



IBM ECM System Monitor
Field Guides

Design Considerations for your Monitoring Console

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Prerequisites

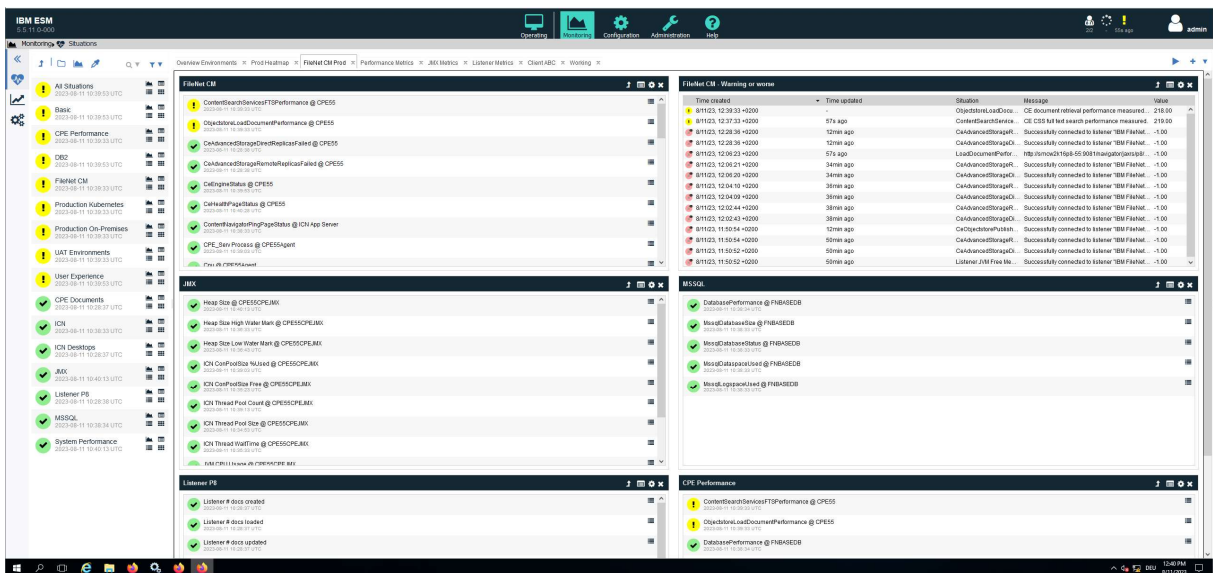
This guide is for customers running IBM ECM System Monitor (ESM) V5.5.9 or newer.

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

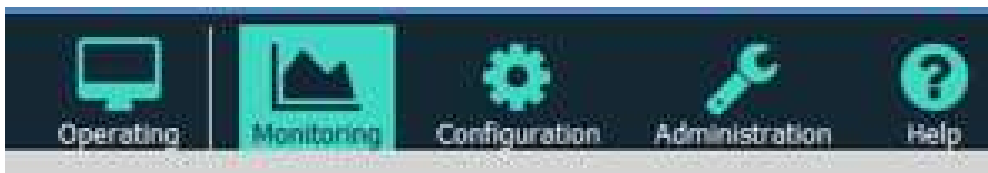
Design Considerations

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
- Operating Console – new dashboard introduced with ESM V5.5.11



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

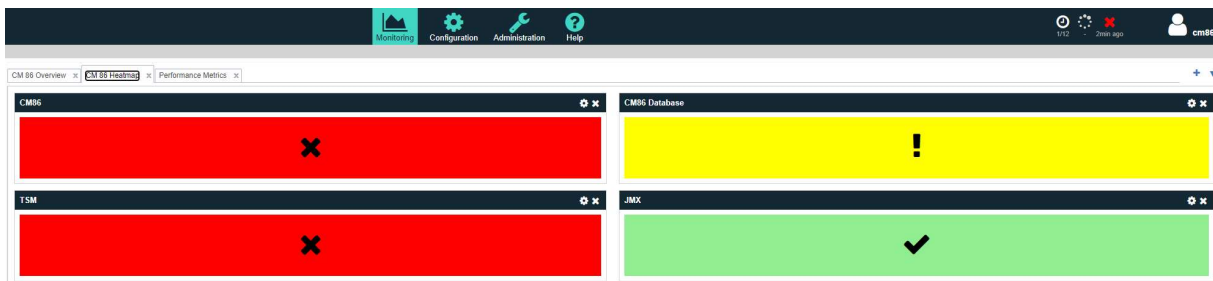


How you group the events collected in situations into logical managed areas (=situation groups) determines how you can structure your dashboards. Managed areas can be e.g. environments (like Production, DR, QA, Test, ...) or components (like CPE, ICN, WAS, Database, Datacap Taskmaster, CMOD Library Server,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

