RTView Sandbox

Quick Start Guide

Your RTView Sandbox is a place for you to explore RTView Middleware and Enterprise Editions and put them through their paces, so we created this guide to help you minimize the learning curve.

RTView Overview

RTView is an application monitoring platform that provides a middleware-centric view into the health of your most business-critical applications and the software and hardware that support them.

RTView provides the ability to correlate and visualize monitoring data across disparate elements in your infrastructure.

Collectors are used for gathering metrics and data from specific technologies, such as TIBCO EMS, BW, databases, etc.

RTView's Service Model enables users to dynamically associate individual architecture components with a specific business application or service.

Your Sandbox

RTView is packaged in different editions:
*   Middleware Edition
*   Enterprise Edition

Your RTView Test Drive provides several different sandboxes designed to showcase different RTView editions monitoring different sample environments including:
*   TIBCO (Middleware Edition)
*   TIBCO (Enterprise Edition)
*   Solace (Solace Monitor)
*   IBM (Enterprise Edition)
*   Oracle (Enterprise Edition)

****** After gaining familiarity with the RTView solution, we can customize it with sample data from other technologies and can even use a collector to send your own data to the sandbox.

RTView Sandbox - Middleware & Enterprise Editions

SL
Real-Time Visibility

RTView provides different tabs optimized for different types of users. Now, all your support and operations teams can use the same tool to share the same availability information.

Core Middleware Edition Screens for Middleware Support Teams

Extended Enterprise Edition Screens for Application Support Teams

Primary navigation within a tab is to simply click on an element in the primary pane (like a heatmap tile or table row) to drill-down to the next level of detail.

Click on the Icon for more information and resources to support your evaluation.

Secondary navigation is shown in the left column and is expandable. Just click to expand to move between screens.
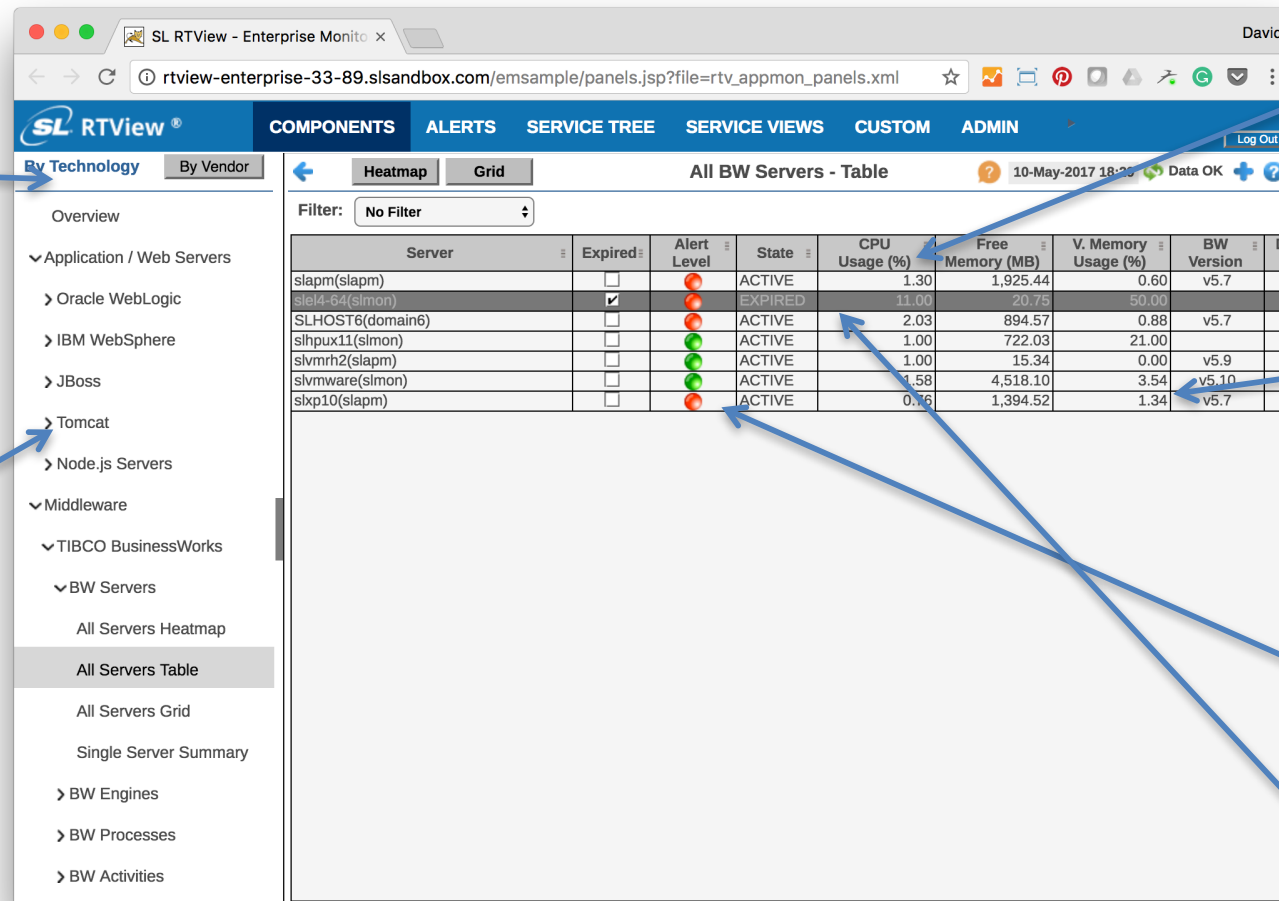
Home screen shows you status of all infrastructure, grouped by component

