

# Sangfor Managed Cloud Service SkyOPS User Guide

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Send information about errors or any product related problem to tech.support@sangfor.com.

# **About This Document**

This document describes the Operation and maintenances user guide of MCS.

## **Intended Audience**

This document is intended for:

• tenant

## **Note Icons**

English Icon	Description
	Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
WARNING	Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
	Indicates a hazardous situation, which if not avoided, could result in minor or moderate injury.
	Indicates a hazardous situation, which if not avoided, could result in settings failing to take effect, equipment damage, or data loss. NOTICE addresses practices not related to personal injury.
	Calls attention to important information, best practices, and tips. NOTE addresses information not related to personal injury or equipment damage.

## **Change Log**

Date	Change Description
Oct. 07, 2023	This is the first release of this document.

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# **SkyOPS**

**Monitoring**: The MCS platform can detect anomalies and load on hosts and virtual machines. It also supports adding monitoring charts to track specific metrics of certain virtual machines and can display them in tabular form on the page.

**Probe**: Users can create probe tasks to perform real-time probe operations to ensure the services work. Once services become unavailable, users will receive alerts to take prompt action.

**SkyOPS**: Customers can connect to the Sangfor Cloud Service Center through a cloud agent and upload private cloud alerts to the Sangfor Cloud Service Center. In this way, customers using private cloud can experience cloud O&M services. O&M personnel can quickly view all private cloud alerts in SkyOPS to locate the problems.

# 1.1 Private Cloud Resource Connected to Cloud Agent

## **1.1.1 Prerequisites**

- The local office has deployed the cloud agent virtual machine and can log in to configure it. A cloud agent is an agent probe deployed in a private cloud for on-premise and Managed Cloud data exchange.
- 2. The cloud agent, local SCP, and MCS are reachable.

## **1.1.2 Private Cloud SCP connected to Cloud Agents**

 The private cloud SCP API and Advanced Services must be activated before connecting to cloud agents.

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# 1.1.3 Cloud Agent Connected to MCS

1. Obtain cloud agent information from the managed cloud tenant, then input the Cloud Agent ID to connect to the Sangfor Cloud Service Center.



2. After successfully connecting, users will be directed to the SkyOPS page on their next login.

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# **1.2 Viewing SkyOPS**

## **1.2.1 Viewing Private Cloud Resource Hierarchy**

 The tenant SkyOPS has a new feature: the business service topology map. It can display the hierarchy of resources under the cloud agent and the association of tenants' LAN probe tasks. The topology will not display the node's topology if it has no association.

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3. The tenant SkyOPS displays abnormal resources on the left. When no anomalies exist, four resource information items are shown by default. It will show all abnormal resources if there are any.

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4. Tenants can view the 20 most recent alerts and risk events. The business service topology shows the three most recent alerts and risk events of associated resources.

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## **1.2.2 Viewing Private Cloud Alert Events by Object**

In SkyOPS, tenants can view different alert events reported on the private cloud, including service anomalies, VM anomalies, platform anomalies, and hardware anomalies.

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#### **1.2.3 Viewing Private Cloud Alert Events by Severity**

In SkyOPS, tenants can view alert events with different severities reported on the private cloud, including high-severity events, medium-severity events, lowseverity events, and resolved events.

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## **1.2.4 Viewing Private Cloud Alert Events by Status**

In SkyOPS, tenants can view the status of alert events reported on the private cloud, including Not Responded, Fixing, Stopped, and Expired.

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# **1.3 Business Probe**

#### **1.3.1 Introduction**

Create a business probe task to conduct a real-time probe of your business to ensure the service is available. When the service is unavailable, you can receive an alarm notification as soon as possible and handle it on time. We support business probes of MCS tenant services and private cloud tenant services. In the MCS scenario, creating a business probe task can monitor the availability of public network services in real time, including the manage service cloud and private cloud, ensuring the business's operation. By regularly probing public network services, tenants can promptly detect service failures or abnormalities and repair them to avoid business interruption or impact on user experience. The business probe task can also help tenants understand the performance and stability of public network services and provide data support for service optimization and improvement.

#### **1.3.2 Obtain Business Probe Service**

#### **1.3.2.1 MCS Tenant Obtain Business Probe Service**

This function requires authorization from the administrator first. The tenant can create an MCS business probe task on the business probe page. The **Remaining WAN probe** in the top right corner shows the remaining authorization.

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#### 1.3.2.2 Private Cloud Tenant Obtain Business Probe Service

In the private cloud scenario, a virtual machine is deployed on the local SCP as a cloud agent, and one cloud agent is a probe point.

 Administrator log in to SCP and navigate to Resource > O2O Synergized Cloud > SkyOPS.  Click Activation Guide > View API Key to obtain the Access Key and Secret Key.