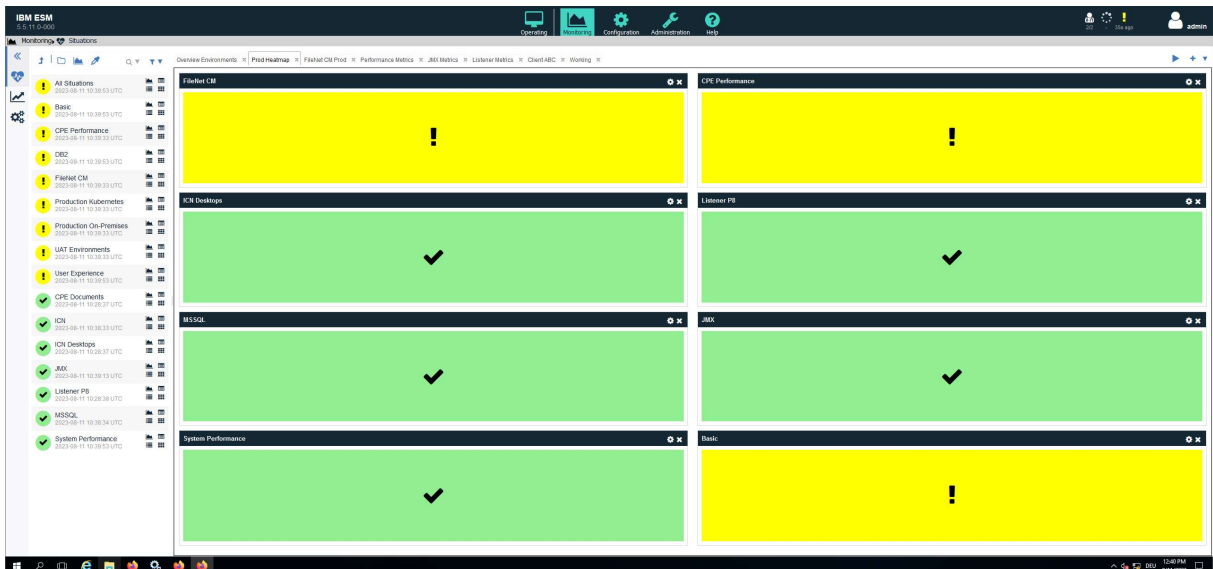


Heatmap

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.

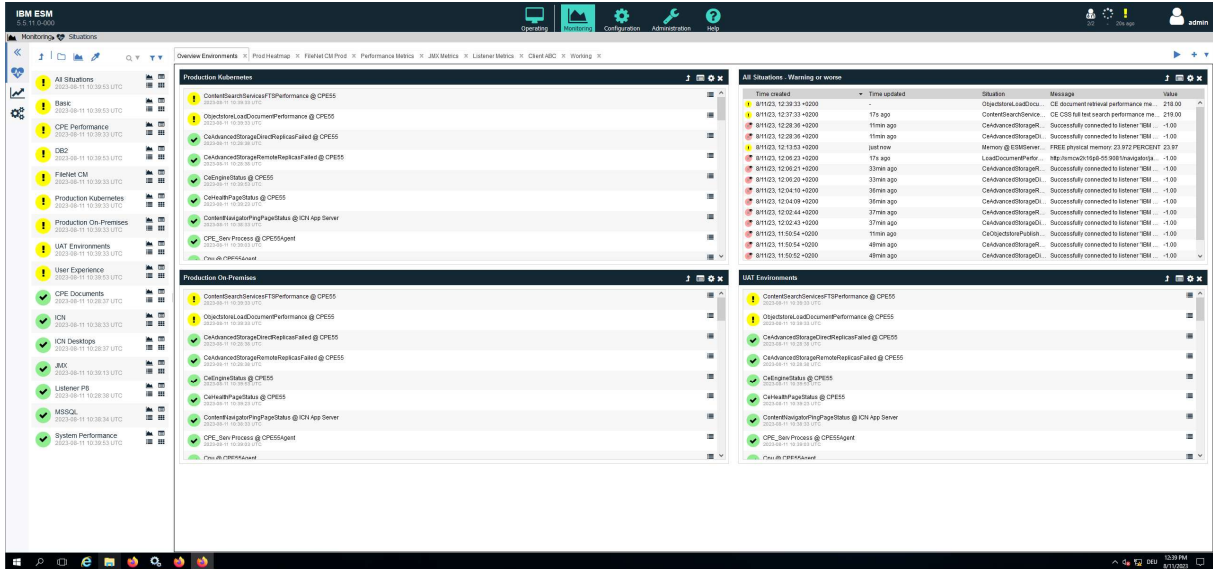


However this heatmap is not used to work with incidents. It is just to get a single pane of glass on a particular area, e.g. a production environment. You can show situation groups – as in the example above for CM8, DB2, WAS, and TSM – or single situations as below for various situations in a FileNet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

