



Hewlett Packard
Enterprise

Web ViewPoint Enterprise Base24 User Guide

Abstract

This manual describes the installation, configuration, and usage of Web ViewPoint Enterprise Base24 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 Base24 Monitor (L01)

Part Number – 10-180008-Q422

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Base24 – Overview

Web ViewPoint Enterprise Base24 Monitor shows selected statistics and metrics generated by Base24 application on the Web ViewPoint Enterprise screen. It captures the Transaction info online from the Transaction Log files and Infrastructure information from the application.

It leverages Web ViewPoint Enterprise's single pane dashboard and alerting platform to alert the Base24 transactions and infrastructure metrics that breach user-defined thresholds.

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 Base24 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 Metrics

The Entities and Metrics monitored are:

- Transactions (from PTLF)
 - Overall
 - Approved
 - Declined
 - Time Back (head.dat_time – auth.entry_time)
 - Sent Time (head.dat_time – auth.exit_time)
 - Response Time (auth.re_entry_time – auth.exit_time)
 - By Department
 - Name: auth.term_name_loc
 - Approved
 - Declined
 - Percent Decline Rate
 - Total Response Time
 - Issue Response Time
 - Count
 - Total Amount (auth.amt_t)
 - By Store
 - Name: record.auth.term_city
 - Approved
 - Declined
 - Percent Decline Rate
 - Total Response Time
 - Issue Response Time
 - Count
 - Total Amount (auth.amt_t)
 - By Interchange
 - Name: head.crd.fiid
 - Response Code
 - Type
 - Response From
- Infrastructure (from NCP) [has filtering options to focus on specific Entities]
 - Node
 - State
 - Startup
 - Backup
 - Message Queue
 - Logical Queue Count
 - Process
 - Current State
 - Logical State
 - Queue Count
 - Station
 - Current State
 - Logical State

- Line
 - Queue Count
 - Current State
 - Logical State
 - Queue Count

Installation and Configuration

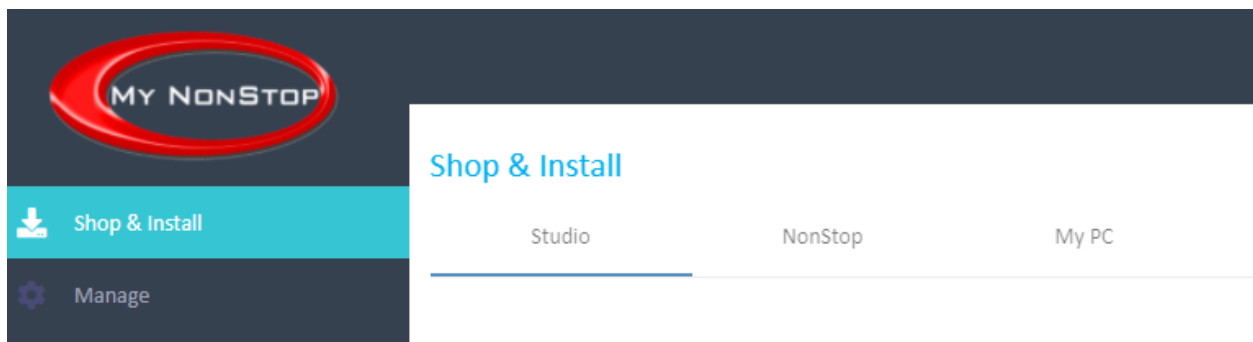
QuickStart

Base24 Monitor Installation

The Base24 Monitor plugin is installed using the Web ViewPoint Enterprise's MyNonStop browser-based wizard. Since it is installed within the Web ViewPoint Enterprise's environment, you'd need the WVP E Install Guardian Sub Volume and OSS folder location.

