Hewlett Packard Enterprise

Web ViewPoint Enterprise Connex Monitor
User Guide

Abstract
This manual describes the installation, configuration, and usage of Web ViewPoint Enterprise Connex Monitor version L01 on HPE NonStop system.

Support release version updates (RVUs)
This publication supports L01 and all subsequent L-series RVUs until otherwise indicated by its replacement publications.

Product version
Web ViewPoint Enterprise Connex Monitor (L01)

Part Number – 10-180009-Q422

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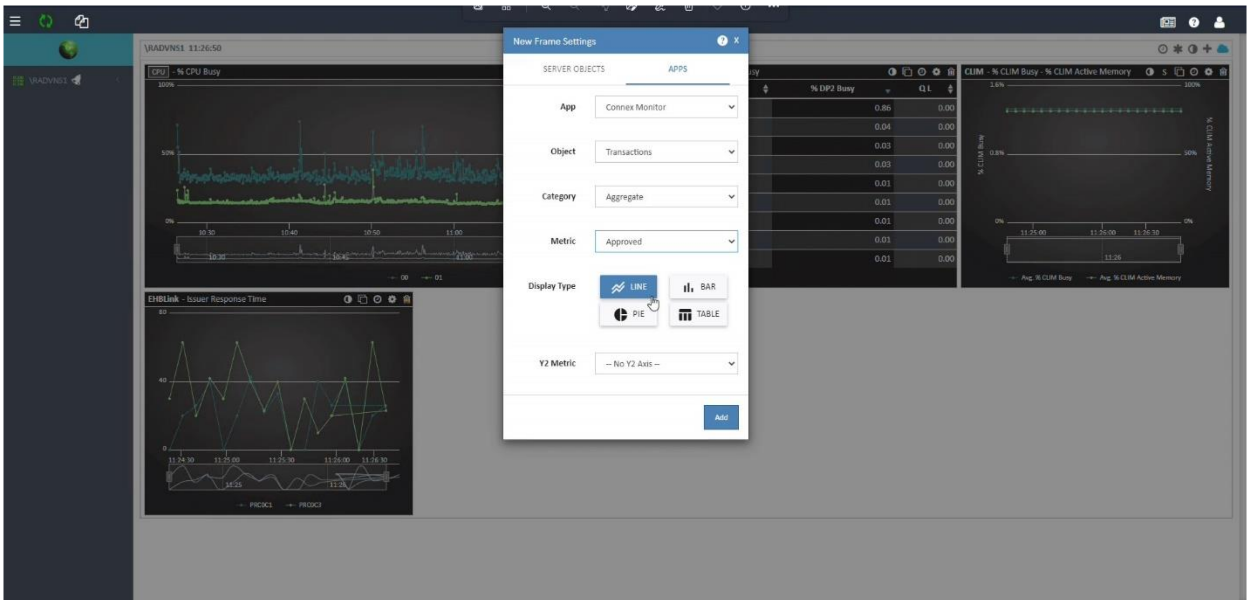
Connex Monitor – Overview

WVPe Connex Monitor shows selected statistics and metrics generated by Connex payment application on the Web ViewPoint Enterprise screen. It processes one or more Connex Log files to extract statistical information from Financial Interprocess Communication (FINIPC) messages.

The Connex Monitor leverages WVPe's single pane dashboard and alerting platform to monitor the Connex transactions and infrastructure.



Utilizing a new open architecture, the solution:

- Is extensible and dynamic:
    - Users can create their own profile of Payment metrics and how they want to view them.
    - Profiles can be shared across the organization.
    - Future new metrics can easily be adopted.
    - Each user can dynamically modify, select, and choose their own dashboard.
- Fully integrates with Web ViewPoint Enterprise, where.
    - Payment Apps from one or more Servers can be displayed on one screen.
    - Alert conditions can be defined on any of the available metrics.
    - When issues are encountered,
        - Staff can be notified via text and email.
        - Details can be exported out to central solutions (e.g., ServiceNow).
        - Automated actions can be taken to recover.
        - All actions and details are logged for future reviews.

