

Troubleshooting Connectivity Problems on Business-critical web Applications

Manage Engine Applications Manager 8

Home > Hotel Customer Reservation

Summary | Business View | Availability | Performance | Detail View

Monitor Group Information

Name	Hotel Customer Reservation
Health	Health is critical
Root Cause	1. Health of Network Devices is critical
Type	Monitor Group
Description	
Owner	admin
Created on	Dec 18, 2008 2:38 PM
Last Modified	Dec 18, 2008 2:43 PM
Monitors	0
Location	-

Today's Availability

7:30

95.83% Uptime 4 Hrs 59 Mins 10 Secs

4.17% Downtime 13 Mins 0 Secs

Current Status: Health is critical

Name	Availability	Health	Today's Availability
Customer Reservation Database	100.0%	Green	100.0%
Network Devices	80.0%	Red	80.0%

Monitor Name	Type	Status	Message	Time	Technician
Network Devices	Monitor Group	Red	Health is critical	Dec 19, 2008 8:11 PM	None

Server responded in 438 milliseconds

Server System Time : Dec 22, 2008 6:17:55 PM

Fig 1-2: Hotel Customer Reservation Business Monitor Group created in Applications Manager

Since the created business group now includes also associated network devices, the admin is this time alerted on poor performance in the business group. He drills down to view the business service group (refer to Fig 1-3).

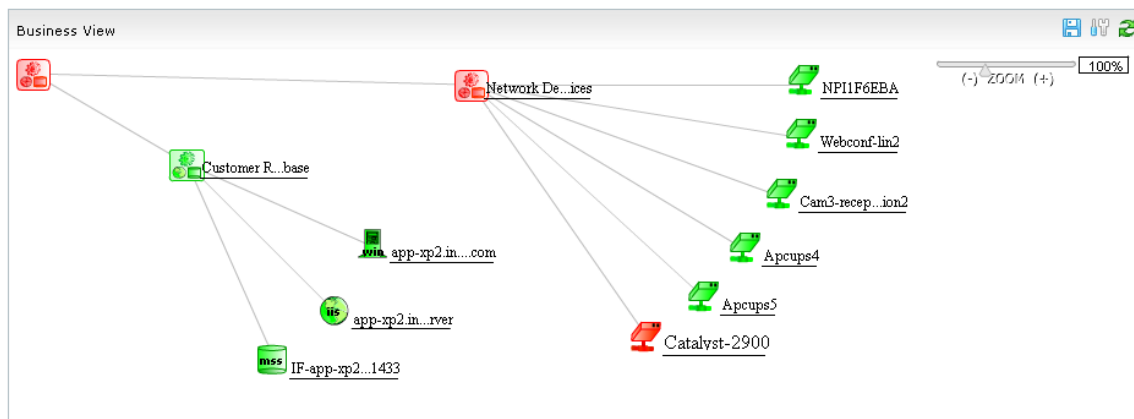


Fig 1-3: Hotel Customer Reservation Business Monitor Group through business view in Applications Manager

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He identifies poor performance in the associated network devices and zeroes in on a switch serving the customer reservation front-end machines. The device snapshot brought in from OpManager is immediately accessed with a single click to reveal excessive backplane utilization (refer to Fig 1-4). The high peak traffic gave way to considerable traffic congestion and high backplane utilization. The resulting high packet loss caused intermittent connectivity at the customer-serving machines in the LAN.

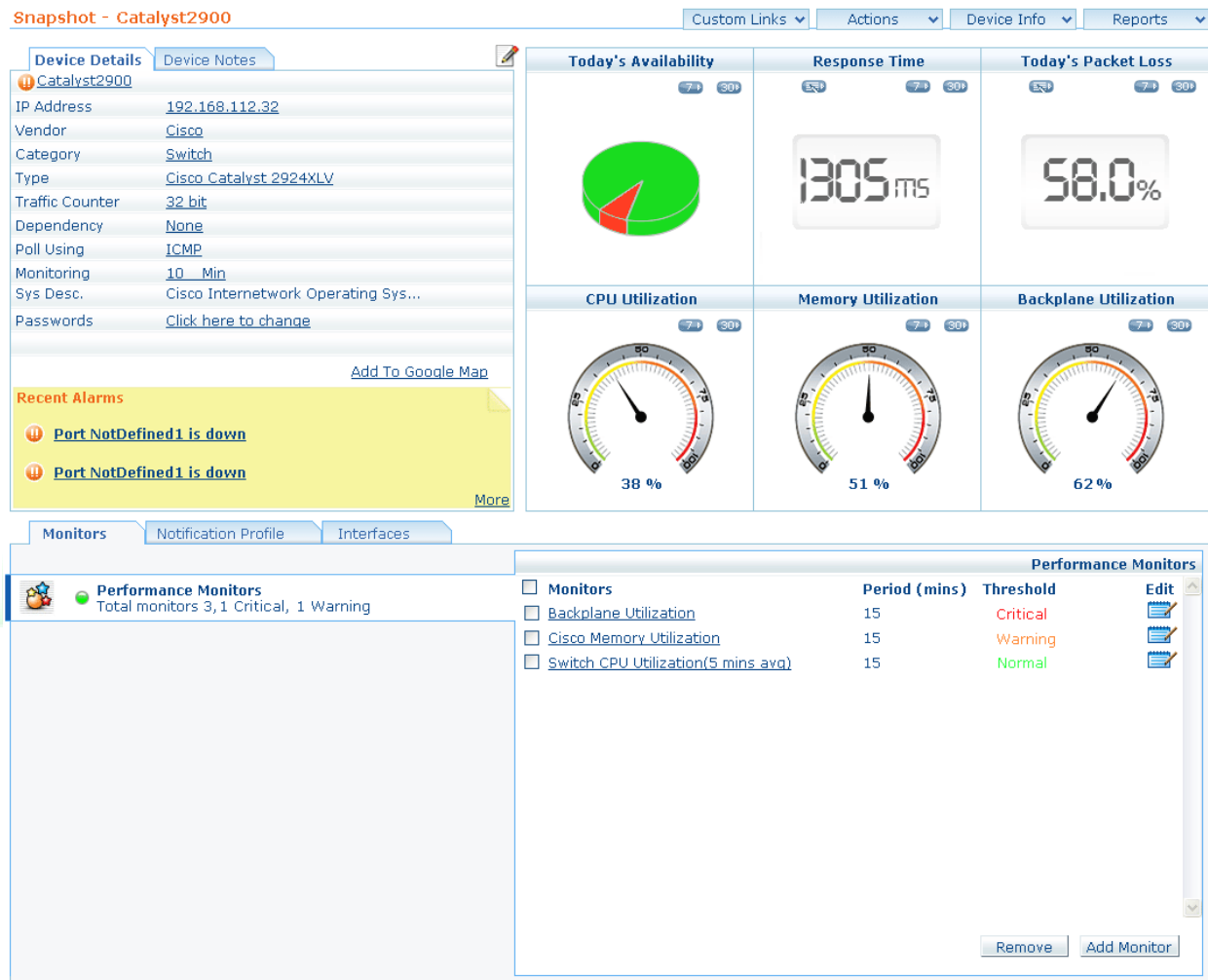


Fig 1-4: Snapshot of the network device viewed through Applications Manager

Outcome: The IT admin resolves the problem by upgrading to a higher capacity switch. With integrated applications and network performance monitoring, the admin team is now exposed not just to problems related to the application tier but also important network-related conditions, thus helping resolve application performance problems rapidly.