Data Solutions from Bradmark

Bradmark Surveillance 4.7 Web Client Guide

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Chapter 1

Starting Web Client

Topics:

System Requirements

The web client supports all major web browsers.

It requires:

- Web browser with Adobe Flash plugin
- Adobe Flash 10.0 or later

Note: If the web browser has stricter security, you may have to click in the middle of the screen to start the Flash runtime.

Accessing the Web Site

The Bradmark Surveillance web client is typically hosted on the Central Alerter Server (CAS), in an enterprise environment, or on the server being monitored.

The default web client port number is 12410. So, for example, you would access the URL:

```
http://mycas.example.com:12410
```

If Bradmark Surveillance is running on a custom port (i.e. 12900), then the web client will be available on that port + 7 (i.e. 12907).

The web client is available via TLS (HTTPS), which encrypts communication. By default, going to the HTTP URL will automatically redirect you to the HTTPS URL.

Related information

Central Alerter Server (CAS) in *Concepts Guide*

Chapter 2

Web Client Layouts

Topics:

The web client is a tab-oriented, single-document interface (SDI) to provide quick access to data spread across an entire enterprise.

When the web client initially loads, the login screen appears. Once logged in, the main screen--with tabs for Real-time monitoring, Alerts, and more--is shown.

Login Screen

The login screen asks for credentials in order to authenticate you.

Before accessing any information, you must be authenticated to ensure that the proper permissions and preferences are loaded. The two critical fields are **User Name** and **Password**.