A central window allows for installation of the Connex Monitor Plug-in with a single click. Same process is used to manage the plug-in and upgrade it when new versions become available

Entities and Objects

The Entities and Metrics monitored are:

1. Transactions

- TPS
- Details
    - Count
    - Amount
- Performance
    - Approval Rate
    - Decline Rate
    - Approved
    - Declined
- Latency
    - Connex Response Time
    - Issuer Response Time
    - Total Response Time

Each of the above metrics, can be aggregated/categorized by any of the following:

Category	**Description**
Acquirer	Based on Acquirer Processor Identification Code
Issuer	Issuer Institution Identification Code indicating the card issuer
Highest BIN	Bank Identification Number
Primary Route	Based on Issuer Processor Identification Code
Merchant Type	Indicates the type of business product or service performed by the merchant.

Card Acceptor Terminal Id	Identifies the terminal used for the transaction at the card acceptor location.
Card Data Input Mode	Indicates the method used by the terminal to obtain card information.
Authorized By	Specifies the type of association that approved or denied the transaction.
Transaction Type	Describes the effect of the transaction on the cardholder's account.
TSAP Id	The Transport Services Access Point ID indicates the logical communications session that acquired the transaction.
Decline Reason	Reason why the transaction was declined.

2. Switch Time – *time taken at various stages of FINIPC processing*

- Internal Acquire Time
- Total Acquire Time
- Internal APO Time
- Internal Issuer Time
- Total Issuer Time
- Internal PMC Time
- Total PMC Time

