

REAL-TIME PERFORMANCE MANAGEMENT FOR THE ENTERPRISE

**RtPM**



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# Monitoring the Performance of your IT Network with IT Monitor

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# 2004 Lesson Learned

- Focus, Focus, Focus

Market

Product

- Listen to customers
- Deliver a Unique Proposition in a Saturated Market
- Need better team work
- Communication needs to improve



# RtPM



## IT Monitor Is ...

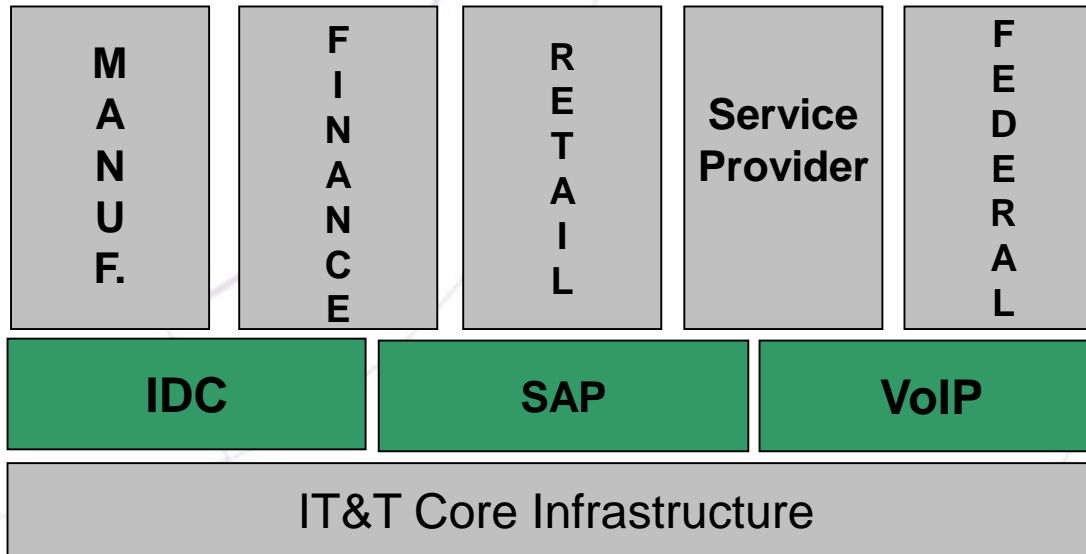
The only IT Performance management platform that delivers a complete, real-time view across the enterprise

## Differentiator

We are the only company that provides all IT data in real-time. The IT Monitor solution gathers data across the enterprise, correlating end-to-end data —from network details to application performance — in a user-configurable, role-based view



