monsalta
performance monitoring and tuning

1·VIEW

# OneView Service Tester – User Guide

# 1 OneView Service Tester

## 1.1 Introduction

This document describes how to set up a number of tests using the OneView Service Tester. The Service Tester is the OneView extender for testing your web applications, network, database, Windows services and other active measurements. An advanced feature with the Service Tester is the definition of Web Robots – Web Robots are covered in a separate document.

Transactions are extracted from the Service Tester and sent to the OneView server. You need to install the Oneview Service Tester prior to setting up Service Tester tests. Please refer to separate documentation on how to install the OneView Service Tester.

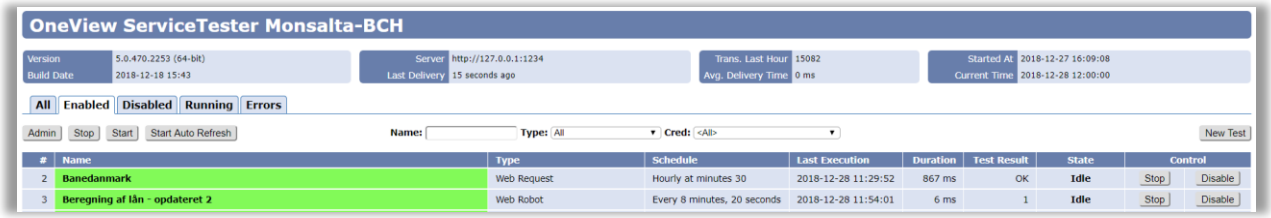
Below is an introduction on how to set up basic tests using the OneView Service Tester. Details on the specific fields can be found using the '' next to the field.

# 2 The Extender Dashboard

The extender dashboard contains information on all tests created in the extender. It also holds information on the administrative settings for this extender.

## 2.1 The Dashboard

The first point of entry for the extender is the dashboard. At the top information regarding the name, version and status among other things are listed.




Below this information is a list of tabs with information on the tests already created in the extender. The five tabs are defined as follows:

- All – the full list of tests with colors indicating the test status
- Enabled – all enabled tests with colors indicating the test status
- Disabled – all disabled tests – all tests are grey as no test status can be extracted
- Running – all running tests when the tab is clicked
- Errors – all tests that has reported an error

### 2.1.1 Coloring

Three colors are represented in the extender and they are defined as follows:

- Green – The test can be executed correctly from the extender. Green does not always mean that the test is successful
- Red – The test has an error and cannot be executed correctly

- Grey – No information can be extracted from the test and means that the test is disabled

## 2.2 Dashboard Controls

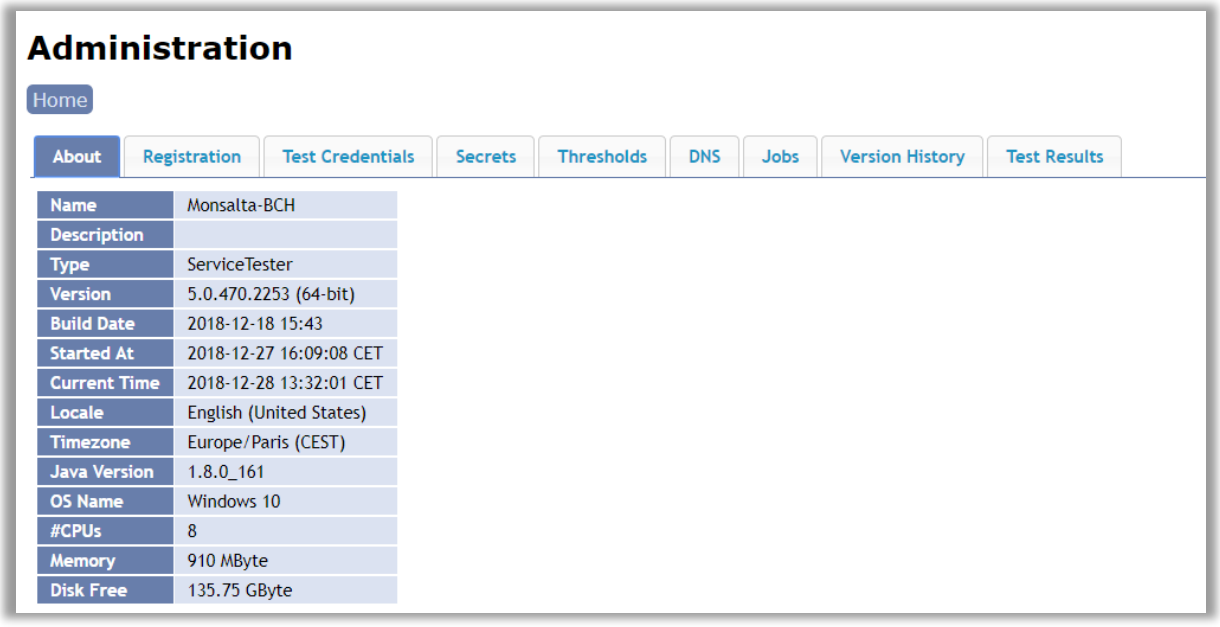
The dashboard contains several control buttons:

- Admin – The Admin button is used to enter the Administrative section of the extender. More details on this section in chapter xxx
- Stop – The Stop button is used to collectively stop all tests
- Start – The Start button is used to collectively start all tests
- Start/Stop Auto Refresh – These buttons are used to start or to stop the auto refresh functionality
- Name, Type and Credentials – The middle section contains functionality to search for tests in the extender – either in free text, as type of test or as test handled by a specific credential
- New Test – This New Test button opens for the possibility of creating a new test – this functionality is described from section 3 and onwards in this document

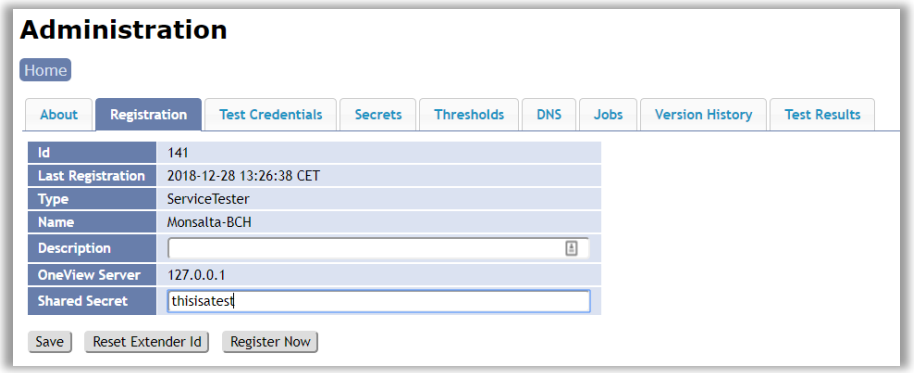
### 2.2.1 Admin

By clicking the Admin button from the dashboard, you are led to the Administration module. The module consists of 9 tabs.

