

## **AppMetrics® TEST PLAN**

### **Alerting and Corrective Action**

The following plan provides guidance to an evaluator looking to test specific features and functions of the AppMetrics product to determine its applicability in a specific business environment.

**“I want to set triggers that alert me to application issues, or take corrective action, before a problematic situation occurs.”**

AppMetrics provides the following features for the early detection of problems and issues:

- Early-warning features for detecting and handling errors when something goes wrong in your MTS/COM+ system:
- Notification when transactions exceed thresholds (Aborts happen too frequently, Volume is too high, or Duration is too long)
- Notification when components exceed thresholds (Aborts happen too frequently, Volume is too high, or Duration is too long)
- Notification when Package/Application resource use exceeds thresholds
- Notification when components hang

#### ***How do I test these features?***

- A. Create Monitor
- B. Create and configure agent
- C. Set up Notification
- D. Creating Benchmarks and Thresholds

#### **A. Creating a Monitor from a Template**

1. In the left-pane navigation tree, expand the following: **AppMetrics Console -> Application Monitor Templates**.
2. Under **Application Monitor Templates**, right-click the preferred template, and then in the popup menu, choose **New -> Application Monitor**.  
The **Application Monitor** dialog opens.

General

Name

Description

Start Option

Template

Process ID

< Back Finish Cancel

3. Specify the name for the monitor. Use only alphanumeric characters. Names already in use by other monitors are not accepted.

4. (Optional) Type a description.

5. Select the desired **Start Option**. The Manual setting (default) will start the monitor when the AppMetrics Console starts. The Automatic setting starts the Monitor when the AppMetrics service is started. (The AppMetrics Install program sets the AppMetrics service to automatically start when Windows is started.)

6. Click **Finish**.

## B. Creating and configuring Agent

1. Expand the monitor that was just created.

2. Right click on agent and specify new agent.

Add Agent

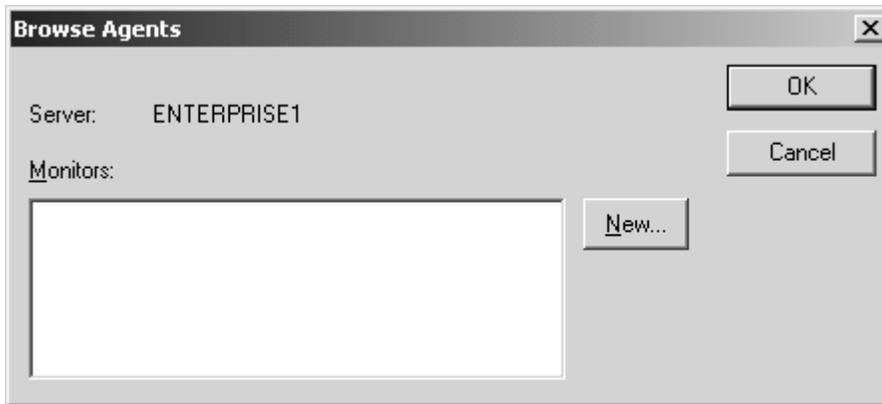
Server Name

OK Cancel

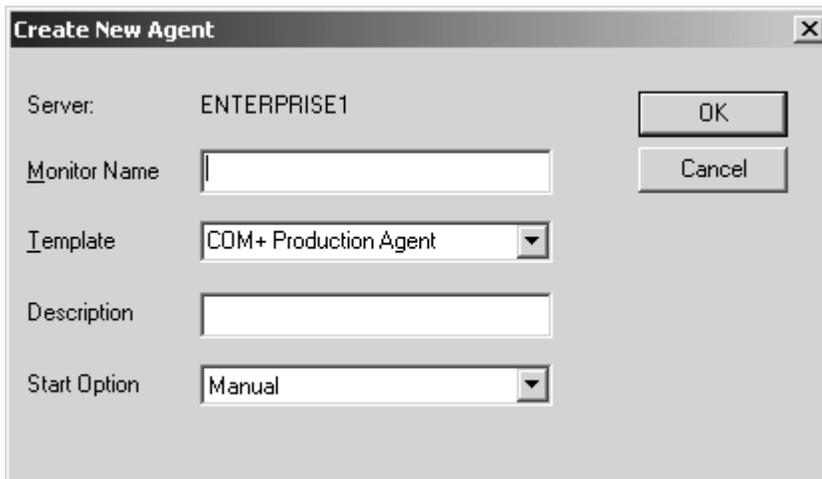
Monitor Name

Browse...

