NEWTEST MANAGEMENT CONSOLE USER'S GUIDE

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1 NEWTEST MANAGEMENT CONSOLE INTERFACE

1.1 INTRODUCTION

Newtest Management Console is the interface for administering and supervising components of the Newtest solution. The list of browser versions supported is subject to change. Newtest Management Console's operation is guaranteed for Microsoft Internet Explorer 8 and higher, as well as for Chrome, and Mozilla Firefox version 20 and higher. This version of NMC is optimized for a screen resolution of 1280 x 1024.

Newtest Management Console natively supports operation in four languages: English, French, German, and Spanish.

In addition, the presentation interface is built on stylesheets that can evolve or be adapted in order to integrate the Newtest solution with other products.

For the documentation, presentation and views in the examples, this document refers to the English-language titles and labels, and to the stylesheets that the publisher supplies with the standard software.

Below is a general presentation of the features of the Newtest Management Console interface. The modules available and access to functions depend on the general rights in the user license, or specifically to the rights available to connected users.

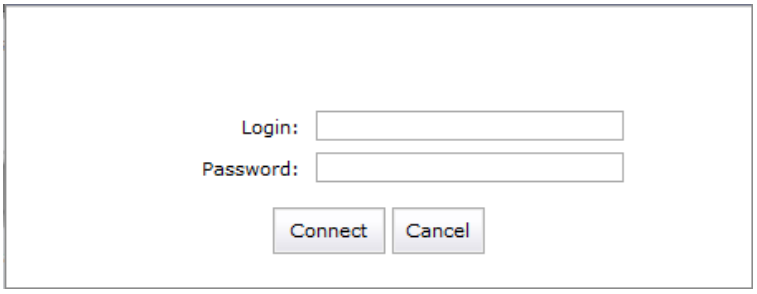
The first chapter below describes the general principles of navigation offered by Newtest Management Console. The following chapters explain the specific characteristics of each of the modules.

The modules are presented under the menu with which they are associated:

- System: general settings and control
- Configuration: definition and administration of elements of the system
- Operation: management of upgrades and measurement exclusion
- Analysis: detailed monitoring of results, alarms, errors and diagnostics
- Supervision: real-time monitoring

1.2 GENERAL FEATURES OF THE INTERFACE

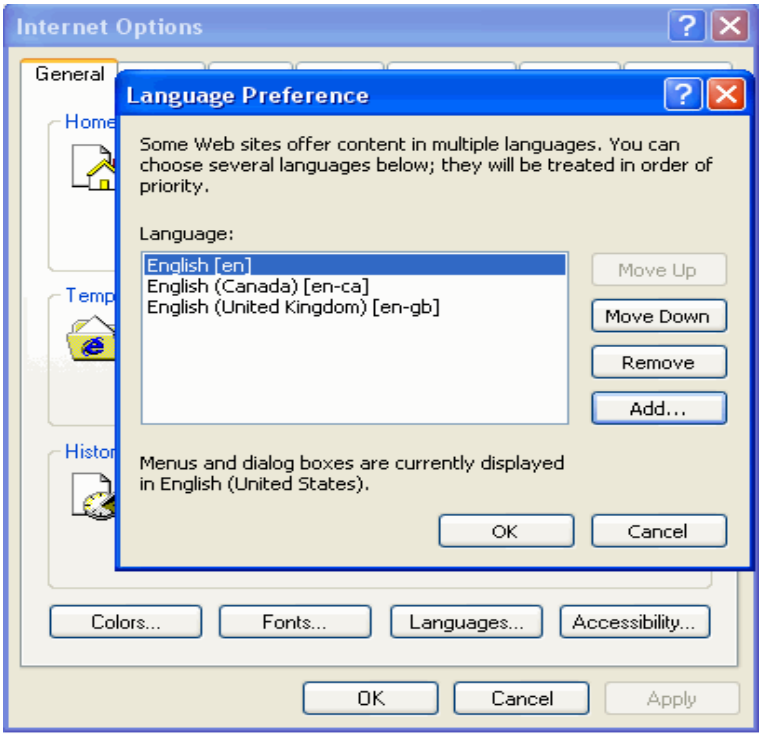
1.2.1 CONNECTION PAGE



The presentation language is defined in the language preference settings of the browser on the connected computer.

