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## ***Management of the Internet and Complex Services***

*European Sixth Framework Network of Excellence FP6-2004-IST-026854-NoE*

***Deliverable***

# **An Asterisk monitoring infrastructure based on Nagios**

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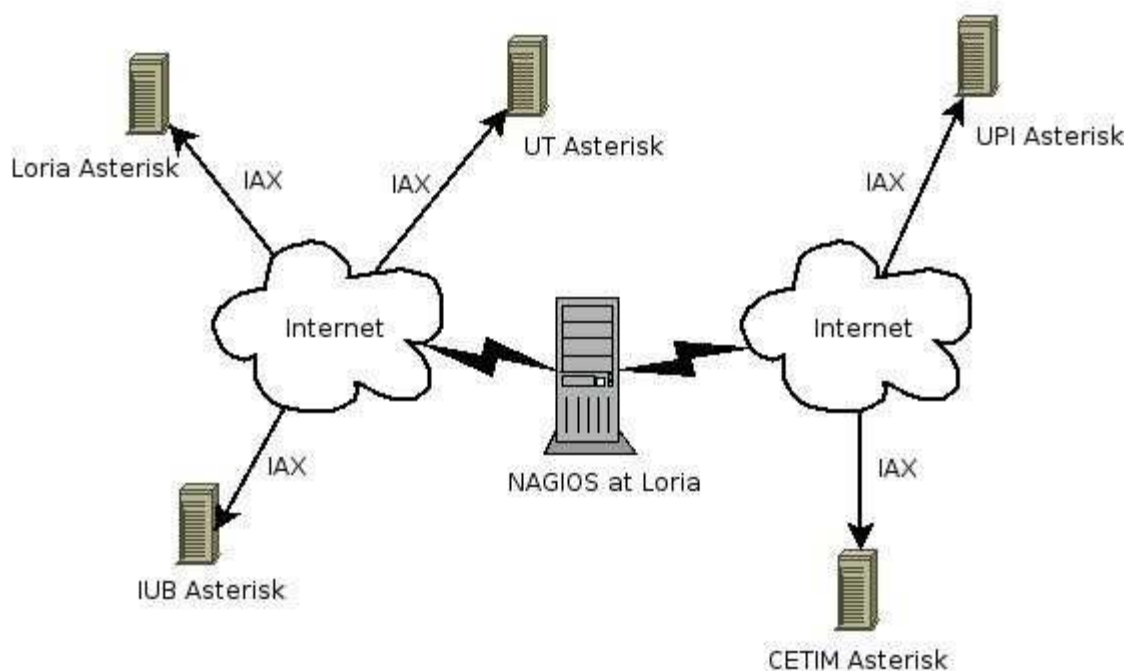
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# An Asterisk monitoring infrastructure based on Nagios

## I. Introduction

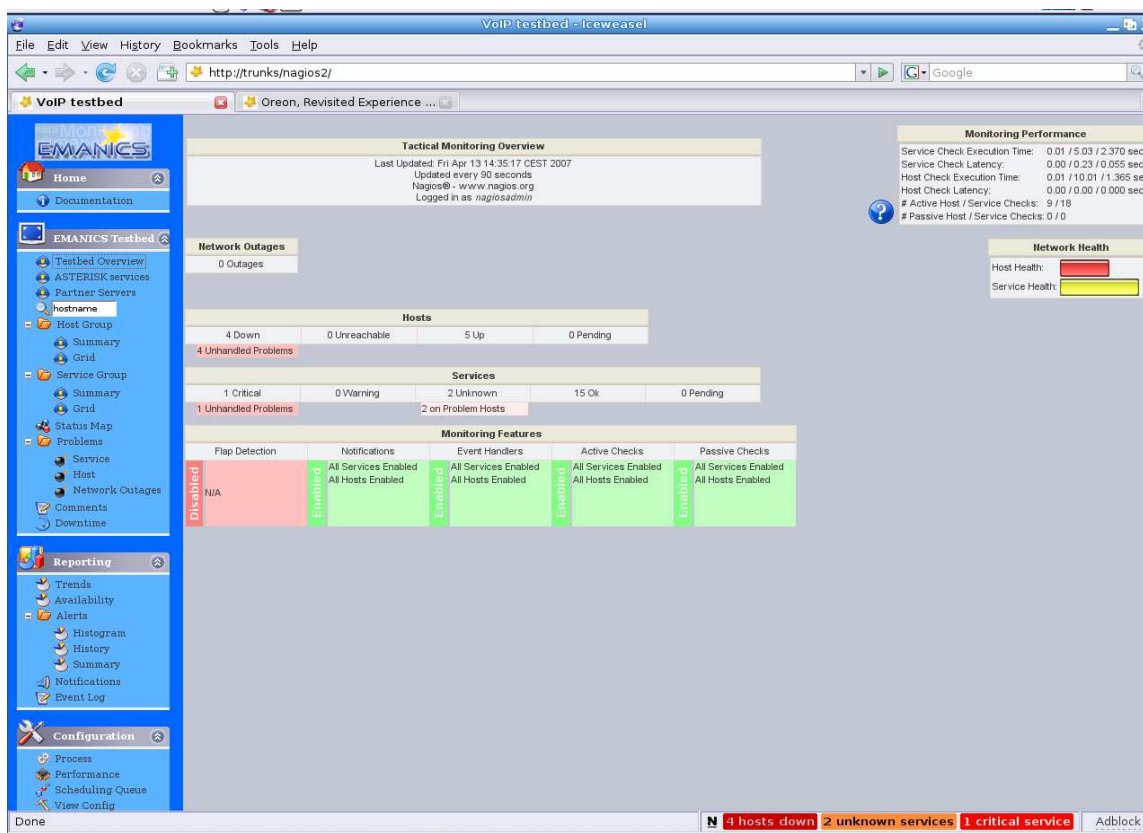
**A**sterisk is a SIP based OpenSource PBX, offered by Digium, and works on Linux platforms providing advanced VoIP services to either soft- or hardware IP phones. The EMANICS Virtual Laboratory has developed an international VoIP testbed consisting of several Asterisk servers spread across Europe, each one located at the partner's site, with its own users and extensions, all servers being interconnected by the IAX protocol.



Also, the testbed partners can communicate by video conference, using either webcams or video-enabled hardware IP phones. Polycom offers an integrated audio-video system for video conferencing.

The connection to PSTN is achieved using hardware from Digium, like the TDM400 interface card. Every user has a voice-mail box on his server, accessible from the local network.

The goal of my stage is to offer a unified view of the testbed from a single central point. By using monitoring software like Nagios, the partners can have a clear look at the real time status of all servers and services, and, when problems do occur, the system administrators can be notified automatically by email.



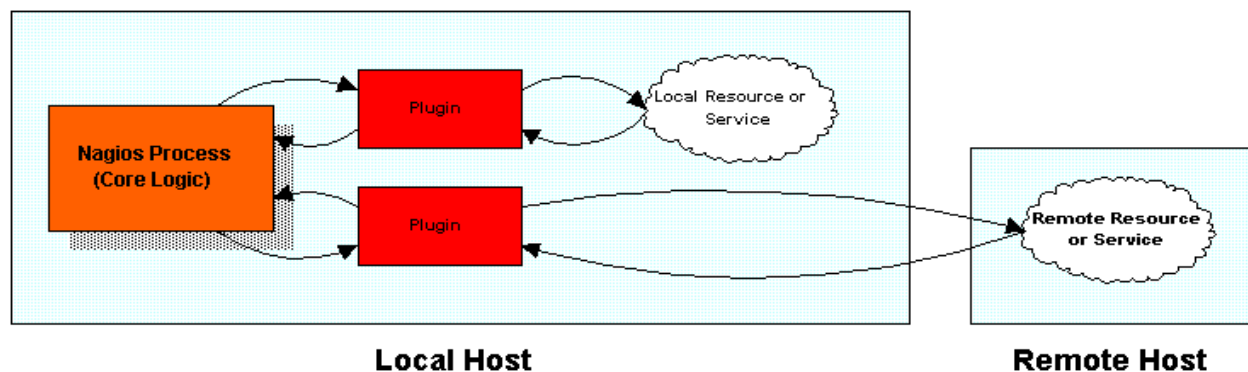
Also, the web interface offers graphical display information about the system's evolution and performance data on a give time period. Thus, you know what systems and services are having problems more often.

The first step in designing a monitoring infrastructure is to know the exact details of the network to be monitored: devices, structure and addresses. And then, what are the expectations from the monitoring software, what informations you want to obtain and what actions in case of an error you want to be performed. There are many programs alike, BigBrother, SysMon, OpenView and OpenNMS are just a few, but they don't have the flexibility and power of Nagios. Formerly known as NetSaint and released under the logo "only NSA monitors more", this is an application that runs as a daemon and periodically checks the services defined on the desired hosts and generates a log. Among that, it has a nice web interface that shows clearly the state of all services, the tactical overview of the network and problems that are present at every moment. It does also show reporting information, such as availability and trends on a given period of time. It can use both direct service check, SNMP and local resource verification. And, more, it has the ability to check services on remote hosts by connecting through SSH or by Nagios Remote Plugin Executor (NRPE). If network security demands this, it can act like a passive agent and receive information from plug-ins that run on the remote host and send results to the Nagios Service Check Acceptor (NSCA).

Plug-ins come in a separate package downloadable from [nagiosexchange.org](http://nagiosexchange.org), the home for all sorts of Nagios plug-ins. They aren't developed by Ethan Galstad, but by many programmers spread across the world.

They are usually Perl scripts, named `check_*` and are called by the CGIs. Beside the return values for the web interface (0 - OK, 1 - WARNING, 2 - CRITICAL, 3 - UNKNOWN) they also offer performance data such as response time, bytes received, the exact answer received from the server, etc.

The interaction scheme is given below: the plug-in is called by the main server, it is run locally or remote, and when execution finishes, it returns the response to the web interface, log and the CGI that called it:



Source: official Nagios documentation

This information can be used by RRD front-end tools such as NagiosGraph or NagiosGrapher to draw nice graphical representations of the service activity during a given time. Being aware of the network topology, Nagios can detect the problem source easily and escalate with the announcements if required.

## II. Installation

### 2.1 Prerequisites

Nagios is a complex application and it uses Apache for showing the web interface, and a large number of configuration files that describe the hosts and services to be monitored, the persons to be announced in case of problems, the escalations in case of persistent problems, the time periods for announcements, and the commands to be executed. For more flexibility, groups can be defined to address contacts or hosts more easily.

The most important thing when choosing Nagios location is that the machine on which it resides to have full visibility on the target machines, that means no traffic blocking firewall between them. It doesn't need very expensive hardware, nor a special Linux flavor, but it works best on Intel based machines with at least 512 megs of RAM, 1 Ghz proc and 5 gigs of free space on the disk.

The platform chosen to run Nagios was a Dell Precision 380 with 2 G RAM and dual-core Intel Pentium 4, hosting the latest stable Debian 3.1 Sarge.

First step is to download and install the latest Apache web server. I'll do everything manually, to avoid version conflict problems that pre-built binary packages can bring. The operations must be executed as the user *root*. So, I got it from the source:

```
root@trunks# wget http://apache.m multidist.com/httpd/httpd-2.2.4.tar.gz
```

Now, unpack, compile and install:

```
root@trunks# tar -zxvf httpd-2.2.4.tar.gz
root@trunks# cd httpd-2.2.4
root@trunks# ./configure
root@trunks# make
root@trunks# make install
```

And then, start the server:

```
root@trunks# /usr/local/apache2/bin/apachectl start
```

Next thing is to install the *gd* graphics library:

```
root@trunks# wget http://www.libgd.org/releases/gd-2.0.34.tar.gz
root@trunks# tar zxvf gd-2.0.34.tar.gz
root@trunks# cd gd-2.0.34
root@trunks# ./configure
root@trunks# make
root@trunks# make install
```

Finishing with the prerequisites, I can go and install the main app, Nagios itself. At the beginning I created a separate user and group (to allow external commands to be submitted through the web interface) for Nagios:

```
root@trunks# groupadd nagios
root@trunks# useradd -g nagios -M nagios
root@trunks# groupadd nagioscmd
root@trunks# usermod -G nagioscmd nagios
root@trunks# usermod -G nagioscmd www-data
```

## 2.2 Main application

And now I can finally do

```
root@trunks# wget http://ovh.dl.sourceforge.net/sourceforge/nagios/nagios-2.6.tar.gz
root@trunks# tar zxvf nagios-2.6.tar.gz
root@trunks# cd nagios-2.6
root@trunks# ./configure --prefix=/usr/local/nagios --with-htmlurl=/nagios2/ --with-cgiurl=/nagios2/cgi-bin --with-
nagios-user=nagios --with-nagios-group=nagios --with-command-group=nagioscmd --sysconfig=/etc/nagios2 --
localstatedir=/var/nagios --with-gd-lib=/usr/lib/ --with-mail=/usr/bin/mail --with-lockfile=/var/nagios
root@trunks# make all
root@trunks# make install && make install-init
```

In most cases, the last five parameters from the configure command can be skipped without problems, because they are successfully guessed by the script.

