

Heroix Longitude Quick Start Guide

V6.3

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About this guide

The Heroix Longitude Quick Start Guide provides basic instructions on installing Longitude Enterprise Edition and using it for the first time. It is intended for users who may be performing an evaluation prior to purchasing the software, or who wish to deploy Longitude in a fairly simple configuration. For more detailed information about understanding, configuring and using Heroix Longitude, please consult the Heroix Longitude User Guide.

Note: If you are running Longitude Cloud Edition, Longitude Professional Edition or Longitude Standard Edition, certain features may not apply to you.

Step 1: Review Installation Requirements

Heroix Longitude Server (Management Console) Minimum Requirements

- Windows 2003 or 2008 Server (32-bit or 64-bit)
- 2.4 GHz P4 or Xeon processor
- 2 GB Main memory
- At least 5 GB of free disk space
- 100 MB Ethernet Adapter

Note: Hardware requirements vary based on the number of computers that Heroix Longitude will be monitoring, as well as the volume of events generated.

Heroix Longitude Console Requirements

You can access Longitude's Web-UI using Internet Explorer 7.0 or higher, or Firefox 2.0 or 3.0.

Step 2: Prepare to Install

Preparing to Install

- Log in with, or run the install from, an account that is a member of the local Administrators group.
- It is strongly recommended that you quit all other programs before performing the installation.
- To initiate the install, run HeroixLongitudeXxx63.exe (if installing on a 32-bit server) or HeroixLongitudeXxx63-64.exe (if installing on a 64-bit server), where "Xxx" is "Std", "Pro", "ClD" or "Ent" (for Standard, Professional, Cloud or Enterprise).

Step 3: Perform the Installation

The installation proceeds through several screens and takes approximately 10 to 30 minutes. Most screens are self-explanatory, however, certain best practices responses are noted here:

Install Set – choose Management Station

To get started, a Management Station install set is recommended. Agent installs facilitate the monitoring of mixed domain or mixed platform environments, as well as enabling local data collection, when preferred. Please consult the Heroix Longitude User Guide for more information.

User Account Information

This account is used to log in to the Heroix Longitude Management Station.

The username must be at least three characters long and can only include letters and numbers. The password must be at least 6 characters long and can only include letters and numbers.

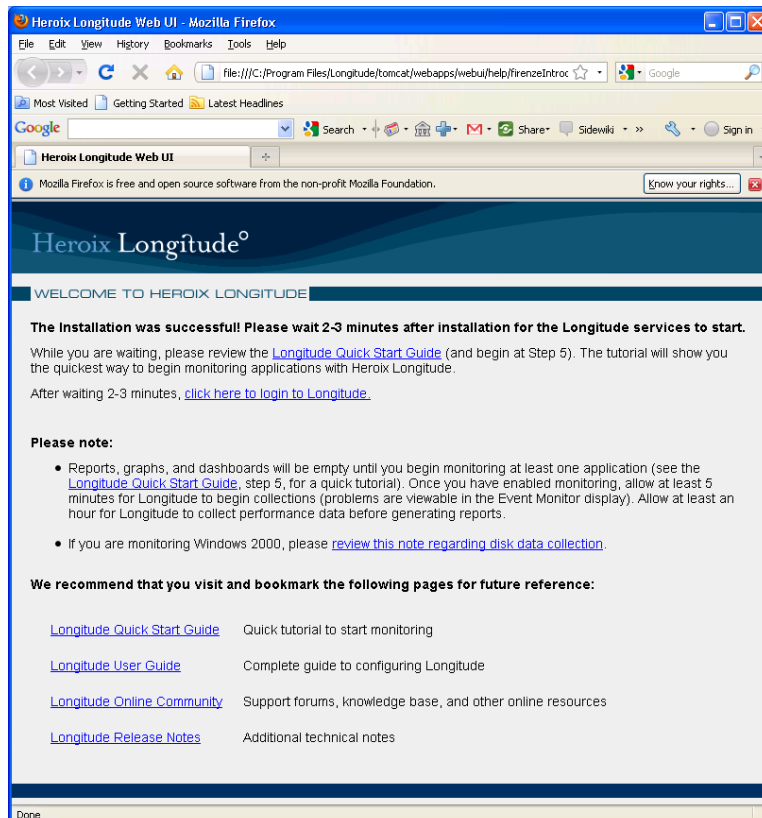
NOTE: Please choose a username and password that you will remember! You will need this to login to the Longitude Web Interface after installation.

