

IBM ECM System Monitor V5.5.5.x

Design Considerations for your Monitoring Console

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Prerequisites

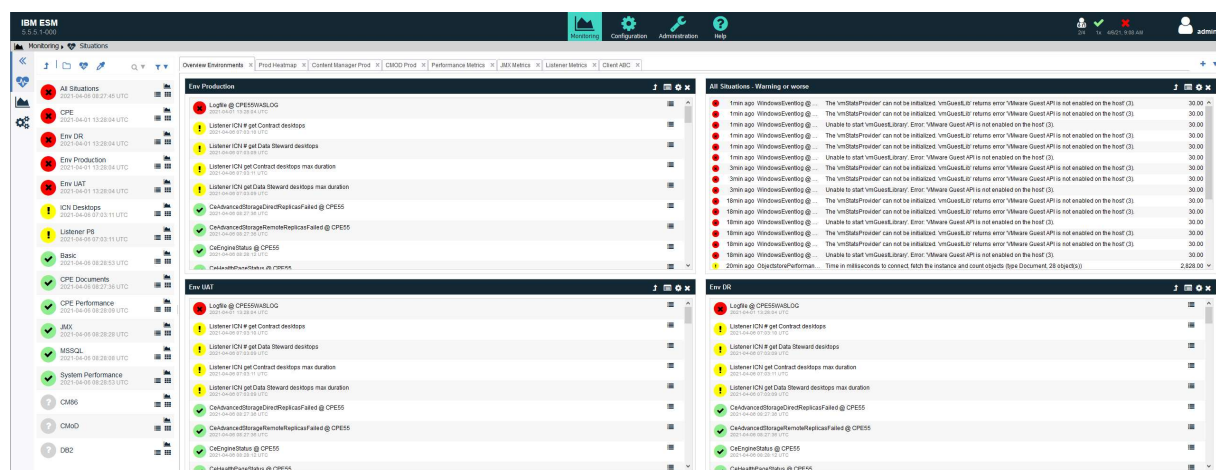
This guide is for customers running IBM ECM System Monitor (ESM) V5.5.5.x. The bar charts became available with V5.5.5.1.

If you need any help with the design and implementation of ESM, including training, please contact CENIT at ECM.SystemMonitor@cenit.com.

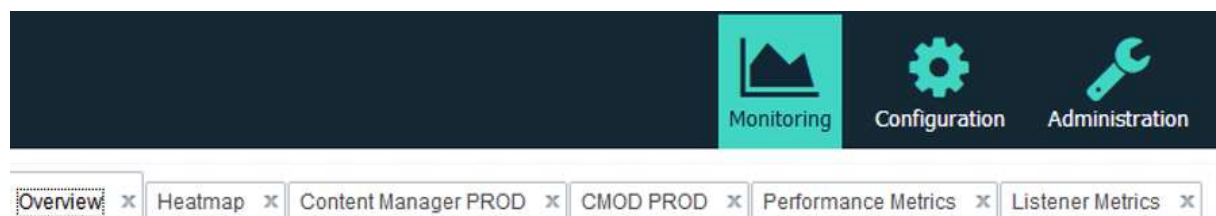
Design Considerations

With V5.5.5 ESM provides multiple options for the dashboards in your monitoring console:

- Heatmap – for high-level overview
- Managed Areas – aggregated view into situation groups
- Event List – detailed event list for situations or situation groups
- Live Chart – graphical chart for quantitative metrics from situations or situation groups
- Bar Chart – graphical chart for quantitative metrics from situations (V5.5.5.1 only)



In your monitoring console you can have multiple dashboards. Using the different types above enables you to easily switch from high-level overviews to specific details.

