: How Events Impact Service States

1. Click **EVENTS** in the top navigation row
2. Close all open events:
 - a. Click **Select > All** (or press **Ctrl-A**)



- b. Click the close event button: 

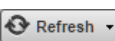
3. Create a new ("synthetic") "Host Down" event:

- a. Click the add event button to create a new event: 
 - b. Fill in the *Create Event* dialog as shown:

Summary	Host Down
Device	mysql.hypothetical.loc
Component	[Leave Blank]
Severity	Critical
Event Class Key	[Leave Blank]
Event Class	/Status/Ping
Collector	localhost

- c. Click **SUBMIT**

 A screenshot of the 'Create Event' dialog box. It contains fields for Summary (Host Down), Device (mysql.hypothetical.loc), Component (empty), Severity (Critical), Event Class Key (empty), Event Class (/Status/Ping), and Collector (localhost). At the bottom, there are 'SUBMIT' and 'CANCEL' buttons. A mouse cursor is pointing at the 'SUBMIT' button.

- d. Click the **Refresh** button to update the event console: 

4. Verify that your event was processed and that a new Service event was created in response:

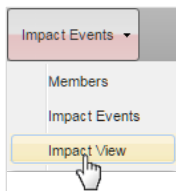
 A screenshot of the Zenoss Events console. The top navigation bar shows 'DASHBOARD', 'EVENTS', 'INFRASTRUCTURE', 'SERVICES', 'REPORTS', and 'ADVANCED'. Below it, there are tabs for 'Event Console', 'Event Archive', 'Event Classes', and 'Triggers'. The 'Event Console' tab is active, showing a table of events. The table has columns for Status, Severity, Resource, Component, Event Class, and Summary. Two events are listed: one for 'Basic' with severity 'Critical' and event class '/Service/State/Availability', and another for 'mysql.hypoth...' with severity 'Critical' and event class '/Status/Ping'.

Status	Severity	Resource	Component	Event Class	Summary
Critical	Critical	Basic		/Service/State/Availability	Service Basic is DOWN.
Critical	Critical	mysql.hypoth...		/Status/Ping	Host Down

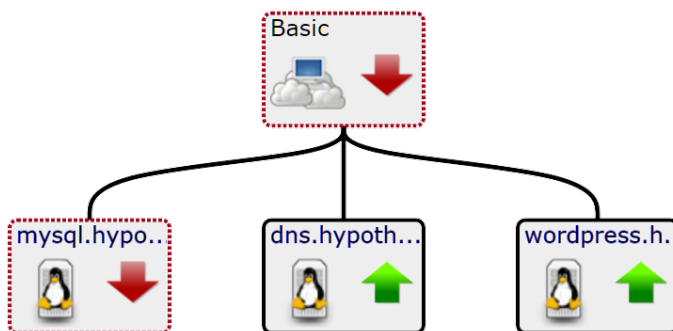
5. Explore the *Impact Events* view:
 - a. Click **SERVICES** in the top navigation row and note the change in the *Availability Health* pie chart

- b. Click the **Basic** service in the list on the left

6. Select **Impact View** from the **Impact Events** menu



7. Note the state of the service's Impact View:



8. Return to the event console by clicking **EVENTS** in the top navigation bar
9. Close the “impacting” event: Select the **Host Down** event and then click the close event button:



10. Note that the service event is automatically closed (click  Refresh if it remains on the console)

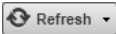
Exercise #2b: How Events Impact Service States

- Click **EVENTS** in the top navigation row
- Close all open events:
 - Click **Select > All** (or press **Ctrl-A**)
 - Click the Close Event button: 
- Create two new events with the values listed below:

- a. Click the add event button to create a new event: 
- b. Fill in each *Create Event* dialog as shown:

Summary	HTTP worker process died
Device	wordpress.hypothetical.loc
Component	[Leave Blank]
Severity	Error
Event Class Key	[Leave Blank]
Event Class	/Status/HTTP
Collector	localhost

Summary	Host Down
Device	mysql.hypothetical.loc
Component	[Leave Blank]
Severity	Critical
Event Class Key	[Leave Blank]
Event Class	/Status/Ping
Collector	localhost

- c. Click **SUBMIT**
4. Click  and verify that the new events have been received:

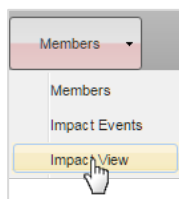
Status	Severity	Resource	Component	Event Class	Summary
...	...				
!!		Basic		/Service/State/Availability	Service Basic is DOWN.
!!		mysql.hypothetical.loc		/Status/Ping	Host Down
!		wordpress.hypothetical.loc		/Status/HTTP	HTTP worker process died unexpectedly

Exercise #2c: Impact Event Management

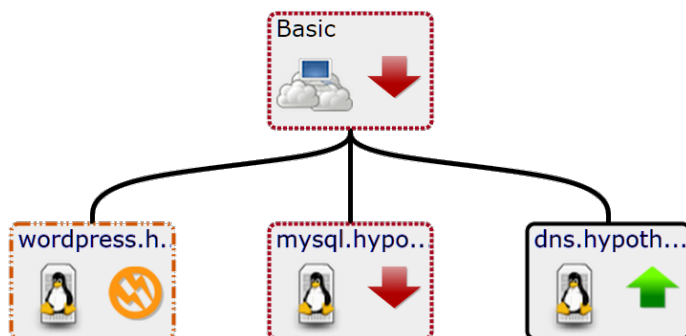
1. Click the [Basic](#) link in the *Resource* column on the service event row; this will take you to the *Impact Events* page for the **Basic** service

Status	Severity	Resource	Component	Event Class	Summary
...	...				
!!		Basic		/Service/State/Availability	Service Basic is DOWN.
!!		mysql.hypothetical.loc		/Status/Ping	Host Down
!		wordpress.hypothetical.loc		/Status/HTTP	HTTP worker process died unexpectedly

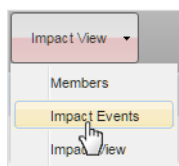
2. Select **Impact View** from the **Members** menu



3. Verify that your Impact View looks like this:



4. Select **Impact Events** from the **Impact View** menu



5. Note that the topmost impact event is automatically selected.
6. Close the **Host Down** event:
 - a. Click on the event row (without clicking on a hyperlink) to select the event
 - b. Click the close event button

Impact Events

Status	Severity	Service	Event Class	Summary	First Seen
 Basic /Service/State/Availability Service Basic is DOWN. 2018/09/06 11:36:					

☒

☒

Select ▾

Confidence ▾	Status	Severity	Resource	Component	Event Class	Summary
99			mysql.hypoth...		/Status/Pin...	Host Down
2			wordpress.hy...		/Status/HT...	HTTP worker process died

7. Verify that Basic service's availability state has changed to **Degraded**:



Basic

A

P

SERVICE HEALTH

Impact Events ▾

Impact Events

Status	Severity	Service	Event Class	Summary
	Basic	/Service/State/Availability		Service Basic is DEGRADED.

