



7 REASONS TO EXTEND YOUR RTVIEW TIBCO MONITORS WITH RTVIEW[®] ENTERPRISE

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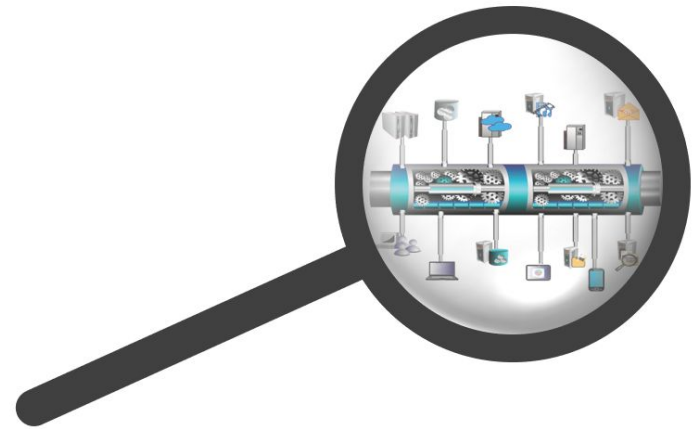
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7 Reasons To Extend Your RTView Tibco Monitors with RTView[®] Enterprise

Visibility into the Middleware Black Box

Middleware support teams often struggle with visibility into what some refer to as the middleware “black box.” TIBCO RTView, developed by SL Corporation and resold by TIBCO, is a set of monitors designed to provide deep visibility into several TIBCO middleware and integration products.



This document will present reasons why existing users of TIBCO RTView may want to extend those monitors by licensing RTView Enterprise directly from SL Corporation.

TIBCO® RTVIEW® STAND ALONE MONITORS



TIBCO RTView Standalone Monitors feature pre-built displays and pre-configured alerts

Since no programming is required, the monitors can be downloaded, configured and quickly deployed. These monitors have been broadly used within the TIBCO customer base for several years and are licensed through TIBCO.

RTView Standalone Monitors are powerful and easy to use

These monitors can be used as plug-ins into RTView Enterprise (licensed only through SL) to extend value even further to application and middleware support teams.

RTView Enterprise is architected to install in hours, *not* weeks, delivering tangible value from day one.

TIBCO resells RTView monitors from SL for:

- TIBCO RTView Monitor for EMS™
- TIBCO RTView Monitor for BusinessWorks™
- TIBCO RTView Monitor for BusinessEvents®
- TIBCO RTView Monitor for ActiveSpaces™

7 Reasons to Extend your TIBCO RTView Monitors with RTView Enterprise

Extending your TIBCO RTView Monitors enables your support teams to be more proactive

Include other TIBCO and non-TIBCO Technologies in a single, consolidated monitoring framework

Gain Cross-Platform Application-centric Visibility to Understand the Impact of Middleware Problems

Make Sense of Large Systems with Logical Groupings

Provide Support Teams with Both Component Alerts and Relevant Service-based Alerts

Role-based Visualization for different roles

Application Data Flow Diagram

Provide Your End users with Custom Displays

1

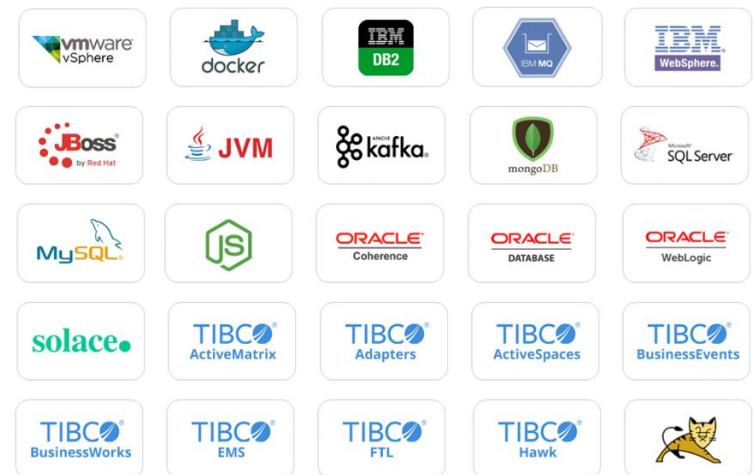
Include all TIBCO and non-TIBCO Technologies in a single, consolidated monitoring framework

Runtime monitoring is only one of many tasks that middleware admin consoles are designed to perform, so the monitoring capability in these tools is limited.