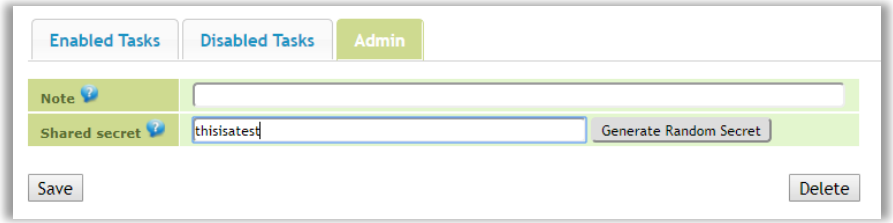
**The About tab** contains information on the basics of your extender and the server it has been installed to



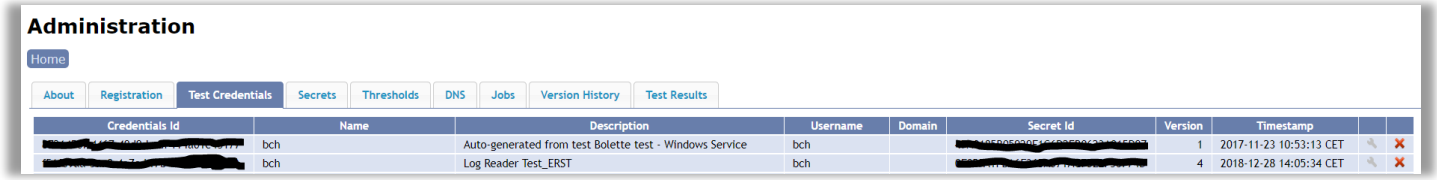
**The Registration tab** contains information on the extender itself. It contains information about how the extender communicates with the OneView server as well. Please note that if a 'Shared Secret' is filled out the same Secret must be present in the server setup as well – this is found in the Measurements Tab




Please note that if a 'Shared Secret' is filled out the same Secret must be present in the server setup as well – this is found in the Measurements Tab (in the Admin section of the extender).

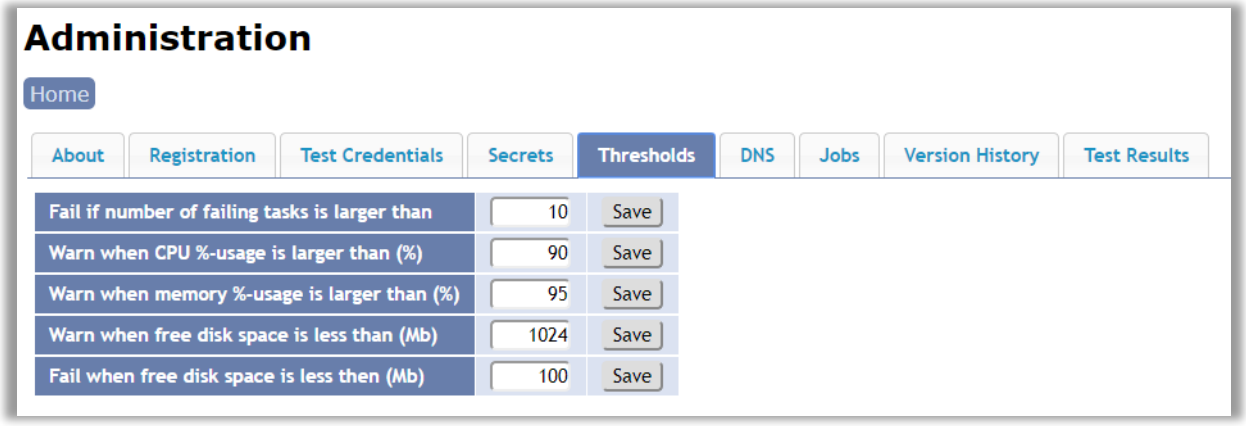



**The Test Credentials tab** contains information on the test credentials present for this extender. The Credentials Id is auto generated and unique and the Secret Id is also unique for your installation.

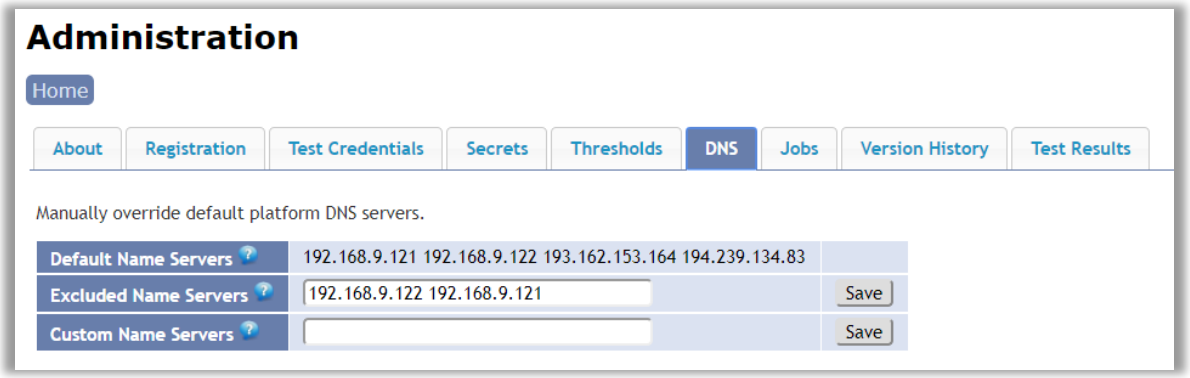



**The Secrets tab** contains the list of secrets available for your extender installation

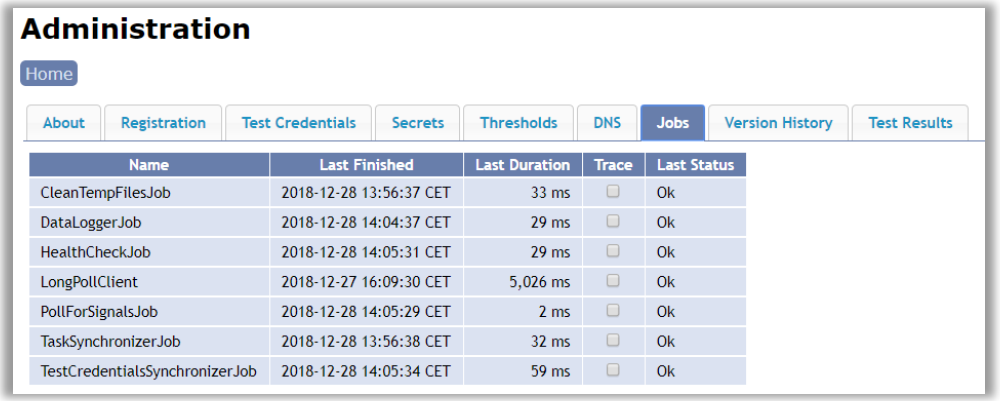
**The Thresholds tab** contains settings for warning and failure levels for the extender. These values are used in the OneView Health dashboard available in OneView.



**The DNS tab** contains information on the default DNS servers. From this tab it is possible to manually exclude DNS servers.

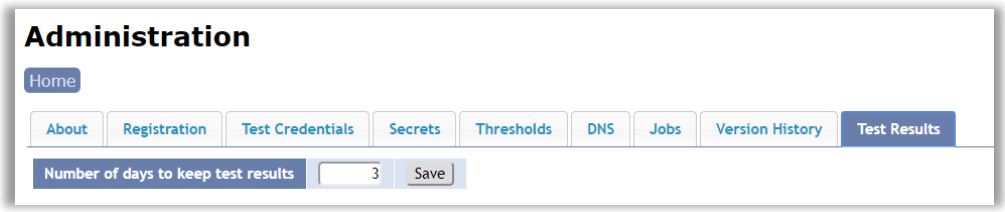



**The Jobs tab** contains information on jobs related to the extender. It is possible to view the last status and see the duration of the jobs. For fault finding purposes it is possible to set up a trace from this view as well.



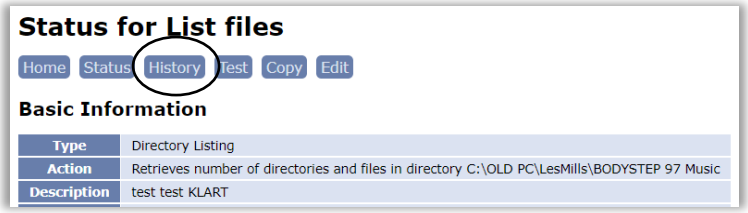

**The Version History tab** contains a list of the extender versions that the been used historically.

**The Test Results tab** contains information raw data on how long to keep test results. The raw data can be found per task in the History Tab – refer to next section.