Exercise #2d: Clear Events and Service States

1. Click **EVENTS** in the top navigation row
2. Create a new (“synthetic”) event to clear the existing **HTTP worker process died** event:

a. Click the Add Event button to create a new event: 

b. Fill in the *Create Event* dialog as shown:

Summary	HTTP worker process started
Device	wordpress.hypothetical.loc
Component	[Leave Blank]
Severity	Clear
Event Class Key	[Leave Blank]
Event Class	/Status/HTTP
Collector	localhost

c. Click **SUBMIT**

3. Verify that **/Status/HTTP** event and the corresponding service event have been cleared (click  Refresh if necessary)

Exercise #2e: Simulate a Monitoring Template Threshold Event

1. Click **INFRASTRUCTURE** in the top navigation row
2. Click the dns.hypothetical.com link in the right pane
3. Click **Device (/Server/Linux)** under *Monitoring Templates* in the left pane
4. Double-click **high load** in the **Thresholds** pane

Thresholds			
  			
Name	Type	Min. Value	Max. Value
high load	MinMaxThreshold		1200
low idle	MinMaxThreshold	2	

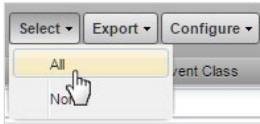
5. In the *Edit Threshold* dialog:
 - a. Scroll down and take note of the values for **Severity** and **Event Class** properties
 - b. Click **CANCEL**



The **Edit Threshold** dialog box is shown with the following fields:

- Severity:** Warning (highlighted with a red box)
- ☒ **Enabled**
- Minimum Value:** (empty field)
- Maximum Value:** 1200
- Event Class:** /Perf/CPU (highlighted with a red box)
- Escalate Count:** 0
- Buttons:** SAVE, CANCEL (with a mouse cursor over CANCEL)

6. Click **EVENTS** in the top navigation row
7. Close any open events:
 - a. Click **Select > All** or press **Ctrl-A**



- b. Click the close event button: 

8. Create a synthetic event to simulate the **high load** threshold being exceeded:

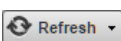
- a. Click the add event button to create a new event: 

- b. Fill in the *Create Event* dialog as shown:

Summary	threshold of high load exceeded
Device	dns.hypothetical.loc
Component	[Leave Blank]
Severity	Warning
Event Class Key	[Leave Blank]
Event Class	/Perf/CPU
Collector	localhost

- c. Click **SUBMIT**

 A screenshot of the 'Create Event' dialog box. It contains the following fields: Summary (threshold of high load exceeded), Device (dns.hypothetical.loc), Component (empty), Severity (Warning), Event Class Key (empty), and Event Class (/Perf/CPU). At the bottom are 'SUBMIT' and 'CANCEL' buttons. A mouse cursor is pointing at the 'SUBMIT' button.

- d. Refresh the event console by clicking 

- e. Note that since this is a **/Perf** event, a **/Service/State/Performance** event is generated:

Status	Severity	Resource	Component	Event Class	Summary
...	...				
	Warning	Basic		/Service/State/Performance	Service Basic is DEGRADED.
	Warning	dns.hypothetical.loc		/Perf/CPU	threshold of high load exceeded

9. Using the steps above, create a matching synthetic event for the **mysql.hypothetical.com** device:

Summary	threshold of high load exceeded
Device	mysql.hypothetical.loc
Component	[Leave Blank]
Severity	Warning
Event Class Key	[Leave Blank]
Event Class	/Perf/CPU
Collector	localhost

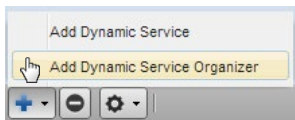
10. Verify that the new **/Perf/CPU** event has been received and that the count for the service event is now **2** (click  Refresh if necessary)

Status	Severity	Resource	Component	Event Class	Summary	Count
...	...					
		Basic		/Service/State/Performance	Service Basic is DEGRADED.	2
		mysql.hypothetical.loc		/Perf/CPU	threshold of high load exceeded	1
		dns.hypothetical.loc		/Perf/CPU	threshold of high load exceeded	1

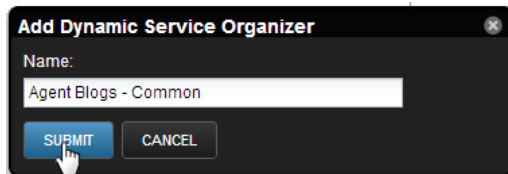
Note: The **First Seen** and **Last Seen** columns have been omitted above to save space

Exercise #3: Prepare for Component Monitoring

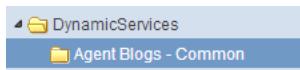
1. Click **SERVICES** in the top navigation row
2. Delete the **Basic** service:
 - a. Select the **Basic** service from the list on the left
 - b. Click the Delete button (-) in the lower left to delete the service, then click **OK** in the *Delete Dynamic Service* confirmation dialog
3. From the Add (+) menu in the lower left, select **Add Dynamic Service Organizer**



4. In the *Add Dynamic Service Organizer* dialog, enter **Agent Blogs - Common** as the **Name** and click **SUBMIT**



5. Select **Agent Blogs - Common** from the list on the left



6. Create these four new services underneath the **Agent Blogs - Common** organizer by following the steps below for each service:

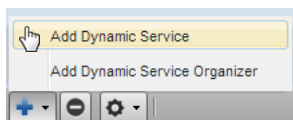
Agent Blogs - Common

DNS

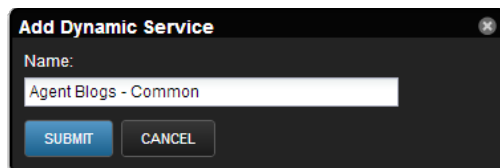
MySQL

WordPress

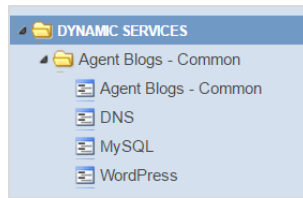
- a. From the Add menu (+) in the lower left, select **Add Dynamic Service**