# Markets and Products



**Vertical Markets and  
Market Segment  
Product Components**

**Reporting  
Analysis  
Alerting and Notification  
Database  
Configuration (Install and Change)  
Data Collection**

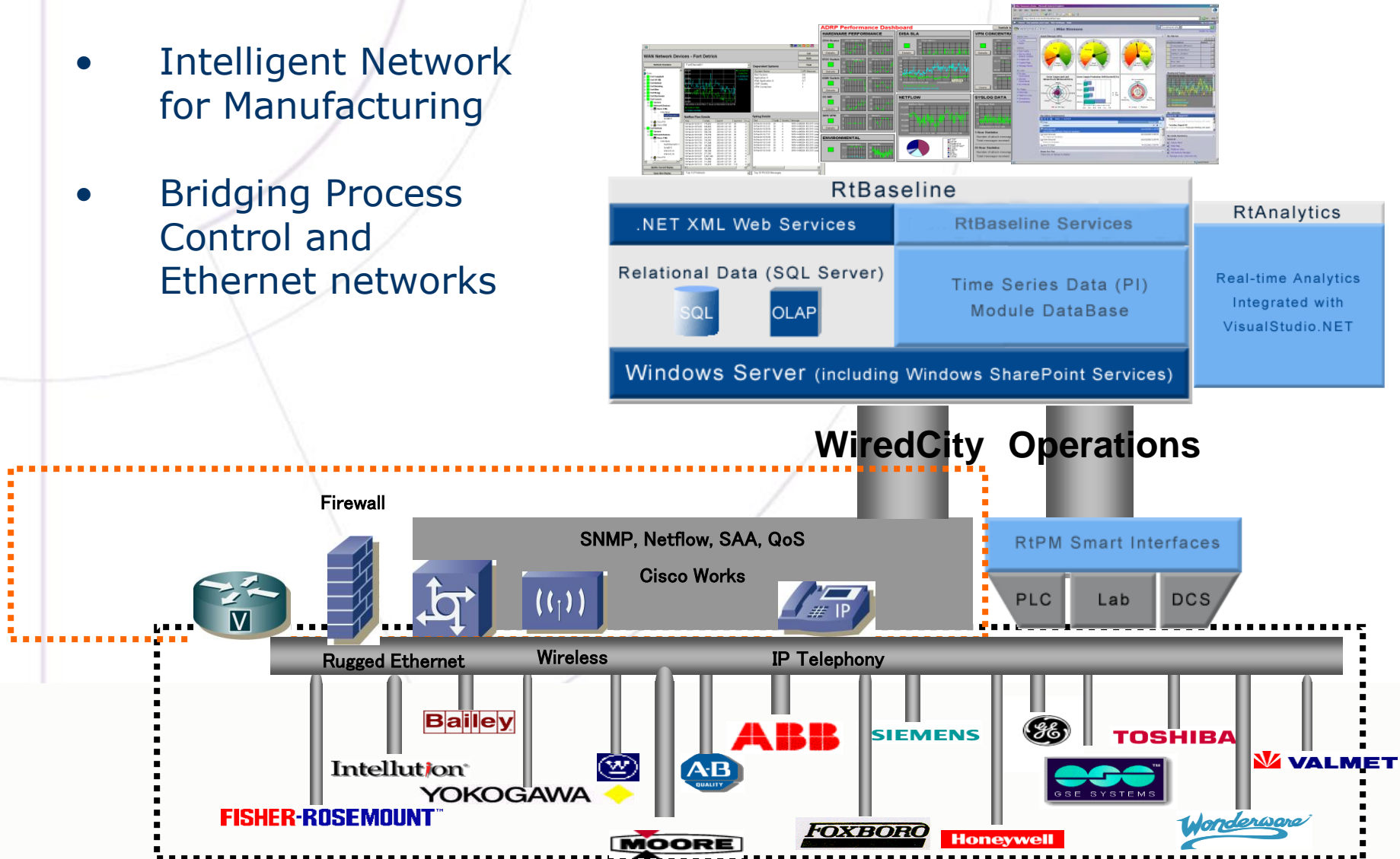
**OSIsoft  
IT Monitor  
Product  
Platform**



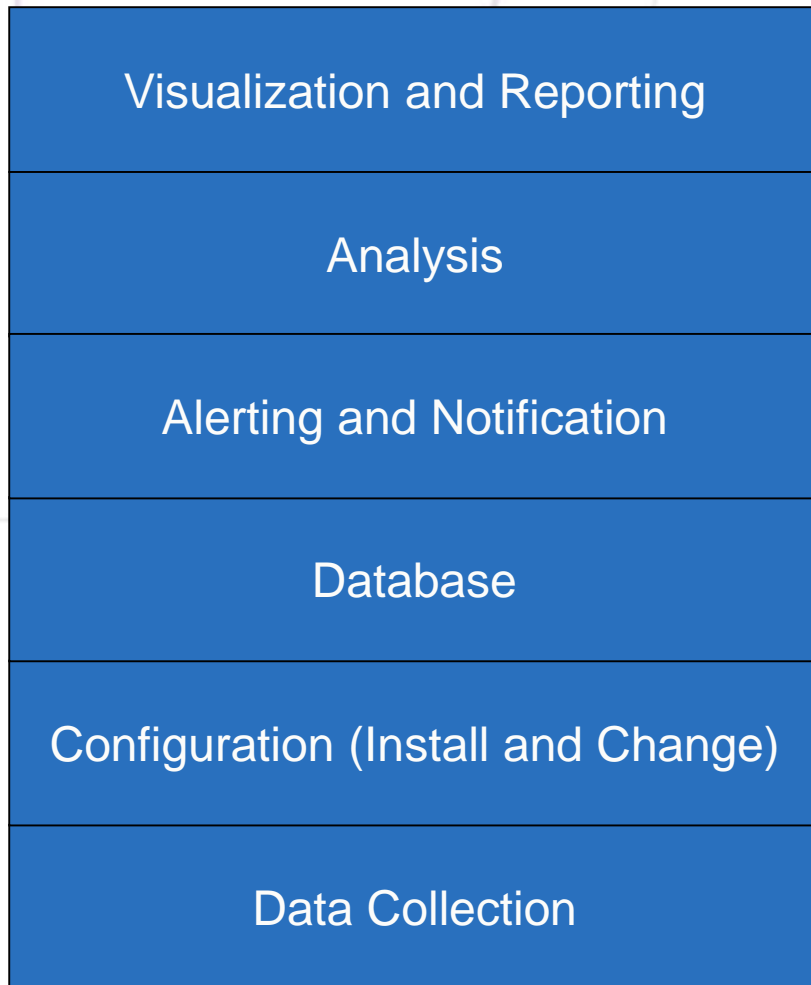


# Simplify A Complex Manufacturing Environment

- Intelligent Network for Manufacturing
- Bridging Process Control and Ethernet networks