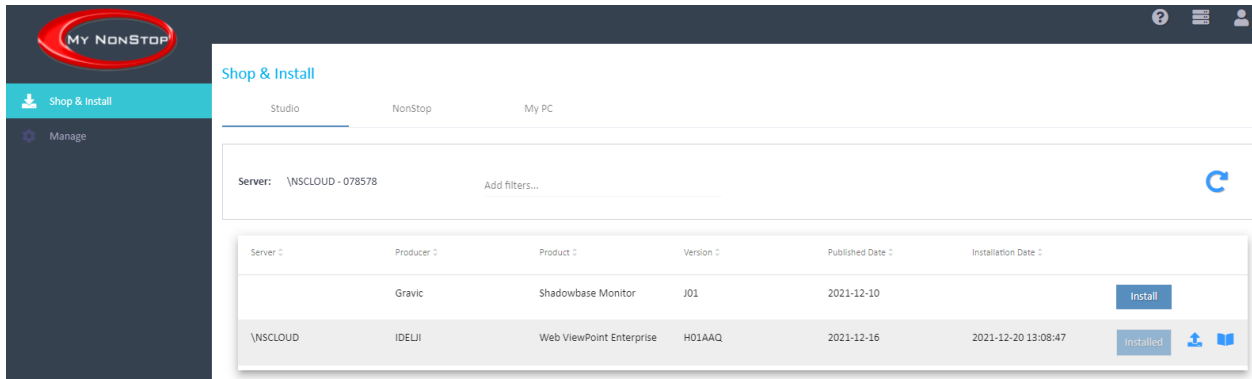
The installation can be done using any **1 of the 3 different following options:**

- Studio
- NonStop
- My PC



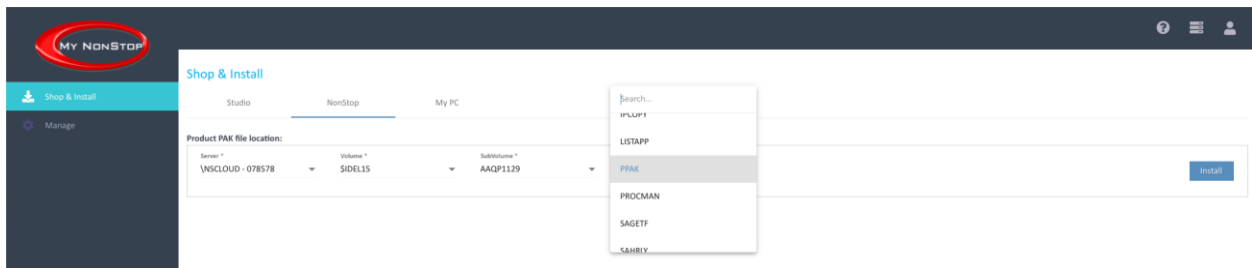
Studio

This method requires connection to <https://studio.remoteanalyst.com> Clicking on the *Studio* tab, displays list of all available and installed products. Click on 'Install' button for the Base24 Monitor plugin to begin Pre-Installation setup process.



NonStop

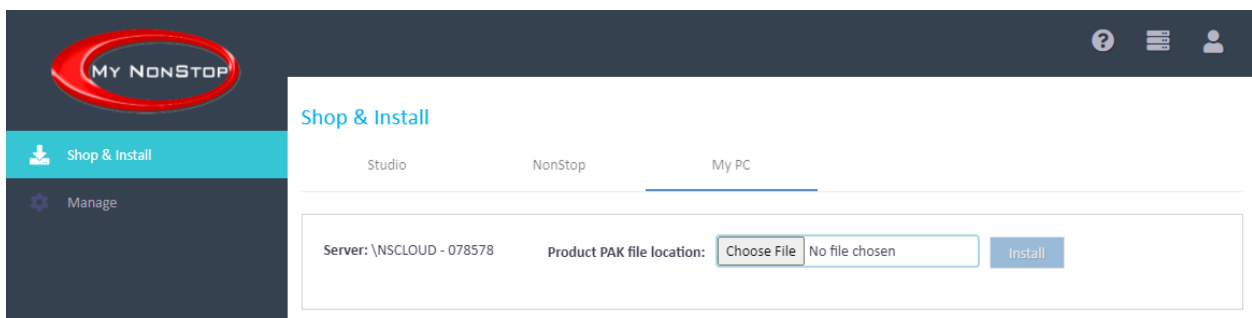
This method can be used when the Base24 Monitor installation PAK file is already on the NonStop. The B24MPKL1 installation PAK file is included in the software is downloaded on SCOUT and can be accessed by extracting the package from SCOUT on to the NonStop.



Provide the location and name of the installation PAK file (\$vol.subvol.file) on the NonStop and click install.

MyPC

This method is used when the B24MPKL1 installation PAK file is on your PC. Provide the location of the file on your PC and click install.



Eventually, the above 3 methods show the following screen that prompts you to enter Web ViewPoint Enterprise’s installation locations on Guardian and OSS.

Param	Use Case	Values
Guardian Install Location	Volume.Subvolume where you want to install the guardian files and programs	\$VOLUME.SUBVOLUME
OSS Install Location	OSS directory where you want to install the OSS files	/path/to/install

Next

Click on **'Next'** button: transfers (if required) and unpacks **PAK** file to the specified install locations.