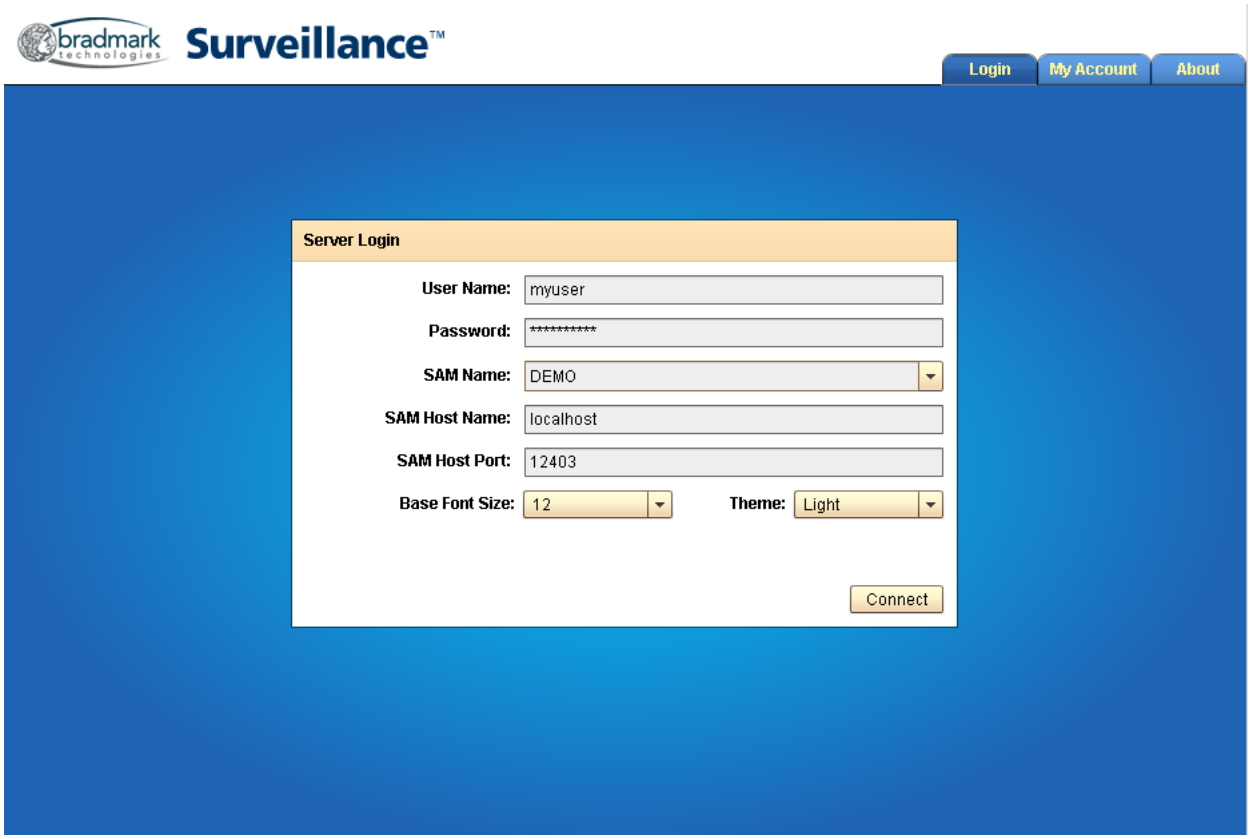

Figure 1: Login Screen Layout

Login Screen

Field	Description
User Name	Name of the login credentials to use
Password	Password of the login credentials to use
SAM Name	Name of the SAM (server) to log into. This is automatically filled in. In advanced configurations, there may be more than one SAM in the dropdown box to choose from, but this is not typical.
SAM Host Name	Host name of the SAM (server) to log into. This is automatically filled in. In advanced configurations, this value may be changed, but this is rare.
SAM Host Port	Host port of the SAM (server) to log into. This is automatically filled in. In advanced configurations, this value may be changed, but this is rare.
Base Font Size	Size (in *points*) to use for most text in the web client. This can be changed in the **My Account** tab after login, but for best results, change it here, if needed.

Field	Description
Theme	Theme (color, etc.) to use in the web client. This can be changed in the **My Account** tab after login, but for best results, change it here, if needed.
Connect	After completing the **User Name** and **Password** fields--and other fields as necessary--click on the **Connect** button to log into the server.

Related concepts

My Account Tab on page 16
The My Account tab allows preferences to be changed, affecting the look and behavior of the web client.

Related information

Central Alerter Server (CAS) in *Concepts Guide*
SAM in *Concepts Guide*

Main Screen

After logging into Surveilance, the main screen provides access to real-time monitoring, historical data, and alerts.

Real-time Tab

The Real-time tab in the web client provides navigation to SAMs, access to monitoring views, and action buttons to perform tasks.

