



NASTEEL

Driving Business Transaction Performance ®



AutoPilot®

*Middleware-Centric
Application Performance
Management*

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Melville, NY, USA 11747

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3 Reasons MQ isn't just about Messages

- **MQ Messages not processed can cost you Millions \$\$\$!**
 - Example: \$2M Order stuck in processing queue, ordering customer decided to go elsewhere with specific order and future business
- **MQ Messages not processed can put in your company in non-compliance**
 - Example: Broker in order to complete Dodd Frank compliance had to process trades in a timely manner but had no visibility into trade status once entered in into MQ (and broker)
- **Queues contain real money not just messages**
 - Example: Bank uses broker and MQ to send payment information and if not processed in a timely manner could prevent bank from being able to do business

Nastel Technologies, Inc.

VENDOR PROFILE

- Middleware management and "Middleware-centric" application management & monitoring
- Messaging Middleware, Java & .Net Application Servers, ESB's, SOA technologies
- Key value proposition : Identify performance and quality of service issues before business is impacted

CUSTOMERS AND USE CASES

- Large companies, leaders in their markets
- Mission Critical Applications
- Powered by Middleware
- Trading, Order processing, Payments, Funds transfers

KEY DIFFERENTIATORS

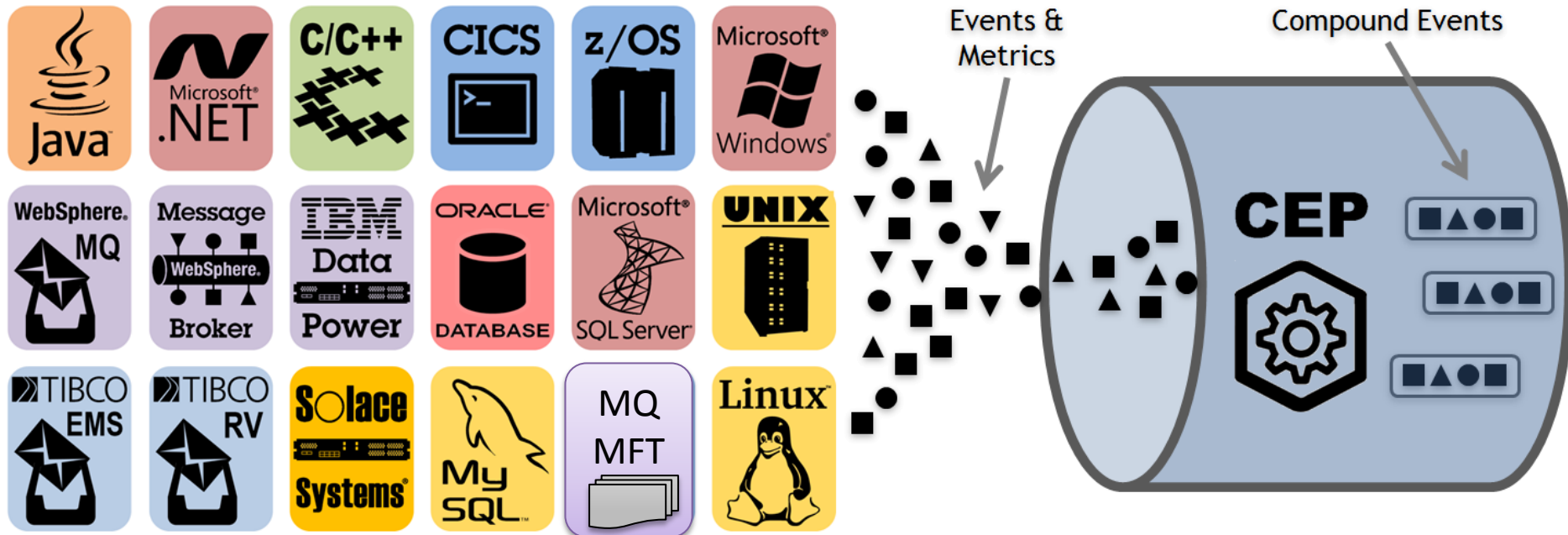
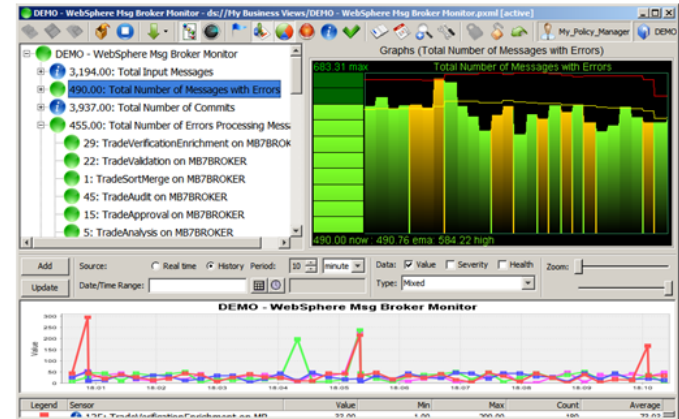
- Best of breed solution for management and monitoring of WebSphere MQ
- Single point of control for multiple middleware
- Policy driven, Operational and Transactional Monitoring

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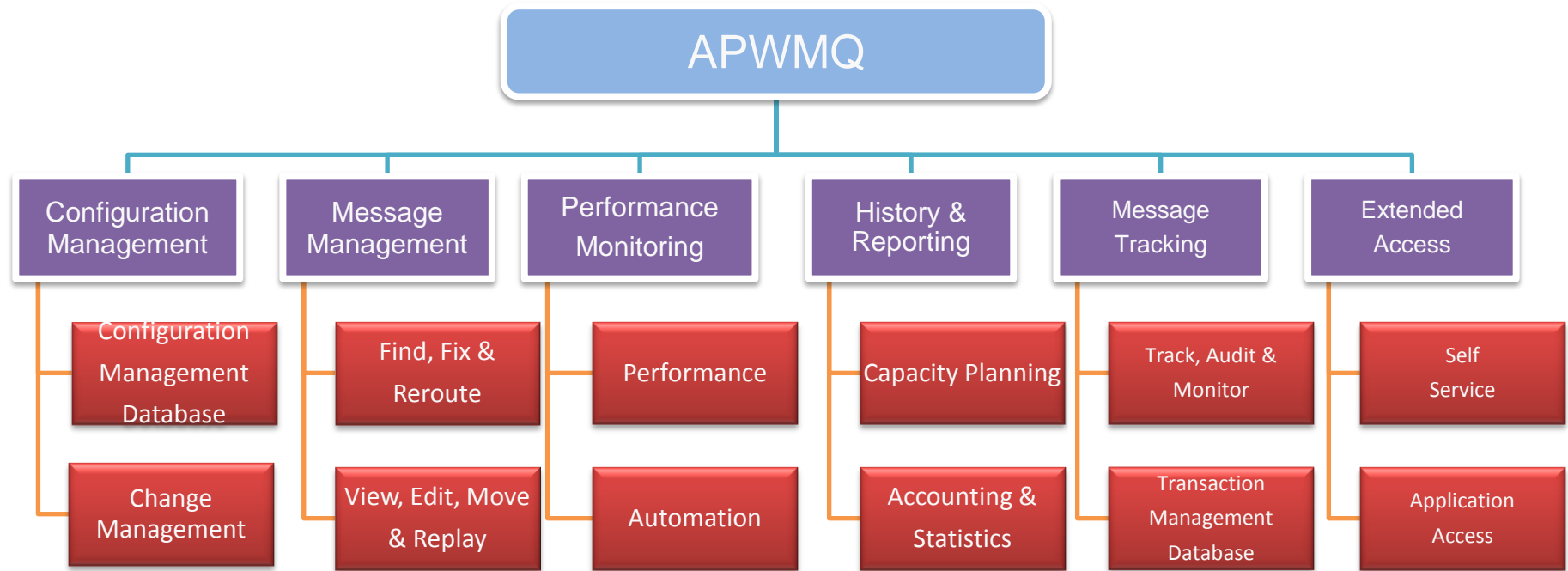


AutoPilot® M6 Proactive Performance Management

- Business Activity & IT Dashboards
- Context Sensitive Application Views
- Business Transaction Management



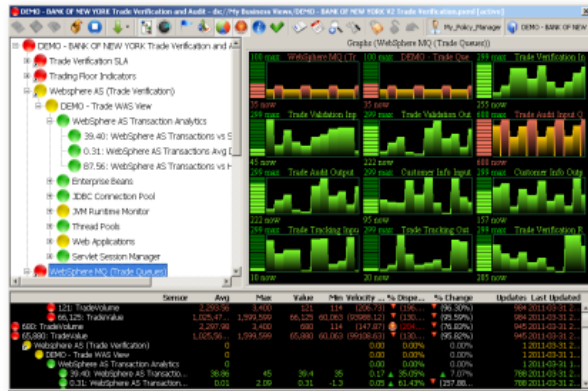
Nastel APWMQ Capabilities



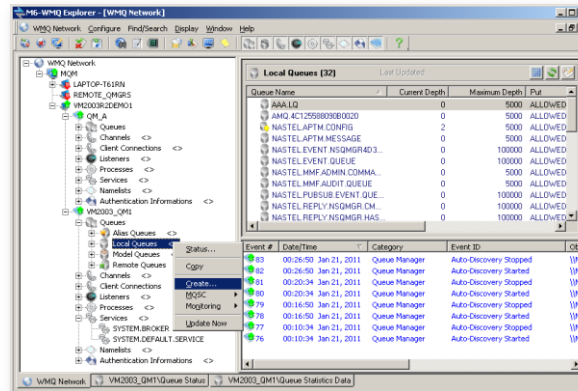
*** Support for MQ V8 and MQ Appliance (same day availability)**

AutoPilot® for WebSphere MQ - 3 x "M"

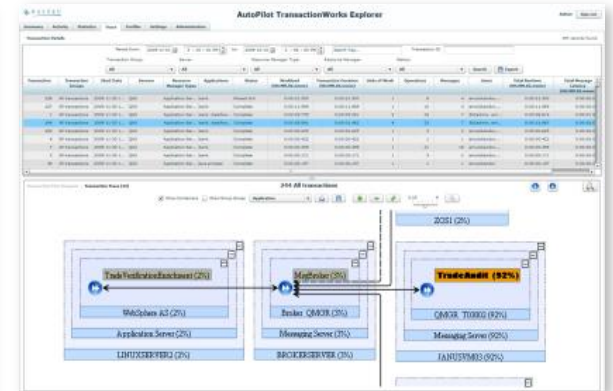
WebSphere® MQ MONITORING



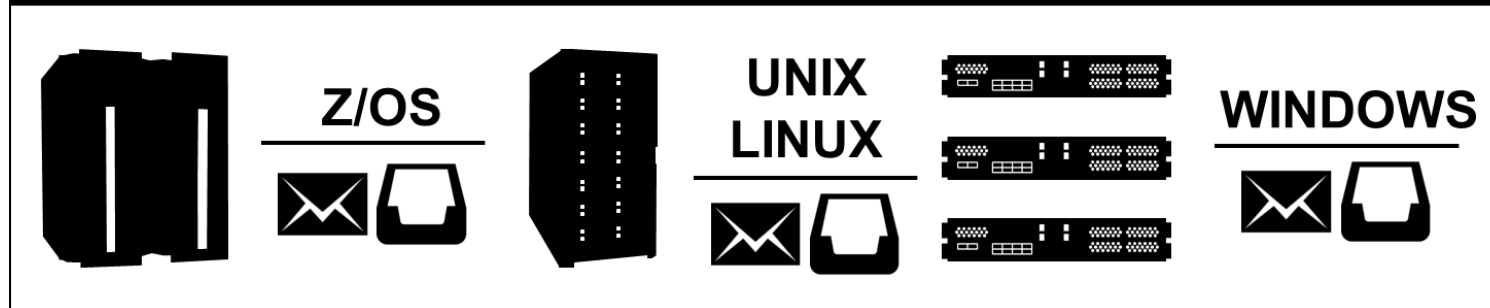
WebSphere® MQ MANAGEMENT



WebSphere® MQ MESSAGE TRACKING



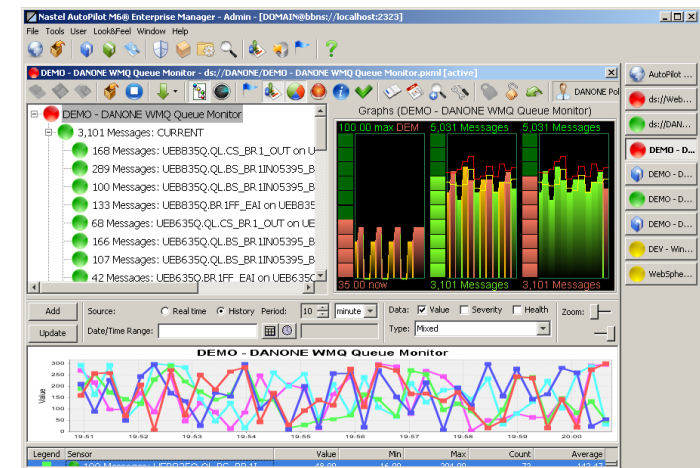
WebSphere® MQ



+ Tandem, iSeries, VAX, ...

