

## RoboMon NT/2000 - MTS Intelligent Solution Set

*Automated management for Microsoft<sup>®</sup> Transaction Server*

### Manage Any MTS Environment Better

RoboMon's MTS Intelligent Solution Set provides easily configurable, proactive monitoring and problem solving for Microsoft Transaction Server. RoboMon's automated, out-of-the-box MTS Intelligent Solution Set operates through an integrated set of rules that detect and correct problems before your users experience failures or slowdowns, providing increased reliability and efficiency for crucial operations, such as those of eBusiness. It monitors all aspects of MTS availability and performance, including:

- Basic operations, such as the status of critical MTS services and the occurrence of MTS-related event messages,
- General performance criteria, such as CPU, memory and I/O bottlenecks that may be degrading MTS performance, and
- Performance problems with MTS-based packages.

RoboMon can diagnose and correct problems on the spot, or escalate them to your attention at a central monitoring location. Performance and event data are archived to help you evaluate service level compliance, to evaluate your hardware and software needs, and to plan realistically for growth.

### Key Benefits

- Works out of the box, with no setup time
- Configures to any MTS environment, and automatically adapts to changes in configuration
- Fixes problems automatically, focuses your staff's time on the issues you target
- Allows centralized monitoring of remote systems
- May be precisely customized for each environment
- Provides intuitive, graphical interface for management and customization
- Integrates with RoboMon's enterprise-wide total eBusiness infrastructure management solution (see below)



### What RoboMon's MTS Intelligent Solution Set Monitors

RoboMon's MTS Intelligent Solution Set provides comprehensive monitoring and management of running MTS servers. Specific rules are designed to:

- Check all critical MTS services and optionally restart those that fail
- Notify you of excessive rates of object creation and object activation by system or user-written MTS applications
- Investigate bottlenecks in CPU, disk I/O and memory, and alert you to potential MTS performance degradation
- Monitor MTS processes for excessive resource usage and other problems
- Alert you to high numbers of Event Log error messages related to MTS

### What Rules Mean to You

RoboMon rules work out-of-the-box, with no tweaking, for any size MTS configuration. In addition, each RoboMon rule may be completely customized, allowing precise control over threshold settings through the Solutions Manager, as well as actions to be taken, required notifications and alerts. RoboMon's intuitive, graphical Rule Designer allows you to

### RoboMon NT/2000 Event Monitor

The screenshot shows the RoboMon Event Monitor interface. The main window displays a table of events with columns for EventDateTime, Class, SubClass, Computer, and RuleName. Below the table, there is a detailed view of a specific event, showing the severity level, the rule name, and the description of the problem.

EventDateTime	Class	SubClass	Computer	Severity	RuleName
10/28/99 04:02:58 PM	MTS	SERVICE	ADAM	!	MTS_SERVICE_NOT_RUNNING
10/28/99 04:00:18 PM	AUTOMATION	NETWORK	EAST	!	UNREACHABLE_COMPUTERS
10/28/99 04:00:18 PM	AUTOMATION	NETWORK	EAST	!	UNREACHABLE_COMPUTERS
10/28/99 02:01:32 PM	IIS	IIS CACHE	GLOBAL	!	IIS_CACHE_ALERT
10/28/99 02:01:28 PM	IIS	IIS PROCESS	GLOBAL	!	IIS_PROCESS_POOL_LEAK
10/27/99 11:00:09 PM	AUTOMATION	PAGE_FILE	EAST	!	PAGE_FILE_LOAD
10/27/99 11:00:01 PM	IIS	IIS SERVICES	EAST	!	IIS_SERVICES

Updated severity 1 problem for computer ADAM at 10/28/99 04:02:58 PM.  
Generated by rule MTS\_SERVICE\_NOT\_RUNNING of type SERVICE in MTS.

The service MSDTC is not running.

This service is required for the normal operation of MTS.

If this service is not necessary for MTS then remove the service name from 'MTS services' in the RoboMon Solutions Manager

## What Rules Mean to You cont.

tailor rules and create new rules without writing a single line of code. Customized rules may be deployed to individual machines, domains or throughout the enterprise, via simple, efficient, drag & drop operations in the RoboMon Enterprise Manager.

## The Total RoboMon Solution

RoboMon for Windows NT/2000 is automated eBusiness infrastructure management software that detects and corrects complex application, system and network problems to ensure the highest levels of availability and performance.

RoboMon includes a suite of pre-defined rules, called Intelligent Solution Sets, that work out of the box to detect and correct problems with applications, systems and networks, including Windows NT/2000, Microsoft BackOffice, and SNMP-based network components.

RoboMon may be configured to notify staff of problems in real time, or to take corrective action independently and monitor the results for success. RoboMon's many notification options include paging, e-mail, SNMP trap, net send messages, and centralized event reporting through the Event Monitor, enabling it to integrate with and supplement your current staff notification practices.

## Where RoboMon's MTS Intelligent Solution Set Gets Its Data

- Perfmon counters
- Win32 API
- MTS COM object
- NT event log

## RoboMon's MTS Rules

### MTS\_MethodArrivalRate

Monitors the rate of method calls determined since the start of the method sink.

### MTS\_Notify

Announces the start of the MTS event sinks.

### MTS\_NT\_Error\_Events\_Show

Checks for a high number of Windows NT system, application and security error messages for MTS.

### MTS\_ObjectActivatedCount

Monitors the number of currently activated objects determined since the start of the object sink.

### MTS\_ObjectCreatedCount

Monitors the number of currently created objects, determined since the start of the object sink.

### MTS\_ObjectCreationRate

Monitors the rate of object creation determined since the start of the object sink.

### MTS\_Performance\_Checks

Checks for high values on some basic performance indicators.

### MTS\_Process\_Resources

Checks if any MTS processes are using significant resources.

### MTS\_Service\_Not\_Running

Checks for MTS services that are auto-started, but are not running.

### MTS\_Stop\_Notify

Announces the stopping of the event sinks.

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