The role of the parameters is to specify where Nagios will reside, what will be the path to call on the web interface, where will CGIs be invoked from, what is the Nagios user and command group, the variable data directory, where the *gd* library and mail binary are located, and where the PID (lock) file will be stored. All these settings can be found in the main configuration file, the *nagios.cfg*, and can be also set after installation, in case the command fails to run with them. For running external commands I need to

```
root@trunks# make install-commandmode
```

And, to have a starting point in the configuration, I create the samples:

```
root@trunks# make install-config
```

The result is the following directory structure:

*/usr/local/nagios* where I have the following folders:

- */bin*, for the main executable;



- */libexec*, for the plugins;
- */sbin*, for the CGIs;

Although there are a few more folders, the ones that are really used by my installation are located like this:

- */etc* with the config files is stored in the */etc/nagios2*;
- */var* with external commands and archived log files is in the */var/nagios*;
- */share* with documentation and web interface files is in */usr/share/nagios2*.

Now it's time to install the plug-ins. Some have prerequisites (like *fping*, *qstat*, *net-snmp*, *openldap*, *libmysql*, or *lm-sensors*) but what I need is already installed or can easily be via *apt-get*. So I ran:

```
root@trunks# wget http://ovh.dl.sourceforge.net/sourceforge/nagiosplug/nagios-plugins-1.4.7.tar.gz
root@trunks# tar zxvf nagios-plugins-1.4.7.tar.gz
root@trunks# cd nagios-plugins-1.4.7
root@trunks# ./configure --prefix=/usr/local/nagios --with-nagios-user=nagios --with-nagios-group=nagios --with-cgiurl=/nagios/cgi-bin
root@trunks# make
root@trunks# make install
```

There are other options possible here, like *--with-mysql* or *--with-openssl* but, since I don't use those plug-ins for this specific task, that is enough...

Now, I had to decide whether I use SSL or not for the connection to Apache. Since the interface will be used only on the local machine, it's a lot simpler without the hassle of encryption.

The basic installation phase is now over and it would have been a lot simpler in case of using the *apt-get* tool to install the packages and dependencies.

## 2.3 Access security

To tell Apache that it should offer the Nagios content, I defined an alias and secure access to it. At the end of */etc/apache2/apache2.conf* I added a line like this:

```
Include /etc/apache2/sites-enabled/
```

and then, I created there a file called *nagios* with the following content:

```
ScriptAlias /nagios2/cgi-bin /usr/local/nagios/sbin
<Directory "/usr/local/nagios/sbin">
  Options ExecCGI
  AllowOverride None
  Order allow,deny
  Allow from all
  AuthName "Nagios Access"
  AuthType Basic
  AuthUserFile /usr/local/nagios/etc/htpasswd.users
  Require valid-user
</Directory>
```

What I did was to tell Apache that the CGIs are located in */usr/local/nagios/sbin* and they should be executed by *mod\_cgi* module, that I want to disable the *.htaccess* file based access by not allowing override of the default authentication, and define which clients are allowed to connect to the web console - under the name "Nagios Access", that I don't use SSL for authentication, where the user list is located, and that a user must authenticate to see the CGIs results. I have not restricted any address (*Allow from all*) but, without user name and password, a guest can only see the welcome page and the documentation.

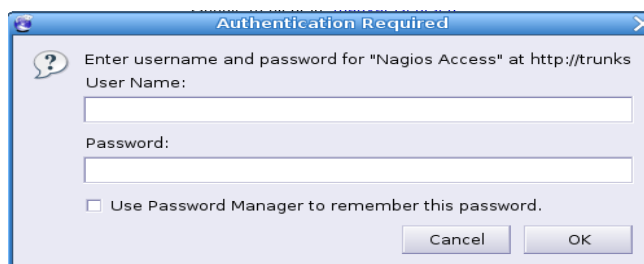
After that I've defined the alias for the plain HTML part of the web interface, freely viewable:

```
Alias /nagios2 /usr/local/nagios/share
<Directory "/usr/local/nagios/share">
  Options None
  AllowOverride None
  Order allow,deny
  Allow from all
</Directory>
```

For the changes to take effect, I need to restart the Apache daemon so that it reads the file:

```
root@trunks# /etc/init.d/apache2 reload
```

If there's no error shown, pointing the browser to the `http://trunks/nagios2` opens the web interface, but for now I can't view any service or host details since I haven't configured anything, just the logo and doc.



Even if I don't configure SNMP for now, it's a good idea to have it installed for later use:

```
root@trunks# cpan install Net::SNMP
```

To be sure the installation works, I can invoke a plug-in manually from the shell, but for that the user `root` must have the permission to execute the script:

```
root@trunks# chown nagios /usr/local/nagios/libexec/*
root@trunks# chown root.nagios /usr/local/nagios/libexec/check_icmp
root@trunks# chmod 4711 /usr/local/nagios/libexec/check_icmp
```

And by calling

```
root@trunks# /usr/local/nagios/libexec/check_icmp -H trunks
```

I got the following:

```
OK - trunks: rta 0.028ms, lost 0%|rta=0.028ms;200.000;500.000;0; pl=0%;40;80;;
```

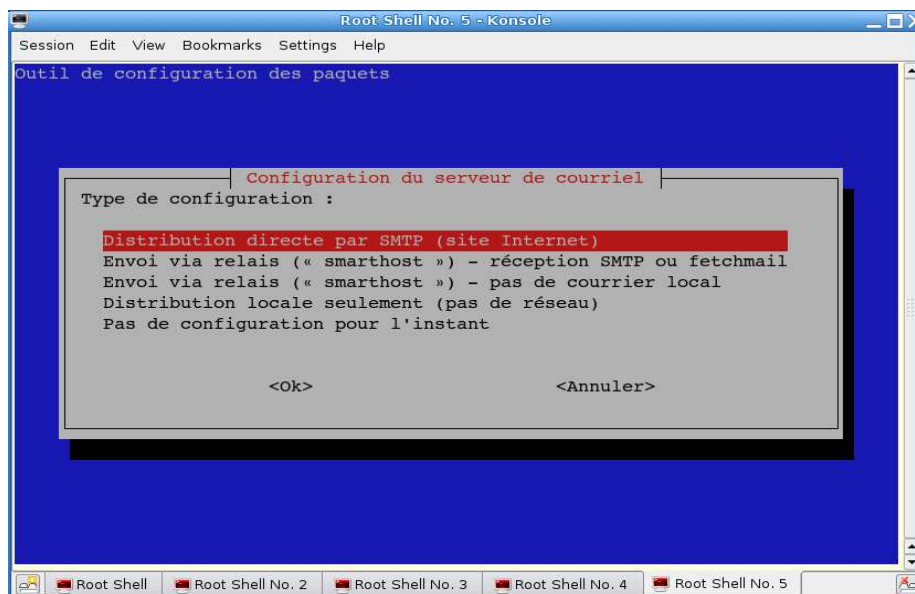
The plug-in terminated successfully and, beside the return status – OK, it printed some performance information: real time average, packet loss and the warning settings.

Before stepping into the configuration work, I also decided to reconfigure the MTA to be able to send mail outside the local system (for Nagios notifications):

```
root@trunks# dpkg-reconfigure exim4-config
```

and I've chosen the option to send to Internet. The sender name will be `nagios@trunks.loria.fr` but, as Nagios doesn't need to receive mail, the address to listen on will be only the `localhost`. No relay domains are

needed, I asked *exim4* to minimize DNS requests, the mailbox to be stored in */var/mail* and voilà!



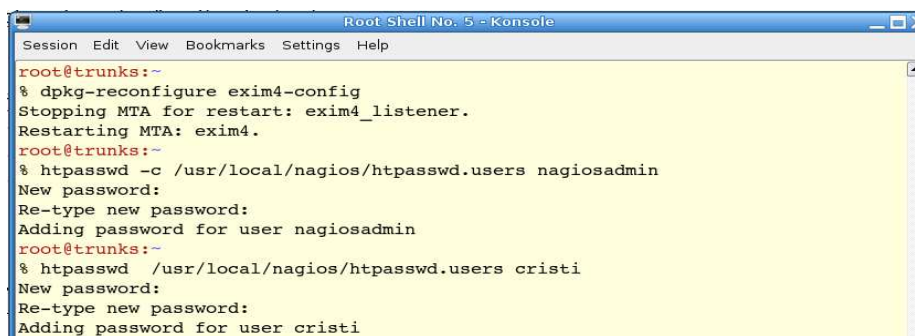
Now, to avoid problems when Nagios CGIs will call the plug-ins and accept external commands – it needs to read and write from the command file, so here is the solution I found:

```
root@trunks# chown nagios.nagioscmd /usr/local/nagios/var/rw
root@trunks# chmod u+rw /usr/local/nagios/var/rw
root@trunks# chmod g+rw /usr/local/nagios/var/rw
root@trunks# chmod g+s /usr/local/nagios/var/rw
```

I need to generate now the *htpasswd.users* file, containing the users and password hashes required:

```
root@trunks# htpasswd -c /usr/local/nagios/etc/htpasswd.users nagiosadmin
root@trunks# chown www-data htpasswd
root@trunks# chmod 600 htpasswd
```

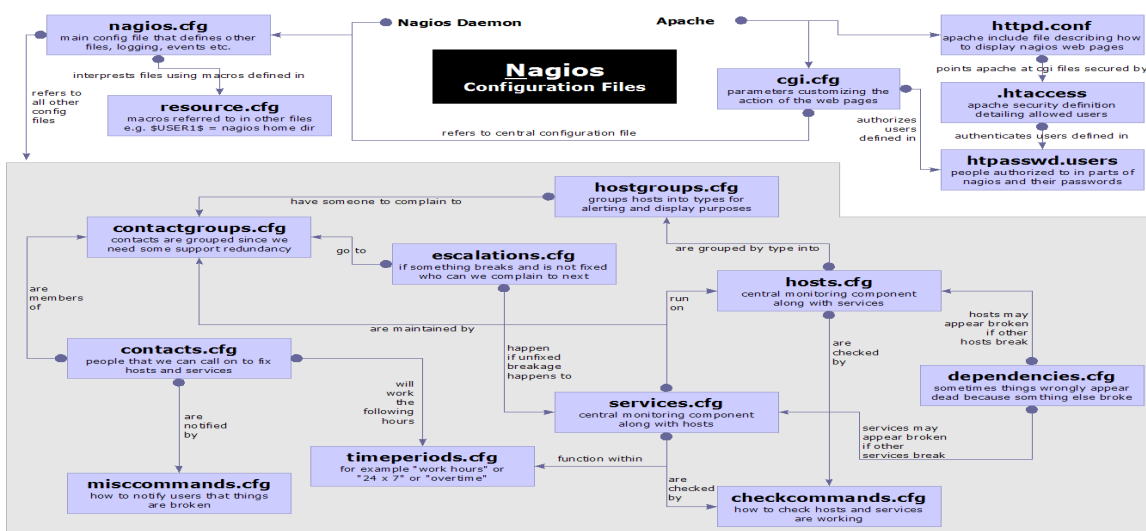
and enter the new password for this account. The **-c** switch asks that the file is created, for adding more users you just call the tool without it.



Having this set, I can pass to the real configuration phase, in which I will write the configuration files.

### III. Configuration

Nagios has 13 configuration files that must contain valid information even before you can start it. There are 2 ways to deal with this difficult task: you use an automated tool to generate the files, or you use the text editor and, after a good study of the syntax, you manually describe the entities (hosts, services, contacts, commands...).



Source: official Nagios documentation

Automated tools are, among others, Nagmin, Monarch, NagiosWeb, NagioSQL, and Fruity. They can simplify the task, but first you need to learn to use them as well (and some aren't that simple), before you can obtain any help from them. Also you need to have PHP and MySQL installed... So this is why I choose to do the work by hand. All objects have a similar structure and definition patterns, just attributes differ from one to other.

