Melanie Giuliani to Everyone: Good morning everyone! Thanks for joining our Office Hours! We'll be getting started at 10am.

Melanie Giuliani to Everyone: Alright - let's get started! You can start typing your questions into the chat box. Please make sure to "Send to: everyone."

Melanie Giuliani to Everyone: Don't be shy! We're standing by to answer all your APM questions. Who wants to ask the first question?

Luke Lofgren to Everyone: I can give it a shot.

Luke Lofgren to Everyone: I am working to transition users from the Java Workstation to WebView with 9.5 and higher. We are having challenges where certain dashboards that are important cause failures in WebView. I know that I need to open support requests for specific issues, but is there a general approach we should use when troubleshooting a dashboard that works in Java Workstation but doesn't work in WebView (specifically that it crashes WebView).

Daniel Eig to Everyone: @Luke - not all objects work yet. I'll have to check and see if we have a list.

Hallett German to Everyone: @Luke We have a KB on this. Looking

Luke Lofgren to Everyone: Thanks.

Eduardo Vicente to Everyone: Hi, I would like to know if you have information about the amount of data between agents and collectors, and between collectors and EM. And also I am interested in the frecuency of the traffic between these components (I have read that the agents send every 15 seconds but the harvest is every 7,5 so I don't know). I have been reading in the APM—Sizing and Performance Guide.pdf but I don't see anything about this. This is important because I am going to start with a new installation and my network has 10Mbits so I don't know if it will be enough

Luke Lofgren to Everyone: One dashboard I had a problem with in 9.5.x was related to the number of alert indicators. I turned it into 3 dashboards (copied it three times and erased a subset of items off each one) and each of the 3 worked separately.

Matt Muskaloon to Everyone: @Eduardo - traffic is reported every 15 seconds, the agent harvests every 7.5 seconds and then takes an average and reports that data

Matt Muskaloon to Everyone: @eduardo yes 10 mbits is enough

Nikunj Jain to Everyone: What is the best way to monitor Oracle Database using APM based agents/epagents/powerpack? Is it the same as DPM or lesser? Specifically which are key metrics you can see from Powerpacks or fieldpacks.

Hallett German to Everyone: @Luke check out this KB on Webview widgets
http://www.ca.com/us/support/ca-support-online/product-content/knowledgebase-articles/TEC1748661.aspx

Luke Lofgren to Everyone: @Hallett That's not my situation -- I don't get the dashboard at all. I understand that I need to open a specific support ticket on this. Thanks for the KB article.

Leandro Ferreira to Everyone: Any powepack to monitor DB2 or Postgres, like the one for Oracle ?

Daniel Eig to Everyone: @Nikunk Jain - there is a powerpack for Oracle DB. You can find documentation on our wiki at https://wiki.ca.com/display/APMDEVOPS97/CA+APM+for+Oracle+Databases+Overview

goutham to Everyone: Could you please let us know the best approach to upgrade the introscope agents from 9.1.0.2 to 9.7. As we are facing issues with data loss when we use the agent with same server naming convention

Nikunj Jain to Everyone: @Daniel - Thanks

Matt Muskaloon to Everyone: @Luke - Are you seeing objects not showing up in the webview dashbaord?

John Krejcarek to Everyone: Is there anything published about the future direction of BRTM?   We used BRTM for a while, but eventually abandoned it in favor of an alternate RUM (Real User Monitoring) product.   Does CA plan to enhance BRTM in the future?   The shortcomings we saw with BRTM include: 1) Browser Type is not a reportable dimension.   2) Ajax requests are absent 3) Javascript errors are absent

Luke Lofgren to Everyone: @Matt No, I'm having certain dashboards that work great in Java Workstation that just don't work in WebView...didn't know if there was an approach to figuring out what causes them to not work.

Matt Muskaloon to Everyone: @Luke - by not working, do you mean not showing up? getting a box with a red x displaying?

Daniel Eig to Everyone: @goutham can you clarify on what you mean by data loss? Assuming the agents are configured the same, you should get the same data

Hallett German to Everyone: @Leandro we are checking into it. For the APM database if Postgres we have general database metrics under Supportability metrics.

Hallett German to Everyone: @John the Town-Hall meeting on the 29th will have Product Mgt. So that is a great opportunity for Product Management related questions.

Luke Lofgren to Everyone: @Matt Generally that it isn't showing up; as I indicated I'll plan to open a specific support ticket on my specific situations, I was just wondering if there was a troubleshooting approach already defined.

goutham to Everyone: @Daniel - The data capturedpreviously for the same agent with the same name is not disaplyed. once i use the old Introscope profile the data again shows up

Matt Muskaloon to Everyone: @Luke - I would say the most common thing between workstation and webview is heap. webstart uses MOM's heap and webview uses its own heap. It could be that webview's heap is too low to fully display the dashboard. That is the first place i would look

Luke Lofgren to Everyone: @Matt thanks for the hint; that may be it.

