



GroupWise Monitoring With Foglight

**October 2005
David Kleber, Lead Developer
Systems Management Associates**

Introduction

Novell Groupwise is a complete collaboration software solution that provides information exchange using e-mail, calendaring, instant messaging, task management and contact management. Groupwise is the leading alternative to Microsoft Exchange and has long been praised by industry analysts for its high level of security and reliability.

Since Groupwise resides on Novell's Operating platform, there is currently no native agent available for the monitoring of their collaboration solution. As a result, Systems Management Associates (SMA) has created a methodology that utilizes core Groupwise components to provide robust monitoring of their platform with Quest's Foglight application management platform.

Overview

GroupWise may be monitored by utilizing the GroupWise Monitor in conjunction with SMA's methodology for monitoring GroupWise with Foglight. Our data collection module provides the ability to gather all available metrics through the Groupwise Monitor and store them in the Foglight repository. Once data collection is complete, rules can be applied to specific metrics and thresholds defined to produce proactive notifications. Based on specific customer requirements real-time views are tailored to support the data presentation.

The solution also provides the ability to monitor GroupWise servers as part of the overall enterprise infrastructure. Servers can be tagged as part of a 'business process' and policies can be created to monitor the health of the business process. This provides the Groupwise administrators with the power to correlate events in the environment and assign appropriate severity levels to those events.

GroupWise Monitor has two major components, metrics and alerts. The SMA monitoring methodology for GroupWise has provisions to handle both. GroupWise alerts are sent by the GroupWise monitor to a log file. This file is continually read and messages immediately translated into Foglight alerts. Our methodology further allows for GroupWise metrics to be collected at user-defined intervals and stored in the Foglight repository. At this point the metrics are translated into subjects for various Foglight views and rules.

Our methodology for collecting Groupwise data focuses on four (4) key GroupWise components; Post Office, Message Transfer, Internet Access, and Web Access. A list of these metrics, broken down by category is below:

Collected Metrics

Post Office Agent (POA)

- agentname
- poaTotalMsgs
- poaProblemMsgs
- poaStatuses
- poaDelivredUsers
- poaExecutedRules
- poaUndeliverableMsgs
- poaPriorityQueues
- poaNormalQueues
- poaCSRequests
- poaCSRequestsPending
- poaCSUserTimeouts
- poaCSFileQueues
- poaCSUsersConnected

Message Transfer Agent (MTA)

- agentname
- mtaClosedDomains
- mtaClosedPostOffices
- mtaClosedGateways
- mtaRoutedMsgs
- mtaTenMinuteRoutedMsgs
- mtaUndeliverableMsgs
- mtaTenMinuteUndeliverableMsgs
- mtaErrorMsgs
- mtaTenMinuteErrorMsgs
- mtaLocalQCount
- mtaLocalQSize
- mtaOtherQCount
- mtaOtherQSize
- mtaINetQCount
- mtaINetQSize
- mtaOldestQMsg
- mtaADAQCount
- mtaADAQSize
- mtaOldestADAQMsg

GroupWise Internet Agent (GWIA)

agentname
gwiaStatBytesOut
gwiaStatBytesIn
gwiaStatMsgOut
gwiaStatMsgIn
gwiaStatStatusesOut
gwiaStatStatusesIn
gwiaStatErrorsOut
gwiaStatErrorsIn
gwiaQueueWpcsout
gwiaQueueWpcsin

GroupWise Web Access Agent (WEBACC)

agentname
gwWebAccessCompletedRequests
gwWebAccessFailedRequests
gwWebAccessTotalThreads
gwWebAccessBusyThreads
gwWebAccessPeakBusyThreads
gwWebAccessCurrentUsers
gwWebAccessTotalUsers
gwWebAccessPeakUsers

It should be noted that additional information and metrics may be available from the GroupWise environment. The consulting and development team at SMA welcome the opportunity to extend this methodology to suit the needs of individual organizations.

About Systems Management Associates

Founded in 1997, Systems Management Associates continues to serve as one of the nation's leading developers and integrators of Enterprise Management infrastructure. The explosive growth in the number of distributed systems has created the need to ensure the availability of those systems and the applications that reside therein.

In response to the growing need to manage these environments, we have created relationships with organizations that provide solutions in the areas of Application, System, Network and Service Management. Our model is unique. The ability to partner with the industries leading suppliers, and the consumers of that technology, put us in a unique position to understand the latest technologies and recommend the ones that will continue to provide our customers with value. Our goal, simply stated, is to provide our customers with the best solutions and highest quality of service available.

SMA understands that in order to insure effective application management, collecting metrics on a standard set of operating systems and standard applications is required. SMA adds value by building solutions to extend our strategic partners' offerings, and supporting customer needs for specific business activity and custom application monitoring.

Contact Information:

Systems Management Associates

SMA, LLC

270 Lafayette Street, 1209

New York, NY 10012

For more information about our solutions, or to request a trial, please visit us on the web at www.systemman.com, email sales@systemman.com or call our sales office at 212-226-2422.