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SL RTView - Enterprise Monito ×

David

rtview-enterprise-33-09.slsandbox.com/emsample/panels.jsp?file=rtv_appmon_panels.x...

SL RTView ®

COMPONENTS   ALERTS   SERVICE TREE   SERVICE VIEWS   CUSTOM   ADMIN

Log Out

By Technology   By Vendor

RTView® Enterprise Edition

06-May-2017 00:08   Data OK

Overview

∨ Application / Web Servers
  › Oracle WebLogic
  › IBM WebSphere
  › JBoss
  › Tomcat
  › Node.js Servers
› Middleware
› Databases
› Processes
› Hosts / VMs
› Connectors
› Other

TIBCO EMS
Active / Total Servers
14 / 28
Crit / Warn
0 / 3

TIBCO BusinessWorks 5
Active / Total Engines
23 / 25
Crit / Warn
6 / 0

TIBCO BW6 & CE
Active / Total AppNodes
/ 0
Crit / Warn
0 / 0

TIBCO ActiveSpaces
Spaces / Members
41 / 3
Crit / Warn
0 / 0

TIBCO BusinessEvents
Active Inf / Cache Nodes
2 / 2
Crit / Warn
0 / 0

TIBCO Adapters
Active / Total Adapters
0 / 0
Crit / Warn
0 / 0

TIBCO Hawk
Active / Total Agents
0 / 0
Crit / Warn
0 / 0

Oracle Database
0 / 0
Crit / Warn
0 / 0

Oracle Weblogic
Crit / Warn
0 / 0

IBM Websphere
0 / 0
Crit / Warn
0 / 0

VMWare
Total Hosts / VMs
2 / 41
Crit / Warn
0 / 0

JVM
Active / Total JVMs
2 / 41
Crit / Warn
0 / 0

IBM MQ
Active / Total Brokers
5 / 5
Crit / Warn
0 / 0

Components Tab

This tab organizes the monitoring information into an operations or IT-centric view where displays are available for each technology type being monitored.

You can switch between "By Technology" and "By Vendor" views here.

Click any grouping to expand and drill-down

Sort columns by clicking on the column header

Click on any row or component to drill-down further into individual summaries.

Alert level is clearly indicated by color.

Grey row indicates an Expired state.