3. Message

- Approval Rate
- Count

4. EHB Link – *metrics categorized based on Issuers (Issuer Processor Identification Code)*.

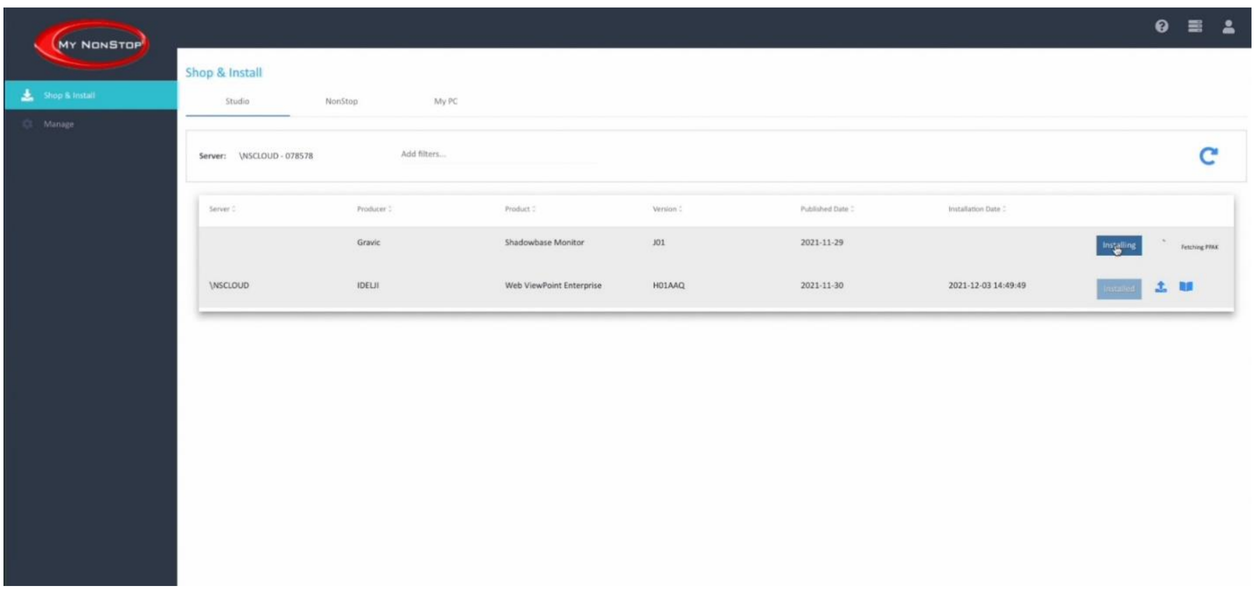
- Issuer Response Time

Installation and Configuration

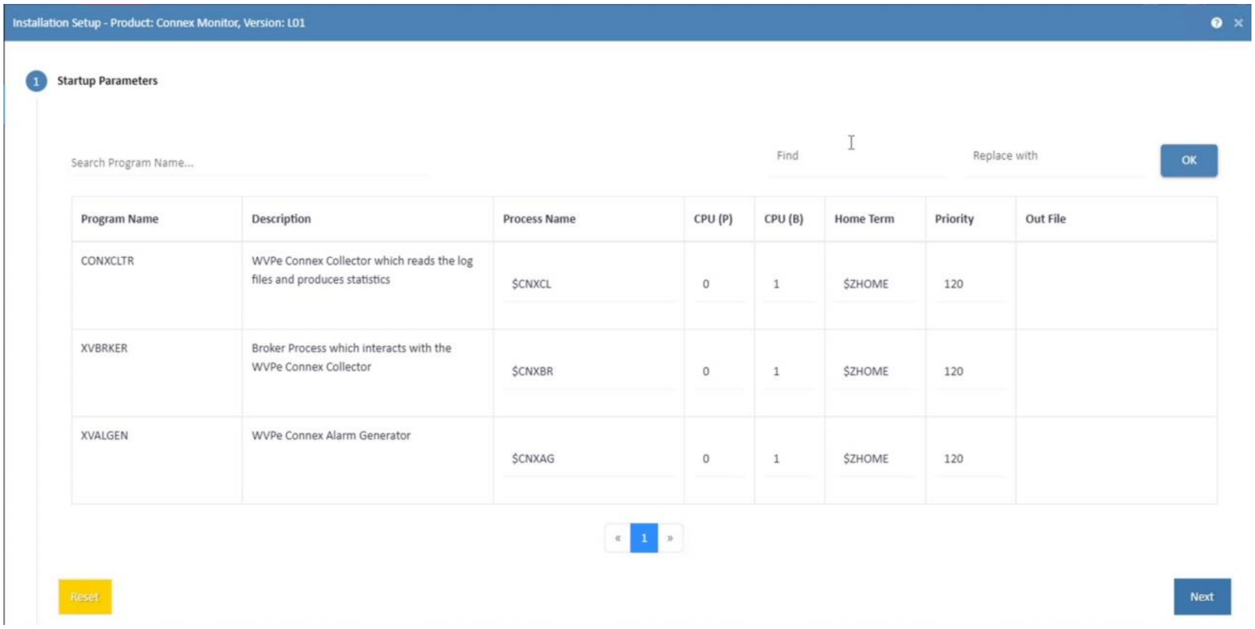
Quick Start

Connex Monitor Installation

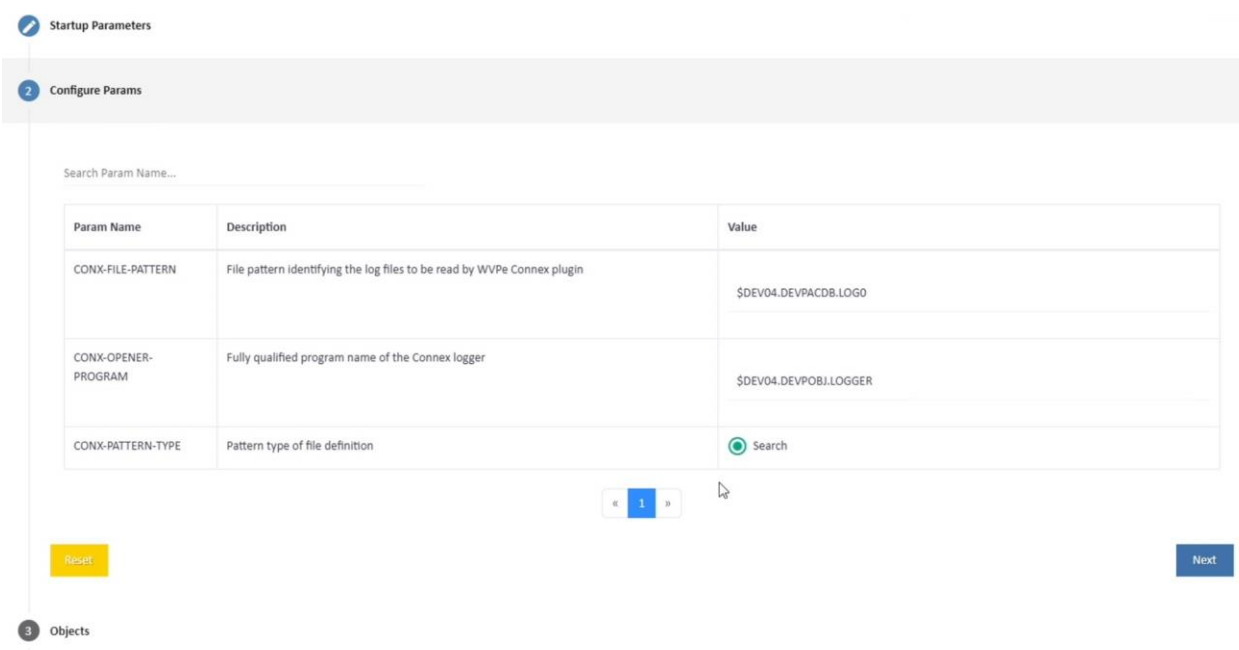
You may now integrate metrics from your Connex Monitor application on to Web ViewPoint Enterprise (WVP E) using My NonStop. Connex Monitor Plugin can be easily installed using the Studio tab on My NonStop. You start by signing into your My NonStop application using the Group.User or alias who you setup as Manager during the installation. For more information on how to install My NonStop, visit [How to Install and Configure My NonStop](). After a successful logon, the Home Screen which is the Studio screen lists the latest available Connex Monitor version. You can simply download, install, and start the application on your NonStop server. Note that, installing Web ViewPoint Enterprise is mandatory to onboard Connex Monitor Plugin. Before starting the installation process, you must have the Guardian and OSS installation locations of Web ViewPoint Enterprise ready. You will need this information for installing this plugin. To begin the installation, simply click on Install button to fetch the installation files from RA Studio and to upload to your NonStop server. This process may take several minutes. Next, a Pre-Installation screen is prompted for you to enter the details of Web ViewPoint Enterprise's Install location. Once done, the installer goes ahead and unpaks the installation files for Connex Monitor.



