

# Nagios

- <http://www.nagios.org/>
- an enterprise-class network and server monitoring system.
- Useful for:
  - Monitoring of network services.
  - Monitoring of host resources (processor load, disk usage, system logs)
  - Contact notifications when service or host problems occur and get resolved (via e-mail, SMS).
  - You can define event handlers that execute when triggered by certain events. (Proactive problem resolution)



Nagios

# Nagios®

## General

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- Documentation

## Monitoring

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- Servicegroup Grid
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- Notifications
- Event Log

## Configuration

- View Config

# Nagios®

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**Version 3.0rc1**

December 17, 2007

[Read what's new in Nagios 3](#)



## Need help with Nagios?

A variety of worldwide support options are available to help you get Nagios up and running quickly. Visit

[www.nagios.org/support/](http://www.nagios.org/support/) for information

on:

- Installation
- Configuration
- Performance Tuning
- Best Practices
- Integration

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Enterprises



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### Current Network Status

**Current Network Status**  
 Last Updated: Fr Jan 11 11:48:27 CST 2008  
 Updated every 60 seconds  
 Nagios® 3.0rc1 - [www.nagios.org](http://www.nagios.org)  
 Logged in as nagiosadmin

[View History For all hosts](#)  
[View Notifications For All Hosts](#)  
[View Host Status Detail For All Hosts](#)

**Host Status Totals**

Up	Down	Unreachable	Pending
17	0	0	0

All Problems	All Types
0	17

**Service Status Totals**

Ok	Warning	Unknown	Critical	Pending
169	4	0	2	0

All Problems	All Types
6	175

### Service Status Details For All Hosts

Host ↑ ↓	Service ↑ ↓	Status ↑ ↓	Last Check ↑ ↓	Duration ↑	Attempt ↑ ↓	Status Information
ayamon.com	DNS	OK	01-11-2008 11:45:08	2d 1h 48m 21s	1/3	DNS OK - 0.017 seconds response time. ayamon.com returns 208.64.136.202
	FTP	OK	01-11-2008 11:44:11	0d 0h 14m 16s	1/3	FTP OK - 10.261 second response time on port 21 [220 ProFTPD 1.3.0 Server (4Admin(tm) FTP Server) [208.64.136.202]]
	HTTP	OK	01-11-2008 11:48:06	0d 23h 0m 21s	1/3	HTTP OK HTTP/1.1 200 OK - 10363 bytes in 0.433 seconds
	IMAP	OK	01-11-2008 11:46:36	2d 1h 46m 51s	1/3	IMAP OK - 0.202 second response time on port 143 [* OK [CAPABILITY IMAP4rev1 UIDPLUS CHILDREN NAMESPACE THREAD=ORDEREDSUBJECT THREAD=REFERENCES SORT QUOTA IDLE ACL ACL2=UNION STARTTLS] Courier-IMAP ready. Copyright 1998-2004 Double Precision, Inc. See COPYING for distribution information.]
	PING	OK	01-11-2008 11:46:34	0d 1h 42m 21s	1/3	OK - 208.64.136.202: rta 97.770ms, lost 0%
	SMTP	OK	01-11-2008 11:44:37	1d 18h 58m 51s	1/3	SMTP OK - 0.401 sec. response time
	dev1	/ Disk Usage	OK	01-11-2008 11:47:35	1d 23h 42m 21s	1/3
//dev1/html		OK	01-11-2008 11:48:08	1d 23h 40m 46s	1/3	Disk ok - 5.34G (57%) free on /DEV1/HTML
/boot Disk Usage		OK	01-11-2008 11:48:02	1d 23h 41m 21s	1/3	DISK OK - free space: /boot 223 MB (91% inode=99%):
/dev/sda S.M.A.R.T.		OK	01-11-2008 11:47:36	1d 23h 40m 51s	1/3	Id= 1, Status=11 (PreFailure , Online), Value=200, Threshold= 51, Passed
/home Disk Usage		OK	01-11-2008 11:48:09	1d 23h 40m 19s	1/3	DISK OK - free space: /home 2437 MB (84% inode=93%):
/store Disk Usage		OK	01-11-2008 11:45:23	1d 23h 44m 19s	1/3	DISK OK - free space: /store 683 MB (28% inode=99%):
/tmp Disk Usage		OK	01-11-2008 11:45:23	1d 23h 44m 19s	1/3	DISK OK - free space: /tmp 1109 MB (97% inode=99%):
Backups Home Dir		OK	01-11-2008 11:44:40	1d 23h 43m 49s	1/3	/store/backups/homedirs/root.tar.gz is OK (0d 5h 41m 40s old, 184084422 bytes)
Backups Mondo Rescue		OK	01-11-2008 11:45:08	1d 23h 43m 19s	1/3	/store/backups/mondo/mondorescue-1.iso is OK (4d 8h 22m 2s old, 73959328 bytes)
Backups MySQL		CRITICAL	01-11-2008 11:47:18	2d 1h 45m 50s	3/3	CRITICAL: mysql_2008-01-02_07n00m.Wednesday.sql.gz is too old (9d 4h 47m 15s old)
Backups		OK	01-11-2008 11:46:08	1d 23h 42m 20s	1/3	/store/backups/system/etc.tar.gz is OK (0d 8h 45m 52s