- b. In the *Add Dynamic Service* dialog, enter the name of the next service from the list above and click **SUBMIT**

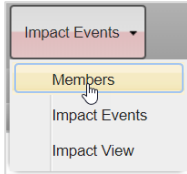


7. The DYNAMIC SERVICES tree should now look like this:



Exercise #4: Add DNS Service Members

1. Click on **SERVICES** in the top navigation row
2. Expand the **Agent Blogs - Common** Service Organizer and select the **DNS** Dynamic Service
3. Select **Members** from the view menu (**Impact Events**)



4. Click  above the empty *Currently in Service* pane

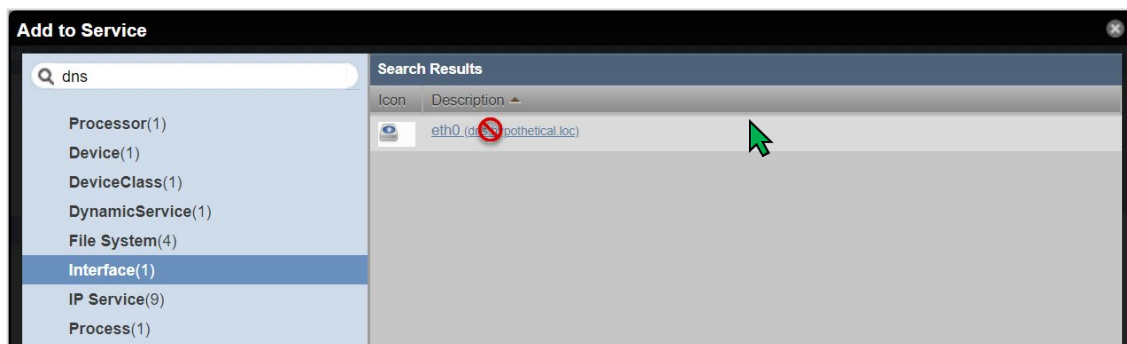


5. Enter **dns** in the *Add to Service* search box to locate the components for **dns.hypothetical.loc**
6. Add these service members to the service by following the steps below for each category and service member pair:

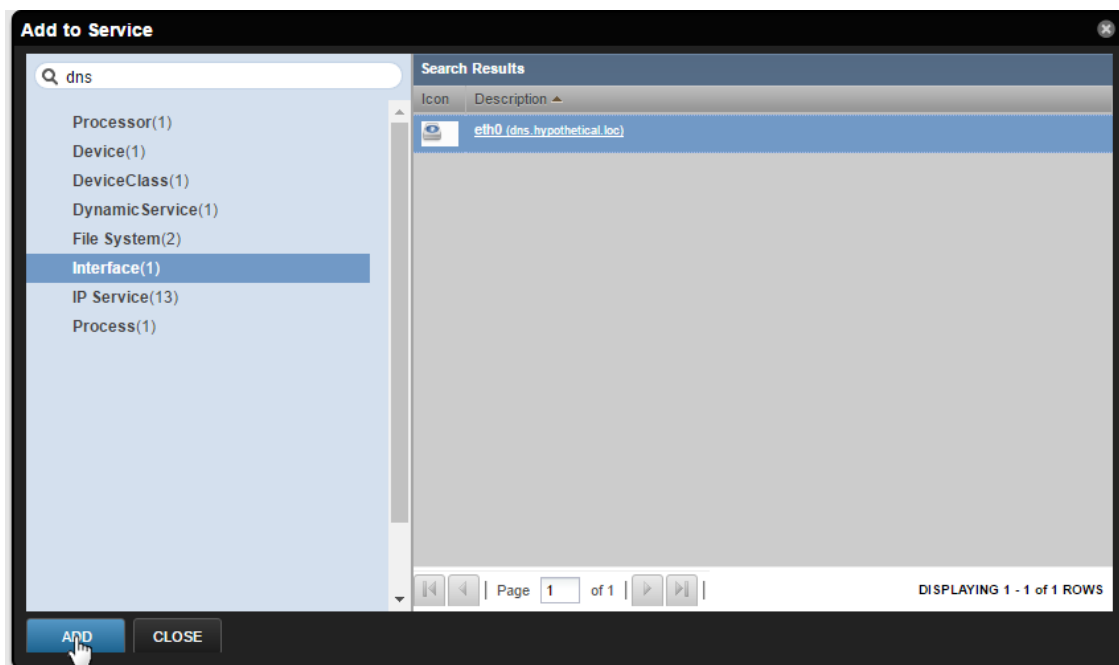
Category	Service Member
Interface	eth0 (dns.hypothetical.loc)
Process	/usr/sbin/named (dns.hypothetical.loc)

- a. Select the specified category from the list on the left
- b. Select the specified service member from the *Search Results* list

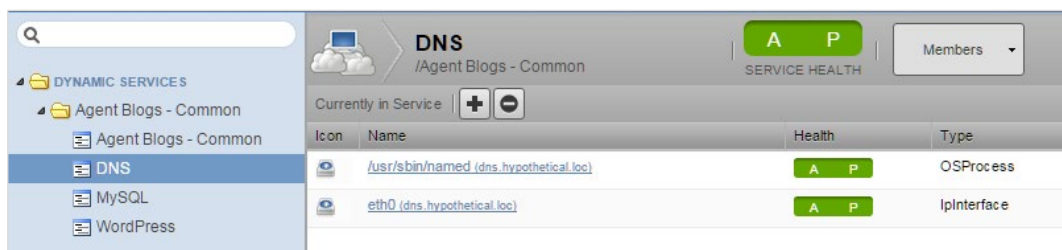
Remember to click (or double-click) on the results row anywhere there is not a hyperlink



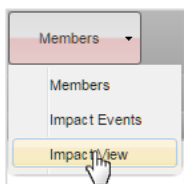
- c. Click **ADD**, or double-click on the selected row in the *Search Results* window