You can make your desired changes to Startup Parameters and Configure Params alongside Objects and Metrics now. Make sure to configure the Collector and Broker Process names of the Connex Monitor application running on your NonStop.

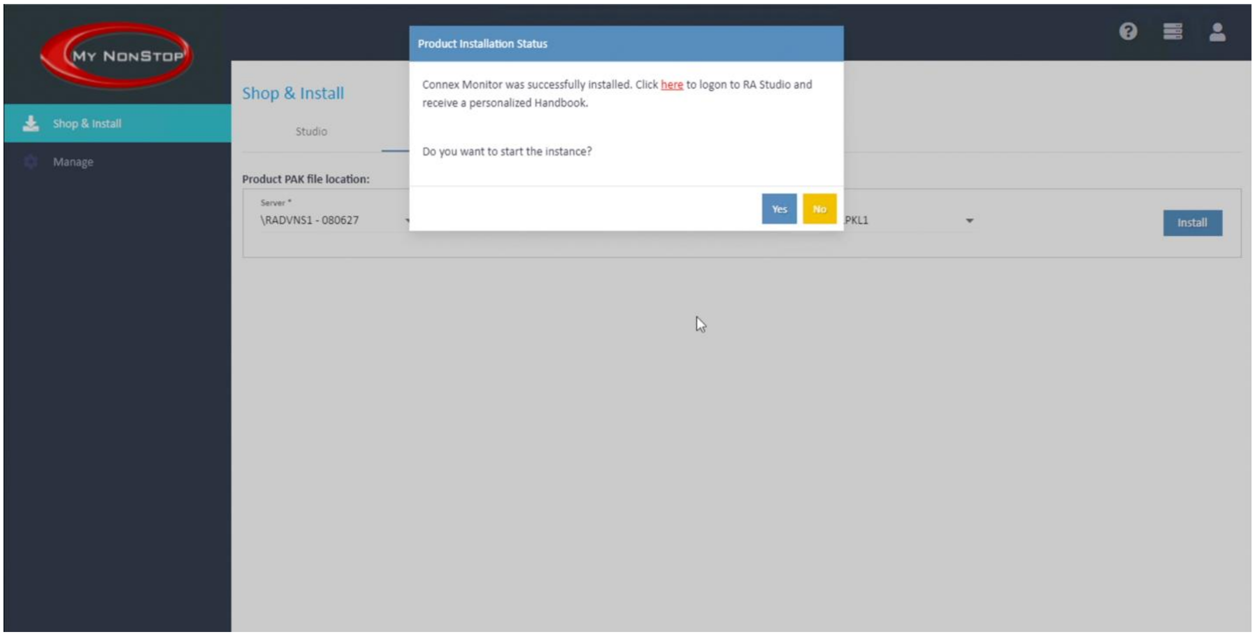


Then set up the Configure Params. If you have multiple CONX-FILE-PATTERN and CONX-OPENER-PROGRAM, you can configure them here by using a comma separated value.



