

ManageEngine

TROUBLESHOOTING CONNECTIVITY PROBLEMS ON BUSINESS-CRITICAL WEB APPLICATIONS

Stop The Blame Game!
Introducing Network Monitoring Connector

User Scenario

Troubleshooting Connectivity Problems on Business-critical web Applications

A leading five star hotel uses Applications Manager to monitor and maintain high uptime of its application servers, databases and web services. The hotel has recently also deployed ManageEngine OpManager to monitor health and performance of all the network devices present within premises and over WAN as well. The IT Manager has been constantly worried about occasional peak-hour connectivity problems of the customer reservation web application. After commissioning the Network Monitoring connector over Applications Manager (refer to Fig 1-1), he now hopes to zero in on the problem.

As the first step, the system administrator provides the relevant OpManager server details so as to have the Network Monitoring connector establish the required one-to-one connection. The admin can now scan for various devices through OpManager and quickly export them to the Applications Manager interface.

Admin > Add-on/Product Settings

Add-On/Product Settings - OpManager

OpManager product Details

Server Name*

Port Number*

Username*

Password*

Enable Data Collection*

Fig 1-1 Add-on/Product Settings in Applications Manager

He then creates a separate business service group - "Hotel Customer Reservation", for his online customer reservation web application (refer to Fig 1-2). This business service group has two different sub-groups; one for the application tier and the other for the network tier.

As usual, as the peak morning hours approach the customer reservation application starts having 'time-out' problems in addition to occasional slowness. The application and the databases show considerable traffic but are up and running without any problems as observed always through Applications Manager.

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The screenshot displays the Manage Engine Applications Manager 8 interface. The main content area shows the configuration for the 'Hotel Customer Reservation' monitor group. The 'Business View' tab is active, showing a pie chart for 'Today's Availability' with 95.83% uptime and 4.17% downtime. A table below lists sub-groups: 'Customer Reservation Database' (100.0% availability) and 'Network Devices' (80.0% availability). A 'Recent Critical Alerts' table shows an alert for 'Network Devices' with the message 'Health is critical' on Dec 19, 2008. The interface includes navigation menus, search bars, and various toolbars.

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).

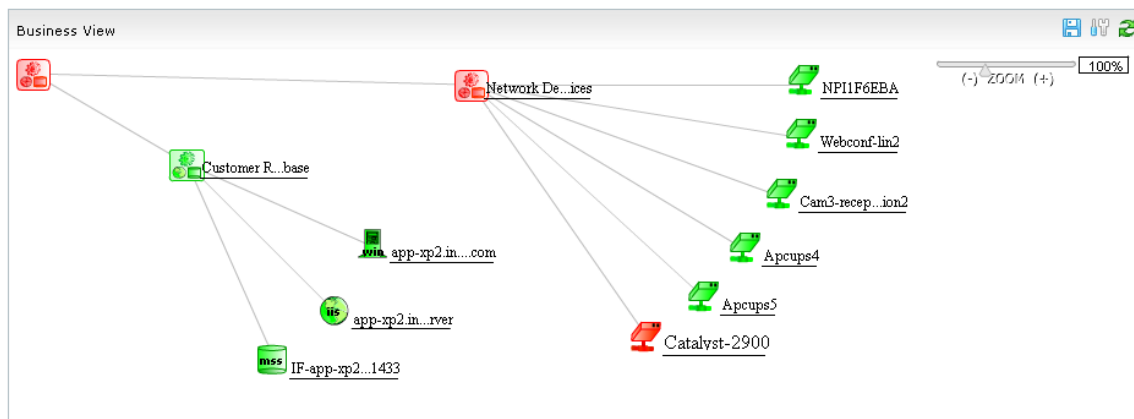


Fig 1-3: Hotel Customer Reservation Business Monitor Group through business view in Applications Manager

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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.