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3. Provide the obtained keys to the MCS team, and they will connect the SCP of the private cloud to MCS. After successfully connecting, **Visit Now** will appear on this page, and you can start using the business probe function.

## **1.3.3 Probe Point Configuration**

Private cloud, managed cloud, and hybrid cloud tenants can regularly run probes on WAN or LAN services for real-time monitoring, ensuring task feasibility.

#### **1.3.3.1 Managed Cloud Probe Point**

Please contact the Managed Cloud team for deployment for the Managed Cloud Probe Point. Under normal circumstances, it has already been deployed. As shown in the figure below:

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#### 1.3.3.2 Private Cloud Probe Point

Please contact the local office to assist with deployment. One cloud agent is a probe point, as shown in the figure below.

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#### **1.3.4 Creating Probe Task**

Tenants can create probe tasks to monitor the availability of WAN services in real-time, ensuring the operation of services. By running probes on WAN services regularly, the tenants can detect service faults or anomalies promptly and adopt remedial measures to prevent service interruptions or a negative impact on user experience.

#### 1.3.4.1 Task Information

- 1. Navigate to **SkyOPS > Business Probe > Tasks** to create a probe task.
- 2. Click **New**, and **Availability** indicators are available in the drop-down list.

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 Indicators for HTTP probe tasks: Response Time, Status Code, Response Header, and Response Body. Indicators for TCP probe tasks: Response Time. Indicators for ICMP probe tasks: Packet Loss Rate and Response Time.

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				4 in al < 💽	> Entries Per Pa	pe 50 • Go To Page 1

- 4. Select the indicators and specify the condition and value.
- 5. The combination of indicators is not restricted by default.
- 6. Four indicators can be added at most. At least one indicator is required.
- For HTTP probe tasks, click Advanced to configure Request, Request Body, Certificate, Proxy, and Privacy.

#### **1.3.4.2 Creating Alert Policies for Business Probe**

Tenants can create alert policies for business probes to promptly respond to service faults or anomalies, thus ensuring the operation of services. Alerts or notifications will be triggered automatically in case of service faults or anomalies to inform related personnel to take immediate action. It can significantly shorten fault response time and reduce the risk of service interruptions or impact on user experience.



1. After the probe task has been created, click **Next** to set the alert policy.

- 2. A default policy is provided; the **Metric** is **Percentage of Available Probe Points**.
- Select the required metric from the drop-down list. Available metrics include Percentage of Available Probe Points, Available Probe Points, Unavailable Probe Points, Round-Trip Time, and Packet Loss Rate. The table below describes these metrics in detail.

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		Extended Retention ①:	0	teconds	_				
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Γ									

Metric	Sign	Threshold	Extended	Probe Task Type

			Retention	
Percentage of Available Probe Points	=, <, >, ≥, ≤, ≠	Low: x, for consecutive x counts Medium: x, for consecutive x counts High: x, for consecutive x counts Percentage Count: 1, 2, 3, 4, 5, 10, 15, 20	Same as that for probe tasks	НТТР, ТСР, ІСМР
Available Probe Points	Same as above	Same as above	Same as above	НТТР, ТСР, ІСМР
Unavailable Probe Points	Same as above	Same as above	Same as above	НТТР, ТСР, ІСМР
Response Time	Same as above	Low: x, for consecutive x counts Medium: x, for consecutive x counts High: x, for consecutive x counts ms Count: 1, 2, 3, 4, 5, 10, 15, 20	Same as above	НТТР, ТСР
Round-Trip Time	Same as above	Low: x, for consecutive x counts Medium: x, for consecutive x counts High: x, for consecutive x counts ms Count: 1, 2, 3, 4, 5, 10, 15, 20	Same as above	ICMP

Packet Loss Rate	Same as above	Low: x, for consecutive x counts Medium: x, for consecutive x counts High: x, for consecutive x counts Percentage Count: 1, 2, 3, 4, 5, 10, 15, 20	Same as above	ICMP
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4. A maximum of five alert policies can be set.

## **1.3.5 Viewing Business Probe Tasks**

#### 1.3.5.1 View Business Probe Tasks List

Tenants can view the business probe task list to understand the status and results of all tasks. It allows the service faults or anomalies to be detected on time, and prompt remedial measures could be taken to ensure the operation of services. By reviewing the business probe task list, information such as probe time and results for each task can be obtained to assess whether the service is operating. Suppose any anomalies or failures occur in the business probe tasks. In that case, prompt remedial measures can be taken to prevent service interruptions or impact on user experience.

#### 1.3.5.1.1 General Scenario

 Tenants log in to the MCS portal and navigate to Resource > SkyOPS > Business Probe.