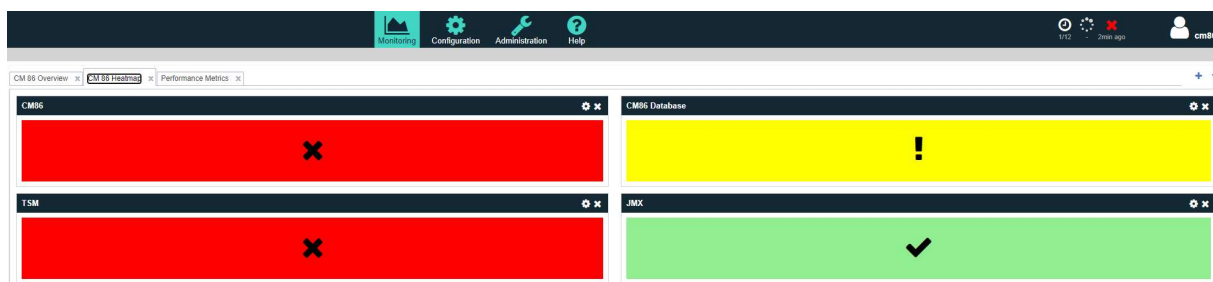


How you group the events collected in situations into logical managed areas (=situation groups) determines how you can structure your dashboards. Managed areas can be e.g. environments (e.g. Production, DR, QA, Test, ...) or components (e.g. CPE, ICN, WAS, Database, CMOD Library Server, CMOD Object Server, TSM, System, ...) or groups of systems (e.g. all my CPE in my Production farm).

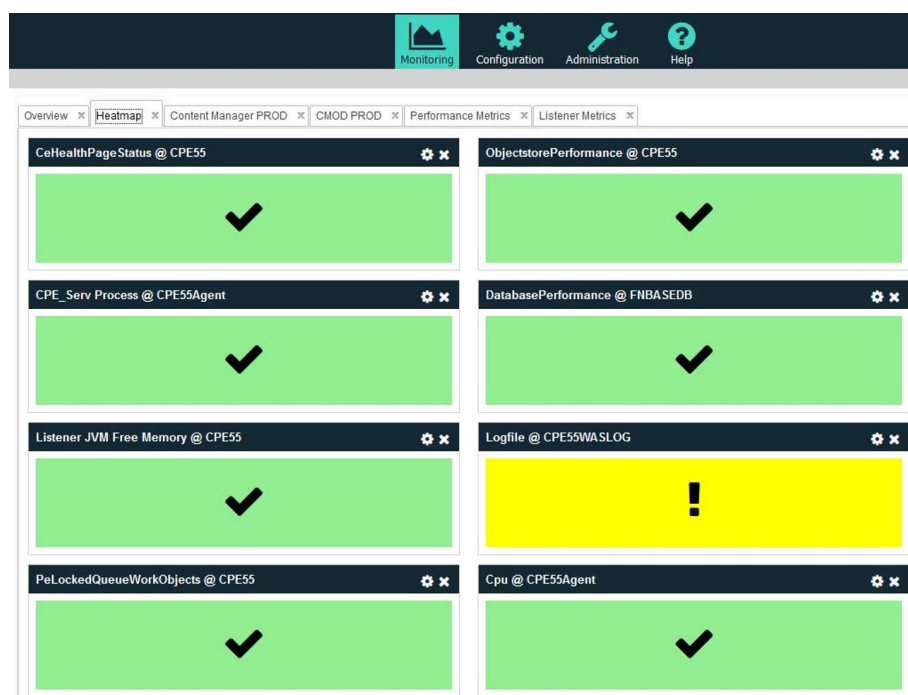
| Situation Group | Status | Timestamp |
|-----------------|-------------|-------------------------|
| All Situations | Red X | 2020-05-05 14:02:05 UTC |
| CPE | Red X | 2020-05-05 14:02:05 UTC |
| Env DR | Red X | 2020-05-05 14:02:05 UTC |
| Env Production | Red X | 2020-05-05 14:02:05 UTC |
| Env UAT | Red X | 2020-05-05 14:02:05 UTC |
| Listener PG | Red X | 2020-05-05 14:02:05 UTC |
| Basic | Green Check | 2020-05-05 14:23:34 UTC |
| CM86 | Green Check | 2019-05-23 04:58:38 UTC |
| CMoD | Green Check | 2019-05-19 05:38:16 UTC |
| DB2 | Green Check | 2019-05-29 04:58:08 UTC |
| JMX | Green Check | 2019-05-15 12:00:48 UTC |
| MESQ | Green Check | 2020-05-05 14:22:05 UTC |

Heatmap

The heatmap dashboard is ideal to get a very fast overview at-a-glance. It enables you to quickly identify if an incident has a significant impact on your service quality.

