



# 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**.

 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	X
Name Description	
Start Option	Manual
Template	COM+ Production Manager
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.

Browse Ag	ents		×
Server: Monitors:	ENTERPRISE1		OK Cancel
		<u>N</u> ew	

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

Create New Ag	ent	×
Server: Monitor Name	ENTERPRISE1	OK Cancel
 Template	COM+ Production Agent	
Description		
Start Option	Manual	

- 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.

🐺 Add delivery mechanism 🛛 🗙						
Select delivery mechanism:	SNMP Manager					
Priority:	SNMP Manager Component SMTP Mail Windows Event Log					
	OK Cancel					

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.

🐺 Configure SMTP Mail	×
Mail Sent From:	AppMetrics for Transactions
Outgoing SMTP Host:	notes.xtremesoft.com
SMTP Port:	25
Priority:	Low
	OK Cancel

And SNMP Trap

💭 Configure SNMP Manager 🛛 🗙
Community:
Priority: Low
Advanced
Cancel

# 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 Recipi	ents X
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.

Action   Window   Leip     Action   Wew Eavorites   Image: Console Console     Console Root   Image: Console Console   Image: Console Console     Running on demo1   Documentation   Image: Console Console     Maplication   Demo1 Diagostics Manager   How   Who     Demo1 Manager   Demo1 Manager   Logging Configuration   Logging configuration     Demo1 Manager   Image: Charles Console   Notification Logging Configuration   Logging configuration     Demo1 Manager   Image: Charles Console   Image: Charles Console   Notification Logging Configuration     Image: Charles Console   Image: Charles Console   Image: Charles Console   Image: Charles Console     Image: Charles Console   Image: Charles Console   Image: Charles Console   Image: Charles Console     Image: Charles Console   Image: Charles Console   Image: Charles Console   Image: Charles Console     Image: Console   Image: Charles Console   Image: Charles Console   Image: Charles Console     Image: Console   Image: Charles Console   Image: Charles Console   Image: Charles Console     Image: Console   Image: Charles Console   Image: Charles Console   Image: Charles C	👘 AppMetrics - [Console Root\AppMetrics Conso	ole\Application Monitors\Demo1 Manager\Notification]		
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	Tree Favorites	Notification Configuration How Who Logging [] Notification Logging Configuration Logging enabled: Logfile: C:\Program Files\Xtremesoft\data\D	emo1 Manager\n	otifications.

#### 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?

🚔 AppMetr	rics Notifi	cation fron	n server \\D	emo2					_	
Eile <u>E</u> di	t <u>V</u> iew	<u>T</u> ools <u>M</u> e	essage <u>H</u> elp	I						E
Reply	😡 Reply All	9 Forward	Print	) Delete		√≯ Next	Addresses			
From: Date: To: Subject:	AppMetrie Monday, Applicatio AppMetrie	ts for Transa May 14, 200 In Administra Its Notificatio	actions )1 9:32 AM ator in from server	\\Demo2						
Item "S Interva	Sell St	ock Act:	ion" has	exceeded	its th:	reshold	for "Average	Duration	in an	X
										-
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