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Business Probe		
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	Name Pending Alerts Protocol Type Monitored Address Associated VMs Associated Data C Probe Point Type Time Created Creator	Status Operation
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	TEST1 0 ICMP 1.1.1.1 0 0 Managed Cloud P 2022-10-31 16:39:57 HQ_jornus	✓ Enable Details Disable ···
	TEST_ICMP     0     10MP     0     0     Managed Cloud P     2022-19-25 15:01:19     HQ_jornus	✓ Enable Details Disable
	TEST_TCP 0 TCP 0 0 Managed Cloud P 2023-10-25 14 38:02 HQ_jornus	✓ Enable Details Disable
	And <	> Entries Pr

2. Tenants can view the business probe task list: name, pending alerts, protocol type, monitored address, probe point type, availability, last response time, status, time created, creator, operations (details, edit, disable/enable, delete).

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	Business Probe															
	Tasks	Tasks Tasks									Remain	ing WAN Prot	tes: 9996	6239		
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		•	Name	Pending Alerts	Protocol Type	Monitored Address	Associated VMs	Associated Data C	Probe Point Type	Time Created	Creator	Status	Operatio			
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			TEST1	0	ICMP			0	0 Managed Cloud F	2023-10-31 16:39:57	HQ_jornus	<ul> <li>Enable</li> </ul>	Detail	Disable	Dates	,
			TEST_JCMP	0	TCR	-			0 Managed Cloud P	2023-10-25 15:01:19	NQ_jomus	<ul> <li>Enable</li> </ul>	Detail	Disable		
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- 3. Filter the task list by:
- Protocol type: HTTP(S), TCP, ICMP

•	Probe point type: managed cloud, private cloud
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Business Probe				
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4. A fuzzy search by name or monitored address is supported.

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- 5. You can refresh the list.
- 6. **Pending alerts** are sorted by alert count from high to low by default.

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Business Probe			
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	TEST1 0 ICMP 0 0 Managed Cloud P 2023-10-31 10:38 57 HQ_jamus	<ul> <li>Enable</li> </ul>	Details Disable
	TEST_CMP     0     0     Managed Cloud P     2023-10-25 15:01:19     HQ_jemus	✓ Enable	Details Disable -
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	end - C	> Entries Pr	er Page 50 - Co To Page 1

7. The tenant user can delete tasks individually or in bulk. The Delete Task confirmation message will prompt: **Are you sure you want to delete the** 

**following tasks?** The corresponding address will no longer be monitored, and task information will be removed from the associated alert policies. After deletion, the list will refresh, and the deleted tasks will no longer exist. The task information will be removed from the associated alert policies.



8. The tenant user can disable tasks individually or in bulk. The Disable Task with the confirmation message will prompt: Are you sure you want to disable the following tasks? The corresponding address will no longer be monitored, and no alerts will be generated. After disabled, the task's status in the list will change to Disable.



#### 1.3.5.1.2 Tenant WAN Probes Limit Reached

 The customer has a Sangfor Cloud Service Center tenant user account. If the user's WAN probes have reached the limit, log in to the MCS portal and go to SkyOPS > Business Probe. 2. In the task list, a message above the table shows **Remaining WAN Probes: 0. WAN probe is disabled. Please contact technical support to purchase the service**. The WAN probe's function has been automatically disabled. Please contact the administrator for renewal. Related operations on the page are greyed out and disabled. You can only view the details of created tasks and choose to delete them.

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Din al ( Da David Davi																

#### 1.3.5.1.3 Private Cloud Customer Software Upgrade Service Expired

- The customer has an MCS tenant user account. If the software upgrade service has expired, log in to the MCS and go to SkyOPS > Business Probe.
- 2. Tenants can view business probe task details. In the task list, a message above the table reads Remaining WAN Probes: 0. WAN probe is disabled. Please contact technical support to purchase the service. Related operations on the list page are greyed out and disabled. You can only view the details of created tasks and choose to delete them.

#### **1.3.5.2 Viewing Business Probe Task Details**

Tenants can view the details of a business probe task to verify task execution progress and whether the service is running. By viewing the details, the tenant can obtain specific execution information on each task, including the probe operation time and result, as well as records and trend charts. Suppose any anomalies or failures occur in a business probe task. In that case, view task details to identify the cause of the fault and remediate promptly to prevent service interruptions or impact on user experience. The customer has a MCS user account. Log in to the MCS and go to **SkyOPS** > **Business Probe**. A task named Task 1 already exists. When the tenant user views the details of Task1, the following information is displayed by default on the page::

