RTView Sandbox

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.
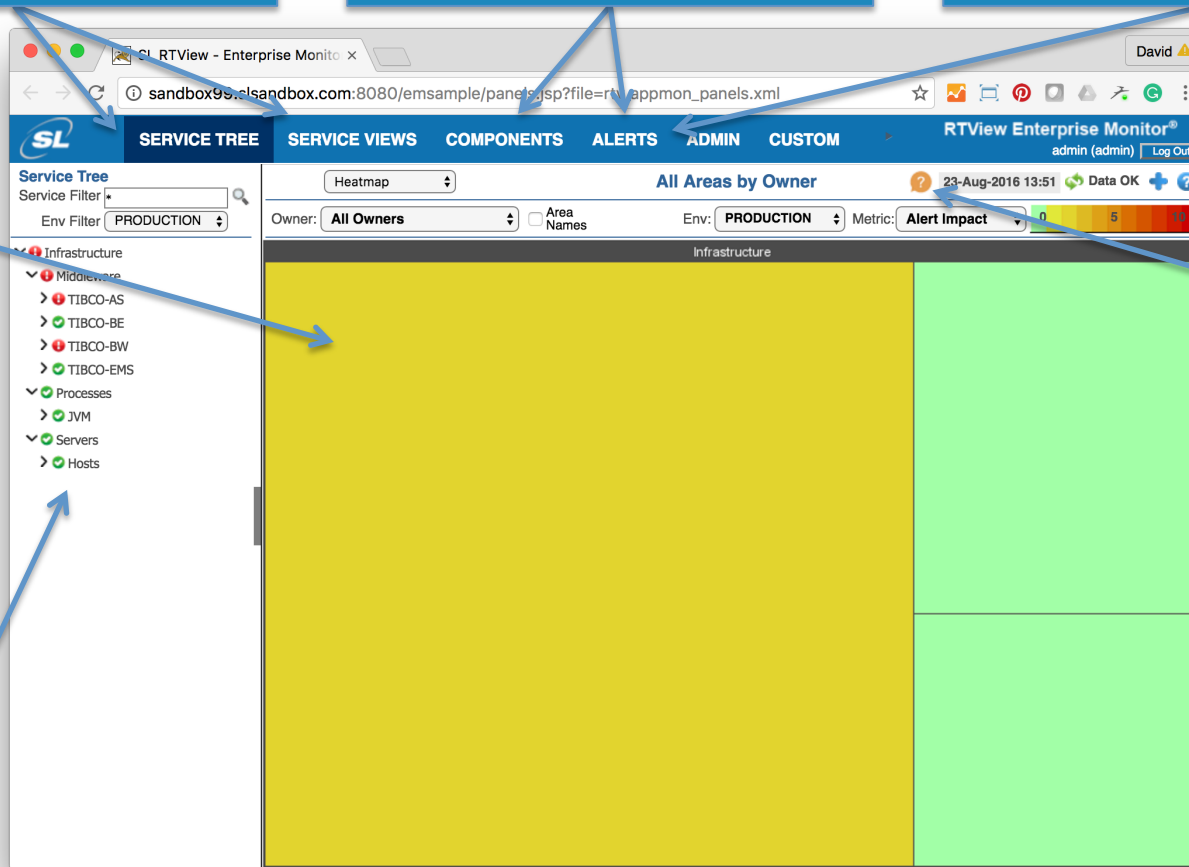
Application Support Teams & Application Owners

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.

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.

