Application Note

Customize Monitored Sites

Overview

IT organizations frequently need to support Microsoft workloads at multiple business sites. Some sites typically perform at industry standards, but other sites may have known issues. When you are aware that a site has a poorer performance baseline, you don't want your monitoring tools to consistently report performance issues that are the baseline for that particular site. It is much more efficient to monitor your business sites if the information reported by your monitoring tools measures performance against your expected baselines. Being able to customize your performance baselines also means that the notifications you receive from your monitoring tool are meaningful, because you won't receive unnecessary notifications.

This application note explains how you can customize dashboards, health statuses, and performance thresholds in VDX Monitoring to meet your unique business needs.

If you are using VDX Monitoring within the Vantage DX solution, VDX Monitoring customizations are also reflected in VDX Analytics, which provides a consolidated view of all of your monitoring tool data, and allows you to organize and analyze the data, track SLA compliance, and manage incidents related to service performance issues.

Understanding Customizations

VDX Monitoring provides a default set of system dashboards. Each dashboard provides a visual representation of the health status and performance metrics for one or more workloads across all of your monitored sites. System dashboards provide information about typical monitoring needs and scenarios. You cannot edit or delete system dashboards.

However, you can create custom dashboards. Custom dashboards allow you to rename the dashboard, to move, remove, or re-size dashboard components, and to add or remove components, including health statuses.
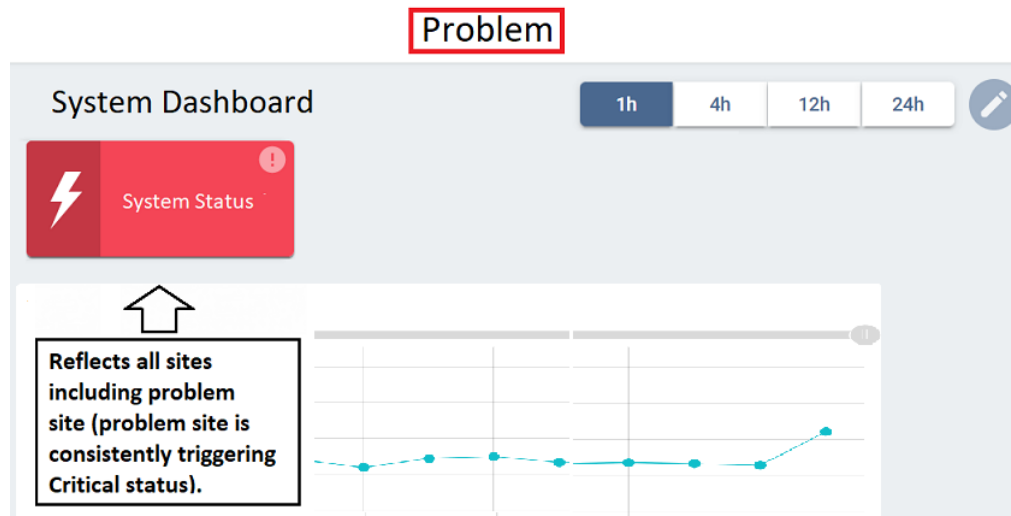
Customize Monitored Sites

Health statuses provide one aspect of workload health information on dashboards. Health statuses display color-coded cards that reflect the real-time health status of workloads, in addition to the graphs and tables that provide data over a period of time. VDX Monitoring provides a default set of system health statuses. Performance-based statuses rely on threshold values to calculate the current health state. The threshold values for system statuses are based on industry standards. Although some system statuses have configurable thresholds, changing a system status threshold is a system-wide change that affects all monitored sites.

You can, however, create custom statuses that apply only to specific monitored sites. This allows you to isolate and compensate for known issues.

The following images show a simplified example. In this situation, robots are performing a test at multiple sites for a workload. There is a known performance issue at one site that regularly triggers a red Critical health status on the associated health status card.

Customize Monitored Sites

To make the monitoring data more meaningful, you can isolate the data from the known problem site and display it separately from the overall system-wide data using the following features:

- **Robot Manager filter tags**—You can create filter tags for specific Robot Managers to compensate for unique performance expectations at specific sites.

- **Custom statuses**—You can create custom statuses with unique performance thresholds and correlate those statuses to the desired Robot Managers by adding the same filter tags.

