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This guide describes eHealth system management—the process of using eHealth to monitor its own critical processes and alert you when problems occur. eHealth system management is one of several primary tasks that an eHealth administrator performs. This guide supports eHealth Release 6.0 and later.

**Audience**

This guide is intended for anyone who is responsible for monitoring the health and function of the eHealth system and its critical processes.

**About This Guide**

This section describes the reading path that you should follow, as well as the revision history of this guide. It also includes the documentation conventions used in this guide.

**Reading Path**

Prior to reading this guide, you should review *Introduction to eHealth* and *eHealth Administration Overview Guide*. These guides are available in PDF format in the eHealth Web Help and on the Technical Support Web site.

**Revision Information**

This is the first release of this guide.
Documentation Conventions

Table 1 lists the conventions used in this document.

Table 1. Documentation Conventions

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>File or Directory Name</td>
<td>Text that refers to file or directory names.</td>
</tr>
<tr>
<td>code</td>
<td>Text that refers to system, code, or operating system command lines.</td>
</tr>
<tr>
<td>emphasis</td>
<td>Text that refers to guide titles or text that is emphasized.</td>
</tr>
<tr>
<td>enter</td>
<td>Text that you must type exactly as shown.</td>
</tr>
<tr>
<td>Name</td>
<td>Text that refers to menus, fields in dialogs, or keyboard keys.</td>
</tr>
<tr>
<td>New Term</td>
<td>Text that refers to a new term, that is, one that is being introduced.</td>
</tr>
<tr>
<td>Variable</td>
<td>Text that refers to variable values that you substitute.</td>
</tr>
<tr>
<td>→</td>
<td>A sequence of menus or menu options. For example, File → Exit means “Choose Exit from the File menu.”</td>
</tr>
<tr>
<td>NOTE</td>
<td>Important information, tips, or other noteworthy details.</td>
</tr>
<tr>
<td>CAUTION</td>
<td>Information that helps you avoid data corruption or system failures.</td>
</tr>
<tr>
<td>WARNING</td>
<td>Information that helps you avoid personal physical danger.</td>
</tr>
</tbody>
</table>

Technical Support

If you have a Support Contract ID and password, you can access our Support Express knowledgebase at the following URL: [http://search.support.concord.com](http://search.support.concord.com).

If you have a software maintenance contract, you can obtain assistance with eHealth. For online technical assistance and a complete list of primary service hours and telephone numbers, contact Technical Support at [http://support.concord.com](http://support.concord.com).
To ensure that eHealth is able to collect data on your resources, it is important to monitor the system logs and processes on a regular basis. eHealth provides tools that you can use to ensure that processes are operating as expected and to identify problems so that you can take corrective action. This chapter provides an overview of these monitoring tools.

**Using a SystemEDGE Agent**

You can use the eHealth SystemEDGE agent to proactively manage your eHealth system. The SystemEDGE agent is software that you can install on your eHealth system to monitor system logs and identify errors, warnings, unknown files, and other information that can indicate that a problem has occurred. The agent provides you with important information about your eHealth system’s configuration, status, performance, users, processes, file systems, and much more. The agent’s process- and service-monitoring capability can automatically alert you when critical eHealth processes are not running or certain events have occurred. You could also configure the agent to alert you when certain scheduled jobs are taking longer than a specified time period to finish. Chapter 2 describes how to use SystemEDGE capabilities to monitor eHealth.

**Using OneClick for eHealth**

The OneClick for eHealth (OneClickEH) administrative console provides useful monitoring capabilities that you can use to manage eHealth processes:

- **eHealth History** allows you to quickly view all historical activity that has occurred within a specified time frame. It provides you with immediate access to system, Web server, and OneClickEH activity logs; scheduled job history; and database status. With this information, you can easily identify current or potential problems that are developing with processes and address issues before they prevent eHealth from being able to monitor your resources.

- **System Information** provides you with immediate access to the entire eHealth file structure for your primary system directories. You can display the contents of each system directory and determine when the files were last changed.

- **Setup** provides you with an advanced logging capability to enable you to troubleshoot configuration problems.

Chapter 3 describes how to use these OneClickEH features to proactively monitor your eHealth system processes.
Monitoring eHealth with SystemEDGE

This chapter explains how to use eHealth SystemEDGE to determine whether critical processes are running or certain events have occurred on the eHealth system.

Using the SystemEDGE Agent

To use the SystemEDGE agent, you must first install it on your eHealth system by following the instructions provided in the eHealth SystemEDGE User Guide. You can then use the nhAddSysEdgeMonEntries command to configure the agent to monitor eHealth logs and critical processes, and notify you when it detects problems.