- 1. Basic information: name, protocol type, monitored address, time created, creator, associated alert policies, status, and associated pending alerts.
- 2. **Response Time** trend chart, **Average Availability** trend chart, and probe records of **Not Available**.
- Hover the mouse over the number of the Associated Alert Policies to view the name of the associated alert policies.
- 4. Above the trend charts, the tenants can select the Aggregation Period (The aggregation period selection options are the same as the probe frequency; the aggregation period value must be greater than the probe frequency value.) and Time Range. The default time range is Last Hour. Other options include last hour, last 6 hours, last 12 hours, last day, last 7 days, and custom range (not exceeding 7 days).
- 5. Above the probe records table, the tenant can select probe points (All Probe Points by default) and Time Range. The default time range is the Last Hour. Other options include last hour, last 6 hours, last 12 hours, last day, last 7 days, and custom range (not exceeding 7 days). The table shows 50 probe records by default. Click Show More to show additional records. The table information includes time, monitored address, probe point, availability, and response time.
- Tenants can select Last Hour for the time range, select Not Available on the Probe Records tab, and then click the + next to a probe record to view the detailed information.
- 7. The detailed information includes DNS time, SSL authentication time, data download time, first packet receiving time, TCP connection time, and information on the response header and body.
- 8. The HTTP probe task response header, response body, and error information exceeding 15 MB will be truncated.
- 9. For HTTP probe tasks, detailed response information is shown when the

tenant has selected **Do not save response content.** Otherwise, detailed response information will not be displayed upon expansion.

- 10. Tenants can check associated alerts on the **Associated Alerts** tab.
- 11. Alerts generated in the last 7 days are displayed by default. The administrator can also choose to display alerts generated in the last 1 hour, last 6 hours, last 24 hours, last 2 days, or last 30 days. The alert status can be **Not Responded** or **In Progress**. The table displays severity, occurrence time, object type, object name, description, status, and operations. In the table, alerts are displayed first by severity in the order of High > Medium > Low and then by status in the order of Not Responded > In Progress > Expired > Stopped.

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#### **1.3.5.3 Viewing Associated Business Probe Task Alerts**

Tenants can view the associated alerts of a business probe task to respond to faults or anomalies promptly, ensuring service operation. By checking the associated alerts, tenants can better understand the alert policies for a task and obtain information such as alert severity and method. If a business probe task encounters anomalies or failures, the associated alert policies will trigger alerts automatically, notifying relevant personnel to remediate. It can significantly shorten fault response time and reduce the risk of service interruptions or impact on user experience.

- The customer has an MCS tenant user account and an existing business probe task with a monitored address **url1** that triggered an alert.
- The tenant user can go to SkyOPS > Smart O&M > Alert Events to view the alert.
- The tenant user views the details of the alert:

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#### **1.3.5.4 Creating Monitoring Dashboard**

The main purpose of creating a monitoring dashboard for probe tasks is to monitor the availability of WAN services in real-time to ensure the operation of services. By creating a dashboard, the states and results of multiple probe tasks can be displayed on one page, quickly understanding how services operate. Tenants can view the execution status of business probe tasks in realtime through the monitoring dashboard. If anomalies or failures are detected, prompt remedial measures can be taken to prevent service interruptions or impact on user experience.

 Navigate to SkyOPS > Business Probe > Monitoring Info. HTTP(s), TCP, and ICMP monitoring info are supported.

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2. Click **Monitoring Options** to go to the monitoring options page. A maximum of five probe tasks can be selected.



3. The **Response Time Threshold** and **Availability Thresholds** can be set on the monitoring dashboards for HTTP and TCP probe tasks. The average round-trip time, availability, and packet loss rate thresholds can be set on the monitoring dashboard for ICMP probe tasks.

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4. On the **Monitoring Info** page, the HTTP(S) and TCP tabs display trend charts of Response Time and Availability, and the thresholds are in dashed lines. Filtering by time range is supported.

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# **1.4 Monitoring Dashboard**

1. Log in to the MCS portal and navigate to **SkyOps > Monitoring** 

**Dashboard**. On this page, there are default monitoring dashboard.

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2. You can customize and add panels that meet your requirements by clicking **New Panel**.

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3. Select the **Object Type**, **VM**, and **Items** to create the dashboard. The available **Object Type** are **Virtual Machine**, **Elastic IP**, or **Shared Bandwidth**.

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 Click **OK**, and the customize panel will be auto-generated. The tenant can manually drag and drop to change the panel position or add a new panel by clicking **+New Panel**.



5. By clicking **Dashboard**, it supports switching between multiple dashboards if they exist.

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6. Click + to create a new dashboard to monitor the VM in different groups better.

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			131 885
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		19.07.9814	10 D1 Mean
			1.00 Mes

7. Then, you can set up panels for the newly added dashboard.



8. You can use the dropdown menu in the upper right corner to select different dates and times to view the data.



## 1.4.1 Monitoring

#### 1.4.1.1 Server

On this page, if any dedicated server (Dedicated resources pool/Dedicated server group) is associated with the tenant, the tenant can monitor the dedicated server. Otherwise, it will remain empty.

#### **1.4.1.2 Virtual Machines**

The cloud agent is deployed on the virtual machine to collect and report the monitoring information to the MCS. The Virtual Machine resource usage, traffic usage, and alarm status are shown in graphs.

For virtual machine monitoring, it supports two types of installation methods: **Auto** and **Manual**.