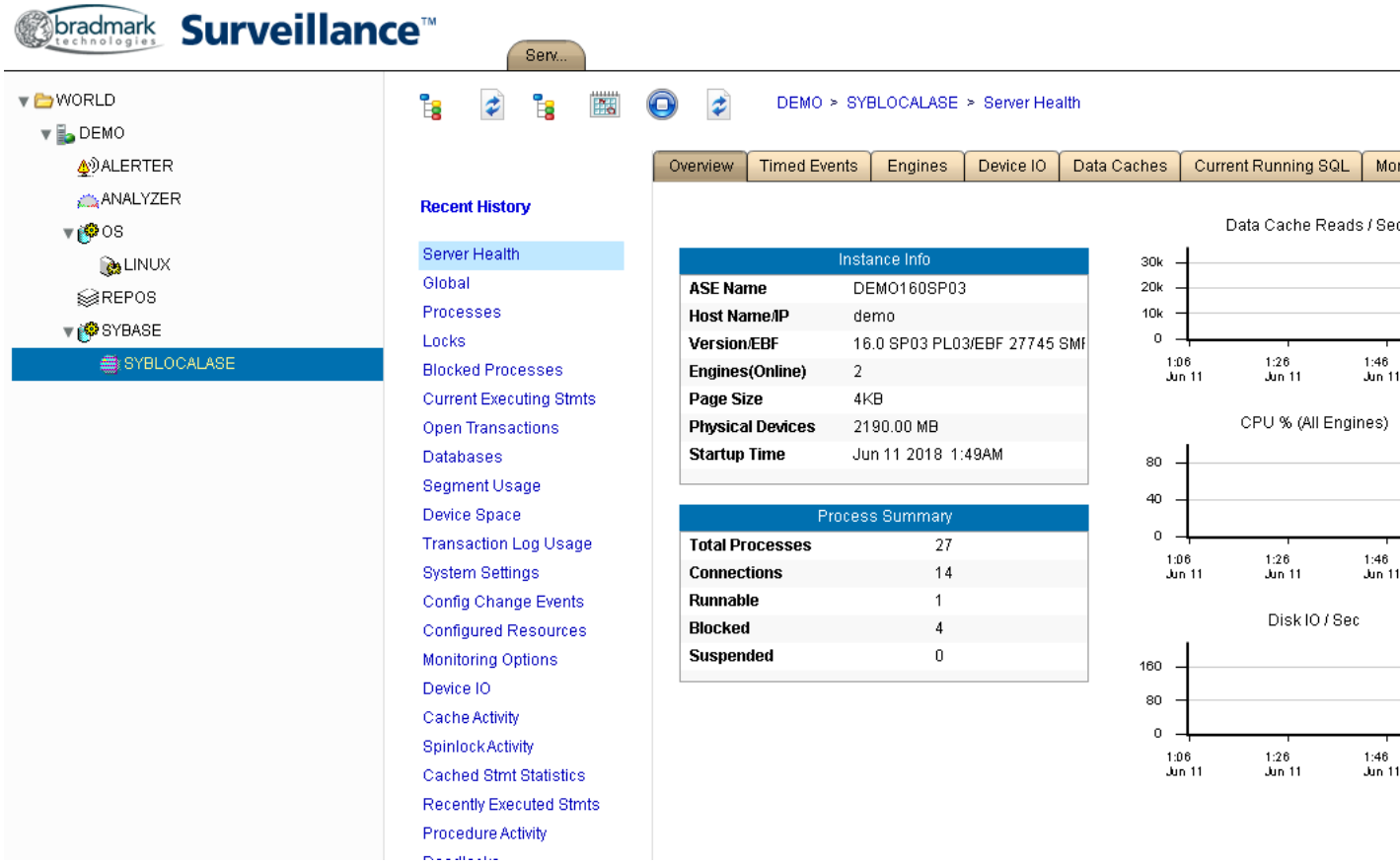

Figure 2: Real-time Tab Example

This is an example of the Real-time tab. Most databases have a "Health" window to provide an overall view of availability and performance. The screen is updated automatically every 30 seconds or so. Various items can be clicked on, and graphs can be scrolled and zoomed.

The Real-time tab contains several parts--as shown in Figure 3: Real-time Tab Layout on page 14--including the Tree, Action Panel, View, and View Tabs. The Real-time tab toolbar is just above the Action Panel, and the breadcrumbs are just above the View.