TIBCO support teams often support several different technologies

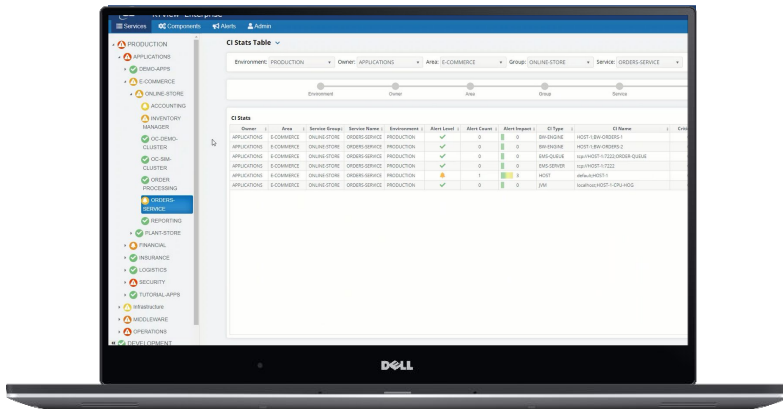
some TIBCO and some not TIBCO, such as Apache Kafka. To avoid the “swivel chair syndrome”, it is generally preferable to use a single tool to centralize TIBCO monitoring and alerting whenever possible.

Support teams also benefit from visibility into the upstream and downstream components other than TIBCO that impact their environment.



Here is a partial list of supported integrations that can be easily included in your RTView Enterprise system.

2 Gain Cross-Platform Application-Centric Visibility to Understand the Impact of Middleware Problems



This single service summary shows all of the components used in this service, including TIBCO EMS, BusinessWorks, WebLogic, a JVM, and VMware.

Application teams and development teams are generally organized within application or business service lines, not technology silos. So providing monitoring and alerting that can support these organizational lines is important.

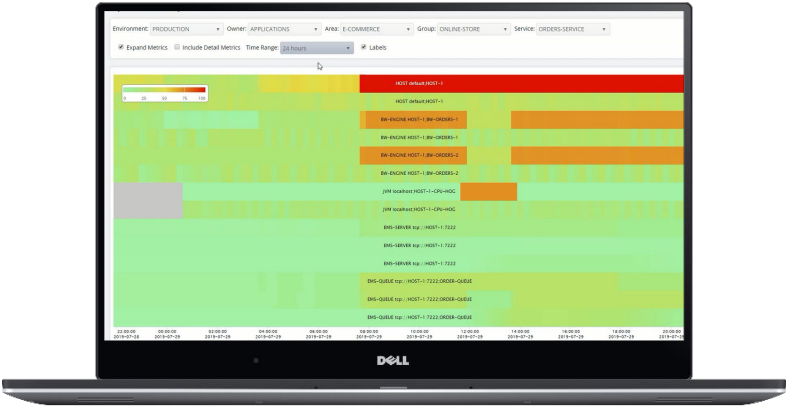
Understand how component failures affect a business service

Application teams always want to be more proactive in their monitoring and alerting. One way our users achieve this is with **application and service-centric views of their critical applications.**

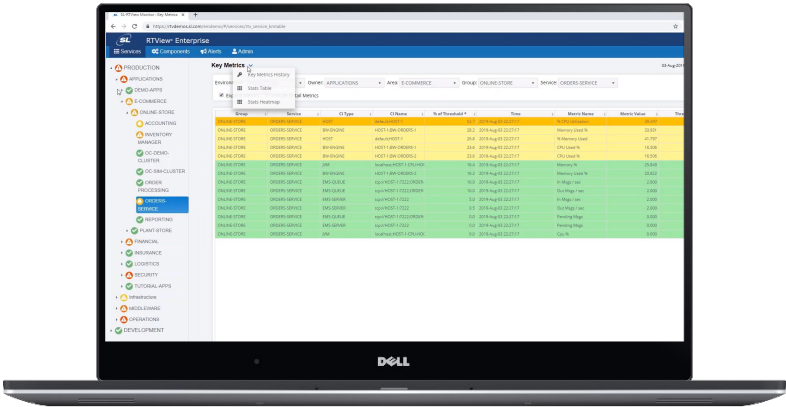
Service views and alerts enable these teams to better understand dependencies and which technologies and components support a critical business service and if a problem occurs in a service, how that will affect other components used by the service.

2

Gain Cross-Platform Application-Centric Visibility to Understand the Impact of Middleware Problems (cont.)



This history heatmap shows performance of all components making up a business service over a 24-hour period



Predict infrastructure at risk in the context of a business service with Key Metric displays

Predict Infrastructure at Risk

Predict infrastructure at risk with RTView Enterprise service views

Key metric displays show proximity to alert thresholds for components within a service.

These leading indicators for alerts enable support teams to more effectively “manage to the green.”

3 Make Sense of Large Systems with Logical Groupings



Large and distributed applications are often difficult to understand because of the sheer size

The RTView Enterprise service model allows users to break down these large environments into logical groupings. Groupings may represent:

- applications
- service groups
- geographic groups
- data centers
- other logical grouping that makes sense for your business.

