

## Quick Start Guide

Your RTView Sandbox is a place for you to explore RTView Enterprise Monitor and put it through its paces, so we created this guide to help you minimize the learning curve.

### RTView Overview

RTView Enterprise Monitor 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

The Sandbox comes prebuilt with a TIBCO-centric set of collectors:

- ❑ TIBCO Enterprise Message Service
- ❑ TIBCO Business Works
- ❑ TIBCO Active Spaces
- ❑ TIBCO Business Events
- ❑ Oracle database
- ❑ VMware

\*\*\*\*\* After gaining familiarity with the RTView solution, you may want to make our model a close match to your own – easily done by adding more collectors (WebLogic etc.) or integrating your own data.

# RTView Sandbox



RTView Enterprise Monitor 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.

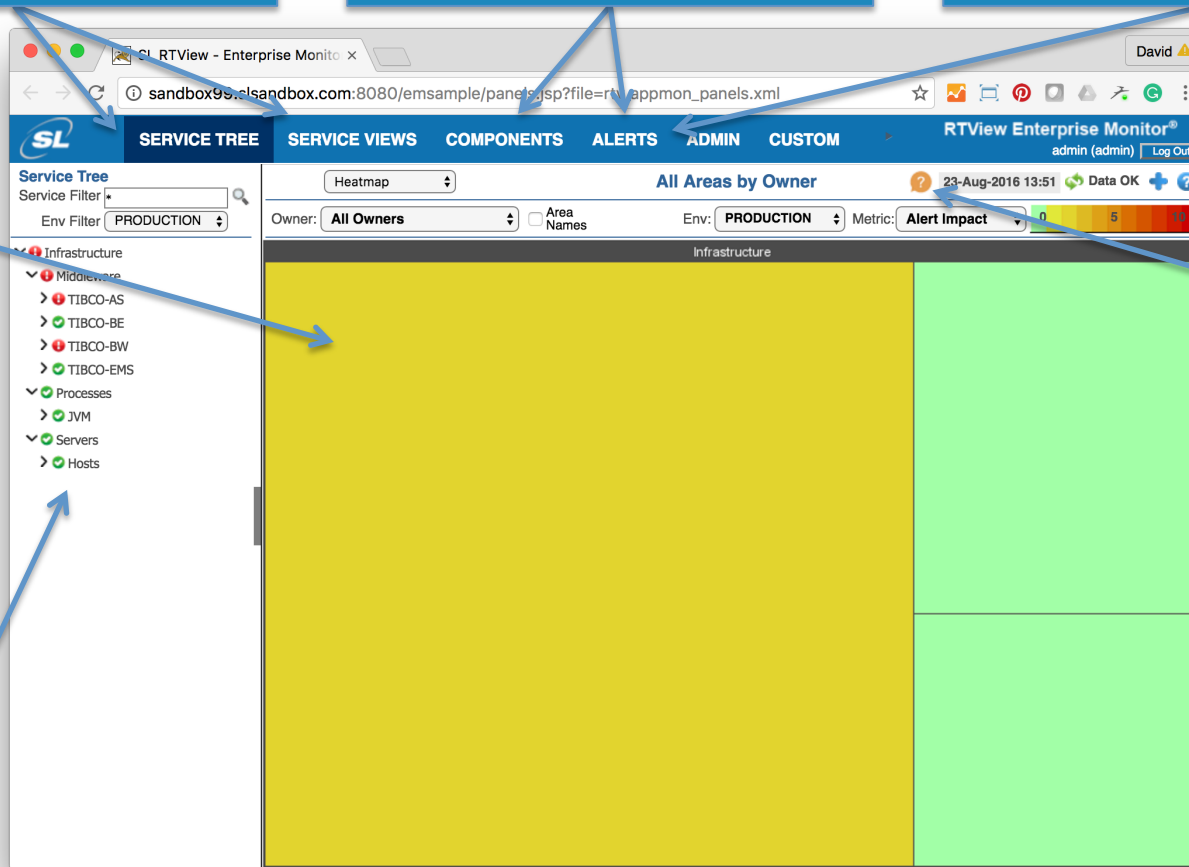
Application Support Teams & Application Owners

Middleware Support Teams

Operations

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.

