Laundry Business Solutions

ABS SLA Report

Version: 003

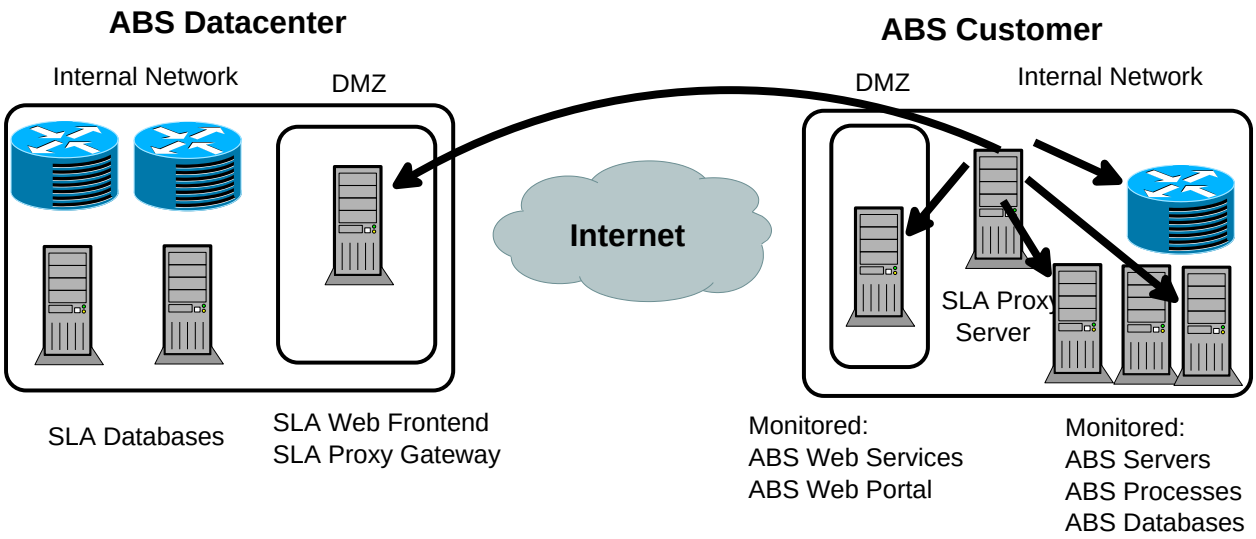
March 2017

Contents

1 Overview of Technology

The SLA monitoring system makes use of a distributed data collection model. The SLA Proxy server is deployed in local server room / data center at customer site. This server is monitoring all ABS components, it caches collected data and sent this to ABS datacenter.

Technical layout of monitoring software:



ABS SLA implementation

The following type of monitoring is being done:

Operating system monitoring:

On every server that needs to be monitored will be the SLA agent deployed as a service. (server back ground process) This process collects performance and availability data on server Operating System level.

The SLA Proxy server is communicating with the SLA Agents.

ABS server service monitoring:

Every ABS server component will be monitored by SNMP traps for availability / health checking. Components covered:

- ABS Application servers, Report servers, Web services and Web portals.
- The SNMP traps are being sent out from the SLA Proxy Server.

ABS database monitoring:

All ABS databases are monitored with specific database plug-in. Database performance, availability and resource data is collected. This also includes the standby databases and BI databases.

De plug-in is maintained and running from the SLA Proxy Server.

2 Report sections

The report presents an aggregation of the data collected in the past week.
The data is presented as tables or graphs, in order to see trends and, up to some point, predict possible behavior.
The report is structured in following sections:

1. Information on harddisk space usage and availability
2. Database performance and growth indicators
3. ABSSolute servers' information (servers and reportservers)
4. ABSSolute web components' information

2.1 Harddisk space usage and availability

This section presents all info on disk space availability of the monitored servers:

- Total Disk Space
- Free Disk Space

The monitored disks can be under Windows (example A) or Linux (example B) environments.
Example A:

Harddisk Usage SAMPLE_SERVER_NAME

	Free disk space on c: (%)	Total disk space on c: (Gb)	Free disk space on d: (%)	Total disk space on d: (Gb)
25-3-2017	63	40	92	80
24-3-2017	63	40	92	80
23-3-2017	63	40	92	80
22-3-2017	63	40	92	80
21-3-2017	63	40	92	80
20-3-2017	63	40	92	80
19-3-2017	63	40	92	80

Example B:

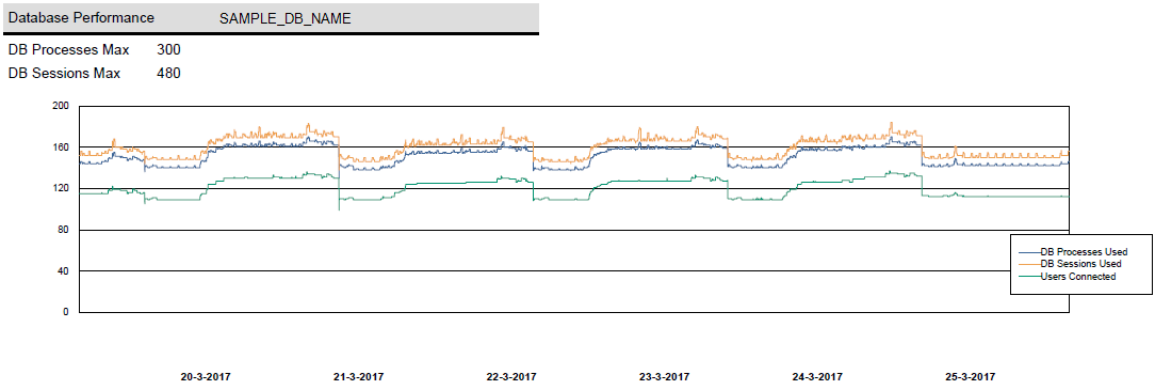
Harddisk Usage SAMPLE_SERVER_NAME

	Free disk space on / (%)	Total disk space on / (Gb)	Used disk space on / (Gb)	Free disk space on /bk (%)	Total disk space on /bk (Gb)	Used disk space on / /bk (Gb)
25-3-2017	98	534	9	78	4,436	942
24-3-2017	98	534	9	77	4,436	948
23-3-2017	98	534	9	78	4,436	947
22-3-2017	98	534	9	78	4,436	946
21-3-2017	98	534	9	78	4,436	946
20-3-2017	98	534	9	78	4,436	944
19-3-2017	98	534	9	78	4,436	941

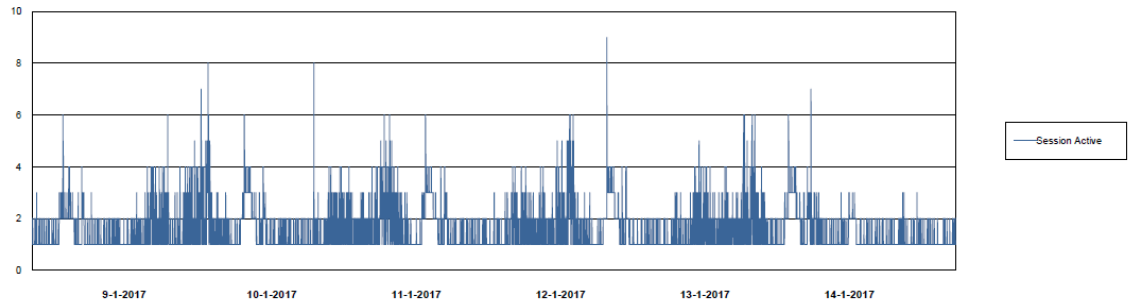
2.2 Database performance and growth indicators

On database performance indicators the graphs show the database activity over the past week - db processes, sessions and database users connected.