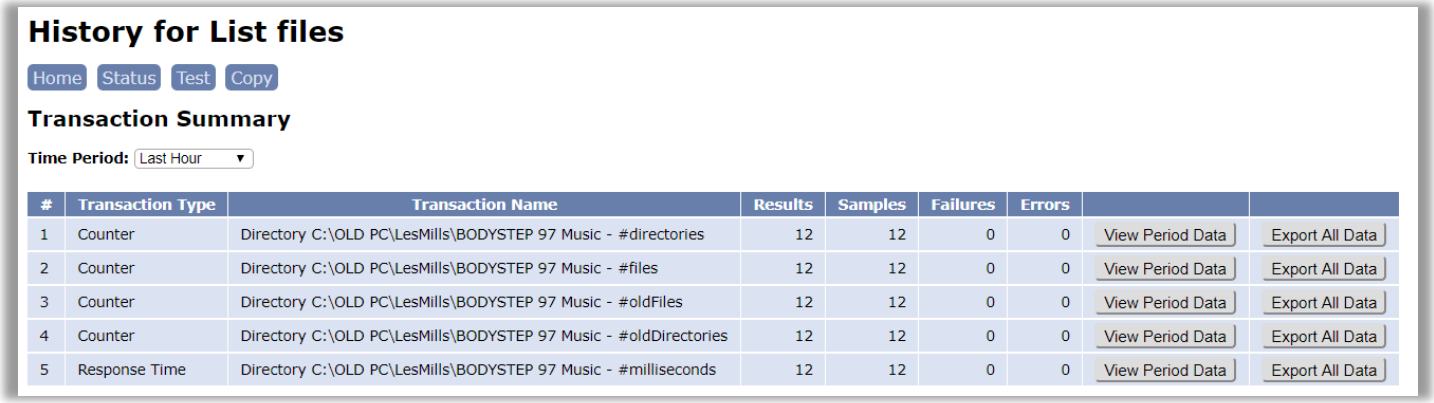


### 2.2.2 Task History

From your Service Tester locate the transaction you wish to view raw data from and click the transaction.




Click the 'History' button to enter the raw data for this task. The list of transactions belonging to this task is presented. You can extend the period by using the time period drop-down button.




| # | Transaction Type | Transaction Name | Results | Samples | Failures | Errors | | |
|---|---|---|---|---|---|---|---|---|
| 1 | Counter | Directory C:\OLD PC\LesMills\BODYSTEP 97 Music - #directories | 12 | 12 | 0 | 0 | View Period Data | Export All Data |
| 2 | Counter | Directory C:\OLD PC\LesMills\BODYSTEP 97 Music - #files | 12 | 12 | 0 | 0 | View Period Data | Export All Data |
| 3 | Counter | Directory C:\OLD PC\LesMills\BODYSTEP 97 Music - #oldFiles | 12 | 12 | 0 | 0 | View Period Data | Export All Data |
| 4 | Counter | Directory C:\OLD PC\LesMills\BODYSTEP 97 Music - #oldDirectories | 12 | 12 | 0 | 0 | View Period Data | Export All Data |
| 5 | Response Time | Directory C:\OLD PC\LesMills\BODYSTEP 97 Music - #milliseconds | 12 | 12 | 0 | 0 | View Period Data | Export All Data |

Clicking 'View Period Data' opens the transaction within the current page whereas the 'Export All Data' button generates an excel sheet for analysis.

# 3 Web Application

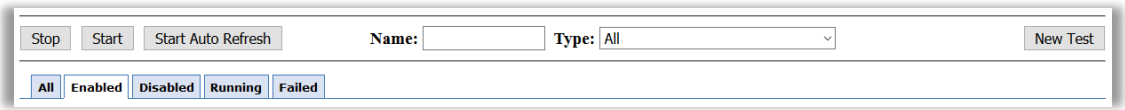
A variation of tests exists if testing web applications. The simplest request is the Web Request followed by the Web Page test. This document will provide you with a simple example for two basic tests. As mentioned earlier the Web Robot will be covered in a separate document.

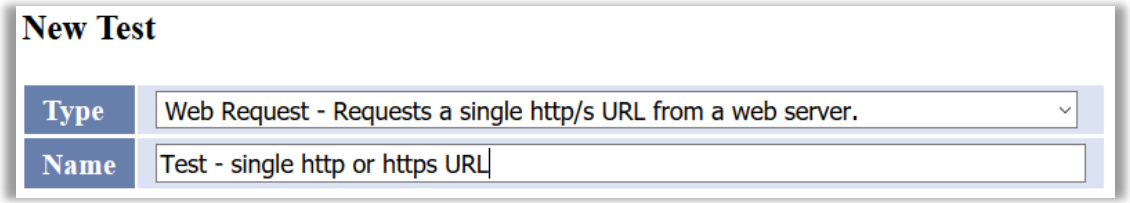
## 3.1 Web Request

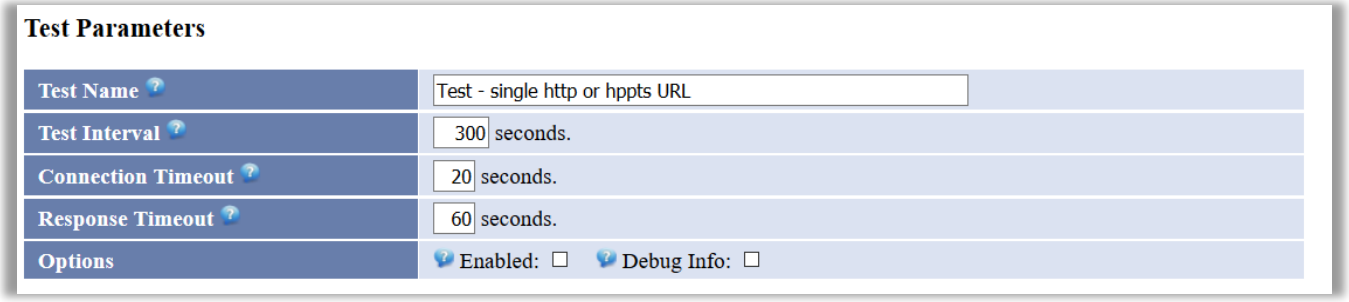
The Web Request test requests a single http or https from a web server.

### 3.1.1 Test Parameters

Choose New Test from the list of service types and type a descriptive name for your web test. The name will be part of the source name in Oneview. This section provides the basics regarding naming, test interval and timeout settings.






**Test Name:** The name of the test (as entered on the first page) – provide a descriptive name. The name will be a part of the source name in OneView. The Test Name is used for display in the Service Tester only and is not a part of the transaction name.

**Test Interval:** This is how often the test is scheduled to run in seconds.

**Connection Timeout:** Timeout value used when establishing connection. If this value is exceeded in the test the transaction will be marked as failed.

**Response Timeout:** Timeout value used when waiting for the response. If this value is exceeded in the test the transaction will be marked as failed.

**Options:** This enables the test. You can always test a transaction prior to enabling the test – be aware that if the test is not enabled the test will not be performed automatically.

If the Debug Info is checked, additional debug information will be written to the log file when performing the test.