To use the agent auto installation, make sure:

- HCl version is 6.3.0 and above.
- The administrator has already enabled the Shared Service Network for the tenants.
- VM and MCS time difference is less than 5 minutes.

 Go to SkyOPS > Monitoring, and click the Data not reported of the selected VM.

Monitoring						
E Servers	VMs					
🔁 VMs	VM Comparison					Select data
	Name	VM IP Address	VM Status	Collection Status	Data Center	
	Cloud Interconnect Component	10.254.254.2,2.2.2.5	Powered on	Data not reported ①	SCP_ID	
	newtest20230817081257	2.2.2.2	Powered on	Normal	SCP_ID	
	newtest20230909033041	131.131.131.2	Powered on	Normal	SCP_ID	
	os7	192.168.0.49	Powered off	Data not reported ①	SCP_ID	

2. Select **Install Agent**, which refers to the auto-installation method.

Monitoring						
E Servers	VMs					
🔁 VMs	E VM Comparison				Selec	t data ce
	Name	UM IP Address	VM Status	Collection Status	Data Center	Ten
	Cloud Interconnect Component	10.254.254.2,2.2.2.5	Powered on	Data not reported ①	Please install the agent to collect NIC d	ata. IC
	newtest20230817081257	2.2.2.2	Powered on	Normal	Install Agent Manually Install Agen	i ia
	newtest20230909033041	131.131.131.2	Powered on	Normal	SCP_ID	HC
	os7	192.168.0.49	Powered off	Data not reported ①	SCP_ID	нс

3. If the auto-installation fails, then select **Manually Install Agent**. Login to the MCS platform on your virtual machine to download the agent plugin.



#### Windows virtual machine



1. Click **Download**, then place the file in the C drive directory.

2. Navigate the command prompt (CMD) in the VM, use the **cd** command to navigate to the root directory ("/"), copy the directory from the SCP page, and execute it.



3. Click **Yes** on the pop-up page to confirm the operation.



After installing the agent, it will collect virtual machine data and report it to MCS.



- 4. Wait for the successful execution result.
- 5. After a moment, you will soon see the **Collection Status** change to

N	ormal.											
≡	SANGFOR CLOUD								Operations	Services	Porn Tens	us v
	Monitoring											
	Servers	VMs										
	VMs	VM Comparison					Select data center	Name -			Q C	
		Name 0	VM IP Address	0 VM Status 0	Collection Status 0	Data Center	0 Tenant		Resource Typ	a a		
		2016		Powered on	Data not reported @	SCP_ID	HQ_jornus		HCI			
		newtest20230909033041	192.168.0.45	Powered on	Normal	SCP_ID	HQ_jomus		HCI			
		newtest20230817081257	192.168.0.44	Powered on	Normal	SCP_ID	HQ_jomus		HCI			

6. Click the virtual machine name, and the tenant can obtain the VM's actual information in real-time.



#### Linux virtual machine

1. Copy the command on the page, then execute the command in your Linux virtual machine and wait for the execution result.

E C SANGFOR CLOUD					O tomus
I Monitoring					
Marcarol.					
E Servers	VMs	Install Agent ×	*		
B.Vite	YM Comparison	Decaute the agent installation command is different for each VM, make sure to copy the valid command to the compositing VM. Otherwise, data of the VM cannet be obtained.	nature (+ ) Natur		a c
	Name	Linux	Tenant	Resource Type	
	menter120230817281257 192.18	Make ours the VM can descrip access SCC (If the VM is in VPC, make ours the shared service network has been activated for the lenant to which the VM belongs) and then copy the following command to this VM for execution.	HQ_JOTHE	нсі	
	www.kest202200000000041 182.10	For 64 B curl -644 -m 30 -X GET https://acps.local.cloud.scp.8888/apidewnload/acps.agent- service-itrus-amd64 -4 >> agent-id. 4191342464610 -o.sops.agent-service-itrus-amd64	HQ_perus	HCI	
		&& chmod +x aops-agent-service-linux-amd64 && Jaops-agent-service-linux-amd64 - service-insurance agent e4ec6966 - egentic 4191342464610	ita, iQuomat	но	
		Clay			
		for 32 Bit cut +H -m 30 -X GET https://egps.local.cloud.scp.8880/wpi/downloadiacps-agent-			
		senice-inux-386 H % agent-id: 4191342464610 -a app-agent-service-inux-386 88 chrod +x app-agent-service-inux-386 88. Japp-agent-service-inux-386 -control install			
		-addition e4ecore -agentic 4191342494910			
		Windows			
		Make sure the VM can detectly access SICC (# the VM is in VPC, make sure the shared service network has been activated for the instant to smitch the VM belongs), and then downtoaid the instalation file (app-agent-cented- windows.sec), copy the tile and command to this VM the rescultant.			
		Installation File: apps-agent-service-windows exe			
		Download			
		This following commands: can be executed in Command Prompt. To execute them in Provertifielt, please add. / to the beginning of the commands.			
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2. Click the virtual machine name, and the tenant can obtain the VM's actual information in real-time.