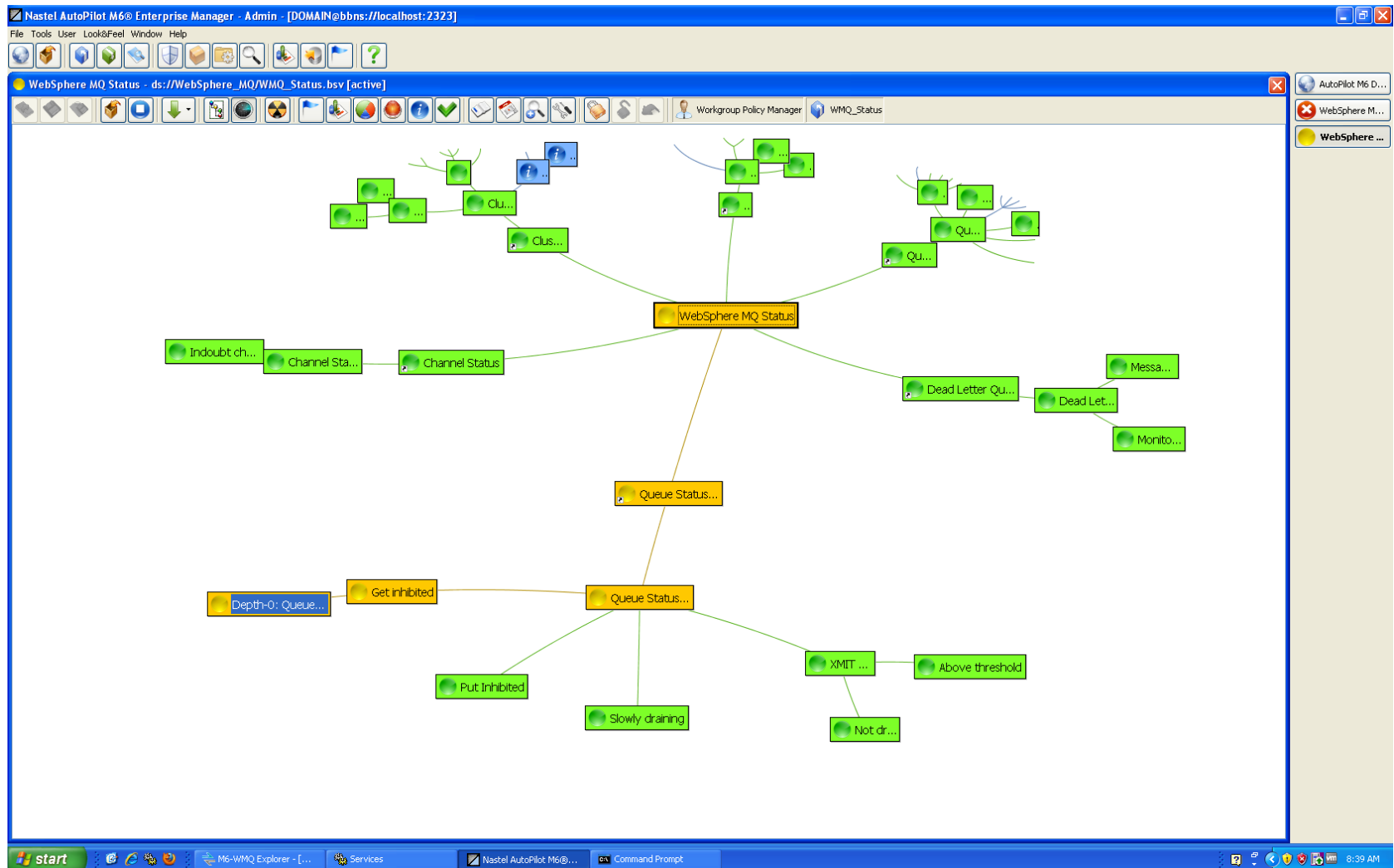
WebSphere® MQ MONITORING

- Pre-defined & User-Defined Dashboards with intuitive KPI's
- Policy-based, Wizard-built monitoring
- No scripting
- Dynamic Thresholds & Automatic Baselining
- Alerts, Notifications & Automated Actions
- Real-time and historical analysis
- Easily locate & resolve performance issues *before* business impact



Single View of MQ Environment

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Queues Disabled

Alert me if any queue is not **Get Enabled**.

If there are message(s) on the queue, it should be a higher severity.

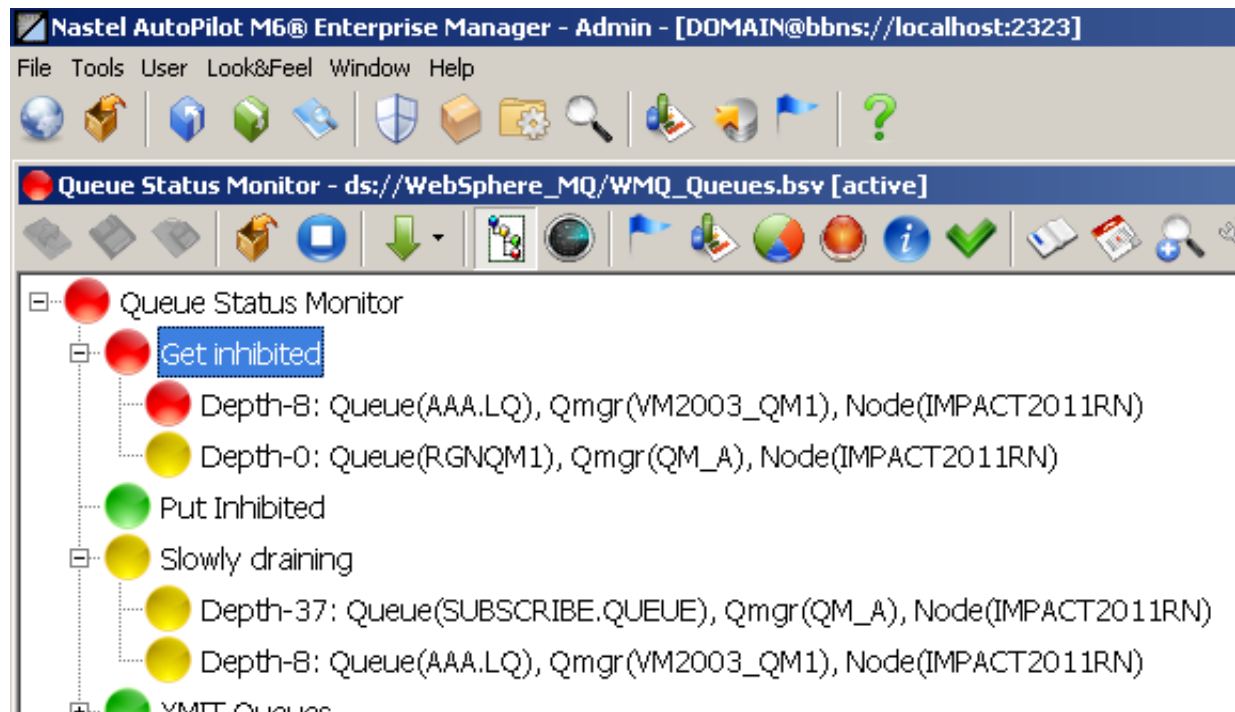
Once the queue is not longer get inhibited, it should be removed from monitoring.

Queues not Draining

Alert me if any queue where messages are building

If no Application is reading the queue, it should be a higher severity

...



Policy Fundamentals

Sensor Wizard - Get inhibited

Select Facts To Monitor

Include facts:




- ☒ [%f0] {QUEMON}{{GROUP}}{*}*{GET}
- ☐ [%f1] {QUEMON}{{GROUP}}{*}*{CURDEPTH}

Fact: {QUEMON}{{GROUP}}{*}*{GET}

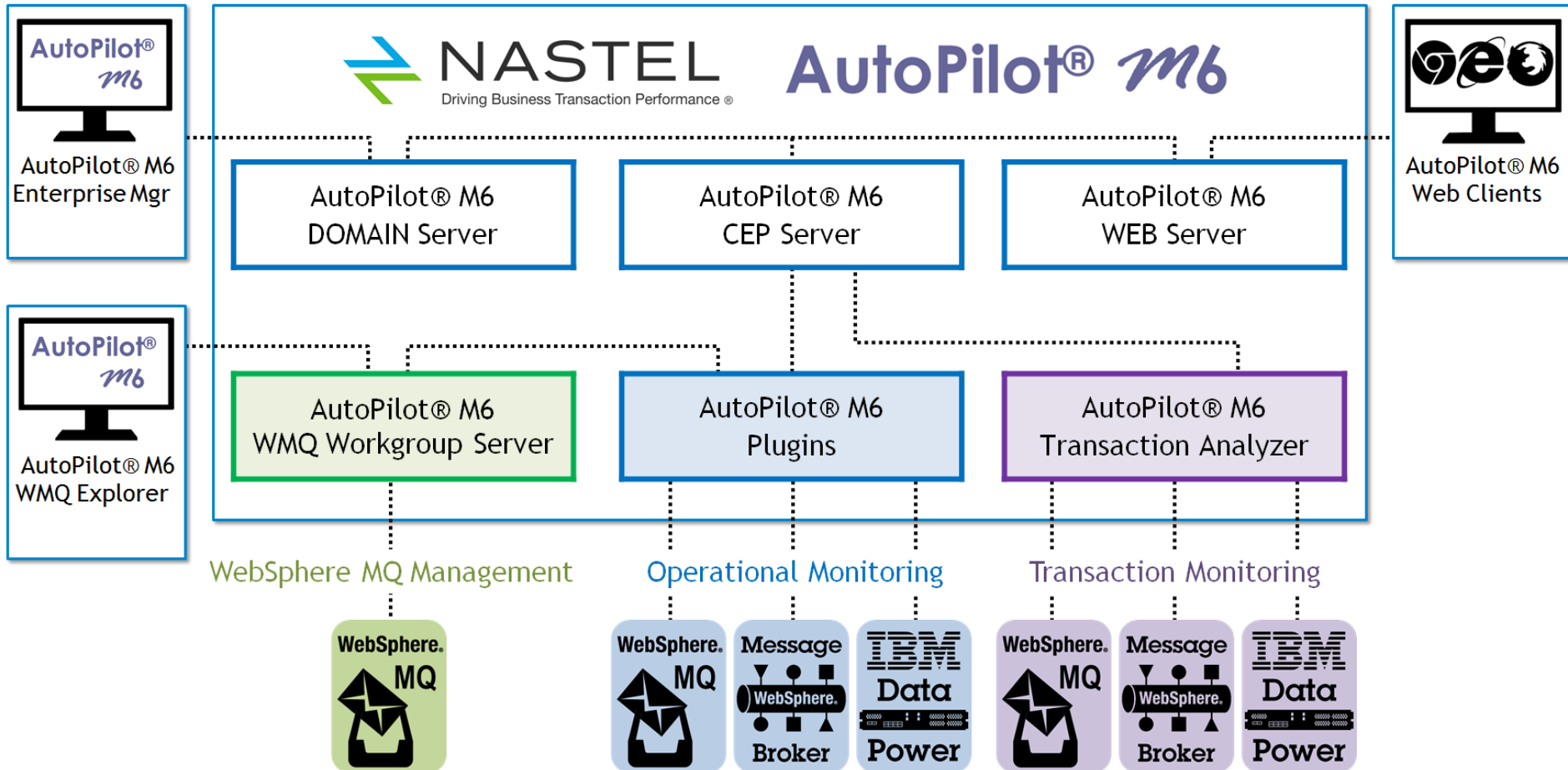
Dynamic sensor options

Summarize: ☒ Expire dynamic sensor seconds after sensor health \geq 1.0

Define rules for dynamic sensors: Environment Function + -

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Severity:  Error	Actions: <input type="text"/>	Show value: <input type="text" value="Depth-%f1:Value"/>
+	<input checked="" type="checkbox"/>	When <input type="text" value="%f0:Value"/> is not <input type="text" value="ENABLED"/>		
+	<input checked="" type="checkbox"/>	And <input type="text" value="%f1:Value"/> is greater than <input type="text" value="0"/>		
+	<input checked="" type="checkbox"/>	Severity:  Warning	Actions: <input type="text"/>	Show value: <input type="text" value="Depth-%f1:Value"/>
+	<input checked="" type="checkbox"/>	When <input type="text" value="%f0:Value"/> is not <input type="text" value="ENABLED"/>		
+	<input checked="" type="checkbox"/>	Severity:  Success	Actions: <input type="text"/>	Show value: <input type="text" value="Depth-%f1:Value"/>
For all other conditions				

AutoPilot® M6 Architecture



An abstract network diagram with a central node on the left and several branching paths extending towards the top right. The nodes are represented by dark blue ovals, and the connections are thin lines. The background is a solid blue color.

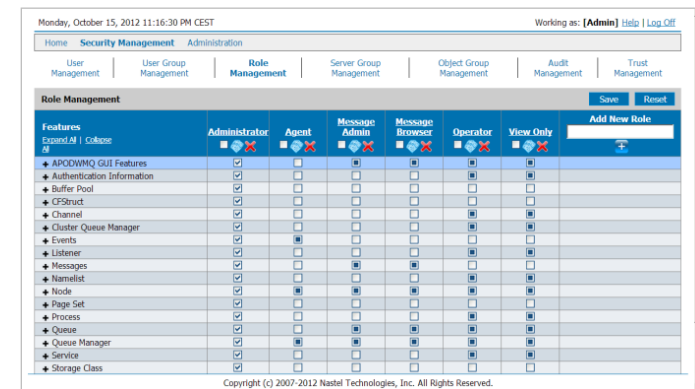
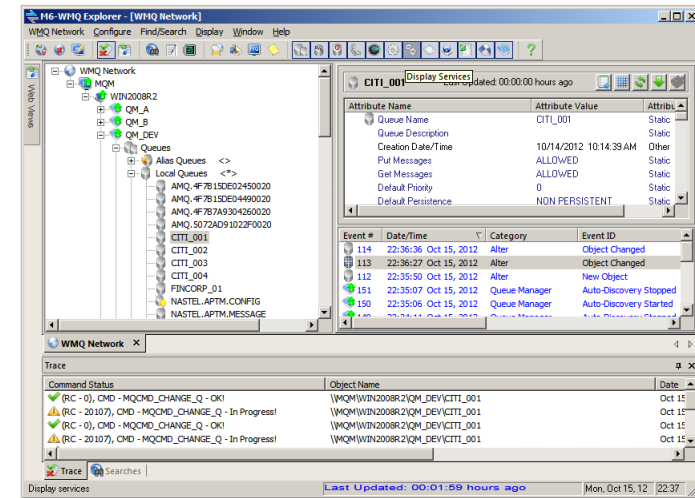
Beyond Monitoring



