

# Module SLA

## Explication

Le module SLA permet de calculer les valeurs de SLA (Service Level Agreement) des éléments supervisés et les stocker dans la base de données MongoDB définie dans le fichier de configuration ci dessous. Il est également possible, via ce fichier, de modifier la méthode de calcul des SLA (par exemple, choisir de considérer un Warning comme une période positive de SLA, ou encore d'exclure les périodes de maintenance dans le calcul).

## Configuration

Voici le fichier CFG de configuration présent dans : `/etc/shinken/modules/sla.cfg`

```
#####
# sla
#####
# Daemons that can load this module:
# - broker (to save sla information into a mongodb database)
# Modules that can load this module:
# - WebUI (to display sla data to the users)
# This module compute and save SLA values into a mongodb database
#####

define module {

# Shinken Enterprise. Lines added by import core. Do not remove it, it's used by Shinken Enterprise to update
your objects if you re-import them.
    _SE_UUID          core-module-d05cd3505adb11e5884b080027f08538
    _SE_UUID_HASH      05d3d1d1ccef5e03b43936aad25e68f
# End of Shinken Enterprise part

    ##### Module identity #####
    # Module name. Must be unique
    module_name        sla

    # Module type (to load module code). Do not edit.
    module_type         sla

    ##### Database connection #####
    # mongodb uri definition for connecting to the mongodb database. You can find the mongodb uri
    # syntax at https://docs.mongodb.com/manual/reference/connection-string/
    uri                 mongodb://localhost/?w=1&fsync=false

    # Which database is used to store sla data
    database             shinken

    #username            username        ;optional
    #password            password        ;optional

    ##### Module options #####
    # Raw SLA can be kept during X days. In case of issue, these data will be used to re-perform SLA
    computation.
    # The drawback of this feature is that it takes more disk space.
    #keep_raw_sla_day    7                ;optional, defaults to 7

    # Duration in day to keep SLA info,
    # Default value is -1. It mean SLA are keep forever, in this case to mongo database will grow endlessly.
    # Minimal value is 7 day
    #nb_stored_days      -1

    # SLA are computed on a daily basis. SLA of the current day are always recomputed after a configuration
    change. SLA from days before are by default not recomputed.
```

```

# If 1, old SLA will be recomputed with current settings.
# If 0, old SLA will not be recalculated [default]
# recompute_old_sla      0

##### SLA calculation #####
# Some status can impact positively (counted as OK/UP), negatively (counted as CRITICAL/DOWN) or not
impact the SLA
# (is not counted, meaning the period of study is reduced by the period that is not counted).
# This configuration aims at giving Shinken administrators a way to configure how the SLA are calculated.

# If 1, Warning counts as UP
# If 0, Warning counts as DOWN [default]
# warning_counts_as_ok   0

# == Unknown periods ==
#   - include: Only status is considered. "Unknown" status is counted negatively in the SLA. [default]
#   - exclude: Unknown are not counted from SLA considered period
#   - ok:      Unknown are considered as UP periods
# unknown_period        include

# == No_data periods ("Missing data" and "Shinken inactive" status) ==
#   - include: Only status is considered. "Missing data" and "Shinken inactive" status are counted
negatively in the SLA. [default]
#   - exclude: No_data are not counted from SLA considered period
#   - ok:      No_data are considered as UP periods
# no_data_period         include

# == Downtime periods ==
#   - include: Only status is considered. [default]
#   - exclude: Downtimes are not counted from SLA considered period
#   - ok:      Downtimes are considered as UP periods
#   - critical: Downtimes are considered as DOWN periods
# downtime_period        include

##### INTERNAL options #####
#INTERNAL : DO NOT EDIT FOLLOWING PARAMETRE WITHOUT YOUR DEDICATED SUPPORT
# == time of inactivation of the broker before considering that shinken is inactive (in sec) ==
#time_before_shinken_inactive 30
# == maximum number of elements archived in one bulk pass ==
#size_chunk_to_archive        10 000
# == time between two chunk to archive ==
#time_between_two_chunks      0.1
# == default value of the interval check (in minutes) ==
#default_check_interval        5
# == delay before the creation of missing data period (in check interval) ==
#margin_create_new_range       1.5
# == max delay before creating missing data period (in minutes) ==
#margin_create_new_range_max   10

# Explanatory example of the property margin_create_new_range
# For an element with a check interval at 1min and margin_create_new_range at 1.5 which equals 1min30s of
time delay.
# If the interval check is at 1h the delay would be at 1h30 but the delay is limited by
margin_create_new_range_max which limits the delay to 10min.
#
# An OK status is given by the scheduler at 12h30
# A new OK status is given by the scheduler at 12h40
# The scheduler should have given a new status at 12h31 but it gave it at 12h40 which is 9min of time
delay.
# So that 9min > 1min30s a missing data period is created.

}

```