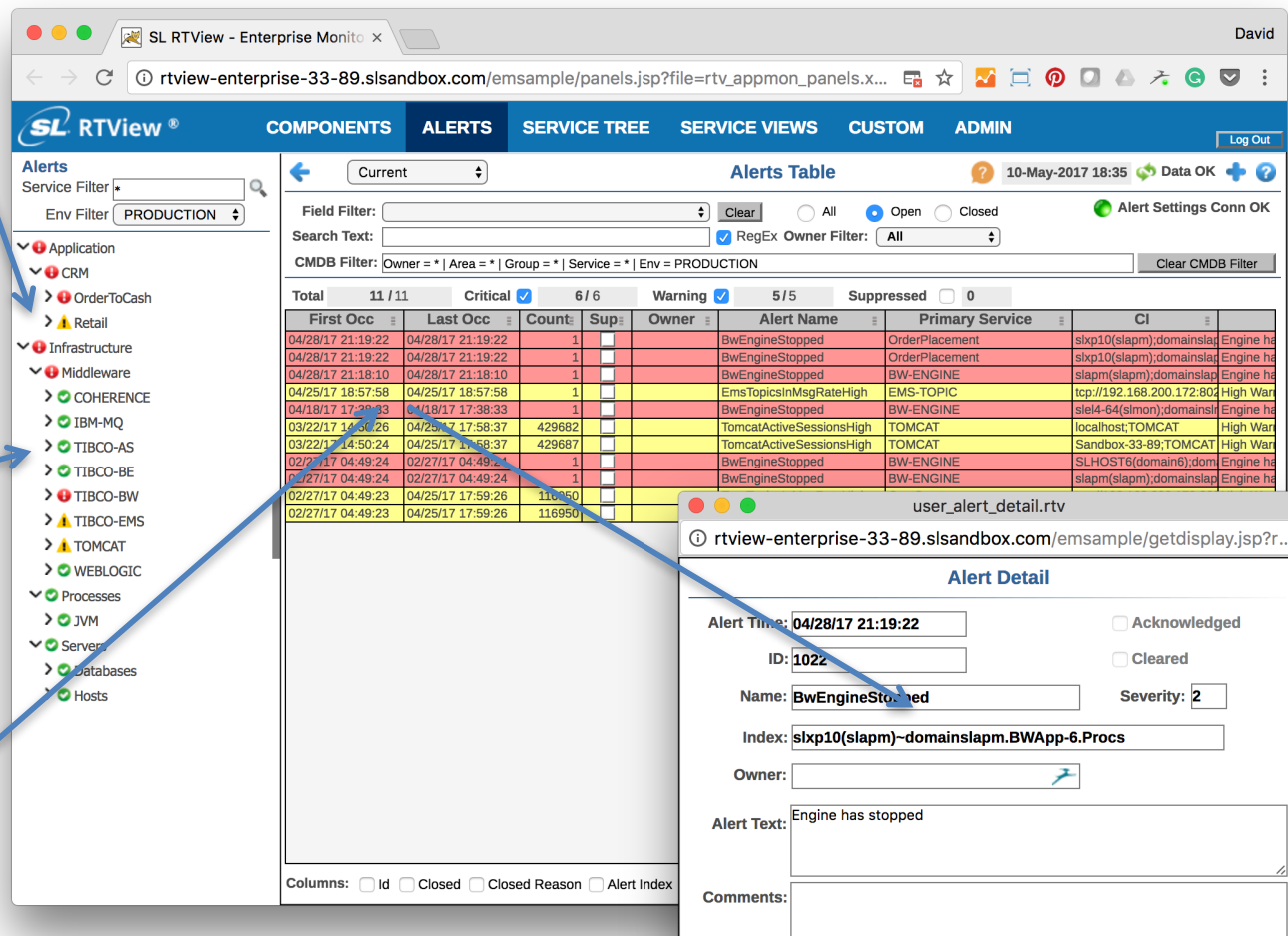# RTView Sandbox - Middleware & Enterprise Editions

Alerts Tab

Use this display to track and manage all alerts that have occurred in the system. You can add comments, acknowledge or assign Owners to alerts (as an admin)

The color coded navigation tree shows the state of each hierarchical grouping for at-a-glance status.

Choose a node to filter alerts shown in the table.