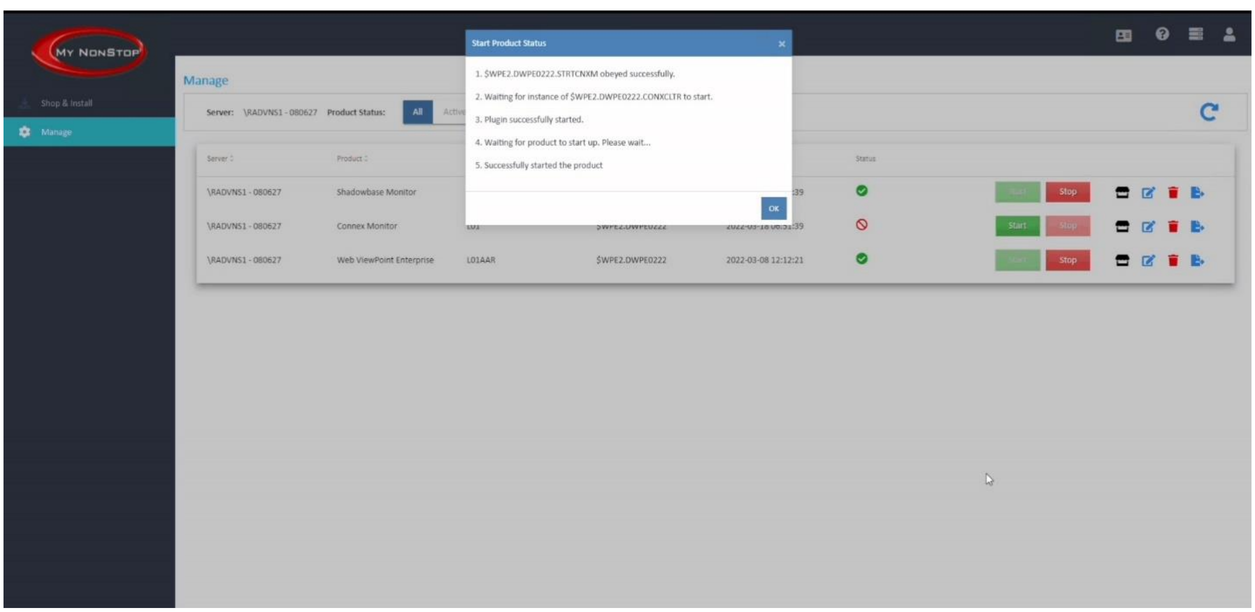
After that, you can choose to collect the Connex Objects and their corresponding Metrics. The data will then be collected for the chosen Metrics and will be available on Web ViewPoint Enterprise.

Once you press Install, the wizard proceeds with installing the product. Upon successful completion, it first asks you if you want to logon to RA Studio to receive a personalized Handbook consisting of all the configuration settings and details in it.