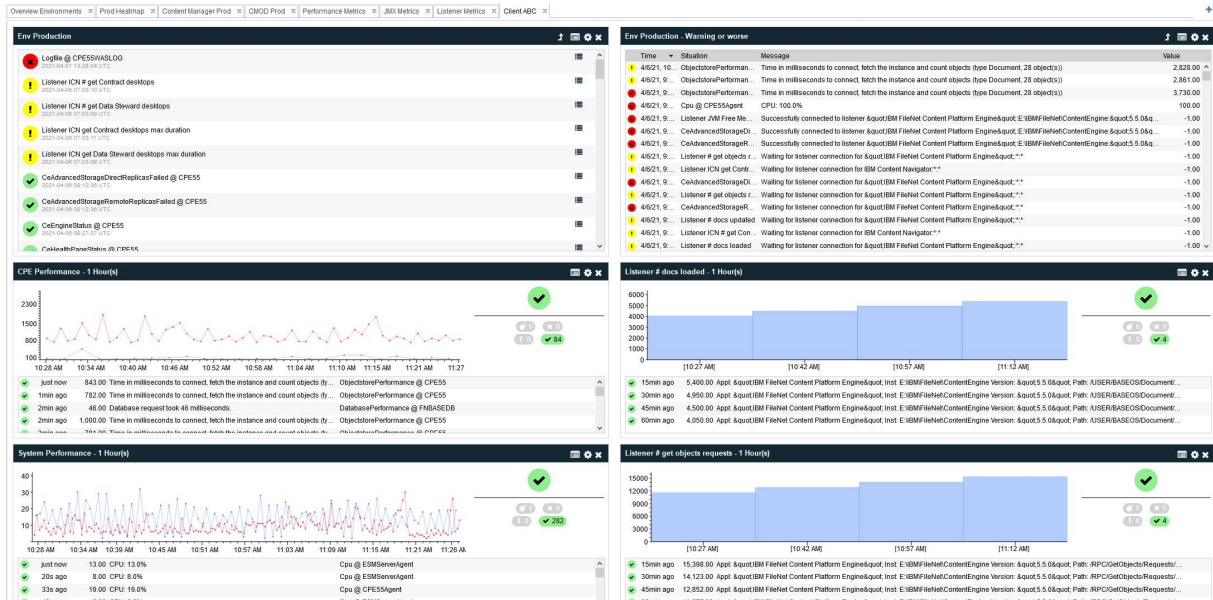


Overview Dashboard

In an Overview Dashboard you could combine several portlets, e.g. showing portlets with Managed Areas for your 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.



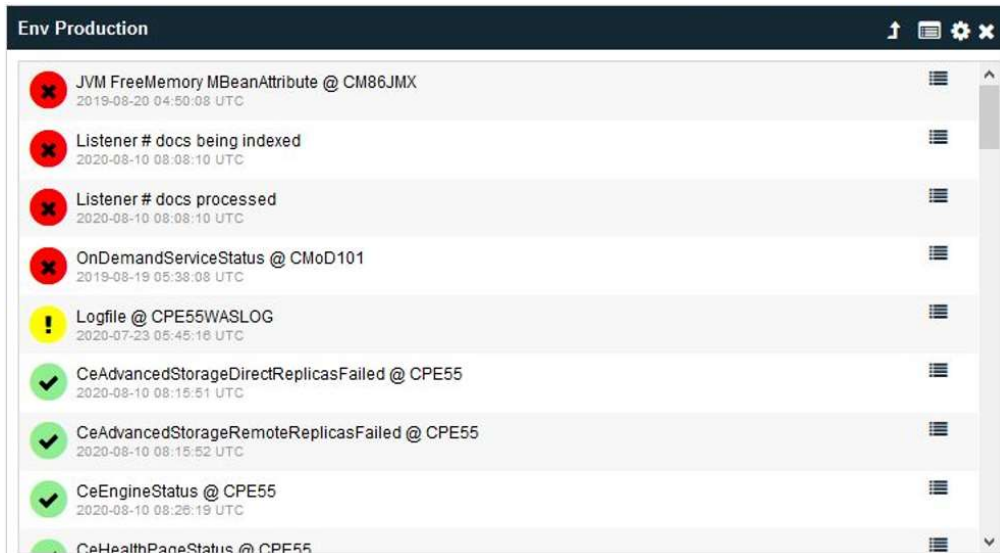
Or you could combine Managed Areas, Event Lists and Charts.



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.

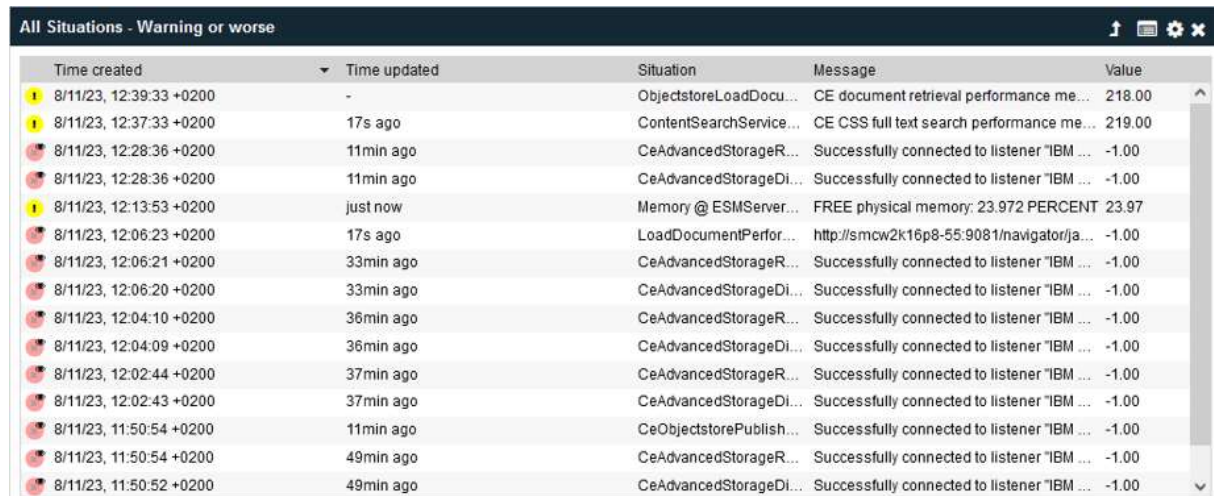


From such a Managed Area portlet you can directly access the event list for this situation group or for a specific situation to drill down in the troubleshooting process.