**Nagios Availability**

**Service Availability Report**  
 Last Updated: Fr Jan 11 12:08:47 CST 2008  
 Nagios® 3.0.0rc1 - [www.nagios.org](http://www.nagios.org)  
 Logged in as nagiosadmin

**All Services**

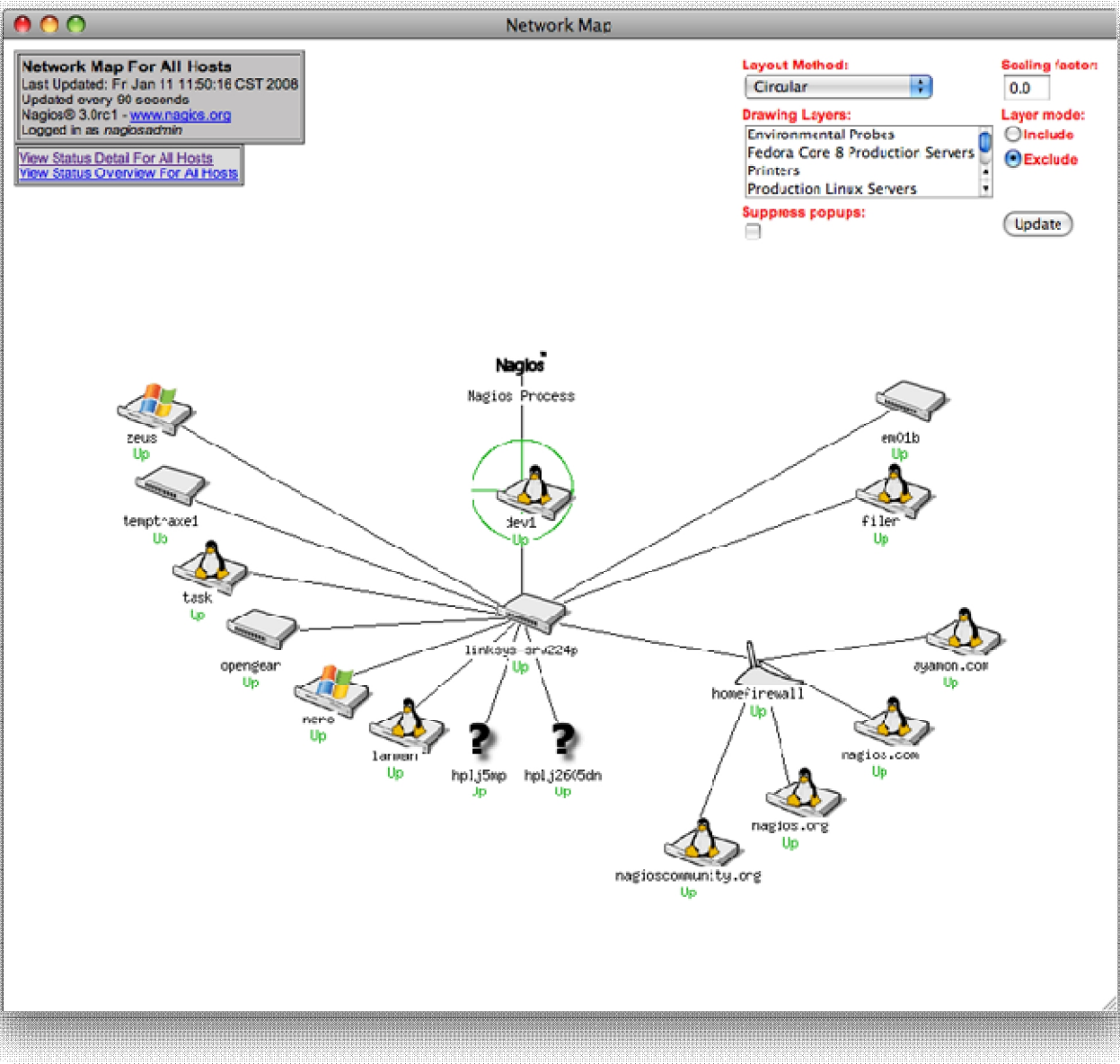
01-10-2008 12:03:47 to 01-11-2008 12:08:47  
 Duration: 1d 0h 0m 0s