Service Account Information

The Windows installation gives you the option to specify a Windows account for the collection of data. An account that is a member of the Domain Admins group is recommended in order to allow WMI collections to succeed within the domain.

Number of Managed Devices – for evaluation purposes, enter 100

The installation will conclude by presenting the following Welcome screen. We recommend that you peruse the links presented, particularly the Longitude Community Site (<http://community.heroix.com>), where you will find helpful video tutorials, user forums, etc.



Step 4: Access the Heroix Longitude Web UI

After you have performed the installation, please wait 1-3 minutes for the Longitude services to start. Once Longitude is running, you can access the Longitude Web UI, by pointing your browser to <http://localhost:7228> and login to the User Account specified during installation.

The Heroix Longitude Management Station supports HTTPS connections. The secure URL for the Heroix Longitude Management Station is: <https://ManagementStationName:7238/webui>

The Longitude User Interface is organized into five areas: Monitoring, Dashboards, Reports, Actions, and Administration. Navigate using text links on the left side of the screen, or buttons on the top. Online Help is available, as is a link to the [Longitude Community](#) where you can consult an extensive Knowledge Book and interact with other Longitude users in online forums.

Note: If you are running Longitude Cloud Edition, Longitude Professional Edition or Longitude Standard Edition, certain features shown here may not apply to you. Click the “Compare Versions” button in the upper right hand corner of the Web Interface to see what is included in each version of Longitude.

The screenshot shows the Heroix Longitude web interface. At the top, there is a navigation menu with the following items: MONITORING, DASHBOARDS, REPORTS, ACTIONS, ADMINISTRATION, HELP, and COMMUNITY. Below the menu, the user is logged in as 'mary' and there are links for 'Change Password', 'Log Out', and 'Help'. The main content area is titled 'HEROIX LONGITUDE SOFTWARE HOME' and contains a table of links for various software features:

Monitoring	Set up and configure monitoring, including: discover computers , add an application to monitor , edit rule thresholds , view monitored applications
Dashboards	Launch real time dashboards, including: Application Event Monitor , Statistic Dashboard , SLA Dashboard
Reports	Launch real time historical reports, including: Application Reports , SLA Reports , Event Reports
Actions	Add and configure actions, including: email , paging , text messaging , and corrective actions
Administration	Perform administrative functions, including: manage your Longitude license , manage Longitude users
Help	Access Longitude online resources, including: online help , documentation , and user community

Monitoring

The Monitoring section allows you to configure how Longitude collects and interprets data. This is where you tell Longitude which applications you wish to monitor on which servers; you can configure thresholds and other monitoring settings globally or for specific servers.

Dashboards

In the Dashboards section, you can view performance and availability in real time using the Event Monitor, Statistic Dashboard, and SLA Dashboard.

Reports

In the Reports section, you can access a variety of historical reports, including Application, SLA, and Event reports. You can run reports interactively, or schedule them to run in batch and email the results, or publish them to a web portal for viewing by designated users.

Actions

In the Actions section, you instruct Longitude how to respond to problems. You can have Longitude send email, text message to pager, text message to phone, generate SNMP traps, or execute OS commands to take corrective action when appropriate. You can also instruct Longitude to correlate events to identify situations unique to your environment.

Administration

Administration allows you to control access to Longitude and to administer its internal components and settings. This is also where you can set up other Longitude users and assign roles that control which functions they are allowed to see and perform when they login to Longitude.

Step 5: Optional: Add Applications to Monitor

Longitude will automatically start monitoring Windows and create a ping transaction (to itself) on the server where you performed the installation. When you are ready, you can instruct Longitude to monitor various applications using the Manage Monitoring function. Start by monitoring the operating system with the Windows or Unix application (Unix also monitors Linux).