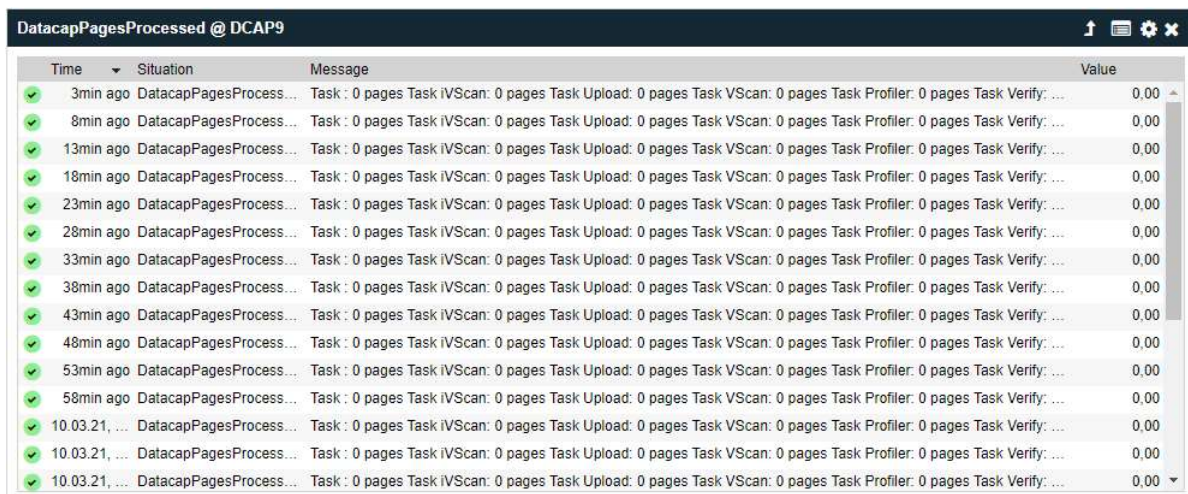
Event List

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



Time created	Time updated	Situation	Message	Value
8/11/23, 12:39:33 +0200	-	ObjectstoreLoadDocu...	CE document retrieval performance me...	218.00
8/11/23, 12:37:33 +0200	17s ago	ContentSearchService...	CE CSS full text search performance me...	219.00
8/11/23, 12:28:36 +0200	11min ago	CeAdvancedStorageR...	Successfully connected to listener "IBM ...	-1.00
8/11/23, 12:28:36 +0200	11min ago	CeAdvancedStorageDi...	Successfully connected to listener "IBM ...	-1.00
8/11/23, 12:13:53 +0200	just now	Memory @ ESMServer...	FREE physical memory: 23.972 PERCENT	23.97
8/11/23, 12:06:23 +0200	17s ago	LoadDocumentPerfor...	http://smcw2k16p8-55:9081/navigator/ja...	-1.00
8/11/23, 12:06:21 +0200	33min ago	CeAdvancedStorageR...	Successfully connected to listener "IBM ...	-1.00
8/11/23, 12:06:20 +0200	33min ago	CeAdvancedStorageDi...	Successfully connected to listener "IBM ...	-1.00
8/11/23, 12:04:10 +0200	36min ago	CeAdvancedStorageR...	Successfully connected to listener "IBM ...	-1.00
8/11/23, 12:04:09 +0200	36min ago	CeAdvancedStorageDi...	Successfully connected to listener "IBM ...	-1.00
8/11/23, 12:02:44 +0200	37min ago	CeAdvancedStorageR...	Successfully connected to listener "IBM ...	-1.00
8/11/23, 12:02:43 +0200	37min ago	CeAdvancedStorageDi...	Successfully connected to listener "IBM ...	-1.00
8/11/23, 11:50:54 +0200	11min ago	CeObjectstorePublish...	Successfully connected to listener "IBM ...	-1.00
8/11/23, 11:50:54 +0200	49min ago	CeAdvancedStorageR...	Successfully connected to listener "IBM ...	-1.00
8/11/23, 11:50:52 +0200	49min ago	CeAdvancedStorageDi...	Successfully connected to listener "IBM ...	-1.00