First assumed service state: Unspecified  
 Report period: Last 24 Hours  
 Backtraced archives: 4

[ Availability report completed in 0 min 0 sec ]

**Service State Breakdowns:**

Host	Service	% Time OK	% Time Warning	% Time Unknown	% Time Critical	% Time Undetermined
<a href="#">ayamon.com</a>	<a href="#">DNS</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">FTP</a>	98.927% (98.927%)	0.000% (0.000%)	0.000% (0.000%)	1.073% (1.073%)	0.000%
	<a href="#">HTTP</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">IMAP</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">PING</a>	96.876% (96.876%)	3.124% (3.124%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">SMTP</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
<a href="#">dev1</a>	<a href="#">/ Disk Usage</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">//dev1/html</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">/boot Disk Usage</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">/dev/sda S.M.A.R.T.</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">/home Disk Usage</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">/store Disk Usage</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">/tmp Disk Usage</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">Backups: Home Dirs</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">Backups: Mondo Rescue</a>	100.000% (100.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	0.000%
	<a href="#">Backups: MySQL</a>	0.000% (0.000%)	0.000% (0.000%)	0.000% (0.000%)	100.000% (100.000%)	0.000%



**Alert History**  
 Last Updated: Fri Jan 11 12:02:30 CST 2008  
 Nagios® 3.0rc1 - [www.nagios.org](http://www.nagios.org)  
 Logged in as nagiosadmin

[View Status Detail For All Hosts](#)  
[View Notifications For All Hosts](#)

### Nagios History

#### All Hosts and Services

Latest Archive ←

**Log File Navigation**  
 Fri Jan 11 00:00:00 CST 2008  
 to  
 Present..

File: /usr/local/nagios/var/nagios.log

**State type options:**

All state types ▾

**History detail level for all hosts:**

All alerts ▾

Hide Flapping Alerts

Hide Downtime Alerts

Hide Process Messages

Older Entries First

Update

---

January 11, 2008 12:00

- ✔ [01-11-2008 12:02:16] SERVICE ALERT: fler:Yum Updates;OK;SOFT;2;YLM OK: O/S is up to date.
- ! [01-11-2008 12:00:16] SERVICE ALERT: fler:Yum Updates;CRITICAL;SOFT;1;CHECK\_NRPE: Sockettimeout after 10 seconds.