On the following screen, configure the startup parameters for 3 programs used by the Plugin

Program	Description	Packaged with
Collector	Component that interfaces with the application to be monitored. Different for different plugins. Eg: B24CLTR – Base24 Monitor, CNXCLTR – Connex Monitor	Plugin
Broker	Interface between the WVP E and Plugin	WVP E
Alarm Generator	Interface between WVP E's alarm generator and Plugin	WVP E

1 Startup Parameters

Search Program Name... Find Replace with **OK**

Program Name	Description	Process Name	CPU (P)	CPU (B)	Home Term	Priority	Out File
CONXCLTR	WVP Enterprise Connex Collector which reads the log files and produces statistics	\$CNXCL	0	1	\$ZHOME	120	
XVBRKER	Broker Process which interacts with the WVP Enterprise Connex Collector	\$CNXBR	0	1	\$ZHOME	120	
XVALGEN	WVP Enterprise Connex Alarm Generator	\$CNXAG	0	1	\$ZHOME	120	

« 1 »

Then, set up the Configure Params:

Name	Description	Default Value	Required for
B24-NCPCOM-FILE	Location of PATHCOM file used to fetch BASE24 infrastructure metrics	\$SYSTEM.SYSTEM.PATHCOM	Infrastructure (NCP) statistics
B24-NCPCOM-PATHMON-PROCESS	Specifies the Pathmon process associated with the BASE24 environment	\$ZVPT	Infrastructure (NCP) statistics
B24-OPENING-COMMAND	Command use to connect to the PATHMON process	OPEN	Infrastructure (NCP) statistics
B24-SHELL-PROMPT-ROOT	Text that identifies the PATHCOM shell prompt	=	Infrastructure (NCP) statistics
B24-SHELL-PROMPT-ROOT-MORE	Text that indicates the PATHCOM more information	MORE	Infrastructure (NCP) statistics
B24-FILE-PATTERN	File pattern identifying the log files to be read by WVPE	\$DEV01.B24DATA.PX	Transactions (PTLF) statistics

2 Configure Params

Search Param Name...

Param Name	Description	Value
B24-FILE-PATTERN	File pattern identifying the log files to be read by WVPe BASE24 plugin	\$RA1.FAKPT00.PF
B24-NCPCOM-FILE	Location of PATHCOM file used to fetch BASE24 infrastructure metrics	\$\$SYSTEM.SYSTEM.PATHCOM
B24-NCPCOM-PATHMON-PROCESS	Specifies the Pathmon process associated with the BASE24 environment	\$ZVPT
B24-OPENING-COMMAND	Command use to connect to the PATHMON process	OPEN
B24-SHELL-PROMPT-MORE	Text that indicates the PATHCOM more information	MORE
B24-SHELL-PROMPT-ROOT	Text that identifies the PATHCOM shell prompt	=

Then, specify the Entities/Objects to collect. Note that only the collected Entities/Objects will be available for display and alerting on WVP Enterprise.

3 Objects

Search Object Name...

Object Name	<input checked="" type="checkbox"/> Collect
Department	<input checked="" type="checkbox"/>
Interchange	<input checked="" type="checkbox"/>
Line	<input checked="" type="checkbox"/>
Node	<input checked="" type="checkbox"/>
Process	<input checked="" type="checkbox"/>
Station	<input checked="" type="checkbox"/>
Store	<input checked="" type="checkbox"/>
Transactions	<input checked="" type="checkbox"/>

« 1 »

Then, for each of the Entities/Objects, you can select which metrics to collect.

4 Metrics

Objects

- Department
- Interchange
- Line
- Node
- Process
- Station
- Store
- Transactions

Metrics

Search Metric Name...

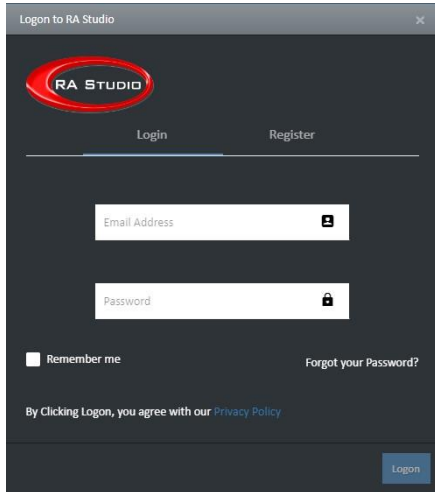
Metric Name	<input checked="" type="checkbox"/> Collect
Approved	<input checked="" type="checkbox"/>
Count	<input checked="" type="checkbox"/>
Declined	<input checked="" type="checkbox"/>
FId2	<input checked="" type="checkbox"/>
Issue Response Time	<input checked="" type="checkbox"/>
P Declined	<input checked="" type="checkbox"/>
Total Amount	<input checked="" type="checkbox"/>
Total ResponseTime	<input checked="" type="checkbox"/>