Monitoring Logs

The SystemEDGE agent can monitor the log files listed in Table 2 to search for errors and warnings that indicate a process has failed or a problem has occurred. The agent can also flag messages that should be reviewed or brought to your attention, as well as unknown files, directories, subjects, or other situations that it does not recognize.

Table 2. eHealth Log Files  (Page 1 of 2)

<table>
<thead>
<tr>
<th>Log File</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculate_Baseline</td>
<td>Baseline of data for Live Exceptions alarms</td>
</tr>
<tr>
<td>Conversation_Rollup</td>
<td>Rolled-up polled data for conversations elements</td>
</tr>
<tr>
<td>Data_Analysis</td>
<td>Daily data analysis used in scheduled reports such as Health and Service Level</td>
</tr>
<tr>
<td>Database_Save</td>
<td>Database save scheduled job</td>
</tr>
<tr>
<td>DB_Maintenance</td>
<td>Maintenance operations on tablespaces and indexes</td>
</tr>
<tr>
<td>Delete_Database_Archives</td>
<td>Deleted archived logs (recovery files created after a disk or system failure)</td>
</tr>
<tr>
<td>Delete_Old_Reports</td>
<td>Delete Old Reports scheduled job</td>
</tr>
<tr>
<td>Find_Cluster_Differences</td>
<td>Differences in object information among the cluster members</td>
</tr>
<tr>
<td>FSA_Scrubber</td>
<td>Temporary files removed from the File Staging Area and soft-deleted objects that still have entries in the database</td>
</tr>
<tr>
<td>License</td>
<td>eHealth license manager processes</td>
</tr>
<tr>
<td>Live_Exceptions_Baseline</td>
<td>Calculated baselines for Live Exceptions based on historical data</td>
</tr>
</tbody>
</table>
Monitoring Processes

In an eHealth environment, you can configure the SystemEDGE agent on an eHealth system to monitor the critical eHealth processes listed in Table 3 and alert you when any of the processes stop.

Table 3. Critical eHealth Processes  (Page 1 of 2)

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Actual Process</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>nhiCfgServer</td>
<td>eHealth configuration manager</td>
<td>Handles changes in the poller configuration and for objects such as elements, groups, and group lists.</td>
</tr>
<tr>
<td>nhiDbServer</td>
<td>eHealth database server</td>
<td>Handles requests to and from the database.</td>
</tr>
<tr>
<td>nhiHttpd</td>
<td>eHealth Web server process</td>
<td>Manages requests for the eHealth Web interface.</td>
</tr>
<tr>
<td>nhiLiveExSvr</td>
<td>Live Exceptions server</td>
<td>Manages the processes and messages sent to the Live Exceptions application.</td>
</tr>
<tr>
<td>nhiMsgServer</td>
<td>eHealth message server process</td>
<td>Handles the passing of messages to various processes throughout the eHealth system.</td>
</tr>
<tr>
<td>nhiNetHealthSvc</td>
<td>Main eHealth server process (on a Windows system)</td>
<td>Stops (or starts) the eHealth server and related subprocesses (on a Windows system).</td>
</tr>
<tr>
<td>nhiPoller</td>
<td>Statistics poller</td>
<td>Collects data at regular intervals from the SNMP statistics elements in your poller configuration.</td>
</tr>
<tr>
<td>nhiPoller -dlg</td>
<td>Conversations poller</td>
<td>Collects data at regular intervals from conversations elements (probes) in your poller configuration.</td>
</tr>
<tr>
<td>nhiPoller -import</td>
<td>Import poller</td>
<td>Collects data at regular intervals from the imported elements in your poller configuration.</td>
</tr>
<tr>
<td>nhiPoller -live</td>
<td>Live Trend fast sampling poller</td>
<td>Collects fast-polled data.</td>
</tr>
<tr>
<td>nhiReplServer</td>
<td>eHealth replication server process</td>
<td>Controls the replication processes for cluster members.</td>
</tr>
</tbody>
</table>
The `nhAddSysEdgeMonEntries` command configures SystemEDGE to monitor these default processes and react when any of them stops. In addition, you can configure the agent to monitor scheduled jobs and alert you when jobs have been running for more than six hours. To extend the agent’s monitoring capabilities, refer to the `eHealth SystemEDGE User Guide`.

### Configuring the Agent with `nhAddSysEdgeMonEntries`

To enable SystemEDGE to monitor log files and processes, you must use arguments to specify the strings that the agent should find, and the IP and e-mail addresses to which it should send notifications.