---

January 11, 2008 11:00

- ✔ [01-11-2008 11:52:56] SERVICE ALERT: hpj2605dn;PING;OK;SOFT;2;OK - 192.168.1.30: rta 0.268ms, lost 0%
- ✔ [01-11-2008 11:52:26] HOST ALERT: hpj2605dn;UP;SOFT;2;PING OK - Packet loss = 0%, RTA = 0.62 ms
- ! [01-11-2008 11:51:06] HOST ALERT: hpj2605dn;DOWN;SOFT;1;CRITICAL - Host Unreachable (192.168.1.30)
- ! [01-11-2008 11:50:56] SERVICE ALERT: hpj2605dn;PING;CRITICAL;SOFT;1;CRITICAL - 192.168.1.30: rta nan, bst 100%
- ✔ [01-11-2008 11:45:56] SERVICE ALERT: hpj2605dn;PING;OK;HARD;1;OK - 192.168.1.30: rta 0.650ms, lost 0%
- ✔ [01-11-2008 11:45:06] SERVICE ALERT: fler:Yum Updates;OK;HARD;3;YUM OK: O/S is up to date.
- ✔ [01-11-2008 11:42:56] SERVICE ALERT: fler:Memory Usage;OK;HARD;3;OK - 308 / 756 MB (40%) Free Memory, Used: 446 MB, Shared: 0 MB, Buffers 59 MB, Cached: 274 MB
- ✔ [01-11-2008 11:42:26] SERVICE ALERT: hpj2605dn;Printer Status;OK;SOFT;2;Printer ok - ("Ready")
- ✔ [01-11-2008 11:42:06] HOST ALERT: hpj2605dn;UP;SOFT;3;PING OK - Packet loss = 0%, RTA = 0.46 ms
- ! [01-11-2008 11:40:56] SERVICE ALERT: hpj2605dn;PING;CRITICAL;HARD;1;CRITICAL - 192.168.1.30: rta nan, lost 100%
- ! [01-11-2008 11:40:56] HOST ALERT: hpj2605dn;DOWN;SOFT;2;CRITICAL - Host Unreachable (192.168.1.30)
- ! [01-11-2008 11:40:36] HOST ALERT: hpj2605dn;DOWN;SOFT;1;CRITICAL - Host Unreachable (192.168.1.30)
- ! [01-11-2008 11:40:26] SERVICE ALERT: hpj2605dn;Printer Status;CRITICAL;SOFT;1;Timeout: No Response from 192.168.1.30. : Timeout from host 192.168.1.30
- ✔ [01-11-2008 11:36:54] Nagios 3.0rc1 starting... (PID=24137)
- ! [01-11-2008 11:36:54] Caught SIGTERM, shutting down...
- ✔ [01-11-2008 11:34:31] SERVICE ALERT: ayamon.com;FTP;OK;HARD;3;FTP OK - 10.753 second response time on port 21 [220 ProFTPD 1.3.0 Server (4Admin(tm) FTP Server) [208.64.136.202]]
- ! [01-11-2008 11:32:51] SERVICE ALERT: fler:Memory Usage;WARNING;HARD;3;WARNING - 8 / 756 MB (1%) Free Memory, Used: 748 MB, Shared: 0 MB, Buffers: 46 MB, Cached: 434 MB
- ✔ [01-11-2008 11:31:48] Nagios 3.0rc1 starting... (PID=22265)
- ! [01-11-2008 11:31:48] Caught SIGTERM, shutting down...

# OpenNMS

- <http://www.opennms.org>
- Functionalities
  - High performance
    - A single instance of OpenNMS supports monitoring of a large number of nodes.
  - Automation
    - OpenNMS minimizes the amount of manual configuration.
  - Rule-based configuration
    - Flexible rules can be used to specify what services are polled on what devices.





# ZABBIX

- <http://www.zabbix.com>
- Functionalities
  - Performance monitoring
  - User alerts
  - Monitoring of log files
  - Logging services
  - Capacity planning
  - Assuring and monitoring of SLA
  - High level view of IT resources and services
  - Graphical representation of collected information
  - Network maps

Network maps [refreshed every 60 sec] - Mozilla

File Edit View Go Bookmarks Tools Window Help

http://linux.local/~zabbix/maps.php?sysmapid=1

Home Bookmarks

LATEST VALUES	TRIGGERS	QUEUE	ALARMS	ALERTS	<b>[NETWORK MAPS]</b>	GRAPHS	SCREENS	IT SERVICES	
HOME		ABOUT		STATUS OF ZABBIX			AVAILABILITY REPORT		

NETWORK MAPS

London office New York office **[Riga Office]**

Riga Office

Riga Office

```

graph TD
    SLink[Satellite link OK] --- R1[Router1 OK]
    UPS[UPS OK] --- R1
    Laser2[Laser2 OK] --- R2[Router2 OK]
    Zabbix[ZABBIX OK] --- R2
    R1 --- R2
    R2 --- R3[Router3 OK]
    R3 --- W7[Workstation7 OK]
    R3 --- W4[Workstation4 OK]
    R3 --- W1[Workstation1 OK]
    R3 --- W2[Workstation2 OK]
    R3 --- W6[Workstation6 OK]
    R3 --- W5[Workstation5 OK]
    R3 --- W3[Workstation3 OK]
    R2 --- W8[Workstation8 OK]
    R2 --- W11[Workstation11 OK]
  
```

The network map displays the following components and their status:

- Satellite link: OK
- UPS: OK
- Laser2: OK
- ZABBIX: OK
- Router1: OK
- Router2: OK
- Router3: OK
- Workstation7: OK
- Workstation4: OK
- Workstation1: OK
- Workstation2: OK
- Workstation6: OK
- Workstation5: OK
- Workstation3: OK
- Workstation8: OK
- Workstation11: OK

# Cacti

- <http://www.cacti.net>
- Similar to MRTG.
- Based on RRDtool.
- Offers excellent graphing capabilities.
- Has extensive templates.

cacti - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://web/cacti/cacti-0.8.6/graph\_view.php?action=tree&tree\_id=1&leaf\_id=10

console graphs settings

Graphs -> Tree Mode Logged in as admin (Logout)

- Arlington, MA
- Charlotte, NC
- Charlottesville, VA
- Columbus, GA
- Dallas, TX
  - Switches
    - Host: HOU-S2-SW3548-1
    - Host: HOU-S2-SW6509-2
  - Data Center Core
    - Host: HOU-A4-ATM-1
    - Host: HOU-A4-ATM-2
    - Host: HOU-A4-ATM-3
    - Host: HOU-A4-ATM-4
- Dayton, OH
- Detroit, MI
- Harrisburg, PA
  - Web Hosting Farm
    - Host: HAR-CUST-WWW0
    - Host: HAR-CUST-WWW1
    - Host: HAR-CUST-WWW2
    - Host: HAR-CUST-WWW3
    - Host: HAR-CUST-WWW4
    - Host: HAR-CUST-WWW5
- Houston, TX
- Miami, FL
  - Public Peering
    - Host: MIA-R8-C7200-3
- Phoenix, AZ
- Salt Lake City, UT
  - San Diego, CA
  - San Francisco, CA
  - Santa Fe, NH
- Syracuse, NY
- Tampa, FL
- Trenton, NJ

Tree: Dallas, TX -> Host: HOU-S2-SW6509-2

Data Query: SNMP - Interface Statistics

Port 1/1

**HOU-S2-SW6509-2 - Traffic - 1/1**

Inbound	Current: 3.84 M	Average: 7.85 M	Maximum: 12.83 M	Total In: 674.89 GB
Outbound	Current: 3.09 M	Average: 6.30 M	Maximum: 9.20 M	Total Out: 541.50 GB

**HOU-S2-SW6509-2 - Unicast Packets - 1/1**

Unicast Packets In	Current: 960.19 k	Average: 1.96 M	Maximum: 3.21 M
Unicast Packets Out	Current: 969.43 k	Average: 1.57 M	Maximum: 2.30 M