Double-click on an alert row to get a pop-up with Alert Details

EXERCISE:
Each row in the table is a different active alert. Select one or more rows, right-click and choose "Alert" from the dialog to see all actions that you can perform on the selected alert.

EXERCISE:
Choose Alert / Set Filter Filed to apply the selected cell data to the to the Filed Filter and Search Text fields.

RTView Sandbox - Middleware & Enterprise Editions

SL Real-Time Visibility

Admin Tab

The Admin Tab can be accessed by administrators of RTView Enterprise Monitor and allows access to modify alert settings, configure service tree options as well as view the current health state of RTView

RTView comes with pre-configured alerts and thresholds to simplify rapid deployment

The user and role management may restrict access to these screens.

Alert thresholds are preconfigured globally so you don't have to set for each instance.

Each alert level can be configured for individual users who may either want earlier warning of an issue or may want to suppress the number of alerts.

Alerts can also be set for individual servers using the Override feature.

Screenshot: SL RTView - Enterprise Monitor

URL: rtview-enterprise-33-89.slsandbox.com/emsample/panels.jsp?file=rtv_appmon_panels.xml

Navigation: COMPONENTS | ALERTS | SERVICE TREE | SERVICE VIEWS | CUSTOM | ADMIN

Administration
- Alert Administration
  - Alert Administration
  - Alert Admin Audit
  - Alert Action Audit
- CMDB Administration
- Architecture
- Property Views

Alert Administration — 10-May-2017 19:35 — Data OK

Alert Filter: [ ] Clear — Alert Settings Conn OK

Alert	Warning Level	Alarm Level	Duration	Alert Enabled	Override Count
AcwInstanceCpuHigh	50	75	30	☐	0
AcwInstanceDiskReadBytesHigh	100000	200000	30	☐	0
AcwInstanceDiskReadOpsHigh	100	200	30	☐	0
AcwInstanceDiskWriteBytesHigh	100000	200000	30	☐	0
AcwInstanceDiskWriteOpsHigh	100	200	30	☐	0
AcwInstanceNetworkReadBytesHigh	100000	200000	30	☐	0
AcwInstanceNetworkWriteBytesHigh	100000	200000	30	☐	0
BwActivityErrorRateHigh	50	80	30	☐	0
BwActivityExecutionTimeHigh	200	400	30	☐	0
BwEngineCpuUsedHigh	50	80	30	☐	0
BwEngineMemUsedHigh	50	80	30	☐	0
BwEngineStopped	NaN	NaN	30	☑	0
BwProcessAbortRateHigh	50	80	30	☐	0
BwProcessAvgElapsedTimeHigh	30000	50000	30	☐	0
BwProcessAvgExecutionTimeHigh	300000	500000	30	☐	0
BwProcessCreatedRateHigh	100	200	30	☐	0
BwProcessCreatedRateLow	2	0	30	☐	0
BwProcessElapsedTimeHigh	100	200	30	☐	0
BwProcessExecutionTimeHigh	50	80	30	☐	0
BwProcessSuspendRateHigh	50	80	30	☐	0

Page 1 of 2 — 1 - 200 of 363 items

Settings for Selected Alert

Name: BwEngineMemUsedHigh — Warning Level: 50.0 — Duration (Secs.): 30
Description: BW Engine memory usage exceeded limit — Alarm Level: 80.0 — Enabled: ☐

Save Settings

Tabular Alert Options
The Warning Level, Alert Level and Alarm Enabled values on this screen can be overridden for each alert index. — Override Settings

# RTView Sandbox - Enterprise Edition Only

Service Tree Tab

The Service Tree view is the most expansive – offering color-coded alert status all all levels for Applications, Infrastructure and Middleware. Application support teams can easily identify when applications are experiencing alert conditions and drill-down into successive layers of detail.

Toggle between heatmaps, tables and other default visualizations.

