ProVue Monitoring

discover, analyze, improve...

Data Sheet

birlasoft

Overview

Pro Vue Monitoring for JD Edwards is designed to bring power and simplicity to the process of monitoring your JD Edwards EnterpriseOne (E1) landscape. ProVue lets you go beyond monitoring just the OS and network level metrics for E1 servers, and dives deeper into the inner working of E1. ProVue monitors in real-time kernel metrics, UBE performance, log files, JVM performance, end-user performance, and provides proactive customizable alerts. ProVue also stores all metrics for historical searches, letting you go back in time when troubleshooting issues.

By leveraging the computing resources of Oracle Cloud Infrastructure (OCI) for hosting ProVue servers, customers are assured of top-notch performance, and 24x7 access to the portal.

Benefits

Reduced Incident Resolution Time

With all essential and related information provided on a single pane of glass, and the ability to traverse multiple servers and hundreds of log files almost instantaneously, a CNC administrator can quickly solve the problem at hand.

Proactive Monitoring

Reduce unexpected downtime by identifying and resolving issues before they impact the business with ProVue constantly monitoring the E1 landscape.

Flexible

Built for JDE, but flexible enough to monitor non-JDE systems, third party integrations, or to incorporate your existing monitoring scripts into its data feed

Data-Driven Planning

Historical and real-time data points are stored for a minimum of 12 months which helps in making an informed decision when planning for JDE server expansion, migrations, or upgrades.

Detailed User Insights

Real-time end user behavior analytics to determine usage patterns, peak loads, most used applications, and historical sessions. Go from running surface tests on a single machine to capturing results from your entire JDE user base.

LEVERAGES INDUSTRY LEADING AI & ML ENGINE

BUILT FROM THE GROUND UP FOR ENTERPRISEONE

REDUCE MTTR WITH COMPREHENSIVE DASHBOARDS AND PROACTIVE ALERTS

Key Features

Real End-User Monitoring

ProVue can monitor E1 performance and behavior metrics directly from an end-user's browser. This feature enables system administrators to quickly narrow down if an incident is specific to a user, or to an entire location. ProVue also tracks and stores all user interactions done via the E1 JAS interface (no business data is collected). This feature can be used when troubleshooting issues that happened at an earlier time, or to determine if a user needs more training. Since these metrics are captured directly from the perspective of a user, it provides a much more robust visibility on the current system performance. Images 1 and 2 show various dashboards that display KPI's using real user metrics.
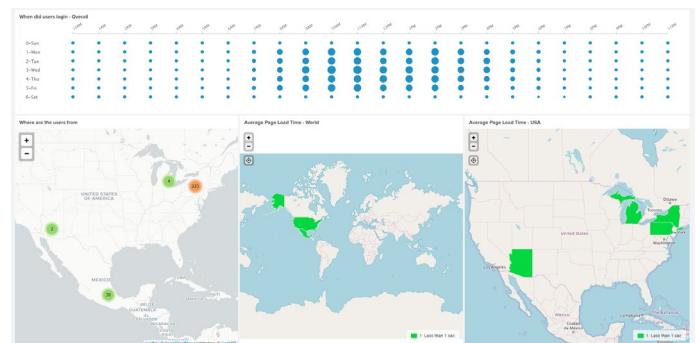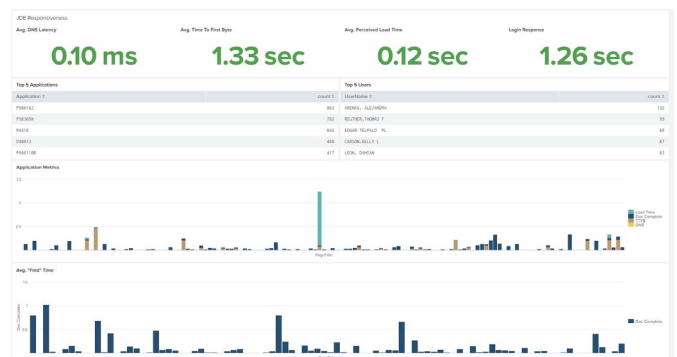