It is possible, using the same User ID, to open several connections simultaneously in different browsers and on different computers.

A session times out after remaining idle for 20 minutes. This timeout can be modified in NMC's IIS server settings.

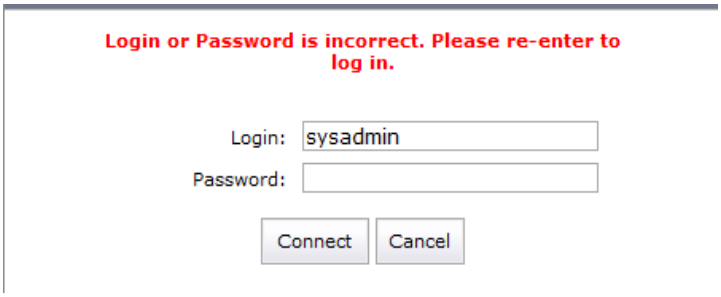


In the example above for setting languages in Internet Explorer, the default language for Newtest Management Console is English. If there is no exact match with the language code, a related language is used: [en-gb] ("British English"), for instance, instead of [en-ca] ("Canadian English"). **If a certain language is not available, the default presentation will be in [en-gb] (British English).**

After login, the language of the profile is applied.

The identification area asks for a login and password of a referenced user. Open the session by clicking the Connect button that features below the User ID and Password fields.

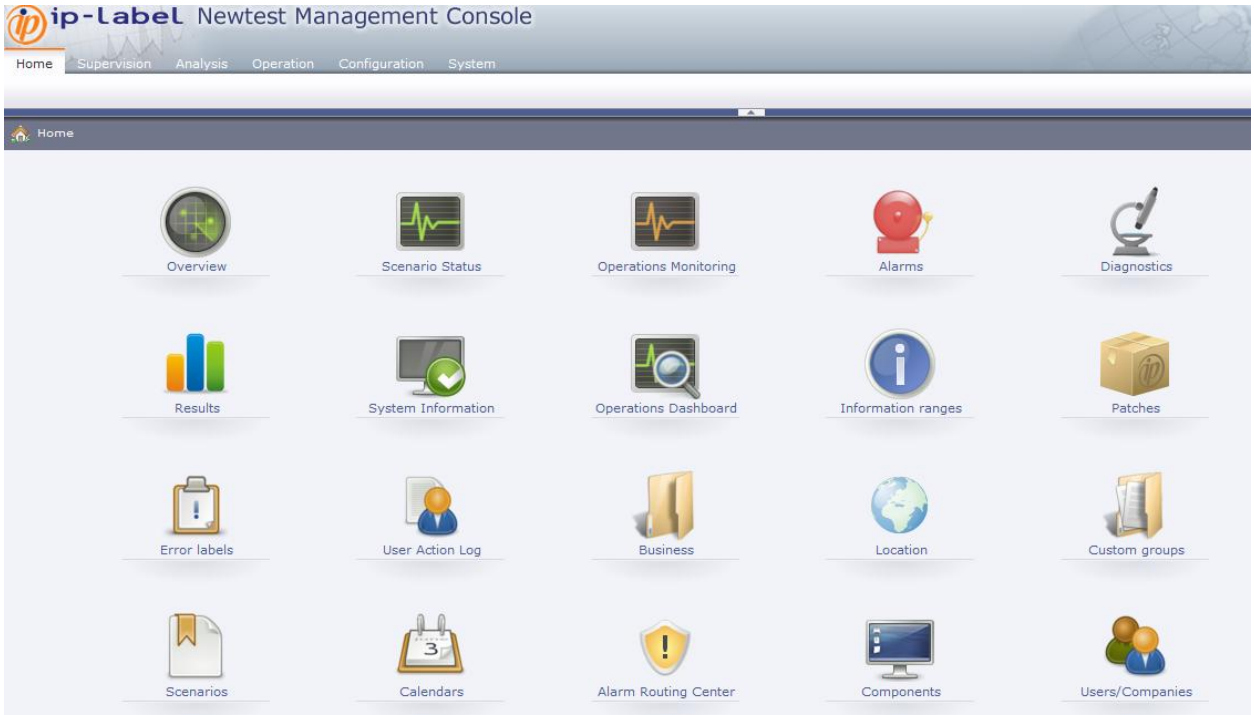
If the user is unknown, the password is incorrect, the user account has been deactivated, or other error occurs, a message appears above the entry fields.