- a. Go to the Monitoring section, and select the Manage Applications function, then click the Monitor Application button at the bottom
- b. You will be brought to the Monitor Application page so that you can specify what applications you want to monitor.

MONITOR APPLICATION

Application: Windows [Help](#)

Computer: Enter a comma separated list below or [discover computers](#)

Monitored Computers

This application does not contain properties that need to be set

* - required [Add Remote Agent](#) **MONITOR APPLICATION** **CANCEL**

- c. For any application you need to specify:
 - 1) Select the application that you want to monitor. To start, choose Windows or Unix.
 - 2) Specify the name or IP address of the computer on which the application that you want to monitor is running. You can enter a comma-separated list, as long as the properties for the application on each of the computers are the same. Longitude offers auto-discovery for major operating systems and applications – please consult the online help for more information.
 - 3) Some applications require further information. In this case, a Help link, with information about configuring those properties, will appear in the Properties section. Transactions that do not include properties (e.g. Ping) will also include a Help link, with information specific to that transaction, in the Properties section of the form.
- d. Click the Monitor Application button. It may take 1-3 minutes to register the collections. Allow Longitude to run for about 30 minutes to collect data and begin generating events.
- e. To monitor uptime of a remote computer, add a Transaction application for a Ping. You can then report on uptime using the Transaction Computer Uptime report.

Application: Transaction [Help](#)

Ping

Computer: Enter a comma separated list below:
web-server.mydomain.net

Monitored Computers

Instance: Ping
Unique friendly name used in Longitude actions and displays

Properties: [Help](#)

Step 6: Run the Event Monitor

The Event Monitor serves as a central monitoring station for Longitude, allowing you to view events, troubleshoot issues, and respond to problems from a single interface. To run the Event Monitor, select **Application Event Monitor** from the Dashboards section of the Web Interface Home page. Click on any event to see its details. Drill down for real time troubleshooting, modify performance thresholds, enable notification and corrective actions, and suspend or disable events right from the display:

- 1) “EVENT DETAILS” explains the problem detected, provides related data, and recommends corrective actions when appropriate.
- 2) If you need time to address the problem, you can specify a period of time, enter your comments, and click “ACKNOWLEDGE” so the event will not continue to fire. If you determine that the event is not relevant in your situation, enter your comments and click “DISABLE.”
- 3) If a threshold should be adjusted for this event, you can make the change under “Related Rule.”
- 4) Click the link next to “Statistic Dashboard” (under “RELATED RULE”) to see a real time display of performance metrics.
- 5) Click “SHOW DETAILS” (under “RELATED RULE”) to see a graph of recent history for underlying performance metric(s).
- 6) To enable notification, SNMP traps, or corrective action for this event, click “Add Action Rule.”

The screenshot displays the Heroix Longitude Event Monitor interface. The top navigation bar includes the application name and a search field. Below the navigation, there are filters for 'View' (Computer, Image View) and 'Grid Filter Types' (Open Events, Closed Events, Acknowledged Events, Disabled Events). The main content area is divided into several sections:

- EVENTS [6]**: A table listing events with columns for Count, Date & Time, Computer, Severity, Application, Component, and Event Name. The first event is 'LowFreeMemory' on computer 'LRG' with a severity of 'Critical'.
- EVENT HISTORY [4]**: A table showing the history of the selected event, including Date & Time, Computer, Severity, Instance, Measured Object, and Event Name.
- EVENT DETAILS**: A detailed view of the 'LowFreeMemory' event, including a summary: 'The free memory on LRG is low. The average free memory on LRG over the past 15 minutes is low at 9.22%. Insufficient free memory will greatly degrade system response time. You should examine the memory usage of all processes on the system.'
- EVENT ACKNOWLEDGMENT**: A section for suspending the event creation from LRG, with a 'Suspend for' field set to 1 hour and an 'ACKNOWLEDGE' button.
- DISABLE EVENT**: A section for disabling the event indefinitely and clearing the event history, with a 'DISABLE' button.
- RELATED RULE**: A section showing the configuration for the 'Win_Memory' rule, including properties like 'MemFreePctMin' and 'PageRateMax', and a 'Statistic Dashboard' for 'MEM_FREE_KB'.
- ACTION RULES**: A section for adding action rules.