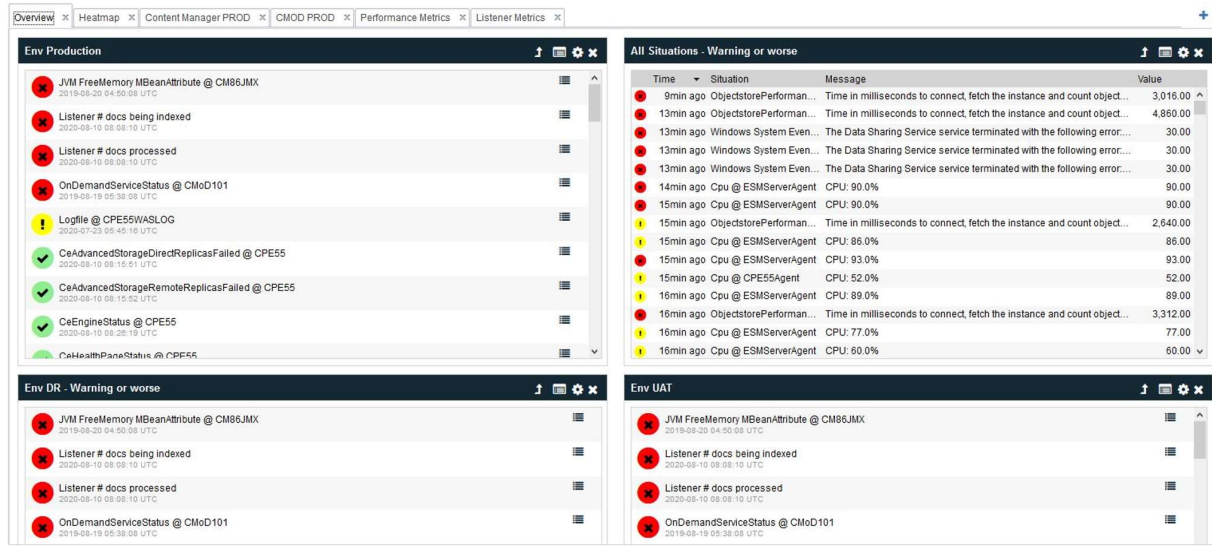


However this heatmap is not used to work with incidents. It is just to get a single pane of glass on a particular area, e.g. a production environment. You can show situation groups – as in the example above for CM8, DB2, WAS, and TSM – or single situations as below for various situations on a CPE.