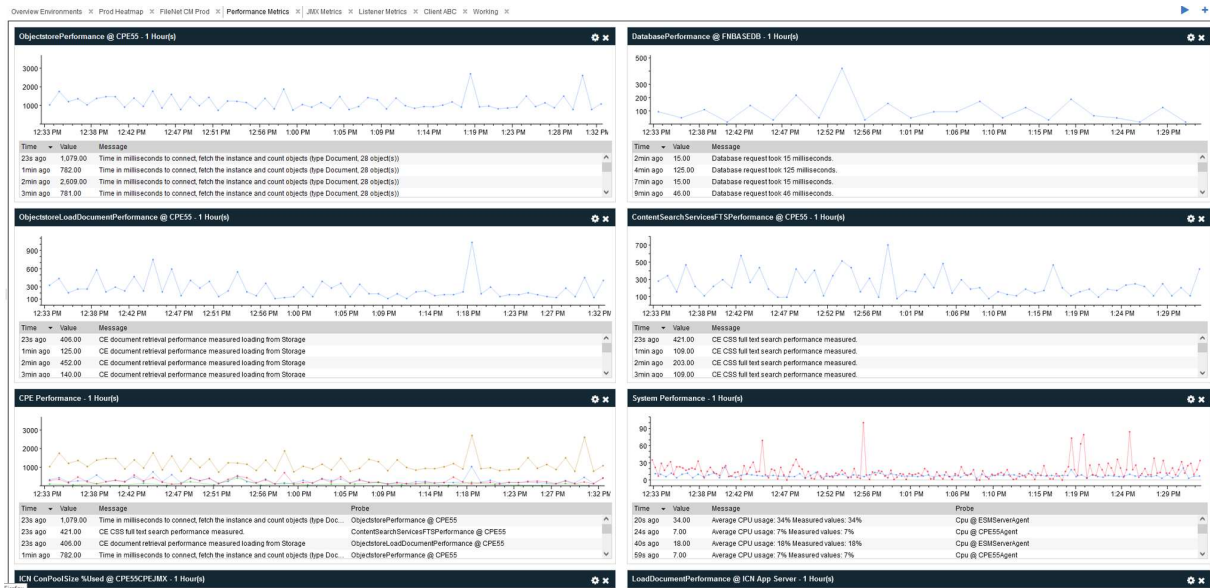
Filtering situations to show only incidents with “warning” or higher severity makes sure that you see only incidents relevant for the current operation. In other words – you do not miss the forest for the trees and can identify the root cause of the problem quicker.



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

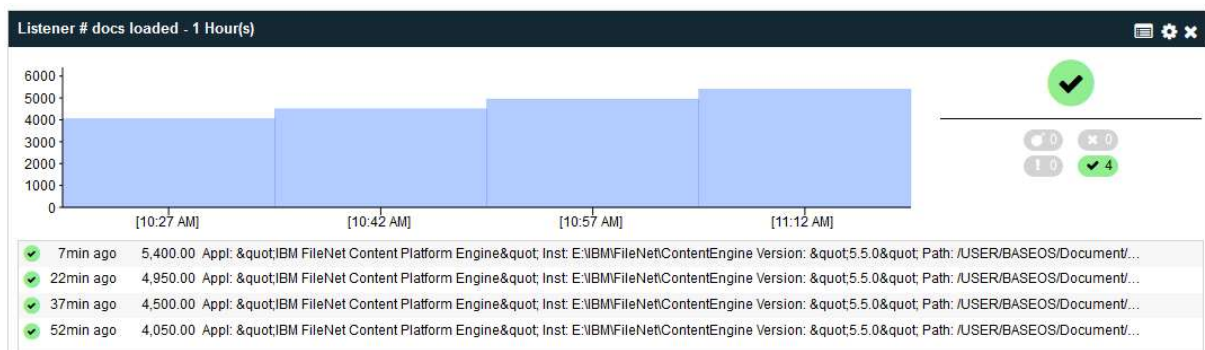
Live Chart

Live Charts are a great way to visualize quantitative metrics like capacity or performance metrics. Getting insight into the timeline 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 timeline shows you this context, so you can see if the trend is your friend or not.