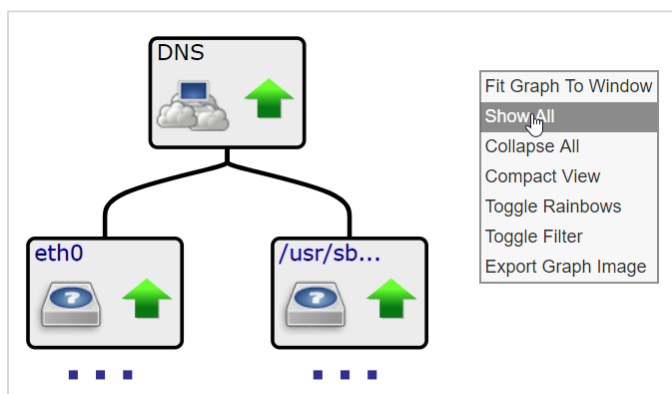
7. When all the listed service members have been added, click **CLOSE**
8. Verify that the **DNS Members** view now looks like this:



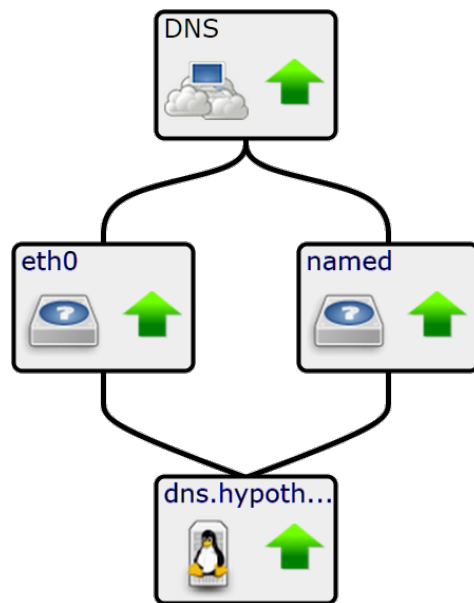
9. Select **Impact View** from the view menu (**Members**)



10. Right-click on the white background of the graph and select **Show All**

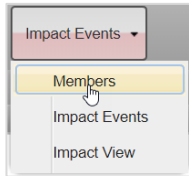


11. Verify that your expanded Impact View looks like this:

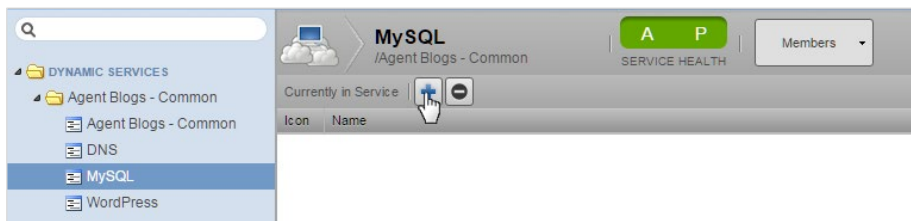


Exercise #5: Add MySQL Service Members

1. Click on **SERVICES** in the top navigation row
2. Expand the **Agent Blogs - Common** Service Organizer and select the **MySQL** Dynamic Service
3. Select **Members** from the view menu (**Impact Events**)



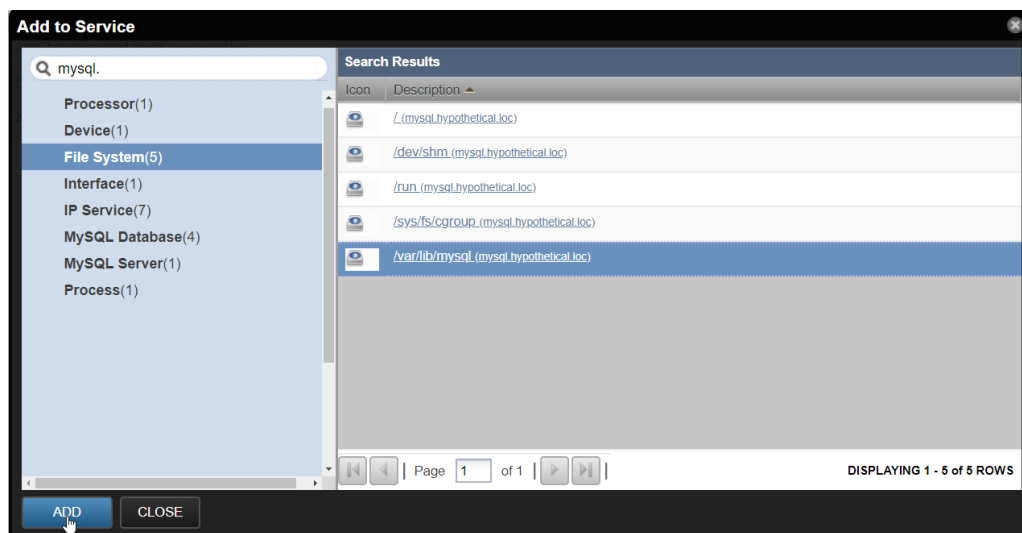
4. Click **+** above the empty *Currently in Service* pane



5. Enter **mysql.** in the *Add to Service* search box to locate the components for **mysql.hypothetical.loc**
6. Add the service members listed in the table to the service by following the steps below for each category and service member pair:

Category	Service Member
File System	/var/lib/mysql (mysql.hypothetical.loc)
MySQL Server	zenmonitor_3306 (mysql.hypothetical.loc)
Process	/usr/libexec/mysqld (mysql.hypothetical.loc)

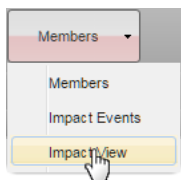
- a. Select the specified category from the list on the left
- b. Select the specified service member from the *Search Results* list
Remember to click (or double-click) on the results row anywhere there is not a hyperlink
- c. Click **ADD**, or double-click on the selected row in the *Search Results* window



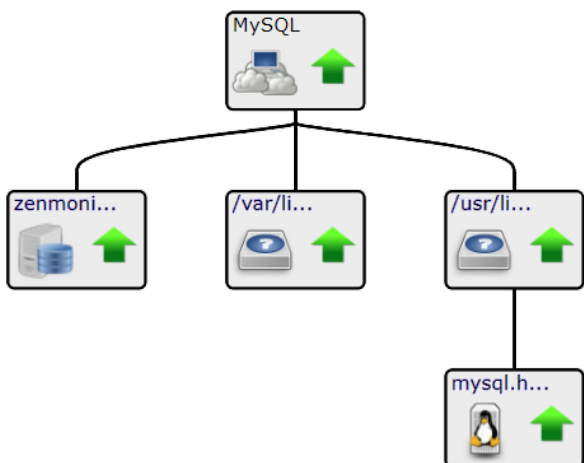
7. When all the listed service members have been added, click **CLOSE**
8. Verify that the **MySQL Members** view now looks like this:



9. Select **Impact View** from the view menu (**Members**)

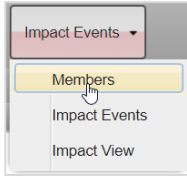


10. Right-click on the white background of the graph and select **Show All**
11. Verify that your expanded Impact View looks like this:



Exercise #6: Add WordPress Service Members

1. Click on **SERVICES** in the top navigation row
2. Expand the **Agent Blogs - Common** Service Organizer and select the **Wordpress** Dynamic Service
3. Select **Members** from the view menu (**Impact Events**)



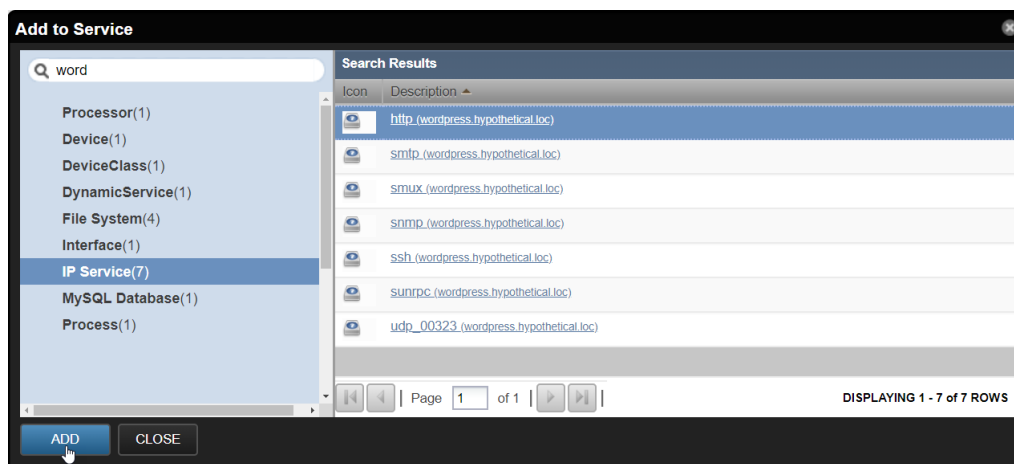
4. Click **+** above the empty *Currently in Service* pane



5. Enter **word** in the *Add to Service* search box to locate the components for **wordpress.hypothetical.loc**
6. Add these service members to the service by following the steps below for each category and service member pair:

Category	Service Member
IP Service	http (wordpress.hypothetical.loc)
Process	/usr/sbin/httpd (wordpress.hypothetical.loc)

- Select the specified category from the list on the left
- Select the specified service member from the *Search Results* list
Remember to click (or double-click) on the results row anywhere there is not a hyperlink
- Click **ADD**, or double-click on the selected row in the *Search Results* window

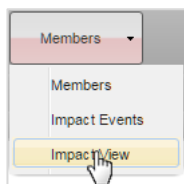


7. When all the listed service members have been added, click **CLOSE**

8. Verify that the **WordPress Members** view now looks like this:

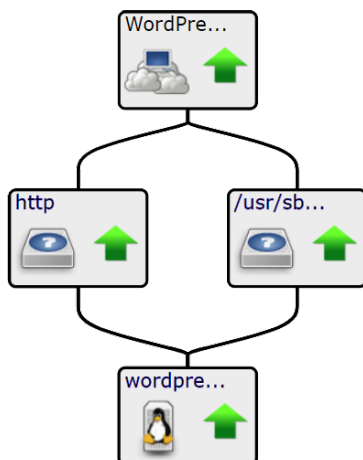


9. Select **Impact View** from the view menu (**Members**)



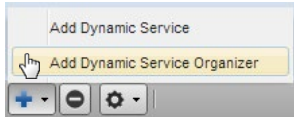
10. Right-click on the white background of the graph and select **Show All**

11. Verify that your expanded Impact View looks like this:



Exercise #7a: Create the Top-Level Services

1. Click **SERVICES** in the top navigation row
2. Make sure that the root organizer, **DYNAMIC SERVICES**, is selected
3. From the Add (+) menu in the lower left, select **Add Dynamic Service Organizer**

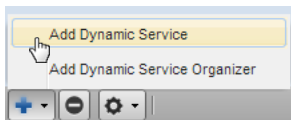


4. In the *Add Dynamic Service* dialog, enter **Dashboards** as the **Name** and click **SUBMIT**
5. Select the new **Dashboards** Dynamic Service from the list on the left
6. Create these two new services underneath the *Dashboards* organizer by following the steps below for each service:

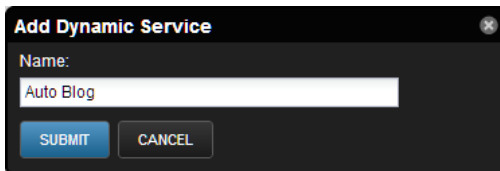
Auto Blog

Home Blog

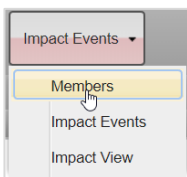
- a. From the Add menu (+) in the lower left, select **Add Dynamic Service**



- b. In the *Add Dynamic Service* dialog, enter the name of the next service from the list above and click **SUBMIT**



7. In the list on the left, expand the **Agent Blogs - Common** service organizer and select the **Agent Blogs - Common** service
8. Select **Members** from the view menu (**Impact Events**)



9. Click **+** above the empty *Currently in Service* pane
 - a. Enter **dynamic** in the *Add to Service* search box
 - b. Double-click the **DNS (/Agent Blogs - Common)** element in the *Search Results* list on the right (without clicking on a hyperlink)
 - c. Repeat steps **a** and **b** above to add the **MySQL** and **WordPress** dynamic services
10. Click **CLOSE** in the *Add to Service* dialog

11. Verify that the **Agent Blogs - Common** Currently in Service view now looks like this:



12. Expand the **Dashboards** organizer, if necessary, and select the **Auto Blog** Service from the list on the left
- Click above the empty *Currently in Service* pane
 - Enter **dynamic** in the *Add to Service* search box
 - Double-click the **Agent Blogs - Common (/Agent Blogs - Common)** element in the *Search Results* list on the right (without clicking on a hyperlink)
 - Click **CLOSE** in the *Add to Service* dialog
13. Repeat step 12 above to add the **Agent Blogs - Common** Service to the **Home Blog** Service

Exercise #7b: Create the Top-Level Services

- Click **EVENTS** in the top navigation row
- Create an event that mimics an Apache **CPU over 90 percent** threshold:

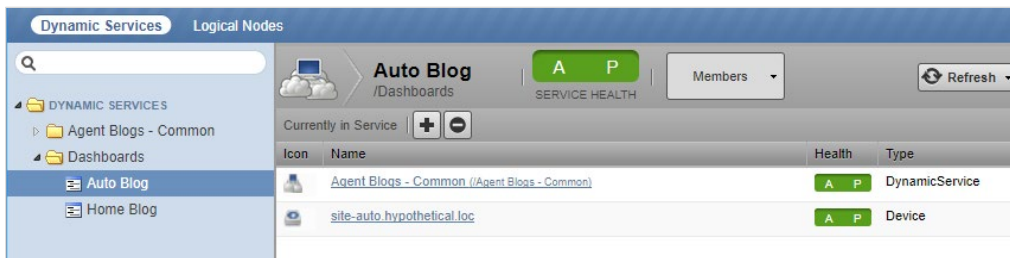
- Click the Add Event button to create a new event:
- Fill in the *Create Event* dialog as shown:

Summary	threshold of CPU over 90 percent exceeded
Device	wordpress.hypothetical.loc
Component	[Leave Blank]
Severity	Warning
Event Class Key	[Leave Blank]
Event Class	/Perf/Snmp
Collector	localhost

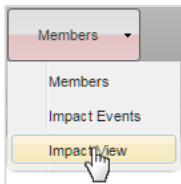
- Click **SUBMIT**
- Click **SERVICES** in the top navigation row
 - In the list on the left, expand the **Dashboards** Service Organizer and select the **Home Blog** Service

Exercise #8a: Update the Auto Blog and Home Blog Services

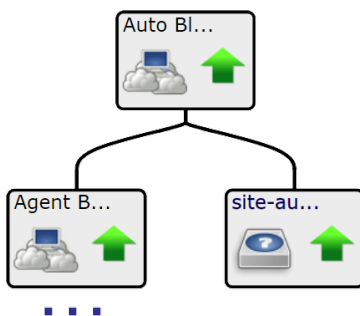
1. Click on **SERVICES** in the top navigation row
2. Expand the **Dashboards** Service Organizer and select the **Auto Blog** Service
3. Click **+** above the *Currently in Service* pane
4. Enter **auto** in the *Add to Service* search box
5. Add the site-auto.hypothetical.loc device to the service
 - a. Select **Device** from the list on the left
 - b. Select **site-auto.hypothetical.loc** from the *Search Results* list
 - c. Click **ADD**, or double-click on the selected row in the *Search Results* pane
 - d. Click **CLOSE**
6. Verify that the **Auto Blog** *Currently in Service* view now looks like this:



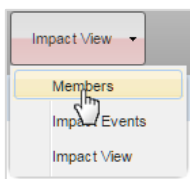
7. Select **Impact View** from the view menu (**Members**)



8. Verify that your Impact View looks like this (note that the *Agent Blogs - Common* service has been collapsed in the screen shot below):



9. Select **Members** from the view menu (**Impact View**)



10. Under the **Dashboards** Service Organizer on left select the **Home Blog** Service

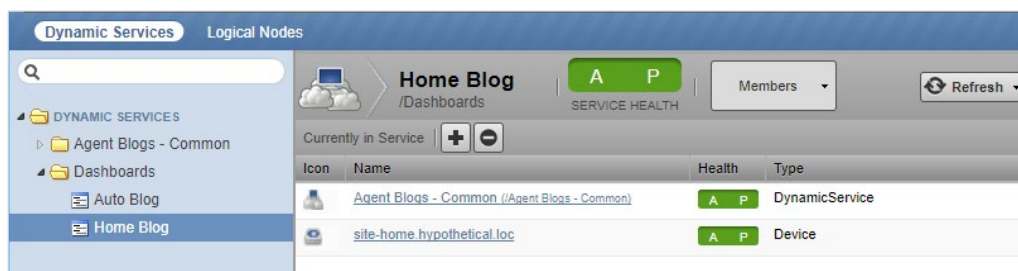
11. Click  above the *Currently in Service* pane

12. Enter **home** in the *Add to Service* search box

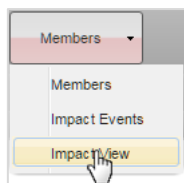
13. Add the site-home.hypothetical.loc device to the service

- Select **Device** from the list on the left
- Select **site-home.hypothetical.loc** from the *Search Results* list
- Click **ADD**, or double-click on the selected row in the *Search Results* pane
- Click **CLOSE**

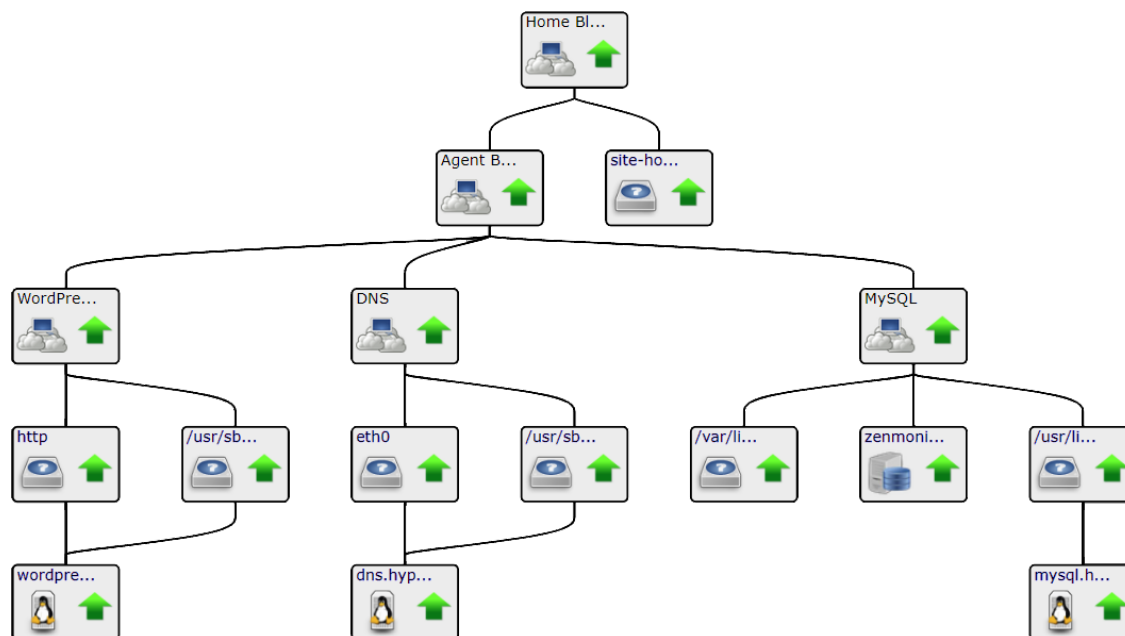
14. Verify that the **Home Blog** *Members* view now looks like this:



15. Select **Impact View** from the view menu (**Members**)



16. Verify that your Impact View looks like this:

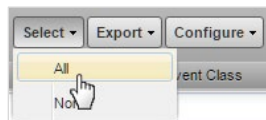


Exercise #8b: Generate a Test Event

1. Click **EVENTS** in the top navigation row

2. Close all open events:

a. Click **Select > All** or press **Ctrl-A**



b. Click the Close Event button:

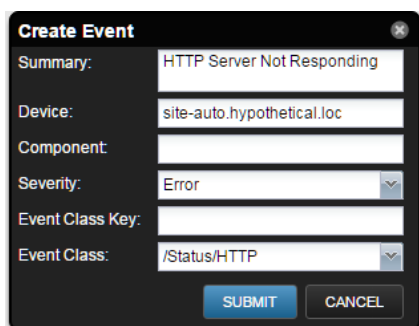
3. Create a new ("synthetic") *HTTP Server Not Responding* event:

a. Click the Add Event button to create a new event:

b. Fill in the *Create Event* dialog as shown:

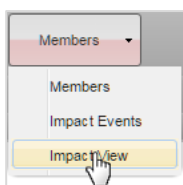
Summary	HTTP Server Not Responding
Device	site-auto.hypothetical.loc
Component	[Leave Blank]
Severity	Error
Event Class Key	[Leave Blank]
Event Class	/Status/HTTP
Collector	localhost

- c. Click **SUBMIT**

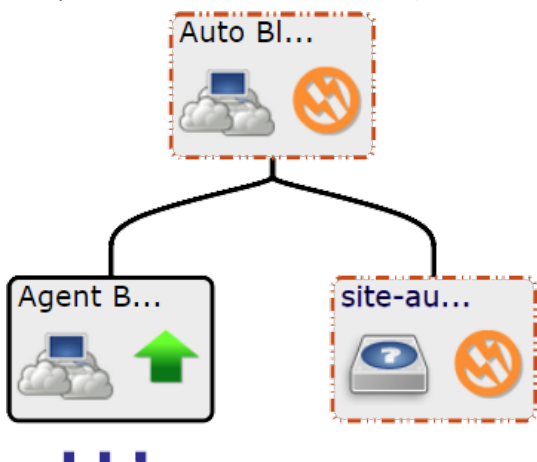


A 'Create Event' dialog box with the following fields: Summary (HTTP Server Not Responding), Device (site-auto.hypothetical.loc), Component (empty), Severity (Error), Event Class Key (empty), and Event Class (/Status/HTTP). At the bottom are 'SUBMIT' and 'CANCEL' buttons.

4. Click **SERVICES** in the top navigation row
5. Expand the **Dashboards** Service Organizer and select the **Auto Blog** Service
6. Select **Impact View** from the view menu (**Members**)

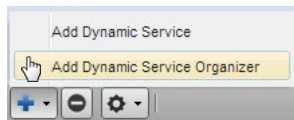


7. Verify that your Impact View looks like this (note that the *Agent Blogs - Common* service has been collapsed in the screen shot below):



Exercise #9a: Create the Web Cluster Services

1. Click **SERVICES** in the top navigation row
2. From the Add (+) menu in the lower left, select **Add Dynamic Service Organizer**

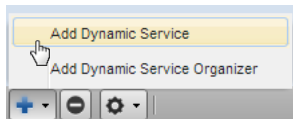


3. In the *Add Dynamic Service* dialog, enter **Web Clusters** as the **Name** and click **SUBMIT**
4. Select **Web Clusters** from the list on the left
5. Create these two new services underneath the **Web Clusters** organizer by following the steps below for each service:

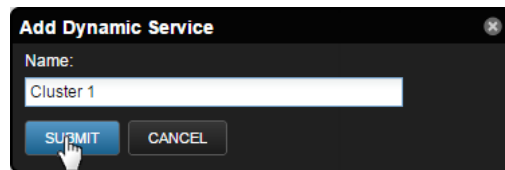
Cluster 1

Cluster 1 Servers

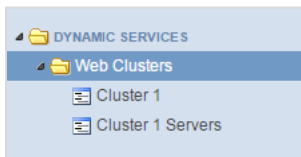
- a. From the Add menu (+) in the lower left, select **Add Dynamic Service**



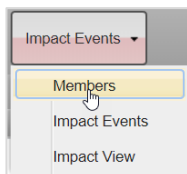
- b. In the *Add Dynamic Service* dialog, enter the name of the service from the list above and click **SUBMIT**



6. The Dynamic Service tree should now look like this:



7. Click on the **Cluster 1 Servers** service to select it
8. Select **Members** from the view menu (**Impact Events**)



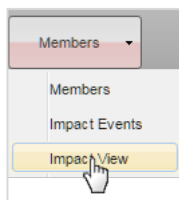
9. Click  above the empty *Currently in Service* pane



10. In the *Add to Service* dialog:
- Enter **web** in the search box to locate the web server devices
 - Select the **Device** category on the left (if necessary)
 - To select all four devices listed on the right, click on the first device name (**web1A.hypothetical.loc**), then hold down the **Shift** key and click on the last device name (**web1D.hypothetical.loc**)
 - Click **ADD** and then **CLOSE**
11. Click on the **Cluster 1** service to select it
12. Click  above the empty *Currently in Service* pane
- Enter **cluster** in the search box to locate cluster services
 - Select the **DynmiceService** category on the left (if necessary)
 - Click on **Cluster 1 Servers (/Web Clusters)** in the *Search Results*
 - Click **ADD**
 - Enter **bal** in the search box to locate cluster services
 - Select the **Device** category on the left (if necessary)
 - Click on **balancer1.hypothetical.loc** in the *Search Results*
 - Click **ADD** and then **CLOSE**

Exercise #9b: Configure the Service Policy

- Click on the **Cluster 1 Servers** service to select it
- Select **Impact View** from the **Members** menu



- Right-click the **Cluster 1 Servers** node and select **Edit Impact Policies**
- In the *Impact Policies* dialog, click the Global Policy **Add** button