Seeing the data in this way suggests immediate prioritization of support efforts when multiple incidents arise at the same time.

4 Provide Support Teams with Both Component Alerts and Relevant Service-based Alerts

The screenshot shows the RTView Alerts Table interface. The left sidebar contains a tree view of services and components, with 'INVENTORY MANAGER' selected. The main area displays a table of alerts with the following columns: Time, Ack, Ctr, Sev, Alert Name, CName, and Alert Text. The table contains five rows of alert data.

Time	Ack	Ctr	Sev	Alert Name	CName	Alert Text
2020-May-01 17:11:07			⚠	KafkaConsumerFetchLatency	KafkaDemo.consumer1	High Alert Limit exceeded, current value: 60.79020970020970
2020-May-01 03:01:19			⚠	BwEngineCpuUsedHigh	VMIRIS1001.SW-SCAN-CHECK-EWR	High Alert Limit exceeded, current value: 16.4762377877132
2020-Feb-28 00:04:17			⚠	EmsServerStateData	top://192.168.200.172:8020	Expired field in cache is set. No current data available.
2020-Feb-27 20:40:16			⚠	EmsTopicsInMsgRateHigh	top://192.168.200.172:8020:Tucon.Trades	High Warning Limit exceeded, current value: 4.997206530510
2019-Nov-01 00:11:23			⚠	EmsTopicsInMsgRateHigh	top://192.168.200.172:8020:Tucon.Orders	High Warning Limit exceeded, current value: 4.997206530510

Alerting can be challenging because of the high volume of alerts and the multiple monitoring tool in use in many organizations. As a rule, support teams only want to see the alerts they care about.

RTView Enterprise enables support teams to consolidate their alerts and filter them by:

- application
- service
- technology

and to understand if a specific alert is impacting an important service. This makes it much easier to prioritize response and maintain critical SLAs.

5 Role-based Visualization for different roles

Service	Region	Alert Severity	Alert Count	Alert Impact	Service Criticality	CI Count	Environment	Group
ACTIVE SPACES	AMER	Green	0	0	C	1	PRODUCTION	DATA CACHING
AMX NODES	AMER	Green	0	0	C	4	PRODUCTION	INTEGRATION
BUSINESS EVENTS	AMER	Green	0	0	C	2	PRODUCTION	EVENT ENGINES
BW SERVERS	AMER	Yellow	1	3	C	10	PRODUCTION	INTEGRATION
COHERENCE CLUSTERS	AMER	Green	0	0	C	1	PRODUCTION	DATA CACHING
DOCKER ENGINES	AMER	Green	0	0	C	11	PRODUCTION	CONTAINER ENGINES
EMS SERVERS	AMER	Red	9	6	C	27	PRODUCTION	MESSAGING
MQ BROKERS	AMER	Green	0	0	C	3	PRODUCTION	MESSAGING
MYSQL DB	AMER	Green	0	0	C	1	PRODUCTION	DATABASES
NODE MASTERS	AMER	Green	0	0	C	3	PRODUCTION	NODE CLUSTERS
ORACLE DB	AMER	Green	0	0	C	1	PRODUCTION	DATABASES
TIBCO ADAPTERS	AMER	Green	0	0	C	3	PRODUCTION	INTEGRATION
TOMCAT SERVERS	AMER	Green	0	0	C	3	PRODUCTION	APP / WEB SERVERS

Support teams can select from several different types of performance views including:

- Applications
- Infrastructure
- Middleware
- Operations-focused displays

Several different types of service displays are provided to enable different teams to access performance information optimized for their role in the organization.