# Product Platform



## Reporting

- ProcessBook, Datalink, Sharepoint

## Analysis

- Totalizers, Performance Equations, ACE, SQC, Event Framing

## RtAlerts

- Alarm Subsystem, ACE

## Database

- PI

## Configuration

- Detailed in this document

## Data Collection

- Interfaces, 3<sup>rd</sup> Party



# IT Monitor Development

## Released 2004:

- Syslog Interface
- SNMP Traps Interface
- ERP Performance Interface (for SAP)
- SNMP Interface (incl. support for SNMP v3)
- Windows Event Log Interface
- SNMP Tag Builder
- Perfmon Tag Builder

## Previously Released:

- TCP Response
- Ping
- Netflow/Packet Capture
- Perfmon
- SNMP

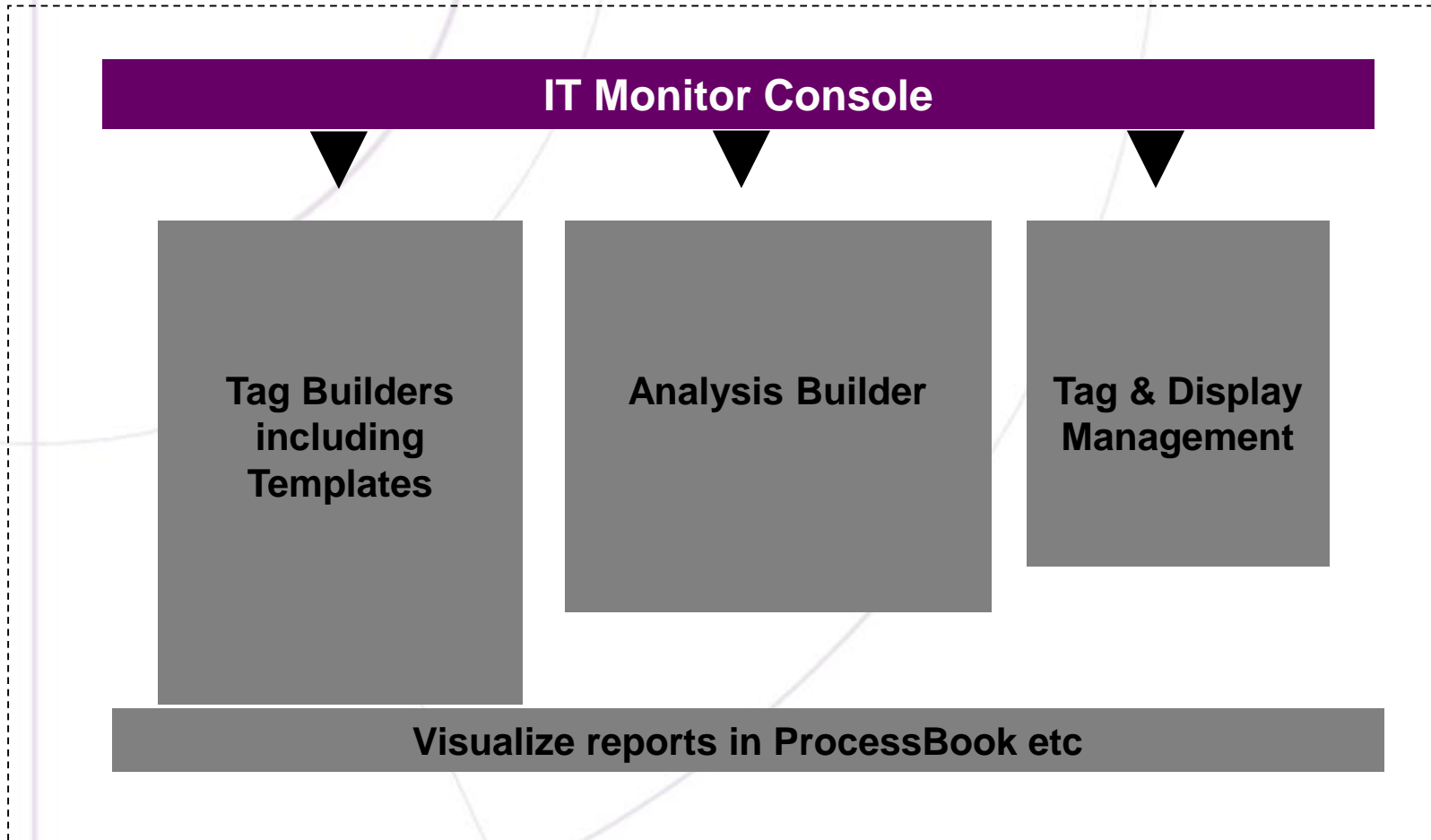
## Development:

- Netflow Tag Builder
- Syslog Tag Builder
- SNMP Traps Tag Builder
- WMI Interface
- Telnet Interface
- Trace Route Interface
- IT Monitor Management Console