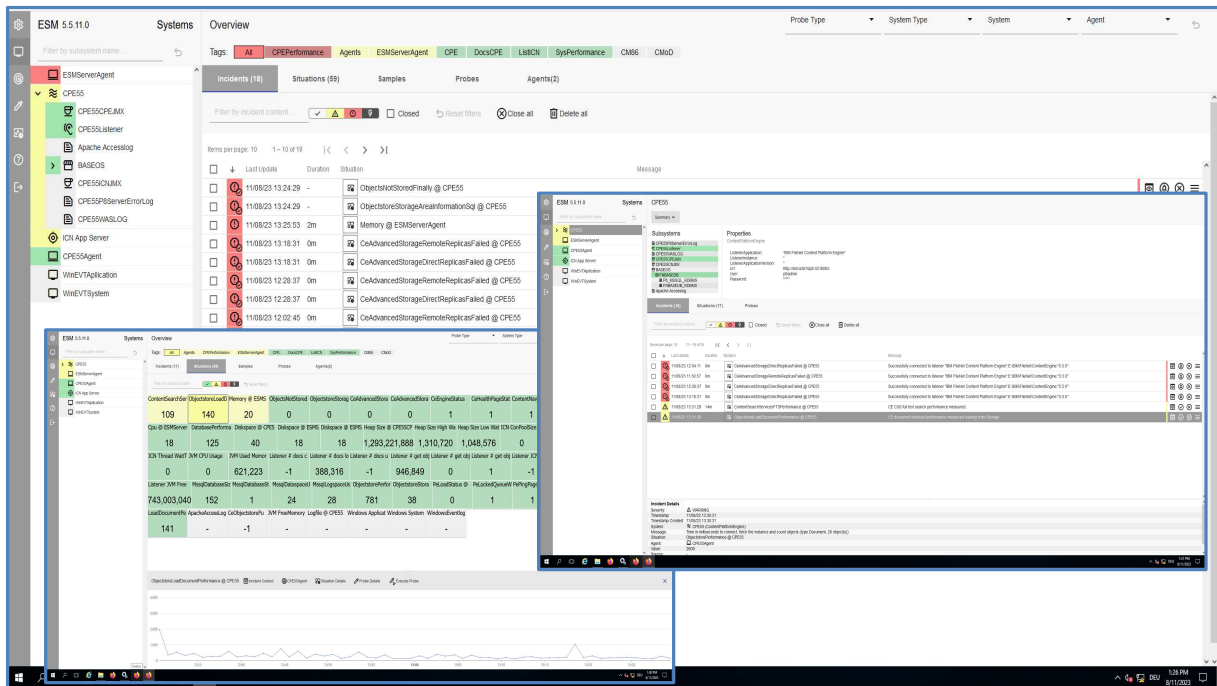
You can use single situations in a Live Chart, but also situation groups. This enables you to combine multiple metrics in one chart e.g. to see correlations between different metrics – such as ObjectStore Performance and Database Performance – or see multiple systems in one chart – such as the CPEs in 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.

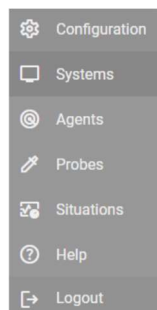


Operating Console

ESM V5.5.11 introduced a new dashboard for the daily operation of your Content and Workflow platform. This Operating Console is designed to get a better understanding of the health of your various components managed by ESM – and their interdependencies! It accelerates troubleshooting and helps to improve incident resolution times.

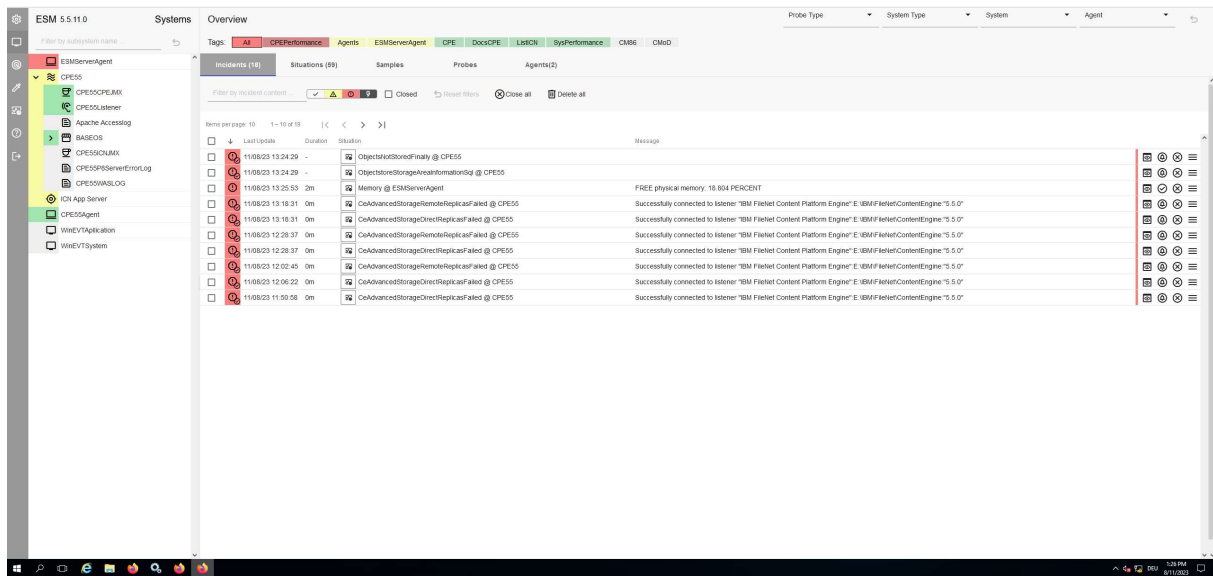


You can launch the Operating Console from the ESM Console by selecting “Operating”. In the Navigation Bar of the Operating Console you can select different views on systems and current incidents or switch back to the standard ESM Console by selecting “Configuration”.