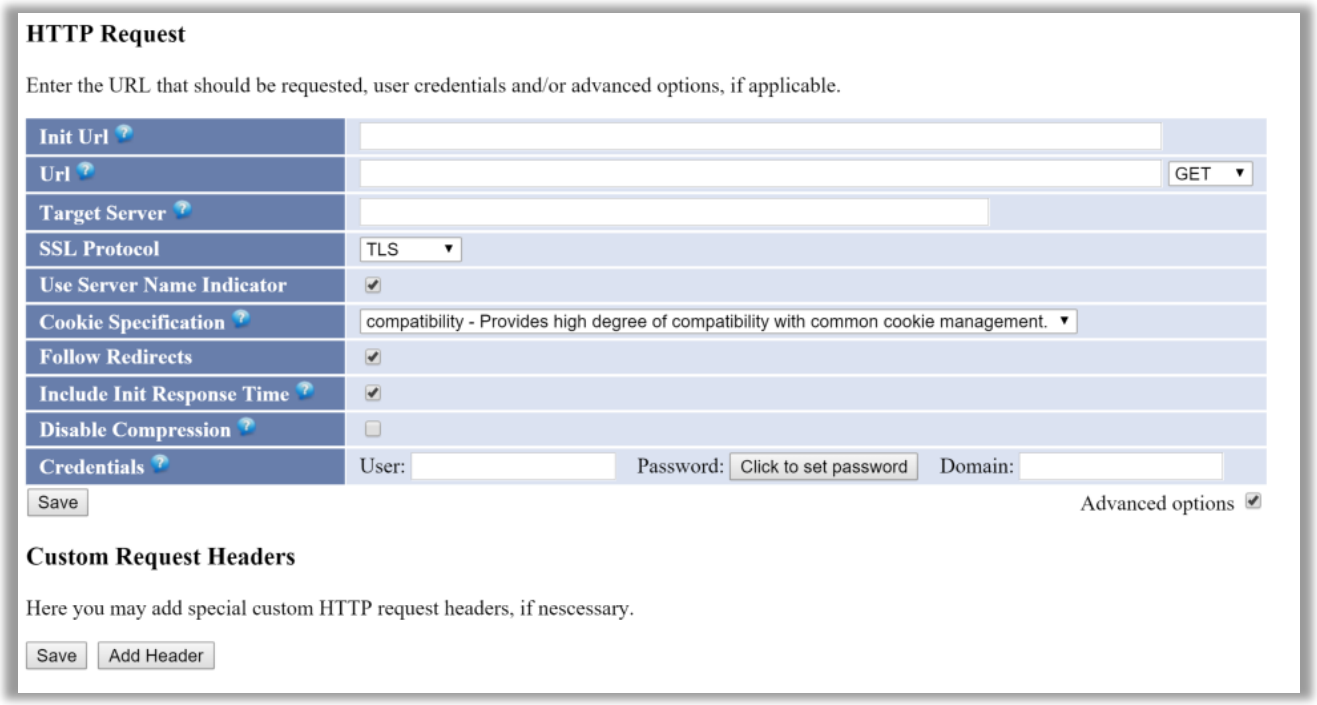
### 3.1.2 HTTP Request

The HTTP Request part contains information on the URL that should be requested and user credentials.


**Url:** This is required information containing the complete HTTP or HTTPS URL of the web service.

**Credentials:** If the web service requires authentication fill in information on Users, Password and Domain.

By clicking 'Advanced options' a list of additional options unfolds, and you can specify the credentials in more detail. For more detail on these please refer to the built-in help in OneView – look for the icon next to the section you wish to edit '🔵'.




### 3.1.3 HTTP Proxy

The HTTP Proxy part contains information on the Proxy server if a Proxy server exist. This part is optional and may not be necessary to fill out.


**Proxy Server:** Optional HTTP proxy information to use for connecting to the web service.

**Credentials:** Optional user credentials that must be supplied to proxy server.

### 3.1.4 HTTP Response

The HTTP Response part contains information on naming, details on success/failure patterns and more on the transactions generated by the Service Tester.


**Transaction Type:** Choose the type of transaction you wish to create – the following transaction types exist: Transaction, Event, Counter and Status. Be aware that the HTTP response changes depending on which type of transaction is selected.

**Transaction Name:** Transaction name used for reference in OneView – provide the system with a descriptive name.

**Patterns:** Provide the Service Tester with an optional regular expression to list the transaction as either successful or failed if the supplied regular expression pattern is found in the result.

For more detail on the remaining fields please refer to the built-in help in OneView – look for the icon next to the section you wish to edit '🔵'.

### 3.1.5 Testing and verifying the Web Request

Once all details on the test has been identified and set up, the test should be verified by testing.

A successful test consists of two transactions - the TCP connect transaction and full transaction time. The connect transaction is the TCP connection time.

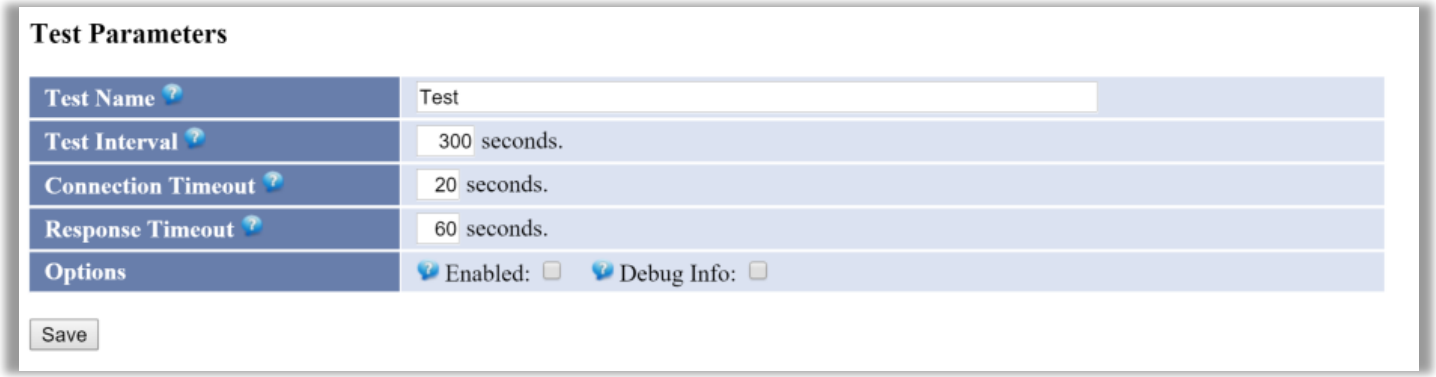
When all details have been verified as correct enable the test and the transaction can be found using the administrator module in OneView and added to the Dashboard for monitoring.

## 3.2 Web Page

The Web Page test requests a web page and tests connection time from start to finish of loading.

### 3.2.1 Test Parameters

Choose New Test from the list of service types and type a descriptive name for your web page test. The name will be part of the source name in Oneview. This section provides the basics regarding naming, test interval and timeout settings.




**Test Name:** The name of the test (as entered on the first page) – provide a descriptive name. The name will be a part of the source name in OneView. The Test Name is used for display in the Service Tester only and is not a part of the transaction name.

**Test Interval:** This is how often the test is scheduled to run in seconds.

**Connection Timeout:** Timeout value used when establishing connection. If this value is exceeded in the test the transaction will be marked as failed.

**Response Timeout:** Timeout value used when waiting for the response. If this value is exceeded in the test the transaction will be marked as failed.

**Options:** This enables the test. You can always test a transaction prior to enabling the test – be aware that if the test is not enabled the test will not be performed automatically.

If the Debug Info is checked, additional debug information will be written to the log file when performing the test.

### 3.2.2 Web Page Parameters

The Web Page Parameters section contains information on URL that should be tested.


**Init Url:** This optional field can contain information on a complete HTTP or HTTPS URL that should be requested before the actual URL in the Web Page test. It can be useful for initiating for example session cookies.

**Include Init Response Time:** By choosing this option together with an initial URL, the initial URL response

time is added to the total transaction response time.