#### Sending Traps

To configure the agent to send a *trap* (message) when a critical process stops or when a log file contains a specific string, you must include two arguments with the `nhAddSysEdgeMonEntries` command:

- Use the `-trapExpr` argument to specify a string of comma-separated regular expressions (enclosed in double quotation marks) for which the agent should send traps when it finds a match in a log file. The following values are valid only: error, warning, info, unknown.

- Use the `-trapList` argument to specify a list of IP addresses to which the agent should send the traps when a process stops or the agent finds a match in a log file.

Before you can run the command using the `-trapList` argument, you must specify trap destinations in the `sysedge.cf` file by following the instructions provided in the `eHealth SystemEDGE User Guide`. On a Windows system, you must also specify the destinations through your Control Panel by modifying the properties of the SNMP Service.

#### Sending Mail

To configure the agent to send you *e-mail* when a critical process stops or when a log file contains a specific string, you must include two arguments with the `nhAddSysEdgeMonEntries` command:

- Use the `-mailExpr` argument to specify a string of comma-separated regular expressions (enclosed in double quotation marks) for which the agent should send mail when it finds a match. The following values are valid only: error, warning, info, unknown.

- Use the `-mail` argument to specify the e-mail address of the user to whom the agent should send the log file when it finds a match in a log file or when a process stops. If you specify this argument without specifying `-trapList`, the command monitors the log files only; it does not monitor any of the processes.

Before you can run this command on a Windows system using the `-mail` argument, you must define the `NH_NT_SMTP_SERVER` environment variable to allow eHealth processes to send e-mail.

---

**Table 3. Critical eHealth Processes** (Page 2 of 2)

<table>
<thead>
<tr>
<th>Process Name</th>
<th>Actual Process</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>nhiRftIn and nhiRftOut</td>
<td>Remote File Transfer (RFT) processes</td>
<td>Send files to and receive them from other cluster members.</td>
</tr>
<tr>
<td>nhiRmtIn and nhiRmtOut</td>
<td>Remote Message Transfer (RMT) processes</td>
<td>Send messages to and receive them from other cluster members.</td>
</tr>
<tr>
<td>nhiServer</td>
<td>Main eHealth server process</td>
<td>Stops (or starts) the eHealth server and related subprocesses.</td>
</tr>
</tbody>
</table>
Running the **nhAddSysEdgeMonEntries Command.** The procedure that you use to run the nhAddSysEdgeMonEntries command varies, depending on the system platform on which you have installed eHealth. This section provides general instructions for running the command and includes some examples. For detailed instructions, refer to the Web Help and the *eHealth SystemEDGE User Guide*.

- To run the command on a UNIX system, log in to the eHealth system as root, open a terminal window, change to the eHealth installation directory, and source the nethealthrc resource file for your shell type.
- To run the command on a Windows system, log in as the eHealth administrator and open a DOS command window.

**Examples.** The following sample commands illustrate how to configure the agent to send traps, e-mail, or both to notify you when a problem occurs.

- This command sends traps to destination 1.2.3.4 when a critical process stops or when a log file contains the word *error*:

  \[
  \text{nhAddSysEdgeMonEntries -trapList 1.2.3.4 -trapExpr "error"}
  \]

- This command sends e-mail to account username@mycompany.com when a log file contains the word *error* or *unknown*:

  \[
  \text{nhAddSysEdgeMonEntries -mail username@mycompany.com -mailExpr "error, unknown"}
  \]

- This command sends a trap to destination 1.2.3.4 when a critical process stops or when a log file contains the word *error*. It sends e-mail to account username@mycompany.com when a critical process stops or when a log file contains the word *unknown*:

  \[
  \text{nhAddSysEdgeMonEntries -trapList 1.2.3.4 -trapExpr "error" -mail username@mycompany.com -mailExpr "unknown"}
  \]
Monitoring eHealth Using OneClickEH

The OneClick for eHealth administrative console enables you to view historical activity that has occurred with your eHealth system, access system files, and troubleshoot configuration problems. This chapter explains how to use these features to monitor eHealth and identify problems.

Reviewing eHealth History

The OneClickEH eHealth History feature provides several types of message logs that enable you to track the activity on your eHealth system, identify the users who performed the actions, and pinpoint when problems occurred:

- System messages
- Scheduled job history
- Web server activity
- Database alerts
- OneClickEH activity

When you display one of these logs, you can quickly find specific information of interest to you by reordering and resizing the columns, and sorting the data based on timestamp, type, or content. You can also right-click to copy and paste specific messages, export the data to a file, or print the data. To tailor your view, you can review the messages for a particular time period by selecting a tab at the top of the log table.

