

# 1•VIEW

## **Oneview: Service Window**

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## 1 Introduction

This document describes how to setup scheduled service windows on collection or system level. The collection or system are clearly marked at the dashboard as white, with a tip of the original system status color.

When a collection or a system has been set to service window notifications (e-mails or SMS text messages) will not be sent for the affected systems.

When running a summary report the service windows will be excluded from the report.

From OneView version 4.2 it is possible to create service windows directly from collection and system level even when logged in with a user profile.

## 2 Create a New Service Window From the Dashboard

Use the OneView dashboard to manoeuvre to the collection or system you wish to create a service window for.

System	Statistics								
	Availability	Thresholds	Records	Executions	Avg	StdDev	Min	Max	Graph
New System nemli ja	-	-	0	0	-	-	-	-	4Hrs 24Hrs
Bradrene Dahl Webshop	-	-	0	0	-	-	-	-	4Hrs 24Hrs
bd.dk - Omsætning	-	-	0	0	-	-	-	-	4Hrs 24Hrs
Europe	39,92 %	-	80	248	28 ms	12 ms	10 ms	85 ms	4Hrs 24Hrs
TOTAL			80	248	28 ms	12 ms	10 ms	85 ms	4Hrs 24Hrs

Once you identify the collection or system click the 'Schedule Service' button to the right to state the details for the new service window.

Pick an appropriate name for the service window and fill out the description field to match the service window. Both fields are mandatory. Pick a calendar if necessary. State the service window period using the 'From' and 'To' fields and pick a time zone if needed.

When done – click 'Create'.

The service window is now listed above the collection or system and is visible to all users of the OneView application.

Service Window	Description	Period	Expires In	Edited By	Edited At
Documentation Service Window	Planned Service Window	2016-06-02 10:56 - 2016-06-02 11:56	57 minutter	End Now	BCHrest

System	Availability	Thresholds	Records	Executions	Avg.	Std.dev	Min.	Max.	Graph
New System nemli ja	-	-	0	0	-	-	-	-	4Hrs 24Hrs
Brødrene Dahl Webshop	-	-	0	0	-	-	-	-	4Hrs 24Hrs
bd.dk - Omsætning	-	-	0	0	-	-	-	-	4Hrs 24Hrs
Europe	39,65 %	-	80	227	28 ms	11 ms	10 ms	50 ms	4Hrs 24Hrs
TOTAL			80	227	28 ms	11 ms	10 ms	50 ms	4Hrs 24Hrs

Please note that you have the option of ending a service window from this view. Ending a service window does not mean deleting a service window. Only administrators have the option of deleting service windows.

### 3 Create a New Service Window Using the Administration Module

Press the “Administration” tab and then “Service window” to enter “Add new service window”.

Fill in data for service window. Please note that it is possible to edit or delete a scheduled service window even when the service window is active.

#	Name	Description	Time Zone	Start Time	End Time	Duration	Created By	Created At	Enabled			
1	Service Window System Level	Planned Service Window	Europe/Berlin (CEST)	2016-06-02 13:00	2016-06-02 14:00	1 time	bch	2016-06-02 11:10	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	oael	dd	America/Bahia (BRST)	Danish Holidays			mkn	2016-05-18 08:52	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Copy of Service	Update af server	Europe/Berlin (CEST)	2016-04-25 14:59	2017-04-25 15:59	365 dage, 1 time	jgo	2016-05-31 08:56	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Service	Update af server	Europe/Berlin (CEST)	2016-04-25 14:59	2017-04-25 15:59	365 dage, 1 time	jgo	2016-04-25 15:00	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Name:** Name of the service window.

**Description:** Short description of the service window that will show up in dashboard information bubble.

**Calendar:** This field makes it is possible to select a **rolling** calendar that contains e.g. several days in the week with specific **start** and **end** time. Refer to chapter [New calendar](#) description for creating calendar.