**Url:** This is required information containing the complete HTTP or HTTPS URL of the web page to load.

**Credentials:** If the web page requires authentication fill in information on Users, Password and Domain.

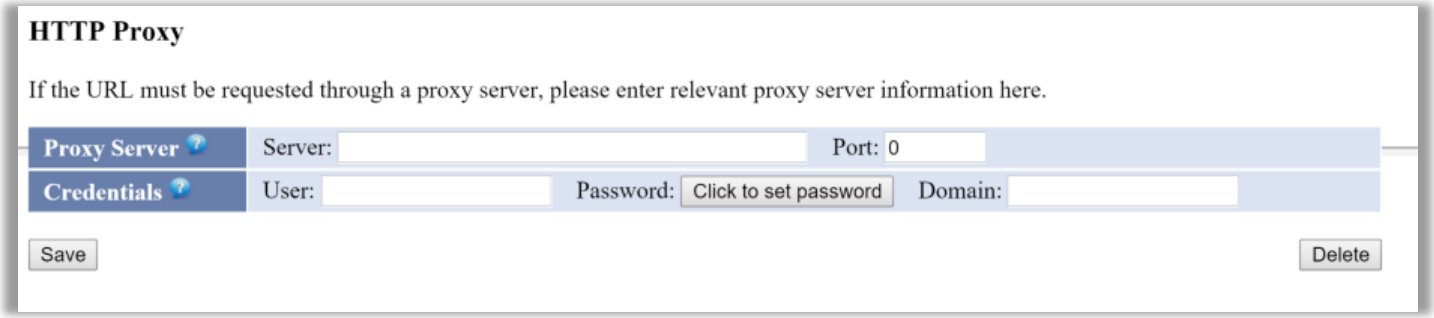
**Download CSS images:** If this option is selected, image URLs found in style sheets are requested and downloaded from server.

**Success Pattern:** Provide the Service Tester with an optional regular expression to list the transaction as successful if the supplied regular expression pattern is found in the result.

**Transaction Name:** Transaction name used for reference in OneView – provide the system with a descriptive name.

### 3.2.3 HTTP Proxy

The HTTP Proxy part contains information on the Proxy server if a Proxy server exist. This part is optional and may not be necessary to fill out.

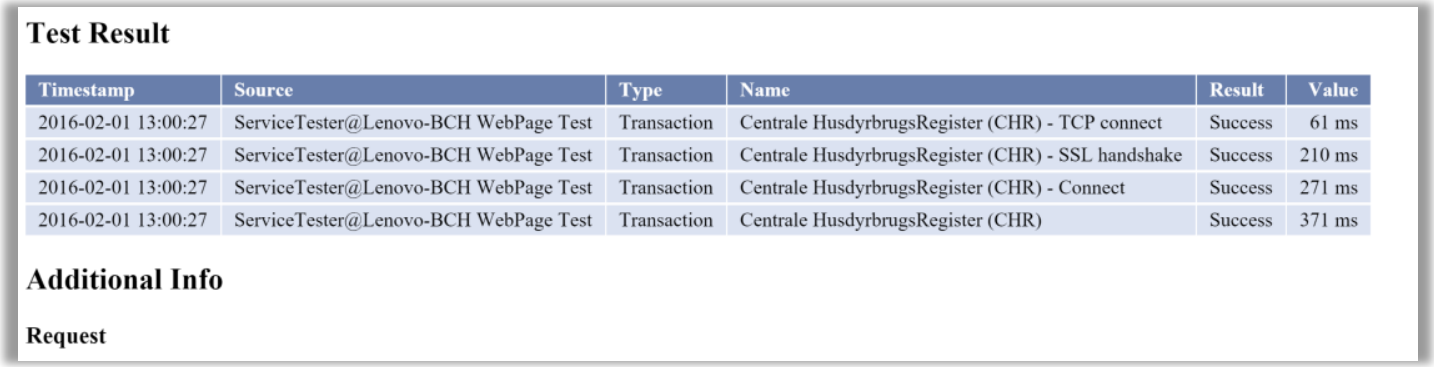



**Proxy Server:** Optional HTTP proxy information to use for connecting to the web service.

**Credentials:** Optional user credentials that must be supplied to proxy server.

### 3.2.4 Testing and verifying the Web Page

Once all details on the test has been identified and set up, the test should be verified by testing.




A successful test can consist of a number of transactions depending on the type of protocol used. The full

transaction will always be part of the transaction list together with other relevant transactions.

When all details have been verified as correct enable the test and the transactions can be found using the administrator module in OneView and added to the Dashboard for monitoring.

# 4 Network

A variation of tests exists when testing the network response time. You can request a simple network ping, a network connection, an SSH login and an FTP login. This document will provide you with a simple example for one basic tests – the Network ping.

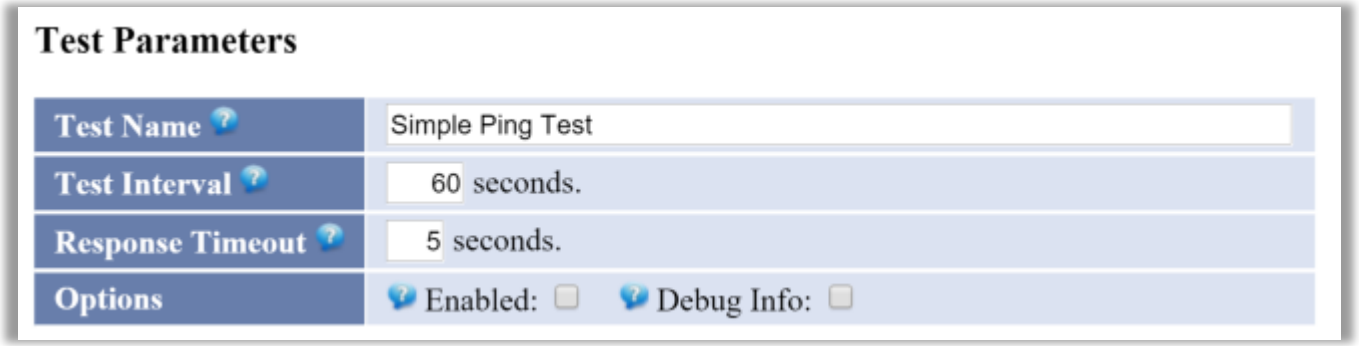
For details on how to set up the remaining tests please refer to the built-in help in OneView – look for the icon next to the section you wish to edit '🔹'.

## 4.1 Network Ping

The Network Ping requests a single ICMP echo response from a host.

### 4.1.1 Test Parameters

Choose New Test from the list of service types and type a descriptive name for your web test. The name will be part of the source name in Oneview. This section provides the basics regarding naming, test interval and timeout settings.


**Test Name:** The name of the test (as entered on the first page) – provide a descriptive name. The name will be a part of the source name in OneView. The Test Name is used for display in the Service Tester only, and is not a part of the transaction name.

**Test Interval:** This is how often the test is scheduled to run in seconds.

**Response Timeout:** Timeout value used when waiting for the response. If this value is exceeded in the test the transaction will be marked as failed.

**Options:** This enables the test. You can always test a transaction prior to enabling the test – be aware that if the test is not enabled the test will not be performed automatically.

