



IMT Managed Service MDM (AMS) Quickstart

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.

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Introduction

IMT Managed Service MDM Expert Level Services provides IMT installed monitoring tools, dashboards, reports and support ticket escalation. This document describes important pre-requisites for installation of this tooling and provides instructions on how to use IMT's Support Center for Tickets.

Important details regarding response times by severity are provided in the Managed Support Agreement executed at the time when support services were procured.

Monitoring Tool Installation Pre-Requisites

As part of your Expert Level service, IMT will install Zabbix for MDM and infrastructure monitoring and alerts. IMT support resources will monitor all alerts and warnings generated by Zabbix and proactively look into the issues. You may also designate key members of your own operations or support teams to access the Zabbix tool directly.

1. Infrastructure Requirements for Zabbix Server

- Linux host (1 CPU is enough, 2CPU is recommended)
- 120GB of HDD
- 8GB of RAM
- Zabbix server may be a VM
- Root access for IMT on the host.
- Database (preferably mariadb - mysql alternative) – will be installed by IMT
- Linux should be RedHat compatible (centos is not recommended anymore due to RedHat changes) version 7 or 8
- Working RedHat repositories. That includes epel, scl, zabbix 5.0 and few others depending on client configuration.
- Required packages for RedHat: fpm-php7.2, odbc, mssql/oracle/db2 client (depending on the setup), mariadb55-mariadb-server, mailx.
- Access to ports 80/443 on the Zabbix server (to be able to see webgui)
- Preferably just one filesystem for / (including /home/ opt /var etc.). Alternatively /opt should be at least 60GB
- Ability to copy config files and scripts to the Zabbix host (few bash/php scripts, AMS report script suite (PHP)).
- Ability to open Zabbix Web GUI.

2. Network Requirements for Zabbix Server

- One network interface
- Open traffic between Zabbix server and all monitored hosts on port 10050 (server-agent) and on all ports related to MDM services.
- Open traffic to email gateway with ability to send mails to @imt.ca email addresses.
- Network connectivity between Zabbix host and: Database hosts, mdm/iib/other application hosts and external servers (optional-LDAP, external interfaces).

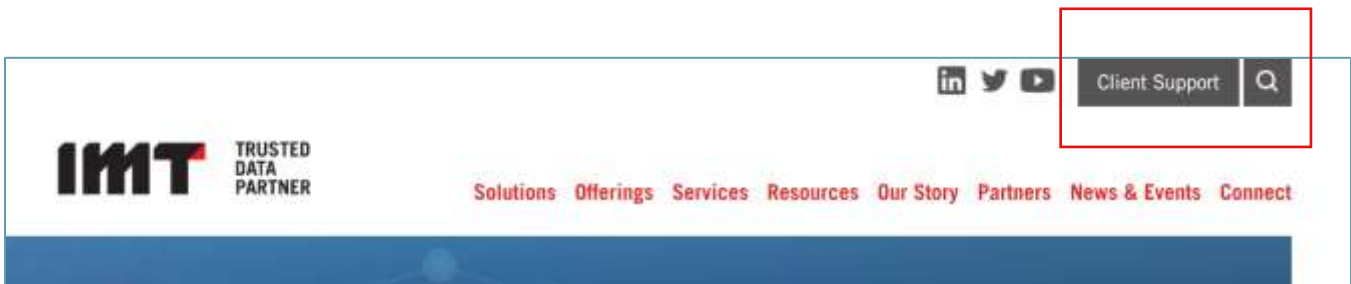
Reporting Issues to IMT Support

In the event that your team has identified an issue or requires support for an issue not proactively identified by IMT support, you may log a ticket v IMT’s Support Portal, call IMT’s support line at +1-855-478-7733 or email support@infomagnetics.atlassian.net.

Using the IMT Client Support Portal:

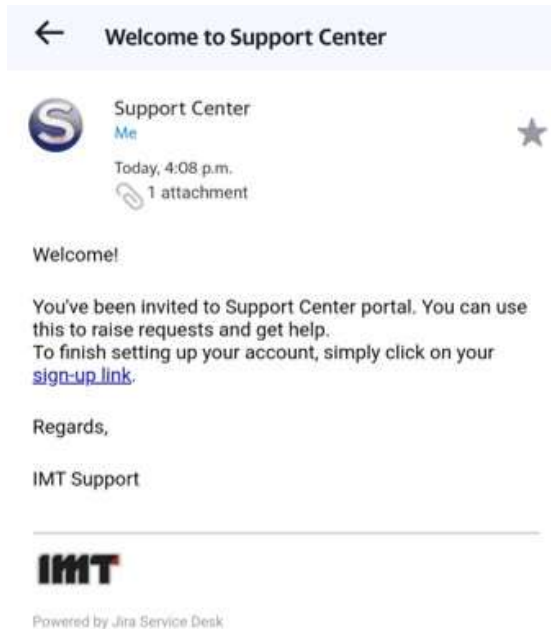
The best way to reach us and keep track of all the issues is by opening a support case. Instructions on how to open a support case is below.

The URL is: <https://infomagnetics.atlassian.net/servicedesk> and may also be easily via the “Client Support” button at the top of the IMT Website.:



Portal Account Setup

The first time you visit IMT’s Client Support Portal, you will need an account setup by IMT. Please provide a list of users and email addresses who would work with IMT Support. Next, you should be receiving an email that contains this message:



1. Click on the [sign-up link](#) in the email and enter your full name and provide a password.

infomagnetics.atlassian.net/servicedesk

Sign up

Email address
youremail@yourdomain.com

Full name

Choose a password

By clicking Sign up, you agree to the Privacy Policy and this Notice and Disclaimer.