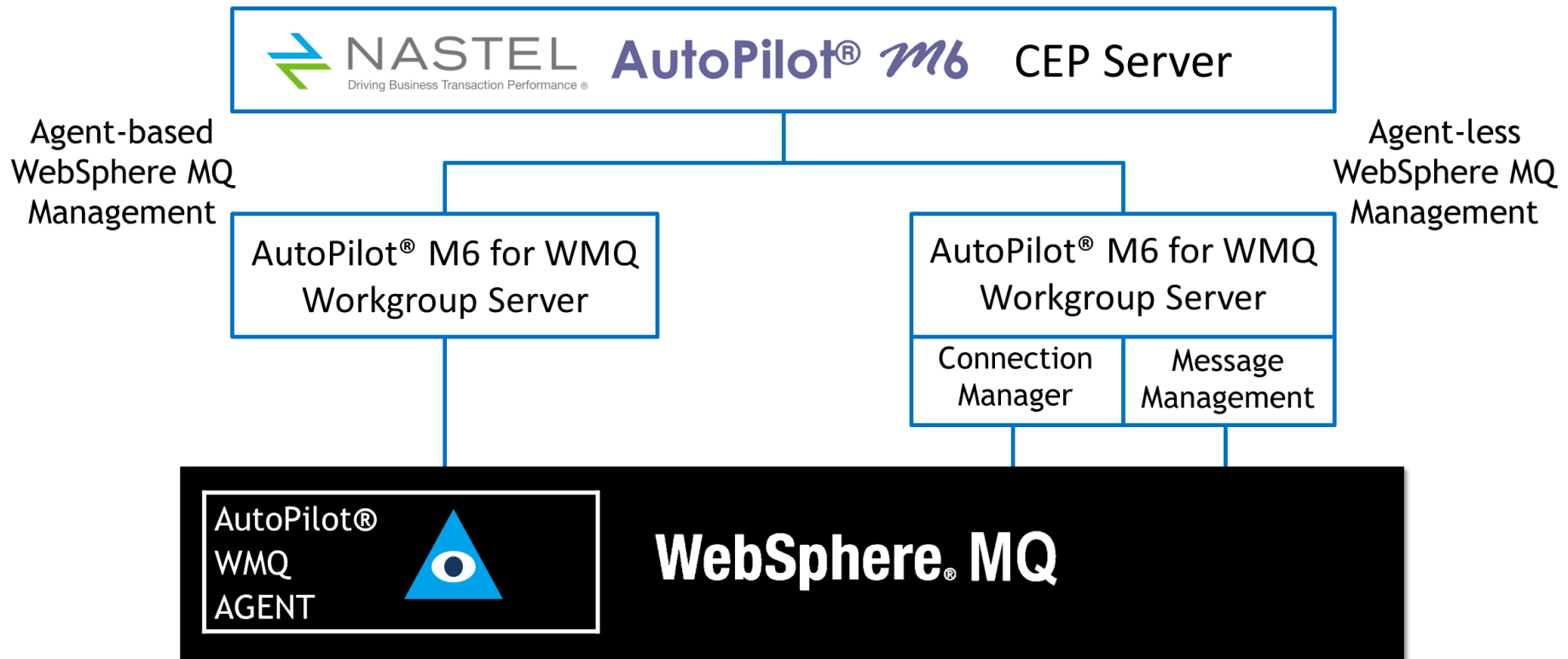
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WebSphere® MQ MANAGEMENT

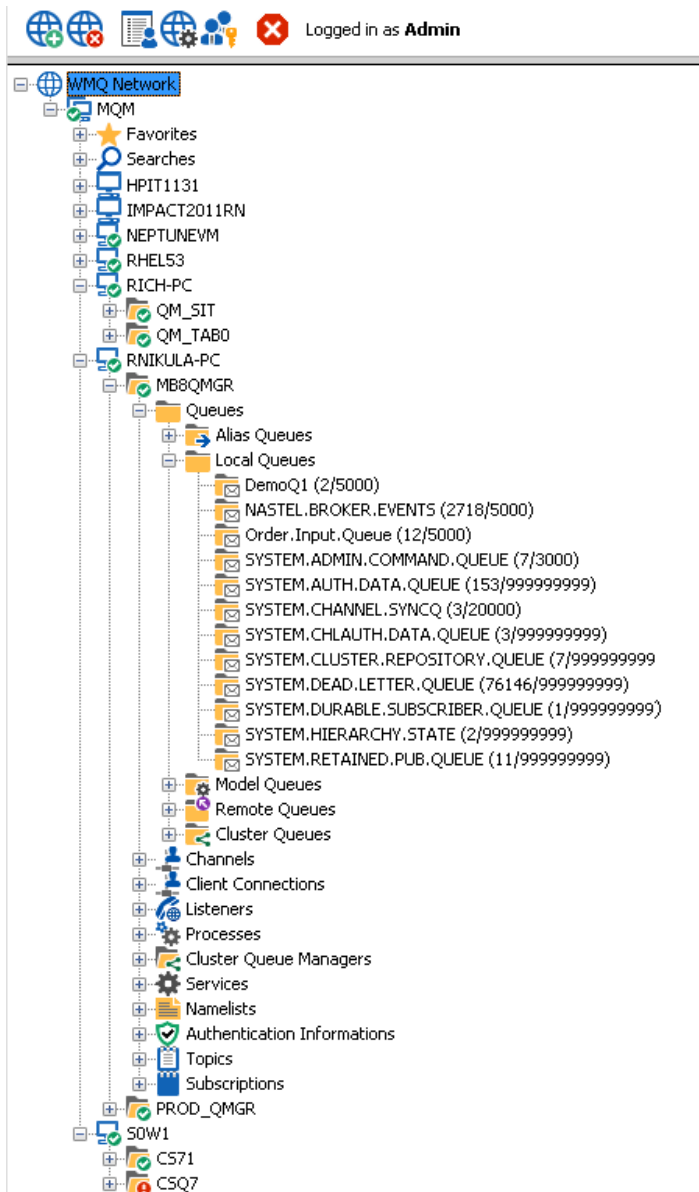
- Auto discovery of WMQ objects
- Automatic Configuration Management
- Audit trail & Rollback of changes to WMQ objects
- Agent and Agent-less management
- Message Management & Search
- View, Edit, Move, Copy, Delete, Re-route, DLQ handling
- Secure, Self Service WMQ Management - worry-free, highly *controlled* delegation of selected admin tasks to Application Developers and Operations teams



AutoPilot® M6 for WMQ - Agent or Agentless



Access to all MQ Objects



- Across Operating Systems
- Across Versions of MQ
- Access to All MQ Objects
- Queues
- Channels
- Processes
- Etc.

Fine Grained Security

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Logged in as DEVUSER1

WMQ Network

- MQM
 - VM2003R2DEMO1
 - Prod_QMGR1
 - Queues
 - Alias Queues
 - Local Queues
 - TO10.PAYMENT.PROCESS (173/5000)
 - TO10.PAYMENT.REVIEW (8/5000)**
 - Model Queues
 - Remote Queues

Attributes Events Actions Messages Status Views

Queue: \\MQM\VM2003R2DEMO1\Prod_QMGR1\TO10.PAYMENT.REVIEW

TXT CSV HTML ☒ Export

Browse criteria string: Page size: 10 ☐ All Set and

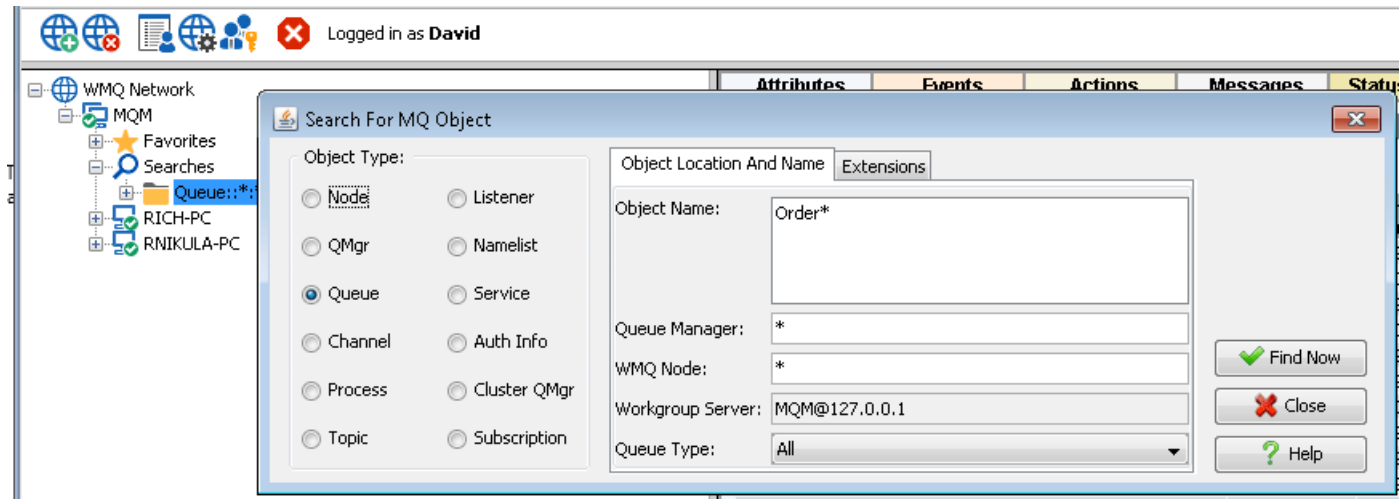
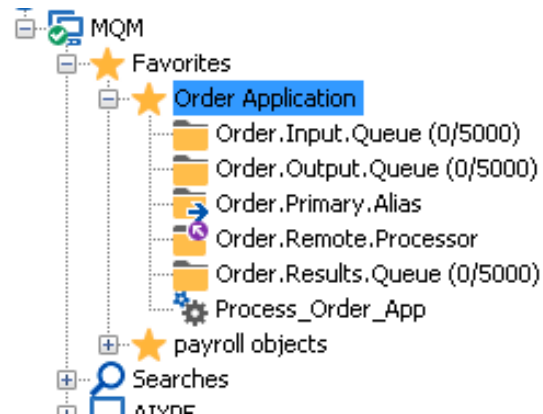
	#	Message Size	MD::Type	MD::Format	MD::Put Date	MD::Put Time
<input type="checkbox"/>	1	100	1	MQSTR	20110310	18331601
<input type="checkbox"/>	2	100	1	MQSTR	20110310	18331601
<input type="checkbox"/>	3	100	1	MQSTR	20110310	18331601

Message Headers Data

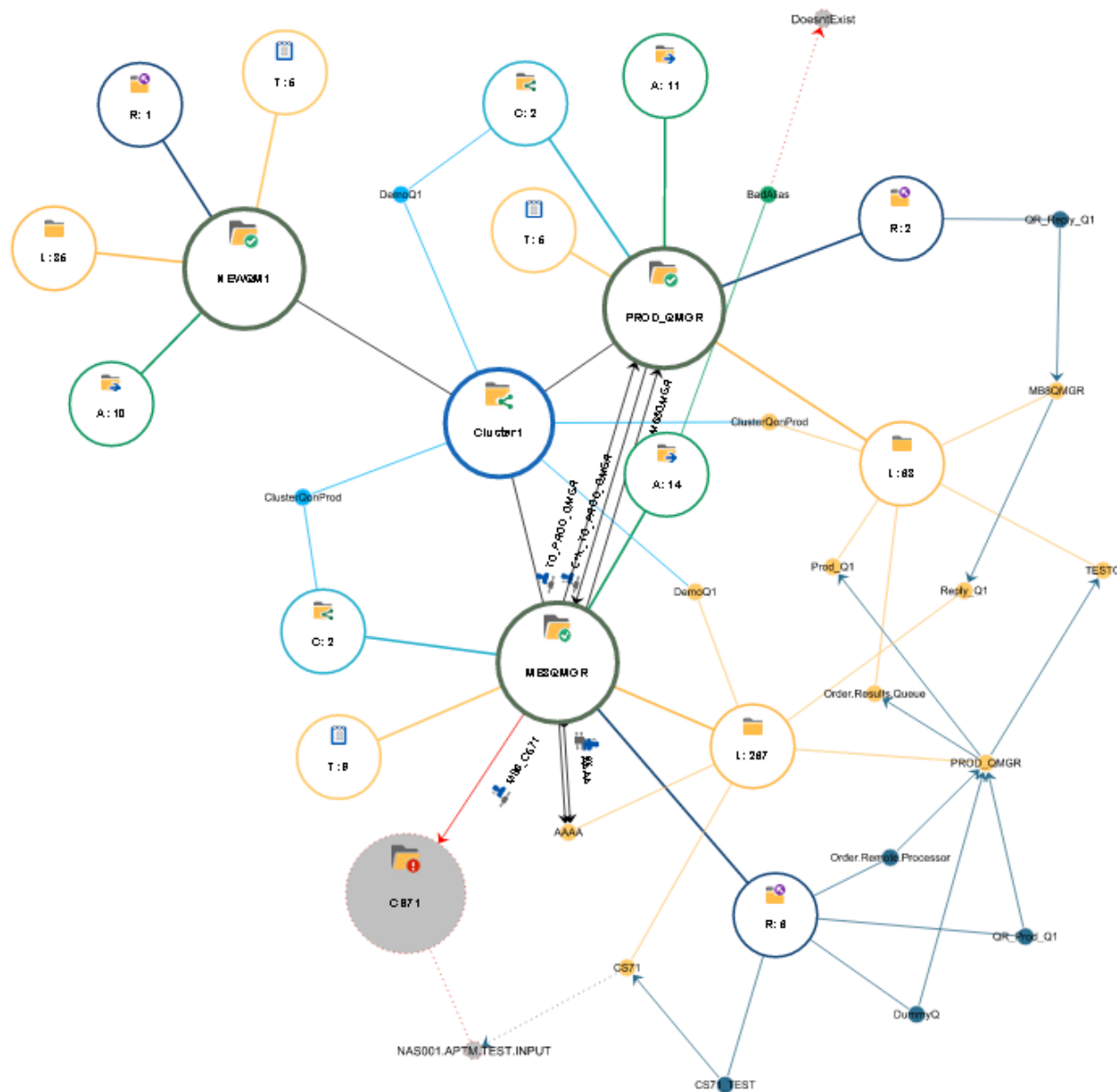
Hex Text Decompile **XML** MsgProp Full Msg. Scroll Loaded Messages:

```
<?xml version="1.0" encoding="UTF-8"?>
<wmb:event xmlns:wmb="http://www.ibm.com/xmlns/prod/websphere/messagebroker/6.1.0/monitoring/event">
  <wmb:eventPointData>
    <wmb:eventData wmb:productVersion="8001" wmb:eventSchemaVersion="6.1.0.2">
      <wmb:eventIdentity wmb:eventName="transactionStart"/>
      <wmb:eventSequence wmb:creationTime="2014-09-25T18:48:19.166Z" wmb:counter="1"/>
      <wmb:eventCorrelation wmb:localTransactionId="414d51204d4238514d47522020202020bf172454200b8d0f" wmb:parentTra
    </wmb:eventData>
    <wmb:messageFlowData>
      <wmb:broker wmb:name="MB8BROKER" wmb:UUID="61f8eda0-81f5-43b6-8cf5-b9a1fef8f91b"/>
      <wmb:executionGroup wmb:name="PagerExecutionGroup" wmb:UUID="a4f0fff6-4501-0000-0080-c644e460ccff"/>
      <wmb:messageFlow wmb:uniqueFlowName="MB8BROKER.PagerExecutionGroup.SurfWatch" wmb:name="SurfWatch" wmb:UUID="
      <wmb:node wmb:nodeLabel="SURFWATCH" wmb:nodeType="ComIbmMQInputNode" wmb:detail="SURFWATCH"/>
    </wmb:messageFlowData>
  </wmb:eventPointData>
  <wmb:bitstreamData>
    <wmb:bitstream wmb:encoding="base64Binary">TUQgIAIAAAAAAAAAAAAAQAAAP///8AAAAAEQEAAADMDAABNUUuSRjIqIAAAAAAAAAAAAAQU1R
  </wmb:bitstreamData>
</wmb:event>
```