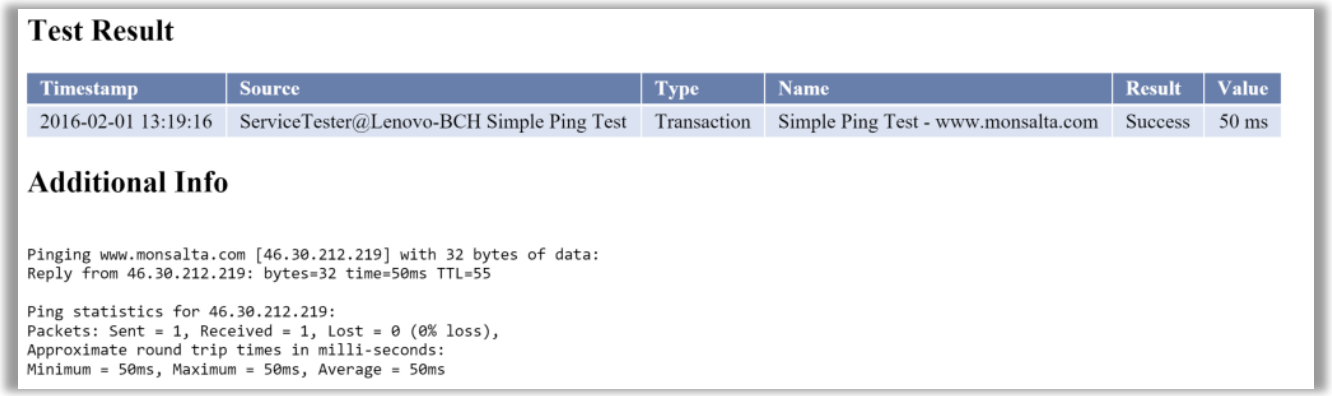
If the Debug Info is checked, additional debug information will be written to the log file when performing the test.


**Host**: The host name or IP address to ping.

**Transaction Name:** Transaction name used for reference in OneView – provide the system with a descriptive name.

### 4.1.2 Testing and verifying the Network Ping

Once all details on the test has been identified and set up, the test should be verified by testing.




A successful test consists of one transaction – the transaction listing the amount of time the transaction takes.

When all details have been verified as correct, enable the test and the transactions can be found using the administrator module in OneView and added to the Dashboard for monitoring.

# 5 Database

Two types of database tests can be performed from the Service Tester – the Database Query and the Database Compare.

The Database Query executes an SQL query against a relational database whereas the Database Compare executes SQL queries against two relational database and compares the results.

Both tests use SQL queries and is not part this documentation.

For details on how to set up these tests please refer to the built-in help in OneView – look for the icon next to the section you wish to edit '🔹'.

# 6 Windows

A variation of tests exists when testing Windows specific content. You can choose a simple Windows Service, a command line or a performance counter. This document will provide you with a simple example for two basic tests – the Windows Service and the Command Line test.

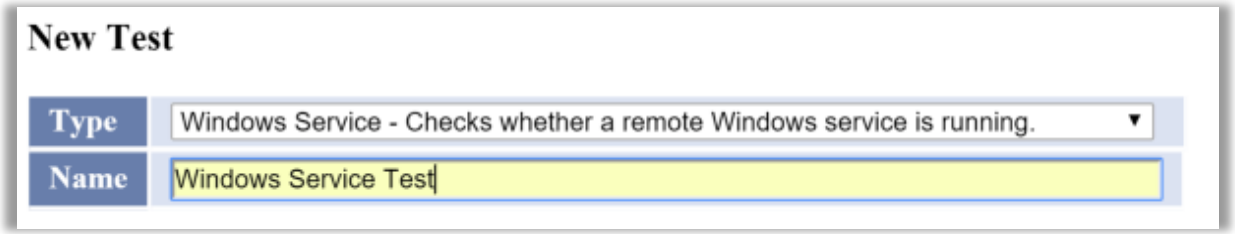
For details on how to set up the remaining tests please refer to the built-in help in OneView – look for the icon next to the section you wish to edit '🔹'.

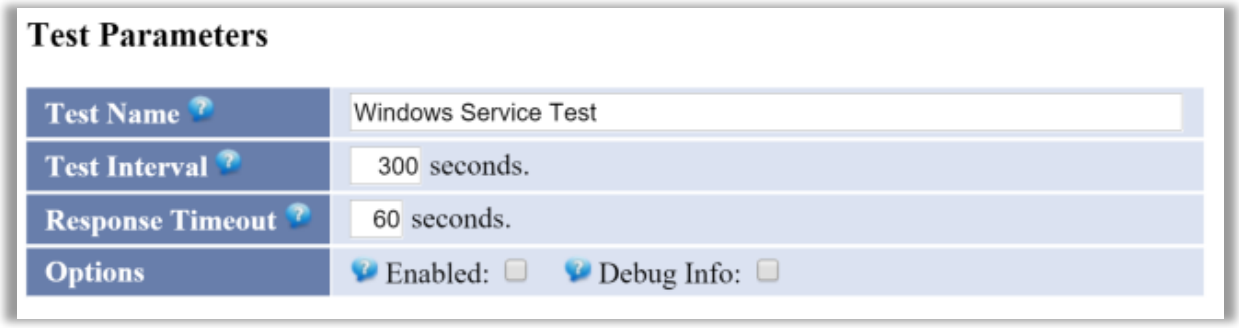
## 6.1 Windows Service

This test checks whether a remote Windows service is running.

### 6.1.1 Test Parameters

Choose New Test from the list of service types and type a descriptive name for your Windows Service test. The name will be part of the source name in Oneview. This section provides the basics regarding naming, test interval and timeout settings.




**Test Name:** The name of the test (as entered on the first page) – provide a descriptive name. The name will be a part of the source name in OneView. The Test Name is used for display in the Service Tester only, and is not a part of the transaction name.

**Test Interval:** This is how often the test is scheduled to run in seconds.

**Response Timeout:** Timeout value used when waiting for the response. If this value is exceeded in the test the transaction will be marked as failed.

**Options:** This enables the test. You can always test a transaction prior to enabling the test – be aware that if the test is not enabled the test will not be performed automatically.

If the Debug Info is checked, additional debug information will be written to the log file when performing the test.

### 6.1.2 Service Test Parameters

This section contains information on the Windows server and service to reach.


**Windows Server**: The host name or IP address to ping.

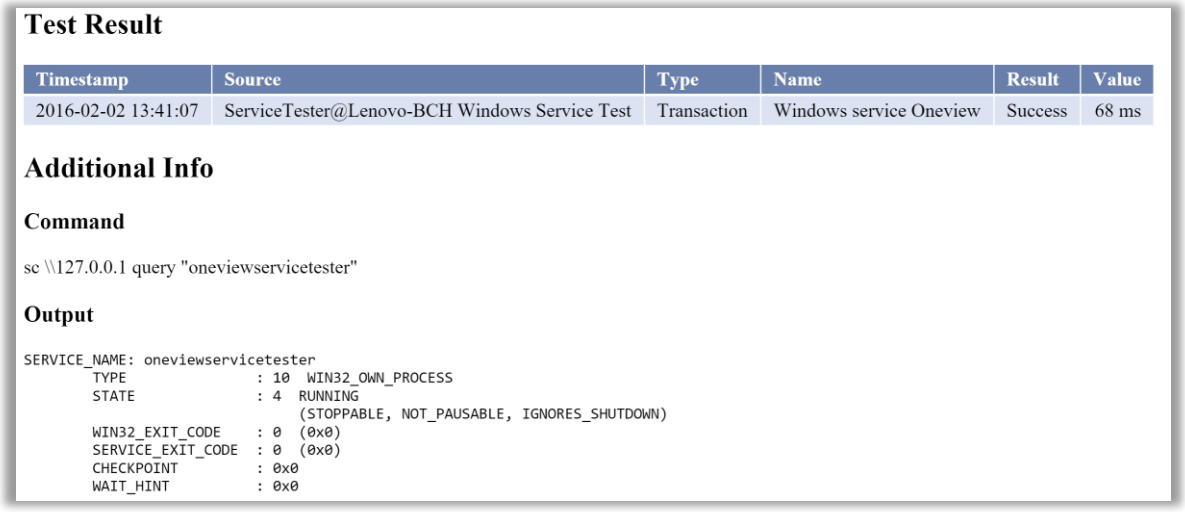
**Windows Service:** List the name of the Windows service to monitor.

**Command:** Type of Windows command to be used for connecting to the server and checking the status of the service.

**Transaction Name:** Transaction name used for reference in OneView – provide the system with a descriptive name.

### 6.1.3 Testing and verifying the Windows Service

Once all details on the test has been identified and set up, the test should be verified by testing.



