

# MPmon for Micro Focus Software

## Ensuring Application Availability

### Monitoring Hundreds of Software Instances Worldwide

#### What is monitoring your monitoring application?

The Mobius Partners monitoring (MPmon) utility ensures application availability by providing administrators with very flexible and comprehensive application exception detection and notification.

In the fast-paced business environment we live in, IT professionals, especially those who are mobile, find it difficult to quickly detect and resolve issues affecting application availability and end-user satisfaction.

MPmon solves this problem by automating the detection of application exceptions and delivering comprehensive exception details and status information to the appropriate IT staff members. As a result, data loss and delays in report delivery are minimized because problems are identified and eliminated quickly.

#### Rapid Return on Investment:

- Complete ROI typically within 30 days
- Immediately reduce workload through sophisticated exception handling
- Reduce Mean Time to Repair by providing easy access to exception details
- Increase availability through automated analysis of complex problems
- Rapid problem resolution reduces staff effort
- Minimize escalations by improving level-one staff resolution rate and time
- Shift workload from expensive IT staff to level-one staff

#### MPmon Notification Methods:

- SNMP Trap
- Operations Manager i-Series Messaging
- Trouble Ticket
- Email
- Pager
- Call to External Program
- Detailed Web-Based Exception Reports

MPmon notification can be easily setup to notify specific groups of users during certain time periods to match work shifts and on-call rotations.

In addition to hourly exception analysis, MPmon status reports are emailed twice daily to administrators. These comprehensive status reports contain information about critical services, batch processes, data table size, and the latest timestamp in data tables. This comprehensive health report enables the administrator to quickly review the operation of the application, verify the successful completion of batch processes, and identify issues that may need attention.

The comprehensive email reports are vital to administrators that are mobile and can not easily log in and assess the situation.

MPmon can also launch API calls to initiate actions such as generating trouble tickets. The resulting trouble ticket can be populated with the corresponding information from the application being monitored by MPmon.

When monitoring a distributed application, such as OBR and other Micro Focus Software apps, MPmon should be installed on all servers where the monitored application resides. Since servers may provide different functions, MPmon can easily be configured on each server to monitor the appropriate application functionality for that server.

Many aspects of MPmon can be configured for your specific needs, including which operational checks to perform and threshold values for user notification.



## **MPmon Monitors:**

Using the Micro Focus Software application of Operations Bridge Reporter (OBR) as an example of the monitoring capabilities of, MPmon, MPmon can monitor:

### **Data Processing/Summarization Processes**

MPmon analyzes application log files searching for errors related to the startup and successful completion of rollup processes. Such as:

- db\_delete\_data
- stage
- loader
- aggregate

### **Daemon & Service Verification**

MPmon verifies that vital application processes are running and provides a list of all application related processes that are running at that time, including processes internal to the database.

### **Application Connectivity**

MPmon verifies that applications are listening and accepting connections on specified ports:

- Vertica and Oracle Database Servers
- Web Access Servers
- SSL Connections

### **Process Run Time Age**

MPmon monitors the run-time duration of specified application processes and provides a list of processes that have exceeded specified duration thresholds.

### **File System Capacity**

MPmon monitors filesystem space on UFS, VXFS (Veritas), and TMPFS filesystems to confirm that each has an acceptable level of free space. The free space threshold can be set for each filesystem. Certain filesystem types, such as removable media and remote mounted directories are ignored by default.

### **Database Errors & Warnings**

MPmon monitors Vertica, Oracle, and Sybase database operations by watching for database related errors and warnings.

### **Database Verification**

MPmon analyzes many application operations by verifying the data within the database and analyzing other critical database components. The following aspects of the database are verified:

- Database processes are running
- Database is accepting user connections
- Database size is within threshold
- Database percent used is within threshold
- Size of database tables and tablespaces
- Pollers are inserting data into the database
- Collected data is rolled to Delta level
- Data is summarized to hourly and daily levels

Micro Focus Operations Manager i-Series (OMi) and associated agents are required to use MPmon's OMi alert notification feature.

### **About Mobius Partners:**

Mobius is a privately held company that delivers highly integrated and automated Global-Scale Infrastructure Management, Service Level Management (SLM), and Service Level Reporting (SLR) solutions to Service Providers and Large Enterprise companies. Mobius Partners products are integrated with products from Micro Focus to leverage and augment the unique capabilities of each product.

### **For more information please contact:**

**Mobius Partners  
1711 Citadel Plaza  
San Antonio, TX 78209 USA**

**+1-210-979-0380 or  
MPmon\_Support@MobiusPartners.com  
www.MobiusPartners.com**

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