Secondary navigation is shown in the left column and is expandable. Just click to expand to move between screens.



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

# RTView Sandbox



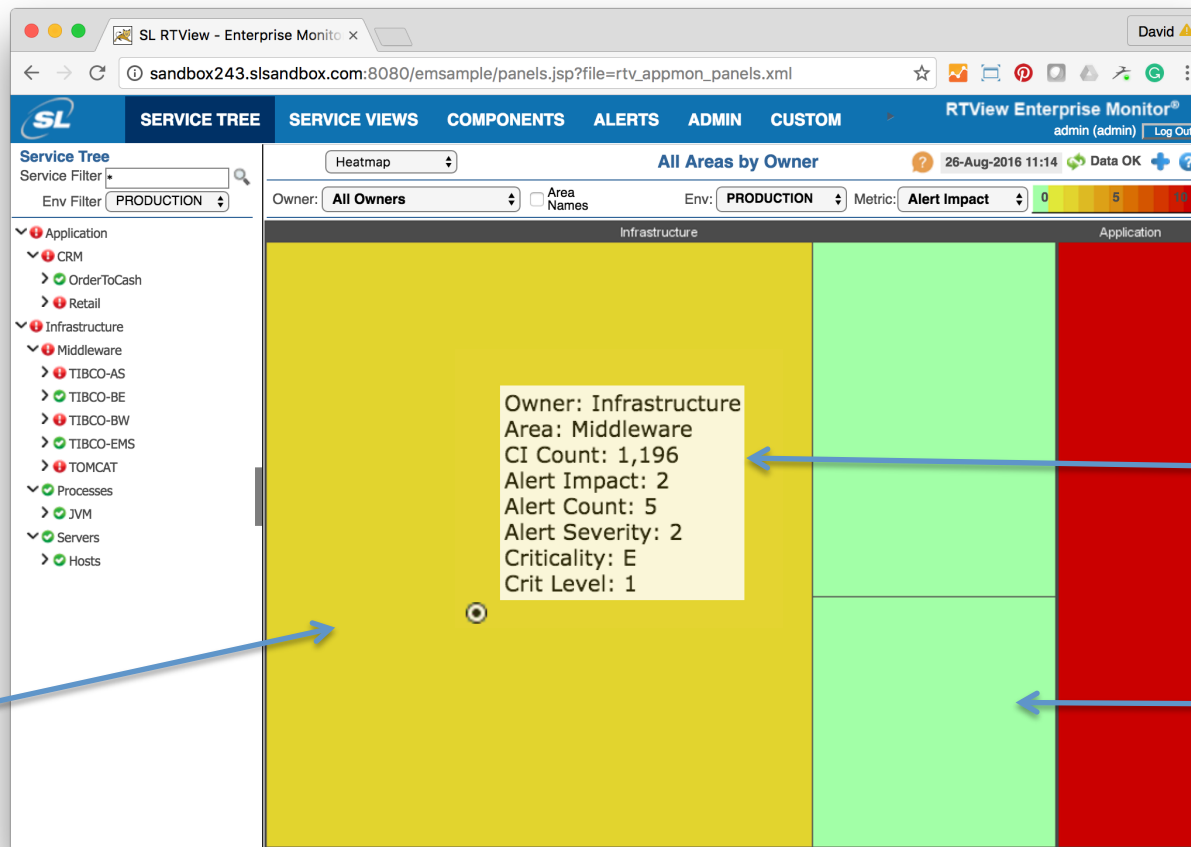
## Service Tree Tab

View the most critical alert state for all monitored instances throughout your system. Consider keeping this display open to monitor conditions in your system.

The heatmap organizes monitored instances by Owner for all Areas.

Tile color shows the most critical alert state in each.

The rectangle size represents the number of CIs in the rectangle; a larger size is a larger value.



Because these displays immediately show you any critical alert in your system, users typically keep one of these displays open for quick monitoring.