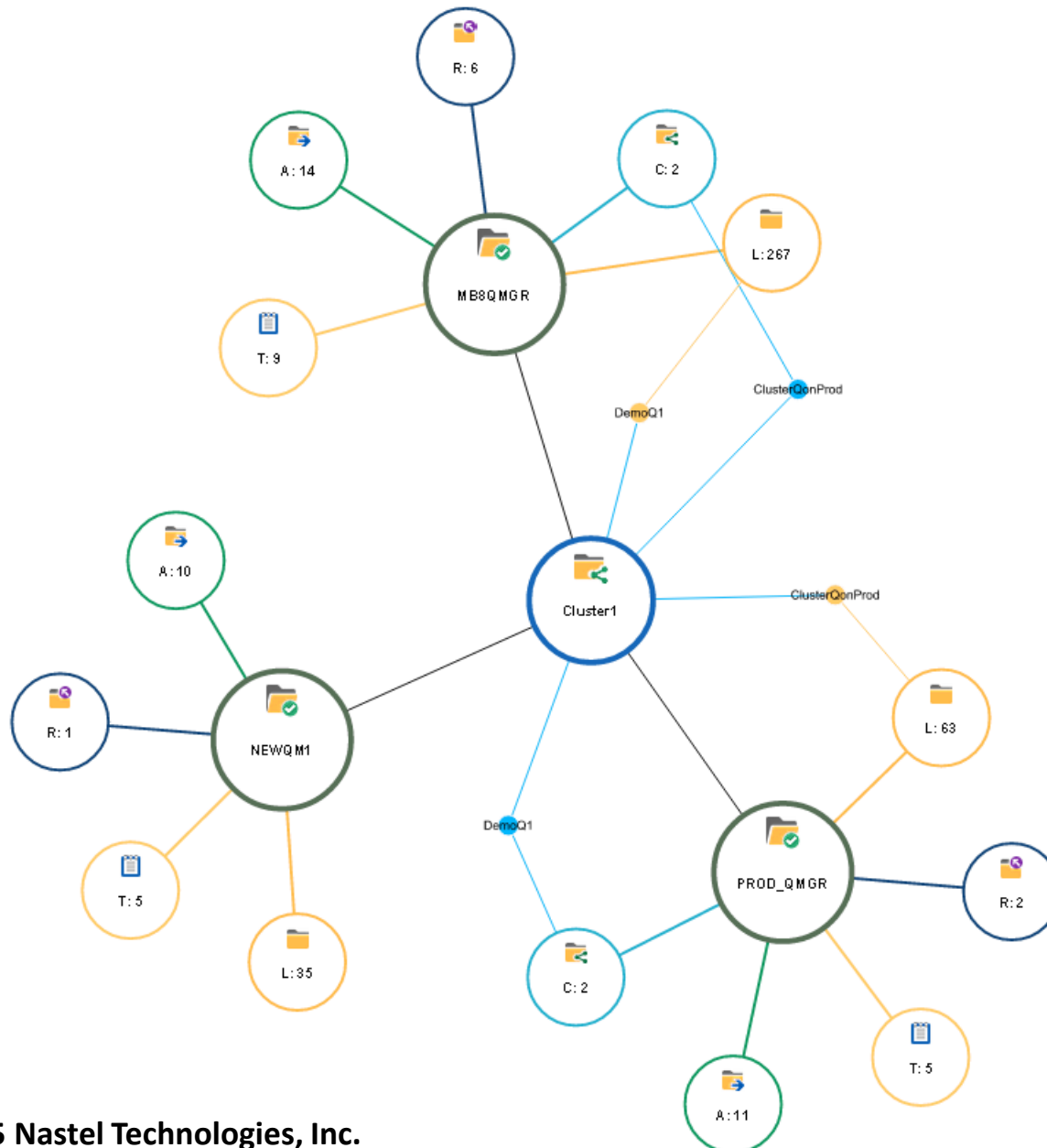
Customizable Access



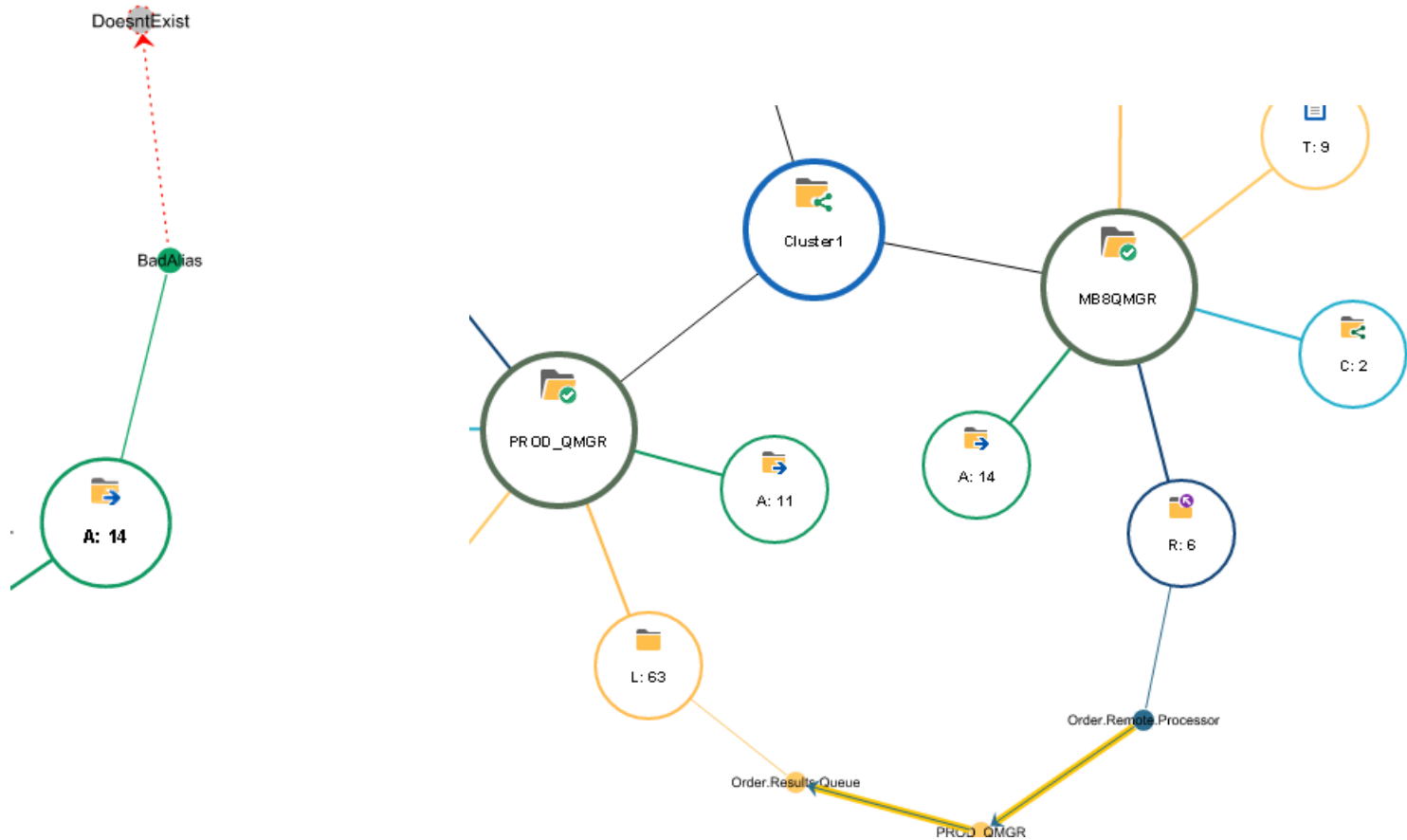
Queue Manager Topology



Cluster Topology

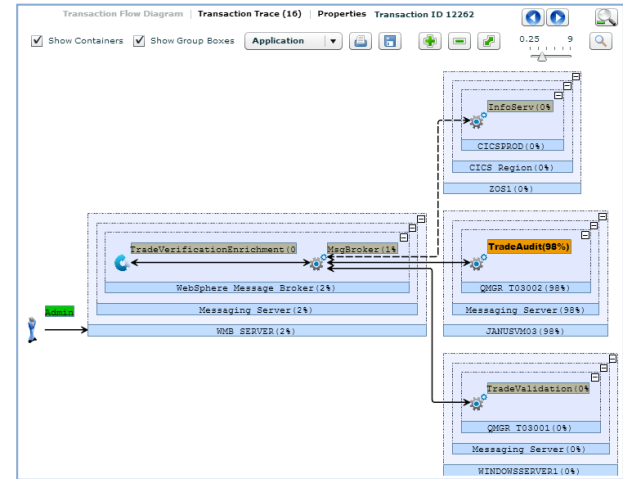
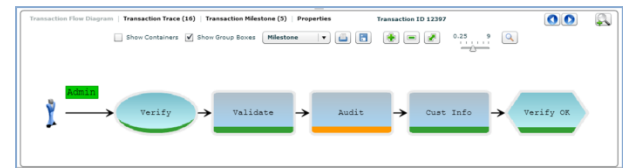


Invalid Definitions / Message Flow

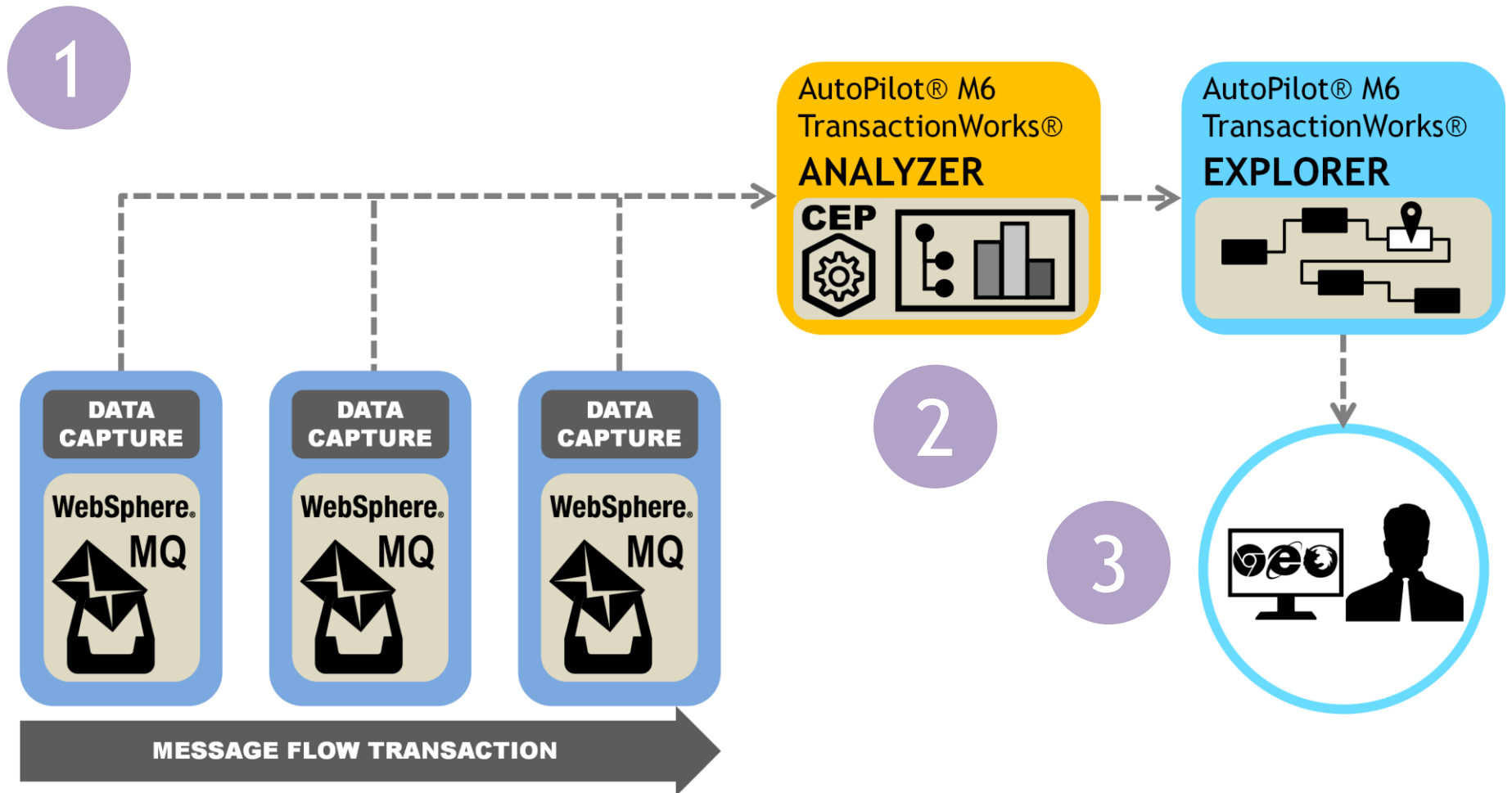


MESSAGE TRACKING

- ➔ Graphical depiction of WMQ Message Flows, with details of each operation
- ➔ Real-time and historical analysis
- ➔ Create SLA's for message flows in one click
- ➔ Pinpoint message delivery problems, message latency and SLA breaches
- ➔ Criteria-based message search
- ➔ ALL message tracking information is recorded in SQL database - Persistent as well as Non-Persistent messages
- ➔ Pre-Defined and User-Defined Reports