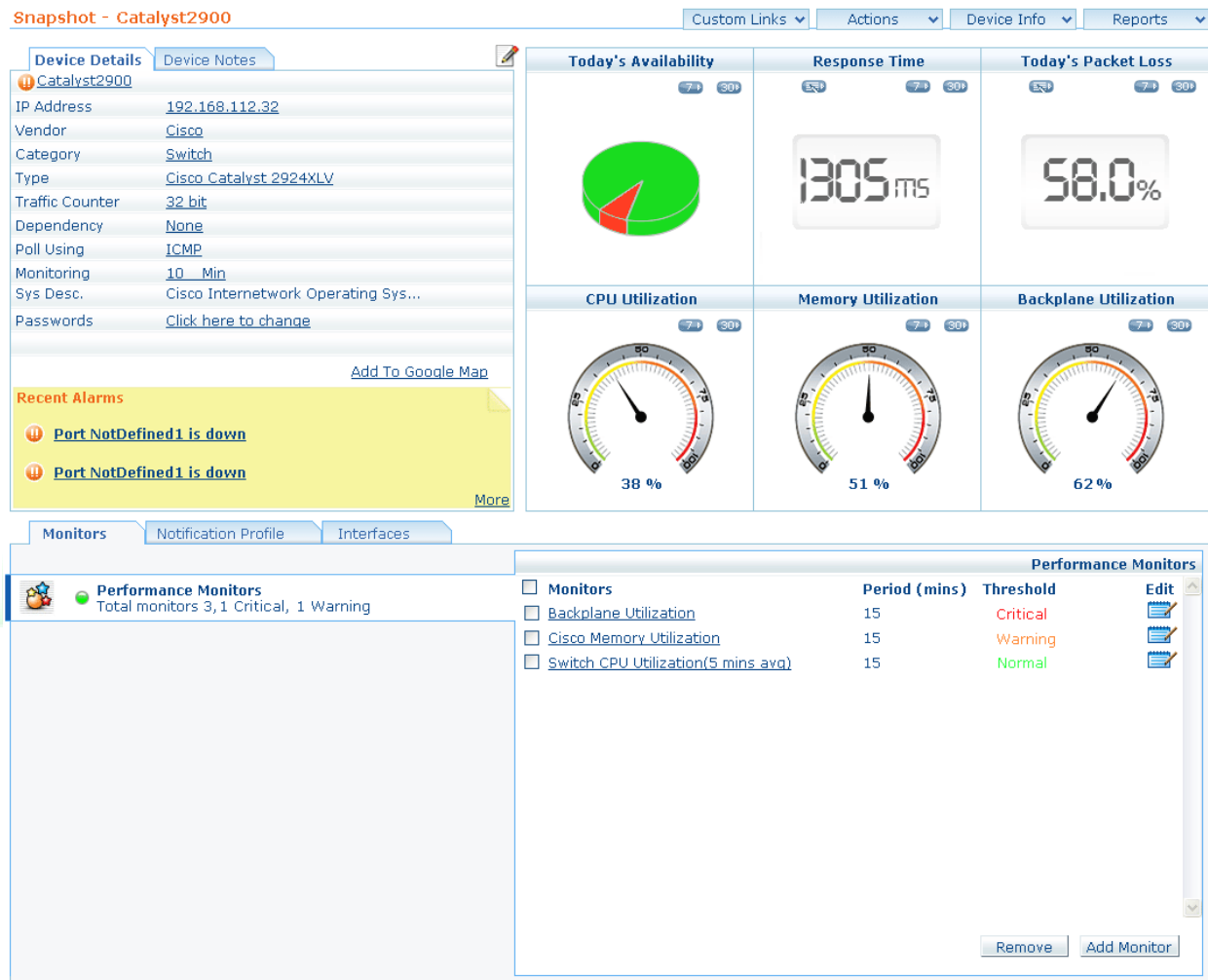


Fig 1-4: Snapshot of the network device viewed through Applications Manager

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.