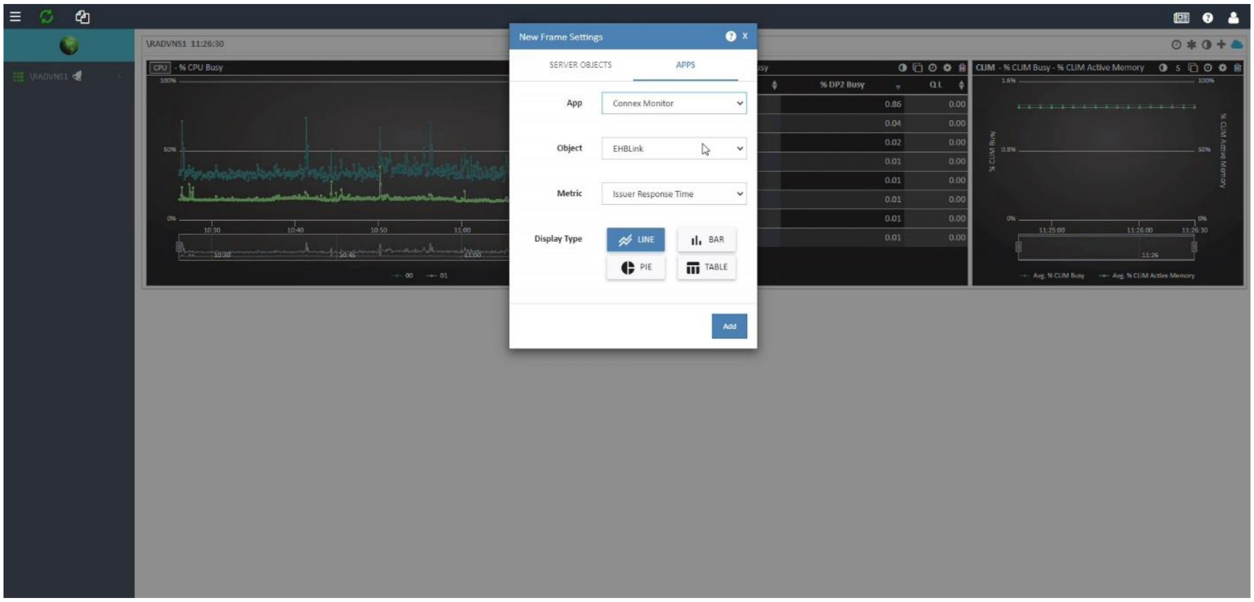


Upon successful registration and login to RA Studio, it downloads the Handbook. You can see all the changes that you made to all the configuration settings and parameters here besides the default values assigned initially.

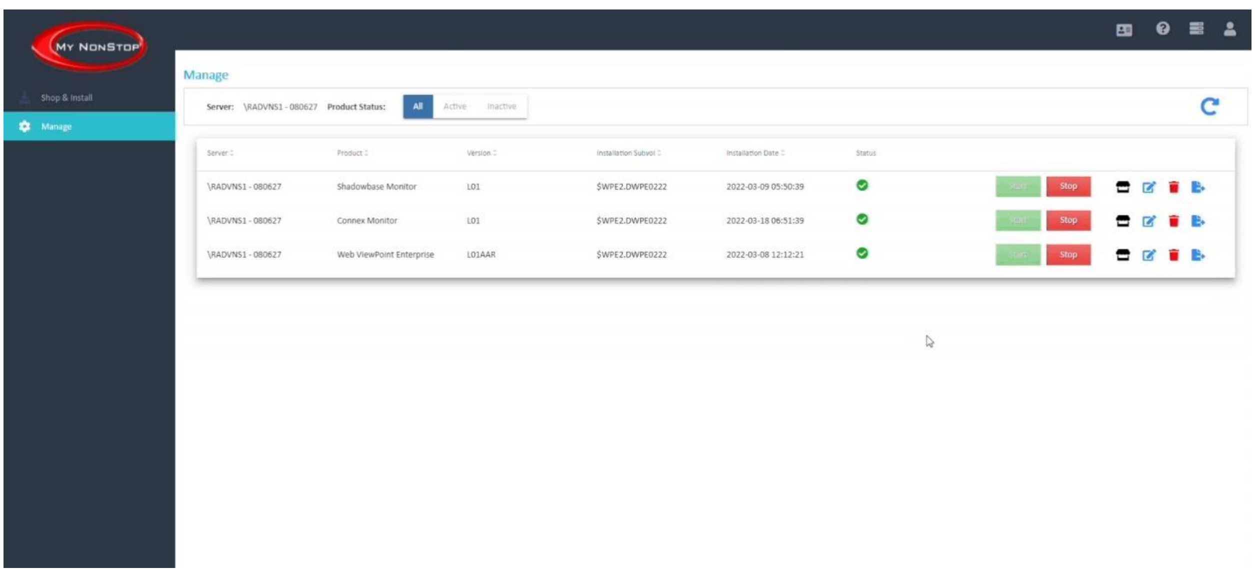
After this, it asks you permission for starting the instance. Once the product is successfully started, you can start using Connex Monitor on Web ViewPoint Enterprise.



You may choose which Connex Monitor objects and metrics you would like to monitor and visualize on the Global Dash or set up any alert conditions and thresholds for various metrics and take automated action before things go wrong.