[illegible]

Message Flow Tracking



Message Flow Transaction Monitoring

Summary > Trace Details

Show: Select From: 2014-06-05 4 : 00 : 00 AM To: 2014-06-12 4 : 00 : 00 AM Filter

Trace

Start Date	Applications	Transaction Status	SLA Status	SLA Status Text	Workload (HH:MM:SS.mm)	Transaction Duration	Operations	Messages	Transaction ID	Transaction Groups	Server
2014-06-05 09:49:27	WMQ_SenderC...	Complete	113.63%	Missed SLA	0:00:05.743	0:00:03.409	23	6	10677	Fincorp_WMQ	WIN2008R2
2014-06-05 09:49:27	WMQ_SenderC...	Complete	113.56%	Missed SLA	0:00:05.743	0:00:03.409	23	6	10666	Fincorp_WMQ	WIN2008R2
2014-06-05 09:49:28	WMQ_SenderC...	Complete	79.80%	Within SLA	0:00:05.743	0:00:03.409	23	6	10675	Fincorp_WMQ	WIN2008R2
2014-06-05 09:49:28	WMQ_SenderC...	Complete	79.75%	Within SLA	0:00:05.743	0:00:03.409	23	6	10650	Fincorp_WMQ	WIN2008R2
2014-06-05 09:49:28	WMQ_SenderC...	Complete	79.69%	Within SLA	0:00:05.743	0:00:03.409	23	6	10655	Fincorp_WMQ	WIN2008R2
2014-06-05 09:49:28	WMQ_SenderC...	Complete	79.54%	Within SLA	0:00:03.642	0:00:02.386	23	6	10652	Fincorp_WMQ	WIN2008R2

Transaction ID 10666

Transaction Flow Diagram

Select Flow Diagram Application Show Containers Show Group Boxes

Transaction flow diagram

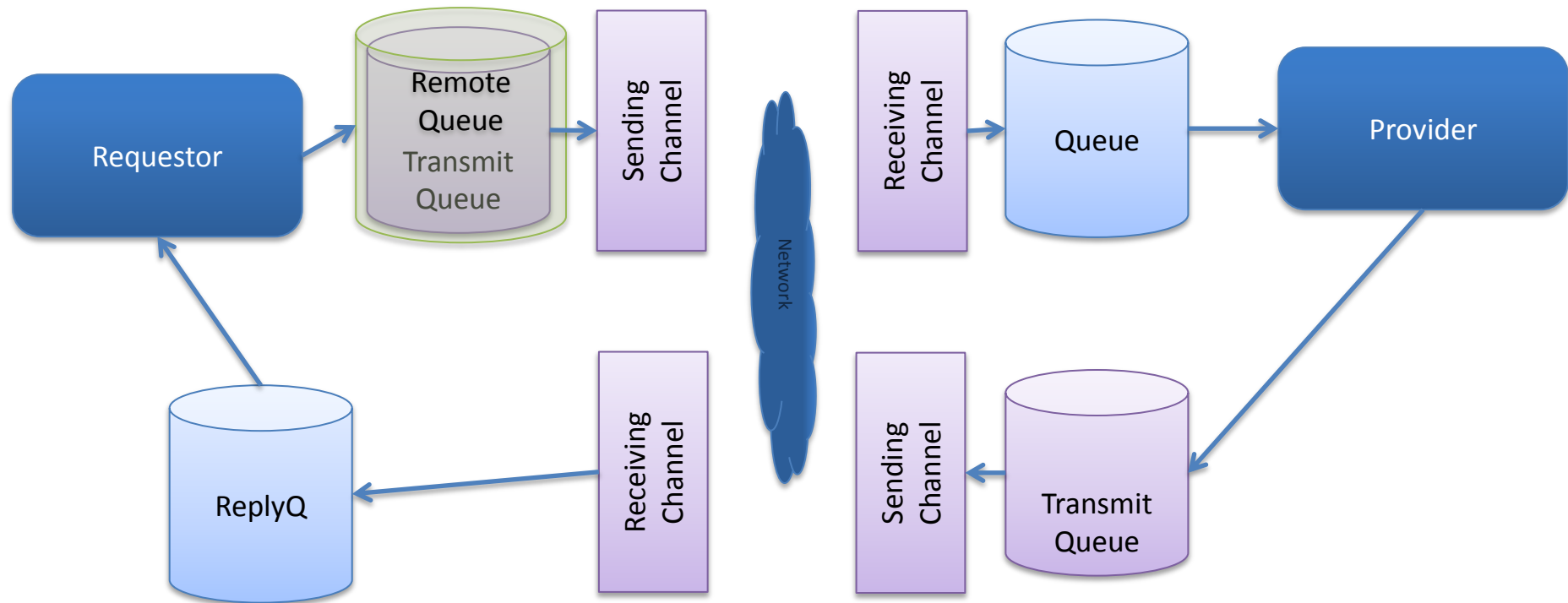
Transaction flow diagram showing a sequence of steps: nsinput (1%), nsrpl (2%), WMQ_SenderChannel (1%), WMQ_ChannelPoolingProcess (0%), nsrpl (92%), WMQ_SenderChannel (1%), WMQ_ChannelPoolingProcess (0%), nsrpl (1%), nsget (0%). The diagram is divided into three sections: QM_A (6%), QM_B (92%), and QM_C (1%). The overall flow is labeled as Messaging Server (100%) and WIN2008R2 (100%).

Search message transactions (Where is my order?)

"Drill Down" to message transaction detail

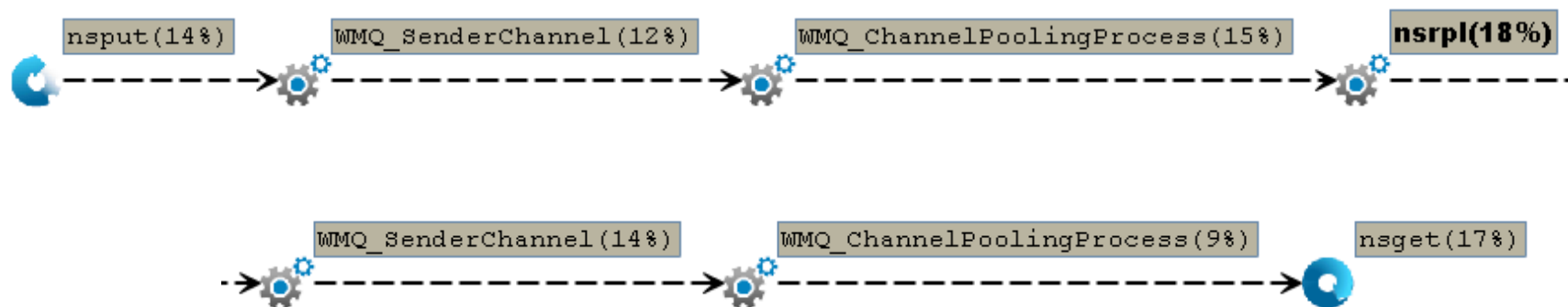
Simple WMQ Example

25



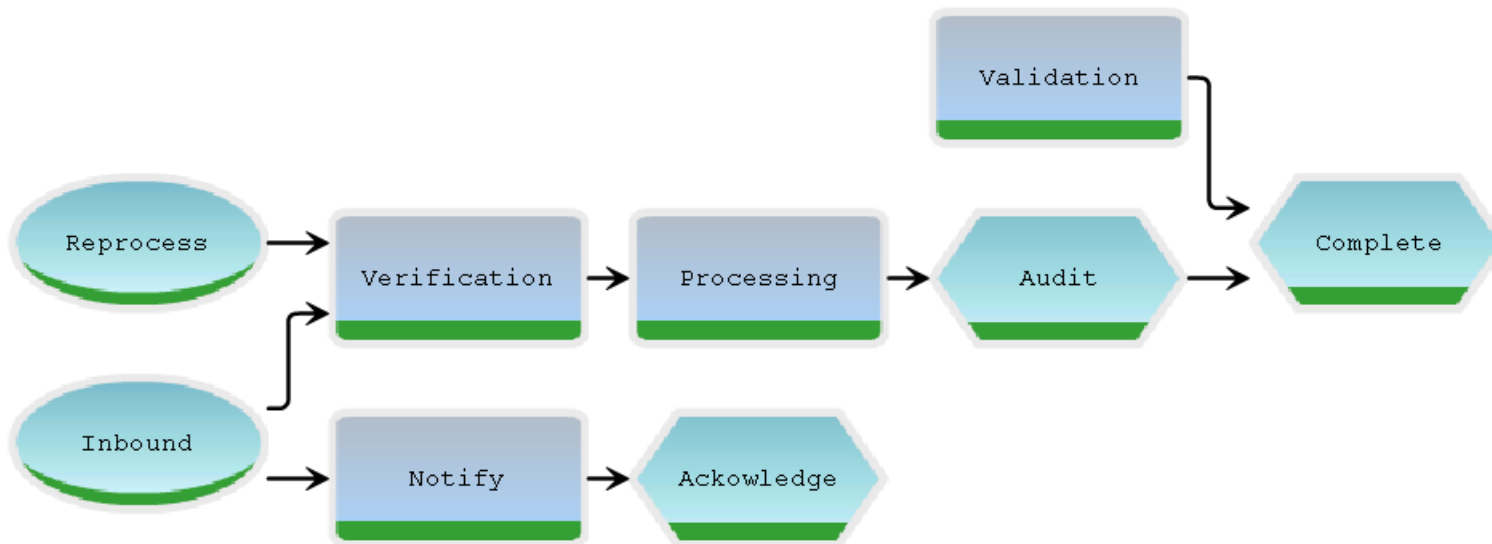
Simple Message Flow

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Time	Application	Operation Name	Resource	Elapsed Time (usec)	Message Id	Message Age (usec)	Resource Manager	Completion Code	Server	Ma
2013-09-22 22:15:24.001	nsput	MQPUT	TEST_RQ	29	1	0	DESKTOP99_QMGR	Succeeded	DESKTOP99	Mes
2013-09-22 22:15:24.003	nsput	MQCMIT	DESKTOP99_QMGR	0		0	DESKTOP99_QMGR	Succeeded	DESKTOP99	Mes
2013-09-22 22:15:35.424	WMQ_SenderChannel	MQGET	MB8QMGR	24	1	11424000	DESKTOP99_QMGR	Succeeded	DESKTOP99	Mes
2013-09-22 22:15:35.465	WMQ_ChannelPoolingProcess	MQPUT	TEST	30	1	0	MB8QMGR	Succeeded	DESKTOP99	Mes
2013-09-22 22:15:46.062	nsrpl	MQGET	TEST	45	1	22062000	MB8QMGR	Succeeded	DESKTOP99	Mes
2013-09-22 22:15:46.062	nsrpl	MQPUT	TEST_REPLY_RQ	24	2	0	MB8QMGR	Succeeded	DESKTOP99	Mes
2013-09-22 22:15:46.067	nsrpl	MQCMIT	MB8QMGR	0		0	MB8QMGR	Succeeded	DESKTOP99	Mes
2013-09-22 22:15:57.886	WMQ_SenderChannel	MQGET	DESKTOP99_QMGR	23	2	10826000	MB8QMGR	Succeeded	DESKTOP99	Mes
2013-09-22 22:15:57.886	WMQ_ChannelPoolingProcess	MQPUT	TEST_REPLY	33	2	0	DESKTOP99_QMGR	Succeeded	DESKTOP99	Mes
2013-09-22 22:16:02.070	nsget	MQGET	TEST_REPLY	36	2	16009000	DESKTOP99_QMGR	Succeeded	DESKTOP99	Mes
2013-09-22 22:16:02.072	nsget	MQCMIT	DESKTOP99_QMGR	0		0	DESKTOP99_QMGR	Succeeded	DESKTOP99	Mes

Translated to Business Terms



An abstract network diagram with several nodes (ovals) connected by lines, set against a blue gradient background. The nodes are arranged in a hierarchical or branching structure, with some nodes having multiple connections. The lines are thin and dark, while the nodes are larger and have a slight 3D effect with highlights and shadows.

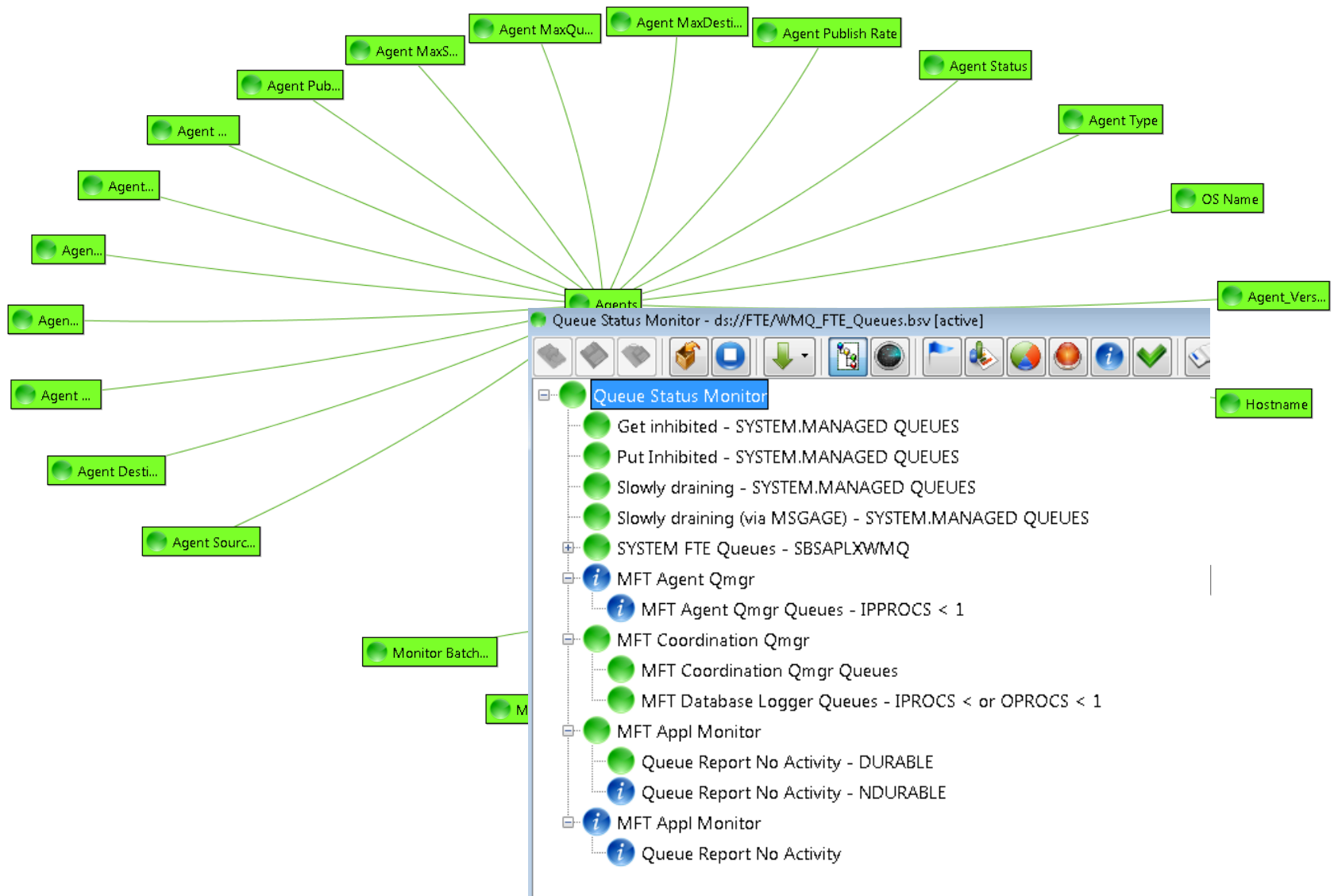
Beyond MQ



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IBM Integration Bus (aka WebSphere Message Broker)