Nikunj Jain to Everyone: If we have employed CEM and Introscope to monitor an application A. The users of app A start to experience slowness due to network related issues. Can we still point out its not an app problem with CEM+INTROSCOPE combo or do we require ADA to do this part specifically? This query is for an upcoming PoC exercise. I know ADA can isolate problem to INRA or NETWORK or APP

Daniel Eig to Everyone: @Leandro - CA APM for IBM Z/OS does have some DB2 metrics. Can you take a look at https://wiki.ca.com/pages/viewpage.action?pageId=80348215 and see if that is what you're looking for?

Daniel Eig to Everyone: @goutham - in general there are two reasons this could happen. One could be that there is a clamp on the collector. If you're missing basic metrics, or only see a handful of metrics, thats usually a clamp. You can check that in the Investigator under Status Console in the menu. Number two, if you're getting general metrics, but missing some specific ones, would be to double check you have it configured the same (add-ons, properties, etc).

Leandro Ferreira to Everyone: @Daniel Thanks, I'll check

Hallett German to Everyone: @Ninkunj. Yes ADA would be best for network-related data to supplement defects.

Luke Lofgren to Everyone: @ Daniel -- It sounds like Goutham is saying that historic metrics don't appear once he starts using a new agent version. He might need to make a metric group to regex for the metrics from the old agent he wants to see?

Eduardo Vicente to Everyone: I have more or less 15 subnets with applications where I am going to deploy agents. My question is if I have to install a collector in every subnets to send information to an EM or it is best to install only 2 or 3 collectors. The load will not be very high but the problem is by the subnets. I don't know what is the best practice in this environment

goutham to Everyone: @Daniel - sure i would check out that.. Still my question for the best approach to upgrade the agents... as we have 1000+ agents in 100 servers... what is the best approach

Nikunj Jain to Everyone: @Hallet - Cheers. So I need all 3 in place. got it.

Matt Muskaloon to Everyone: @Eduardo - best practice is to keep the collectors and MOM within the same subnet if possible

Eduardo Vicente to Everyone: @Matt but it is not possible because are different so..

Hallett German to Everyone: @Leandro I find nothing specific on monitoring Postgres such as a field back with APM

Luke Lofgren to Everyone: @Eduardo - Matt said to keep the collectors and MOM in the same subnet. I have agents in dozens of subnets all monitored by collectors and MOM in a single central subnet.

Daniel Eig to Everyone: @Goutham - a lot of sites create standard agent images that are pre-configured with all the options you need, as well as the MOM address (you may need a few varieties to cover different applications, configurations, etc) Then what you would do is rename the old agent, move in the new agent image in the same place, and the old configuration on the application side would still point at it.

Eduardo Vicente to Everyone: @Luke And it is ok if I have the collectors and the mom in the same subnet but the agents in differents subnets??

Hallett German to Everyone: @eduardo from tech docs:

 Local Network Requirement for MOM and Collectors

Whenever possible, place a MOM and its Collectors in the same data center; preferably in the same subnet. Workstation responsiveness is adversely affected when the Collector-MOM connection crosses through a firewall or any kind of router. If latency is too high, the MOM disconnects from Collectors. If the MOM and Collector are across a router or, worse yet, a packet-sniffing firewall protection router, response time can slow dramatically.

Luke Lofgren to Everyone: @Eduardo The communciation from an agent to a collector is very resiliant/reliable. I have dozens of agents in the EU that communciate over WAN to collectors in the US. Yes, it is absolutely fine to have the agents in different subnets. The communication is over TCP and nothing that is influenced by broadcasts or anything that being on different subnets would affect.

Nikunj Jain to Everyone: Do we usually face a challenge in terms of instrumenting Dot Net applications compared to New Relic/Compuware/AppD/HP etc. Is our dot net agent at par with most competition. Do we need to tread careful with certain monitoring aspects of a dot net application? any views?

goutham to Everyone: @Daniel - great.. Thank you for your support

Eduardo Vicente to Everyone: @Luke - And what happens if for example the connection between the agent and the collector is broken? (because this collector is in another subnet). This can be affect to the instance of my application?, the agent can start to store the information and when it restores the communication…can send the information or this information is already lost?

Luke Lofgren to Everyone: @Nikunj - At some forum earlier this year I heard a product-oriented person indicate that CA would be focusing attention on shoring up the the .NET agent -- that they had

recognized that a lot of recent attention was on the Java agent and that some refreshing/improvements were needed on the .NET agent. Note: I am a customer of CA, I do not work for CA.