**Time zone:** Time zone for the service window. Choose from the drop-down list.

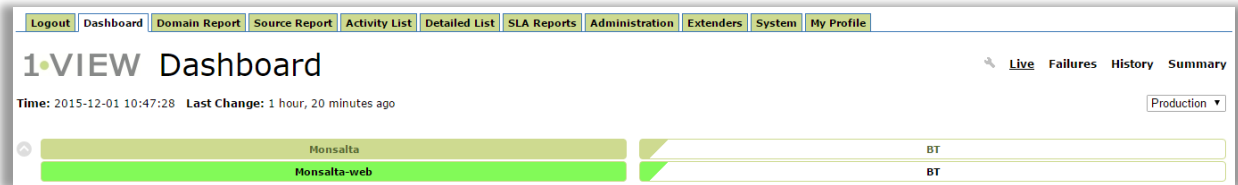
**Start Time:** Specify the start time for service window.

**End Time:** Specify the end time for service window.

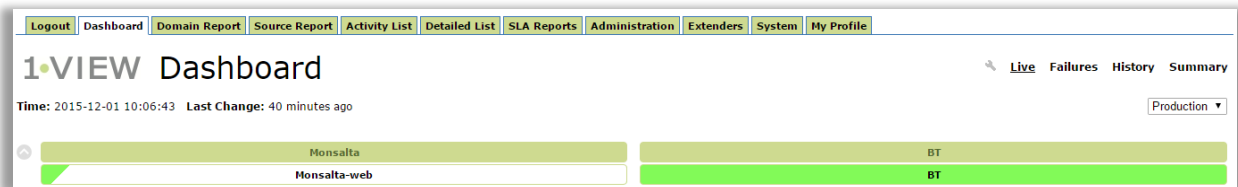
**Affected systems:** Select **collections** and/or **systems** for the service window. Please note that it is possible to select more than one collection or system per service window.

Below are two examples of how a service window appears in on the OneView dashboard.


**Example:** Collection “BT” set on service













**Example:** System “Monsalta-web” set on service









### 3.1 Copy of an Existing Service Window

With the release of version 4.2 it is possible to copy an existing service window in order to save time. The copy functionality is marked with the icon . This icon is found next to the column ‘Enable’ in both the scheduled and expired service windows.

Scheduled Service Windows										
#	Name	Description	Time Zone	Start Time	End Time	Duration	Created By	Created At	Enabled	
1	Service Window - Administrator Rights - Collection - ND	Planned Service Window	Europe/Berlin (CEST)	2016-06-02 17:30	2016-06-02 17:45	15 minutter	bch	2016-06-02 11:51	Yes	<input type="checkbox"/>  
2	Service Window System Level	Planned Service Window	Europe/Berlin (CEST)	2016-06-02 13:00	2016-06-02 14:00	1 time	bch	2016-06-02 11:10	Yes	<input type="checkbox"/>  
3	oael	dd	America/Bahia (BRST)	Danish Holidays			mkn	2016-05-18 08:52	Yes	<input type="checkbox"/>  
4	Copy of Service	Update of server	Europe/Berlin (CEST)	2016-04-25 14:59	2017-04-25 15:59	365 dage, 1 time	jgo	2016-05-31 08:56	Yes	<input type="checkbox"/>  
5	Service	Update of server	Europe/Berlin (CEST)	2016-04-25 14:59	2017-04-25 15:59	365 dage, 1 time	jgo	2016-04-25 15:00	Yes	<input type="checkbox"/>  

Expired Service Windows										
#	Name	Description	Time Zone	Start Time	End Time	Duration	Created By	Created At	Enabled	
1	Unplanned service	oeeee	Europe/Berlin (CEST)	2016-06-02 11:46	2016-06-02 11:46	2 minutter	jgo	2016-06-02 11:46	Yes	<input type="checkbox"/>  
2	Documentation Service Window	Planned Service Window	Europe/Berlin (CEST)	2016-06-02 10:56	2016-06-02 11:26	32 minutter	bch	2016-06-02 11:26	Yes	<input type="checkbox"/>  
3	Unplanned service	exexxe	Europe/Berlin (CEST)	2016-05-31 13:31	2016-05-31 14:31	1 time	jgo	2016-05-31 13:31	Yes	<input type="checkbox"/>  

By clicking the copy icon, you are able to create a new service window using the same collections and systems, but with a different name and time frame.