Click any grouping to expand and drill-down

This screen is the one-stop shop for high-level visibility for everything in the application path.
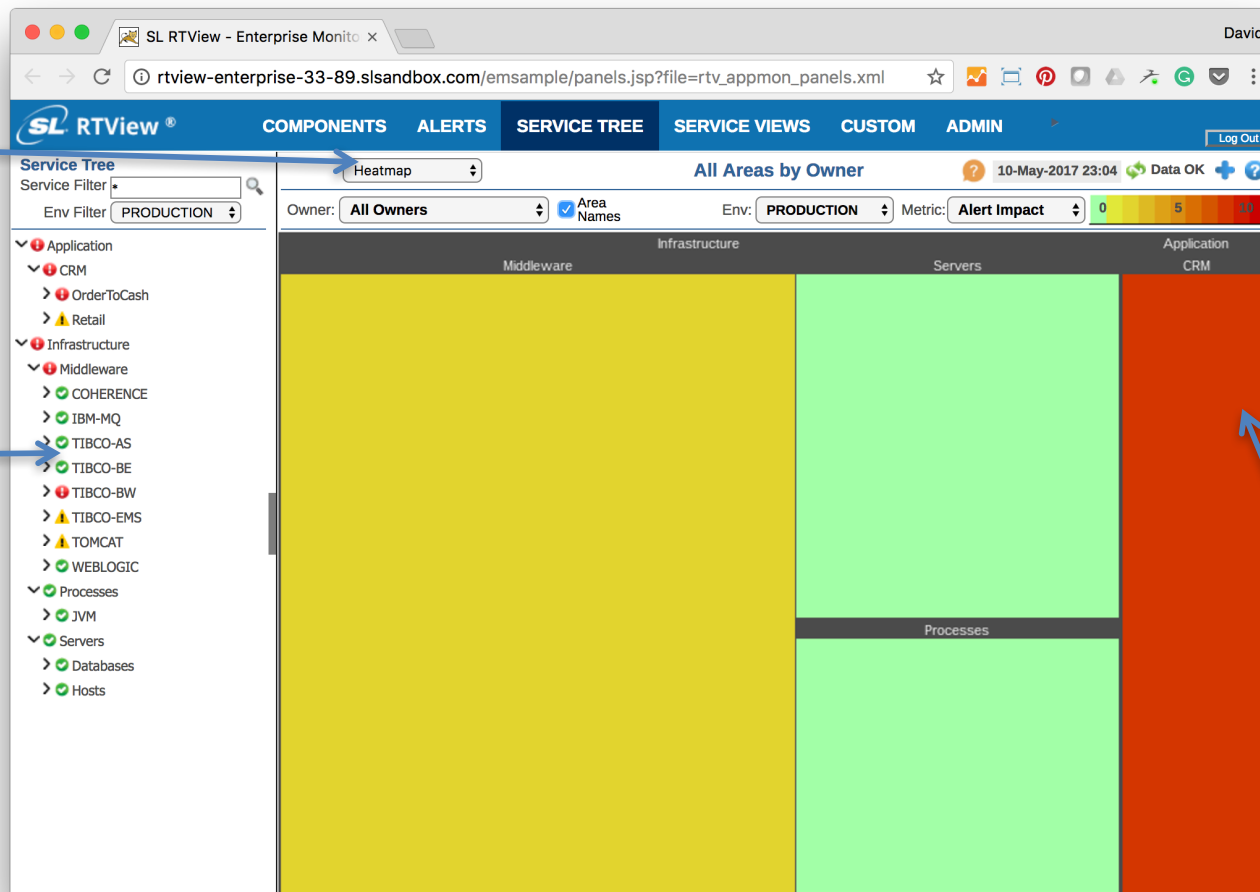
Understand the criticality of an alert based on the potential impact to the business