# New ITM Management System



# Resolving Client Pain Points

Problem	IT Monitor Console
None of the tools let you know whether a device is already monitored	“tag decompiler” sorts tags by device and shows broken tags
The process is not cohesive (Excel, SMT etc)	provides a single console for all management
Creating screens is extremely frustrating to reconfigure every trend/multistate etc.	has an automatic screen creator plugin and module relative displays
Change management	“tag decompiler” addresses change management – shows broken tags.
Editing Alarm thresholds	console has an Alarm Viewer



# ITM Console Features Development

- **Overall View**
- Utility is an SMT3 Plug-In
- Centralizes IT Monitor management including existing tag builders;
- Automates IT Monitor management functions;
- New Features:
  - Device level inspection (tag grouping) by devices such as a router;
  - Context Assignment;
    - Denoting a group of tags as an “Exchange Server”, say
    - Module Construction
  - Display Building Automation based on a set of templates;
  - Reverse engineering of Perfmon/SNMP templates;
  - Hook into the Module Database control for ProcessBook display browsing.



# IT Monitor Console

PI System Management Tools - Active Plug-In: ITM Management Console

File Tools Help

PI Servers

- ☐ 172.16.42.54
- ☐ 192.168.8.66
- ☐ 32323
- ☐ Beowulf
- ☐ ccoen
- ☐ dusty
- ☐ etamlaptop
- ☐ grace
- ☐ itmon\_lab
- ☐ itimperpi
- ☐ localhost
- ☐ mightyaphrodite
- ☐ mweatherill
- ☐ northstar
- ☐ oak\_netflow
- ☐ rizwan2
- ☐ rutabaga
- ☐ starlight
- ☐ tam
- ☐ tempest
- ☐ warriors

System Management Plug-Ins

- ☐ Operation
  - ☐ ITM Management Console
- ☐ Points

ITMonitor

- OSI Sites Overview
- Critical Systems Overview
  - Critical Systems Overview
  - Network
  - Servers
  - Exchange Servers
  - WAN
- Sites
  - APOLLO
  - Auckland
  - Cleveland
  - CoLocation (San Jose)
  - CRATCHIT
  - ELCAPITAN
  - Germany
  - Houston
  - Johnson City
  - Montreal
  - Perth
  - Philadelphia
  - Phoenix
  - San Leandro
  - Savannah
  - Seattle

Monitored Device Name	Tag Count	MDB SynchronStatus	IPAddress	Device Type	TagStatus
APDC	28	Not Created			
APOLLO	6	Out of Date			
BANANA	76	Not Created			
BLUEPADDLE	98	Not Created			
CAFFREYS	16	Not Created			
COOPERS	8	Not Created			
CRATCHIT	5	Not Created			
DAREDEVIL	4	Not Created			
DEIMOS	18	Not Created			
DICKENS	5	Not Created			
ELCAPITAN	82	Synched			
FI DFRFRFRY	5	Not Created			

Device Details

Name  Find Devices

Last Modified

IP Address  InterfaceSetup

Display Count?  Device Type Manager

Tag Count  Save Device States

Import Display

Tags found for device:

Tag Name	Snapshot	Tag Type	Tag Status	Scanning?
Elcapitan_FileReplicaSet[Total]_Usn Records Accepted	0			
Elcapitan_LogicalDisk[Total]_Free Space	76,56543			
Elcapitan_LogicalDisk[Total]_Free Megabytes	26546			
Elcapitan_LogicalDisk[C:]_Free Space	23,61705			
Elcapitan_LogicalDisk[C:]_Free Megabytes	1934			
Elcapitan_LogicalDisk[D:]_Free Space	92,9386			
Elcapitan_LogicalDisk[D:]_Free Megabytes	24612			
Elcapitan_Memory_% Committed Bytes In Use	18,26211			
Elcapitan_Memory_Available MBytes	419			
Elcapitan_Memory_Pages/sec	0,2011807			
Elcapitan_Network.Interface_Bytes Total/sec	11606.65			
Elcapitan_Network.Interface_Current Bandwidth	1E+08			
Elcapitan_NTDS_DRA Highest USN Committed (High part)	0			
Elcapitan_NTDS_DRA Highest USN Committed (Low part)	1,480256E+07			
Elcapitan_NTDS_DRA Highest USN Issued (High part)	0			
Elcapitan_NTDS_DRA Highest USN Issued (Low part)	1,480256E+07			
Elcapitan_NTDS_DRA Inbound Bytes Total/sec	0			
Elcapitan_NTDS_DRA Inbound Object Updates Remaining in Packet	0			
Elcapitan_NTDS_DRA Outbound Bytes Total/sec	77,62134			

Session Record



# Templates

- Techsupport Download Center