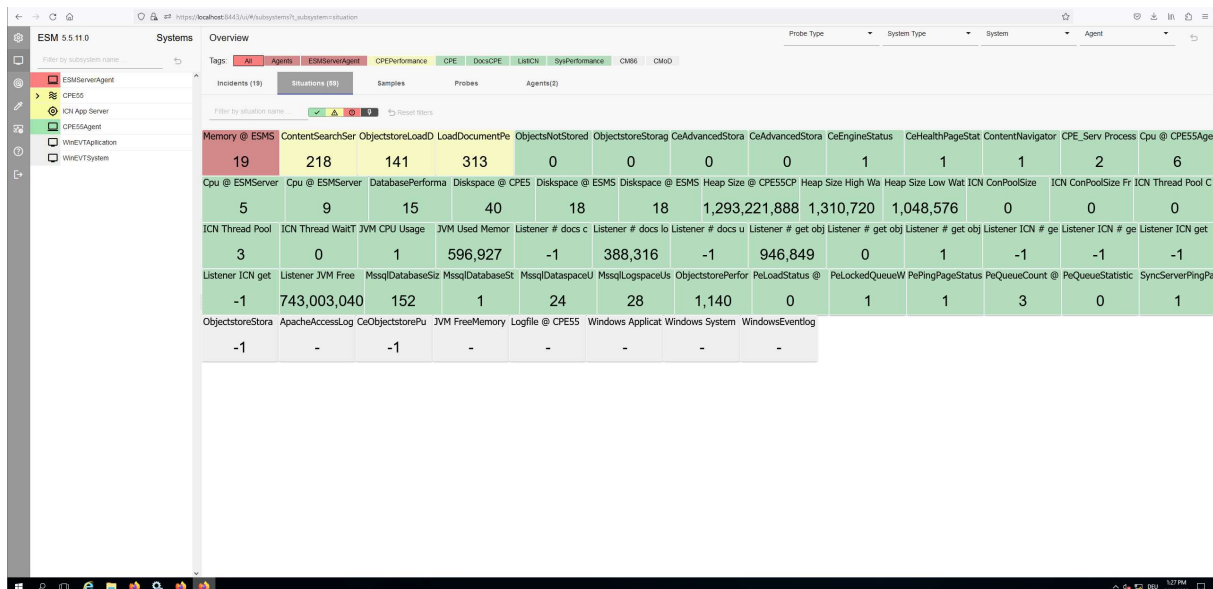


The structure how the systems and incidents are shown is based on the logical configuration you made in the standard ESM Console.

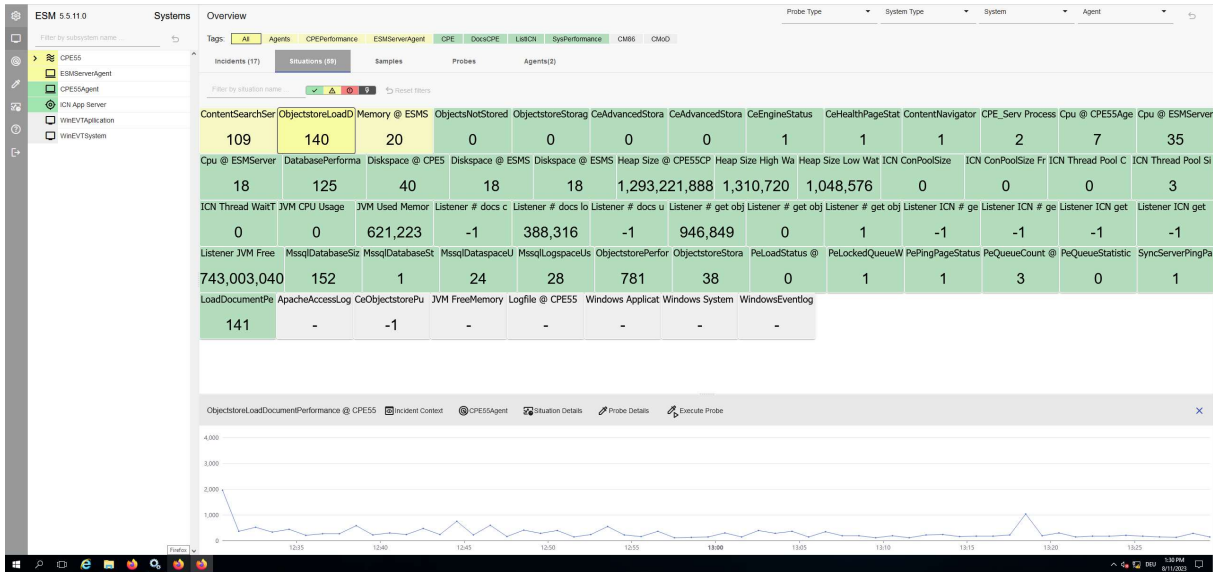
When you select “Systems” in the Navigation Bar, you will see an Overview Dashboard with the current incidents for your systems with severity “Warning” or higher.