Mouse-over tile for more detail

Click an Area in the display to drill-down and view the selected Area in the Multi Area Service Views displays.

# RTView Sandbox



## 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

View an alert list for all current alerts for all components used in the service

CIType	CName	Quality	Severity	Alerts	Criticality	Impact	Region
EMS-QUEUE	tcp://192.168.200.116:7222;amx.governance.stats	0	0	0	A	0	AMER
EMS-QUEUE	tcp://192.168.200.116:7222;com.libco.amf.admin.d...	0	0	0	A	0	AMER
EMS-SERVER	tcp://192.168.200.116:7222	0	0	0	A	0	AMER
EMS-SERVER	tcp://192.168.200.118:7222	0	0	0	A	0	AMER
EMS-SERVER	tcp://192.168.200.116:7222	0	0	0	A	0	AMER
TAS-SPACE	Production;ckfdcache;dist-limited-bs-readOnly-ckfd...	0	0	0	A	0	AMER
TAS-SPACE	Production;ckfdcache;repl-unlimited-ckfdcache-M...	0	0	0	A	0	AMER
VMWARE-VM	vSphere1;2008S-SLHOST-WIN1	0	0	0	A	0	AMER
VMWARE-VM	vSphere1;2008S-SLHOST-WIN10	0	0	0	A	0	AMER
VMWARE-VM	vSphere1;2008S-SLHOST-WIN6	0	0	0	A	0	AMER
VMWARE-VM	vSphere1;2008S-SLHOST-WIN7	0	0	0	A	0	AMER
BW-ENGINE	slapm(slapm);domainslapm.BWApp.Procs	0	0	1	A	5	AMER
BW-ENGINE	slhoux11(slmon);domainslmon.BWApp-7.Procs	0	0	1	A	10	AMER

First Occ	Last Occ	Count	Sup	Owner	Alert Name	Primary Service	CI
08/26/16 11:13:28	08/26/16 11:13:28	1			TomcatAppActiveSessio...	TOMCAT-APP	localhost;TOMCAT;/...
08/26/16 11:13:28	08/26/16 11:13:28	1			TomcatActiveSessionsH...	TOMCAT	localhost;TOMCAT
08/25/16 23:58:01	08/25/16 23:58:01	1			BwEngineCpuUsedHigh	CustCreate	slhpux11(slmon);do...
08/25/16 23:58:01	08/25/16 23:58:01	1			BwEngineCpuUsedHigh	CustValidation	slapm(slapm);domai...
08/25/16 11:16:51	08/25/16 11:16:51	1			TasMemberGetRateHigh	TAS-MEMBER	Production;ckfdcach...
08/25/16 11:16:51	08/25/16 11:16:51	1			TasMemberPutRateHigh	TAS-MEMBER	Production;ckfdcach...

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.

# RTView Sandbox



## 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

The screenshot shows the RTView Enterprise Monitor interface. The main content area displays a table titled "All BW Servers - Table". The table has the following columns: Server, Expired, Alert Level, State, CPU Usage (%), Free Memory (MB), V. Memory Usage (%), BW Version, and D E. The table contains several rows of server data, including slapm(slapm), sle4-64(simon), SLHOST6(domain6), slhpux11(simon), slvmrh2(slapm), slvmware(simon), and slxp10(slapm). The interface also includes a left-hand navigation menu with options like "By Technology" and "By Vendor", and a top navigation bar with tabs for "SERVICE TREE", "SERVICE VIEWS", "COMPONENTS", "ALERTS", "ADMIN", and "CUSTOM".