# 1.5 Smart O&M

The console will monitor the platform and virtual machines in real-time based on the alert policies. All alerts will be recorded. Tenants can view recent alerts or historical alerts as needed to troubleshoot and locate abnormalities.

## **1.5.1 View Alert**

View alert issues in **Smart O&M > Alert**. You can filter the alert as shown below.

SANGFOR CLOUD								Opera	tions S	lervices	· O jornus Tenart
Smart O&M											
Alerts     Smart Risk Prediction     Notrication Policies	Alerts  Reatime Alerts Historical Alerts Merge Alerts										
Notification Templates	€ Respond				Last 30 d + 2023-10-0	2 09:47 - 2023-11-01 09:47 🛗	T Fiter *	Description +	Search		Q C
E Alet Policies	Severity 0 Last Updated () 0	Duration () Object Type ()	Object Name	Data Center	Cluster/Resource Pool	Description	Recommendations	Remarks	Operation		
E Horr Giola	High 2023-11-01 09:47:19	62 hours 42 min Probe Task	TEST_HTTP			For https://scc-id-jkt.mcs			Details	Respond	ignore
	High 2023-10-31 16:57:49	136 hours 16 ml Probe Task				For 103.113.132.248.90			Details	Respond	Ignore
	Medum 2023-11-01 09:47:05	593 hours 3 min Server	Interface (eth1)		CTI_Cluster	The max frame size (152			Details	Respond	Ignore
	Medum 2023-11-01 09:46:35	42 hours 23 min Server	Interface (eth5)		Demo_Cluster	The max frame size (161			Details	Respond	Ignore
	Medun 2023-11-01 09:46:05	114 hours 54 ml VM	Edward Window		Demo_Cluster	The memory usage of th	Recommendatio		Details	Respond	Ignore
	Modum 2023-11-01 09:46:05	145 hours 12 mi VM	kaizhi_WANO		CTI_Cluster	The memory usage of th	Recommendatio		Details	Respond	Ignore
	Modum 2023-11-01 09:43:05	38 minutes 55 s VM	IAO_testing_Win		Demo_Cluster	The memory usage of th	Recommendatio		Details	Respond	Ignore
	Modum 2023-11-01 09:36:05	21 hours 1 minut VM	AC 13 x old UI		Demo_Cluster	The memory usage of th	Recommendatio		Details	Respond	Ignore
	Modum 2023-11-01 09:35:05	22 hours 34 min VM	2012R2		Demo_Cluster	The memory usage of th	Recommendatio		Details	Respond	Ignore
	Medium 2023-11-01 09:30:05	134 hours 44 mi VM	AC 13.x new ui		Demo_Cluster	The memory usage of th	Recommendatio		Details	Respond	Ignore
	Modum 2023-11-01 09:28:05	140 hours 59 mi VM	cicso		Demo_Cluster	The memory usage of th	Recommendatio		Details	Respond	Ignore
	Medium 2023-11-01 09:26:05	57 minutes 55 s VM	Win10_2092		Demo_Cluster	The memory usage of th	Recommendatio		Details	Respond	Ignore
	Modum 2023-11-01 09:22:05	140 hours 59 ml VM	AC 12.x		Demo_Cluster	The memory usage of th	Recommendatio		Details	Respond	ignore
	2021-11-01-00/21-05	135 haure 40 mi UM	ahini		Dame Chiefar	The memory usane of th	Daronmandato	. Cables Dec D	Datate	Desnord	Innore

## **1.5.2 Alert Policies**

Tenants can create, edit, enable, disable, and delete alert policies on the Alert

#### Policies page.

Log in to MCS, navigate to Smart O&M > Alert > Alert Policies, and click
 Create. The probe task will be considered a default alert policy.

	•							-		
SANGFOR CLOUD								Operations Services	I Internation	
Smart O&M										
Alerts Smart Risk Prediction Notification Protoces Notification Templates Alert Policies	Alert Policies	Is heldsfor Pulse.  One of the  Pole Size Pole Size VM	Center National Protocol Protocol Ngin Proceedings of Available Protocol Ngin Proceedings of Available Protocol Ngin Droce OPU Unage- In Brief, Jac., Jac.	Object Name TEST_COMP TEST_JOP TEST_JOP	taus v Faues v Tautes v Tautes	Стент HQ_умин HQ_умин HQ_умин HQ_умин	My Partness Trace Consult 2022-10-20 18:01 22 2022-10-20 18:03 20 2022-10-20 18:33 20 2022-10-00 18:39 10	Terris circles     Generativ     Generativ	0 0	
							4inali < <mark>1</mark> > E	ntries Per Page 50 • Go 1	lo Page 1	

