



Intelligent Monitoring – Database Support

Database Support

NR Software Intelligent Monitoring controls Database Server monitoring scripts to assess the overall health, performance, configuration, and security of the Database Server environments.

NR Software Intelligent Monitoring supports each of the four ISO Network Management areas:

- Configuration Management
- Performance Management
- Security Management
- Fault Management

Supported Applications

NR Software currently monitors vendor-supported versions of these Database Servers:

- Oracle®
- SQL Server®
- Sybase®
- MySQL®
- DB2®

Fault Management

Fault detection checks for failure events and missing resources. Events that are defined for Fault Management become trouble tickets with an associated customer notification. Examples of fault detection checks are provided below.

- Unable to connect to database
- Backup server down
- ECC monitoring communication agent down
- Database listener not started
- Offline tablespace and datafile
- Database suspect
- Cache monitoring for library cache, buffer cache and data dictionary cache

BENEFITS

- ✓ Project Management for Installation
- ✓ Agent-based event detection
- ✓ 24x7 Support Operations Center Coverage
- ✓ Event Correlation and Validation
- ✓ CCC Portal Access (System Health, Ticket Activity and Trend Reports, Performance Reports)
- ✓ Ticket Tracking, Communication, Notification and Escalation Management

- Redo log latch misses to gets ratios
- Database has been restarted
- Space utilization
- Backup job failure

Configuration Management

Configuration Management records the configuration of the host at a fixed interval or at system startup. Configuration Management messages are generated periodically and sent to the trap receiver. Examples of configuration management checks are provided below.

- Port number
- Bound IP address
- Uptime since started
- Database version
- SGA size
- Memory allocation
- CPU allocation

Performance Management

The following system capacity and performance

For more information visit www.nrsoftware.com or call **310-309-3715**



variables are periodically checked using a configured performance interval or when Intelligent Monitoring records an error trap. Examples of performance management checks are provided below.

- Datafile status (offline/online/suspect)
- Backup server status
- ECC monitoring communication agent status
- Oracle listener status
- Library cache hit ratio
- Data dictionary cache hit ratio
- Physical writes
- Memory sorts
- Disk sorts
- RBS waits and wraps
- Redo log space requests and hit ratio
- Client and DB Link calls

- Free buffer waits
- Space utilization
- Database Lock Monitoring

Security Management

The Security monitoring is performed through a configured validation data-gathering interval. Security data is gathered from periodic system polls or from an error trap. Examples of configuration management checks are provided below.

- Check Alert Log for ORA- error except ORA-279, ORA-308, ORA-283, ORA-1112, ORA-12012, ORA-06550 in the case of Oracle
- Check Database Server Log for error messages based on key words Error, Fatal Error etc.
- Check Error Log Files

Contact a NR Software sales representative for more details.

