OPTIMIZE

MERCURY BUSINESS AVAILABILITY CENTER™

Data Collector Overview

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BUSINESS TECHNOLOGY OPTIMIZATION

Mercury Business Availability Center

Data Collector Overview

Version 6.5

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Welcome to Data Collector Overview

This guide provides an overview of the various data collectors used by Mercury Business Availability Center

How This Guide Is Organized

The guide contains the following chapters:

Chapter 1 Understanding Data Collection

Describes the various data collectors available in Mercury Business Availability Center and how they work with Monitor Administration and their various monitored environments.

Who Should Read This Guide

This guide is intended for the following users of Mercury Business Availability Center:

- Mercury Business Availability Center administrators
- Mercury Business Availability Center data collector administrators

Readers of this guide should be knowledgeable about enterprise system administration, scripting, and Mercury Business Availability Center data collectors.

Getting More Information

For information on using and updating the Mercury Business Availability Center Documentation Library, reference information on additional documentation resources, typographical conventions used in the Documentation Library, and quick reference information on deploying, administering, and using Mercury Business Availability Center, refer to *Getting Started with Mercury Business Availability Center*.

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Understanding Data Collection

Mercury Business Availability Center enables you to monitor performance data using data collectors deployed in your business environments.

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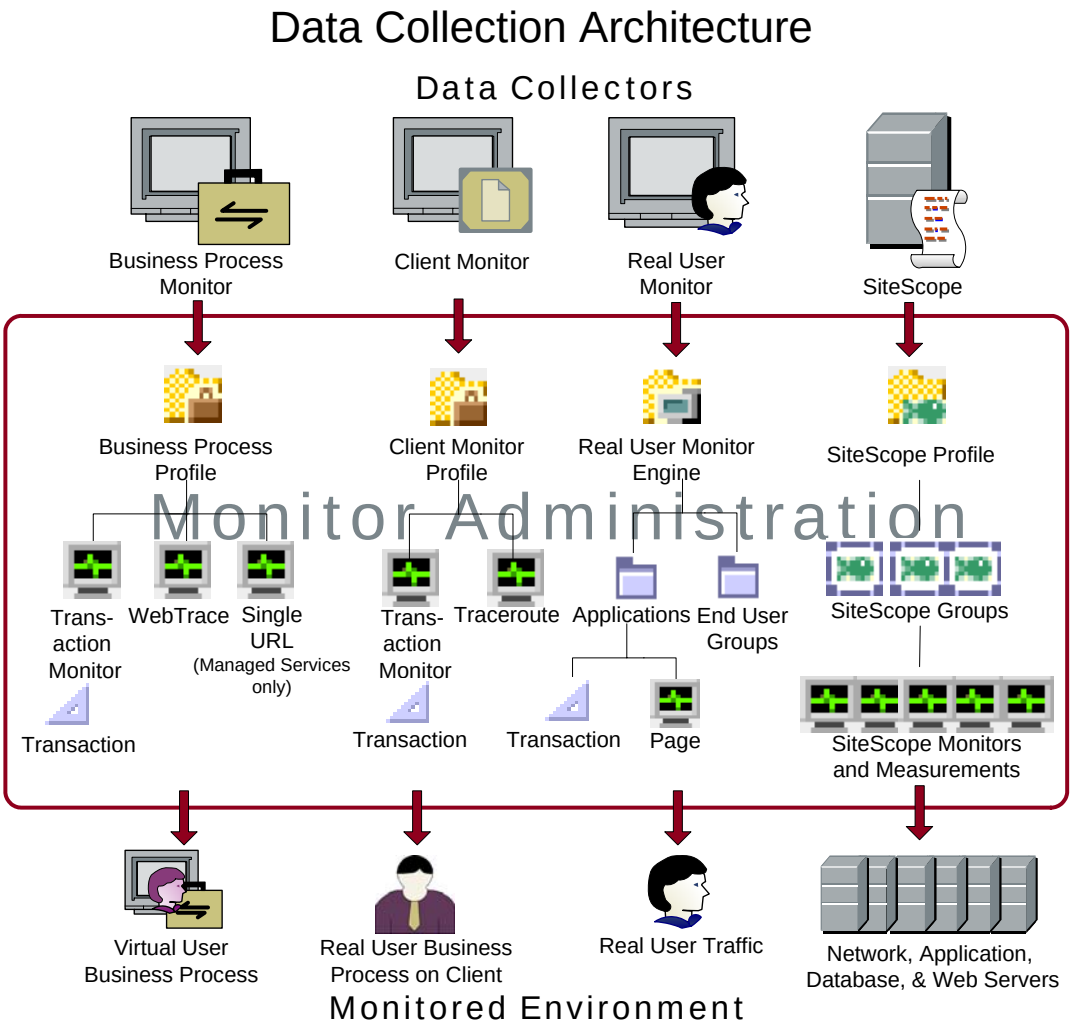
Introducing Data Collection

You use data collectors to deploy the different types of monitors that collect performance and availability data related to your business environment. These data collectors are installed and administered separately. Each data collector can be downloaded from within Mercury Business Availability Center in the Downloads page accessed from Platform Administration (**Admin** > **Platform** > **Setup and Maintenance** > **Downloads**). For details, see "Downloads" in *Platform Administration*.

Once the data collectors are installed and configured, you further define their settings in Monitor Administration (**Admin** > **Monitors**). Monitor Administration enables you to centrally manage your monitoring environment. You can set up profiles, deploy monitors, configure alert schemes, and manage and organize your monitor environment all from within the Mercury Business Availability Center platform. For details, see "Using Monitor Administration" in *Working with Monitor Administration*.