- **Custom dashboards**—You can create custom dashboards that include default system statuses with system-wide thresholds, plus custom statuses with site-specific threshold filters.
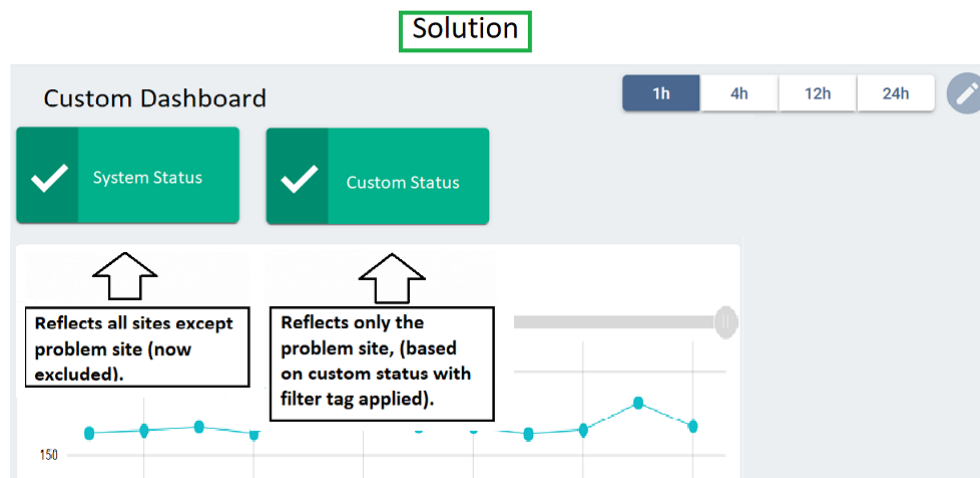
Customize Monitored Sites

Create Custom Statuses and Dashboards

This example shows how to customize a URL workload, which monitors website response times, certificate issues, and HTTP response code problems.

In this example, there is a known issue with a DNS server at one site, which is causing a poor webssite response time. The default system URL dashboard shows a healthy average response time across all sites. However, the health status card for URL response time consistently shows a Warning state. This Warning state is triggered by the low-performing site that consistently exceeds the response time threshold set for the system URL status. This is also causing unnecessary notification alerts.
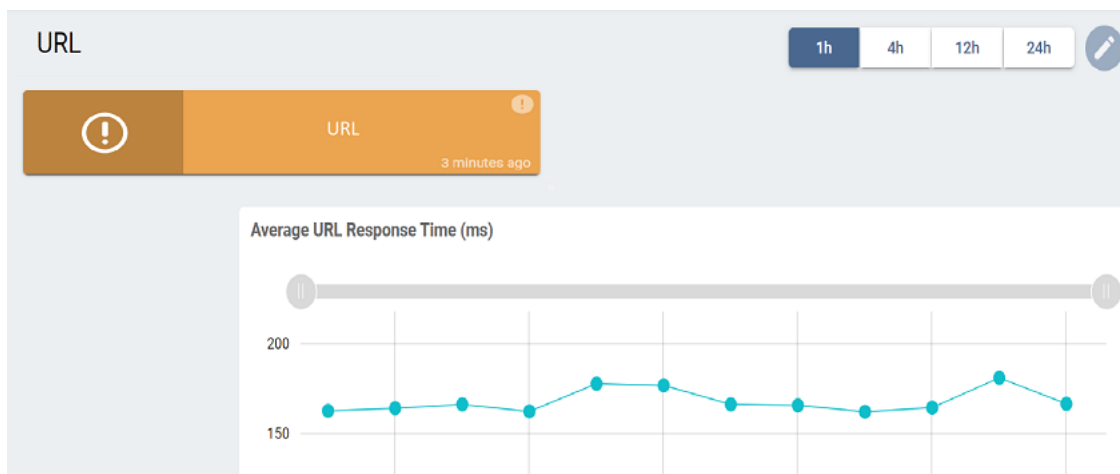
Add a Robot Manager Filter Tag

The first step is to add a filter tag to the Robot Manager associated with the problem site (RM01 in this example). In this case, you can create a new filter tag with a Key "Performance," and a value "URL Low Perf."
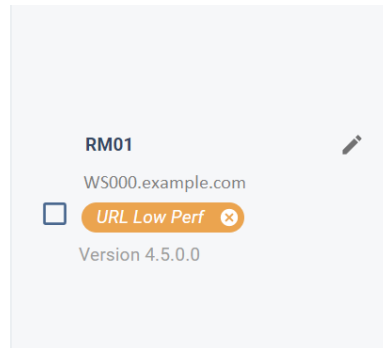
Customize Monitored Sites

After creation, the Robots management page displays the new tag for Robot Manager RM01.