#### 3.1 Main configuration file

The main configuration file, the one that's loaded at the beginning and that calls the others it's *nagios.cfg*

```

mc-trunks:/etc/nagios2 - Root Shell No. 3 - Konsole
Session Edit View Bookmarks Settings Help
nagios.cfg [----] 26 L:[ 1+ 0 1/959 ] *(26 /30561b)= # 35 0x23
#####
# NAGIOS.CFG - Main Config File for Nagios
#####
#
# LOG FILE
# This is the main log file where service and host events are logged
# for historical purposes. This should be the first option specified
# in the config file!!!
log_file=/var/log/nagios2/nagios.log
#
# OBJECT CONFIGURATION FILE(S)
# This is the configuration file in which you define hosts, host
# groups, contacts, contact groups, services, etc. I guess it would
# be better called an object definition file, but for historical
# reasons it isn't. You can split object definitions into several
# different config files by using multiple cfg file statements here.
1 Aide 2 Enregis 3 Marquer 4 Remplac 5 Copier 6 Déplace 7 Recherch 8 Effacer 9 Menu de 10 Quitte

```

I will present the most important options to be set, because the file it's very large and most parameters can

be used with the default values. Only a few paths and options are important to be changed for my installation.  
The location of the log file is the first and it should be like this:

```
log_file=/var/log/nagios2/nagios.log
```

The config files have special locations on Debian, so you must ensure that they can be found:

```
cfg_dir=/etc/nagios2/conf.d  
cfg_dir=/etc/nagios-plugins/config  
cfg_dir=/usr/local/nagios/etc/serviceext
```

The command definitions are all in `/etc/nagios2` as this one: `cfg_file=/etc/nagios2/commands.cfg`  
The cfg files are all located in `/etc/nagios2`, like the this: `cfg_file=/etc/nagios2/contactgroups.cfg`  
The cache for objects to be stored on restarts: `object_cache_file=/var/cache/nagios2/objects.cache`  
And the file where I defined the macros (`$USERx$`): `resource_file=/etc/nagios2/resource.cfg`  
The status that Nagios keeps while it's running: `status_file=/var/cache/nagios2/status.dat`  
The user and group for Nagios:

```
nagios_user=nagios  
nagios_group=nagios
```

To allow Nagios receive external commands from other application through a pipe and check often:

```
check_external_commands=1  
command_check_interval=-1  
command_file=/var/lib/nagios2/rw/nagios.cmd
```

Not so important are these options, given the context:

```
comment_file=/var/lib/nagios2/comments.dat  
downtime_file=/var/lib/nagios2/downtime.dat
```

But this is a must and I have to be sure that the user `nagios` can actually write to this folder:

```
lock_file=/var/run/nagios2/nagios2.pid
```

The temp file is heavily used and must also be writable:

```
temp_file=/var/cache/nagios2/nagios.tmp
```

I let this at default because I don't use them: `event_broker_options=-1`  
Important for saving valuable disk space are (weekly) log rotation and archiving:

```
log_rotation_method=w  
log_archive_path=/var/log/nagios2/archives
```

The logging options (what and where) matter only if you use tools that parse the logs and show results:

```
use_syslog=1  
log_notifications=1  
log_service_retries=0  
log_host_retries=0  
log_event_handlers=1  
log_initial_states=1  
log_external_commands=1
```

---

```
log_passive_checks=1
```

I won't define any event handlers, so I can comment all concerning lines.

For the service inter-check method I can afford to use *dumb* because there are just a few services and I want a quick response. Also the spread (time to check all at start) is low, and I let interleave factor at default:

```
service_inter_check_delay_method=s
max_service_check_spread=3
service_interleave_factor=s
host_inter_check_delay_method=s
max_host_check_spread=3
max_concurrent_checks=0
service_reaper_frequency=10
```

I will let auto-rescheduling option disabled because I have enough resources to check quite often:

```
auto_reschedule_checks=0
auto_rescheduling_interval=30
auto_rescheduling_window=180
sleep_time=0.25
```

The timeouts are let to default also, because the designers have far more experience:

```
service_check_timeout=60
host_check_timeout=30
event_handler_timeout=30
notification_timeout=30
ocsp_timeout=5
perfdata_timeout=5
```

To have the information retained over restarts (with a little delay at startup), at shutdown it must do

```
retain_state_information=1
state_retention_file=/var/lib/nagios2/retention.dat
retention_update_interval=60
use_retained_program_state=1
use_retained_scheduling_info=0
```

A very important option is the interval length, this defines the time measurement unit (a minute here):

```
interval_length=60
```

Since it may cause problems, I let aggressiveness not enabled:

```
use_aggressive_host_checking=0
```

The Nagios main switch, this option turns off checking of services:

```
execute_service_checks=1
```

If you want to allow passive checks to be passed to Nagios you enable:

```
accept_passive_service_checks=1
```

And enabled is also the option to execute host checks at startup and accept passive ones:

```
execute_host_checks=1
accept_passive_host_checks=1
```

As I want the admins to be kept informed about the problems, I set both these to *true*:

```
enable_notifications=1
enable_event_handlers=1
```

If I want to have performance graphs to analyze the system activity over time, I have to set

```
process_performance_data=1
host_perfdata_command=process-host-perfdata
service_perfdata_command=process-service-perfdata
host_perfdata_file=/tmp/host-perfdata
service_perfdata_file=/tmp/service-perfdata
host_perfdata_file_template=[HOSTPERFDATA]t$TIMET$t$HOSTNAME$t$HOSTEXECUTIONTIMES$t$
HOSTOUTPUT$t$HOSTPERFDATA$
service_perfdata_file_template=[SERVICEPERFDATA]t$TIMET$t$HOSTNAME$t$SERVICEDESC$t$S
ERVICEEXECUTIONTIMES$t$SERVICELATENCY$t$SERVICEOUTPUT$t$SERVICEPERFDATA$
```

The commands will be defined later, and results will be passed to the graph module. To append data:

```
host_perfdata_file_mode=a
service_perfdata_file_mode=a
```

And the interval will be a little longer than the one for checking, to allow the time to process:

```
host_perfdata_file_processing_interval=180
service_perfdata_file_processing_interval=180
```

Distributed monitoring isn't planned, so I simply forget about obsessing:

```
obsess_over_services=0
#ocsp_command=somecommand
```

There's a good idea to check for orphaned services, to avoid skipping some checks at rescheduling:

```
check_for_orphaned_services=1
```

Used just for passive checks, but harmless when they aren't used is the freshness:

```
check_service_freshness=1
service_freshness_check_interval=60
check_host_freshness=0
host_freshness_check_interval=60
```

To speed up the show of results I disable the aggregation of the status data (interval becomes useless):

```
aggregate_status_updates=0
status_update_interval=15
```

The flap detection may be or may be not useful depending on the type of services to be monitored...

```
enable_flap_detection=0
```

```
low_service_flap_threshold=5.0
high_service_flap_threshold=20.0
low_host_flap_threshold=5.0
high_host_flap_threshold=20.0
```

The date may look US-like if you forget to change it here:

```
date_format=euro
```

If the embedded Perl interpreter is enabled (and here isn't), the path to p1 script is set here:

```
p1_file=/usr/lib/nagios2/p1.pl
```

To keep the object definitions in allowed range of chars, I blocked the strange-looking ones:

```
illegal_object_name_chars=~!$%^&*'"<>?,()=
illegal_macro_output_chars=~$&|'"<>
```

And a little bit of regexes, because Perl is present in the plug-ins – but disabled to simplify things:

```
use_regexp_matching=0
use_true_regexp_matching=0
```

If you want to send yourself mail in case of serious problems with Nagios itself, you use

```
admin_email=root@trunks
admin_pager=pageroot
```

For debugging purposes, core dump may be useful:

```
daemon_dumps_core=1
```

And that's all! Now, let's define the objects that Nagios will monitor and inform, in the files called above.

### 3.2 The network specification

Although the order is not important, I start with this because is the most important part of the configuration. You may skip the extended host information (like special OS icon on the status map) or the the contacts to be informed and send them all to view the web interface, but you definitively need to tell Nagios what to look at and what is the architecture of the network to be monitored. This is done by using four files, *services.cfg*, *hosts.cfg*, *hostgroups.cfg*, *dependencies.cfg* and *hostextinfo.cfg*. They have a rather similar structure and I will present only one example object from each file, because the rest are identical, except the address and name.

A Nagios object is specified by a type and a list of pairs attribute - value (not all of them are required though), it begins with the keyword *define* and it has the body written between curly brackets.

All objects are logically connected, you can't have services or dependencies without a host. To reduce the typing, you can use templates, if a group of objects share the same properties. I won't use them here.



### 3.2.1 Hosts

The main target of Nagios is the service, but the network is built from hosts and connecting devices (switches, routers, etc) so the first to be defined are the servers hosting Asterisk. A host looks like this:

```
define host{
    host_name          LORIA
    alias              Asterisk server
    address            152.81.114.222
```

The three elements describing a machine: name to show on the interface, a description and its IP.

```
parents              gateway
```

When using dependencies, the network is seen like a tree, with parent-children relations.

```
check_command        check-host-alive
max_check_attempts    10
```

The commands will be defined later, and here I put the number of attempts in case of failure.

```
check_period          24x7
```

Time periods are in a separate file, here just give the name of the desired one.

```
event_handler_enabled 1
flap_detection_enabled 1
```

Since these are disabled in the main config file, they have no effect here, but it's easy to have them.

```
process_perf_data     1
retain_status_information 1
retain_nonstatus_information 1
```

For the graphic tools it's a good idea to enable performance data to be collected and retained.

```
contact_groups        testbed_admins
```

Who to announce in case of failures with the services of this host. They are defined in a separate file.

```
notification_interval 20
```

How often to announce the problems detected. It uses the interval defined, i.e. a minute.

```
notification_period    24x7
```

You may want to have some information send only in the work hours or only some special days...

```
notification_options    d,u,r
```

What events to be announced: the states are down, unreachable, and recovery from down state.

```
notifications_enabled      1
```

If you want to disable the notifications for this specific host.

```
}
```

### 3.2.2 Services

A host by itself can only be checked if it's alive or not, but the main talent of Nagios is to check specific services (like FTP, HTTP, SMTP or even local resources like CPU load or temperature, hard disk free space, fan speed, etc). It has far more capabilities, can check by SSH and even talk to different devices by SNMP but, for this project, only a special plug-in for Asterisk will be used. And, the local resource check to ensure there aren't problems with the server hosting Nagios. I installed *lm-sensors* but I did not configure Nagios to query them.

A service definition looks like this (for a host there can be many services defined):

```
define service{
  host_name          LORIA
  service_description  ASTERISK LORIA
```

Same as with hosts, name and description to be shown on the web interface.

```
is_volatile          0
```

The default value is 0 for almost all typical services, except those requiring special attention upon restart.

```
check_command        check_asterisk
```

The most important thing, what plug-in is used to perform the check. Here I used the one for Asterisk.

```
max_check_attempts    3
normal_check_interval  1
retry_check_interval   1
active_checks_enabled  1
passive_checks_enabled 1
check_period           24x7
```

These have the same meaning as for the host. It will check every minute, three times before it declares hard state for error and shows it on the interface. It will retry only one time in case of error state.

```
parallelize_check     1
```

Weather or not to use more checks at the same time. It could mean less resource usage.

```
obsess_over_service    1
check_freshness        0
flap_detection_enabled  1
process_perf_data      1
retain_status_information 1
retain_nonstatus_information 1
notification_interval  120
notification_period     24x7
notification_options    w,u,c,r,f
notifications_enabled    1
contact_groups          testbed_admins
```

And again, parameters with that appear in the host definition and whose names are self explanatory. Here all changes in the service state are to be announced (warning, unknown, critical, recovered and flapping).  
}

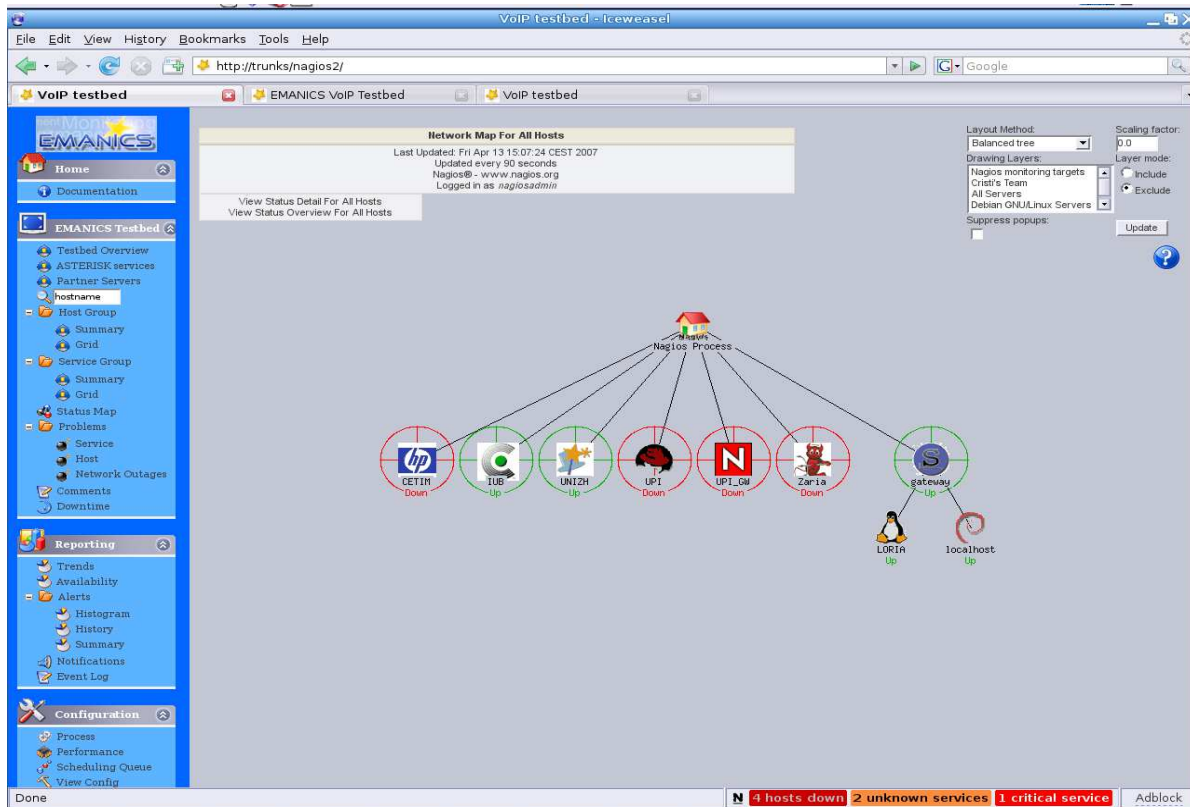
### 3.2.3 Dependencies

Not mandatory but very useful to help spot the problem quickly, the dependencies describe the network structure, in a tree manner: there are hosts that are independent (which is the case here) and there are nodes that have other sub-nets behind them. It's like a router and it's network, if the router is down, it's useless to check the services on the other computers on that segment, because they will be unreachable – and that's what Nagios says, it doesn't show them as down. They may be very well up and running, but from its position, they cannot be seen.