Data Collection Diagram

The following diagram illustrates the different data collectors, the types of monitors that can be deployed for each using Monitor Administration within the platform, and what kind of environment they each monitor.



The top of the diagram illustrates the four data collector types. They are each installed and administered separately. Once installed, you configure each data collector's monitors in Monitor Administration, as illustrated in the center of the diagram. The monitors are run from the data collector installation but with the instructions from the configurations that are set in Monitor Administration. These configurations are set at the profile level or at the monitor level and include scheduling the monitors, setting threshold parameters, determining when to send alerts, creating profiles, and selecting monitors to run on specific profiles.

Once the monitors are configured, the data collector is ready to collect data from its respective business and IT environment as follows:

- Business Process Monitor collects data on virtual business processes via transactions that simulate the business processes actual users would perform on your monitored applications.
- Client Monitor collects data when actual users perform predefined business processes that test your applications on the user's client machine.
- Real User Monitor collects data on real user traffic using probes and based on application, page, transaction, and end user configurations.
- SiteScope collects data by deploying monitors that measure threshold performance on the various servers in your IT environment, including network, application, database, and Web servers.

Each of the data collectors transmits the data it has collected back to Mercury Business Availability Center for both reporting performance issues and alerting users when thresholds are breached. Status for the various monitors is also reported to Mercury Business Availability Center.

Data Collector Descriptions

Following is a more detailed description of each of the data collectors whose monitors can be deployed from Mercury Business Availability Center.

Business Process Monitor

The Business Process Monitor is responsible for performing the work specified in the Business Process profiles, configured in Monitor Administration. You install the Business Process Monitor on the computers that you designate as host machines for your profiles. The Business Process Monitor is then responsible for collecting availability and performance data from various points throughout the infrastructure, as well as from external locations, as defined in the profiles. This data is collected by running transactions which perform the business processes you want to monitor and by running WebTrace monitors to collect server/network performance data.

The Business Process Monitor sends all collected data to Mercury Business Availability Center. You use the various applications in Mercury Business Availability Center to view and analyze this data and monitor the performance of your business applications and infrastructure.

Business Process Monitors can be installed on Windows, Solaris, or Linux platforms. For details on installation, see "Deploying Business Process Monitor" in *Business Process Monitor Administration*.

You can use each physical Business Process Monitor installed on a host machine as the basis for many logical Business Process Monitor instances. You use the Web-based Business Process Monitor Admin for managing and monitoring all Business Process Monitor instances on the machine, and for customizing Business Process Monitor settings. For details on administering the Business Process Monitor installation, see "Working with Business Process Monitor" in *Business Process Monitor Administration*.

Monitor Administration enables you to create and manage the Business Process profiles containing all the configuration information for running the profiles and their monitors on the Business Process Monitor. For details, see "Creating Business Process Profiles" and "Managing Business Process Profiles" in *End User Management Data Collector Configuration*.

Client Monitor

Note: The use of Client Monitor requires a separate license from Mercury.

Client Monitor enables you to gather performance data directly from an actual user's desktop as the user works with a business application. You gather this data by creating transaction monitors (with Client Monitor Recorder). These transactions determine which activities on the Client Monitor Agent on the end-user machine are to be monitored.

You install the Client Monitor Agent from the Downloads page in Mercury Business Availability Center (if the relevant installation file is included during server installation). For details, see "Installing Client Monitor" in *Client Monitor Administration*.

For details on setting up Client Monitor, see "Workflow for Setting Up Client Monitor" in *Client Monitor Administration*.

The Client Monitor Recorder is accessed through **Platform > Data Collection > Client Monitor Recorder**. For details on creating scripts, see *Using Client Monitor Recorder*.

In Monitor Administration, you create and manage Client Monitor profiles containing the configuration information for running profiles and their monitors on Client Monitor Agents. For details, see "Creating and Managing Client Monitor Profiles" in *End User Management Data Collector Configuration*.

Real User Monitor

The Real User Monitor measures the end-user experience of real users, enabling application managers to pinpoint the cause of delays and quantify the business impact of detected performance issues related to end users.

The Real User Monitor consists of two major components:

- **The probe.** A passive listening device that is plugged into the same switch used by the Web servers. As end-user traffic passes through the switch, the Real User Monitor listens to requests and responses sent to and from the Web server. Data is tracked from the end-user's IP address to the Web server handling the request.
- **The engine.** Receives the data collected by the probe and assembles this data according to the configuration specifications it receives from Mercury Business Availability Center and configured in Monitor Administration. The engine transmits the session, page, transaction, end-user, and server data samples it creates back to Mercury Business Availability Center.

  For details, see "Installing and Administering Real User Monitor" in *Real User Monitor Administration*.

  Monitor Administration enables you to manage the Real User Monitor containing all the configuration information for running the probes. For details, see "Configuring the Real User Monitor" in *End User Management Data Collector Configuration*.

SiteScope

You install SiteScope on designated host machines with access to the applications and/or operating systems to be monitored. SiteScope collects key performance measurements on a wide range of back- and front-end infrastructure components, including Web, application, database, and firewall servers. To enable integration of SiteScope data into Mercury Business Availability Center, you must define a SiteScope profile in Monitor Administration.

SiteScope is installed on either a Windows or Sun Solaris platform. (Windows-based and Solaris-based SiteScope installations both work with Windows-based or Solaris-based Mercury Business Availability Center servers.)

For more information on installing and using SiteScope, see "Introducing and Deploying SiteScope" in *SiteScope Administration*.

You can configure the standalone installation of a SiteScope or you can use Monitor Administration to centrally manage multiple SiteScopes, including all the configuration information for running SiteScope monitors. For details, see "Managing SiteScope in the Monitor Tree" in *Managing SiteScope*.

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