

Concept: Status & Context

In Shinken Enterprise, the state of each supervised element is characterized by a status and a context.

- The status corresponds to the state of the element. It indicates whether the check indicates no problem, a warning, an error or a lack of information.
- The context complements the information provided by the status. It can be used to indicate, for example, an instability of the element, or a planified maintenance for example.

Les différents statuts

Icone	Nom	Description
	OK	No problems found when checking the item.
	WARNING	The supervised element works, but in degraded mode. Some problems may deserve special attention.
	CRITICAL	The element doesn't work.
	UNKNOWN	The check of the element did not determine whether or not it is working (for example, the element was not reachable).

Les différents contextes

Le tableau ci-dessous présentent les icônes dans leur ordre de priorité.

Icone	Nom	Description
	DOWNTIME	The element has been flagged by a Shinken Enterprise user as " <i>under maintenance</i> "
	PARTIAL DOWNTIME	One or more elements that compose a cluster are "under maintenance", but not all.
	FLAPPING	The status of the element changes very often. The element is unstable and Shinken add this context to indicate that the status displayed change often.
	PARTIAL FLAPPING	One or more elements of the cluster or one or more checks of a host are unstable.
	ACKNOWLEDGED	The element is in a status other than OK. The problem has been noticed and taken into account by a user .

	PARTIAL ACKNOWLEDGED	One or more elements of the cluster or one or more checks of a host have been taken into account by a user.
	Aucun contexte	The element has no particular context and therefore no corresponding icon. The status alone provides information to describe how the element works.

Contextes multiples sur un élément

An element can have several contexts at the same time. In this case, the displayed context will have the highest priority.

The order in the above list gives the priority order of the contexts.

Here are some examples of cross-referencing:

Contextes	Résultat	Explication
		The element is under maintenance, so it is normal that its condition changes regularly.
		The element is flapping and someone is trying to take it into account, but the state will continue to change. The flapping state is the only one really important for an investigation.
		The element is under maintenance which is then the most important condition.

Contextes hérités :

A check can have the context of its parent (either a DOWNTIME or ACKNOWLEDGED)

- We will then talk about inherited context.
- In the lists of the visualization, it is possible that you have a display of this style :

	✓			Host	Local Host		
	✓				Check	Local Host	check-dummy-critical
	✓			Check	Local Host		check-dummy-ok

which indicates that for the "check-dummy-critical" check (in our example) there is an acknowledged on the element and an acknowledged on the parent as well (double display of the icon).

NB: the inherited icon will have a lower opacity..