In this case I have seven independent machines located worldwide and a gateway for the Nagios server, to help diagnose when the problem is within the local network or with the Internet connection.

A dependency looks like this, and the parent appears on the first line (notify when it's down):

```
define hostdependency{
  host_name          gateway
  dependent_host_name localhost, LORIA
  notification_failure_criteria d
}
```



### 3.2.4 Host groups

Many hosts can be put together in a single group for the ease of management. It looks like this:

```
define hostgroup{
  hostgroup_name EMANICS_Testbed
  alias          Nagios monitoring targets
  members       LORIA, UPI, UNIZH, IUB, CETIM
}
```

### 3.2.5 Host extended information

Beside the text-based information, Nagios can draw a nice looking status map of the network using the *gd* library. On this map all hosts and relations are shown but, as Nagios doesn't have OS fingerprinting capabilities, it will show a question mark icon on every host, regardless of its status. To change that, you can write a special file containing more informations about a specific host. This is optional but helps having a better map. Looks like this:

```
define hostextinfo{
  host_name    LORIA
```

The host for which you define this special data.

```
notes_url     http://152.81.114.222
```

Here may be an URL to a page with more information about the host, the web interface for a router...

```
icon_image    base/linux40.png
icon_image_alt Asterisk LORIA
```

The icon to show on the services page, and the alternate text.

```
vrmf_image    linux400.png
```

If you want a 3D representation of the network and have a VRML capable browser, choose an icon.

```
statusmap_image base/linux40.gd2
```

The normal status map image that Nagios will use for this host. In *gd* format, and this is where *gd* is useful.

```
2d_coords     100,250
3d_coords     100.0,50.0,75.0
```

If you want a precisely defined position of the host on the map, you can change the default settings.

```
}
```

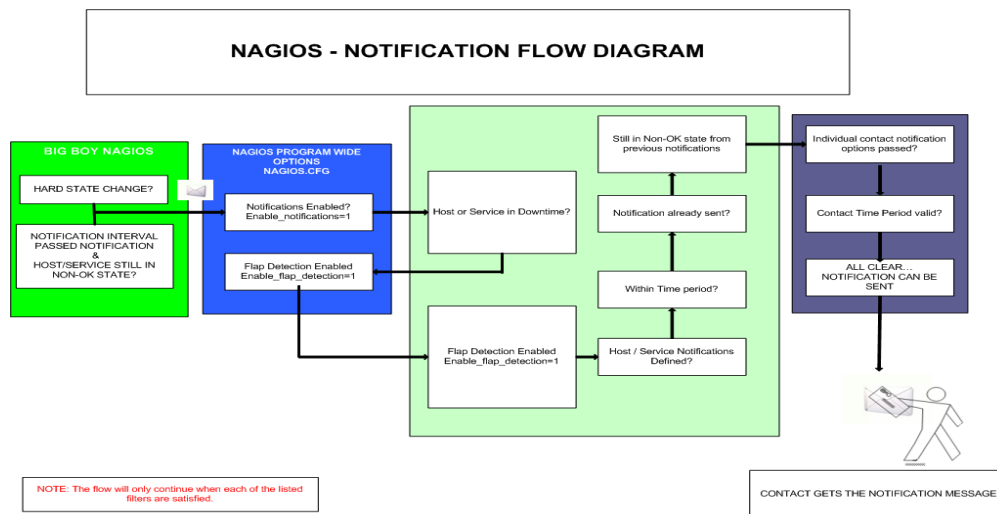
If you want special OS images on the status map, you can search for them on the Net, resize them with the Gimp and set the above path, or simply get a pack from the *nagiosexchange.org* website:

```
root@trunks# wget http://prdownloads.sourceforge.net/nagios/imagepak-base.tar.gz
root@trunks# tar zxvf imagepak-base.tar.gz
```

```
root@trunks# mv base/* /usr/local/nagios/share/images/logos
```

### 3.3 The alerting mechanism

Nagios has built-in alerting system that can be configured to send various types of messages to persons designed to react on problems. The most common and the one I used for this project is the e-mail, but it can be set to send instant messages via Jabber, SMS via a mobile gateway or even pager messages. The logic behind is:



Source: official Nagios documentation

The files that are used to define the communication system are *contacts.cfg*, *contactgroups.cfg*, *escalations.cfg* and *timeperiods.cfg*. The people in charge are known as contacts, they can be grouped and information escalated to upper levels. The time for announcement can be: work hours, weekends, or non-stop.

#### 3.3.1 Contacts

A contact is a person (network administrator, usually) that should be informed when something goes wrong on the network to fix it as soon as possible. A contact definition looks like this:

```
define contact{
    contact_name      cristi
    alias             Cristi Stefan
```

A name to use in groups and the real name of the person, or whatever information could be useful.

```
service_notification_period 24x7
host_notification_period    24x7
```

When should he (or she) be notified, here you enter the name of a defined time period.

```
service_notification_options w,u,c,r
host_notification_options    d,u,r
```

What events should be sent. Here are a all chosen: warning, unknown, critical and recovery.

```

service_notification_commands notify-by-email
host_notification_commands host-notify-by-email
service_notification_commands notify-by-jabber
host_notification_commands host-notify-by-jabber

```

The type of alert. Here, the mail command will be used to send a pre-formatted, parametrized message.

```

email          lcstefan@yahoo.com
pager          cristi@xmpp.eu

```

The address of the contact. Can also be a Jabber ID, pager or phone number...

```

}
```

### 3.3.2 Contact groups

Many contacts can be put together in a group to be easily referred. A group looks like this:

```

define contactgroup{
    contactgroup_name testbed_admins
    alias             EMANICS Partners
}

```

The name that appears when used in a host or service definition.

```

members          cristi, florin, radu, bala

```

The contact names, they must be previously defined.

```

}
```

### 3.3.3 Time periods

A number of hours can be grouped under a given name, because there are many shifts in a day and there are non-work or short program days. A normal administrator has (usually) 8 hours a day work time. For easy stopping of a chosen alerts source for a short time, there is a "none" period that can be used. The days of the week and hours can be used in combinations as convenient. A time period looks like this:

```

define timeperiod{
    timeperiod_name 24x7
    alias           24 Hours A Day, 7 Days A Week
}

```

The name that appears in host or service definitions, and a description of the period.

```

sunday          00:00-24:00
monday          00:00-24:00
tuesday         00:00-24:00
wednesday       00:00-24:00
thursday        00:00-24:00
friday          00:00-24:00
saturday        00:00-24:00

```

```

}      Each day can have different hours chosen for sending alerts. Here it's designated the full day, all week.
}

```

### 3.3.4 Escalations

In case the critical status continues to be persistent for a given time, that means that the person in charge can't solve the problem and Nagios can automatically escalate with the alerts, in a defined manner. There can be defined different levels and cases for these escalations. An escalation looks like this:

```

define hostgroupescalation{
    hostgroup_name          EMANICS_Testbed

```

The escalations can also be used for an entire group of hosts. Here the name of the group is required.

```

    first_notification      6

```

The number of hard-state error results returned before escalation.

```

    last_notification       0

```

The number of times to send the notification. 0 means it will be sent until the problem is fixed.

```

    contact_groups          testbed-managers

```

What contact groups are to be informed in case of this escalation.

```

    notification_interval   5

```

The interval at which notifications should be sent out while this escalation is valid.

```

}

```

## 3.4 The command definitions

Nagios does all its job by executing commands. There are three command files, i.e. *commands.cfg*, *checkcommands.cfg* and *misccommands.cfg*. These are called by Nagios to execute specific tasks.

### 3.4.1 General commands

The commands in this file are used for sending notifications, and performance data processing. On Debian, check-host-alive is being defined from within the Nagios plug-ins package. A command looks like this:

```

define command{
    command_name    notify-by-email

```

The to call it with in the different files that are using this command.

```

command_line /usr/bin/printf "%b" "***** EMANICS VoIP Testbed ALERT!! *****\n\nNotification Type:
$NOTIFICATIONTYPE$\nHost: $HOSTALIAS$\nState: $HOSTSTATE$ for $HOSTDURATION$\nAddress:
$HOSTADDRESS$\nInfo:\n\n$HOSTOUTPUT$\n\nDate/Time: $LONGDATETIME$\n\nACK by:
$HOSTACKAUTHOR$\nComment: $HOSTACKCOMMENT$\n" | /usr/bin/mail -s "VoIP Testbed
$NOTIFICATIONTYPE$ $NOTIFICATIONNUMBER$ - $HOSTALIAS$ is $HOSTSTATE$ ***" $CONTACTEMAILS

```

This is the actual command line that will be executed. In this example, the *mail* Linux binary is called and some parameters sent to it. The macros (already defined) are replaced with the actual values and the formatted text is printed through a pipe to the *mail* command. The result looks like this:

```

}

```



### 3.4.2 Check commands

The check commands are the ones that really do the monitoring work, they call the specific plugins with parameters and receive the results that are then sent to the CGIs to be shown on the web interface. They have the name like `check_*`, where the `*` is replaced with the service name to be checked: `ftp`, `http`... A check looks like this:

```

define command{
    command_name    check_asterisk

```

The name used when it's called in the service definition.

```

    command_line    $USER1$/check_asterisk -m $USER3$ -h $HOSTADDRESS$ -u $USER5$ -p
$USER5$ -v

```

The actual command line, it can be a plug-in or simply an ordinary Linux command. Here I used macros.

```

}

```

### 3.4.3 Misc commands

Here usually appear special user commands, the ones created for special purposes. All commands can reside in the files mentioned above, but, for clarity, what is defined by yourself it's better stored here for quick finding and to be easily removed (by commenting the line that loads this file in *nagios.cfg*). Mine looks like this:



```
define command{
    command_name notify-by-jabber
```

The name used to call it where needed.

```
    command_line /usr/local/nagios/libexec/send_jabber.pl $CONTACTPAGER$ $NOTIFICATIONTYPE$
"$HOSTNAME$" "$SERVICEDESC$" "$SERVICESTATE$" "$OUTPUT$" "$DATETIME$"
```

The plug-in that does the job. Here I invoked a special Perl script that uses XMPP to send instant messages via the Jabber-compatible network. It requires a few more settings and a Jabber client logged in.

### 3.5 The resource file

The file called *resource.cfg* contains the definitions of all macros used in other config files. If you don't need special macros, you can use the default one. Macros are strings between dollar signs, like this: *\$HOSTADDRESS\$*, and they are replaced at parsing with the actual values obtained by the system. In this file you can have as much as 32 different macros defined, named from *\$USER1\$* to *\$USER32\$*. I defined the following:

```
# Sets $USER1$ to be the path to the plugins
$USER1$=/usr/lib/nagios/plugins

# Sets $USER2$ to be the path to event handlers
#$USER2$=/usr/lib/nagios/plugins/eventhandlers

# Store modes for check-asterisk plug-in
$USER3$=iax
$USER4$=mgr

# Store some user names and passwords (hidden from the CGIs)
$USER5$=999
```

### 3.6 The CGI configuration

The most delicate part in Nagios configuration is in this file... Here are set the parameters for the programs that run in background and show the web interface. These are compiled at installation from their C source code and work like a bridge between plug-ins and the browser. They have special access permission demands and can very easily become a security breach for the network if misconfigured, and, on the other hand, can be inaccessible (showing no results on the web) if the user names and Apache settings aren't well defined. I will discuss the file:

```
main_config_file=/etc/nagios2/nagios.cfg
```

at the beginning, CGIs must know where the main config file lives to read some settings from it.

```
physical_html_path=/usr/share/nagios2/htdocs
```

This is the path to the static HTML pages that Nagios will show, the documentation included.

```
url_html_path=/nagios2
```

The virtual path called by the browser, the same as in *nagios.cfg*.

```
show_context_help=1
```

A very useful option that enables context help to be given on various web interface items, by clicking the ?.

```
nagios_check_command=/usr/lib/nagios/plugins/check_nagios /var/cache/nagios2/status.dat 5 '/usr/sbin/nagios2'
```

The command to check if... Nagios itself is operational. Not very useful for a single server architecture.

```
use_authentication=1
```

The most important option in the file, enables authentication through Apache for the CGIs. If disabled, can be easily exploited to run arbitrary code and me be a gate to a DoS attack through the external command file.

```
#default_user_name=guest
```

Also for security is recommended you don't define a default user name, requiring the guests to enter it.

```
authorized_for_system_information=nagiosadmin  
authorized_for_configuration_information=nagiosadmin  
authorized_for_system_commands=nagiosadmin  
authorized_for_all_services=nagiosadmin  
authorized_for_all_hosts=nagiosadmin  
authorized_for_all_service_commands=nagiosadmin  
authorized_for_all_host_commands=nagiosadmin
```

These lines define who is allowed to view what on the web interface. You may have here separate accounts depending on how much you can afford to show to every user. It's a good idea to restrict access to ordinary operators because the status map shows off the complete architecture of the network! If a person is in charge of only one group of hosts (subnet), there's no need for them to have full access. Having a secure infrastructure and the web access to Nagios from outside being blocked, I can use only one mighty admin.

```
statusmap_background_image=smbbackground.gd2
```

The (plain white) background for the status map. It's in gd2 format and has no impact on the performance.

```
default_statusmap_layout=3
```

From the many structures proposed, I've chosen the balanced tree format, because it's more clear.

```
default_statuswrl_layout=4  
#statuswrl_include=myworld.wrl
```

For the 3D status map. Rarely works, and requires VRML-enabled browser. Not used in this project.

```
ping_syntax=/bin/ping -n -U -c 5 $HOSTADDRESS$
```

The syntax for the *ping* command. Can be customized for specific environment requirements. I use default

```
refresh_rate=90
```

The time to refresh the informations (reload) the web interface. Here is one and a half minute.

```
host_down_sound=hostdown.wav
```

When a problem occurs, Nagios can make an annoying sound (if the browser supports). Better silenced!

```
xedtemplate_config_file=/etc/nagios2/serviceextinfo.cfg
```

The template file for extended service information, like the one for NagiosGrapher.