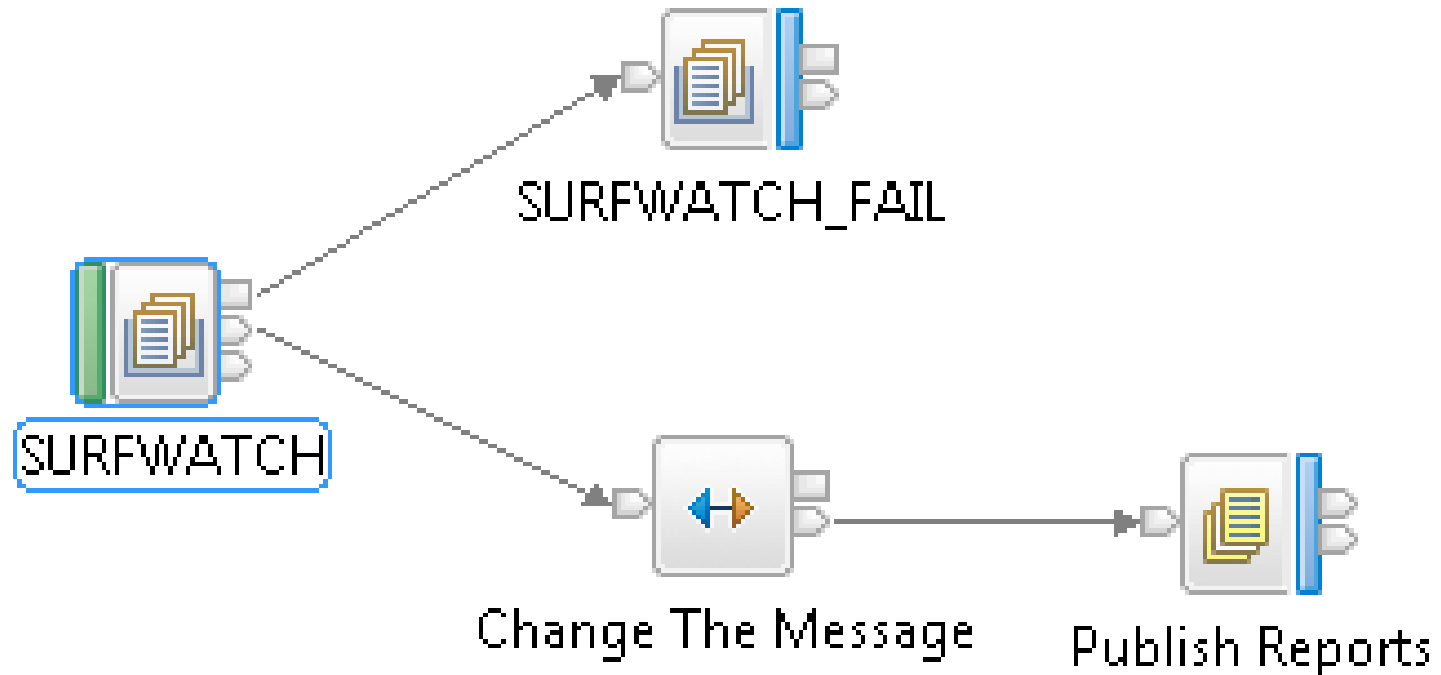
Key Terms

- **Message Flow** - A specific logical flow through the message broker which may include logic, transformation and routing.
 - **Execution Group** - a grouping of related Message Flows that provides isolation, performance allocation, and control
- **Topic** - A hierarchy that describes the context of a specific message
- **Subscription** - A request to receive posts to all or part of a topic hierarchy
- **Queue Manager** - An WebSphere MQ service that provides the underlying technology for Message Broker. *Required even if the broker does not use WMQ Message Flows*



Message Broker - Simple Example

- "Surf Watch" is a sample message flow shipped with Message Broker
- 1 input node, 1 transformation step, and an output ...
- Also has a potential failure node ...



Monitoring Message Broker Statistics

Message Flow Level (for the flow)

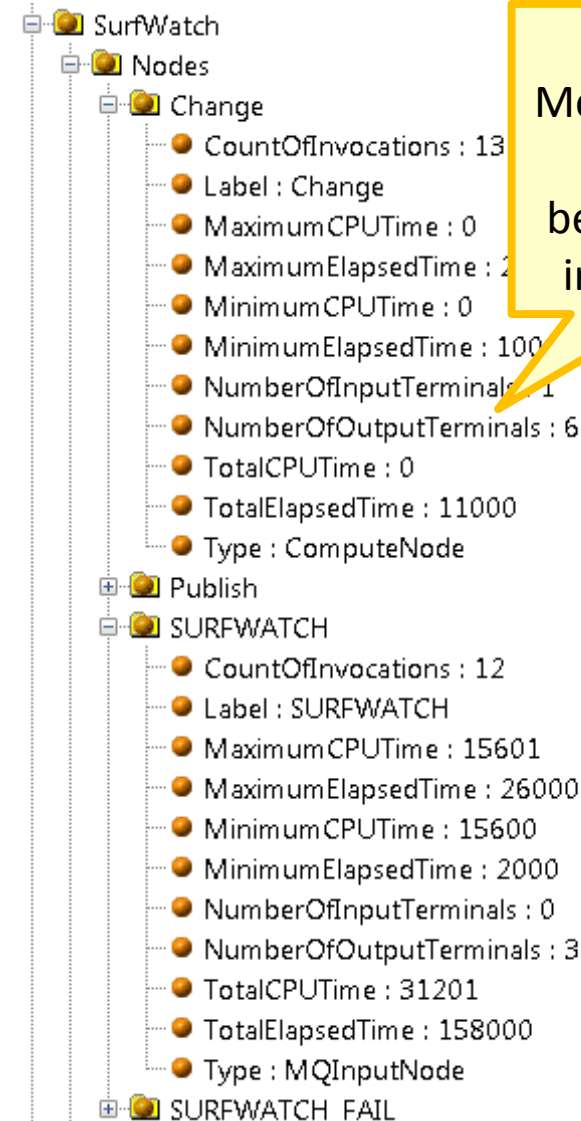
- Total Messages Processed
- Total Messages in Error
- CPU Time Spent
- Message Statistics

Node Level (for each processing node)

- Invocations
- CPU Time
- Information

Thread Level (for each thread)

- Messages Processed
- CPU Time Spent
- Message Statistics



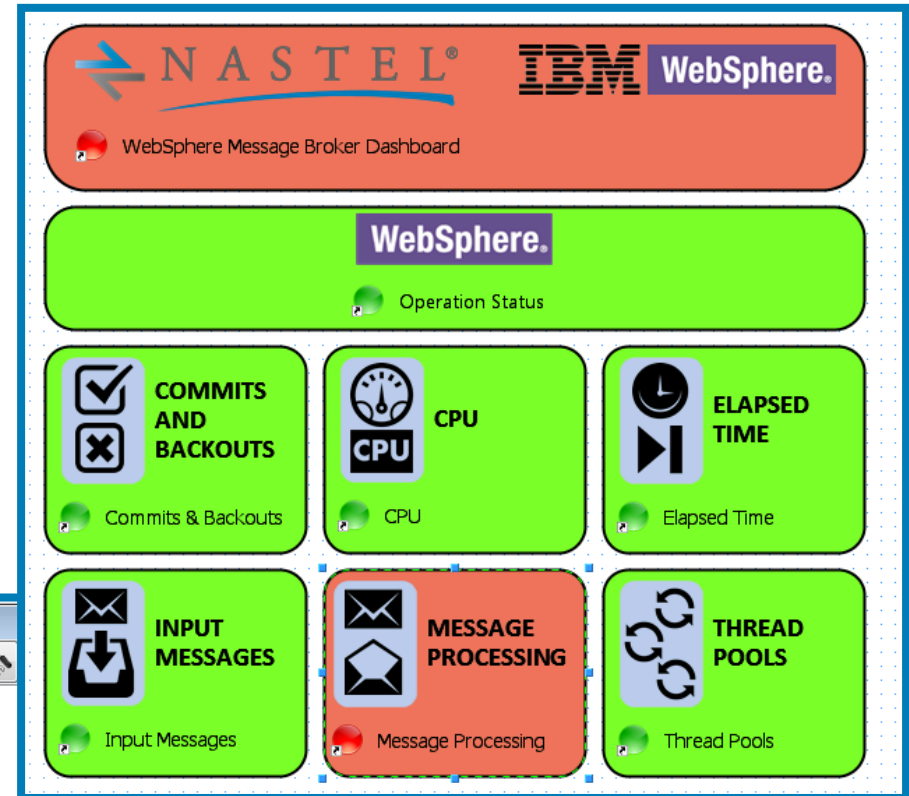
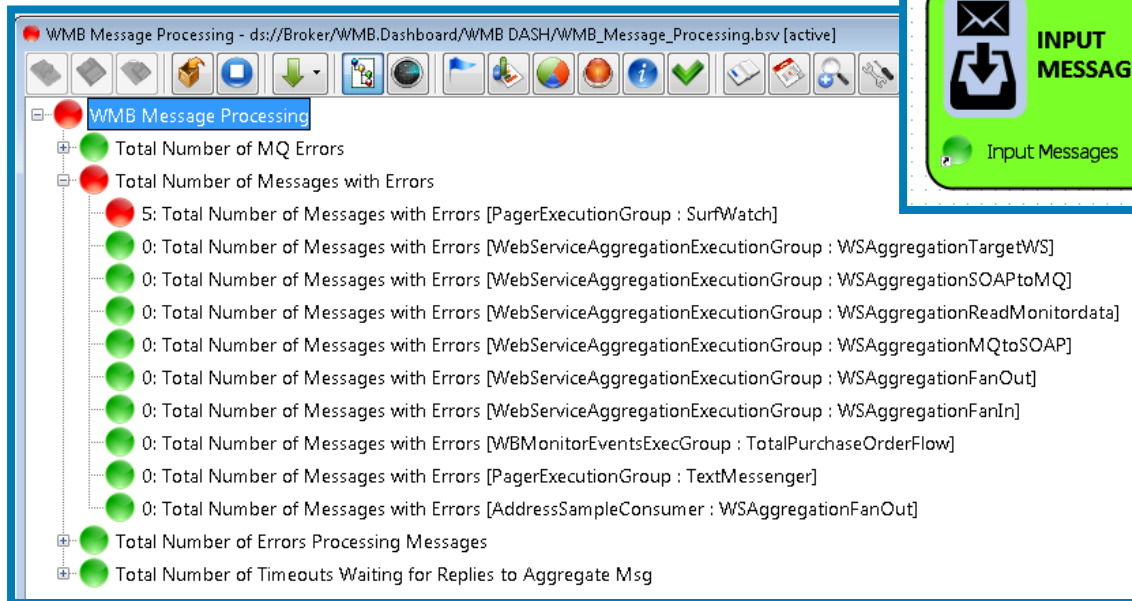
Published
Message Broker
Statistics
become FACTS
in AutoPilot®

Monitoring Message Broker

- FACTS are used in AutoPilot® M6 rule-based dashboards

(Business Views)

- In this example: message processing errors are occurring
- Alerts → Notifications & Automated corrective actions



Message Broker Transaction Monitoring

Transaction Group > Summary > **Trace Details**

Show: Select From: 2014-02-17 10:45:00 AM To: 2014-02-17 10:46:00 AM Show

Trace

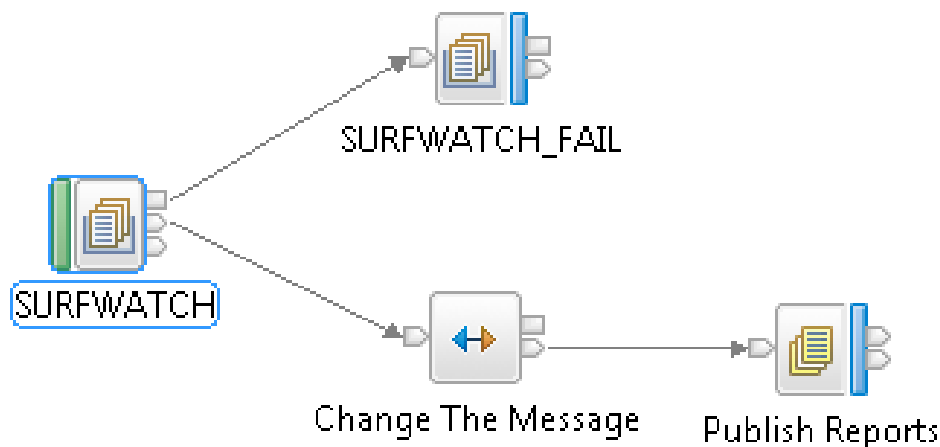
Start Date	Applications	Transaction Status	SLA Status	SLA Status Text	Workload (HH:MM:SS.mm)	Transaction Duration	Operations	Messages	Transaction ID	Transaction Groups	Servers	Resource Manager Type
2014-02-17 10:45:20	MB8BROKER.P...	Complete ✓		Within SLA ●	0:00:00.000	0:00:00.025	2	1 3			DESKTOP99	Messaging S
2014-02-17 10:45:35	MB8BROKER.P...	Complete ✓		Within SLA ●	0:00:00.000	0:00:00.015	2	1 2			DESKTOP99	Messaging S
2014-02-17 10:45:17	MB8BROKER.P...	Complete ✓		Within SLA ●	0:00:00.000	0:00:00.008	2	1 1			DESKTOP99	Messaging S