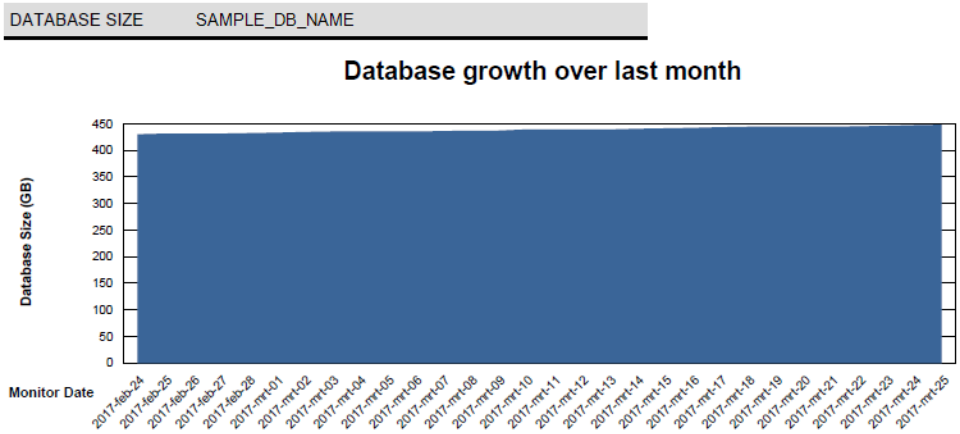
- **Database Processes**: specifies the maximum number of operating system user processes that can simultaneously connect to Oracle.
- **Sessions**: specifies the maximum number of sessions that can be created in the system. Because every login requires a session, this parameter effectively determines the maximum number of concurrent users in the system. You should always set this parameter explicitly to a value equivalent to your estimate of the maximum number of concurrent users, plus the number of background processes, plus approximately 10% for recursive sessions.



The “Sessions Active” graph follow normal database behavior over normal production day: activity spikes during the day and more uniform flat lines during the night.



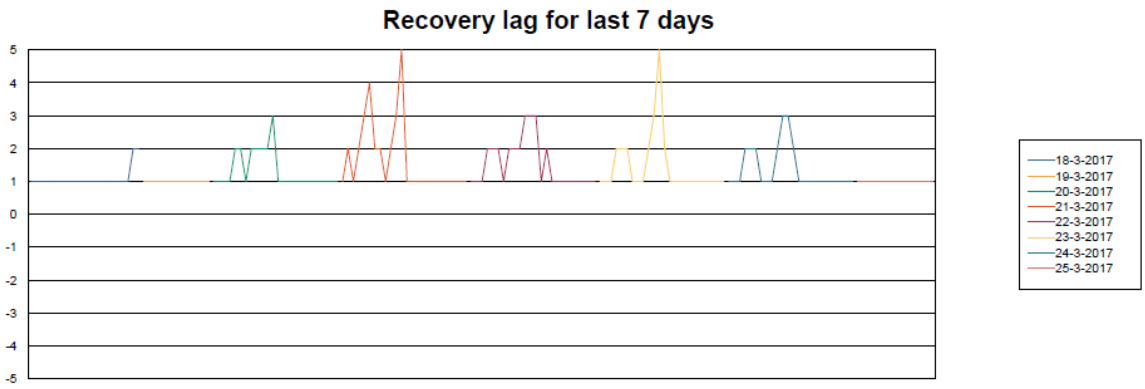
The “Database Growth” graph shows the evolution and trend of the growth over the last month of the actual data from the database (to be related with the “Database Tablespace” table).



"Standby Database Health" is showing how fast can the standby database apply the ALFs (**A**rchived **L**og **F**iles) that were generated by the primary database, in order to be in sync:

- Difference of 5 and lower (between generated and applied) represent that the standby is in sync with the primary.
- Difference higher than 7 triggers a warning that the standby might go out of sync and attention is needed in order to identify the backlog.