[Sign up](#)

Powered by Jira Service Desk

2. Once your account setup has been completed, you may now login any time using this URL - <https://infomagnetics.atlassian.net/servicedesk>

Log in to IMT Support

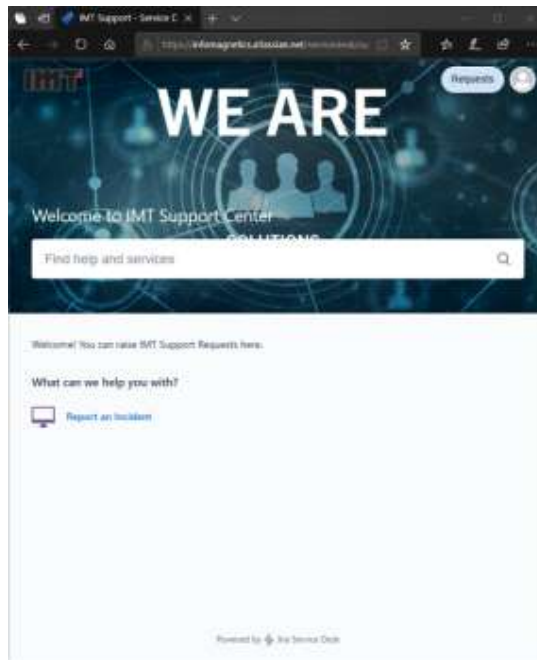
Email

[Next](#)

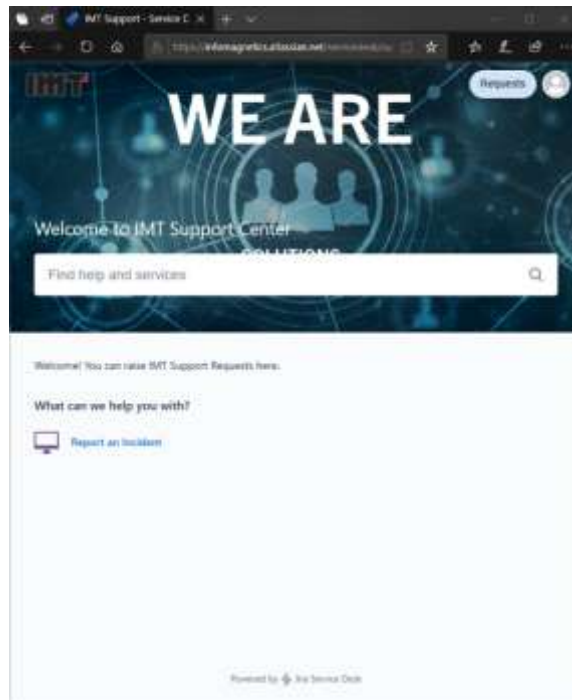
[Need an account? Sign up](#)

[Go to IMT Support](#)

3. When logged in, you should see this welcome page and the option to Report an Incident.



4. Once logged in, click on Report an Incident




5. Provide as much context and details as possible through this form, then, click Send. You may provide attachments but do not include any PHI or personal identifiable information.

IMT Support / Support Center

Support Center

Welcome! You can raise IMT Support Requests here.

What can we help you with?

 [Report an Incident](#)

Summary*

Severity*

Description

Environment*

Request Details

Attachment

Drag and drop files, paste screenshots, or browse

[Browse](#)

6. After creating a case you will receive a confirmation email from IMT that your case has been submitted as shown below.

From: Support Center <jira@infomagnetics.atlassian.net>
Sent: March 3, 2020 7:00 AM
To: Your Name <youremail@yourdomain.com>
Subject: Your Ticket number with Issue Title or Summary

Reply above this line.

This to confirm that we have received your request and are working on responding to you as soon as possible. If you have any additional information to this case, please reply to this email.

Thank you for your patience.

[View request](#) · [Turn off this request's notifications](#)

7. There are four severity levels to choose from when creating your ticket. It is important that you select the correct severity to ensure that your incident request receives the appropriate attention.

Severity Level	When To Use It
Critical	Production MDM and related interface components are inoperable and a substantial number of users are unable to access them.
Major	MDM is accessible and related interface components are functional but critical features of application tools are not functional.
Average	MDM, related interface components, and application tools are functional but some non-critical features or select users experience errors.
Low (Question)	Documentation, usage request or question, product defect or product enhancement request. Requests requiring knowledge of your environment and solution will be deferred to the appropriate IMT services SME.

Note that you can attach files (log files, config files, etc..) right in the issue. This will help speed resolution times as it will save the support analyst from having to ask, and it ensures that the logs are gathered while they are still available and while the issue is most recent.

Do NOT include ANY Protected Health Information (PHI) like individual name, Birth Date, SSN/SIN, address, phone number, etc.

8. Hit the "SEND" button when you are done.

If you have any trouble with creating a new account or with creating a new ticket, please send an email to support@infomagnetics.atlassian.net

When sending a support email to support@infomagnetics.atlassian.net, please include description of your problem, attach pertinent log files or screen shots, (With NO PHI), include the best way to get back to you.. *If it is SEV 1 Production critical issue, please include this tag in the email subject : SEV1*

Additional information to provide includes:

[Steps to Reproduce]

[Impact of the problem]

[Any recent changes or updates to your infrastructure or environment]

[Other notes for troubleshooting]