Luke Lofgren to Everyone: @Eduardo Information is not queued in the agent; why would your communication between subnets be broken? Do you frequently have that occur? A broken connection between subnets would be very disruptive to an Introscope Enterprise Manager cluster as well.

Daniel Eig to Everyone: @Nikunj Jain - I'm not aware of any problems with the .net agent instrumenting code, so there shouldn't be anything to worry about in regards of blowing up an application. In terms of features, that would be an excellent topic to bring up later this month - the Town-Hall meeting on the 29th will have Product Mgt. So that is a great opportunity for product-related questions.

Nikunj Jain to Everyone: @Daniel and Luke - Thanks a ton for your responses.

Hallett German to Everyone: @All, How are people finding the KBs and Tech Tips (aka Tuesday Tips) for APM?

Luke Lofgren to Everyone: @Hal I like the activity to provide more information there.

Nikunj Jain to Everyone: could somebody please provide a direct link to access all APM related KBs and Tuesday Tips?

Hallett German to Everyone: @All Are there topics that you wish us to cover?

Eduardo Vicente to Everyone: @Luke, Maybe if I have agents in UE and the collectors and the EM in USA.. I could have some lost in my communication. And for this I would like to know what happen if I had this problem

Melanie Giuliani to Everyone: @Nikunj - here is a link to all Tech Tips in the APM community: https://communities.ca.com/community/ca-apm/content?sortKey=contentstatus[published]~creationDateDesc&sortOrder=0&filterID=contentstatus[published]~objecttype~showall&filterID=contentstatus[published]~tag[tech%20tips]

goutham to Everyone: We have updated our CA APM to 9.7 and we have MTP on 9.2.0.3 version. The TIM installed in MTP is compatible with 9.7 or we need to upgrade the MTP also

Hallett German to Everyone: Here are some useful KB links http://www.ca.com/us/support/ca-support-online/product-content/recommended-reading/technical-document-index/top-20-knowledge-documents-for-em.aspx?intcmp=searchresultclick&resultnum=2   Top 20 Introscope

Matt Muskaloon to Everyone: @Eduardo - you can alert on the agent connection status in the custom metric section

Luke Lofgren to Everyone: @Eduardo I definitely understand the challenge of wide area networking. One option might be to have local standalone EMs and use some technology (MOM of MOMs) to allow

viewing each geography? What Matt said is valuable as well: APM can allow you to alert on a breach of connectivity.

Nikunj Jain to Everyone: @Hal and Melanie **-** Thank you so much guys. Appreciate.

Luke Lofgren to Everyone: @Hal little examples of .PBD coding for real-world situations might be nice. I wish there was a richer amount of those.

Wren Withers to Everyone: @All. How is your experience getting APM documentation on wiki.ca.com?

Hallett German to Everyone: @Goutham - MTP 9.2 should be compatible with APM 9.7

Hallett German to Everyone: Top 20 CEM KBs -- http://www.ca.com/us/support/ca-support-online/product-content/recommended-reading/technical-document-index/top-20-knowledge-documents-for-cem.aspx?id=%7BC22C7FA6-7C12-4AD2-81FE-43192F609CDD%7D

Hallett German to Everyone: Top 20 TIM KBs http://www.ca.com/us/support/ca-support-online/product-content/recommended-reading/technical-document-index/top-20-knowledge-documents-for-tim.aspx?intcmp=searchresultclick&resultnum=1

Hallett German to Everyone: Top 20 WTG KBs http://www.ca.com/us/support/ca-support-online/product-content/recommended-reading/technical-document-index/top-20-knowledge-documents-for-wtg.aspx

Eduardo Vicente to Everyone: @Luke Thank you very much. We are going to try this environment

Eugene Serdiouk to Everyone: @Wren I like the old "PDF library download" better. I think it was easier to get the whole library at once.

Hallett German to Everyone: @Eugene Do you mean searching the entire PDF bookshelf?

Melanie Giuliani to Everyone: @All - we have 15 minutes left in this Office Hours session. Get your last minute questions in now!

Eduardo Vicente to Everyone: @Wren I prefer the PDF files. It is better. Because for me it is more difficult to find something in the wiki

Cindy Carrillo to Everyone: Anyone know if you can put the error messages in a dashboard?

Luke Lofgren to Everyone: @Eduardo I can't find the KB article I commented on related to checking agent connection status. The method I use is 1. Define a simple alarm that checks that at least one EM shows an agent in healthy connected status. 2. Define a simple alarm based off the metric from the alarm in #1 (can group multiple together) to raise an alert if there is an issue. The intention of "nesting" these alarms is that the 2nd alarm will remain active even if the agent connection information ages out.

