

Introduction

Section Contents

Introduction	3
Introduction to Server and Application Monitor.....	4
System Requirements	5
SAM Application Server	5
Requirements for Virtual Servers and Machines	8
SQL Server Requirements.....	9
Scalability.....	11
SAM and System Performance	11
How Server and Application Monitor Works	12
Notes.....	14

Installing SAM

Installing SAM	15
Purpose	16
Licensing Server and Application Monitor	16
Installing Server and Application Monitor	16
Notes	29

Initial Configuration & Settings

Initial Configuration & Settings	30
SAM-Specific Admin Settings	31
Monitoring with a Linux Agent	33
Credentials Library.....	33
Adding credentials to the Credentials Library.....	33
Data & Database Settings.....	34
SAM License Summary	36
General Admin Settings	37
Node Management	37
Application Web Views.....	40
License Details.....	41
Notes	42

Creating and Administering Applications

Creating and Administering Applications	43
Purpose	44
Monitors, Applications and Templates	44
Component Monitors	44
Applications	44
Templates	44
The Process of Creating Monitors and Applications	45
Assigning an Existing Application Template	47
Creating a New Template	49
Designing a New Monitor, Application or Template	52
Scanning Devices for Running Applications	56
Operations with Components, Applications and Templates	62
Managing Component Monitors	62
Editing an Individual Component Monitor	63
Editing Individual Applications	64
Automatic Calculation of Baseline Thresholds	66
Copying Application Templates	68
Exporting and Importing Application Templates	69
Deleting an Application Template	69
Pre-Defined Templates – Some Usage Examples	70
AppInsight for SQL	70
AppInsight for IIS	71
DNS User Experience	87
Exchange 2007-2010 Common Performance Counters	87
Errors in Application Event Log	89
Exchange 2007 Outlook Web Access (OWA) Form Login	89
FTP User Experience	90
HTTP Form Login	90
Orion Server	90
POP3 Round Trip Email	93
SQL Server 2008 Analysis Services	94
Windows Server 2003-2012 Services and Counters	98
Notes	101

SAM on the Orion Web

SAM on the Orion Web	102
Purpose	103
Configuring SAM Node Resources on a Web View	103
Application Summary View Resources	104
Application Details View Resources	105
Application Component Details view	106
Customizing Application Summary Views	107
How Summary Views Are Filtered	108
Creating a Custom Filtered Application View	108
User Accounts and SAM Views	109
Assigning SAM Views to a User Account	109
Hardware Health Monitoring with SAM	110
Asset Inventory with SAM	111
Real-Time Process and Service Monitoring with SAM	114
Real Time Event Viewing with SAM	117
Notes.....	119

SAM Reports

SAM Reports.....	120
Purpose	121
Creating Application Reports.....	121
Viewing SAM Reports in Report Writer.....	122
The Advanced SQL option.....	124
SAM Reports on the Orion Website	125
Notes.....	127

SAM Alerts

SAM Alerts.....	128
Purpose	129
Configuring a SAM Alert	129
Review of Condition types.....	135
Alerts on the Orion Website	137
Alerts as a View Resource	138
Acknowledging Active Alerts	138
Notes.....	140

Lab Exercises

Lab Exercises	141
SAM Discovery Lab	142
Components, Applications and Templates.....	143
Inheritance and SAM	144
SAM on the Orion Web Console.....	145
SAM Reports.....	147
SAM Alerts	148
Notes	149