3. Type in the name of the server you want to monitor and click Browse.

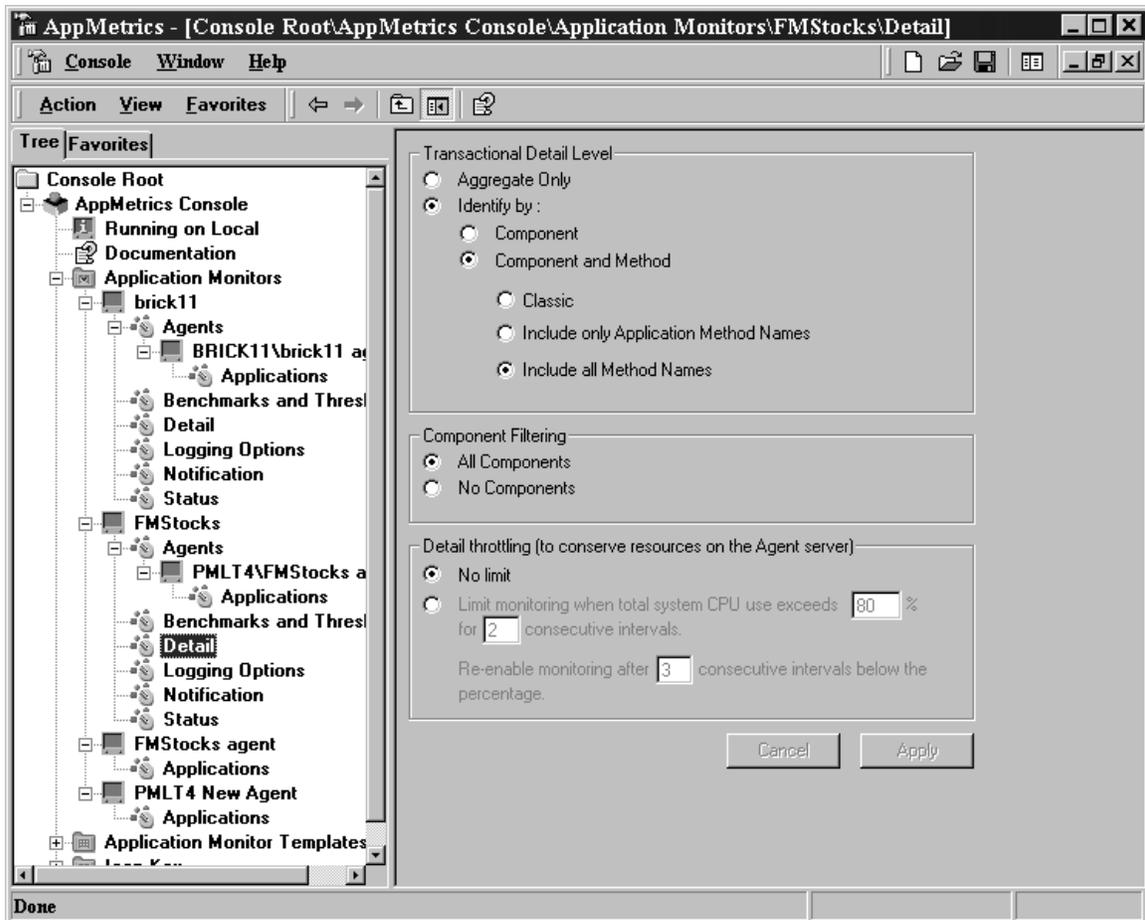


4. Click the New button and enter the name of the Agent.



5. Click "OK" 3 times to create the agent.

6. Under the name of the manager click "Detail"



7. Change the detail from "Aggregate Only" to "Component and Method" and "include all method names" and click Apply.

8. Right click on the Manager and start monitor.

### C. Setting up Notifications

1. In the left-pane navigation tree, expand the following: **AppMetrics Console -> Application Monitors -> Your Application Monitor.**