Eugene Serdiouk to Everyone: @ Hallett - yes, I think that downloading the entire PDF bookshelf and searching it on your computer, locally, is more user-friendly.

Luke Lofgren to Everyone: @Eugene...maybe they just need a "package this up as a PDF" option. I like how google and other online tools can help me find things.

Wren Withers to Everyone: @Eugene and @ Eduardo. Thanks for your feedback. You can print a PDF of the whole wiki from the Home page.

Matt Muskaloon to Everyone: @Cindy - I don't believe you can put the errors directly in, generally its graphs of data with metrics or images.

Luke Lofgren to Everyone: @Wren...and there you go. :)

Xin Wen to Everyone: This is Xin. I have a quick question regarding how to group thousands of dynamic urls in websphere portal?

goutham to Everyone: The new APM Command Center is compatible with 9.7.0? or it only works with 9.7.1?

Eugene Serdiouk to Everyone: @Wren - thanks, I have used wiki print to PDF successfully, but I still prefer the old PDF bookshelfs.

Matt Muskaloon to Everyone: @goutham - it works with both and can handle agents 9111 and higher

Daniel Eig to Everyone: @Xin - Have you used URL Grouping? This is a configurable setting in the agent properties

Cindy Carrillo to Everyone: There any way to get errors in an alert and count them?

goutham to Everyone: @Matt Thank you

Eugene Serdiouk to Everyone: Are there any known issues with WebView in 9.7 and Java 8?

Wren Withers to Everyone: @Eugene. Thanks. Will pass along this feedback.

Daniel Eig to Everyone: @Eugene - webview is html based, so the version of java on the client shouldn't make a difference. Are you thinking of the webstart workstation?

Eduardo Vicente to Everyone: @Wren I have already printed the files but before it was easier because you select the all documentation and you can save in the folder in your laptop

Eugene Serdiouk to Everyone: @Daniel yes, sorry, I meant Webstart workstation.

Xin Wen to Everyone: @Daniel - I did. Somehow it's not working at the it goes to the few level deep of the hierarchy

goutham to Everyone: Can java 1.6 can start the 9.7 WebStart client? or it compulsory needs java 1.7....

Luke Lofgren to Everyone: @Cindy -- the error collected by the traces/events database should reflect the same count as the Errors Per Interval of the respective metric. Are you seeing something different?

Matt Muskaloon to Everyone: @goutham - it would need java 1.7 at minimum

Luke Lofgren to Everyone: @goutham I've had a user at my company unable to start 9.7 using Java 1.6.

Daniel Eig to Everyone: @Eugene - it isn't formally certified, but I've seen sites using it OK. In general if you run into problems with it the Java 1.7 KB Articles apply the same to Java 1.8.

goutham to Everyone: @Matt. So in all our 10 citrix servers we have java 1.6 installed.. From where does the Web Start pickup the java jre.. from the environment variables... or any specific property

Rogelio Di Pasquale to Everyone: @Luke - WebStart says you need 1.7. You can just use local 9.7 workstation.

Matt Muskaloon to Everyone: @goutham - webstart uses your local java

Eugene Serdiouk to Everyone: @Daniel - thanks!

goutham to Everyone: @Matt: Thanks!!!!!

Luke Lofgren to Everyone: @Rogelio -- you're right, a local install of workstation is a good option for the issue with Citrix.

Melanie Giuliani to Everyone: @All - 5 minute warning! We'll be wrapping up at 11am.

Carey to Everyone: @Eugene I know what you mean about the ease of extracting the bookshelf zip file locally. I miss that ability also.

Luis Chaparro to Everyone: can send me documentation?

Rogelio Di Pasquale to Everyone: Question - I have some JMX using AtomicLong values, and I cannot read them. I think we can oly read Long and String values for JMX. Can we extend this?

Hallett German to Everyone: @Luis you can grab the documentation from APM SUpport Site/wiki etc.

Luis Chaparro to Everyone: @hallet i know that i mean for this meeting

Melanie Giuliani to Everyone: @Luis - we'll be posting the transcript to the CA APM community later today. Please keep an eye out!

Daniel Eig to Everyone: @Rogelio - that would need some investigation. I would open a support case so someone can look into it.

Luis Chaparro to Everyone: @melanie ok thx =)

Rogelio Di Pasquale to Everyone: @Daniel - ok, thanks

Melanie Giuliani to Everyone: @All - that's all for today! Thank you for all your questions! We'll be posting the transcript later today. Have a great day!