Standby Database Health SAMPLE_DB_NAME

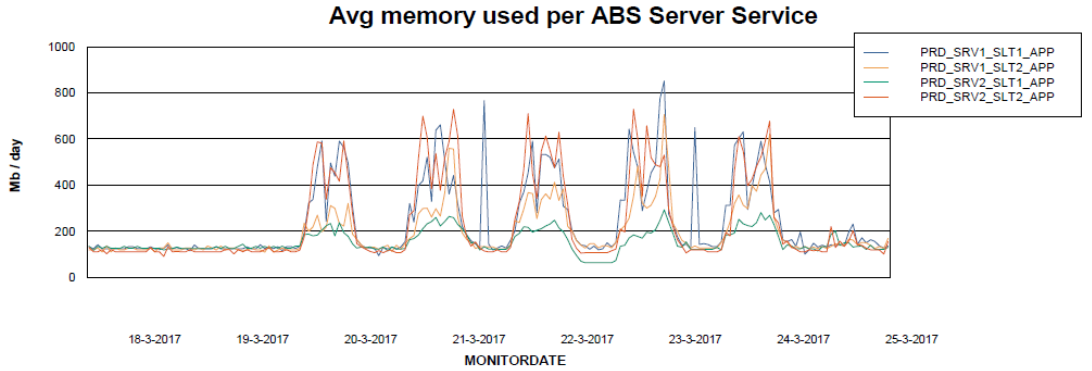


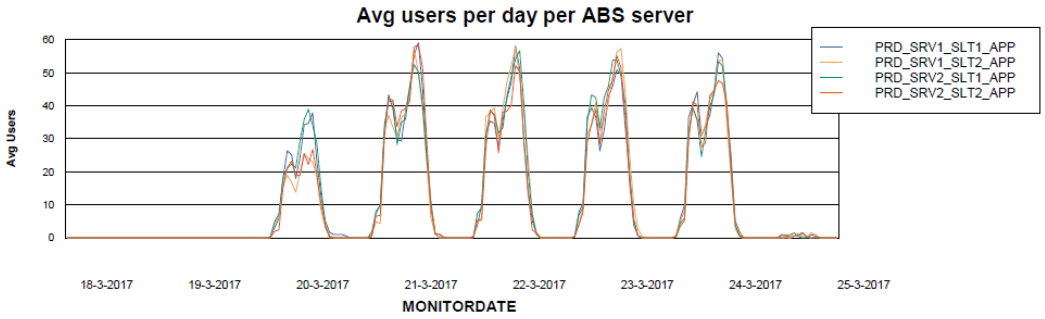
2.3 ABSSolute servers' information (servers and reportservers)

The section presents the performance indicators for the ABS components: memory used, availability and connected users.

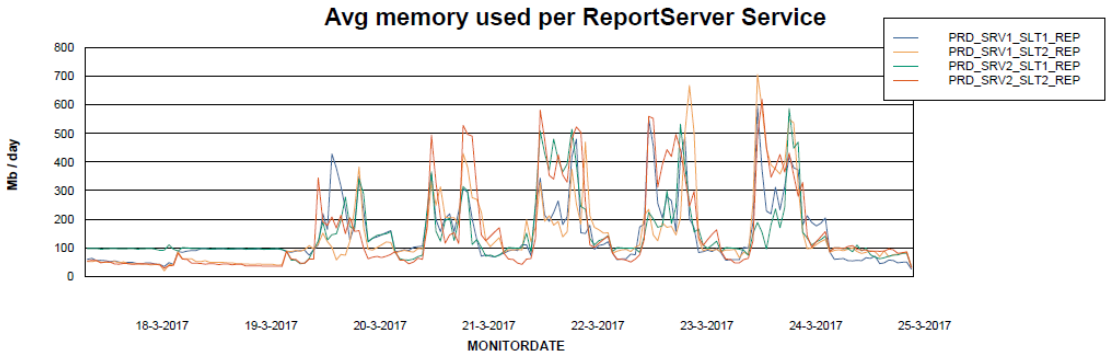
The memory used and users connected will follow the normal day workload, higher during the day and at minimum during the night and weekends (see example bellow):

ABSSolute Application Server Services





ABSSolute Application ReportServer Services



2.4 ABSSolute web components' information

The section presents the memory used indicator for the ABSSolute's web components.

The memory used usually keeps a steady usage related to the webserver settings. However, during peak usage, the memory is increased and then released back to the system (see example bellow):

ABSSolute Web Component Services