As the *check\_asterisk* plug-in doesn't come with Nagios, I had to manually copy the Perl script to the *usr/local/nagios/libexec* folder and create a command for it in */etc/nagios2/checkcommands.cfg* before use!

That's all! We've finished the configuration of the whole system. Now it's time to start it!

## IV. Running the application

### 4.1 Starting the server

The Nagios system is now ready for takeoff! If I have errors in the config files, it won't start at all, but will say nothing about them. So, to be sure everything is set OK, I verify the settings:

```
root@trunks# /usr/local/nagios/bin/nagios -v /etc/nagios2/nagios.cfg
```

If it finds errors, it will show the file and line number. The most common problems are: services defined without hosts, non-existing contacts or contact groups, mistyped names (!!!) and mandatory attributes forgotten. After correcting all errors and saving the files, we try again. When everything was clear I got:

```
Total Warnings: 0  
Total Errors: 0
```

*Things look okay - No serious problems were detected during the pre-flight check*

Now, although I could start Nagios safely, I wanted to know if it has some suggestions in improving my configuration, so I ran

```
root@trunks# /usr/local/nagios/bin/nagios -s /etc/nagios2/nagios.cfg
```

```
PERFORMANCE SUGGESTIONS
```

```
-----  
I have no suggestions - things look okay.
```

That's great news, and now it's the time to finally fire up the system. It can be done in two ways:

```
root@trunks# /etc/init.d/nagios2 start
```

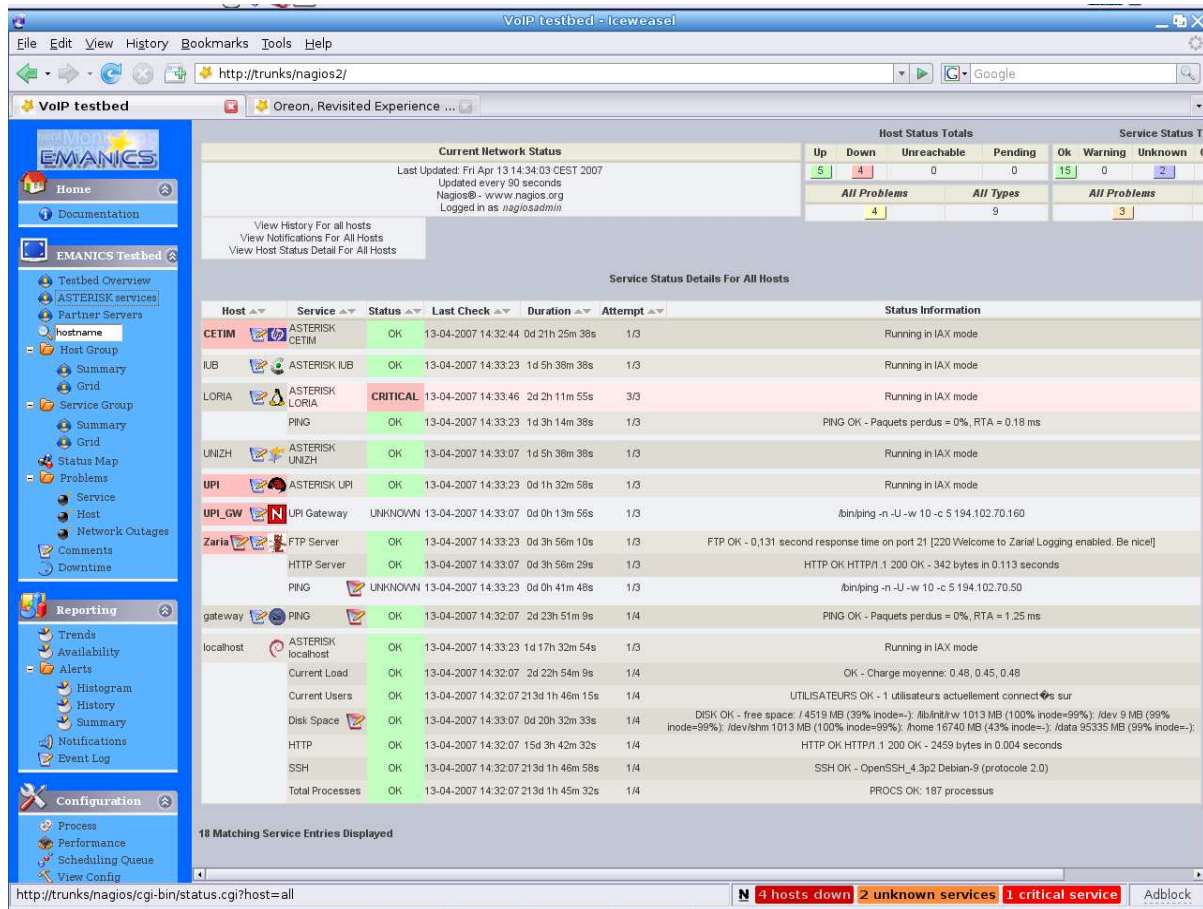
and the result should be

```
Starting nagios2 monitoring daemon: nagios2 named pipe exists – removing.
```

or, to start it like a daemon running in the background, the line is

```
root@trunks# /usr/local/nagios/bin/nagios -d
```

If you want it to start at system boot, you can add a symlink from the init script above in the /etc/rc3.d.  
 Now, pointing the browser to the <http://trunks/nagios2/> should bring the web interface to life, with all links in the left panel available: the first and most important to see is Service detail (Asterisk services), and that should open the page "Service Status Details For All Hosts". Here you can see everything, it's the main display panel.



There can be many errors. If you can't even login to the pages, that means Apache hasn't been restarted to take into account the new configuration or you mistyped something in the config file or `htpasswd.users` file. If it shows an error message like

**Whoops!**  
 Error: Could not read host and service status information!

it's clear that something is wrong with the CGIs. Nagios can also be configured to store its informations in a database and, if you use plain configuration files, you must be careful not to choose the DB profile settings. An even stranger error appeared to me in the first tryings to start up the server:

Error: Could not stat() command file /var/lib/nagios2/rw/nagios.cmd!  
 The external command file may be missing, Nagios may not be running, and/or Nagios may not be checking external commands.  
 An error occurred while attempting to commit your command for processing.

Nagios was running at that time, but there was a problem with file permissions, because users *nagios* and *www-data* (Apache) must have the permission to write to that file. So what I did was

```
root@trunks# chmod 777 www-data /var/lib/nagios2/rw/nagios.cmd
root@trunks# chown -R nagios.nagios /usr/local/nagios
root@trunks# chmod 700 /usr/local/nagios
```

And, after that, restart Apache and Nagios to be sure they see the changes and Nagios should become operational. If you encounter problems with adding comments, that means also file permission issues, so change the writing permissions for that file to allow the user *nagios.nagios* to write it.

## 4.2 Customizing the interface

Nagios has a pretty annoying black&white interface when it comes out of the box, so it's a good idea to give it a more personal touch by changing the color scheme and text. It's our server, let's show that!

The web interface is plain HTML, and it can be edited easily, but if you want to change also the result's pages, you have to do it by manually altering the plug-ins C source code **before** compiling it. They print some HTML code out to the default output, so it's search&replace. You can recompile the plugins after install if you want.

I will change just the static content, because the smallest mistake in the source and the compilation fails...

The pages that form the web interface are just three files: *index.html*, *side.html* and *main.html*, and they are located in the */share/htdocs* path of your Nagios installation. I have them in */usr/share/nagios2/htdocs* but, if you have more copies (like in */usr/local/nagios/share*, depending in how you installed Nagios), you must know that Nagios it's using the one defined with the *physical\_html\_path* directive from the *cgi.cfg* file.

The first file you see after login to the interface is, of course, *index.html*, that calls the other two. From the *main.html* you can change the whole text, colors (from the CSS section) and logo displayed. The *side.html* contains the menu shown permanently on the left side, and here you can edit the link text and colors. Be sure not to change the link targets because CGIs won't be called correctly and you will loose access to them.

After saving, you need just to reload the page in your browser (if it's cached, hit the *F5* key a few times to force re-downloading). No need to restart Nagios, because it's activity has nothing to do with the interface.

Also, the report background can be changed. They are four graphic files that can be found in */usr/share/nagios2/htdocs/images* on my installation, and are called *histogram.png*, *trendshost.png*, *trendssvc.png* and *weblogo1.png*. The last is the logo showed on index page. When putting new images respect the original size!

If you're not satisfied with what you can obtain from direct coding, you can change the whole interface with a new skin that it's available on the *nagiosexchange.org* website. It's just download, unpack and copy all content to the */htdocs* folder. Be sure to make a backup copy of the original files in case you want to change back. Example:

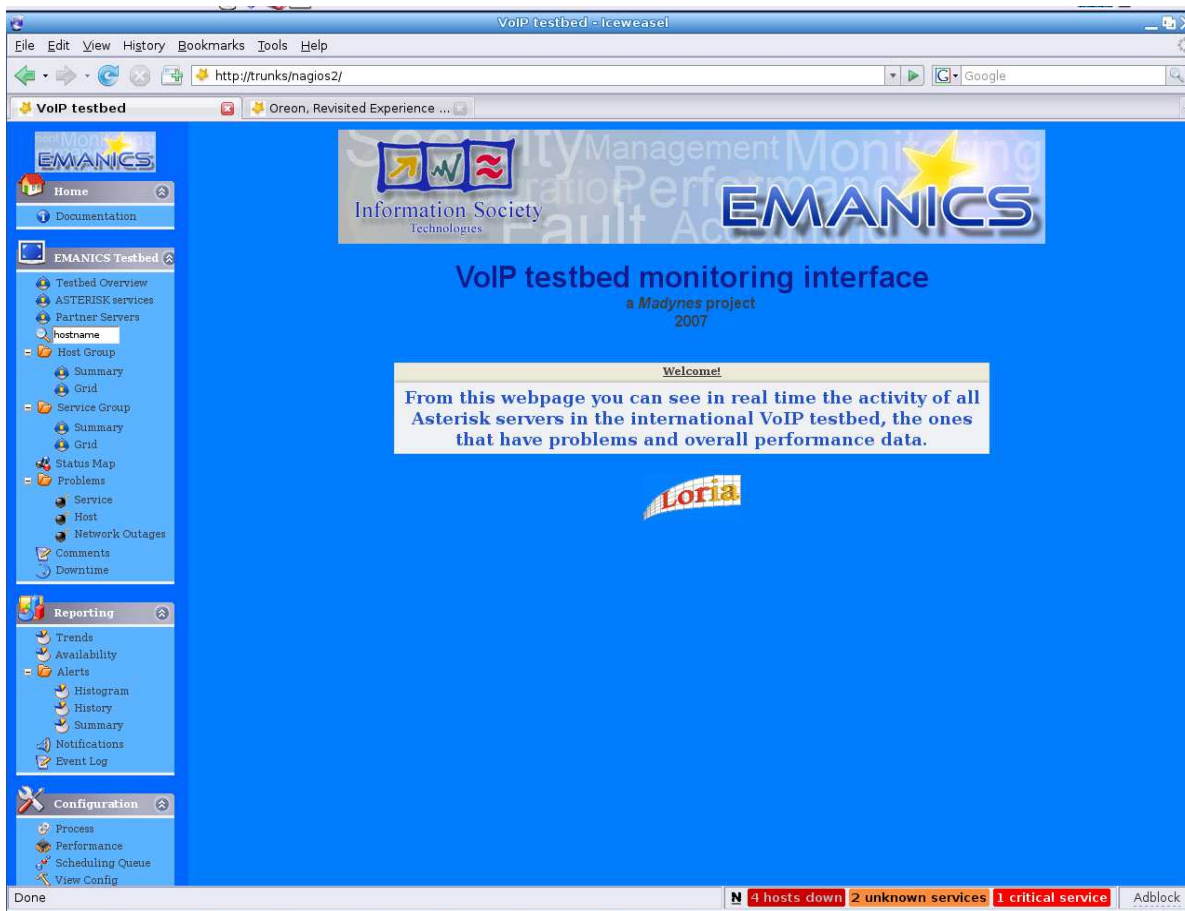
```
root@trunks# cd /usr/share/nagios2/htdocs
root@trunks# mkdir bak
root@trunks# mv * bak
root@trunks# wget
http://www.nagiosexchange.org/typo3conf/ext/net_nagext/pi1/download.php?file=uploads/tx_netnagext_pi1/Nuvola
_Style/nagios-nuvola-1.0.3.tar.gz&ext=.0.3.tar.gz
root@trunks# mv download.php?file=uploads%2Ftx_netnagext_pi1%2FNuvola_Style%2Fnagios-nuvola-
1.0.3.tar.gz nagios-nuvola-1.0.3.tar.gz
root@trunks# tar zxvf nagios-nuvola-1.0.3.tar.gz
root@trunks# mv html/* /usr/share/nagios2/htdocs
```

Reload the browser page and there I have it, with a JavaScript menu and nice icons. If you don't like the icons that come in the basic image pack, *nagiosexchange.org* offers many user supplied images, in the "Logos and Images" -> "Image packs" category. You can download and extract them to the */logos* folder and change ext info.