A successful test consists of one transaction – the transaction listing the amount of time the transaction takes.

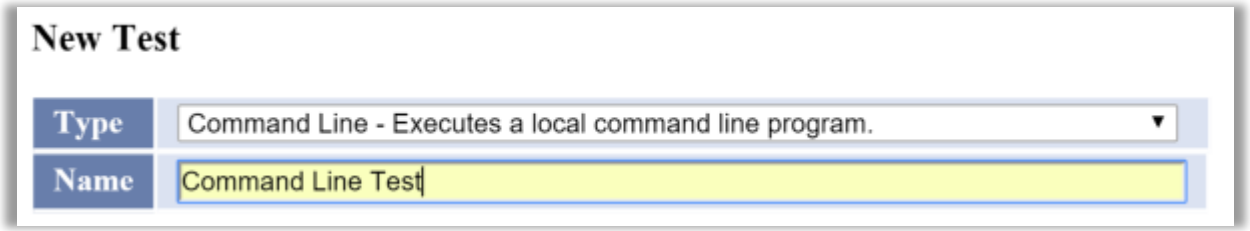
When all details have been verified as correct, enable the test and the transactions can be found using the administrator module in OneView and added to the Dashboard for monitoring.

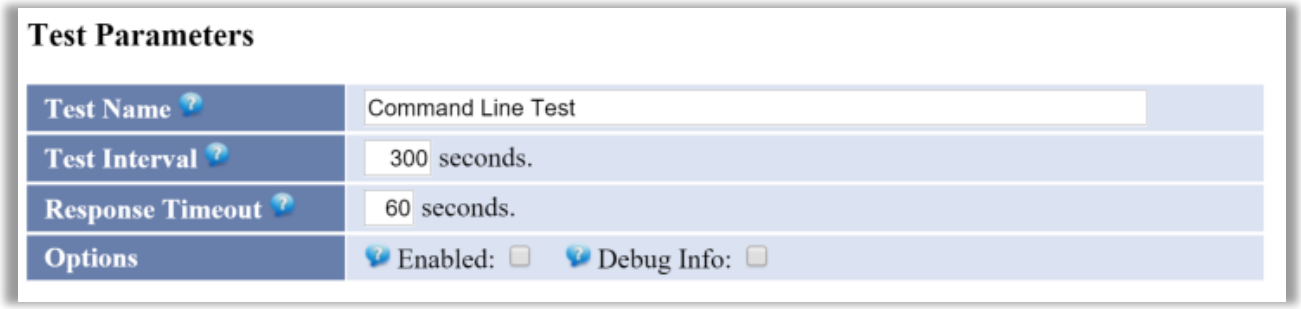
## 6.2 Command Line

The Command Line test executes a local command line program.

### 6.2.1 Test Parameters

Choose New Test from the list of service types and type a descriptive name for your Windows Command Line test. The name will be part of the source name in Oneview. This section provides the basics regarding naming, test interval and timeout settings.




**Test Name:** The name of the test (as entered on the first page) – provide a descriptive name. The name will be a part of the source name in OneView. The Test Name is used for display in the Service Tester only, and is not a part of the transaction name.

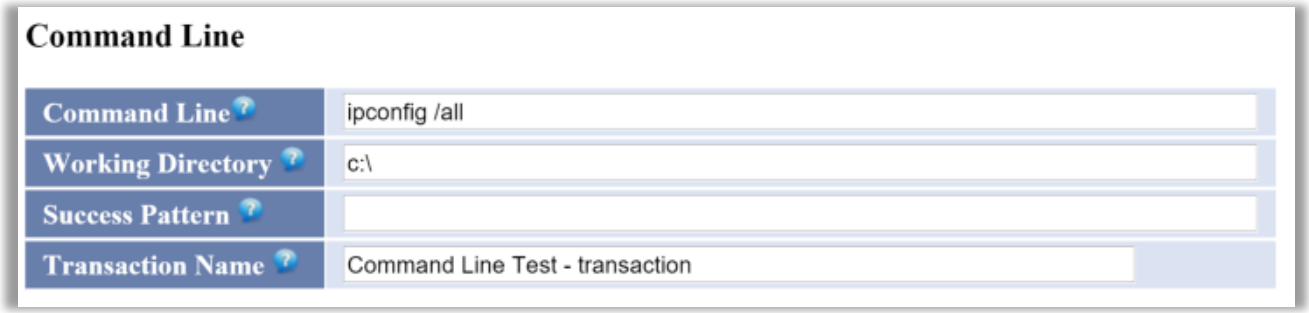
**Test Interval:** This is how often the test is scheduled to run in seconds.

**Response Timeout:** Timeout value used when waiting for the response. If this value is exceeded in the test the transaction will be marked as failed.

**Options:** This enables the test. You can always test a transaction prior to enabling the test – be aware that if the test is not enabled the test will not be performed automatically.

If the Debug Info is checked, additional debug information will be written to the log file when performing the test.

### 6.2.2 Command Line




**Command Line:** Enter the Windows command as you would state it in a command prompt.

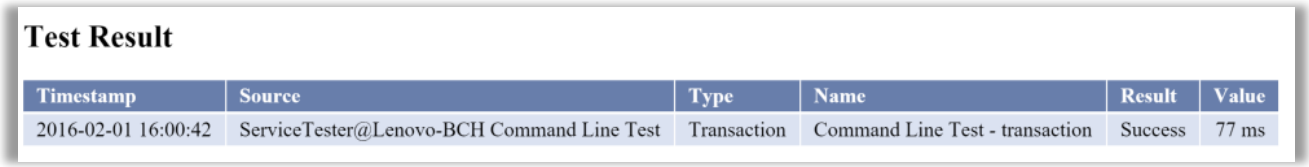
**Working Directory:** Enter the working directory from where the command should be run.

**Success Pattern:** Provide the Service Tester with an optional regular expression to list the transaction as successful if the supplied regular expression pattern is found in the result.

**Transaction Name:** Transaction name used for reference in OneView – provide the system with a descriptive name.

### 6.2.3 Testing and verifying the Command Line

Once all details on the test has been identified and set up, the test should be verified by testing.




A successful test consists of one transaction – the transaction listing the amount of time the transaction takes.

When all details have been verified as correct, enable the test and the transactions can be found using the administrator module in OneView and added to the Dashboard for monitoring.

# 7 Files

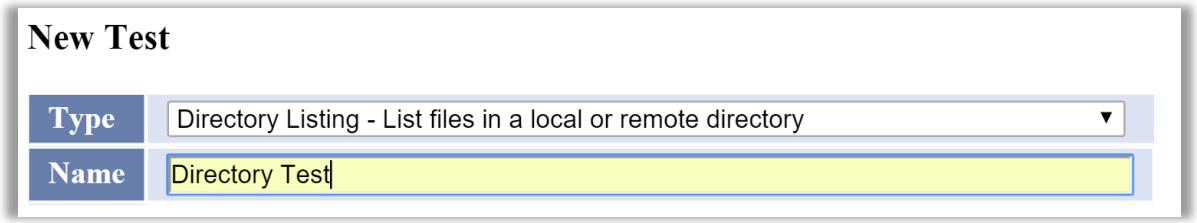
One type of test exist when testing files – the directory listing test. This section will explain how such a test can be set up.