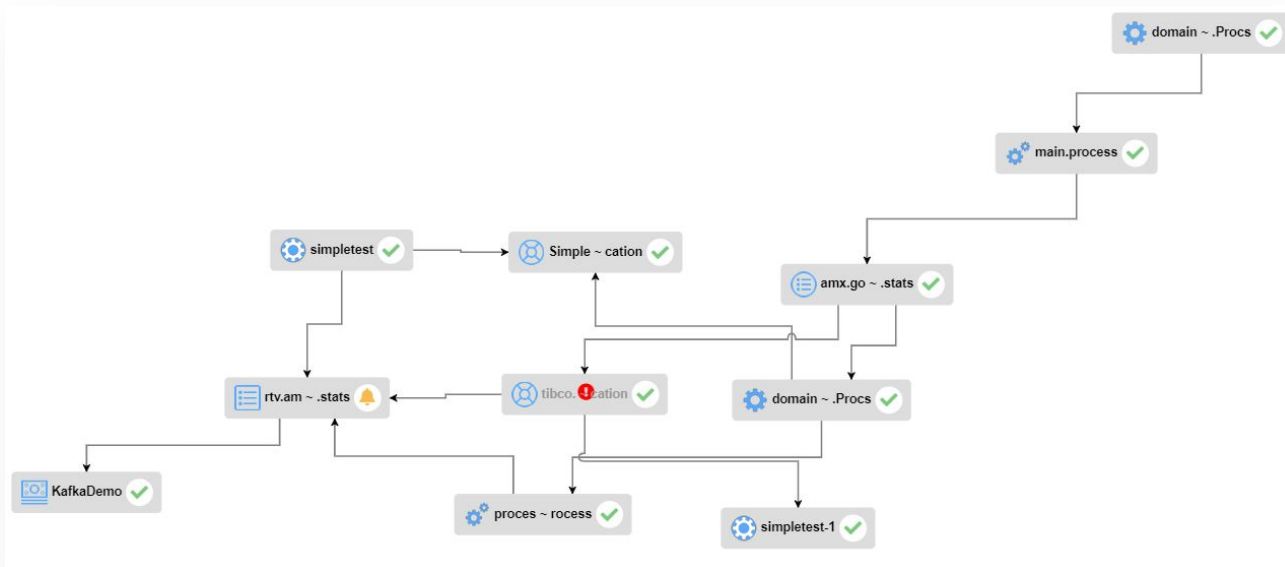
Data are collected once and then optimized for visualization by team members in different teams such as Application Support, Middleware Support, and Operations — all looking at the same data but in the right context.

6 Application Data Flow Diagrams

Visualize complex application flows of individual applications and services

With RTView Enterprise, users can visualize complex application flows of individual services to identify potential problems. Diagram creation and maintenance are automated so they are quick to deploy and easy to maintain.

Users can easily apply different topology layouts and change formatting options, as well as manually change flows and element locations within the diagram.



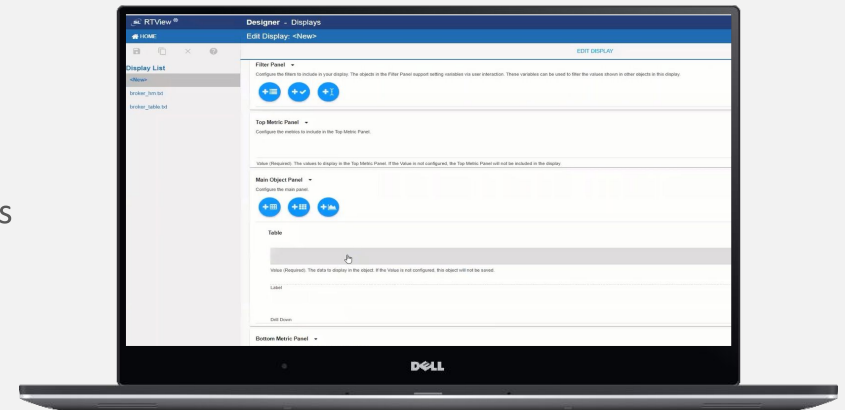
7

Tailor Information to Different Audiences with Custom Displays

Complement your out-of-box displays with custom displays - no programming

Business owners often require information about the health and availability of their applications and services. Unfortunately, they must usually rely on Operations and Support teams for this when they would **prefer self-service access to the information**.

- Organize and present information to users in the context of the application
- Share information with other groups in the organization, such as business users and support teams
- Align your IT monitoring assets with the needs of the business



Business owners are often tasked with contacting several Technology owners and acting as the communications hub when solving Sev 1 and 2 issues. This can add to longer resolution times increased confusion.

About SL

SL is the market leader in middleware and application monitoring solutions and is used by some of the largest banks, telecoms, energy, and transportation companies in the world.

The company has deep expertise in monitoring and management of custom, distributed applications running in heterogeneous middleware environments on-premise, in hybrid, or cloud environments.

SL is owned by Partner One Capital, a private equity fund with \$17B in net assets.

SL's customer support engineers have an average tenure of more than 15 years at the company. The team has a reputation for being one of the most responsive and knowledgeable companies in the industry.



Ask an Expert

Free Trial

View the Interactive
Product Demo

RTView® Enterprise – Product Demo

Non-intrusive app and service visibility with a unique emphasis on microservices, messaging middleware, process orchestration, and container infrastructure

Scroll and Click on a segment below:

The video player shows a screenshot of the RTView Enterprise software interface. The interface features a dark theme with a sidebar on the left containing a tree view of system components. The main area displays a complex dashboard with various charts, graphs, and data visualizations, including a large green play button in the center. The video player controls at the bottom show a progress bar and a timestamp of 00:00/02:56.

- Monitor TIBCO EMS
TIBCO Enterprise Message Service - with pre-built displays and alerts
- Monitor TIBCO BW
TIBCO BusinessWorks v8 & Container Edition - with pre-built displays and pre-configured alerts
- Monitor TIBCO - other technologies
TIBCO BusinessWorks v5, ActiveSpaces v2, BusinessEvents