Create a Custom Status

The next step is to create a custom URL status with a performance threshold that aligns with the performance expectations for the problem site. You can rename the copy and change the URL Performance Status Threshold. In this example, the threshold is raised to 8000 ms.

To correlate the custom status to the Robot Manager at the problem site, you can add the same filter tag that you previously created for the Robot Manager. In this case, enter the Key "Performance" and the Value "URL Low Perf" to match the tag on the Robot Manager.

Customize Monitored Sites

Ensure that you enable the custom status after you create it, and enable notifications if desired.

Create a Custom Dashboard

The final step is to create a custom dashboard, and to customize the components in that dashboard to give the most meaningful view of the data.

For this example, you can create a custom URL dashboard by duplicating the system URL dashboard to be able to view all of the information provided in the system URL dashboard, plus the custom status we created for the low-performing site.

After creating and activating the custom dashboard, rename the dashboard and add the custom status component for URL - Low Perf. Ensure that you activate the custom URL dashboard so that it shows in the Web UI dashboard navigation list. You can optionally hide the system URL dashboard from the navigation list if it is not needed.

The following image shows the final custom dashboard with the health status (URL) for all sites except the low-performing site, and the health status (URL - Low Perf) for only the low-performing site.
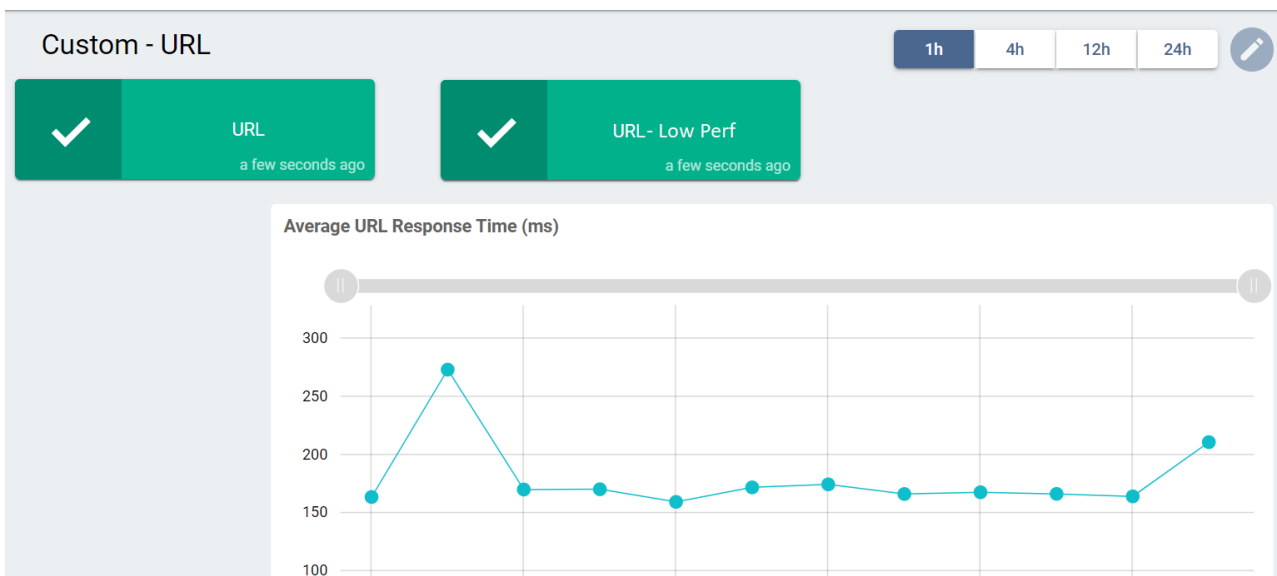
Customize Monitored Sites

Resources

Full configuration information is available in the *Vantage DX Monitoring User Guide,* available at*:*

https://martellotech.com/documentation/monitoring/

About Martello Technologies

Martello Technologies Group Inc. (TSXV: MTLO) is a technology company that provides digital experience monitoring (DEM) solutions. The company develops products and solutions that provide monitoring and analytics on the performance of real-time applications on networks, while giving IT teams and service providers control and visibility of their entire IT infrastructure. Martello's products include unified communications performance analytics software and IT analytics software.

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