Step 7: Add Actions

Once you are comfortable with how Longitude is monitoring your environment, you can enable actions either directly from the Event Monitor, or from the Manage Actions Rules function within the Actions section. Action rules define the actions (Email, Text message to pager, Text message to phone, SNMP trap, or OS command) that will be executed when specific events occur.

ADD ACTION RULE		Manage Correlated Events	Manage Rules
Action Rule Definition			
Action Rule Name	<input type="text"/>	leave blank to use event name	
Description	<input type="text"/>		
Application	Internet	▼	
Component	Macro	▼	
Event Name	(all) ▶ Available Events		
Computer	* <input type="text"/>	comma separated list. ▶ Monitored Computers	
Instance	* <input type="text"/>	Wildcard character: *	
Measured Object	* <input type="text"/>	Wildcard character: *	
Severity	(all Severities)	▼	
Schedule			
Schedule	(no schedule) ▼		
Actions			
<input checked="" type="radio"/> Actions			
<input type="checkbox"/> Email			
<input type="checkbox"/> Text message to pager			
<input type="checkbox"/> Text message to phone			
<input type="checkbox"/> SNMP Trap			
<input type="checkbox"/> Execute			
Cool Off Period in Minutes	<input type="text" value="60"/>		
<input type="radio"/> Delete Events			
		<input type="button" value="ADD ACTION"/>	<input type="button" value="CANCEL"/>

Note: Heroix Longitude SMTP Server Configuration

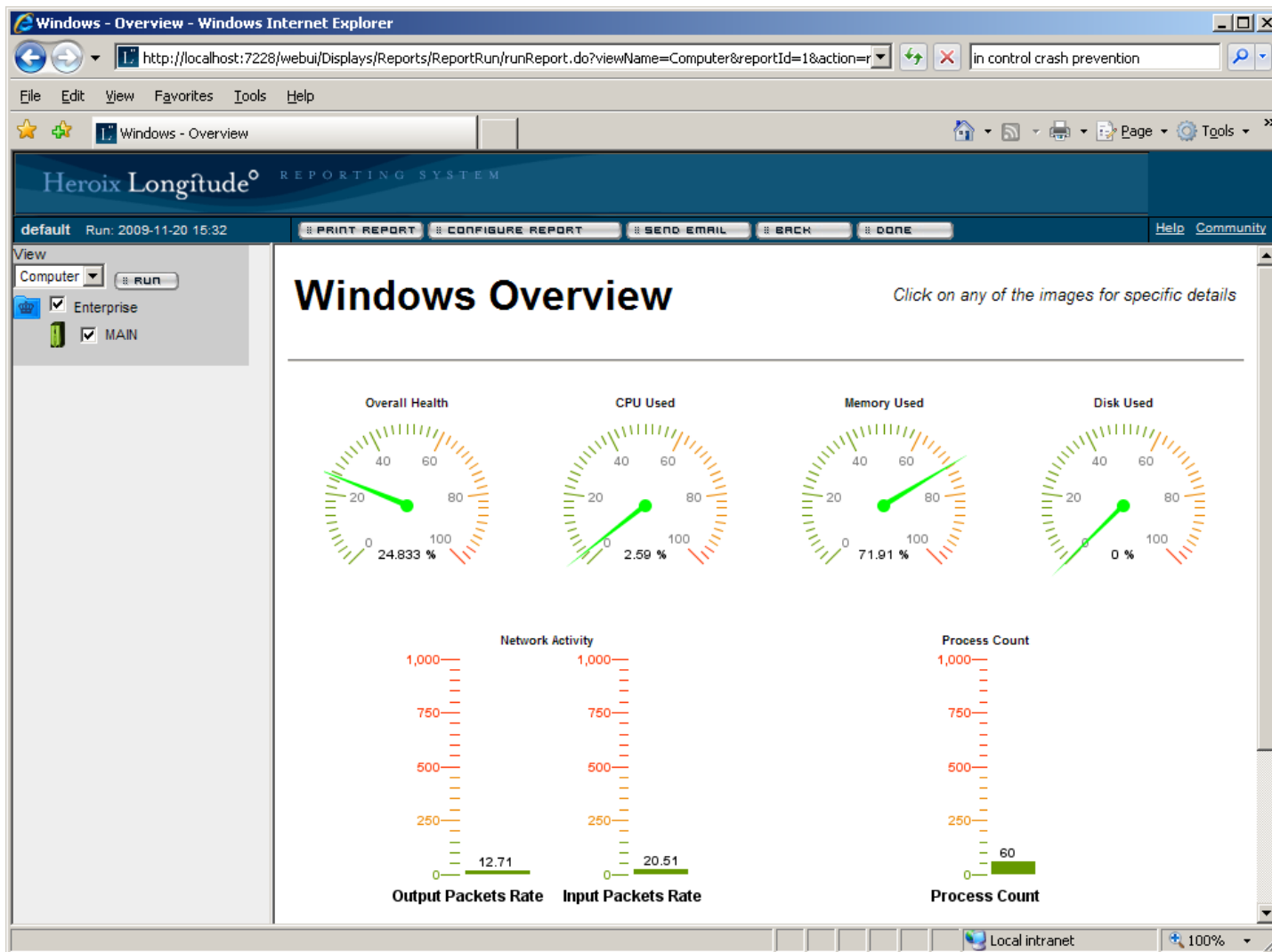
Heroix Longitude can send e-mail through two mechanisms: an internal SMTP engine (default) and through a user-configured, external SMTP server. For more information about configuring Longitude's email alerting capabilities, please consult the Heroix Longitude online help.