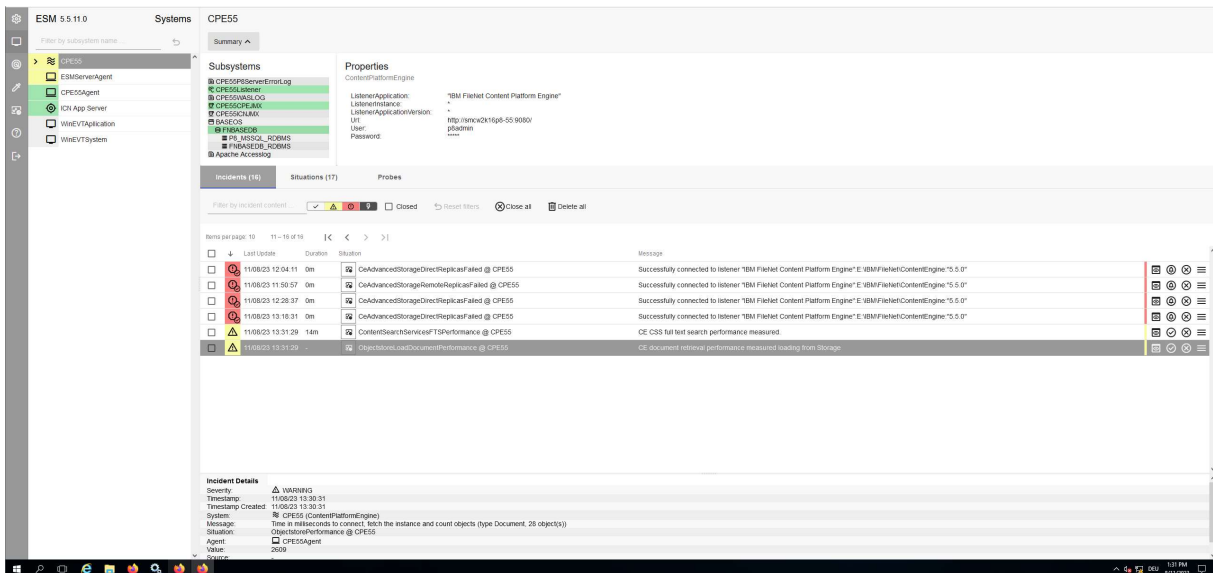
When you select the tab “Situations” you can see all situations at-a-glance.



Clicking on one of the tiles will show you the timeline with the samples of this particular situation, e.g. performance or capacity metrics.

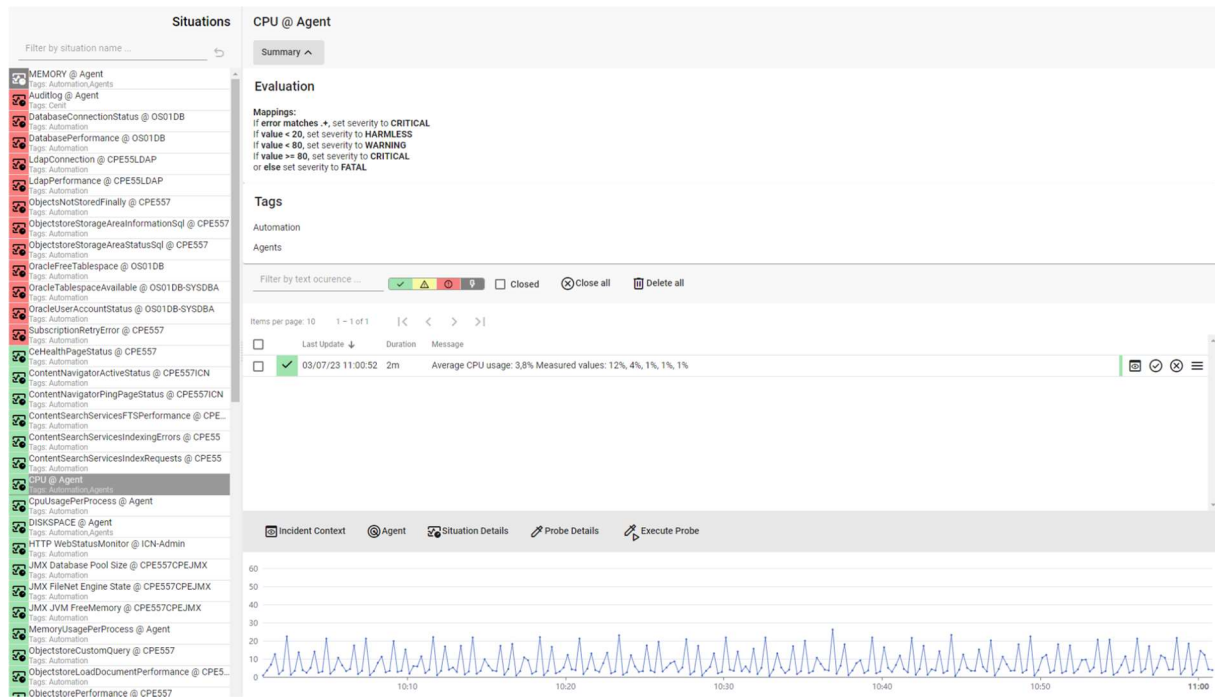


When you select an individual system in the tree on the left you get detailed information about this particular system and its current incidents. Clicking on one of the incidents shows the details of this incident.



But you cannot only see your systems and related probes and incidents from the System perspective, but also from the Agent perspective, the Probes perspective, or the Situations perspective. Depending on your selection in the Main Menu you can view your event information from different angles.

When you select a Situation in the Situations perspective, a view with detailed information about this Situation and its related evaluation criteria is shown.



This flexibility enables you to choose the design that works best for your administrators and operators. You can provide them with the relevant information and filter out the noise, so they can pinpoint problems faster and be more proactive.

Make sure to leverage the several design options provided by ESM.

Contact Information

If you have any questions, please contact us at info@cenit.com.

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