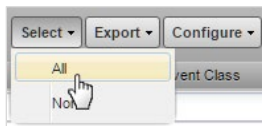
5. Create a Global Policy with the shown state triggers by following the steps below:

My state will be	If	%	Of type	Are
ATRISK	>=	25	☒	Any DOWN
DEGRADED	>=	50	☒	Any DOWN
DOWN	>=	100	☒	Any DOWN

- a. Click  at the lower left
 - b. Fill in the values as shown in the table above
 - c. Click **Save Changes**
6. Click  in the upper right corner of the *Impact Policies* dialog to close it

Exercise #9c: Test the Service Policy

1. Click **EVENTS** in the top navigation row
2. Close all open events:
 - a. Click **Select > All** or press **Ctrl-A**

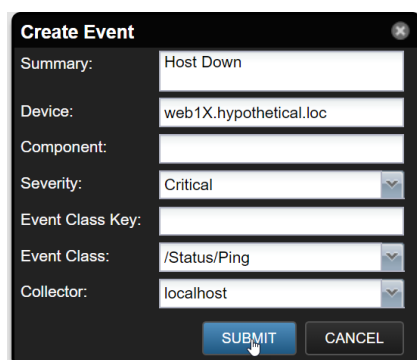


- b. Click the Close Event button: 

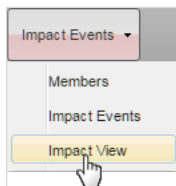
3. Repeat the following steps for each of **web1A.hypothetical.loc – web1D.hypothetical.loc**
 - a. Click **EVENTS** in the top navigation row (if necessary)
 - b. Click the add event button to create a new event: 
 - c. Fill in the *Create Event* dialog as shown:

Summary	Host Down
Device	web1X.hypothetical.loc
Component	[Leave Blank]
Severity	Critical
Event Class Key	[Leave Blank]
Event Class	/Status/Ping
Collector	localhost

- d. Click **SUBMIT**

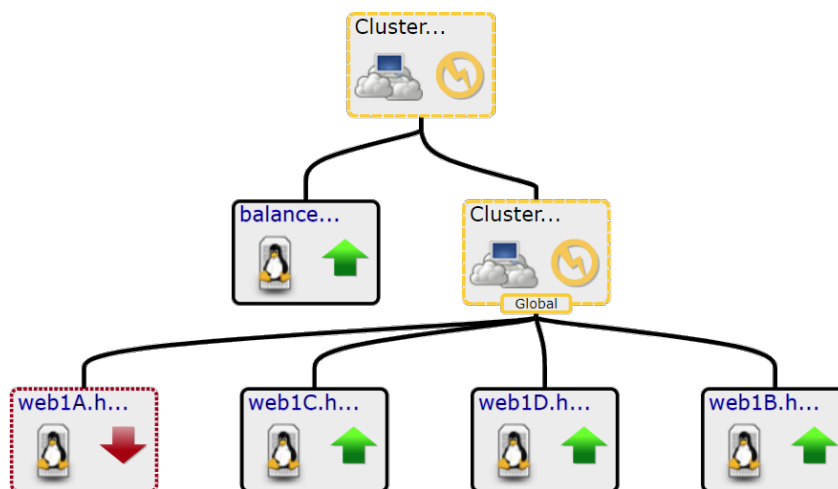


- e. Click on **SERVICES** in the top navigation row
- f. In the list on the left, expand the **Web Clusters** Service Organizer and select the **Cluster 1** service
- g. Select **Impact View** from the **Impact Events** menu

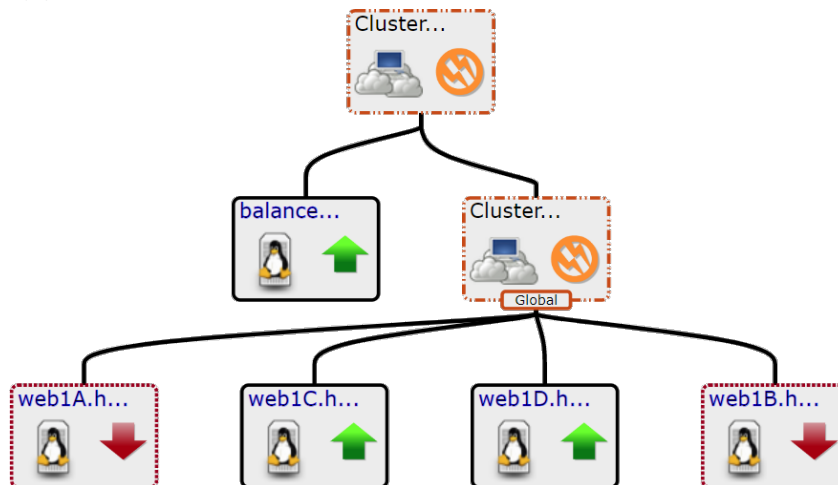


- h. Verify that your Impact View looks like this:

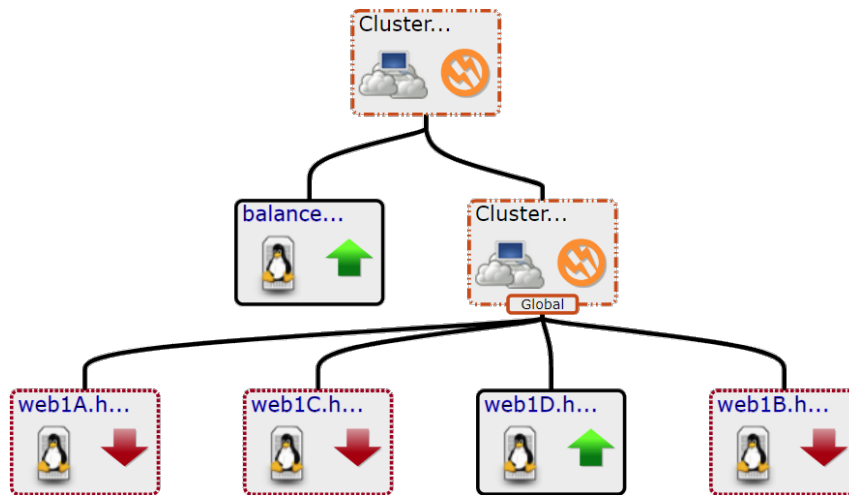
One (1) web server down:



Two (2) web servers down:



Three (3) web servers down:



Four (4) web servers down:

