

Functional Overview and Roadmap CInsightC - Draft

Release 3.0

1 Management Summary

Being responsible for CA Clarity and guaranteeing a stable and well-performing system to CA Clarity users can be a real challenge. Many Application Managers face huge difficulties in their day-to-day responsibilities. The demanding users at one side of the desk and the out-of-control technical department at the other side of the desk can give a real headache.

ITIL is implemented in many organizations, and as a result of this Service Level Agreements are created. But what is the value of Service Level Agreements since there are no real statistics of availability and performance? Which arguments can be provided to the user community about **usage**, **availability** and **performance**? Which CA Clarity functionalities are used? How often was CA Clarity offline because of system failure? Who is taking action when the system is down? Are you taking proactively action, or are the users taking action to you?

In many cases there are no real facts available about usage, stability and performance of CA Clarity. CInsightC R3 monitors the system frequently and provides all the necessary facts to professionalize the Application Management of CA Clarity more and more.

2 Functional Overview and Roadmap

This diagram lists the functionalities on headlines:

Release	Feature	Status	Edition
V1.0	Application Error Log Analysis	Available	Enterprise
V1.0	Background Error Log Analysis	Available	Enterprise
V1.0	Email Notifications on Application Log Errors	Available	Enterprise
V1.0	Email Notifications on Background Log Errors	Available	Enterprise
V1.0	Email Notifications on Failing Application Nodes	Available	Enterprise
V1.0	Email Notifications on Failing Databases	Available	Enterprise
V1.0	Uptime Statistics	Available	Enterprise
V1.0	Garbage Collection Logging Analysis (Memory)	Available	Enterprise
V1.0	Access Logging Analysis	Available	Enterprise
V2.0	Session Statistics Analysis	Available	Enterprise
V2.0	Session Details Analysis	Available	Enterprise
V2.5	SQLTrace Analysis	Available	Enterprise
V1.0	Portlets	Available	Enterprise
V2.0	System Statistics (CPU / Memory)	Available	Enterprise
V2.5	Response Time Measurement	Available	Enterprise
V3.0	Monitoring Website	Available	Enterprise
V3.0	(optional) Embedded Database	Available	Enterprise

CInsightC is supported on all CA Clarity Architectures. Please read the CA Clarity Product Architecture Stack for details.

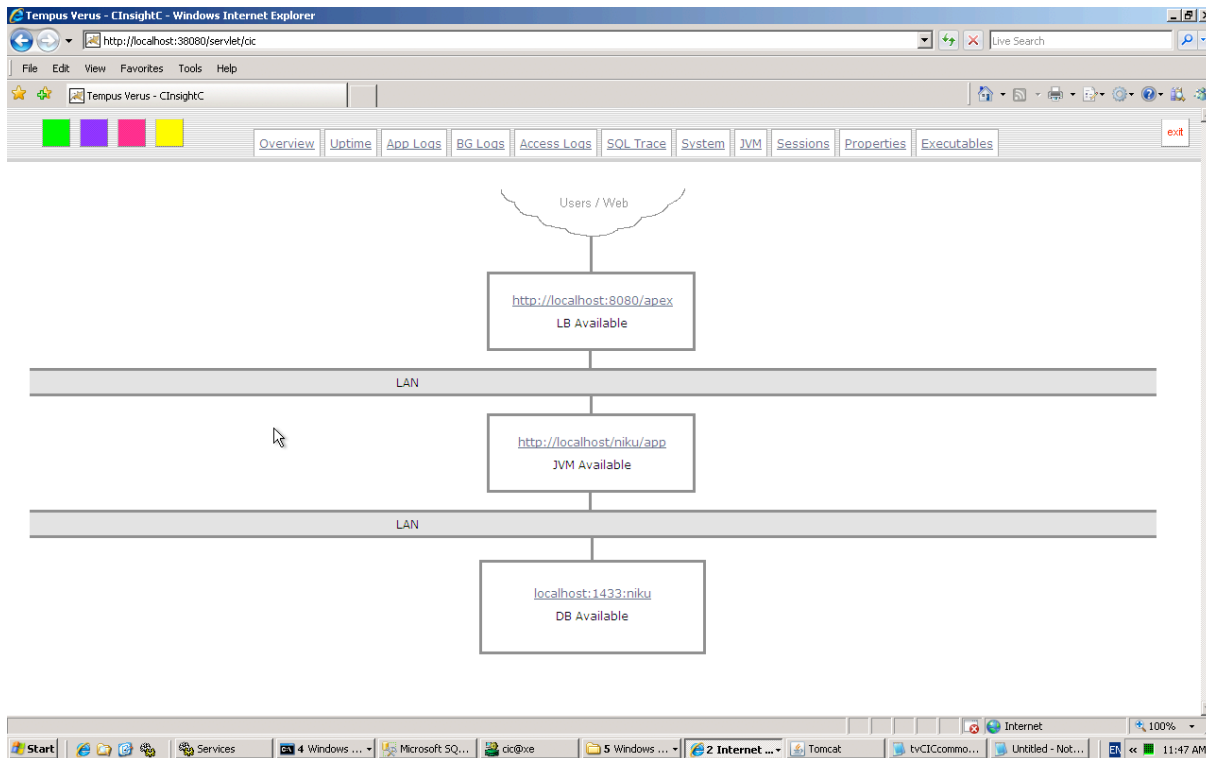
Enterprise Edition

The Enterprise Edition is a full version where a License Fee is needed. Contact sales@tempusverus.com for licensing details. This edition is recommended for all major CA Clarity sites. CInsightC Support is currently only available in Europe.

3 Description of Functionalities

Overview Page

The overview page in the Web Client displays real-time status information about the CA Clarity infrastructure.

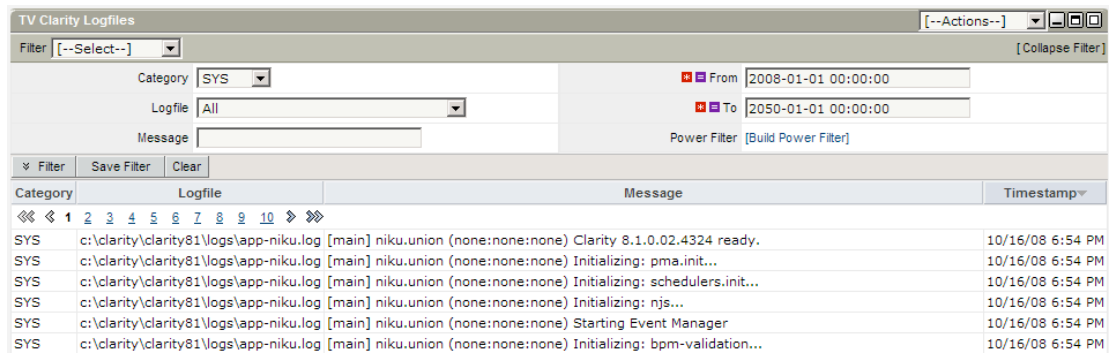


Error Logging

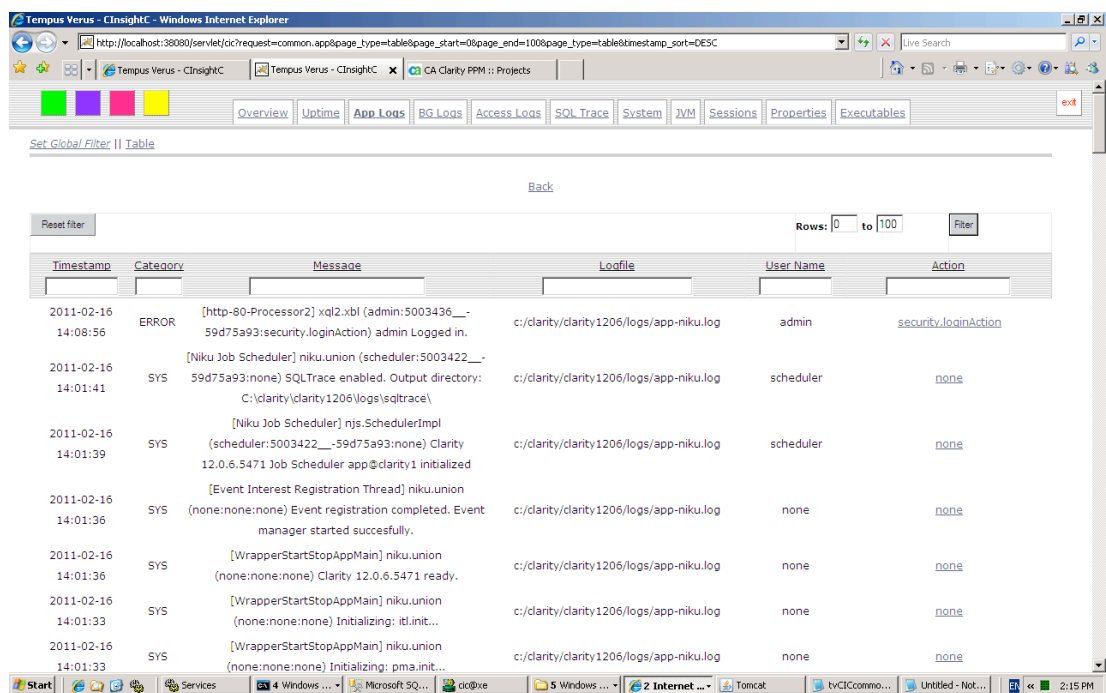
Error Logging reads the Logfiles of CA Clarity and stores all the loglines in a table in the database. This gives a clear overview of all the data being written to the CA Clarity Logfiles at any time. Once a Logfile entry is written to the database, it will not be deleted. This gives some historical statistics in the origin of errors.

The loglines written to the database are having enough metadata like timestamp in milliseconds, name of the originating Logfile, severity, etc. This gives the opportunity to do thorough analysis with regards to accidents.

This screenshot displays the Application Logging information stored in the tables by CInsightC. It is possible to filter on a very specific time scope or text string.



Screenshot using CInsightC Web Client:

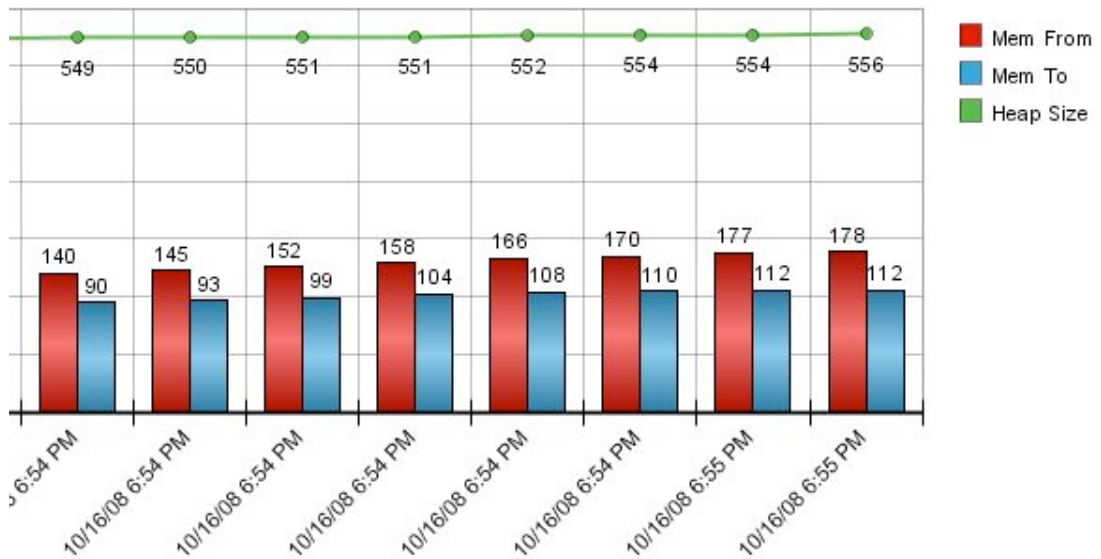


GC Logging

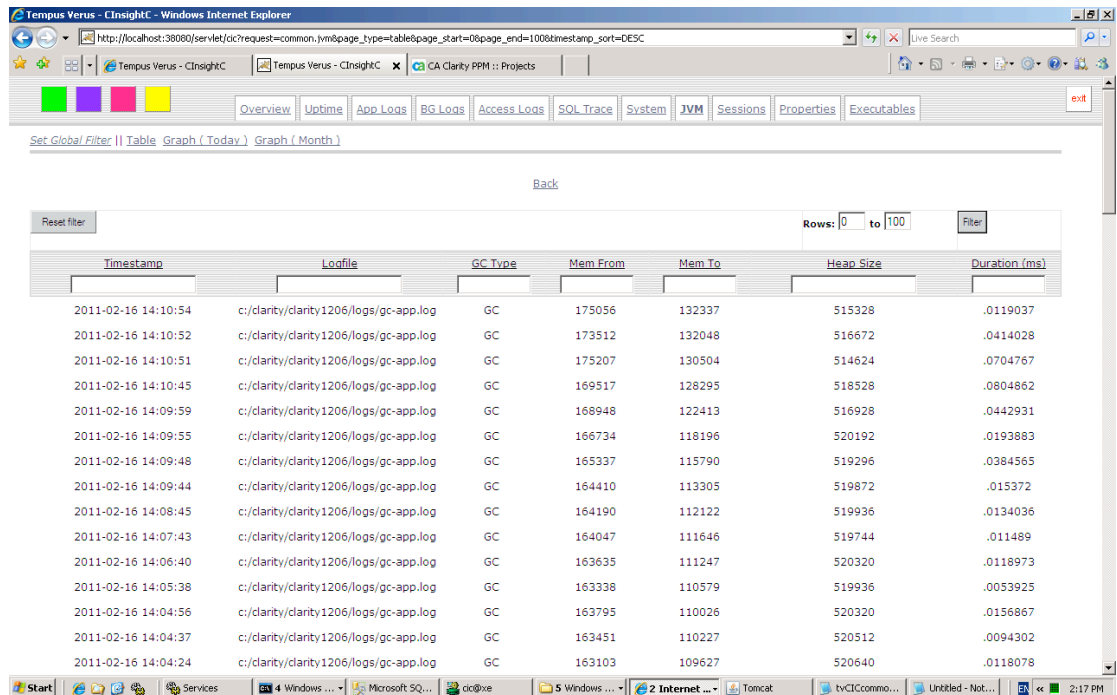
GC Logging stands for Garbage Collection Logging. In short terms, Garbage Collection is an internal java routine to delete all unused memory objects. The statistics of this Garbage Collection Routine can be written to a GC Logfile. CInsightC can interpret this GC Logfile as well. This data gives the single most important impression about usage and load of the CA Clarity system. By analysing these statistics, situations like OutOfMemory and other crashes can be predicted and prevented.

The next screenshot displays the Portlet TV GC Graph. This shows the Memory details of the Java Virtual Machine (the Clarity engine). The

Heap Size line is the amount of memory allocated from the Operating System. The 'Mem To' column shows the used memory after a garbage collection takes place - the real used memory. 'Mem From' is the amount of memory before a garbage collection takes place - this is the sum of the real used memory and the obsolete / unused memory objects.



Screenshot using CInsightC Web Client:



Uptime Statistics

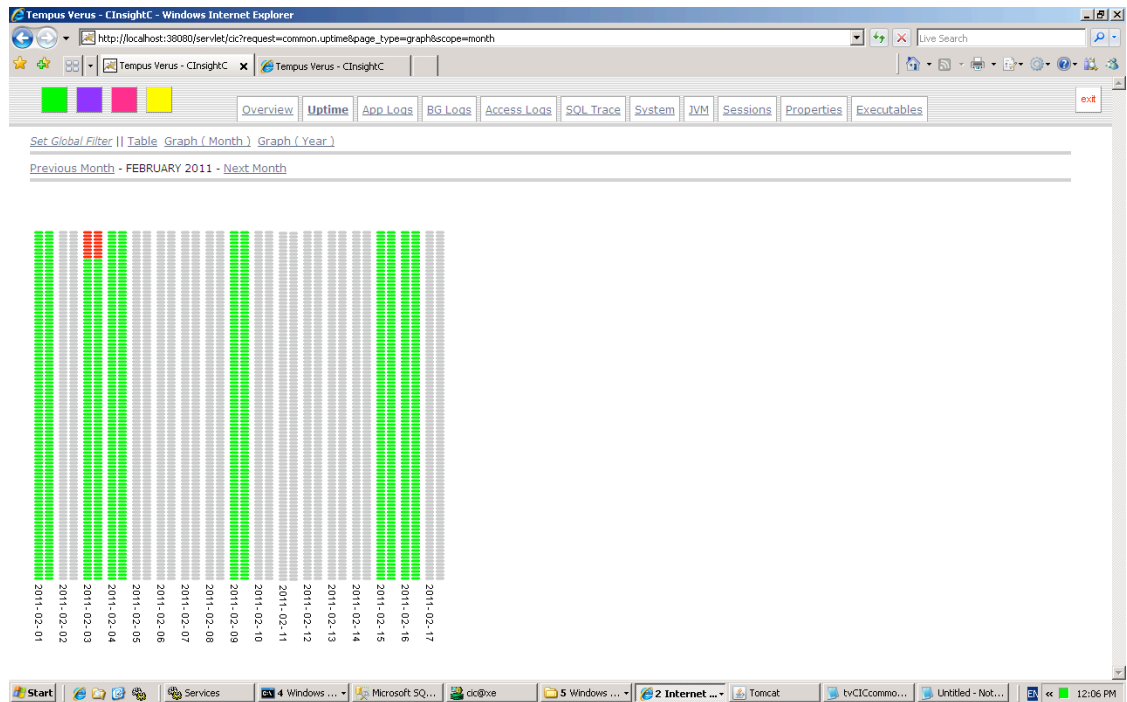
CInsightC measures the availability of CA Clarity and the related database. These statistics are stored in the database. Besides the

real availability figures of CA Clarity it gives the opportunity to use this data for recognition of a pattern of unavailability.

Example 1: database administrators have the bad habit to restart database without notifying the CA Clarity administrators. CInsightC detects this immediately and stores the results of the database probing in a csv-file (since the database is unavailable, it must be stored elsewhere).

Example 2: CA Clarity is always crashing after 4 pm on certain days. The statistics of CInsightC gives more information and it is possible to see it is always on the first Wednesday of the month. By having this indicator, it is possible to relate the crash to a user who generates extra load on the CA Clarity system by generating monthly reports. By optimizing the monthly reports, the crashes are avoided.

Screenshot Uptime Statistics (Graph):



Email Notifications

CInsightC is able to send email notifications to an unlimited customizable list of administrators. CInsightC will send an email when either CA Clarity or the Database is unavailable or when one of these doesn't have finished the probing action within 5 seconds (which is classified as an extreme delay).

CInsightC will also send an email notification to an unlimited customizable list of administrators based on a list of keywords. If one of these keywords occurs in the Logfile, the administrators will be notified. This enables the administrators to take immediately

action when e.g. an OutOfMemory message is written to the CA Clarity Logfile, or a certain Oracle Message (ORA-{code}). An example is given in the next screenshot. The content of the message is adjustable using an xml template.

To: administrator@myorganization.com

Cc:

Bcc:

Subject: app-niku.log: Serious error found: ORA-12505 Connection refused

Dear Administrator,

This error has been caught from the logfile:

ORA-12505 Connection refused

Please take action!

Regards,

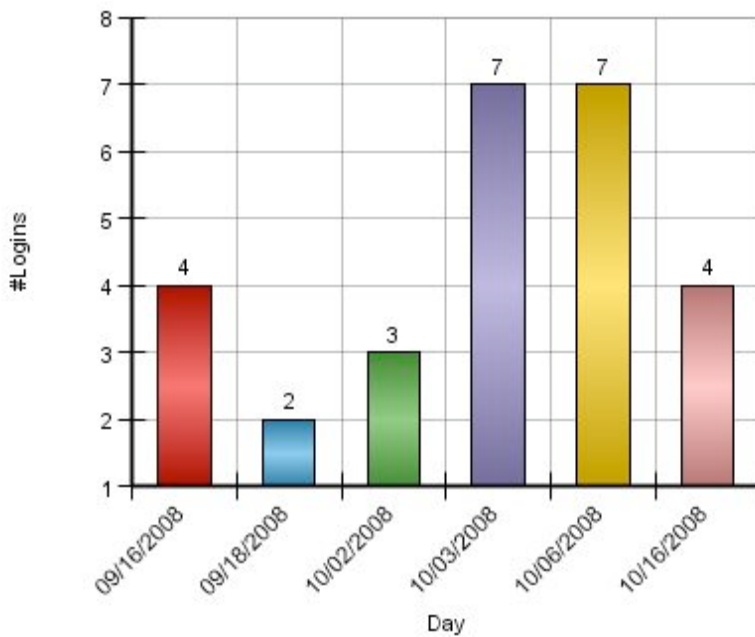
CInsightC

Session Statistics

CInsightC is able to detect all the user-sessions of CA Clarity and to relate them to one of the CA Clarity instances in case of a Cluster Setup. When there are issues in CA Clarity, it is possible to detect the affected users and to inform them. The session statistics data is also stored in the database tables of CInsightC; these will keep the usage of CA Clarity stored. This information can be used for numerous appliances. The next screenshot displays the TV Sessions Portlet, which displays the active and inactive sessions.

Session ID	Username	Logfile (=node)	Login	Logout
5,000,003	admin	c:\clarity\clarity81\logs\app-niku.log	10/16/08 6:31 PM	10/16/08 6:58 PM
5,000,006	admin	c:\clarity\clarity81\logs\app-niku.log	10/16/08 6:48 PM	10/16/08 6:58 PM
5,000,007	admin	c:\clarity\clarity81\logs\app-niku.log	10/16/08 6:50 PM	10/16/08 6:58 PM
5,000,008	admin	c:\clarity\clarity81\logs\app-niku.log	10/16/08 6:54 PM	

Another Portlet, which displays statistical Session information, is the TV Logins (graph) Portlet. It displays the number of sessions per day.



Session Details

CI InsightC stores all the session information in the database. This enables Administrators to browse through all kind of session information using out-of-the box or customized Portlets.

Administrators can analyze exactly what users are doing in CA Clarity, and analyze every button-click. A non-exhausting list of applications is:

- What is user X doing right now?
- User Y has an error. Which steps should the admin take to reproduce the problem?
- Which users are accessing the baseline functionalities?

The next screenshots display respectively:

1. Session details for a session of the admin user on 2009-11-28
2. All sessions
3. The actions a user is doing in a session

User Name	Timestamp	Action	URL	Login	Logout
admin	11/28/09 10:05 PM	npt.graph	/niku/app?action=npt.graph&portlet_id=TV_MONITOR_V2&portlet_instance_id=5003036&canvasWidth=799&canvasHeight=340&media=jpg	11/28/09 9:53 PM	
admin	11/28/09 10:06 PM	npt.graph	/niku/app?action=npt.graph&portlet_id=TV_MONITOR_V2&portlet_instance_id=5003036&canvasWidth=799&canvasHeight=340&media=jpg	11/28/09 9:53 PM	
admin	11/28/09 10:07 PM	npt.graph	/niku/app?action=npt.graph&portlet_id=TV_MONITOR_V2&portlet_instance_id=5003036&canvasWidth=799&canvasHeight=340&media=jpg	11/28/09 9:53 PM	
admin	11/28/09 10:10 PM	TV_serv	/niku/app?action=TV_serv&frame_id=5002022	11/28/09 9:53 PM	
admin	11/28/09 10:10 PM	npt.graph	/niku/app?action=npt.graph&portlet_id=TV_UPTIME_GRAPH&portlet_instance_id=5003035&canvasWidth=525&canvasHeight=344&media=jpg	11/28/09 9:53 PM	
admin	11/28/09 10:10 PM	npt.graph	/niku/app?action=npt.graph&portlet_id=TV_UPTIME_GRAPH&portlet_instance_id=5003035&canvasWidth=525&canvasHeight=344&media=jpg	11/28/09 9:53 PM	
admin	11/28/09 10:10 PM	npt.graph	/niku/app?action=npt.graph&portlet_id=TV_UPTIME_GRAPH&portlet_instance_id=5003033&canvasWidth=927&canvasHeight=329&media=jpg	11/28/09 9:53 PM	
admin	11/28/09 10:10 PM	npt.queryGeneralProperties	/niku/app?action=npt.queryGeneralProperties&id=5001015	11/28/09 9:53 PM	
admin	11/28/09 10:10 PM	npt.queryNSQL	/niku/app?action=npt.queryNSQL&id=5001015&nsql_id=5002039	11/28/09 9:53 PM	
admin	11/28/09 10:13 PM	npt.graph	/niku/app?action=npt.graph&portlet_id=TV_PERF_HOUR&portlet_instance_id=5003033&canvasWidth=927&canvasHeight=329&media=jpg	11/28/09 9:53 PM	
admin	11/28/09 10:14 PM	npt.graph	/niku/app?action=npt.graph&portlet_id=TV_PERF_HOUR&portlet_instance_id=5003033&canvasWidth=927&canvasHeight=329&media=jpg	11/28/09 9:53 PM	
admin	11/28/09 10:14 PM	TV_serv	/niku/app?action=TV_serv&frame_id=5002022	11/28/09 9:53 PM	
admin	11/28/09 10:15 PM	mainnav.about	/niku/app?action=mainnav.about	11/28/09 9:53 PM	

Total Results: 53

Tempus Verus - CInsightC - Windows Internet Explorer

http://localhost:38080/ser/vlet/cic?request=common.session&page_type=table

Overview Uptime App Logs BG Logs Access Logs SQL Trace System JVM Sessions Properties Executables

Set Global Filter: | Table Graph (Month) Graph (Year)

Back

Reset filter Rows: 0 to 100 Filter

Logfile	User Name	Ip Address	Session Id	Login	Logout	Timeout
c:/clarity/clarity1206/logs/app-access-2011-02-16.log	admin	127.0.0.1	5003436	2011-02-16 14:08:56	null	60
c:/clarity/clarity1206/logs/app-access-2011-02-03.log	tt	127.0.0.1	5001701	2011-02-03 20:52:12	2011-02-03 20:52:37	60
c:/clarity/clarity1206/logs/app-access-2011-02-03.log	admin	127.0.0.1	5001699	2011-02-03 20:50:59	2011-02-03 20:52:06	60
c:/clarity/clarity1206/logs/app-access-2011-02-03.log	cc	127.0.0.1	5001617	2011-02-03 15:13:21	2011-02-09 15:49:54	60
c:/clarity/clarity1206/logs/app-access-2011-02-03.log	cc	127.0.0.1	5001614	2011-02-03 15:10:52	2011-02-03 15:13:17	60
c:/clarity/clarity1206/logs/app-access-2011-02-03.log	admin	127.0.0.1	5001582	2011-02-03 14:48:39	2011-02-03 15:10:34	60
c:/clarity/clarity1206/logs/app-access-2011-01-31.log	admin	127.0.0.1	5001079	2011-01-31 19:15:07	2011-02-03 14:49:27	60
c:/clarity/clarity1206/logs/app-access-2011-01-31.log	admin	127.0.0.1	5001071	2011-01-31 19:09:14	2011-01-31 19:15:03	60

Start Services 4 Windows ... Microsoft SQ... cic@xe 5 Windows ... 2 Internet ... Tomcat tvCICcommo... Unblbled - Not... 3:02 PM

Tempus Verus - CInsightC - Windows Internet Explorer

http://localhost:38080/ser/vlet/cic?request=common.access&page_type=table&page_start=0&page_end=100&page_type=table×tamp_sort=ASC&token_filter=5001701_...

Overview Uptime App Logs BG Logs Access Logs SQL Trace System JVM Sessions Properties Executables

Set Global Filter: | Table Graph (Month) Graph (Year)

Back

Reset filter Rows: 0 to 100 Filter

Timestamp	Logfile	Ip Address	Session Id	Action	HTTP Code
2011-02-03 20:52:12	c:/clarity/clarity1206/logs/app-access-2011-02-03.log	127.0.0.1	5001701	homeActionId	302
2011-02-03 20:52:13	c:/clarity/clarity1206/logs/app-access-2011-02-03.log	127.0.0.1	5001701	npt.overview	200
2011-02-03 20:52:23	c:/clarity/clarity1206/logs/app-access-2011-02-03.log	127.0.0.1	5001701	mainnav.about	200
2011-02-03 20:52:25	c:/clarity/clarity1206/logs/app-access-2011-02-03.log	127.0.0.1	5001701	mainnav.about	200
2011-02-03 20:52:33	c:/clarity/clarity1206/logs/app-access-2011-02-03.log	127.0.0.1	5001701	mainnav.work	200
2011-02-03 20:52:35	c:/clarity/clarity1206/logs/app-access-2011-02-03.log	127.0.0.1	5001701	personal.settings	200
2011-02-03 20:52:37	c:/clarity/clarity1206/logs/app-access-2011-02-03.log	127.0.0.1	5001701	security.logoutAction	302

Start Services 4 Windows ... Microsoft SQ... cic@xe 5 Windows ... 2 Internet ... Tomcat tvCICcommo... Unblbled - Not... 3:05 PM

Access Logs

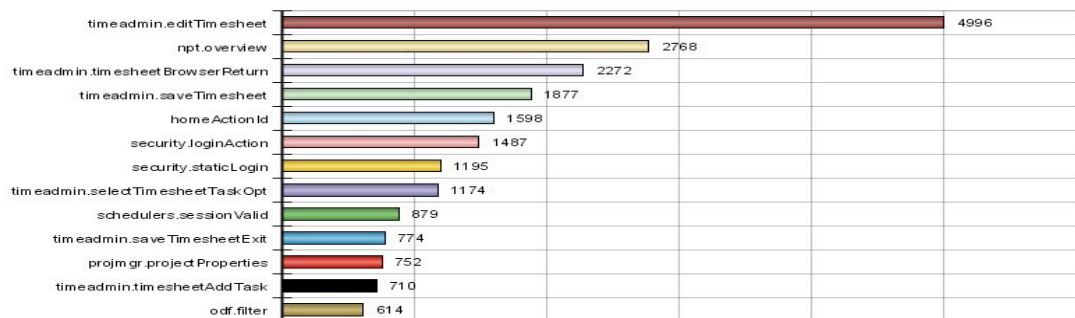
CInsightC is also equipped to read and interpret the CA Clarity Access Loggings. This gives information on which parts of CA Clarity are actually used at what time. Every line in the Access Logs is related to a session. This enables full transparency in the CA Clarity usage figures.

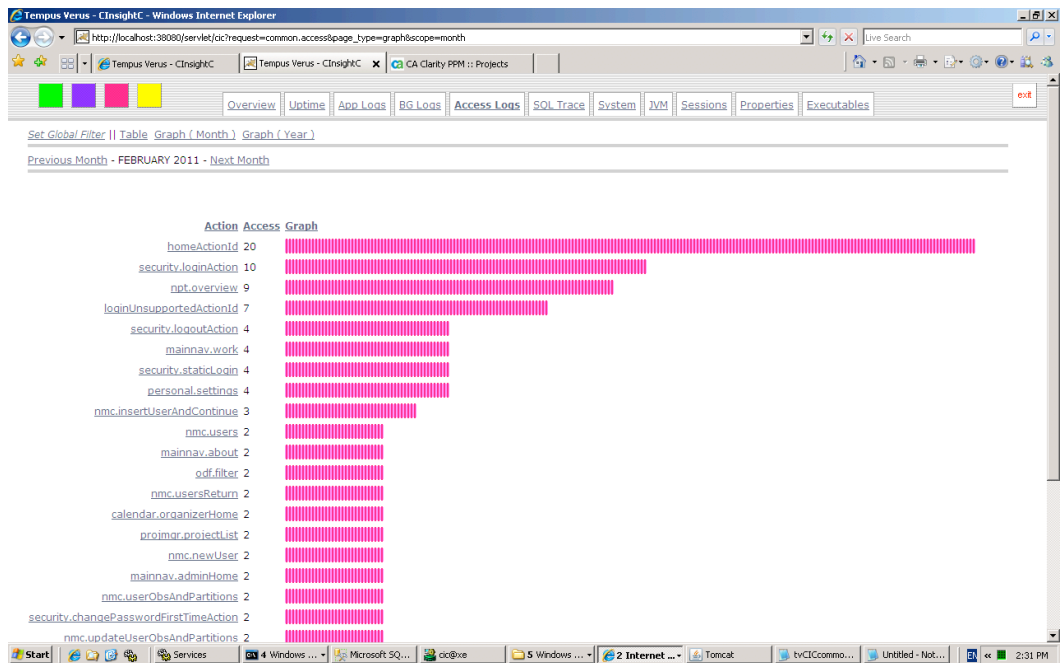
The next screenshot is a Portlet showing a selection from the Access Logs. Filtering using various criteria's allows zooming in on a very specific level. In this screenshot is data selected for the year 2009, month 05, day 25, hour 07 and minute 50:

The screenshot shows a web application interface for 'TV Access Logs V3'. It includes a filter section with fields for Year (2009), Month (05), Day (25), Hour (07), Minute (50), and Second. There are also fields for Action, IP Address, HTTP Code, URL, and Logfile. Below the filter is a table with columns: Timestamp, Year, Month, Day, Hour, Minute, Second, Action, HTTP Code, IP Address, and URL. The table contains 9 rows of log entries. At the bottom, it says 'Total Results: 9'.

Timestamp	Year	Month	Day	Hour	Minute	Second	Action	HTTP Code	IP Address	URL
5/25/09 6:50 AM	2009	05	25	07	50	16	timeadmin.addTimesheetTaskMore	302	134.27.235.116	/niku/app?action=timeadmin.addTimesheetTaskMore&id=6568478
5/25/09 6:50 AM	2009	05	25	07	50	16	timeadmin.selectTimesheetTaskReturn	200	134.27.235.116	/niku/app?action=timeadmin.selectTimesheetTaskReturn
5/25/09 6:50 AM	2009	05	25	07	50	22	timeadmin.addTimesheetTaskMore	302	134.27.235.116	/niku/app?action=timeadmin.addTimesheetTaskMore&id=6568478
5/25/09 6:50 AM	2009	05	25	07	50	22	timeadmin.selectTimesheetTaskReturn	200	134.27.235.116	/niku/app?action=timeadmin.selectTimesheetTaskReturn
5/25/09 6:50 AM	2009	05	25	07	50	29	timeadmin.addTimesheetTaskMore	302	134.27.235.116	/niku/app?action=timeadmin.addTimesheetTaskMore&id=6568478
5/25/09 6:50 AM	2009	05	25	07	50	29	timeadmin.selectTimesheetTaskReturn	200	134.27.235.116	/niku/app?action=timeadmin.selectTimesheetTaskReturn
5/25/09 6:50 AM	2009	05	25	07	50	33	timeadmin.selectTimesheetTaskOpt	200	134.27.235.116	/niku/app?action=timeadmin.selectTimesheetTaskOpt&wbssort=0&page=1
5/25/09 6:50 AM	2009	05	25	07	50	43	timeadmin.addTimesheetTask	302	134.27.235.116	/niku/app?action=timeadmin.addTimesheetTask&id=6568478
5/25/09 6:50 AM	2009	05	25	07	50	43	timeadmin.editTimesheet	200	134.27.235.116	/niku/app?action=timeadmin.editTimesheet&id=6568478

Another out-of-the-box available Portlet is 'TV Access Logs Graph V2'. This Portlet displays the accessed pages in order of usage. The most used Page is on top, the less used page at the end of the Portlet:



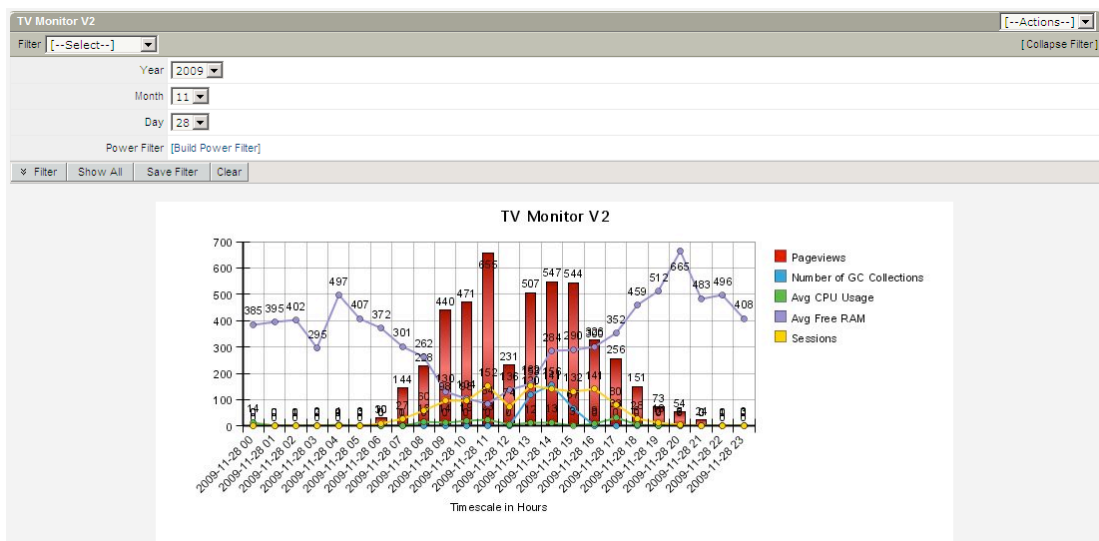


Performance Statistics

CInsightC measures CPU and Memory statistics of your application servers. Measuring points are (per machine):

- Percentage Processor Time
- System Up Time
- Available MB Memory
- Total Physical Memory

The next screenshot is based on the above-mentioned figures in combination with Garbage Collection figures, Access Logs (Page views) and Sessions.