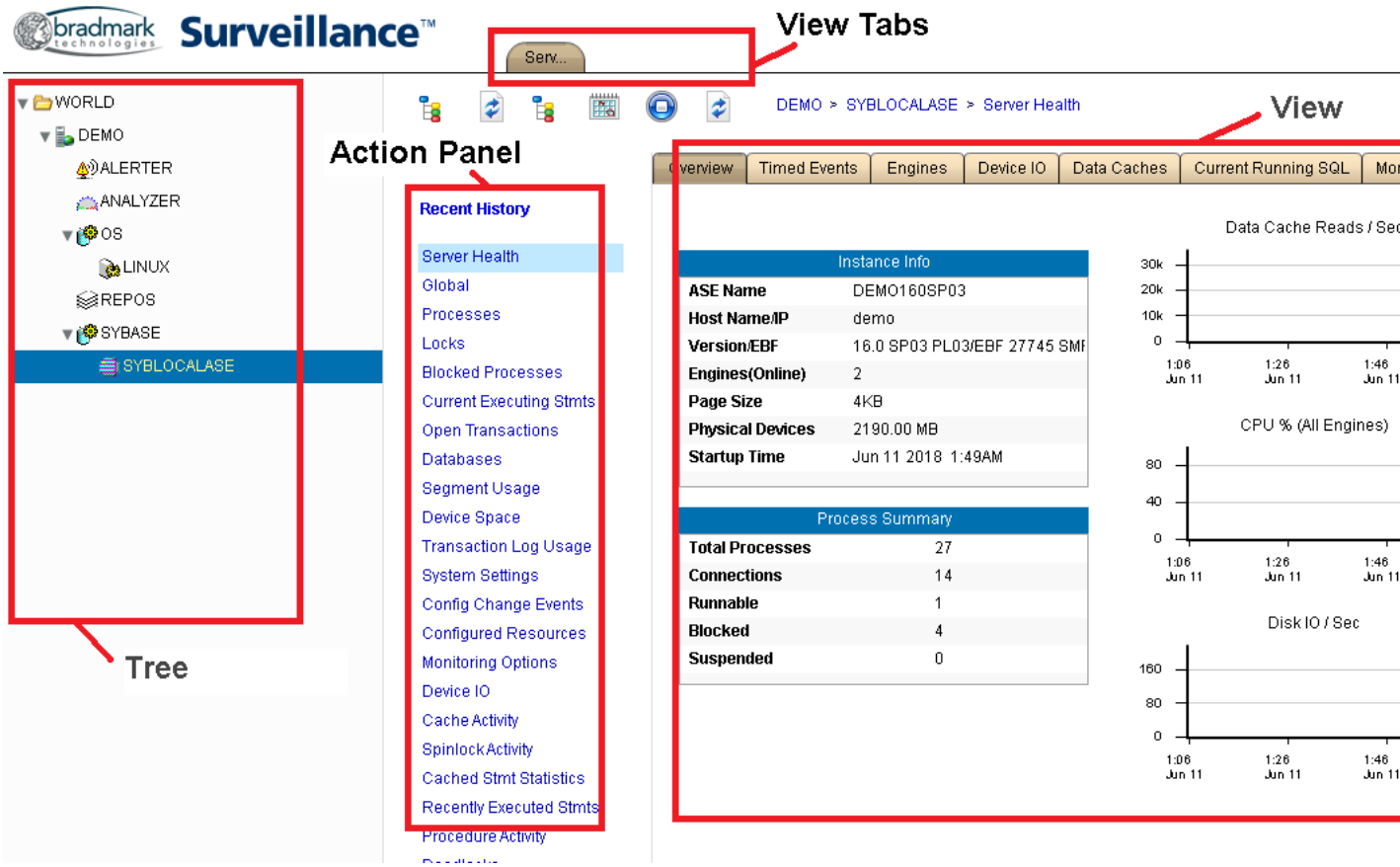

Figure 3: Real-time Tab Layout

Real-time Tab Toolbar

The Real-time tab toolbar provides buttons for hiding / unhiding parts of the screen, refreshing data, pausing refreshes, and jumping to other points-in-time.

Icon	Action
	Hides or unhides the tree of SAMs on the left side of the screen.
	Refreshes the tree of SAMs on the left side of the screen.
 (Second tree icon.)	Hides or unhides the action panel in the middle of the screen.
	Jumps (via flashback) to the point-in-time specified. A popup allows you to specify the date and time to jump to. A new flashback toolbar appears, while in flashback mode, to allow you to move backward and forward in certain time increments.

Icon	Action
	Pauses / resumes automatic refresh of opened views. The icon changes to reflect the current state (paused or resumed).
 (Second refresh icon.)	Refreshes the opened views, in all view tabs, without waiting for the automatic refresh. This is known as a *manual refresh*.

Breadcrumbs

The breadcrumbs, shown just above the View area, provide the context of the opened view. It shows the SAM, the entity or agent name, and the view name. The breadcrumbs change as you open different views, or as you move between view tabs.

Related tasks

Using Flashback on page 19
On real-time views, Flashback can take the user interface (UI) back in time to the recent past.

Related information

Real-time in *Concepts Guide*

Tree

The tree on the left side provides navigation to SAMs (servers), entities (databases), and more.

Action Panel

The action panel, in the middle of the screen, changes according to the context of the SAM, agent, or entity selected in the tree.

For example, when clicking on an entity (database), the various monitoring views that are available for that database are shown. Then you can click on a monitoring view to open it and view metrics.

View

A view is a window showing metric data (for monitoring views) or other information.

When you click on a monitoring view in the action panel, a view is opened to show the real-time data.

View Tabs

You can have multiple tabs of views open at the same time.

Each view tab can be a monitoring view or other item, spread across any SAMs or entities in the tree.

The buttions to add or delete view tabs are on the right side of the screen.

Adding a View Tab

Click on the icon  to add a view tab.

Deleting a View Tab

Click on the icon  to delete the current view tab.

Alerts Tab

The Alerts tab shows open incidents in a flat view, by server, or by entity (database).