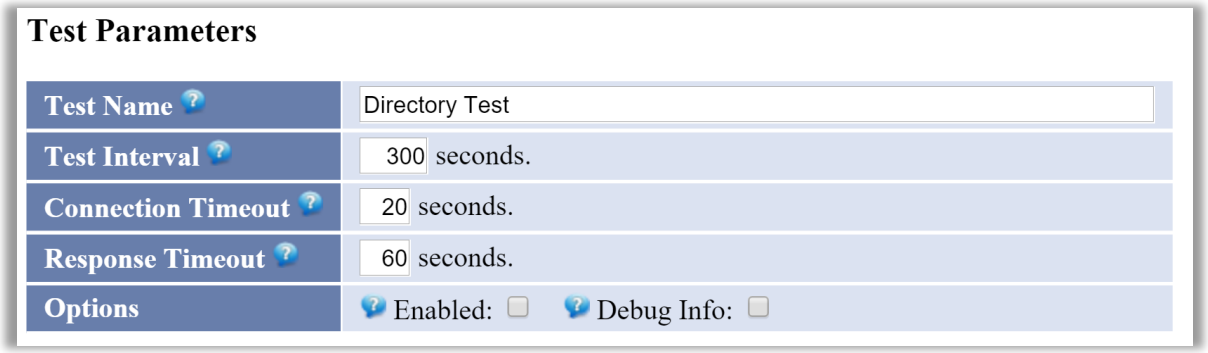
## 7.1 Directory Listing

The Directory Listing test lists files in a local or a remote directory.

### 7.1.1 Test Parameters

Choose New Test from the list of service types and type a descriptive name for your Directory Listing test. The name will be part of the source name in Oneview. This section provides the basics regarding naming, test interval and timeout settings.




**Test Name:** The name of the test (as entered on the first page) – provide a descriptive name. The name will be a part of the source name in OneView. The Test Name is used for display in the Service Tester only, and is not a part of the transaction name.

**Test Interval:** This is how often the test is scheduled to run in seconds.

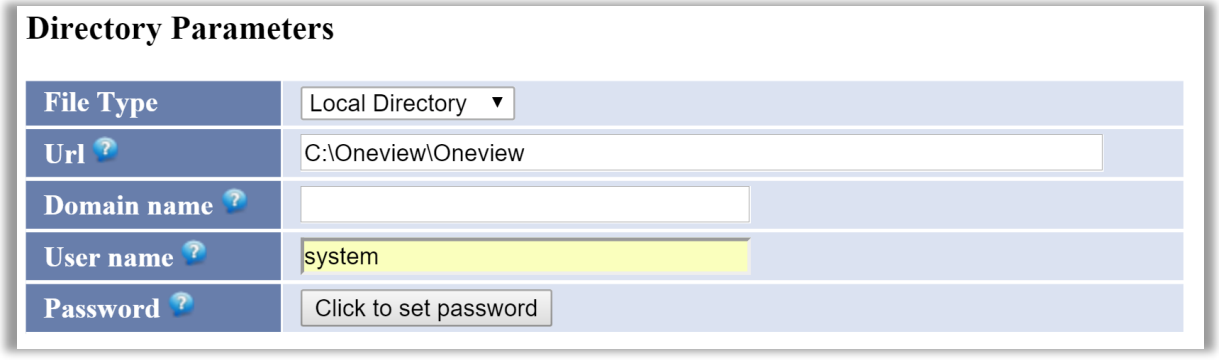
**Connection Timeout:** Timeout value used when establishing connection. If this value is exceeded in the test the transaction will be marked as failed.

**Response Timeout:** Timeout value used when waiting for the response. If this value is exceeded in the test the transaction will be marked as failed.

**Options:** This enables the test. You can always test a transaction prior to enabling the test – be aware that if the test is not enabled the test will not be performed automatically.

If the Debug Info is checked, additional debug information will be written to the log file when performing the test.

### 7.1.2 Directory Parameters



**File Type:** Choose from the drop down list, which type of directory or share the files are located at. You can choose from Local Directory, Windows share, FTP Directory and SFTP Directory.

**Url:** The Url is in this case the path to the directory to be tested.

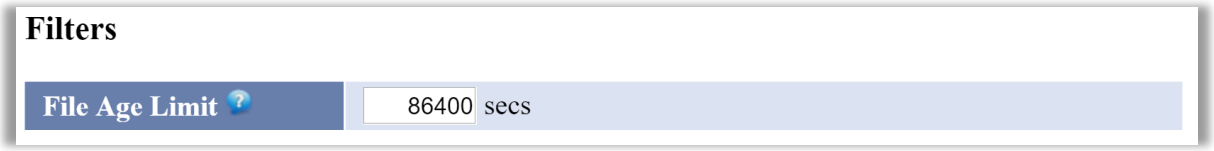
**Domain name:** In case the user belongs to a domain – enter the name in this field.

**User name:** If the directory requires username fill in information in this field.

**Password:** If the user requires a password fill in information in this field.

### 7.1.3 Filter

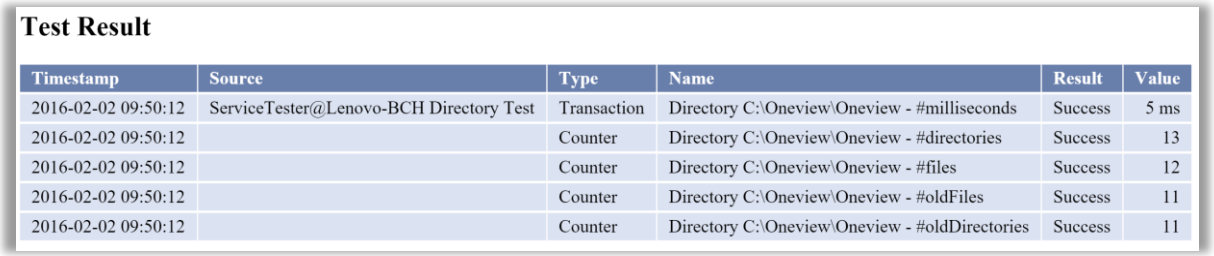
The filter section sets up a filter on which files or directories should be marked as old.




**File Age Limit:** If you want to list certain files as old – use this value to set the limit.

### 7.1.4 Testing and verifying the Directory Test

Once all details on the test has been identified and set up, the test should be verified by testing.



Test Result

| Timestamp | Source | Type | Name | Result | Value |
|---|---|---|---|---|---|
| 2016-02-02 09:50:12 | ServiceTester@Lenovo-BCH Directory Test | Transaction | Directory C:\Oneview\Oneview - #milliseconds | Success | 5 ms |
| 2016-02-02 09:50:12 | | Counter | Directory C:\Oneview\Oneview - #directories | Success | 13 |
| 2016-02-02 09:50:12 | | Counter | Directory C:\Oneview\Oneview - #files | Success | 12 |
| 2016-02-02 09:50:12 | | Counter | Directory C:\Oneview\Oneview - #oldFiles | Success | 11 |
| 2016-02-02 09:50:12 | | Counter | Directory C:\Oneview\Oneview - #oldDirectories | Success | 11 |

A successful test consists of one transaction and 4 counters. The transaction lists the amount of time the transaction takes. The four counters contains the value of files, directories, old files and old directory in the test directory.

When all details have been verified as correct, enable the test and the transactions can be found using the administrator module in OneView and added to the Dashboard for monitoring.

# 8 New Relic

The New Relic tests consists of two types of tests. The first test retrieves a summary for a New Relic application. The second test retrieves metrics for a New Relic application.

This document will not describe how to set up these two types of test. For details on this type of test please refer to the built-in help in OneView – look for the icon next to the section you wish to edit '  '.

# 9 Monitis

The Monitis test consist of one type of test. It retrieves metrics for the Monitis Mail Monitor.

This document will not describe how to set up this type of test. This document will not describe how to set up these two types of test. For details on this type of test please refer to the built-in help in OneView – look for the icon next to the section you wish to edit ''.

# 10 Service Tester Specific Log Files

A number of Service Tester specific log files exist in the OneviewServicetester directory. These can be consulted if you experience any glitches with your tests that require further investigation. For detailed information, please consult Monsalta.