Response Time Measurement

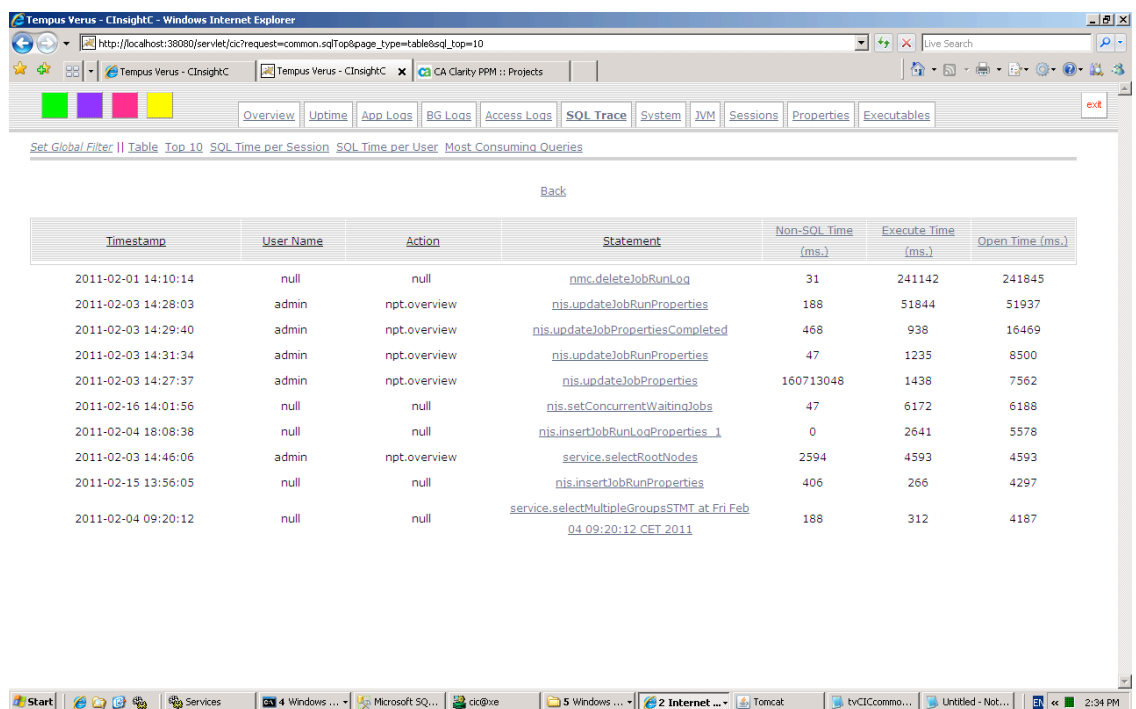
CInsightC is able to perform response time measurement. It walks through a number of pages and stores the response time per page in the database. The pages to be measured are configurable. This functionality is not general available yet, but can be used on special request.

SQLTrace Analysis

CInsightC is able to read the CA Clarity SQLTraces and stores all details in the database. Information like session, user, start time, finish time, duration are stored in the database. This gives the opportunity to filter for long running pages etc...

The next screenshots display respectively:

1. Top 10 longest running queries
2. Total time Database resource consumption per session
3. Total time Database resource consumption per user
4. Queries which takes the most resources regardless the user / session.
5. Details for a query. The bind-variables are substituted by the real values, which simplifies analysis.



Timestamp	User Name	Action	Statement	Non-SQL Time (ms.)	Execute Time (ms.)	Open Time (ms.)
2011-02-01 14:10:14	null	null	nmc.deleteJobRunLog	31	241142	241845
2011-02-03 14:28:03	admin	npt.overview	nis.updateJobRunProperties	188	51844	51937
2011-02-03 14:29:40	admin	npt.overview	nis.updateJobPropertiesCompleted	468	938	16469
2011-02-03 14:31:34	admin	npt.overview	nis.updateJobRunProperties	47	1235	8500
2011-02-03 14:27:37	admin	npt.overview	nis.updateJobProperties	160713048	1438	7562
2011-02-16 14:01:56	null	null	nis.setConcurrentWaitingJobs	47	6172	6188
2011-02-04 18:08:38	null	null	nis.insertJobRunLogProperties_1	0	2641	5578
2011-02-03 14:46:06	admin	npt.overview	service.selectRootNodes	2594	4593	4593
2011-02-15 13:56:05	null	null	nis.insertJobRunProperties	406	266	4297
2011-02-04 09:20:12	null	null	service.selectMultipleGroupsSTMT at Fri Feb 04 09:20:12 CET 2011	188	312	4187

Tempus Verus - CInsightC - Windows Internet Explorer

http://localhost:38080/servlet/cic?request=common.sqlTime&page_type=table&sql_top=10

Tempus Verus - CInsightC

Overview Uptime App Logs BG Logs Access Logs SQL Trace System JVM Sessions Properties Executables

Set Global Filter | Table Top 10 SQL Time per Session SQL Time per User Most Consuming Queries

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User Name	Session Id	Login	Logout	Total SQL (sec.)	Total (sec.)
admin	5001582	2011-02-03 14:48:39	2011-02-03 15:10:34	44	46
admin	5003436	2011-02-16 14:08:56	null	10	12
admin	5001699	2011-02-03 20:50:59	2011-02-03 20:52:06	1	2
tt	5001701	2011-02-03 20:52:12	2011-02-03 20:52:37	0	1
cc	5001617	2011-02-03 15:13:21	2011-02-09 15:49:54	0	0
admin	5001079	2011-01-31 19:15:07	2011-02-03 14:49:27	0	0

Start Services 4 Windows ... Microsoft SQ... cic@xe 5 Windows ... 2 Internet ... Tomcat tvCICcommo... Untitled - Not... 2:36 PM

Tempus Verus - CInsightC - Windows Internet Explorer

http://localhost:38080/servlet/cic?request=common.sqlTimePerUser&page_type=table&sql_top=10