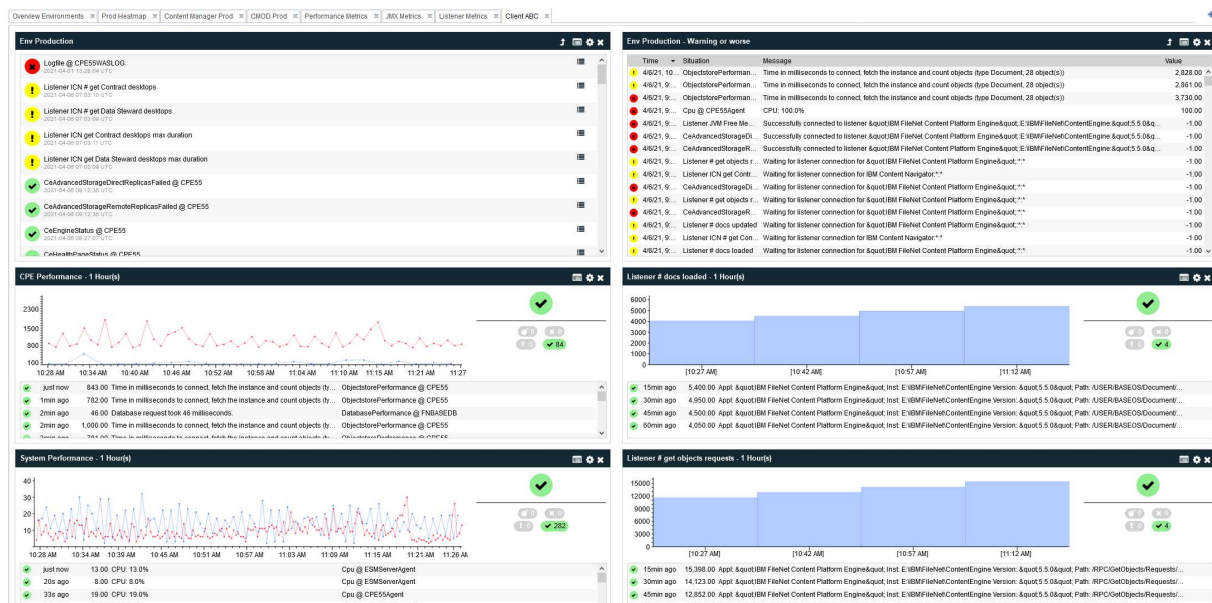


Overview Dashboard

In an Overview Dashboard you could combine several portlets, e.g. showing portlets with Managed Areas for your various environments and an event list showing all situations with a severity of “warning” or higher. In both Managed Areas and Event Lists you can filter for the severity.



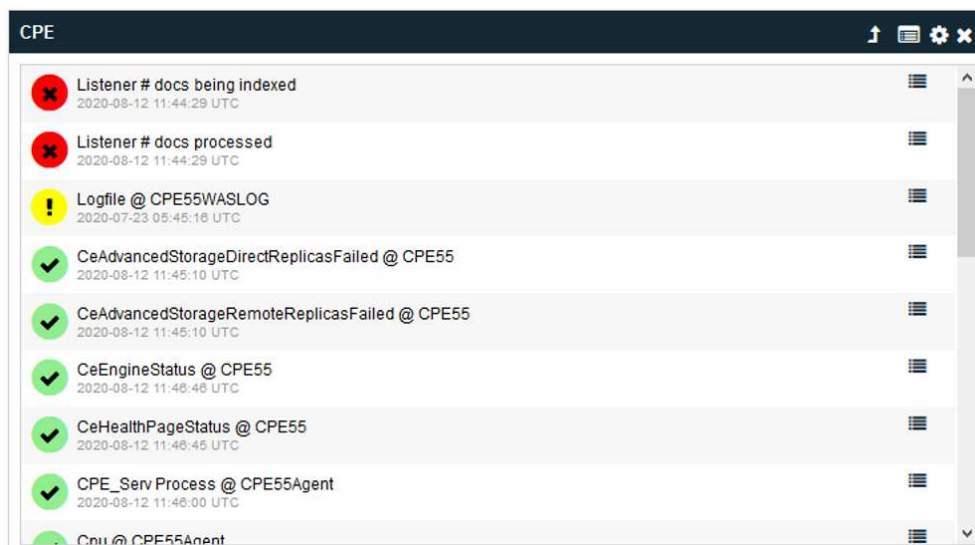
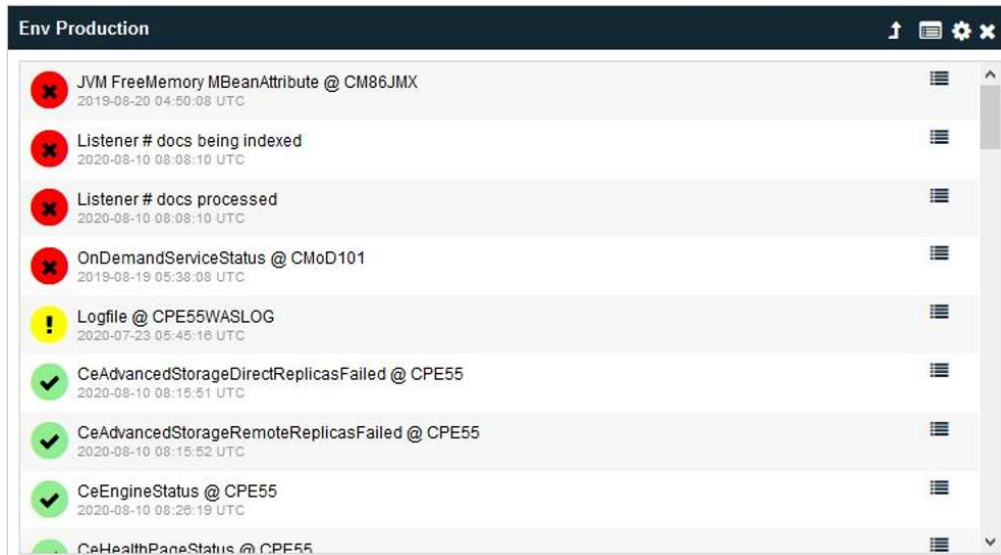
Or you could combine Managed Areas, Event Lists and Charts.