Server	Expired	Alert Level	State	CPU Usage (%)	Free Memory (MB)	V. Memory Usage (%)	BW Version	D E
slapm(slapm)	<input type="checkbox"/>	<span style="color: green;">●</span>	ACTIVE	39.50	1,888.13	0.92	v5.7	
sle4-64(simon)	<input type="checkbox"/>	<span style="color: green;">●</span>	ACTIVE	88.00	23.54	50.00		
SLHOST6(domain6)	<input type="checkbox"/>	<span style="color: red;">●</span>	ACTIVE	2.01	878.32	0.90	v5.7	
slhpux11(simon)	<input type="checkbox"/>	<span style="color: green;">●</span>	ACTIVE	0.50	803.14	17.00		
slvmrh2(slapm)	<input type="checkbox"/>	<span style="color: green;">●</span>	ACTIVE	1.00	18.45	0.00	v5.9	
slvmware(simon)	<input type="checkbox"/>	<span style="color: green;">●</span>	ACTIVE	1.48	4,526.00	6.95	v5.10	
slxp10(slapm)	<input type="checkbox"/>	<span style="color: green;">●</span>	ACTIVE	0.76	1,322.77	1.91	v5.7	

Sort columns by clicking on the column header

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

# RTView Sandbox



## 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

First Occ	Last Occ	Count	Sup	Owner	Alert Name	Primary Service	CI
08/23/16 14:56:07	08/23/16 14:56:07	1	<input type="checkbox"/>		BwEngineStopped	BW-ENGINE	SLHOST6(domain6);d...
08/23/16 14:55:27	08/23/16 14:55:27	1	<input type="checkbox"/>		TasMemberGetRateHigh	TAS-MEMBER	Production;ckfdcache...
08/23/16 14:55:27	08/23/16 14:55:27	1	<input type="checkbox"/>		TasMemberPutRateHigh	TAS-MEMBER	Production;ckfdcache...

**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 Filed Filter and Search Text fields.

# RTView Sandbox



## 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 Enterprise Monitor comes with pre-configured alerts and thresholds to simplify rapid deployment

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.

Alert	Warning	Alarm	Duration	Alert	Override
AcwInstanceCpuHigh	50	75	30	<input type="checkbox"/>	0
AcwInstanceDiskReadBytesHigh	100000	200000	30	<input type="checkbox"/>	0
AcwInstanceDiskReadOpsHigh	100	200	30	<input type="checkbox"/>	0
AcwInstanceDiskWriteBytesHigh	100000	200000	30	<input type="checkbox"/>	0
AcwInstanceDiskWriteOpsHigh	100	200	30	<input type="checkbox"/>	0
AcwInstanceNetworkReadBytesHigh	100000	200000	30	<input type="checkbox"/>	0
AcwInstanceNetworkWriteBytesHigh	100000	200000	30	<input type="checkbox"/>	0
BwActivityErrorRateHigh	50	80	30	<input type="checkbox"/>	0
BwActivityExecutionTimeHigh	200	400	30	<input type="checkbox"/>	0
BwEngineCpuUsedHigh	35	40	30	<input checked="" type="checkbox"/>	1
BwEngineMemUsedHigh	50	80	30	<input type="checkbox"/>	0
BwEngineStopped	NaN	NaN	30	<input checked="" type="checkbox"/>	0
BwProcessAbortRateHigh	50	80	30	<input type="checkbox"/>	0
BwProcessElapsedTimeHigh	100	200	30	<input type="checkbox"/>	0
BwProcessExecutionTimeHigh	50	80	30	<input type="checkbox"/>	0
BwProcessSuspendRateHigh	50	80	30	<input type="checkbox"/>	0
BwServerCpuUsedHigh	60	85	30	<input type="checkbox"/>	0
BwServerFreeMemLow	15	5	30	<input type="checkbox"/>	0
BwServerInactive	NaN	NaN	30	<input type="checkbox"/>	0
BwServerMemUsedHigh	50	80	30	<input type="checkbox"/>	0
CustomBirdExpired	NaN	NaN	0	<input type="checkbox"/>	0
CustomBirdTooHigh	1600	2000	0	<input type="checkbox"/>	0
Db2DatabaseState	NaN	NaN	30	<input type="checkbox"/>	0

**Settings for Selected Alert**

Name: **BwServerCpuUsedHigh** Warning Level:  Duration (Secs.):

Description: **BW Server CPU usage exceeded limit** Alarm Level:  Enabled:

Save Settings | Override Settings

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.

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