



PVLmon for OVPI

Ensuring Application Availability

Monitoring Hundreds of OVPI Instances Worldwide

Now Integrated with OVO & NNM

What's monitoring your monitoring application?

PVLmon 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.

PVLmon 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

PVLmon Notification Methods:

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

PVLmon 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, PVLmon 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.

PVLmon 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 PVLmon.

When monitoring a distributed application such as OVPI, PVLmon should be installed on all servers where the monitored application resides. Since servers may provide different functions, PVLmon can easily be configured on each server to monitor the appropriate application functionality for that server.

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

PVLmon Monitors:

OVPI Rollup Processes

PVLmon analyzes rollup results searching for errors related to the startup and successful completion of rollup processes:

- trend_sum
- trendcopy
- db_delete_data

Daemon & Service Verification

PVLmon 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.

Process Run Time Age

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

Application Connectivity

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

- Oracle and Sybase Database Servers
- Web Access Server
- SSL Connection

File System Capacity

PVLmon 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.

OVPI License Failures (OVPI v4.5 and earlier)

PVLmon verifies the operation of OVPI License Manager and identifies OVPI license startup problems that are caused by connectivity problems with the License Manager.

Database Errors & Warnings

PVLmon monitors Oracle and Sybase database operations by watching for database related errors and warnings.

Database Verification

PVLmon 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 segments
- Pollers are inserting data into the database
- Collected data is rolled to Delta level
- Data is summarized to hourly and daily levels

OpenView Operations and associated agents are required to use PVLmon's OVO alert notification feature.

About PerVigil:

PerVigil 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. PerVigil products are integrated with products from Hewlett-Packard to leverage and augment the unique capabilities of each product.

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