

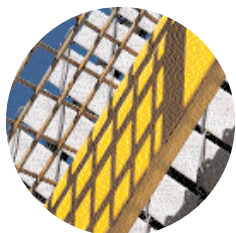
# Application Monitoring & Management

## PeopleSoft® (Unix, Windows Server)

### PeopleSoft Monitoring Challenges

Proper monitoring and management of PeopleSoft® ERP applications can ensure their high availability and peak performance, and result in significant cost reductions in the deployment, support, and future extension of an IT infrastructure. Yet PeopleSoft implementations are typically multiplatform, multi-tier combinations of Web, database, and application servers, middleware confirmation layers, process schedulers, and back-end analytic engines, and they display wide configuration differences from site to site. The toughest and most crucial monitoring problems are too sophisticated and too business-specific to be handled by a one-size-fits-all monitoring solution.

### The Heroix eQ PeopleSoft Solution



The Heroix eQ PeopleSoft monitors, manages, alerts, and reports on the availability and performance of PeopleSoft applications running on Unix- and Windows-based servers. The solution goes beyond the simple component-monitoring approaches and tackles the tough problems that occur in the interactions between components. The solution's unique capabilities include:

- o Keeping the PeopleSoft process and the database synchronized: if the process has stopped, but the database is available, Heroix eQ will restart the process; if the database is unavailable, Heroix eQ will stop the PeopleSoft process, then restart both in the proper sequence;
- o Identifying database processes that use excessive CPU or memory and tracing them back to the responsible user query;
- o Reporting errors from the BEA Tuxedo log not just as error codes, but matched to the messages/descriptions and recommended actions found in the written documentation;

Server	Type	Severity	Date/Time	Brief Description	Details	History
CERES	Problem (UPDATED)	2	2/28/2003 10:15:06 AM	Process psappsvr has been using more than 43% CPU for 3 intervals. The CPU threshold is 34%, and interval threshold is 2. A kill command has been issued for this process.	details	history
RAINIER	Problem (UPDATED)	2	2/28/2003 10:15:06 AM	Log error 1544 detected in the Tuxedo log. Log message: "ERROR: tuxputenv failed, can't continue ... The GUI was unable to export the TUXCONFIG envir-	details	history
RAINIER	Problem (UPDATED)	2	2/28/2003 10:15:06 AM	The Listener process is not functioning correctly. Listener process state is: Down Listener port state is: Up	details	history

- o Continuously checking whether BEA Workstation and JOLT Listener ports are in the same states as their respective Listener processes;
- o Detecting excessive latency in process scheduler log entries.

Other sensors monitor all critical aspects of each component, including application log files, general operating system and server health, resource usage, connectivity, disk space, etc. The Heroix eQ Solution Studio makes it easy to extend the solution to accommodate unique site characteristics and business needs without your having to write, or even examine, a line of code.

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### Complementary Heroix eQ Monitoring Solutions

#### Database (Oracle, SQL Server, Sybase, DB2)

- o general health and availability of the database server
- o memory utilization, CPU usage, disk I/O
- o database response time
- o corrupt files, database objects, logs
- o incomplete or waiting transactions
- o database growth
- o error logs

#### Reporting, Graphing, SLA

- o over 400 built-in reports and graphs
- o customizable views for CIOs, management, and sys admins
- o robust batch facility to automate reporting
- o full range of output formats
- o report distribution via email and Web Reporting portal
- o service level agreement solution

#### OS (Unix, Windows, Linux)

- o general health of the operating system
- o interruptions in network connectivity
- o slow response to ping
- o memory utilization, CPU usage, disk I/O
- o user authentication problems
- o usage of disk space
- o size and growth of files and directories

#### Web Servers (Apache, BEA WebLogic, IIS)

- o general health and availability of the Web server
- o availability and response time of specific URLs
- o memory utilization, CPU usage
- o traffic peaks and spikes
- o invalid logins, locked-user login attempts, and other potential security attacks
- o error logs

More ...



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