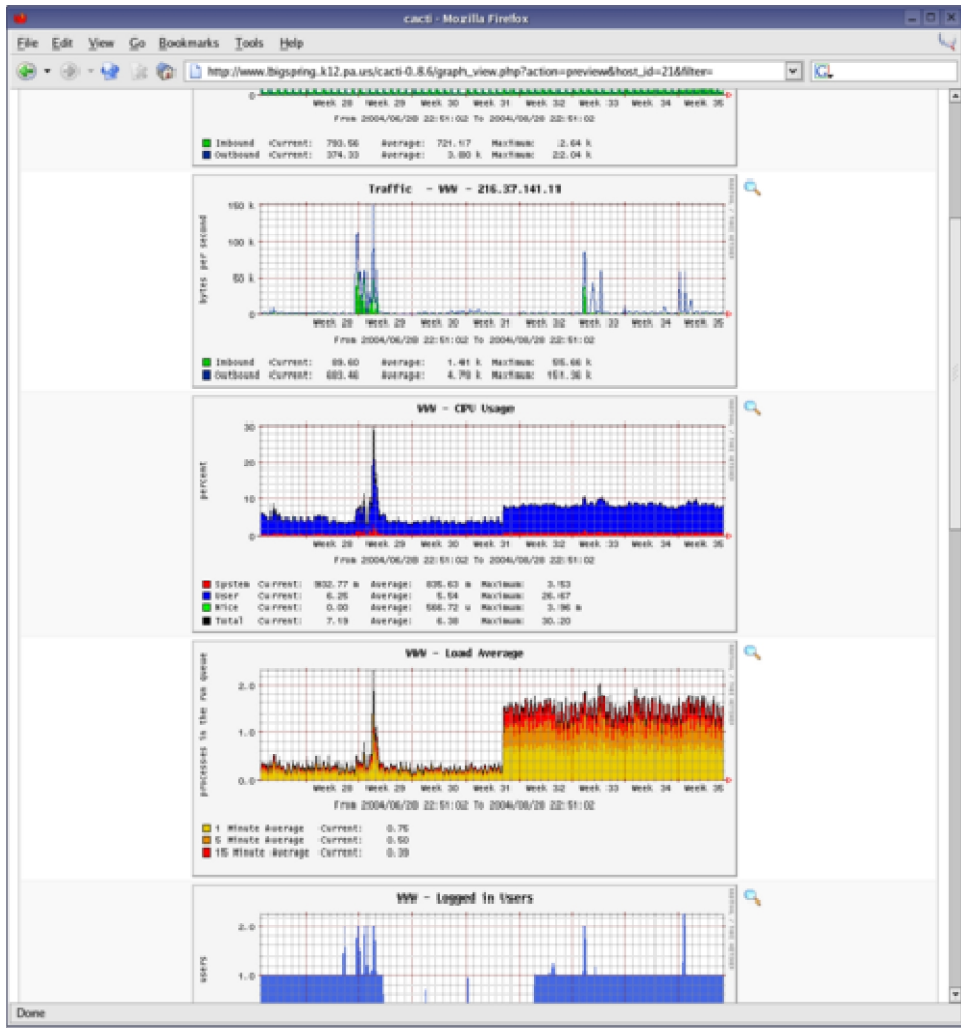
Port 1/2

**HOU-S2-SW6509-2 - Traffic - 1/2**

Inbound	Current: 20.64 k	Average: 52.36 k	Maximum: 239.71 k	Total In: 4.51 GB
Outbound	Current: 513.75 k	Average: 251.76 k	Maximum: 582.97 k	Total Out: 25.18 GB

**HOU-S2-SW6509-2 - Unicast Packets - 1/2**

Done





cacti - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.bigspring.k12.pa.us/cacti-0.8/graph\_view.php?action=preview&page=10

console graphs Logout settings

Filter by host: None go

<< Previous Showing Rows 91 to 100 of 114 Next >>

### Weather - Pressure

Percent

12:00 18:00

### Weather - Temperature/Humidity

Degrees (F)

12:00 18:00

### Weather - Temperatures

Degrees (F)

12:00 18:00

### Weather - Temperatures - Current

Degrees (F)

12:00 18:00

### Weather - Temperatures - Dew Point

Degrees (F)

12:00 18:00

### Weather - Temperatures - Wind Chill

Percent

12:00 18:00

### Weather - Wind Speed

### Wireless - Levels - Frankford

Done Internet

# NTop

- <http://ntop.org>
- Network probe that shows network activity just like “top”.



Welcome to ntop! - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://barney:3000

Google Search Web PageRank 388 blocked AutoFill Options

Links

About Total Recv Sent Stats IP Traffic IP Protos Admin

## Network Traffic: Data Received

Host	Domain	Data			Packets		
		Current	Avg	Peak	Current	Avg	Peak
10.0.0.2		0.0 bps	0.0 bps	117.6 bps	0.0 Pkts/sec	0.0 Pkts/sec	0.2 Pkts/sec
barney		1.7 Kbps	0.0 bps	8.5 Kbps	2.2 Pkts/sec	0.1 Pkts/sec	10.7 Pkts/sec
bart		9.3 Kbps	0.0 bps	9.3 Kbps	2.4 Pkts/sec	0.0 Pkts/sec	2.4 Pkts/sec
gnasher		112.6 bps	0.0 bps	44.9 Kbps	0.2 Pkts/sec	0.0 Pkts/sec	11.9 Pkts/sec
penfold		0.0 bps	0.0 bps	0.0 bps	0.0 Pkts/sec	0.0 Pkts/sec	0.0 Pkts/sec

Peak values are the maximum value for any 10 second interval.  
Average values are recomputed each 60 seconds, using values accumulated since this run of ntop was started.

Note: Both values are reset each time ntop is restarted.