« 1 »

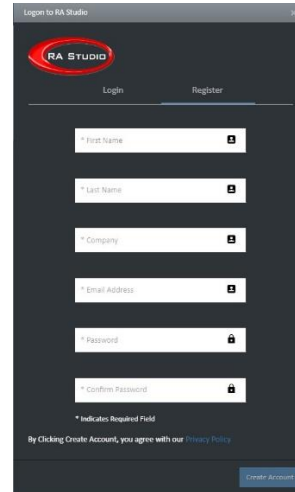
Reset Install

Click on the *Install* button on the Installation and Configuration screen. The wizard updates the parameters and completes the installation of the plugin.

You can, optionally, download a personalized Handbook from [RA Studio](#) that contains details about the Plugin as configured on your NonStop. Note that to download the handbook, a connection to [RA Studio](#) is required. If the User has not previously registered with [RA Studio](#), the user is prompted through the process.



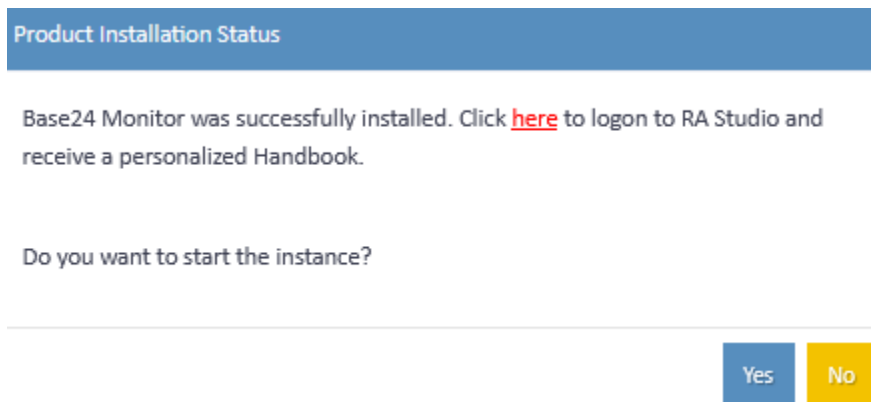
The screenshot shows the 'Lagon to RA Studio' window. At the top is the RA Studio logo. Below it are two tabs: 'Login' (selected) and 'Register'. The 'Login' form includes an 'Email Address' field, a 'Password' field, a 'Remember me' checkbox, and a 'Forgot your Password?' link. At the bottom is a 'Lagon' button and a privacy policy link: 'By Clicking Lagon, you agree with our Privacy Policy'.



The screenshot shows the 'Lagon to RA Studio' window with the 'Register' tab selected. The registration form includes fields for 'First Name', 'Last Name', 'Company', 'Email Address', 'Password', and 'Confirm Password'. A note at the bottom states '* Indicates Required Field'. At the bottom right is a 'Create Account' button and a privacy policy link: 'By Clicking Create Account, you agree with our Privacy Policy'.

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.

Also, you can, optionally, startup the Plugin. The Plugin can also be started from the Manage screen.



The dialog box has a blue header 'Product Installation Status'. The main text reads: 'Base24 Monitor was successfully installed. Click [here](#) to logon to RA Studio and receive a personalized Handbook.' Below this is the question 'Do you want to start the instance?'. At the bottom right are two buttons: 'Yes' (blue) and 'No' (yellow).

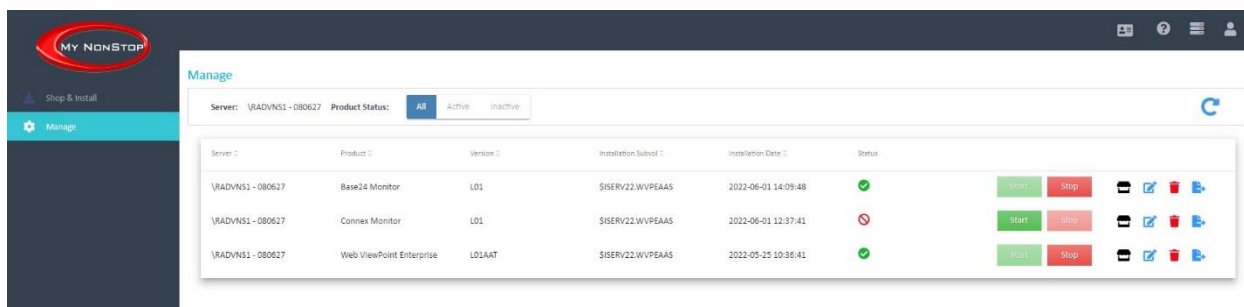
If the user chooses to start the instance, the wizard obeys the Base24 Monitor startup file and verifies that the expected processes have started up.