Image 1 – Real User Metrics Dashboard

Image 2 – Real User Metrics Dashboard

UBE Analytics

Generally, a lot of incidents and issues that are raised are related to UBE performance and errors. ProVue makes it very easy and straightforward to

analyze various UBE metrics like wait times, job status, run time, record counts, job density, etc. in order to determine the best course of action. The analysis can either be real-time or on historical data. The UBE logs are also saved for historical troubleshooting and are available even if the physical log files have been deleted.
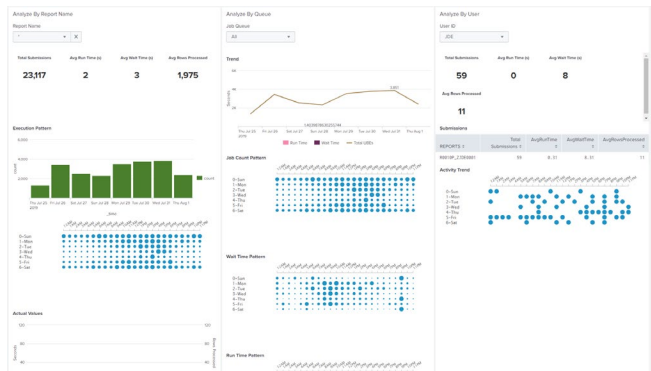

Image 3 – UBE Analytics Dashboard

Infrastructure KPI View

In order to provide a complete picture of the E1 landscape, ProVue also monitors various OS and Network level metrics and KPIs. For example, CPU, memory, disk and network utilization. ProVue can be customized monitor even other KPIs of interest.
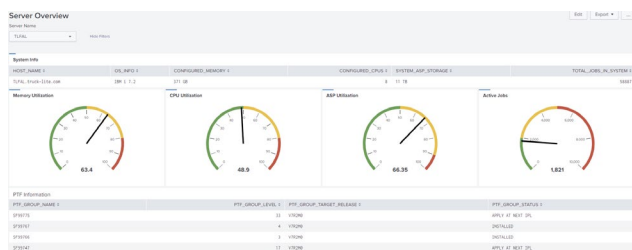

Image 4 – Infrastructure Metrics

Log and Metric History

ProVue maintains history, for an agreed upon time frame, of all log files and metrics that are captured. When troubleshooting issues, this ensures that you are never at a loss for historical data. This rings especially true when investigating issues with UBEs that are run infrequently, like month end, or quarter end reports.

Alerts and Health Checks

ProVue allows for monitoring and alerting on any of the metrics that are captured. Some alerts are provided out of the box on install, and others can be configured on a need basis. Alerts may be configured to be sent out to email addresses or integrated with your incident management system such as ServiceNow or JIRA. ProVue also provides automated health check reports emailed to your

inbox on a predetermined schedule. This quick summary email of the overall health of the system will allow you to stay up speed on JDE status without even signing onto the system.

What data is captured

ProVue does not capture any business data, or transactions. The only identifying information that is captured are usernames, IP addresses and machine names. Any possible identifying information that appears in a JDE log file is also captured. ProVue does not monitor debug log files and does not use network sniffing to capture any data.

The main data capture points for ProVue are listed below:

- **JDE Metrics** – Managed instances, server stats, kernel stats.
- **OS Metrics** – Disk, CPU, network, memory, processes
- **DB Metrics** – Locks, long transactions, blocked processes, tempDB usage, sessions,
- **Logs** – App Server, JAS Server, Weblogic
- **UBE Metrics** – Waiting jobs, job status, run-time, job queue metrics, JDE scheduler jobs.
- **End User Metrics** – Page Load performance, User behavior and applications accessed, health checks

It may be possible to capture metrics not listed above if a requirement arises.

How is the data captured?

The data capture for ProVue happens in two phases. At the customer premise agents are installed on all the monitored servers. These agents send data to a SPOC server that is also hosted on the customer's premise. The SPOC server is the only point of communication between customer's datacenter and the ProVue servers residing on OCI making network and security configuration easier. The SPOC server forwards the collected data over an IPSEC VPN connection to the ProVue server cluster on OCI. Once the data is on the ProVue cluster, it is indexed and made available for querying and analysis via the access portal.

Please contact ProVue Support for more details on ProVue or to schedule a demo.

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