2. If the monitor is running right click on the monitor and stop the monitor.

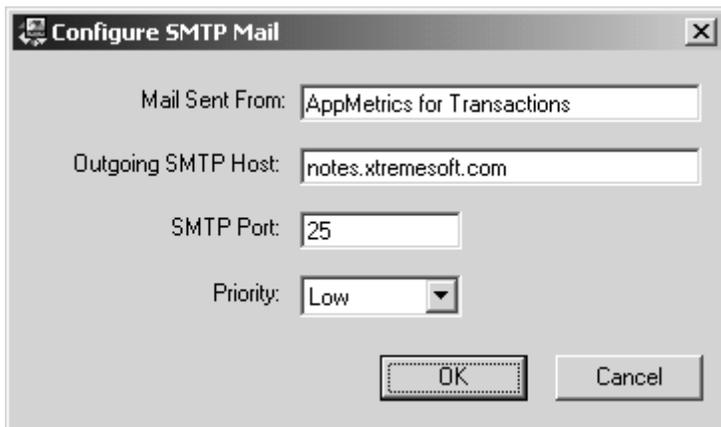
3. Once the Monitor is expanded click on **Notification.**

4. Click on the How tab and then ADD to add notification. The following dialog box will appear.

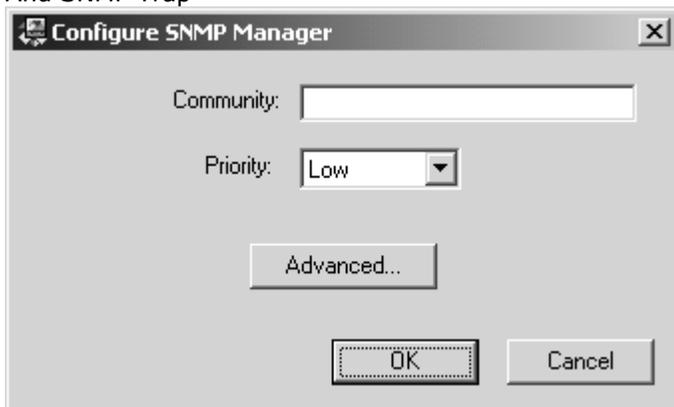


Change the delivery mechanism for one of the following:  
SNMP Trap  
Component  
SMTP Mail  
Windows Event Log

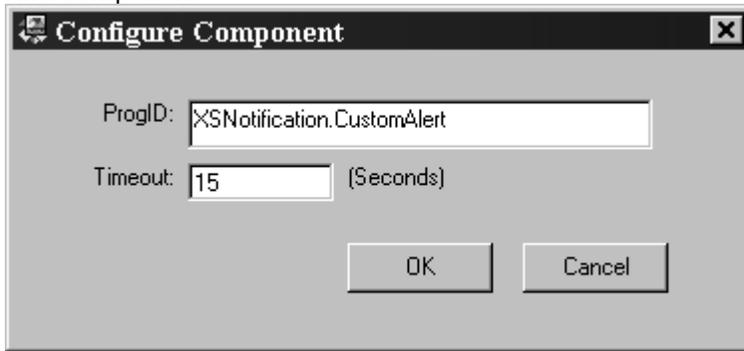
5. After adding the mechanism you must then configure it. The following dialog box appears for SMTP Mail.



And SNMP Trap



And Component



**Configure Component**

ProgID: XSNotification.CustomAlert

Timeout: 15 (Seconds)

OK Cancel

Fill in the appropriate information.