Like the Heatmap this Overview Dashboard would also provide an at-a-glance view on your ecosystem, but with far more details regarding the components affected. And from these portlets you can directly access incidents.

Managed Areas

You can show situations related to a logical area (situation group) in one portlet, e.g. all situations related to a Production environment or related to a FileNet Content Platform Engine.

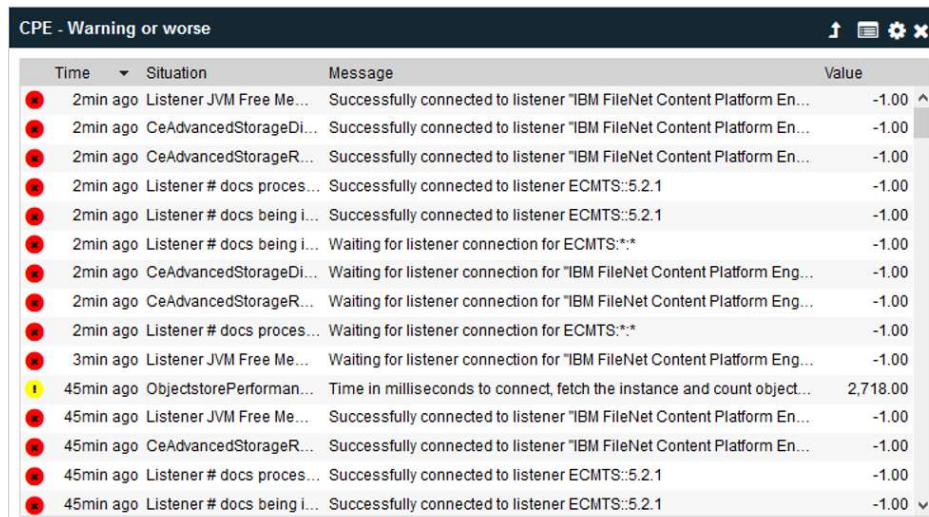


From such a Managed Area portlet you can directly access the event list for this situation group or for a specific situation to drill down in the troubleshooting process.