1.2.2 HOME PAGE

The “Home” button in the interface header offers access to the general homepage of Newtest Management Console.

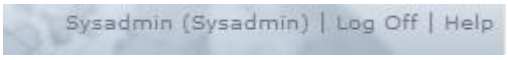
This page displays all the functions offered. When the mouse pointer rolls over the name of a module, a panel providing information on the function appears at the bottom of the page. Access the function by clicking its icon.



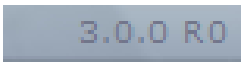
Only the functions authorized for the logged on user are accessible to that user.

During normal use, you can access the functions via the general menu without returning to the home page.

The upper righthand side of the screen provides direct access to My account, Log off, and Help.



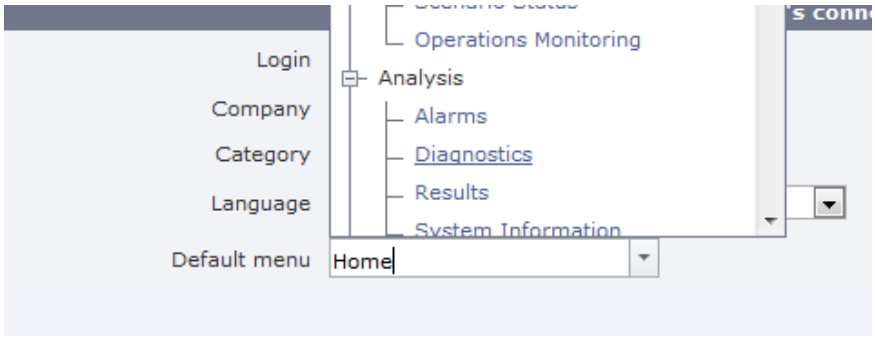
The current version of NMC is also indicated in the upper righthand side of the screen::



1.2.3 MY ACCOUNT

"My Account" gives access to the current user's identification form. The password or presentation language for this user (see the section *Users/Companies*) can be modified here. New settings take effect immediately; it is not necessary to log off and then log on again.

This screen also provides options for configuring the default home page:



NOTE: Changes to user account information that are made in this interface are forwarded to the reporting server.

Information is updated within a maximum of 30 minutes when the components are operating normally.