Tempus Verus - CInsightC

Overview Uptime App Logs BG Logs Access Logs SQL Trace System JVM Sessions Properties Executables

Set Global Filter | Table Top 10 SQL Time per Session SQL Time per User Most Consuming Queries

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User Name	Total SQL (sec.)	Total (sec.)
admin	55	60
tt	0	1
cc	0	0

Start Services 4 Windows ... Microsoft SQ... cic@xe 5 Windows ... 2 Internet ... Tomcat tvCICcommo... Untitled - Not... 2:38 PM

Tempus Verus - CInsightC - Windows Internet Explorer

http://localhost:38080/servelet/cic?request=common.sqlTimePerQuery&page_type=table&sql_top=10

Tempus Verus - CInsightC | Tempus Verus - CInsightC x CA Clarity PPM :: Projects

Overview Uptime App Logs BG Logs Access Logs SQL Trace System JVM Sessions Properties Executables

Set Global Filter | Table Top 10 SQL Time per Session SQL Time per User Most Consuming Queries

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Query Name	Number of Executions	Total SQL (sec.)	Total (sec.)
nmc.deleteJobRunLog	1935	260	270
njs.updateJobProperties	4690	78	108
njs.updateJobRunProperties	2344	82	102
njs.updateJobPropertiesCompleted	2344	36	62
njs.insertJobRunLogProperties_1	2346	31	53
njs.insertJobRunProperties	2346	28	50
njs.setConcurrentWaitingJobs	4690	31	49
njs.insertJobRunLogProperties_2	2344	28	42
union.getNotificationSubscriptionUsers	2344	13	22
njs.resetConcurrentWaitingJobs	2344	12	21

Start Services 4 Windows ... Microsoft SQ... cic@xe 5 Windows ... 2 Internet ... Tomcat tvCICCommo... Untitled - Not... 2:39 PM

Tempus Verus - CInsightC - Windows Internet Explorer

http://localhost:38080/servelet/cic?request=common.sqlDetail&page_type=table&sql_id=10395

Tempus Verus - CInsightC | Tempus Verus - CInsightC x CA Clarity PPM :: Projects

Overview Uptime App Logs BG Logs Access Logs SQL Trace System JVM Sessions Properties Executables

Set Global Filter | Table Top 10 SQL Time per Session SQL Time per User Most Consuming Queries

Back

Timestamp	User Name	Statement	Query	Non-SQL Time (ms.)	Execute Time (ms.)	Open Time (ms.)
2011-02-03 14:48:45	admin	union.getMenuItems	<pre> SELECT mi.id id, action.id action, action.action_code code, action.policy_id, action.is_system, ac.name, 0 page_id, " page_name, mi.parent_menu_id parent, mi.menu_item_level level_index, mi.position position, " space_code FROM cmn_portlets portlet, cmn_menu_items mi, cmn_captions_nls ac, cmn_actions action WHERE portlet.portlet_code = 'union.appLeftNav' AND portlet.portlet_type_code = 'SYSTEM' AND portlet.portlet_view_type_code = 'toc' AND mi.container_id = portlet.id AND mi.action_id = action.id AND mi.item_type_code = 'MENU' AND ISNULL(mi.is_hidden, 0) != 1 AND action.page_id = '0' AND action.principal_type = 'SYSTEM' AND action.principal_id = '0' AND ac.pk_id = action.id AND ac.table_name = 'CMN_ACTIONS' AND ac.language_code = 'en' UNION SELECT mi.id id, action.id action, action.action_code code, action.policy_id, action.is_system, ac.name, page.id page_id, pc.name page_name, mi.parent_menu_id parent, mi.menu_item_level level_index, mi.position position, page.space_code FROM cmn_pages page, cmn_captions_nls pc, cmn_menu_items mi, cmn_portlets portlet, cmn_captions_nls ac, cmn_actions action WHERE portlet.portlet_code = </pre>	5562	1266	1266

Start Services 4 Windows ... Microsoft SQ... cic@xe 5 Windows ... 2 Internet ... Tomcat tvCICCommo... Untitled - Not... 2:47 PM

Filters

Besides the page filters, a global filter can be set. When the global filter is enabled, all pages will only display data in range of the filter applied. This filter can be set from all pages. This global filter will help you in limiting the data to eg. 15 minutes to trace a specific issue.

4 Implementation Overview

An implementation of CInsightC can be just an installation, but also a longer process. The extra time it might take is in defining information requirements and generating Portlets. Building a mid-size CA Clarity Portlet takes about 1 day. Any CA Clarity Portlet Specialist can do this.

Installation: 1 day.

Average development time per Portlet: 1 day.

It is recommended to redefine the information requirements often to get maximum value out of CInsightC.

5 From the field

Koen Gryson - Experienced CA Clarity Technical Consultant

As a technical consultant, (a part of) my job is to identify, analyze and fix problems, which occur mostly at random. The 'tools' at my disposal are usually large log files (if they exist), vague descriptions of non-repeating performance problems, unknown crashes, portlet failures, etc.

The following questions are quite common:

"Last week a user experienced an error while saving a project. Could you have a look?"

"On Fridays, it seems CA Clarity is slower. It seems that when users submit their timesheets, it impacts the entire system. Should we increase our infrastructure?"

"The Background Engine sometimes stops running, impacting posting and other jobs. As we only recognize this problem after 1 or 2 days, how can we avoid this?"

"This specific page is very slow in our system. How can we improve performance?"

CA Clarity provides some useful methods of investigating this (like SQLTrace and extra logging through the NSA), but a CA Clarity administrator does not have the time/will or skills to look into these problems in depth. Also, a problem can appear to be a simple application error while a database error is the root-cause. I have had multiple occasions when the Oracle and Websphere team have been playing email discussions over and over to find the cause when the root-cause was a simple mistake in a NSQL query.

Running **CInsightC** in your CA Clarity infrastructure lets you identify 80% of the problems in real time, and even notifies you on errors or when a part of the infrastructure is down.

It also stores all data (logfiles, garbage collection, SQLTrace data, access logs, etc.) in the CInsightC database for future reference. Nothing gets lost. It allows you to make a link between a user action, a slow query, an error and even the memory usage at that time.

Koen Gryson co-developed CInsightC with the thought of making the life of CA Clarity administrators and technical consultants easier.

6 Contact Details

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