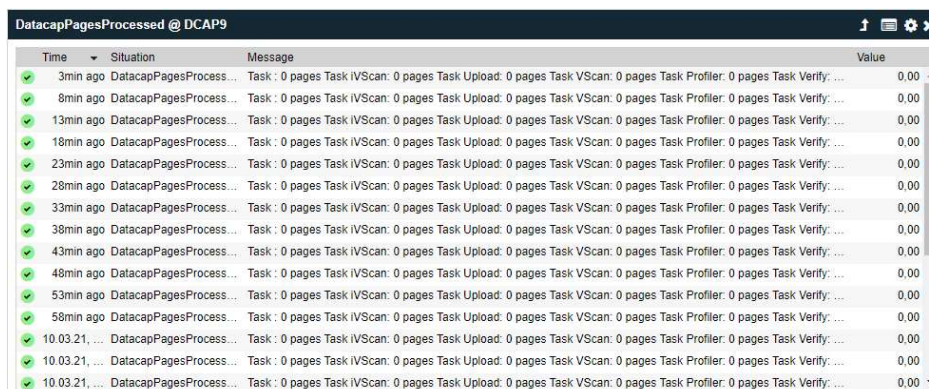
Event List

The Event List shows you all events for a situation group or a single situation in a chronological list.



| Time | Situation | Message | Value |
|-----------|----------------------------|--|----------|
| 2min ago | Listener JVM Free Me... | Successfully connected to listener "IBM FileNet Content Platform En... | -1.00 |
| 2min ago | CeAdvancedStorageDi... | Successfully connected to listener "IBM FileNet Content Platform En... | -1.00 |
| 2min ago | CeAdvancedStorageR... | Successfully connected to listener "IBM FileNet Content Platform En... | -1.00 |
| 2min ago | Listener # docs proces... | Successfully connected to listener ECMTS::5.2.1 | -1.00 |
| 2min ago | Listener # docs being i... | Successfully connected to listener ECMTS::5.2.1 | -1.00 |
| 2min ago | Listener # docs being i... | Waiting for listener connection for ECMTS:.* | -1.00 |
| 2min ago | CeAdvancedStorageDi... | Waiting for listener connection for "IBM FileNet Content Platform Eng... | -1.00 |
| 2min ago | CeAdvancedStorageR... | Waiting for listener connection for "IBM FileNet Content Platform Eng... | -1.00 |
| 2min ago | Listener # docs proces... | Waiting for listener connection for ECMTS:.* | -1.00 |
| 3min ago | Listener JVM Free Me... | Waiting for listener connection for "IBM FileNet Content Platform Eng... | -1.00 |
| 45min ago | ObjectstorePerforman... | Time in milliseconds to connect, fetch the instance and count object... | 2,718.00 |
| 45min ago | Listener JVM Free Me... | Successfully connected to listener "IBM FileNet Content Platform En... | -1.00 |
| 45min ago | CeAdvancedStorageR... | Successfully connected to listener "IBM FileNet Content Platform En... | -1.00 |
| 45min ago | Listener # docs proces... | Successfully connected to listener ECMTS::5.2.1 | -1.00 |
| 45min ago | Listener # docs being i... | Successfully connected to listener ECMTS::5.2.1 | -1.00 |

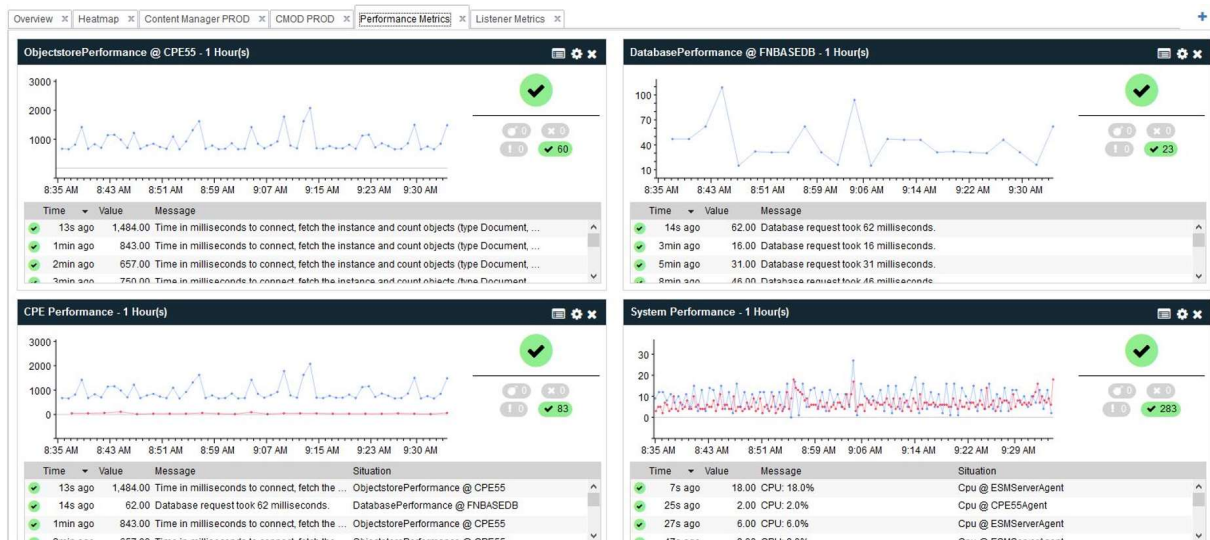
Filtering situations to show only incidents with a severity of “warning” or higher makes sure that you see only incidents relevant for the current operation of your platform. In other words – you do not miss the forest for the trees and can identify the root cause of the problem quicker.