Step 8: Launch Reports

Once Longitude has collected data for at least an hour, you can view reports from your Web browser. Longitude's prepackaged reports allow you to drill down to detail, presenting information in the optimal manner for troubleshooting as well as management reporting.

We recommend that you start by running the Windows Overview report: select **Application Reports** from the Web UI's Home page, select the report that you want to run from the tree (e.g., Windows / Overview / default), and click Run Report.

The following report shows dials representing CPU, memory, and disk usage, as well as gauges showing network activity and process count. CPU, memory and disk measures are combined in the "Overall Health" dial. Drill down for more detail in any area. To see detail about a particular system, click its name (this example shows a typical report run about an hour after installation, with Longitude monitoring a single Windows system).



You can view reports interactively, email them, schedule them to run on a regular daily, weekly, or monthly basis, and publish them to an archived report portal for viewing by selected users.

Uptime Reporting

A Computer Uptime report (under the Transaction application) allows out of the box reporting of uptime based on the ping transaction:

Computer	% Up
APP-MAIN	99.0
Intranet	100.0
PROD-DC1	100.0
PROD-DC2	100.0
web-server	100.0

Out of the Box Applications

Go to the Manage Applications function (in the Monitoring section of the User Interface) to instruct Longitude to enable out of the box monitoring in any of these areas:

Operating Systems:

- Windows 2000/2003/2008 Server, Windows XP, Windows Vista, Windows 7
- Red Hat Linux, SUSE Linux, Sun Solaris, HPUX, AIX
- VMware
- Citrix Presentation Server

Databases:

- Microsoft SQL Server
- MySQL
- ORACLE

Messaging:

- Exchange Server 2000/2003, Exchange Server 2007

Server, Network & Infrastructure:

- Active Directory
- Cisco
- DHCP
- HP Systems Insight Manager
- IBM Director
- NetFlow
- OpenManage
- SNMP Traps
- Syslog
- Transactions (Protocol availability)
- Windows Event Logs

User Experience:

- Internet Transactions (Synthetic Transactions)

Web Servers:

- Apache Web Server
- Microsoft IIS

Application Requirements and Configuration

The Heroix Longitude User Guide details the configuration and application requirements to run the Heroix Longitude applications. Additional troubleshooting information is available in the Troubleshooting section of the online help. The Rule Lists section of the online help provides details on what the rules in the applications monitor.