This new interface relays on JavaScript and I need to edit a bigger number of files to change the aspect. The main three HTML files are still present, but the command tree in the left frame stores it's colors in the *.dtree*

.clip section of the /side/dtree.css file and information in the config.js and /side/dtree\_data.js files. To change the size of the textbox on the home page, I had to edit the infoBox width from the /stylesheets/common.css file.

If you want the page to display an icon on the browser's address bar, you add the <link rel> to index.html. The result is shown in the following picture:



### 4.3 Adding Jabber support

Quicker than e-mail, the instant messaging system may be used to be kept informed about problems that do arise in the testbed. When something happens, the IM client will pop up a message box describing the issue.

For this, beside the commands defined for Nagios, I need a Perl plug-in that connects to a Jabber server and sends the messages. It needs a Perl library to work (uses telnet to connect), and you install it like this:

```
root@homer# cpan install Net::Telnet
```

I used the one offered here: [http://xavier.dusart.free.fr/nagios/send\\_jabber.pl](http://xavier.dusart.free.fr/nagios/send_jabber.pl)

After saving it to the Nagios plugins folder, I must change the login data to look like this:

```
my $hello = '<stream:stream to=\'jabber-fr.net\' xmlns=\'jabber:client\'
xmlns:stream=\'http://etherx.jabber.org/streams\'>';
my $auth = '<iq id=\'auth2\' type=\'set\'>\n<query
xmlns=\'jabber:iq:auth\'>\n<username>nagios</username>\n<password>dfgdfg</password>\n<resource>telnet<
/resource>\n</query>\n</iq>';
```

Items in bold are to be changed according to the user account you wish Nagios to use for sending messages. The contacts to be informed must have the *notify-by-jabber* option enabled, beside the one for mail.

To receive the messages you must have a Jabber account for yourself and a client installed. I used the Gajim client for Linux. The installation is simple, via *apt-get*:

```
root@trunks# apt-get install gajim
```

and then you add your account from the *Edit->Accounts->New* menu. You can add Nagios to the Contacts.

## V. Installing the Oreon system

### 5.1 Prerequisites

Installing and configuring Nagios all by hand it's a time-consuming and annoying task. Fortunately, a group of people, that liked a lot automation, developed a very nice looking web interface based on AJAX and offered the chance to do all the configuration from the browser by storing data into a MySQL database and by making PHP automatically generate all configuration files in the background. It's a little bit tricky to install, but it sure worths the effort. Not only that you have a much modern look and feel, but you also have the script automatically install Nagios and configure the web server without any intervention! **If** you have all packages required, and they are: the LAMP platform (Linux-Apache-PHP-MySQL), the *gd*, *cgi* and *mysql* libraries for PHP, the *nmap* tool, and some Perl modules: RRDs, SNMP and *gd2*. Very important is the *mod\_php* module for Apache, or else nothing will work.

The good news is that the script itself installs Freetype, Gd, Libpng, Rrdtool, NetSNMP and Jpeg if you allow it to (which is more than recommended)! And, of course, Nagios 2.5 and the plugins. All with one command!

It's a good idea to install Oreon on another machine, although you can use the same as for the first Nagios, and specify a different path, manually kill Nagios daemon and change Apache alias. But you'll have to be **very** careful not to mix the settings from the two. The init script has to point to the Nagios that came with Oreon.

```
root@homer# apt-get install mysql-server-4.1
root@homer# apt-get install php4
root@homer# apt-get install php4-gd php4-cgi php4-mysql
root@homer# apt-get install libapache-mod-php4
root@homer# apt-get install nmap
root@homer# apt-get install librrds-perl libnet-snmp-perl libgd-gd2-perl
```

Having all installed and set up (don't forget the MySQL root password , we'll be needing it) I can

```
root@homer# wget http://www.oreon-
project.org/component/option,com_docman/Itemid,84/task,doc_download/gid,7/
root@homer# tar zxvf install_nagios2.5_by_oreon-v1.tar.gz
root@homer# cd install_nagios2.5_by_oreon-v1
root@homer# ./install.sh
```

It's recommended you answer Yes to all installation queries, even if you *have* them installed, it's better to use these versions to be sure you avoid conflicts. It will create the *nagios* user and group, and ask the permission to install Nagios, and restart Apache. The script has a small error, on Debian the tool to create the passwords file for Apache it's called *htpasswd*, not *htpasswd2*. If you run it as it comes, it will fail to create the file and you will have to do it manually as for the manual Nagios installation. You have to reconfigure the MTA also, *Postfix* or *exim*.

Check if the */home/nagios* folder exists after the script finishes. In the rare case it doesn't, do

```
root@homer# mkdir /home/nagios
root@homer# chown nagios.nagios nagios
```

```
root@homer# chmod 775 nagios
```

Now, it's time to install Oreon itself. But first, I recommend you get PHPMyAdmin, a free easy to use interface for MySQL database, as you may need to do changes to the tables or create new databases.

```
root@homer# apt-get install phpmyadmin
```

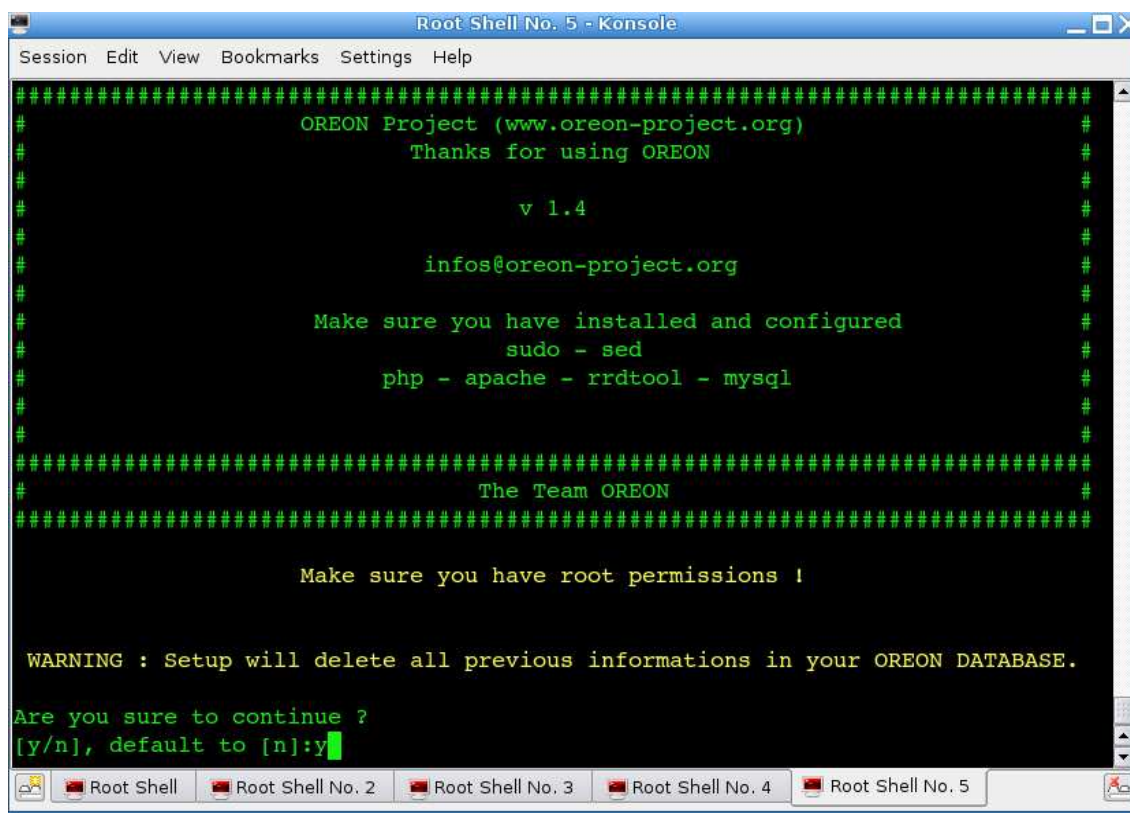
Now go to <http://localhost/phpmyadmin> and log in. If it doesn't show the page, it means that the LAMP isn't lit and you need to re-check that you have all packages mentioned (and specially the Apache modules) installed.

It's time to install all 20 PEAR packages mentioned on Oreon web page:

```
root@homer# pear install -o -f --alldeps Auth_SASL Date DB DB_DataObject DB_DataObject_FormBuilder
HTML_Common HTML_QuickForm HTML_QuickForm_advmultiselect HTML_Table Image_Canvas
Image_Color Image_Graph Image_GraphViz Mail_Mime MDB2 Net_Ping Net_Traceroute
Numbers_Roman Numbers_Words PEAR Validate XML_RPC
```

Now, I have the system ready to receive the Oreon platform. It comes as a package with auto-install:

```
root@homer# wget http://www.oreon-
project.org/component/option,com_docman/Itemid,84/task,doc_download/gid,10/
root@homer# cd oreon-1.4/
root@homer# ./install.sh
```



```
#####
#
# OREON Project (www.oreon-project.org)
# Thanks for using OREON
#
# v 1.4
#
# infos@oreon-project.org
#
# Make sure you have installed and configured
# sudo - sed
# php - apache - rrdtool - mysql
#
#####
# The Team OREON
#####

Make sure you have root permissions !

WARNING : Setup will delete all previous informations in your OREON DATABASE.

Are you sure to continue ?
[y/n], default to [n]:y
```

The script will ask a few questions and it's better to give it the right answers to avoid problems later.



The path to RRDs.pm is (on this Debian Etch) `/usr/local/rrdtool-1.0.49/lib/perl`.

The location of rrdtool binary is `/usr/local/rrdtool-1.0.49/bin/rrdtool`. PEAR is at the `/usr/share/php`.

The others can be let at default (just press Enter) if you don't have unusual paths for `mail`, `sudo`, `nagios`...

After the installations finishes, it will tell you to go to the web interface to finish the setup. Fire up a browser and type `http://localhost/oreon/`. If you see the "Welcome to Oreon setup" page, that means everything is okay until now. If not, you should first manually restart Apache so that it reloads configuration files. Nagios will almost sure fail to start because it doesn't have the correct configuration in its files, so don't worry about it for now. After the interface is set up, you can define the objects (hosts, services, contacts) in the web page and send them to Nagios. If the Setup page still doesn't show up, you can relaunch the Oreon install script, tell it **not** to use parameters from old installation and run through the setup again carefully. Make sure the paths are correct (*locate* the files).

Assuming you have the setup screen, I'll continue with installation steps. Click Start in the first screen and accept license. In Step 3 make sure everything is correct and choose version 2.x for Nagios. In the steps that follow, you must have **everything** OK. If something misses install it and restart the Setup from the last step, if the writing permissions aren't how they should be, change them now. In Step 5 all PEAR packages should be found. If not, install the ones missing and hit Recheck. Step 6 configures the access to MySQL database. You need the root password, a name for Oreon's DB (e.g. "oreon" and "ods") and a password for it. Be careful not to forget them! You can choose a newer MySQL client password style if you don't plan to use old clients.

In Step 7 the answer should also be OK, if you didn't mistyped the password. By default it's empty.

Step 8 is for the user credentials. Enter them and choose appropriate language (can be changed later).

The LDAP is not necessary if you use `localhost` as a server. The config file should be generated successfully (if not, check write permissions to the folder). Step 11 will try to create the database, and should also succeed. If not, use `phpmyadmin` to check if you can create databases, and you may need to restart MySQL.

That's all with the installation. Login and you should have the blank page of Oreon ready for config.