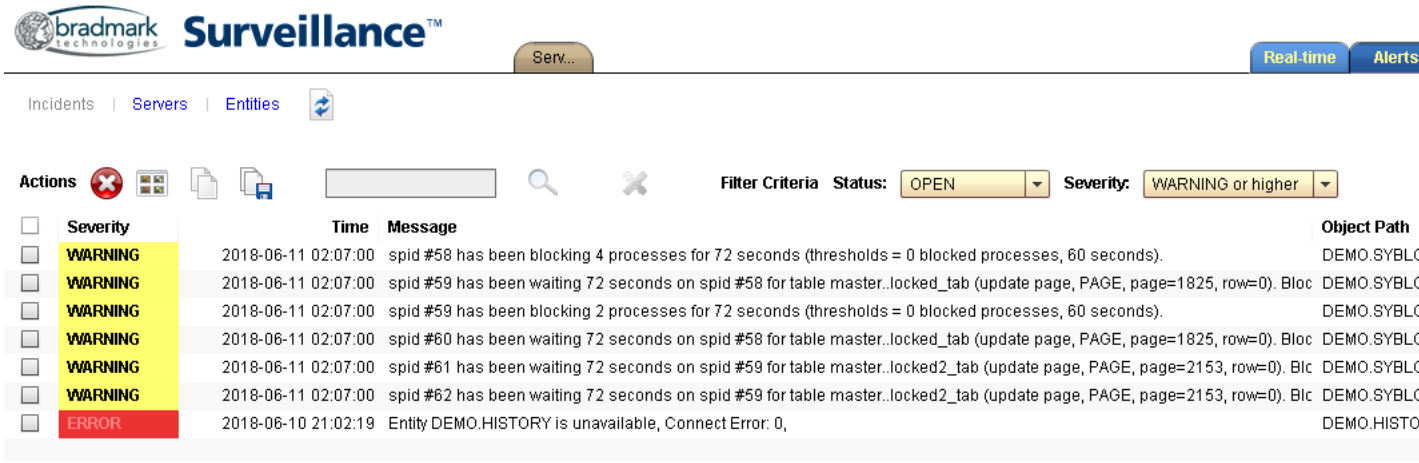

Figure 4: Alerts Tab Example

Alerts can be filtered by status or severity. You can search for text within alerts.

The Alerts toolbar provides buttons for closing incidents, exporting alerts, or jumping directly to a real-time window associated with the alert, for further investigation.

Alerts Toolbar

Icon	Action
	Closes the selected incidents.
	Opens the real-time window associated with the selected alert.
	Copies the selected alerts to the OS clipboard.
	Saves the alerts to a comma-delimited (CSV) file, or spreadsheet.
	Searches the alerts for the text specified in the field to the left of the icon.
	Cancels the current search results.

My Account Tab

The My Account tab allows preferences to be changed, affecting the look and behavior of the web client.

Note: These preferences are currently not persistent.

About Tab

The About tab shows the web client version, tracing, and other diagnostic information.

Most of what is shown in the About tab is for product support purposes.

Chapter 3

Viewing Metric Data

Topics:

The web client provides real-time and historical views into server and database performance and availability, from anywhere and at any time.

Click on the Real-time tab, in the upper-right of the screen, to show the navigational tree, current view tab, and other controls related to monitoring metric data.

You can click on a view tab, shown in the upper middle of the screen, to jump directly to that view.

Viewing Real-time

Real-time metric data can be viewed through graphs, grids, and other visualizations, organized in views (or windows) on a particular topic, like space usage or running SQL.

Views opened for real-time monitoring are automatically refreshed on a 30-second interval.

Navigating Servers and Entities

Navigation is done using the tree on the left side of the screen.

To navigate to a particular entity (database), you must first find and drill-down on the SAM (server) where the entity resides. Then the entity will be listed underneath the SAM, below the appropriate agent.

1. Click on the desired Domain in the tree.
   The Domain branch opens, expanding to a list of SAMs in the given Domain.
2. Click on the desired SAM in the tree.
   The SAM branch opens, expanding to a list of agents running on the given SAM. The action panel displays actions and views related to the SAM itself.
3. Click on the desired agent in the tree.
   The agent branch opens, expanding to a list of entities under the given agent. The action panel displays actions and views related to the agent itself.
4. Click on the desired entity in the tree.
   The action panel fills with real-time monitoring views for the given entity, as well as a **Recent History** link and **Entity Properties** link.