---

Report created on Tue Dec 09 16:08:04 2003 [1 day(s) 1:11:23]  
 Generated by ntop v.2.2 MT [WinNT/2K/XP] (2003-04-14 build)  
 Listening on [Device\NPF\_{E190x1}] without a kernel (libpcap) filtering expression  
 Web report active on interface 3Com EtherLink PCI  
 © 1998-2003 by Luca Deri

© 1998-2003 by Luca Deri

Done Local intranet

### Network Load Statistics



Statistics

Multicast

Traffic

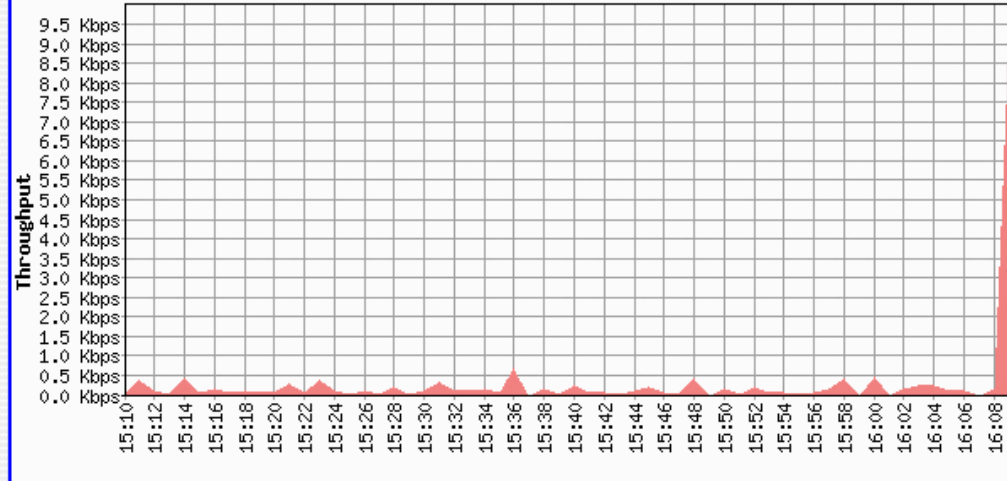
Hosts

Local Info

Network Load

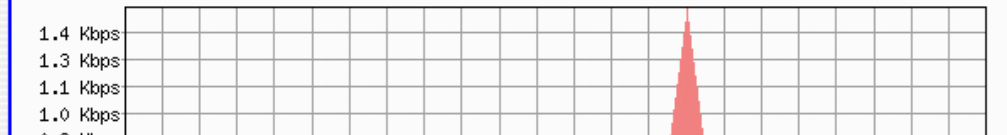
Domain

Last 60 Minutes Average Throughput

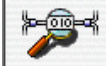


Time [ now - Tue Dec 09 15:09:04 2003 ]

Last 24 Hours Average Throughput

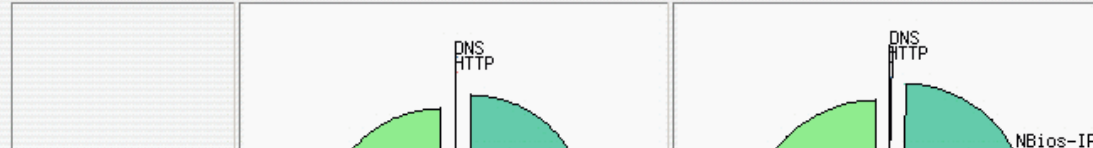
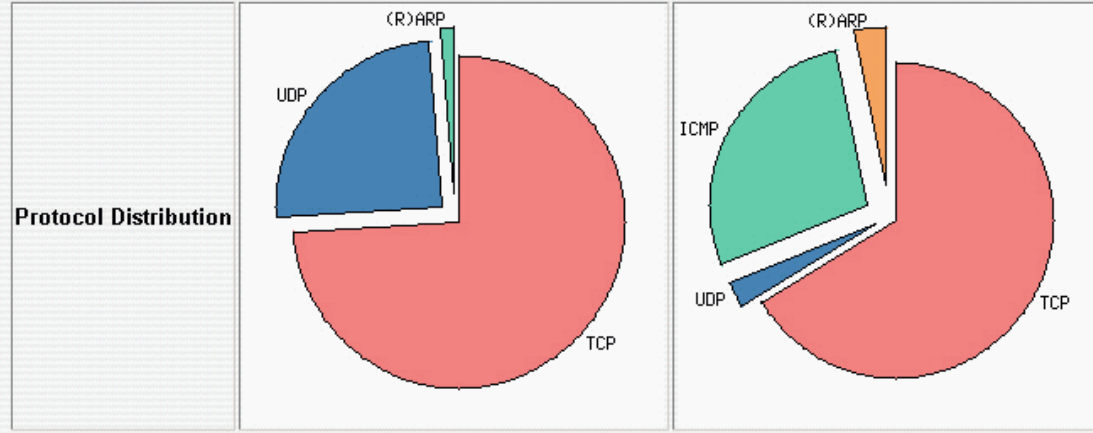