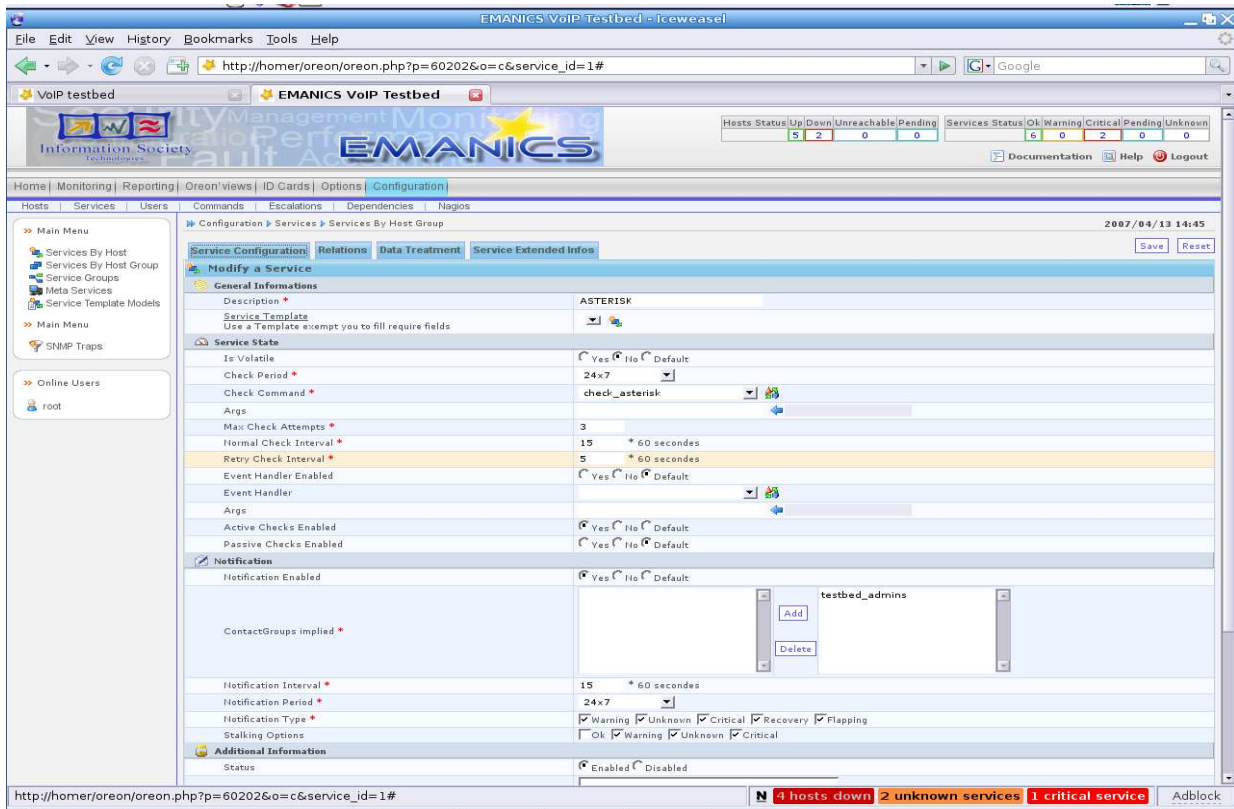
## 5.2 Configuration

The settings are the same as for Nagios, but now you don't write configuration files, but complete some fields on the generated web forms and data is stored in the database. After all is set up, you can export the configuration to Nagios and restart it from the tab `Configuration->Nagios`. Beside already mentioned settings, there are a few differences: the Contacts, Contact Groups, Time Periods and Notification Commands are grouped together under the `Users` tab; the tabs `Commands` and `Services` also host multiple sub-categories. The command definition has two fields: the name and the command line, without "define" keyword, comments or curly brackets.

After making some changes to the configuration, they are saved to the DB but, to make Nagios aware of them, you need to restart it. You can manually copy all files from `/usr/local/oreon/filesGeneration/nagiosCFG` to `/usr/local/nagios/etc` and run the init script with the `restart` option, but it's much more simple to use the web interface: from the tab Nagios, choose to move the config files and restart Nagios, check the `Restart` and `-v` options (to have the files checked for errors, and to avoid problems on reload) and hit Export. You should see in a few seconds the results as you were using the shell: Nagios will either restart cleanly, or report some errors that you must correct. If you can't add a service, be sure you have assigned it to a host, on the Relations tab.

Relation Type	Items	Actions
Linked with Hosts *	CETIM IUB LORIA trunks UNIZH UPI	Add Delete
Linked with HostGroups *	EMANICS_Testbed	Add Delete

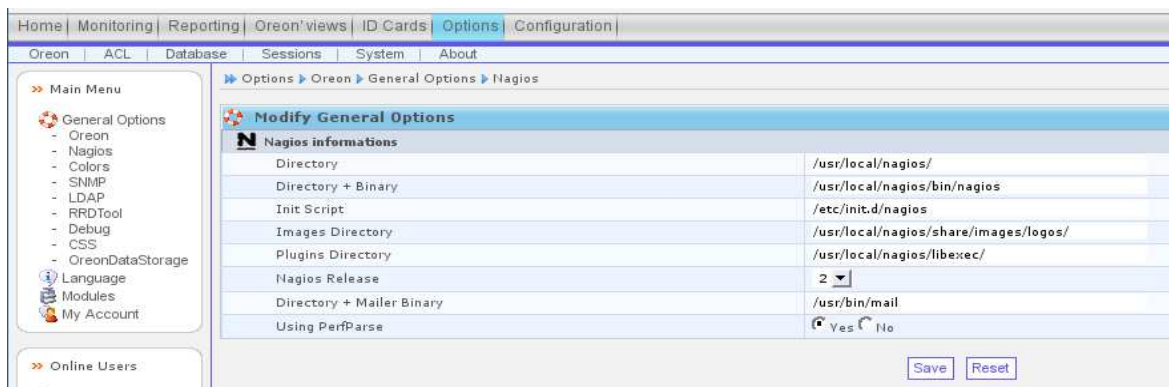
The definition of every object is made by filling in the fields of a web form, like this:



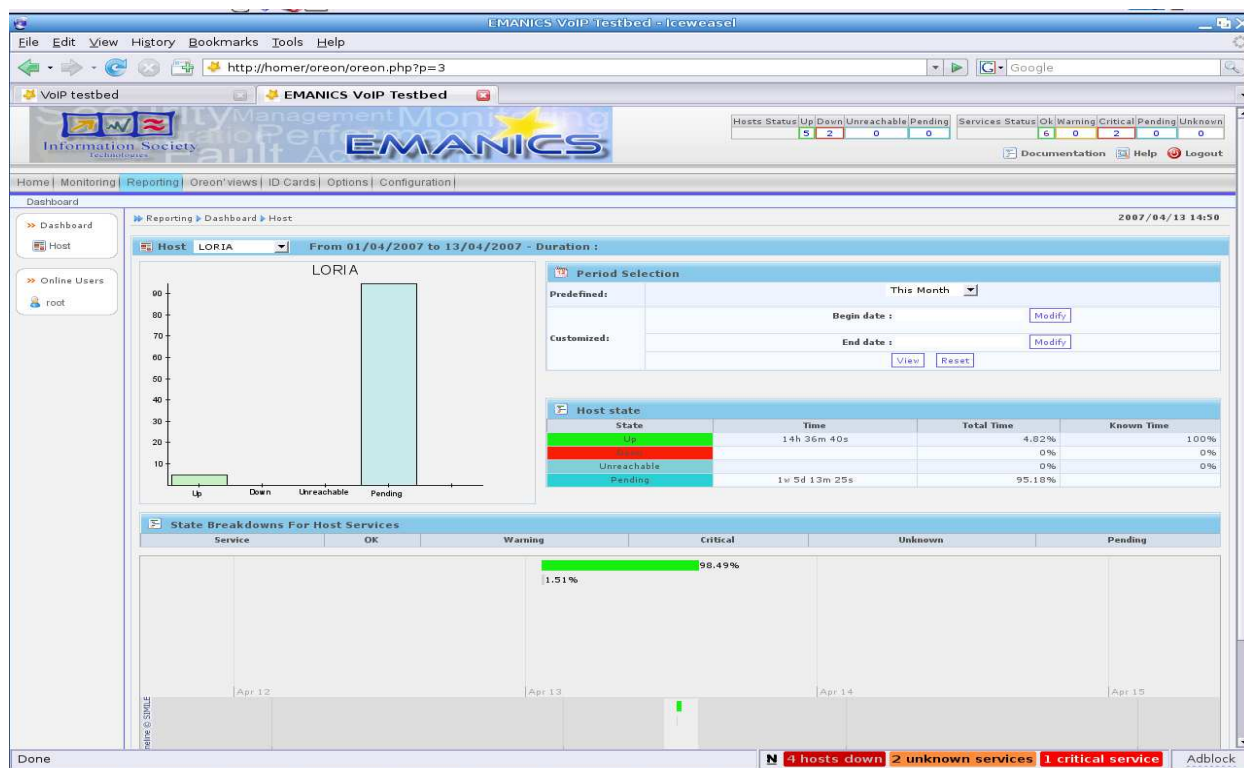
On this Debian distro there's a special problem with PHP that will mess up all commands: Nagios starts but shows all services as critical, because it cannot run the plug-ins. The reason is that `\\` will be replaced with `///` thus making the system unusable. To correct this, you simply edit the `/etc/php4/apache2/php.ini` file and change the option `magic_quotes_gpc` to **Off**. Restart Apache and you should have now all services and commands operational.

Another issue may be with writing permissions to the `/usr/local/nagios/etc` folder when PHP tries to move the files. If it says there's a writing error, you need to allow Apache (user `www-data`) to write to that folder (`chown`).

When you try to add host extended information, it will give a warning that it can't find the `/usr/local/nagios/share/images/logo/` directory. That's a bug from Oreon and you can fix it by entering the `Options->General Options->Nagios` tab and editing the path to Images Directory to contain an `s` like this: `logos`.



The PerfParse configuration it's done like this: enter the right database password in *Configuration->Nagios ->Perfparse* and replace */srv/* with */usr/local/* on the page *Options->Oreon->General Options->OreonDataStorage*.



### 5.3 Customization

The interface has a pleasant look, but you may want it to have your own logo and messages. Although is dynamically generated by PHP, you can still change a few elements. Here's how it's done:

The first thing to modify was the color scheme. I have the *Colors* link in the *General Options* where I can change the colors for service states and the *CSS* link for the global pattern. A blue touch always looks better.

Then, the main logo. You can find it at */usr/local/oreon/www/img/LogoOreon.png* and replace it at will.

The bottom page messages can be edited in the *www/footer.php* file, to remove the Donate option and add my copyright notice. The page title is stored in the *header.php*. The favicon is with the logo, called *iconOreon.ico*.

The login page can be fully customized by editing the text in *login.php*, and the colors and formatting in the *www/Themes/Basic/login.css* file. Reload the page in browser to see the results.

I had a very annoying problem with sending e-mail from Oreon, and the only solution was to delete all contacts and contact groups, and re-enter them, using only one notification command for every contact and **not** checking the "none" check-box option. After that, Nagios restarted and began sending mail normally.

A very nice help in day to day work with Nagios, if you use the Firefox browser, it's the NagiosChecker add-on. After install and restarting the browser, you will have in the statusbar a small panel that shows permanently the problems present and blinks the new ones for easy spotting. It's freely downloadable from the address: [https://addons.mozilla.org/en-US/firefox/downloads/file/13711/nagios\\_checker-0.8.1-firefox+thunderbird.xpi](https://addons.mozilla.org/en-US/firefox/downloads/file/13711/nagios_checker-0.8.1-firefox+thunderbird.xpi).

Restart Firefox after installing it, I right-click on it and went to *Settings* where I added a new Nagios page to watch, filled the fields for web interface address, user and password, and let it locate the status script URL.

I disabled the sounds and filtered disabled hosts and services (*Filtering* tab), enabled full details from the

Display tab and set a 1 minute update time in the *Behavior* tab. Now, keeping the mouse over the small tag in the status bar will pop-up a window with all available information. When a new problem appears, it's field will blink.

The window looks like this:

Host	Host (alias)	Service	Status	Duration	Information
<b>Loria</b>					
Zaria	Cristi_s WorkStation	PING	unknown	5m 18s	/bin/ping -n -U -w 10 -c 5 194.102.70.50
UPI_GW	UPI outbound router	UPI Gateway	unknown	12m 48s	/bin/ping -n -U -w 10 -c 5 194.102.70.160
CETIM	CETIM Asterisk server	-	down	18d 18h 52m 25s	CRITICAL - Plugin timed out after 10 seconds
Zaria	Cristi_s WorkStation	-	down	18d 22h 42m 3s	/bin/ping -n -U -w 10 -c 1 194.102.70.50
UPI_GW	UPI outbound router	-	down	21d 17h 29m 25s	/bin/ping -n -U -w 10 -c 1 194.102.70.160
UPI	UPI Asterisk server	-	down	21d 17h 34m 52s	/bin/ping -n -U -w 10 -c 1 194.102.70.8
					<b>N</b> 4 hosts down 2 unknown services <a href="#">Adblock</a>

## VI. Adding graphical display module

The plug-in recommended for Oreon to display graphs is called PerfParse and, since it doesn't come in the package, Oreon will show an error message even if the password for the database is correct. I need to download and install it from it's web page: <http://kent.dl.sourceforge.net/sourceforge/perfparse/perfparse-0.105.6.tar.gz>

Before installing it, I need to install the development version of the *gd* library, like this:

```
root@homer# apt-get install libgd2-dev
```

Now, I can unpack and install the package:

```
root@homer# tar zxvf perfparse-0.105.6.tar.gz
root@homer# cd perfparse-0.105.6
root@homer# ./configure --prefix=/usr/local/nagios --with-imagedir=/usr/local/nagios/share/images --with-cgidir=/usr/local/nagios/sbin --with-http_image_path=/nagios/images --with-mysql_config_dir --with-gdlib_config_dir
root@homer# make
root@homer# make install
```

After installing, I will create and populate the database for storing performance data to be graphed:

```
root@homer# mysql -u root@trunks -p
> create database nagios;
> GRANT ALL PRIVILEGES ON nagios.* TO 'nagios'@localhost identified by 'dfgdfg';
>quit
root@homer# cat perfparse-0.105.6/scripts/mysql_create.sql | mysql -u nagios -p -D nagios -h 127.0.0.1
```

And now, Oreon shouldn't show an error message that it can't connect to the PerfParse database. To use it, I have enabled in the *Options->Oreon->General Options->Nagios* an option called *Using PerfParse*.