Use your mouse to drag and drop a column to a new location. Click a tab to tailor your view to a specific time period. Right-click a column header to sort the data.

<table>
<thead>
<tr>
<th>Time</th>
<th>Type</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005-03-03 Thu 01:24:40 PM</td>
<td>Warning</td>
<td>Pgm nniPoller[Dlg]: Attempted to poll probe element star2_927-probe-4, but no data found.</td>
</tr>
<tr>
<td>2005-03-03 Thu 01:00:06 PM</td>
<td>Info</td>
<td>Pgm nniDbServer: Job 'Name Nodes' finished (Job id: 100017, Process id: 21991).</td>
</tr>
<tr>
<td>2005-03-03 Thu 01:00:04 PM</td>
<td>Info</td>
<td>Pgm nniDbServer: Starting job 'Name Nodes'... (Job id: 100017, Process id: 219)</td>
</tr>
</tbody>
</table>
System Messages

Immediately after you log in, the Status Summary window lists the total number of system events, warnings, errors, and informational messages that have been generated by the eHealth system over the past 24 hours. From that window, you can drill down to the System Messages log to view all of the messages, or you can access the log by opening the System Messages folder in the tree. OneClickEH displays the timestamp associated with each message, and you can sort the list by clicking a column header.

System messages can describe routine activity, indicate when system events occur such as the console initialization, and identify operational errors relating to groups, the database, or user management. You can use this information to confirm that processes are running as expected, and pinpoint when problems occur. OneClickEH highlights each message based on its type, as illustrated in this example.

<table>
<thead>
<tr>
<th>Time</th>
<th>Type</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/13/05 09:10</td>
<td>System Event</td>
<td>Console initialization complete.</td>
</tr>
<tr>
<td>12/13/05 11:24</td>
<td>Error</td>
<td>Pgm nhICfgServer: Unable find Group 'GROUP1'.</td>
</tr>
<tr>
<td>12/13/05 10:59</td>
<td>Error</td>
<td>Pgm nhICfgServer: Database error: Modifying group name failed.</td>
</tr>
<tr>
<td>12/05/05 11:38</td>
<td>Info</td>
<td>Host madmin : Pgm nhArControl: Controller has started. Product version is 6.0.0.0.231.</td>
</tr>
<tr>
<td>12/11/05 09:01</td>
<td>Info</td>
<td>Host madmin : Pgm nhArControl: AR License information received from Response Server: Agent1...</td>
</tr>
</tbody>
</table>

Job History

The Job History log shows you the status of all scheduled system jobs that eHealth has run recently or during a specified time period and identifies their status. You can quickly sort the information in the log to identify jobs that have failed, have been failing repeatedly over time, or are taking much longer than usual to run. By default, OneClickEH displays all jobs that have run within the last hour, but you can filter the list by clicking a tab at the top of the log table. You can also run a specific job on demand by copying its command from the Command column into a Command Prompt window. To display a summary of the information pertaining to a particular job, you can double-click it.

**NOTE**

OneClickEH represents scheduled job times in the time zone of the server. It represents all other times in the time zone of the OneClickEH client system. If the server and client are in different time zones, this may be confusing.

OneClickEH highlights each scheduled job based on its status, as illustrated in this example:
Web Activity

The Web Activity log displays all messages generated by the eHealth Web server as users accessed it, as well as errors that have occurred. This log enables you to quickly identify the administrators who recently performed tasks, the types of tasks that they performed, when the activity took place, and the client system on which the activity occurred. By correlating the errors with the activity, you can use this information to quickly identify when and how problems occurred with the eHealth Web server and take action to rectify the situation. Messages can convey general information about activity, identify errors, or warn of potential problems. OneClickEH highlights each message based on its type, as illustrated in this example:

<table>
<thead>
<tr>
<th>Timestamp</th>
<th>Type</th>
<th>Client</th>
<th>User Name</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>08 Jul 2005 (Fri) 01:05:30 PM</td>
<td>Info</td>
<td>111.111.111.111</td>
<td>-</td>
<td>GET /continue.gif HTTP/1.1</td>
</tr>
<tr>
<td>08 Jul 2005 (Fri) 01:05:32 PM</td>
<td>Error</td>
<td>111.111.111.111</td>
<td>-</td>
<td>GET /cgi-bin/nhWeb?unc=mainChoice HTTP/1.1</td>
</tr>
</tbody>
</table>

You can also access this information using the Web user interface by clicking Access Logs under Site Management on the Admin page. From this page, you can generate a detailed list of all connections that all or specific users have made to the Web server, all or specific Web pages that users have accessed, and a specific time and date range during which the access occurred. In addition, you can also display summary statistics of individual connections to the Web server (that is, for each report page).