2. Configure **Basics** and **Alert Condition** according to requirements.

SANGFOR CLOUI	)				
ert Policies >	New Alert Policy				
	VM Alert			٠	
	O All	O Specified			
	Select VMs:	057 ×		=	
	Enable				
dition	O State				
	Metric:	User CPU Usage-% (host,	_cp * avg		
	Sign:	*	•		
	Threshold:	High 90	Medium 70	Low	50
		Configuration Requirements	•		
	Duration:	3 minutes			
	Prévieu: High: User CPL Medium: User CPU Low: User CPU	Usage-% (host_cpu_user_sun PU Usage-% (host_cpu_user_ Usage-% (host_cpu_user_sun	n)avg>90 for 3 minutes jum)avg>70 for 3 minutes javg>50 for 3 minutes	des.	

#### **1.5.3 Notification Policies**

Tenants can **create**, **edit**, **enable**, **disable**, and **delete** notification policies on the **Notification Policies** page.

 Log in to the MCS, navigate to Smart O&M > Alert > Notification Template, and click Create.

≡	SANGFOR CLOUD							Opera	ions s	Services	- <b>Q</b> <sup>ja</sup>	mus Nant 🗸
	Smart O&M											
	Alerts	Notification Templates										
	Smart Risk Prediction	+ Create									Q (	;
	Notification Policies	Name	Recipients		Creator	Time Created		Operation				
	Notification Templates	Default Notification Template for Hi	Recipients: 1	Callback Domains: 0	HQ_jornus	2023-10-14 23:56:57		Edit Clone	Delete			
	Alert Policies	Default Notification Template for Cri	Recipients: 1	Callback Domains: 0	HQ_jomus	2023-10-14 23:56:57		Edit Clone	Delete			
		TEST	Recipients: 1	Callback Domains: 0	HQ_jomus	2023-10-08 15:48:17		Edit Clone	Delete			
						3 in all	< 0 >	Entries Per P	age 50	• Go To	Page 1	

2. Configure **Basics** and **Recipients** according to requirements.

SANGFOR CLOUD	Operatio	ns Services	្
Notification Templates > New Notification Template			
Basics			
Name: TEST			
Recipients Seid: at least one type of recipients.			
User Recipients			
Recipients: HO_Jamus ×			
Notification Period: 00 : 00 : 00 to 23 : 59 : 59 \$			
Notification Method: V Email SMS			
Operation name           - Audi         13 added			
OK Cancel			

3. Click **OK** to complete the configuration of templates.

C SANGFOR CLOUD						Op	rations Services	· O formus Tenant	
Smart O&M									
A Alerts	Notification Templates								
Smart Risk Prediction	+ Create							QC	
Notification Policies	Name	Recipients		Creator	Time Created	C Operation			
Notification Templates	Default Notification Template for Hi	Recipients: 1	Callback Domains: 0	HQ_jornus	2023-10-14 23:56:57	Edit Ci	ne Delete		
E Alert Policies	Default Notification Template for Cri	Recipients: 1	Callback Domains: 0	HQ_jornus	2023-10-14 23:56:57	Edit Ci	ne Delete		
A ANT POICES	TEST	Recipients: 1	Caliback Domains: 0	HQ_jornus	2023-10-08 15:48:17	Edit Ci	ne Delete		
					3 in all 🧠	Entries Pe	r Page 50 • Go Tr	Page 1	

4. In Notification Policies, click Create.

≡	SANGFOR CLOUD						Operations	Services	O jomi	85 . 16
	Smart O&M									
	Alerts	Notification Policies	270				T Filter - New		ole	
	Smart Risk Prediction	Name	Source :	Notification Template	Status	Creator	Time Created :	Operation		
	Notification Templates	Default High-Severity Alert Policy	Event Risks	Default Notification Template for High-S	✓ Enabled	HQ_jornus	2023-10-14 23 56 57	Disable Edit		
	Alert Policies	<ul> <li>Default Critical-Severity Alert Policy</li> </ul>	Event Risks	Default Notification Template for Critical	✓ Enabled	HQ_jomus	2023-10-14 23 56 57	Disable Edit	-	
						2 in all 🔍	Entries Per Page	Go To Pa	ge 1	

5. Configure the options according to your needs.

#### Select Source as Alert Policies:

a. Click **Select** to choose the recently created alert policies.

Basics						
Name						
Status:	Enable					
Source:	Alert Policies	Select Alert Policy			×	
	E Select   No palicy y	Available (0)		Q Selected (1/20)		
	Name	Condb Name	Condition	Name	Operation	
		TEST	High: User CPU Usage-% (host_cpu_user_sum)	mp TEST	×	
Condition:	Unimited Specified		1 in all < 🚺 > 02 la Page	1		
Notifications					OK Cancel	
Notification Template:	Select No templat	e you wont? You can Create Notification 1	emplate .	_		
	Nama	Recpierts				

b. In Condition, set it as Unlimited or specify the alert severity.