Opening Real-time Views

Once the entity is selected, a real-time monitoring view can be selected from the list shown in the action panel in the center of the screen.

1. Select the desired real-time monitoring view from the list shown in the action panel.
   The real-time monitoring view populates the window on the right side.

   Note: The view may take a moment to populate. The window will display `Loading...` while a data refresh occurs.
2. Select another monitoring view, if desired.
   Selecting another monitoring view replaces the current window contents with the new view.

   Note: You can open a new view tab if you want to preserve the current view that you are monitoring.

Viewing Recent History

Metric data for the recent past (hours, days, weeks) can be viewed using the same UI as real-time monitoring.

Recent history views answer questions about what happened during time ranges, like Top SQL in the past few hours. Flashback provides a way to take the real-time UI back to a particular point in time.

Navigating Servers and Entities

Navigation is done using the tree on the left side of the screen.

To navigate to a particular entity (database), you must first find and drill-down on the SAM (server) where the entity resides. Then the entity will be listed underneath the SAM, below the appropriate agent.

1. Click on the desired Domain in the tree.
   The Domain branch opens, expanding to a list of SAMs in the given Domain.
2. Click on the desired SAM in the tree.

The SAM branch opens, expanding to a list of agents running on the given SAM. The action panel displays actions and views related to the SAM itself.

3. Click on the desired agent in the tree.
   The agent branch opens, expanding to a list of entities under the given agent. The action panel displays actions and views related to the agent itself.
4. Click on the desired entity in the tree.
   The action panel fills with real-time monitoring views for the given entity, as well as a **Recent History** link and **Entity Properties** link.

Opening Recent History Views

Once the entity is selected, you can go to **Recent History** and see recent historical data.

Determine the starting and ending date and time for the time range you wish to monitor. For example: yesterday between 14:00 and 15:00.

1. Select **Recent History** from the action panel in the center of the screen.
   The action panel fills with views that can show metric data from the last few days or weeks.
2. Select the desired recent history monitoring view from the list shown in the action panel.
   The real-time monitoring view populates the window on the right side. The view still requires a time range before it can show metric data.
3. Select a starting date and time in the **From** field.
   a) In the **From** field, click on the little calendar  .
   A time selector and date calendar pops up, along with several quick links for common times.
   b) Select the date and time for the oldest metric data to find.
   c) Click on the green arrow button  to confirm the new date and time.
4. Select an ending date and time in the **To** field.
   a) In the **To** field, click on the little calendar  .
   A time selector and date calendar pops up, along with several quick links for common times.
   b) Select the date and time for the newest metric data to find.
   c) Click on the green arrow button  to confirm the new date and time.
5. Click the **Go** button.
   The recent history monitoring view populates with metric data.

   Note: The view may take a moment to populate. The window will display `Loading...` while a data refresh occurs.

Using Flashback

On real-time views, Flashback can take the user interface (UI) back in time to the recent past.

Recent History must be configured for the given monitoring view. This entails turning on the (local) store for the collections shown in the view, as well as ensuring that the store data retention policy (i.e. 7 days) covers the period of time of interest.

A real-time monitoring view should already be opened. Flashback will affect the current view tab and any other view tabs that are open.

1. Click on the Flashback icon  in the web client toolbar.
   A time selector and date calendar pops up, along with several quick links for common times.
2. Select the desired date and time.

3. Click on the green arrow button  to confirm the new date and time.
   The monitoring view populates with metric data from the given date and time, if available in the local stores.

   Note: The view may take a moment to populate. The window will display `Loading...` while a data refresh occurs.
4. If desired, click the **Flash Backward**  or **Flash Forward**  buttons in the web client toolbar.
   The Flashback time *steps*, or adjusts, backward or forward by one minute. The time interval can be customized (i.e. step by 10 minutes at a time).
5. For some views, click the **Flash Backward Slightly**  or **Flash Foward Slightly**  buttons for sub-minute stepping through data.
   Most collections are collected no quicker than at one-minute intervals. But for some collections, like Current Statements, this adjusts the Flashback time by 10 seconds.
6. To return to real-time monitoring, click the icon  .

   During the time in flashback mode, real-time data was still collected. So, returning to real-time shows the latest metric data.

   The current view tab and all open view tabs return to real-time.