Start Product Status
✕

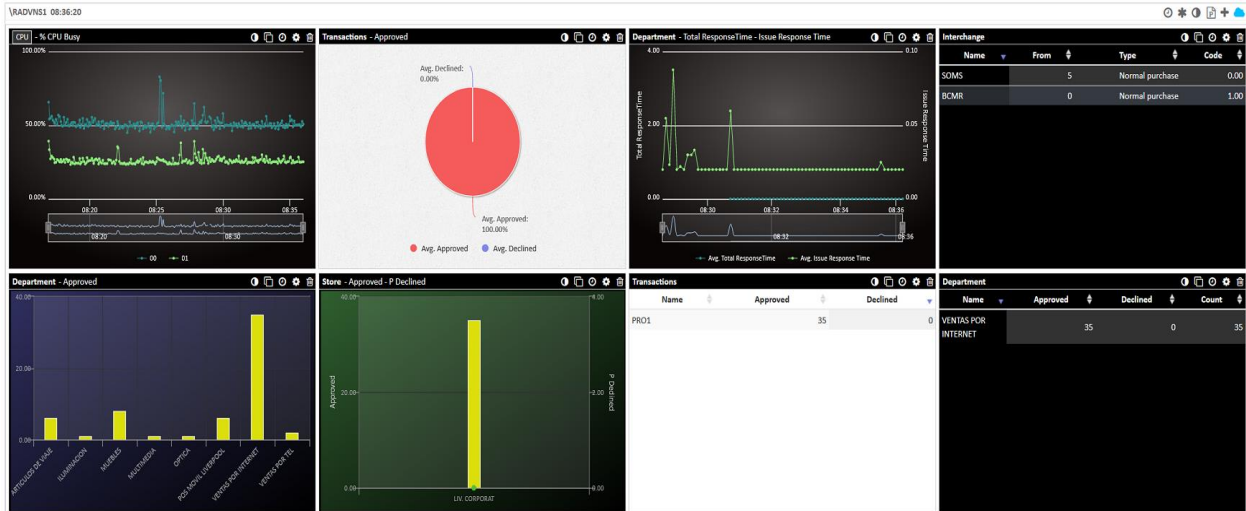
1. \$ISERV22.WVPEAAS.STRTB24M obeyed successfully.
2. Waiting for instance of \$ISERV22.WVPEAAS.B24CLTR to start.
3. Plugin successfully started.
4. Successfully started the product

OK

The Base24 Monitor plugin can be managed from the Manage section.



To view the Base24 Monitor objects and metrics, logon to the WVP Enterprise instance the plugin was installed in. From the *Add Widget* section, under the *Apps* tab, you may choose which Base24 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. If Base24 Monitor is installed for that server, from the Apps tab, select the Store Object and Metrics to view Read more about the Objects and Metrics of Base24 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:

- 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 Base24 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 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 Base24 Monitor from App first, and choose from a list of its available Objects. Depending on the selected Object (e.g., Transactions/Department/Store), 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.

The screenshot shows the 'Add Alert' configuration page. At the top, there's a header 'Add Alert' with a help icon and a close button. Below this, the 'Name' field is empty. The 'Include in Group' section has 'New' selected with a dropdown showing 'Group', and 'Existing' with a dropdown showing 'None'. The 'Status' is set to 'Active'. The 'Settings' section has 'Source' set to 'App' with 'Base24 Monitor L01' selected. The 'Object' dropdown is open, showing a list of options: Department, Object, Department, Interchange, Line, Node, Process, Station, Store, and Transactions. The 'Metric' section has 'Approved' selected. The 'Thresholds' section has 'Minor' set to 500 and 'Major' set to 1000, both with 'Tolerate for' set to 15 and 20 seconds respectively. The 'Frequency' section is set to 'Every 5 Seconds' on 'SU MO TU WE TH FR SA' starting at '00:00'. The 'Forward' and 'Take Action' sections are currently empty. At the bottom, there are 'Reset', 'Add Another', and 'Submit' buttons.