| Time | Situation | Message | Value |
|---------------|------------------------|--|-------|
| 3min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 8min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 13min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 18min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 23min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 28min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 33min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 38min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 43min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 48min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 53min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 58min ago | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 10.03.21, ... | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 10.03.21, ... | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |
| 10.03.21, ... | DatacapPagesProcess... | Task : 0 pages Task IVScan: 0 pages Task Upload: 0 pages Task VScan: 0 pages Task Profiler: 0 pages Task Verify: ... | 0.00 |

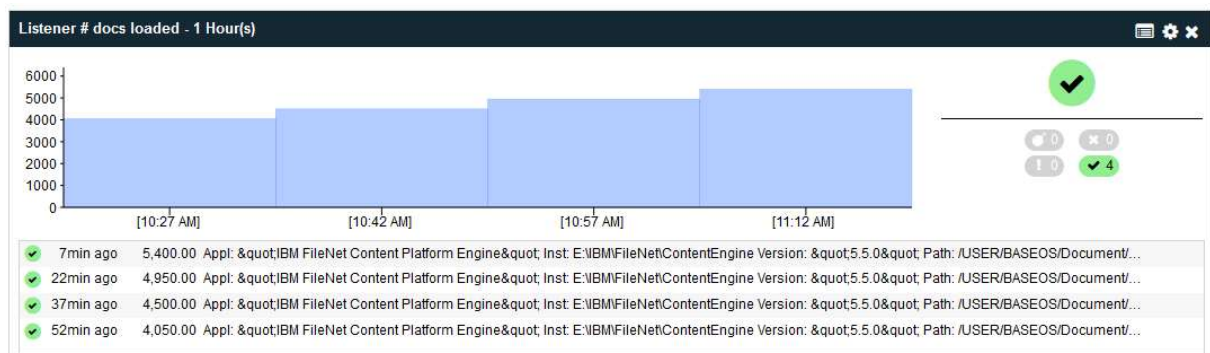
Live Chart

Live Charts are a great way to visualize quantitative metrics like capacity or performance metrics. Getting insight into the time line of a parameter monitored helps to better understand the context of an event. If a warning or even a critical threshold of a parameter has been reached, e.g. for your CPE search performance, then this is not necessarily a critical event you immediately need to address. It could be just a one-time peak. The time line shows you this context, so you can see if the trend is your friend or not.



You can use single situations in a Live Chart, but also situation groups. This enables you to combine multiple metrics in one chart e.g. to see correlations between different metrics – such as ObjectStore Performance and Database Performance – or see multiple systems in one chart – such as the CPEs in your Production farm. This combination also helps you to identify the root cause of problems quicker and with less efforts.

Situations can also be shown as Bar Chart, so you can visualize capacity metrics like “pages added per hour”. Such a Bar Chart – also available as report chart – enables you e.g. to show the growth rates in your repository.



Contact Information

If you have any questions please contact us at ECM.SystemMonitor@cenit.com.

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