Viewing Long-term History (Reports)

Reporting on long-term history (months, years) can be done against the Central Repository database (CRB) using a Reporting Server SAM.

Navigating Servers and Repositories

Navigation is done using the tree on the left side of the screen.

Identify a Reporting Server in the organization. This may be a CAS or a designated SAM.

1. Click on the desired Domain in the tree.
   The Domain branch opens, expanding to a list of SAMs in the given Domain.
2. Click on the desired SAM in the tree that is a Reporting Server.
   The SAM branch opens, expanding to a list of agents running on the given SAM. The action panel displays actions and views related to the SAM itself.
3. Click on the REPOS agent in the tree.
   The action panel fills with Long-term History (Reporting) categories for different database types, as well as an **Agent Properties** link.

Opening Long-term History (Reporting) Views

Once the REPOS agent on a Reporting Server is selected, you can drill down into a database type category and see long-term historical data from the Central Repository database (CRDB).

Determine the starting and ending date and time for the time range you wish to report on. For example: for a monthly report, the months of January through May in the current year. Also determine the sample hosts (SAMs) and entities that you wish to include in the report (that is, the metric data originating from those sample hosts and entities are included in the report; the Central Repository contains metric data from many sample hosts and entities, so the report needs to narrow down what you are interested in).

The long-term history (reporting) views provide metric data over the long-term, such as months or years. Each view is interactive, so you can browse different sample hosts and entities, as well as scroll graphs and zoom in and out. You can also export the report as a PDF.

1. Click on the desired database type category in the tree.

The action panel fills with Long-term History (Reporting) views for the given database type, as well as an **Agent Views** link to return to the previous action panel.

2. Select the desired long-term history (reporting) view from the list shown in the action panel.
   The long-term history view populates the window on the right side. The view still requires the sample host name, entity name, and a time range before it can show metric data.
3. Select the desired sample host (SAM) from the dropdown in the **Sample Host** field, or enter a name.

   You may specify a wildcard (`%`) in the field, to select multiple sample hosts. For example, to select all sample hosts: `%`

   The **Entity** dropdown list fills with only those entities available for the given sample host(s).
4. Select the desired entity from the dropdown in the **Entity** field, or enter a name.

   You may specify a wildcard (`%`) in the field, to select multiple entities. For example, to select all entities for the given sample host(s): `%`
5. Select a starting date and time in the **From** field.
   a) In the **From** field, click on the little calendar  .
   A time selector and date calendar pops up, along with several quick links for common times.
   b) Select the date and time for the oldest metric data to find.
   c) Click on the green arrow button  to confirm the new date and time.
6. Select an ending date and time in the **To** field.
   a) In the **To** field, click on the little calendar  .
   A time selector and date calendar pops up, along with several quick links for common times.
   b) Select the date and time for the newest metric data to find.
   c) Click on the green arrow button  to confirm the new date and time.
7. Click the **Go** button.
   The long-term history (reporting) view populates with metric data.

   Note: The view may take several minutes to populate. The window will display `Loading...` while a data refresh occurs.
8. In the output part of the report, select the desired output sample host (SAM) from the dropdown in the **Sample Host** field, or enter a name.
   The **Entity** dropdown list, in the report output, fills with only those entities available for the given sample host(s).
9. In the output part of the report, select the desired entity from the dropdown in the **Entity** field, or enter a name.
10. Depending on the type of report, there may be additional fields to complete in the output section, to select the metric data to show.
    After all output fields are selected / completed, metric data is shown (i.e. graphs, grids) in the output part of the report.
11. Optionally, click on the green arrow button  in the upper-right part of the screen to export the report in PDF format.
    An additional dialog will appear to ask where to store the PDF file on the local computer.

Chapter 4

Viewing Alerts

Alerts, especially open incidents, can be viewed in a flat view, by server, or by entity (database).

Click on the Alerts tab, in the upper-right part of the main screen, to view alerts.

The Alerts tab has links for:

Incidents	A flat view of all incidents.
Servers	Incidents organized according to server.
Entities	Incidents organized according to entity (database).

Chapter 5

Performing Actions

Topics:

Terminating a Database Session

Chapter 6

Administering Monitoring

Topics:

Configuring Alerting

Configuring Recent History

Configuring Long-term History (Reports)

Entity Management

SAM Management

User and Role Management