Database Alerts

The Database Alerts log displays all messages generated by the eHealth database over a specified period of time. Messages are sent to the operator console during daily database operations such as shutdown, startup, and archiving, and when errors are generated that cause trace files. OneClickEH highlights each message based on its type, as illustrated in the following example:

<table>
<thead>
<tr>
<th>Timestamp</th>
<th>Type</th>
<th>Source</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>03 Oct 2005 (Mon) 11:11:57 AM</td>
<td>Warning</td>
<td>RDBMS</td>
<td>ALTER DATABASE CLOSE NORMAL</td>
</tr>
<tr>
<td>03 Oct 2005 (Mon) 11:07:04 AM</td>
<td>Warning</td>
<td>RDBMS</td>
<td>alter database open</td>
</tr>
<tr>
<td>23 Nov 2005 (Mon) 02:46:47 PM</td>
<td>Info</td>
<td>ARC1</td>
<td>Beginning to archive log 4 thread 1 sequence 208</td>
</tr>
</tbody>
</table>
OneClickEH Activity

The OneClickEH Activity log displays all messages generated by OneClickEH as users perform administrative actions. This grid enables you to quickly identify the administrators who recently made configuration changes, the tasks that they performed, and when the activity took place. You can use this information to pinpoint when problems occurred and identify the cause. From this grid, you can also determine the amount of disk space that the OneClickEH Activity log is consuming. If the log file has become too large and you do not need to retain the data, select the Log Administration tab to clear all data.

<table>
<thead>
<tr>
<th>Last Hour</th>
<th>24 Hours</th>
<th>3 Days</th>
<th>One Week</th>
<th>One Month</th>
<th>Three Months</th>
<th>One Year</th>
<th>All Data</th>
<th>Log Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timestamp</td>
<td>Type</td>
<td>Client</td>
<td></td>
<td></td>
<td>User Name</td>
<td>Duration</td>
<td></td>
<td>Message</td>
</tr>
<tr>
<td>29 Nov 2005 (Tue)</td>
<td>Error</td>
<td>111.11.111.111</td>
<td>admin</td>
<td></td>
<td>1 sec</td>
<td>User 'admin' does not</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28 Nov 2005 (Mon) 02:26:20 PM</td>
<td>Warning</td>
<td>111.11.111.111</td>
<td>admin</td>
<td></td>
<td>1 sec</td>
<td>Not all rows were updated. Expected to</td>
<td></td>
<td></td>
</tr>
<tr>
<td>29 Nov 2005 (Tue)</td>
<td>Info</td>
<td>111.11.111.111</td>
<td>admin</td>
<td></td>
<td>1 sec</td>
<td>Users (admin) modified.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Accessing eHealth System Files

The System Information feature provides you with immediate access to the entire eHealth file structure for your primary system directories. The Server Files folder displays the name, size, read/write access settings, last modified date, and owner of each file contained in these three primary system directories:

- eHealth
- Database (eHealth)
- Web Content

Using this information, you can identify files that are consuming a significant amount of disk space and determine which files were changed at the time that a problem occurred.
Monitoring eHealth System Processes

The System Information feature enables you to display a spreadsheet of all eHealth processes. When you click Server Processes, OneClickEH provides useful information such as the amount of physical memory used by the process, the CPU, and the state of the process (intermediate, stopped, growing, and so on). Based on this data, you can identify any processes that are experiencing problems. By clicking on the State column, you can quickly identify any processes that have stopped unexpectedly.

Using Advanced Logging to Troubleshoot Problems

The Setup feature provides an advanced logging tool for troubleshooting problems that you encounter with eHealth. When you click Apply and then click View Advanced Logs, OneClickEH automatically opens the Server Files folder in the OneClickEH tree and displays the files relating to the eHealth pollers, console, database, or other services that you have selected. You can then scroll through the logs to investigate the problems that have occurred with those processes. As a best practice, press the F5 key to refresh the directory listings.

By default, eHealth stores the log files in the ehealth/log/advanced directory. You can change the location to a pre-existing directory to which eHealth has write access, and then reset it to the default at any time.

To access the Advanced Logging window, the User can manage eHealth configuration permission must be enabled for your Web user account. Because most of these log files can consume a significant amount of disk space, some of the options available in the Advanced Logging window can interfere with your system performance. As a best practice, do not enable advanced logging unless you are troubleshooting a specific problem under the direction of Support or your Sales Engineer.
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