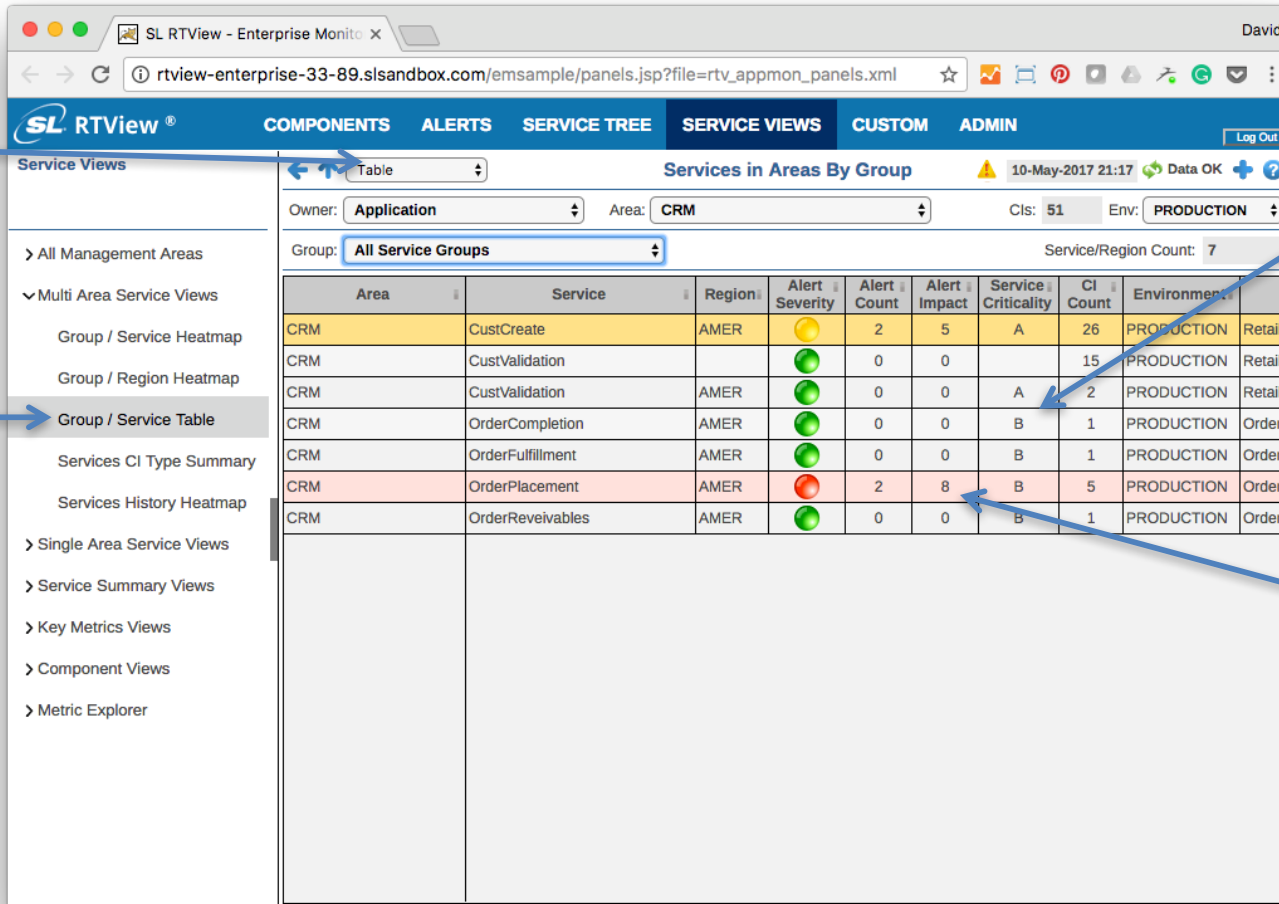Mouse-over heatmap to see details on Applications, Infrastructure and Middleware.

Click to drill-down into successive layers of further detail.

RTView Sandbox - Enterprise Edition Only

Service Views Tab

The table lists all of the Components (Cis) used in the Service or Application. This makes it much easier for an application support team to proactively identify the specific technology that could affect the performance of the service or application.

Toggle between heatmaps, tables and other default visualizations.

Click any grouping to expand and drill-down

Understand the criticality of an alert based on the potential impact to the business

View Service metrics (Impact, Severity, Count and Criticality, and CI Count) for one or all Areas, Owners, Groups and Environments, and compare detailed metrics across all Areas in your organization.