Transaction ID 3

Transaction Flow Diagram Transaction Timeline Transaction Trace(2) Transaction Milestones

☐ Show Hierarchy

Time	Application	Operation Name	Resource	Message Id	Message Age (usec)	Completion Code	Correlator	Server
2014-02-17 10:45:20.214	MB8BROKER.PagerExecutionGroup.SurfWatch	transactionStart	SURFWATCH	1	0	Succeeded	414d51204d4238514d4752202020202035b8fb5220687f1d	DESKTOP
2014-02-17 10:45:20.239	MB8BROKER.PagerExecutionGroup.SurfWatch	transactionEnd	SURFWATCH		0	Succeeded	414d51204d4238514d4752202020202035b8fb5220687f1d	DESKTOP



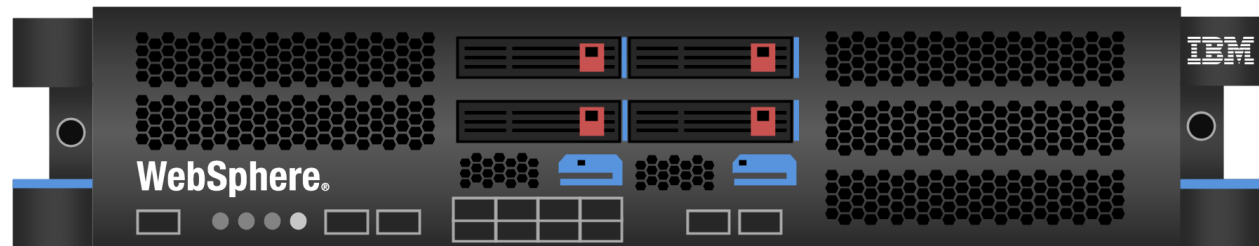
```

<SurfWatch>
<TimeDate>17.02.14 10:45:20</TimeDate>
<Break>Kahaluu</Break>
<Waves>1</Waves>
<Wind>Onshore</Wind>
</SurfWatch>
  
```

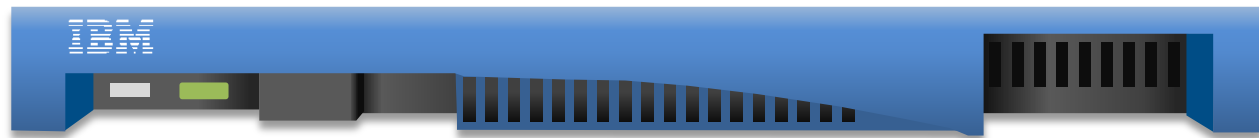

IBM DataPower SOA Appliances

- **Firmware** on flash storage - no Operating System
- Users **cannot run 3rd party applications**
- Principally used to perform **enterprise messaging**
- Transformation and routing of messages: it's an **Enterprise Service Bus**
- **Protects** web services and the architecture behind them from attacks
- **Integrates** any two applications by considering them as services

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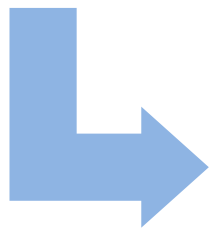


DataPower
Xi50



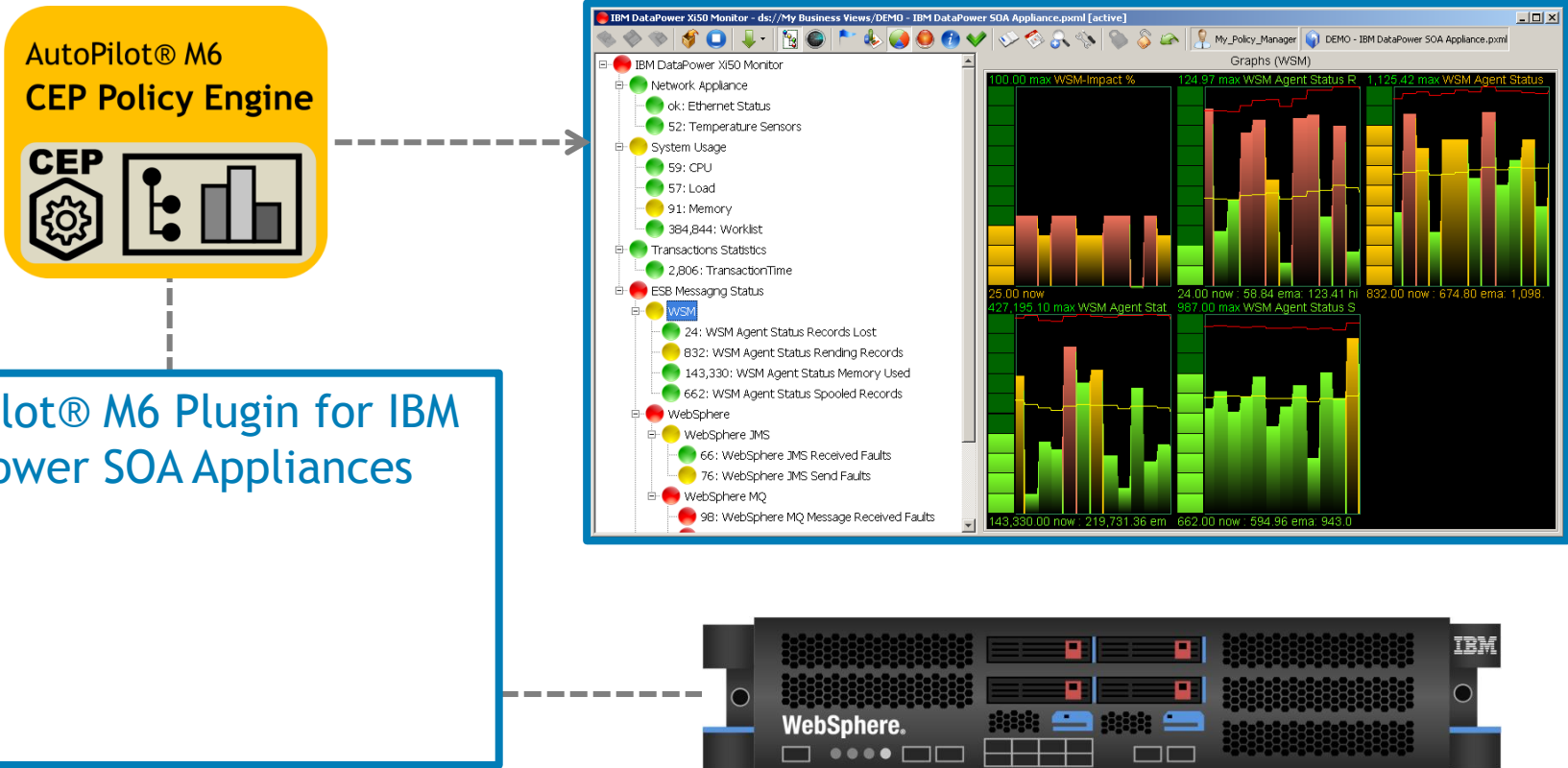
IBM DataPower SOA Appliances

- **XML Firewall** - Security for XML messages
- **Web Service Proxy** - Web service interface used to extend internally hosted services: security, abstraction
- **Multi-Protocol Gateway** - Interface to extend internally hosted services: protocol conversion, transformation, validation, security, abstraction



- **Gateway Policy** - Set of rules for processing messages
- **Policy Rules** - Set of actions to be performed for a specific condition: message arrival, message departure, error conditions
- **Rule Actions** - Process to be performed

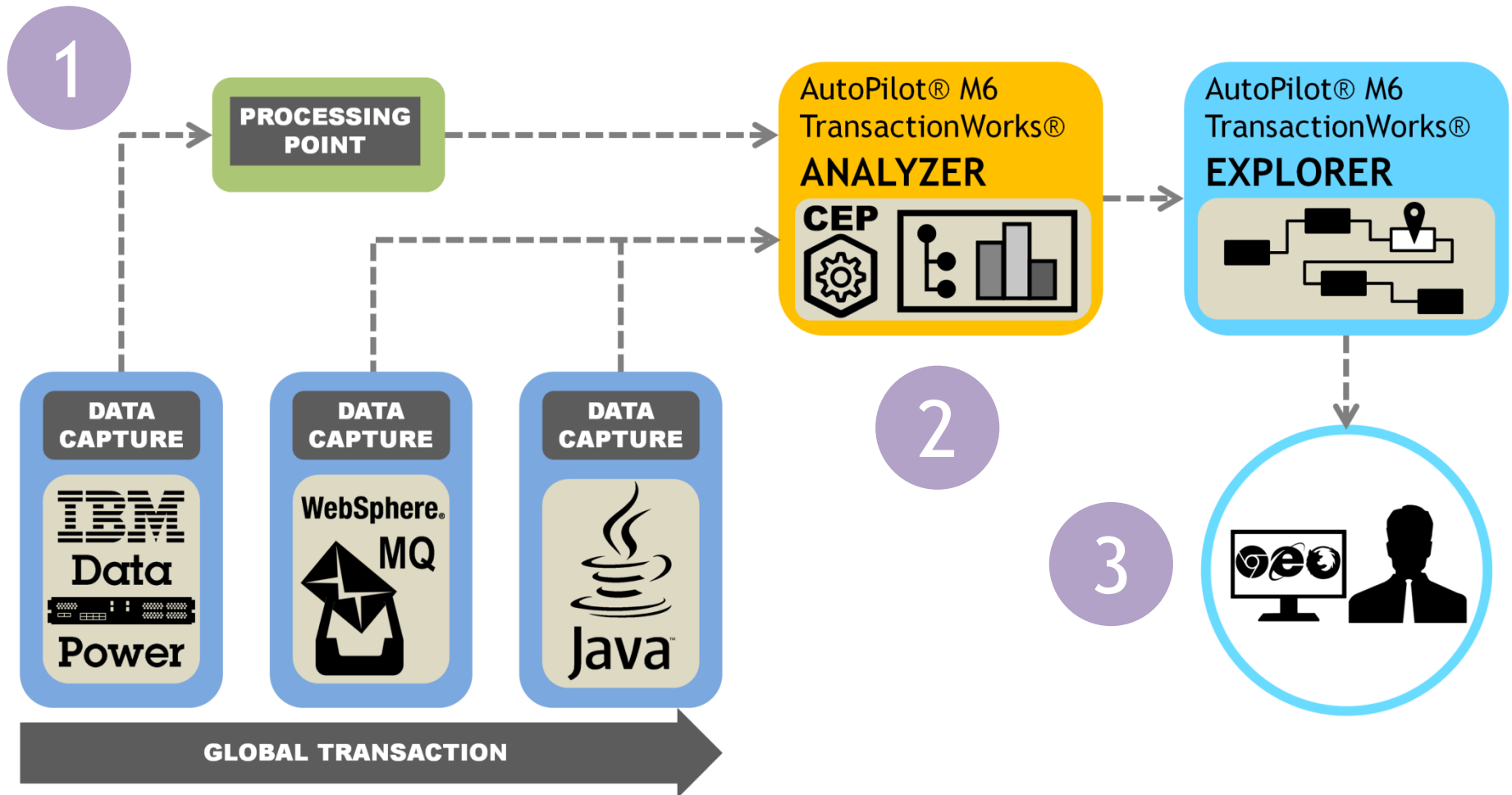
AutoPilot® M6 for IBM DataPower SOA Appliances



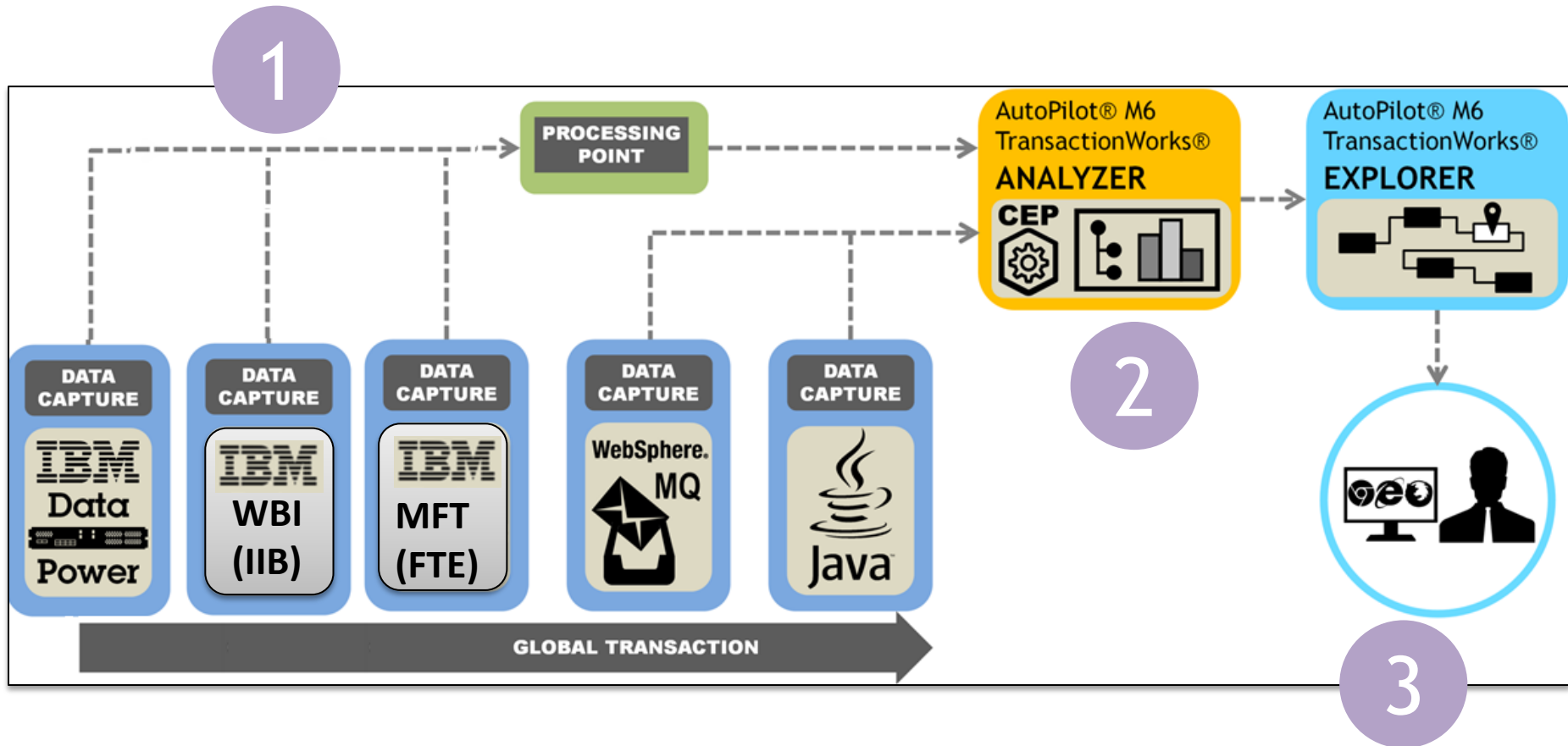
Key takeaways

- DataPower is the proverbial "Black Box"...
- It publishes lots of information, but ... can you make sense of it?
- AutoPilot M6 collects, analyzes and presents this information ...
- ... in *Business Context* : "Situational Awareness"