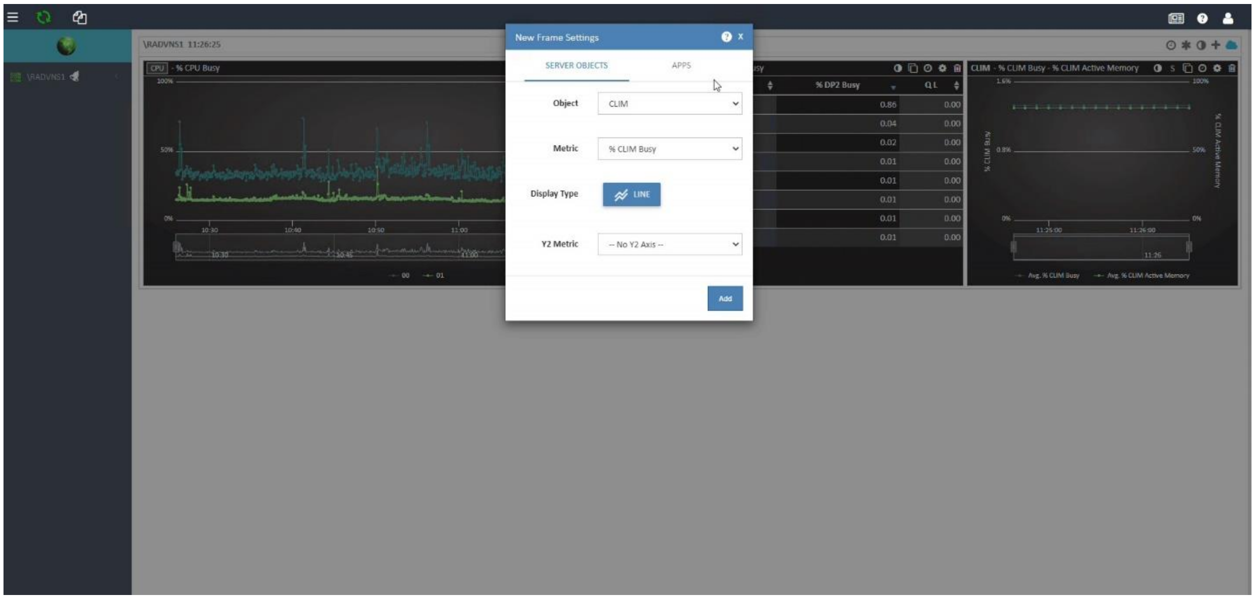
To make any changes in the future regarding the configuration parameters and settings, you can visit the Manage Section on your My NonStop and make the required changes on the installed products.



Adding and Configuring Widgets on Dashboard

- First select a Server from the left panel. Based on whether you have installed Connex Monitor for that server or not, you can choose any NonStop Server Objects, such as EHBLink, Message, Switch Time, and Transactions that are displayed on a list box or choose an App Object. Read more about the Objects and Metrics of Connex Monitor **here**.

- Select whether you would like a Chart, Bar, Pie or a Table display (if these options are available).
- Then you select the preferred metric that you would like to monitor on the Global Dash.



Notes:

- Category: Metrics of certain Entities can be aggregated by a Category. For example, Transaction – TPS is grouped based on Overall, Acquirer, Issuer etc. If category – Acquirer is selected, then the TPS values will be broken down per Acquirer and displayed in different available formats.
- Pie: Single metrics or multiple metrics can be selected to be viewed in a Pie chart.
    - If Single metric is selected then **individual** Instances of the selected Entity (and Category) is shown on the Pie chart.
    - If Multiple metrics is selected then the **Average** value for the selected Entity (and Category) is shown on the Pie chart.

Setting Alerts for Connex Monitor

Summary list displays a list of previously defined Alerts. Click on any column heading to sort the list for that column. Click on Edit or Delete button, next to each Alert to edit its profile, or delete its definition. Click on the Add button on the top right to add a new Alert profile. Following are the parameters to select:

- **Alert Name**: Optionally, give an Alert a unique name.
- **Group Name**: Allows you to create a Group or select a predefined one. You can assign one or more Alerts to this Group. This helps when you want to deactivate or activate alerts based on a Group name.