6. Click the Who tab and set the email address of recipient for the alerts if you are using SMTP Mail. Click on the message ID and then click the configure button. These three-message ids are Process Threshold Exceeded, Process Threshold warning, and Threshold Exceeded.



**Configure Recipients**

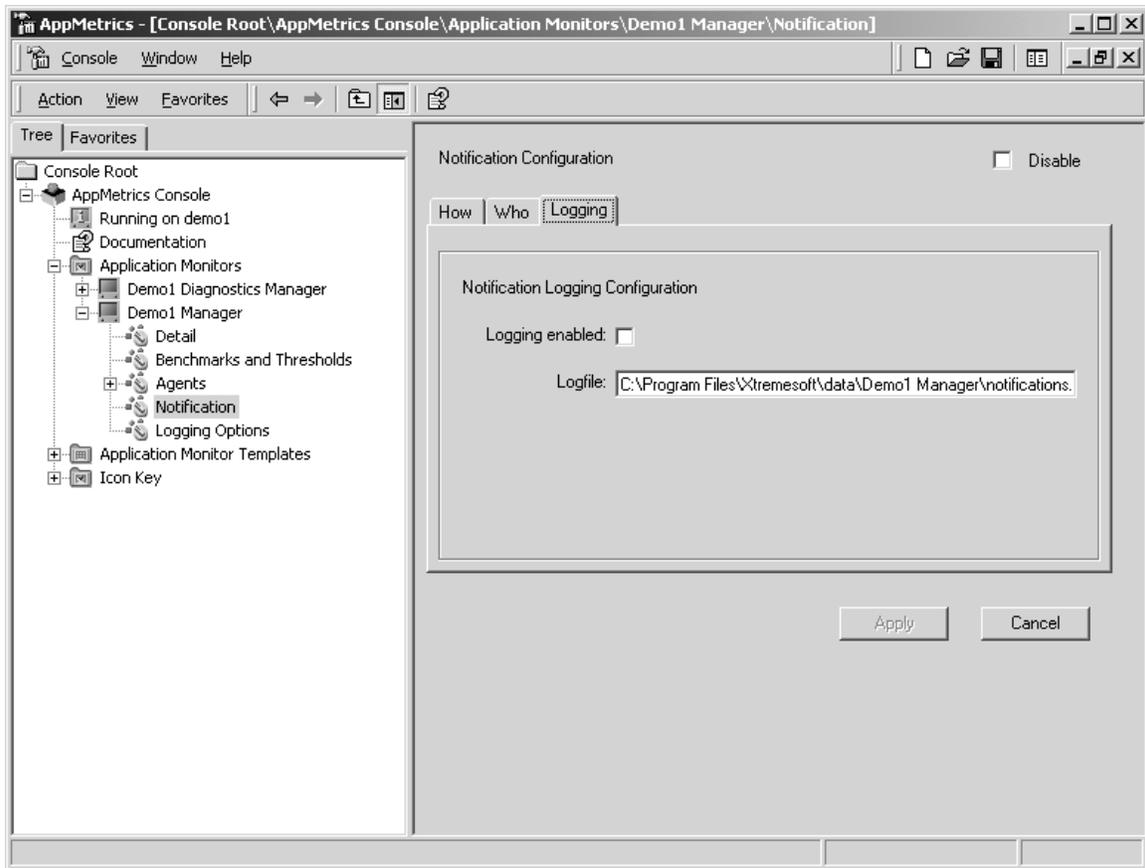
Message ID: ThresholdExceeded

Message Template: Item "\$sinkname\$" has exceeded i

Recipients: name@yourcompany.com

OK Cancel

7. Enable notification logging if you would like a log of all notifications sent out by clicking on the logging tab and checking the logging enabled box.



#### **D. Creating benchmarks and thresholds.**

1. Expand the monitor and click the "Benchmarks and Thresholds".
2. Set your thresholds based on "All Transactions", Specific "Transactions", "Components", and "Application".
3. Hit the "Apply" button when done setting thresholds.
4. When the monitor is started and the thresholds are exceeded the notifications will be sent out.

***What are the screens I would expect to see?***