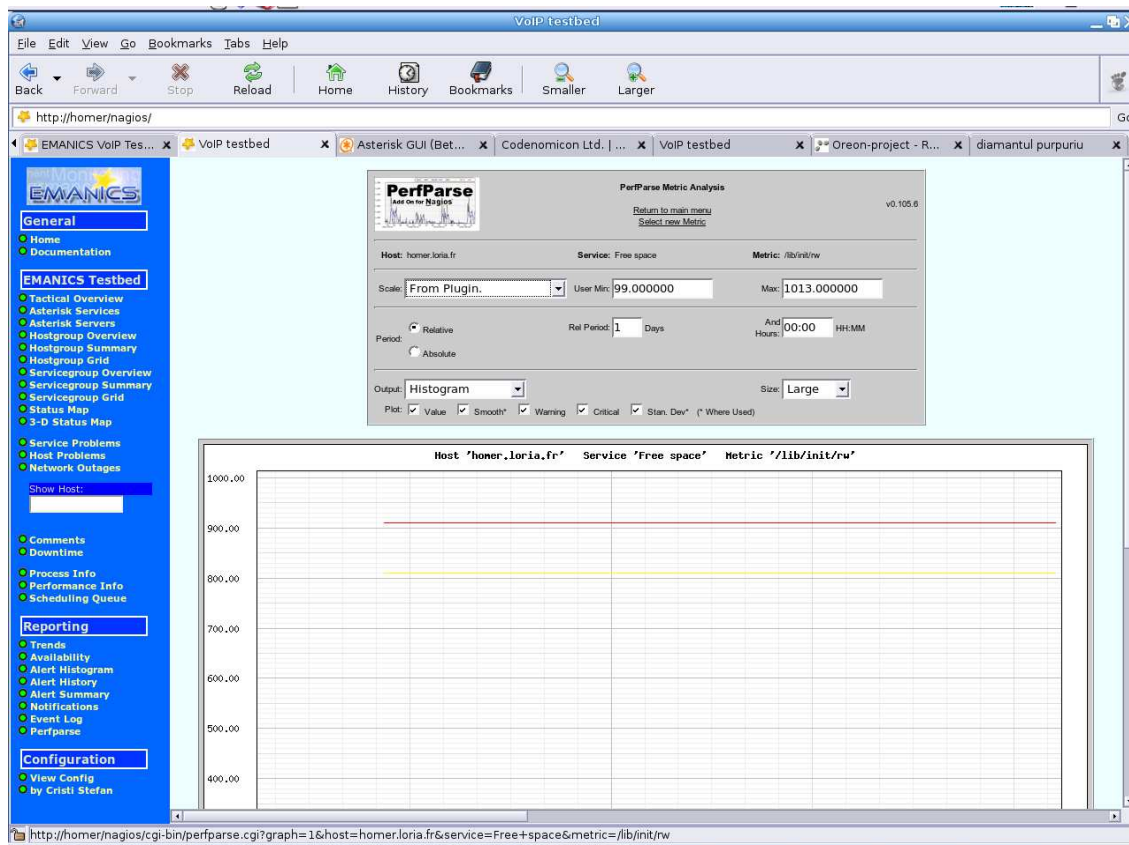
To have data from logs being processed, I will modify the default *process-host-perfdata* and *process-service-perfdata* commands to look like this:

```
/usr/bin/printf "%b"
"$TIMET$t$HOSTNAME$t$SERVICEDESC$t$SERVICEOUTPUT$t$SERVICESTATES$t$SERVICEPERFDATA
$n" | /usr/local/nagios/bin/perfparse-log2mysql
```

To see it on the classical web interface, you can add a block like this at the end of the *Reporting* section from the *usr/local/nagios/share/side.html* file, to add a new option in the left menu:

```
<tr>
  <td width=13><a href="/nagios/cgi-bin/showlog.cgi" target="main" onMouseOver=$
</tr>
```

And now, by clicking it, you should have the PerfParse main page shown in the main frame, like this:



Not all plug-ins offer performance data, in fact very few of them do it. For example to check the traffic load on the network interface, I need SNMP package installed and configured to be queryable from outside.

```
root@homer# apt-get install snmp
```

After that, I must eliminate the *localhost* from the following line in the */etc/default/snmpd* file to look like

```
SNMPDOPTS='-Lsd -Lf /dev/null -u snmp -I -smux -p /var/run/snmpd.pid'
```

And then, configure access control for the SNMP daemon, in the */etc/snmp/snmpd.conf*, where I define a new community with rights only to read informations, accessing from the local network, by adding a line like this:

```
com2sec madynesRO 152.81.0.0/16 madynes
```



and the groups for it, for both SNMP versions :

```
group madynesROGroup v1 madynesRO
group madynesROGroup v2c madynesRO
```

Access permissions are given like this (no authorization needed in any context, can read everything):

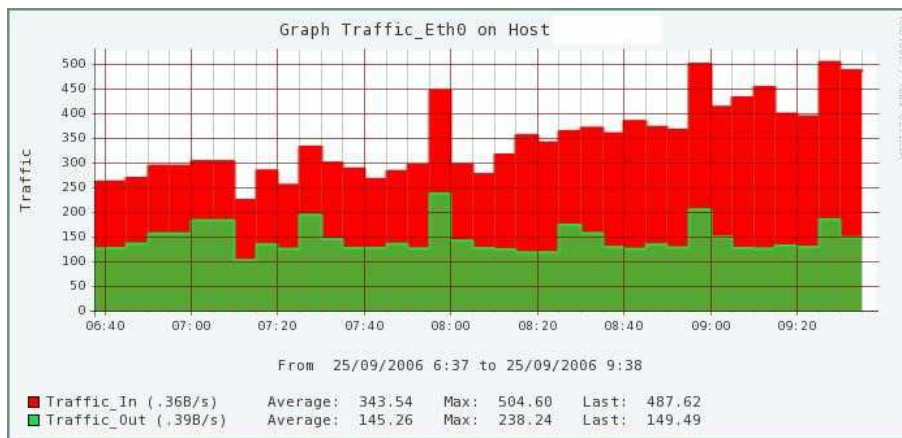
```
access madynesROGroup "" any noauth exact all none none
```

After that, restart *snmpd* and, by calling a plug-in (being in their folder) from the shell you should get

```
root@homer# ./check_graph_traffic.pl -H 152.81.6.23 -C madynes -v 2c -i 0
Traffic In : 1.38 Mb/s (13.8 %), Out : 548.47 kb/s (5.5 %) - Total RX Bits In : 3.98 GB, Out : 17.82 Gb|
traffic_in=1383260,6Bits/s traffic_out=548465,3Bits/s
```

Now, to integrate it with Oreon you add a new service, let's say for traffic, using the same plugin as command, but here I changed the default syntax, and now looks like this:

```
$USER1$/check_graph_traffic.pl -H 152.81.6.23 -i $ARG1$ -w $ARG2$ -c $ARG3$ -C $ARG4$ -v $ARG5$ -g -f
and arguments like !2!2!4!madynes!2c you are ready to display the graph, that can look like this:
```



Of course, you can draw graphs for any other service that supports it: CPU load, uptime...

To draw the graphs, go to *Oreon views*, choose the desired type (from *PerfParse*, from the plug-ins) and choose a host and/or service from the list. Choose the time period to use and *Graph*.

**Choose the source to graph**

Host / Service:

---

**Advanced >>**

Template:

Graph Period:

Begin Date:

End Date:

## VI. *check\_asterisk* plug-in source code

The plug-in that checks if the Asterisk PBX is operational it's a Perl script that connects through the IAX protocol. The one I used it's available from the web page <http://karlsbakk.net/asterisk/>. This isn't the only one, there's also a *check\_sip* plugin available at [http://www.bashton.com/downloads/nagios-check\\_sip-1.01.tar.gz](http://www.bashton.com/downloads/nagios-check_sip-1.01.tar.gz) R. Calicotte offers 2 plug-ins to check Asterisk, located at <http://www.callicotte.org/np/index.htm> I will briefly present the source code and explain the functionality, just for the IAX part.

At first, it defines the variables used and does some initializations. For every return code, it has a subroutine that prints the message. Another routine prints the syntax to be used, when called with no arguments.

The plug-in has two operating modes, one for the Asterisk web interface (manager) and one for IAX. But not all partners have the web manager installed, and access to the web server port from outside it's usually blocked at the partner site router, for security reasons. So I decided that IAX is the best, as all have to leave it open

```
($runmode == 1) {
    $port = $iax_port;

    socket(PING, PF_INET, SOCK_DGRAM, getprotobyname("udp")); #opens an UDP socket to connect

    $msg = pack "H24", $iax_src_call . $iax_dst_call . $iax_timestamp .
        $iax_outbound_seq . $iax_inbound_seq . $iax_type . $iax_type; #builds a package like a call start

    $ipaddr = inet_aton($host);
    $sendto = sockaddr_in($port,$ipaddr);

    send(PING, $msg, 0, $sendto) == length($msg) or die "cannot send to $host : $port : $!\n"; #reachability

    eval {
        local $SIG{ALRM} = sub { die("alarm time out"); };
        alarm $iax_timeout; #if the host doesn't respond in a timely manner, the plug-in will exit - timeout

        while (1) {
            $recvfrom = recv(PING, $msg, $iax_maxlen, 0) or die "recv: $!";
            ($port, $ipaddr) = sockaddr_in($recvfrom);
            $respaddr = inet_ntoa($ipaddr);
            $iax_answer++; #counts the replies received from the Asterisk server
            # print "Response from $respaddr : $port\n";
        }
    };

    if ($iax_answer) {
        if ($iax_answer == 1) {
            $reply = "reply";
        } else {
            $reply = "replies"; #in case of success, prints the number of replies obtained
        }
        &ok("Got $iax_answer $reply");
    } else {
        &error("Got no reply");
    }
}
```

## IX. Abbreviations

SIP	Session Initiation Protocol
IP	Internet Protocol
PBX	Private Branch eXchange
IAX	Inter-Asterisk eXchange
PSTN	Public Switched Telephone Network
SNMP	Simple Network Management Protocol
SSH	Secure SHell
CGI	Common Gateway Interface
SSL	Secure Socket Layer
HTML	HyperText Markup Language
MTA	Mail Transport Agent
DNS	Domain Name System
PHP	Personal Home Page (prog. language)
OS	Operating System
FTP	File Transfer Protocol
HTTP	HyperText Transport Protocol
SMTP	Simple Mail Transport Protocol
VRML	Virtual Reality Modeling Language
SMS	Short Message System
XMPP	eXtensible Messaging and Presence Protocol (used by Jabber network)
DoS	Denial of Service
DB	DataBase
CSS	Cascading Style Sheets
PEAR	PHP Extension and Application Repository
URL	Universal Resource Locator



## Addendum

To install Nagios and have it operational as fast as possible, I suggest the following way: use the distribution designed for Oreon, currently version 2.5. It has a nice install script that will do almost everything automatically. As Oreon requires some configurations too, you can use a package of already written configuration files, like the ones I created for this project, and replace the default interface with the one customized.

You need to manually install

```
root@homer# apt-get install librrds-perl libnet-snmp-perl libgd-gd2-perl
```

and let the script install all other pre-requisites. The commands are the same as when I installed Oreon:

```
root@homer# wget http://www.oreon-  
project.org/component/option,com_docman/Itemid,84/task,doc_download/gid,7/  
root@homer# tar zxvf install_nagios2.5_by_oreon-v1.tar.gz  
root@homer# cd install_nagios2.5_by_oreon-v1  
root@homer# ./install.sh
```

but don't forget to edit the *install.sh* to replace *htpasswd2* with *htpasswd*, **before** you run it.

As I have the configuration files collection archived, you need to extract them all to replace the ones existing in the */usr/local/nagios/etc* folder. They contain information that work for the machine I used, you will need to change the contact emails and addresses of the hosts to be monitored (*contacts.cfg* and *hosts.cfg*).

The web interface, with all customizations, must be extracted as it is in the */usr/local/nagios/share*.

This works because the script installs Nagios the same way, with the same paths, everywhere.

If you use it, for Oreon there's an excellent guide at [http://delavergne.free.fr/Doc\\_Oreon\\_1\\_1\\_fr.pdf](http://delavergne.free.fr/Doc_Oreon_1_1_fr.pdf)