### Protocol Distribution



- ▶ Data Sent
- All Protocols
- TCP/UDP
- Throughput
- Host Activity

Protocol	Data Sent	Data Rcvd
TCP	1.4 MB	461.8 KB
UDP	473.4 KB	17.4 KB
ICMP	0.0 KB	195.6 KB
(R)ARP	26.6 KB	22.8 KB



© 1998-2003  
by Luca Deri

# Request Tracker

- <http://bestpractical.com/rt/>
- Tracks data/conversations/requests.
- Convenient for end users.
- Highly customizable.
- Easy to install (hmm...)



- Home
- Simple Search
- Tickets
- Tools
- Configuration
- Preferences
- Approval

## RT at a glance

New ticket: In

General

Search

10 highest priority tickets I own Edit

#	Subject	Priority	Queue	Status
1	Office has run out of coffee	0	General	(pending 1 other ticket)
2	order more coffee	0	General	(pending 1 other ticket)

10 newest unowned tickets Edit

#	Subject	Queue	Status	Created	
3	Obtain Series-C funding	General	new	16 min ago	Take

Bookmarked Tickets Edit

#	Subject	Priority	Queue	Status
1	Office has run out of coffee	0	General	(pending 1 other ticket) ★

Quick ticket creation

Subject:

Queue:  Owner:

Content:

Reminders Edit

Quick search Edit

Queue	new	open	stalled
General	3	0	0

Dashboards Edit

Name	Subscription
SLA Performance	daily at 06:00

Refresh

Don't refresh this page.



- Home
- Simple Search
- Tickets
- Tools
- Dashboards
  - Select dashboard
  - New dashboard
- SLA Performance**
- Offline
- Reports
- My Day
- Configuration
- Preferences
- Approval

## SLA Performance

New ticket in

General

Search

Basics · Queries · Subscription · Show

^ **New, unresolved tickets** Edit

#	Subject	Status	Queue	Owner	Priority
	Requestors	Created	Told	Last Updated	Time Left
1	Office has run out of coffee jesse@bestpractical.com	new 15 min ago	General	root 7 min ago	0 0
2	order more coffee jesse@bestpractical.com	new 12 min ago	General	root 7 min ago	0 0
3	Obtain Series-C funding jesse@bestpractical.com	new 11 min ago	General	Nobody 10 min ago	0 0

^ **20 newest unowned tickets** Edit

#	Subject	Queue	Status	Created	
3	Obtain Series-C funding	General	new	11 min ago	Take



- Home
- Simple Search
- Tickets
- Tools
- Configuration
- Preferences
- Approval

## Create a new ticket

New ticket in

General

Search

Show basics · Show details

### Create a new ticket

Queue: General

Status:

Owner:

Requestors:

Cc:

(Sends a carbon-copy of this update to a comma-delimited list of email addresses. These people will receive future updates.)

Admin Cc:

(Sends a carbon-copy of this update to a comma-delimited list of administrative email addresses. These people will receive future updates.)

Subject:

Operating System  
Combobox: Select or enter one value

- Filterfresh
- Linux
- Mac OS X
- Solaris

Attach file:

More Files

Describe the issue below:

Rich text editor toolbar with icons for Source, Bold, Italic, Underline, ABC, x<sub>2</sub>, x<sup>2</sup>, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, Link, Unlink, Table, Table of Contents, Print, and other editing tools.

**The worst has happened.**

There's no coffee to be found anywhere in the office.

Productivity is at an all-time low!

Create

# Security Tools

- Some security tools to consider:
  - NetFilter IP Tables – Firewall
  - WireShark – Protocol analyzer
  - Snort – Intrusion detection
  - Netcat – Feature rich tool. Great for debugging.
  - Nessus – Vulnerability scanner
  - Many many more...



# Recommended Reading

- Practice of System and Network administration by Thomas A. Limoncelli
- How to accelerate your Internet E-book  
<http://bwmo.net/>
- Red Hat Linux Network Management Tools (CD-ROM included) (Paperback) By Steven Maxwell.