DataPower Transaction Monitoring

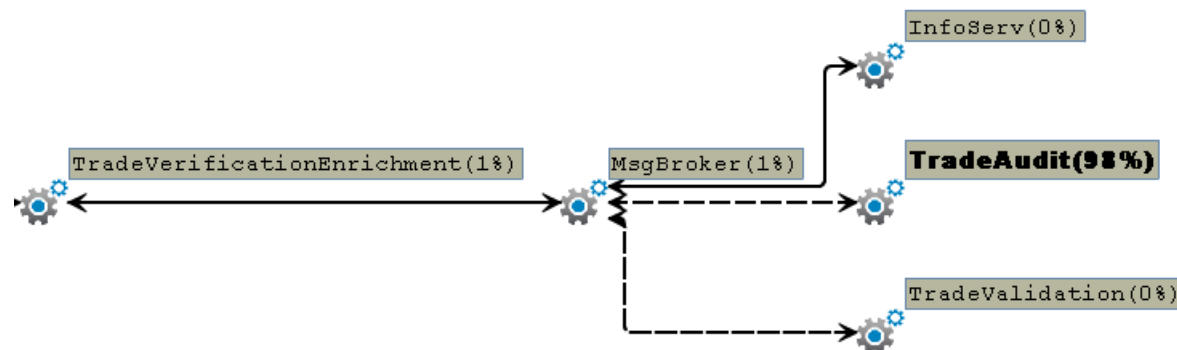


Other Transaction Monitoring



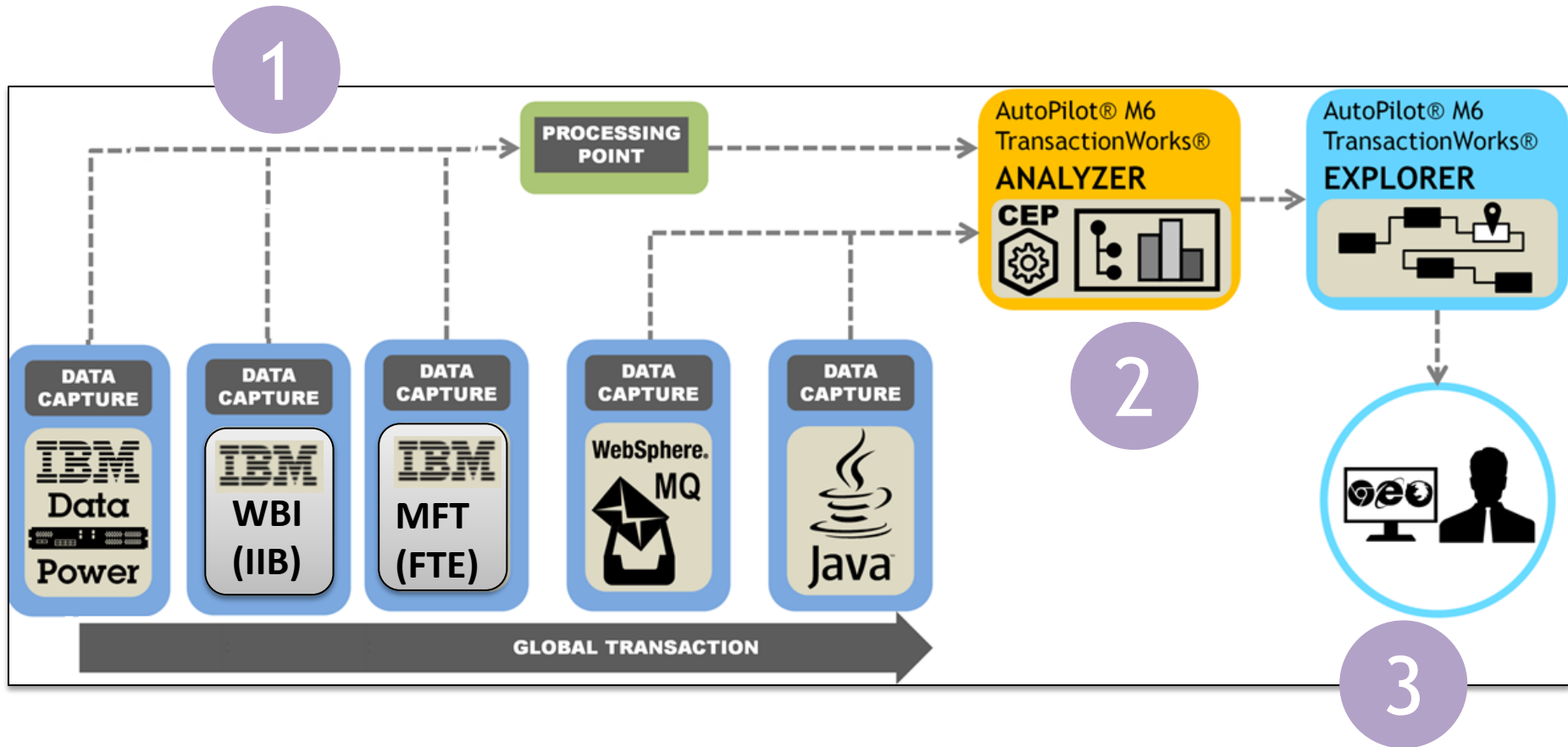
Cross Application Tracking

40



Time	Operation Name	Resource	Elapsed Time (usec)	Message Id	Message Age (usec)	Completion Code	
2013-03-26 13:41:47.17	/trading/verification	/trading/verificati	7875		0	Succeeded	L
2013-03-26 13:41:47.19	com/acme/trading/verify.start	java	5749		0	Succeeded	L
2013-03-26 13:41:47.19	HTTP/GET/trading/verification	/trading/verificati	7665	2195	0	Succeeded	L
2013-03-26 13:41:47.19	Statement.executeQuery(String)	MySQL5.1:DBSer	1823	2196	0	Succeeded	L
2013-03-26 13:41:47.20	com/acme/trading/verify.request	java	1495		0	Succeeded	L
2013-03-26 13:41:47.20	QueueSender.send	queue://trading/	6565	2186	0	Succeeded	L
2013-03-26 13:41:47.20	MQPUT	TradeVerification.	10107	2186	0	Succeeded	L
2013-03-26 13:41:47.22	MQGET	TradeVerification.	10908	2186	834	Succeeded	B
2013-03-26 13:41:47.22	MQPUT	TradeValidation.I	9399	2187	0	Succeeded	B
2013-03-26 13:41:47.24	MQGET	TradeValidation.I	9507	2187	116	Succeeded	W
2013-03-26 13:41:47.24	MQPUT	TradeValidation.C	9803	2188	0	Succeeded	W
2013-03-26 13:42:23.22	MQGET	TradeValidation.C	35970000	2188	652	Succeeded	B
2013-03-26 13:42:23.22	MQPUT	TradeAudit.Input.	10511	2189	0	Succeeded	B

DataPower Transaction Monitoring



Ability to See the Combined Flow

Transaction ID 284

Transaction Flow Diagram

Transaction Timeline

Transaction Trace(12)

Transaction Milestones

☐ Show Hierarchy

Time	Application	Operation Name	Resource	Message Id	Message Age (usec)	Completion Code	
2014-02-17 11:45:44.637	dataflowengine	MQGET	SURFWATCH	1	6000	Succeeded	
2014-02-17 11:45:44.638	dataflowengine	MQOPEN	Backdoor Pipe		0	Succeeded	
2014-02-17 11:45:44.638	dataflowengine	MQPUT	Backdoor Pipe	3	0	Succeeded	
2014-02-17 11:45:44.638	dataflowengine	MQCLOSE	Backdoor Pipe		0	Succeeded	
2014-02-17 11:45:44.638	WMQ_ClientForJava	MQPUT	SURFWATCH	1	0	Succeeded	
2014-02-17 11:45:44.638	dataflowengine	MQPUT	AMQ.52FBB8350AD56B20	6	0	Succeeded	
2014-02-17 11:45:44.640	dataflowengine	MQCMIT	MB8QMGR		0	Succeeded	
2014-02-17 11:45:44.642	WMQ_ClientForJava	MQCALLBACK	AMQ.52FBB8350AD56B20	6	0	Succeeded	
2014-02-17 11:45:44.650	MB8BROKER.PagerExecutionGroup.SurfWatch	transactionStart	SURFWATCH	9	0	Succeeded	
2014-02-17 11:45:44.651	MB8BROKER.PagerExecutionGroup.SurfWatch	transactionEnd	SURFWATCH		0	Succeeded	
2014-02-17 11:45:44.652	java	MQGET					
2014-02-17 11:45:44.653	java	MQCMIT					

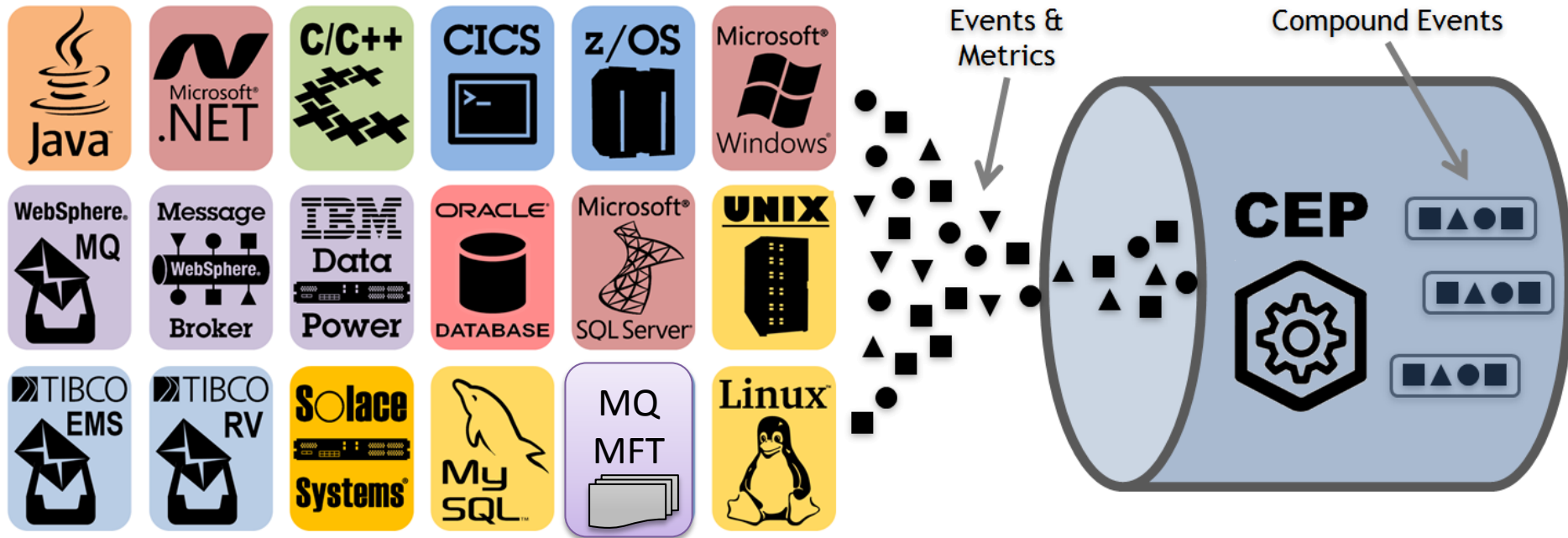
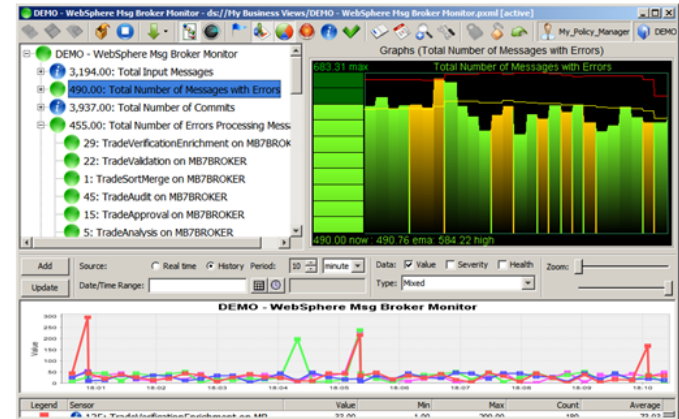
Message Content

Display Type Character Character Set ASCII

```
<?xml version="1.0" encoding="UTF-8"?>
<SurfWatch>
<TimeDate>17.02.14 11:45:43</TimeDate>
<Break>
```


AutoPilot® M6 Proactive Performance Management

- Business Activity & IT Dashboards
- Context Sensitive Application Views
- Business Transaction Management



Want more information?

- Request a personal demo or Q&A Session
- Stop by our booth in the Vendor Expo
- Attend other sessions
 - Monitoring and Tracking for Remote MQ Environments
 - Monday at 1:00PM - Wednesday at 9:50
 - When Good Flows go Bad
 - Tuesday at 11:15



Questions?



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