

## Orchestra – Q-Status

### **User case**

Online monitoring of important IT-systems is a critical functionality for all large organizations. The Orchestra system is in many organizations a business critical system and any downtime has a significant impact on the service processes of the organization.

Q-Status provides online monitoring of hardware components as well as several software components of the Orchestra system.

When a system component (printer, nettop PC, qAgent software, ...) stops working as supposed to, Q-Status registers the problem in the database, presents an alert in the user interface, and sends out a notification by e-mail.

Since all uptime/downtime data is registered in the Orchestra statistical database, it is easy to provide reporting identifying troublesome equipment within the organization, thus enabling a proactive approach to reduce downtime of system components.

### **Functionality**

For hardware components Q-Status monitors that all TCP/IP-connected equipment is properly responding to ping calls. The ping interval and timeout level can be adjusted individually for each hardware component.

Q-Status also monitors the proper operations of several software components, such as ; Orchestra central software, distributed or central qAgent, database connections and screens for ticket kiosks and digital signage TV-panels.

Q-Status notifies by e-mail in case any component/module is not responding/working properly. It is possible to define separately for each component/module at which level of timeout a notification shall be sent out (e.g. at orange or at red level).

All uptime/downtime data is registered in a database. This data becomes a valuable tool for identifying system components regularly causing uptime problems and subsequently take pro-active measures in order to improve the uptime (repair, reconfiguration, replacement, ...).

The user interface has three main tabs (see below screenshots):

- Configuration
- Equipment list (by branch)
- Errors

Q-Status is automatically updating the list of branches when changes are made in the configuration of the Orchestra system.

Quidelopp Soft Q-Status

Hardware
Errors
Configuration

Search...

Apply settings

Hardware unit	Status	Last response	IP-address	Port	Availability timeout (min)	Send notification, when status is:		
Branch of GBU LO "MFC" "Vsevolzhsky" - department "Novosaratovka" Branch IP: 10.47.208.20								
Q-Rating	●	10:21 06.12.2022	10.47.208.20	18080	15	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
BranchHub	●	10:21 06.12.2022	10.47.208.20	18080	15	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
TV1	●	10:21 06.12.2022	10.47.208.20	18080	15	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Web Reception_TP3115	●	10:21 06.12.2022	10.47.208.20	18080	15	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vision17	●	10:21 06.12.2022	10.47.208.20	18080	15	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Branch of GBU LO "MFC" "Tosnensky" Branch IP: 10.47.208.20								
Q-Rating	●	10:11 06.12.2022	10.47.208.20	18080	15	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
BranchHub	●	10:21 06.12.2022	10.47.208.20	18080	15	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
TV1	●	10:21 06.12.2022	10.47.208.20	18080	15	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Web Reception_TP3115	●	10:21 06.12.2022	10.47.208.20	18080	15	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vision17	●	10:21 06.12.2022	10.47.208.20	18080	15	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Branch of GBU LO "MFC" "Tikhvinsky" Branch IP: 10.47.208.20								

Quidelopp Soft Q-Status

Hardware
Errors
Configuration

Hardware unit	Status	Last response
Branch of GBU LO "MFC" "Vsevolzhsky" - department "Novosaratovka"		
Q-Rating	● Online	10:21 06.12.2022
BranchHub	● Online	10:21 06.12.2022
TV1	● Online	10:21 06.12.2022
Web Reception_TP3115	● Online	10:21 06.12.2022
Vision17	● Online	10:21 06.12.2022
Branch of GBU LO "MFC" "Tosnensky"		
Q-Rating	● Temporarily offline	10:11 06.12.2022
BranchHub	● Online	10:21 06.12.2022
TV1	● Online	10:21 06.12.2022
Web Reception_TP3115	● Online	10:21 06.12.2022
Vision17	● Online	10:21 06.12.2022
Филиал ГБУ ЛО «МФЦ» «Тихвинский»		

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Hardware
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Search...

Branch	Hardware unit	Last response	IP-address
Branch of GBU LO "MFC" "Vsevolzhsky" - department "Novosaratovka"	Q-Rating	● 10:21 06.12.2022	10.47.208.20