ANGFOR CLOUD	)		Operatio	i Services
fication Policies > Ne	ew Notification Policy			
ition:	Unimited Specified			
	A notification will be sent when the alerts generated by the selection of	ded alert policies meet all of the following conditions:		
	Preview: Seventy = High, Medium			
fications				
Ication Template:	Select No template you want? You can Create Notife	ation Tempiate .		
	Name Recipients	Operation		
	No data ava	Latie		
aat ::	C Enable			
	Duration: 120 minutes			

Select Source as Event Risks:

a. In **Condition**, select **Unlimited** or **Specified** according to different conditions. Alert notifications will be triggered based on the selected event.

SANGFOR CLOUD	ew Natification Balicy				Operations	Services	· •
Basing							
and a second							
Name:							
Statue:	Enable						
Source.	Alert Policies	Events					
Condition:	Unlimited Specified						
	A notification will be sent v	when events meet all of the following conditions:					
	Dtject Type 🔺	= Specified/Ws = = Select					
	Data Center	assi one condition. 1/4 added					
	Cbject Type Event Name						
	P Severity						
	Object Type = SpecifiedV1	Ms ()					
Notifications							
Notification Template:	Select No temp	plate you want? You can Create Notification Template .					
	Name	Recipients	Operation				
	TEST	Recipients: 1 Caliback Domains: 0	Remove				

b. In the **Notification Template**, select the notification templates that we just created.

SANGFOR CLOUL	)		Operations Service
dification Policies > N	nv Notification Policy		
ordition:	Unimited Specified		
	A notification will be sent when the alerts generated by the selected alert policies me Severity High x Medum x	et all of the following conditions:	
	Preview: Severity = High, Medium		
otifications			
offication Template:	Belact No template you want? You can Create Notification Template .		
	Name Recipients	Operation	
	TEST Recipient: 1 Caliback Domains: 0	Renove	
	Cirable		
epeat ()):			

c. Click **OK** to complete the configuration.

6. An example of an alert is shown below.

		- 🗆 ×
angfor Cloud]	[warning alert] virtual Machine"os7"User CPU Usage Alert	
Sangfor Sys	tem	
	「「「「「「」」」は、「」」、「」、「」、「」、「」、「」、「」、「」、「」、「」、「」、「」、「」	
将邮件翻译为: Chinese	infag, 南中田山のにん在 vveb Modelar中三日 kmph-。 e Simplified 绝不要翻译 English 翻译首选项	
×		
Cloud platform		
Dear users, Hell	0!	
The details of the	alarm are as follows:	
Object:	oz7	
Severity:	warning	
Time:	2023-11-07 09:37:19	
Last Updated:	2023-11-07 09:38:49	
Description:	The average value of User CPU Usage $>$ 2.00 % within 180 secs. Current alert value: 2.44%	
VM IP:		
Data Center:		
Resource Pool:		
Suggestion:		
No disposal sug	rgestions	
Sangfor Cloud	This is a sustain mail - mlassa da mat wamlu	
	$\leftarrow$ $ ightarrow$ (1) $\pm$	X

# **1.6 Tenant Co-Admin Monitoring**

The monitor displayed for the tenant co-admin is the same as that for the tenant if the tenant allocates related permissions, such as the homepage, dedicated cloud monitor, and monitoring permissions, to the tenant co-admin.

If permissions are not allocated to the tenant co-admin, no data is available on the monitor for the tenant co-admin.



Relevant data will be available if the following permissions are allocated to the tenant co-admin:

Home: Obtain the list of dedicated resource pools

Home: Obtain the dedicated resource pool overview

Home: Obtain the overview of physical resources of the dedicated resource pool

Home: Obtain the data backup protection information of the dedicated resource pool

Home: Obtain the intelligent security protection information of the dedicated resource pool

Home: Obtain the security information of VMs in the dedicated resource pool

Home: Obtain the server list

Home: Obtain the server details

Home: Obtain the list of dedicated server groups

Home: Obtain the dedicated server group overview

Home: Obtain the list of elastic IPs of the dedicated server group

Home: Obtain the overview of physical resources of the dedicated server group

Home: Obtain the data backup protection information of the dedicated server group

Home: Obtain the intelligent security protection information of the dedicated server group

Home: Obtain the security information of VMs in the dedicated server group

Home: Obtain the VM list

Home: Obtain the information of the dedicated expert and MSP

Home: Obtain the information of delegated operations service

Home: Obtain the configuration check information of VMs

Operations Center: Obtain the list of elastic IPs and bandwidth

O&M - Monitoring and Alert: View the trend graph of monitoring data

O&M - Monitoring and Alert: View the latest monitoring data

