



## Bitnetix customer integrates Nagios XI and Chef with zero downtime

### Company Profile:



Bitnetix provides outsourced IT management and consulting to non-profits and small-medium businesses. Bitnetix's SmartVox division provides Voice over IP (VoIP) services through both on-site and cloud-based hosted servers. A recognized leader in the field of IT monitoring, Bitnetix has received numerous awards for its work with Nagios.

### What did they need to do?

Bitnetix was working with a customer that used Nagios Core with a Livestatus configuration that monitored dynamically-generated Amazon Web Services servers responsible for delivering thousands of emails to customers. The customer wanted to roll over to a new Nagios XI installation with zero downtime and to integrate with Chef. The customer also used Pager Duty to receive notifications, so Nagios had to integrate with the company's existing system while making sure no notifications were lost in the transition.

### So, what's the problem?

Bitnetix faced an uphill battle creating appropriate checks within Nagios XI to duplicate what the Livestatus configuration was achieving, and ensuring there was absolutely no downtime in the process. Not to mention the company had to achieve an integration with Nagios XI and Chef, also with no downtime.

### What does Bitnetix have to say?

**"The benefits that Nagios XI provided over Nagios Core made a huge difference."**

**- Eric Loyd, CEO of Bitnetix**



### How did Nagios help?

Nagios lent our expertise to Bitnetix's by:

- Setting up an integrated Nagios XI configuration file import with a Chef export on the Nagios server.
- Pre-populating all machines with XI and having the customers disable the machines in Core and enable it in XI as they saw fit for their business needs.



- Setting up an integrated Nagios XI configuration file import with a Chef export on the Nagios server.
- Pre-populating all machines with XI and having the customers disable the machines in Core and enable it in XI as they saw fit for their business needs.
- Ensuring that contact management was integrated with LDAP (Active Directory) so that people could log in to see necessary information.
- Integrating XI with Pager Duty via a Perl script that provided instant notification to Pager Duty, with an escalation defined as a secondary notification in case the Pager Duty notification failed.

### What's the bottom line?

With Nagios, Bitnetix helped the email marketer achieve:

- The ability to dynamically add/remove Nagios clients without having to specifically address or remove them.
- The ability to have Chef handle all adds and removes, and assign host groups based on attributes stored in Chef, which created an automatic Nagios use that dramatically improved the process.

### About Nagios

Nagios Enterprises delivers official products, services, and solutions for and around Nagios - the industry standard in enterprise-grade IT infrastructure monitoring. With millions of users worldwide, Nagios is the undisputed champion in the IT monitoring space.

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