## 4 New Calendar

To create a new calendar used for **Service windows**, press the “**Administration**” tab and then “**Calendar**” to enter “**Add new calendar**”. Fill in the data for the new calendar.

**Name:** Name of the calendar

**Description:** Description for the calendar

**Time zone:** Time zone for the calendar

### Add New Calendar

<b>Name</b>	<input style="width: 85%;" type="text"/>
<b>Description</b>	<input style="width: 85%;" type="text"/>
<b>Time Zone</b>	<input style="width: 85%;" type="text" value="Europe/Paris (CEST)"/>

### Existing Calendars

#	Name	Description	Time Zone	Edit	Delete
1	Danish Holidays	National Holidays	Europe/Paris (CEST)	Edit	Delete
2	Normal Work Week	Normal office hours on weekdays	Europe/Paris (CEST)	Edit	Delete
3	Service window 23:00 to 05:00	Service window 23:00 to 05:00	Europe/Paris (CEST)	Edit	Delete

You have now created an empty calendar. To add the calendar items needed click the edit link to open the calendar. Set up the calendar rules – please note that more items can be selected. The calendar is effective once one of the items is fulfilled.

### Edit Calendar

<b>Name</b>	<input style="width: 85%;" type="text" value="Service window 23:00 to 05:00"/>		
<b>Description</b>	<input style="width: 85%;" type="text" value="Service window 23:00 to 05:00"/>		
<b>Time Zone</b>	<input style="width: 85%;" type="text" value="Europe/Paris (CEST)"/>		

### Calendar Items

Type	Name	Edit	Remove
Days Of Week	Service time 23 to 05	Edit	Remove

Days Of Week - Working hours, Friday

To create new calendar items please refer to chapter [“4. New Calendar Items”](#).

## 5 New Calendar Items

To create new calendar items, press the **“Administration”** tab and then **“Calendar Items”** to enter **“Add New Calendar Item”**

Fill in the data and select one of the three different types of calendar items, depending of what the item should be used for.

**Name:** Name of the calendar item.

**Time zone:** Time zone for calendar item.

**Type:** Select the type of item.

**Add New Calendar Item**

Name:

Time Zone: Europe/Paris (CEST)

Type: Days Of Week

Add

**Existing Calendar Items**

#	Type	Name	Edit	Delete
1	Days Of Week	Service time 23 to 05	Edit	Delete
2	Days Of Week	Working hours, Friday	Edit	Delete
3	Days Of Week	Working hours, Monday-Thursday	Edit	Delete
4	Day of Year	Boxing Day	Edit	Delete
5	Day of Year	Christmas Day	Edit	Delete
6	Day of Year	New Years Day	Edit	Delete

Click **Add**, a empty calendar item of the selected type is now created, to setup the item click **Edit** link

### 5.1 Edit Days of week item

In this example a calendar item is set to be active from 23:00 to 05:00 all weekdays.

**Edit Calendar Item**

Type: Days Of Week

Name: Service time 23 to 05

Days Of Week:  Mon  Tue  Wed  Thu  Fri  Sat  Sun

Hours Of Day: 23:00 - 05:00

Save

### 5.2 Edit Day of Year Item

In this example a calendar item is set to be active on Boxing day 26-12:

**Edit Calendar Item**

Type: Day of Year

Name: Boxing Day

Day: December 26

Save

### 5.3 Edit Interval Item

In this example a calendar item is set to be active in the interval from 1-12-2015 at 04:00 to 6-12-2015 at 13:00:

**Edit Calendar Item**

Type	Interval
Name	<input type="text" value="Interval"/>
Interval Begin	2015 ▾ December ▾ 1 ▾ 04 ▾ : 00 ▾
Interval End	2015 ▾ December ▾ 6 ▾ 13 ▾ : 00 ▾