SL RTView - Enterprise Monitor

David

sandbox99.slsandbox.com:8080/emsample/panels.jsp?file=rtvappmon_panels.xml

RTView Enterprise Monitor®
admin (admin) | Log Out

SERVICE TREE   SERVICE VIEWS   COMPONENTS   ALERTS   ADMIN   CUSTOM

Service Tree
Service Filter *
Env Filter PRODUCTION

Heatmap

All Areas by Owner

23-Aug-2016 13:51   Data OK

Owner: All Owners   Area Names   Env: PRODUCTION   Metric: Alert Impact   0   5   10

Infrastructure

- Infrastructure
  - Middleware
    - TIBCO-AS
    - TIBCO-BE
    - TIBCO-BW
    - TIBCO-EMS
  - Processes
    - JVM
  - Servers
    - Hosts

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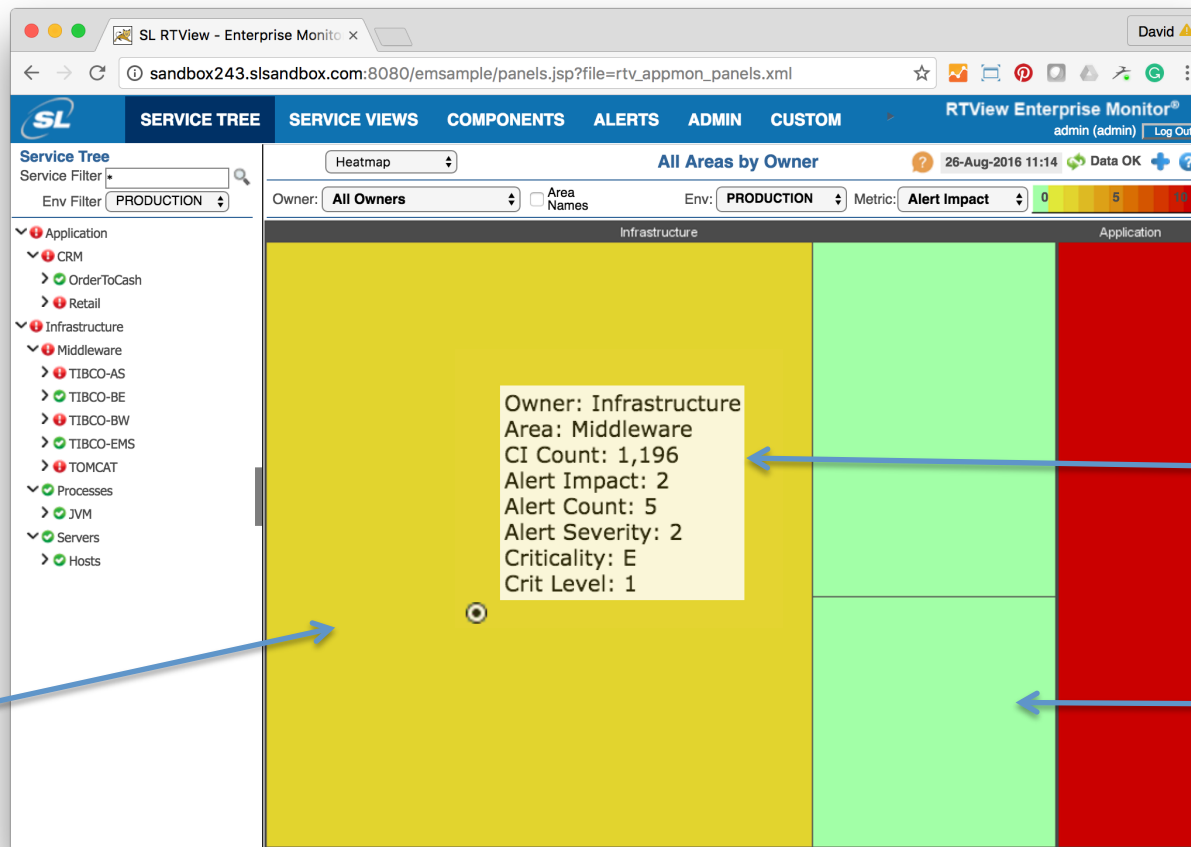
Because these displays immediately show you any critical alert in your system, users typically keep one of these displays open for quick monitoring.

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.

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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

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.

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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.

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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.

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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.

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.