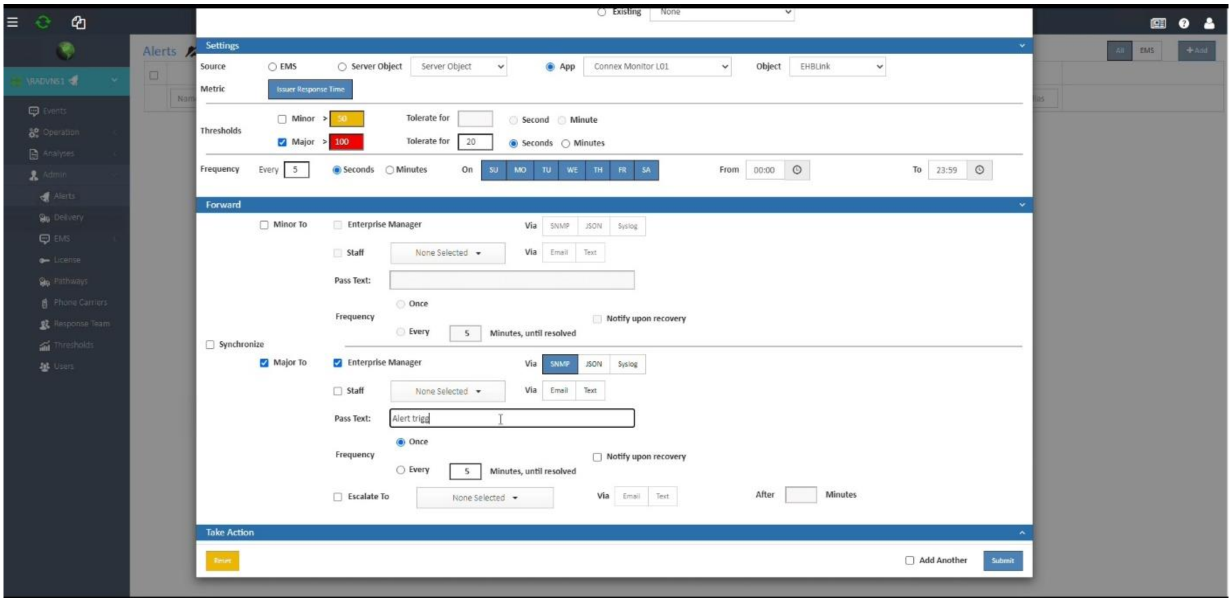
- **Status**: Subject to Monitor Date & time period setting, an Alert Is Active when it is first added. You may set it to inactive here, or otherwise deactivate Alerts from the summary screen.

Now under Settings tab, select Connex Monitor from App first, and choose from a list of its available Objects. Depending on the selected Object (e.g. EHBLink), you may be prompted to enter an Object name, or matching considerations.

- Metric: Select from available options.
- Threshold: Set conditions that in your judgment consider a minor or major Alert condition. You may select one, or both conditions.
- Tolerance: Whether a threshold violation should cause an immediate Alert (zero tolerance), or a period of tolerance should be considered. In that case, an Alert is noted if the matching Object continuously violates either one or both thresholds' setting beyond the tolerance period.
- Log every breach. Whether every noted breach should be noted, or only when it persists post period of tolerance.
- Monitor: Interval at which the condition/threshold should be monitored, and on which weekdays, and hours.
- Forward: Set how an Alert should be forwarded, and to whom. You may have different settings for Minor and Major violations. If Sync checkbox is ticked, then making change for one will be reflected on the other. Forward options are:
- Enterprise Manager. Forwards messages from NonStop to your Enterprise monitoring systems/applications. Delivery options are SNMP (e.g., forward to Tivoli), JSON (e.g., forward to Moog), and SYSLOG. For each, information on how to send messages must be specified in Admin – Delivery.
- Email / Text Delivery. Select any one or more users from the displayed list box, and choose from either Email or Text delivery options. Note that these options appear, only if all selected users have their email and phone # recorded in their profile.
- Frequency:
    - Whether a notification is sent only once, or every so often (minutes), until the Alert condition is resolved.
    - Whether an additional notification should be sent when an Alert condition is resolved.
- Escalate to: Select one or more persons who should be notified via Email or Text, if the Alert condition is not resolved after a period (minutes).
- Take Action: Set whether an automated action should be taken when an Alert condition is noted. Choices are:

    -
    - Obey file: Select an Obey file (progressively select from Node, Subvolume, and File list box), and an Out location (file name or Spooler entry) where the outcome of the operation should be logged.
    - TACL Macro. Select a TACL Macro file (progressively select from Node, Subvolume, and File list box), an Out location (file name or Spooler entry) where the outcome of the operation should be logged, and any text which should be passed to the TACL macro.

Click on Submit to add the new Alert profile.


Existing
None
Alerts
Settings
Source
EMS
Server Object
App
Connex Monitor L01
Object
EHBLink
Metric
Issuer Response Time
Thresholds
Minor
50
Major
100
Tolerate for
20
Second
Minute
Seconds
Minutes
Frequency
Every
5
On
SU
MO
TU
WE
TH
FR
SA
From
00:00
To
23:59
Forward
Minor To
Enterprise Manager
Via
SNMP
JSON
Syslog
Staff
None Selected
Email
Text
Pass Text:
Once
Every
Minutes, until resolved
Notify upon recovery
Synchronize
Major To
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