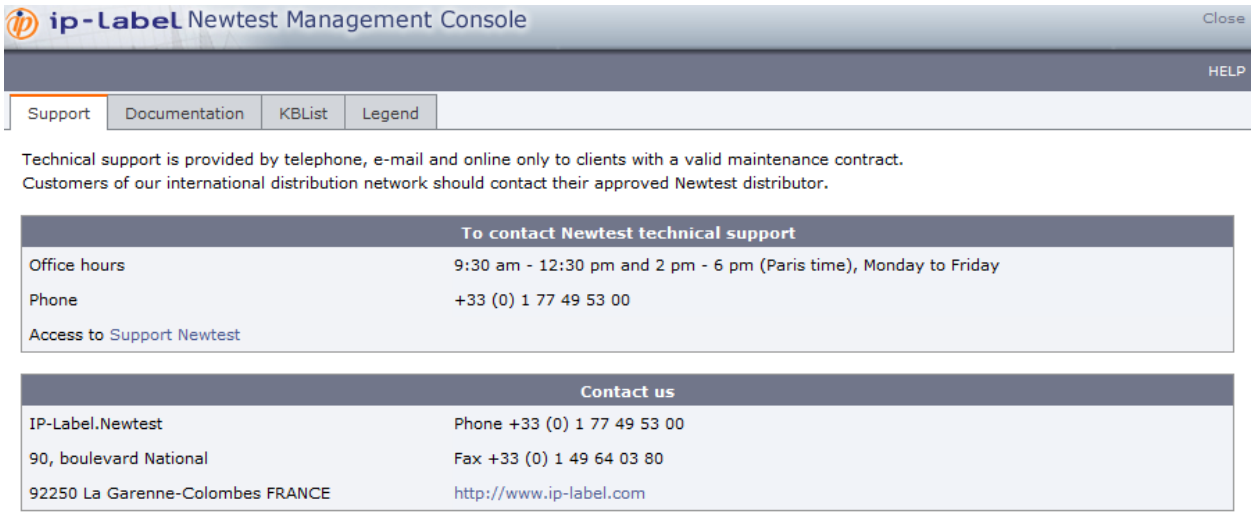
1.2.4 LOG OFF

This closes the current session and returns to the login page. The user may also be disconnected automatically if the session remains idle.

IMPORTANT: the session logs out after 20 minutes if there is no activity. This default setting is a parameter of NMC's IIS server.

1.2.5 HELP

Online Help, accessible in the upper right hand corner of each page, provides various types of help for Newtest Management Console.



- **Support**: access to contact information for technical support provided by the vendor.
- **Documentation**: access to PDF-format documentation on the Newtest product line.
- **KBList**: access to the list of fixes implemented on Newtest Management Console.
- **Legend**: defines all the graphic symbols used in the interface.

Additional help is available at http://wikipl.ip-label.com.

1.2.6 GENERAL MENU

The general menu is organized in tab pages each representing a domain. The modules of these principal domains are accessible in menus that appear when the mouse pointer rolls over the name of the domain. Click the domain tab to maintain the menu display.

The domains and modules shown depend on the general rights granted in the user license, or specifically, on the rights available to the connected user. The modules that are unavailable appear in gray.

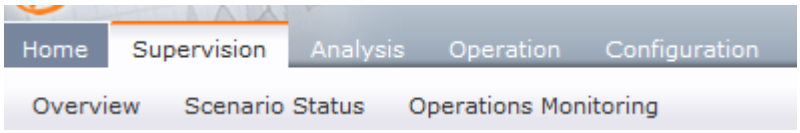
1.2.7 SUPERVISION AND ANALYSIS DOMAIN MODULES

The supervision and analysis modules provide access to data that is returned in real time by measurement devices, send commands to robots and scenarios administered by Newtest Management Console, view the log of alarms transmitted, and acknowledge them.

The elements are presented in a multiple window interface with an automatic screen refresh function.

The supervision and analysis modules can be accessed according to the assigned rights and types of elements under supervision. The operation of each of the supervision modules is described in the chapter dedicated to each module (see the section on *Supervision 1.3.1.4*).

Supervision menu

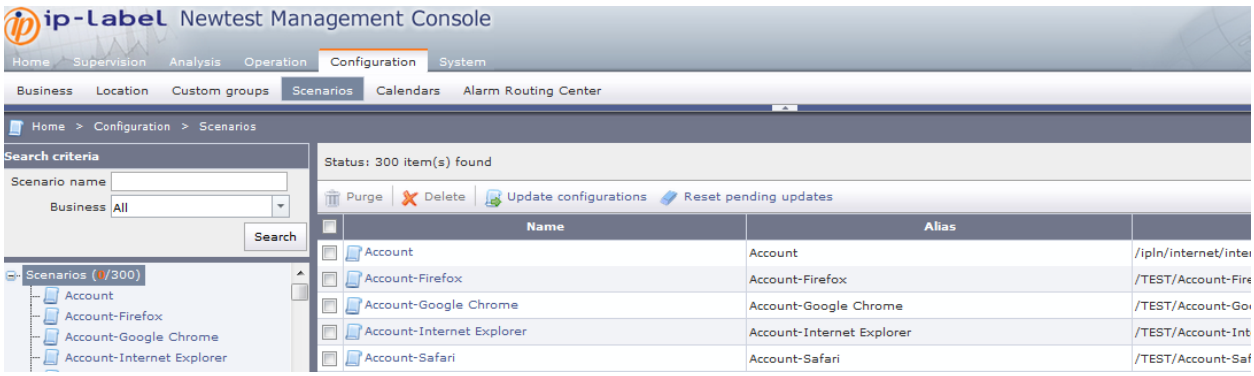


Analysis menu

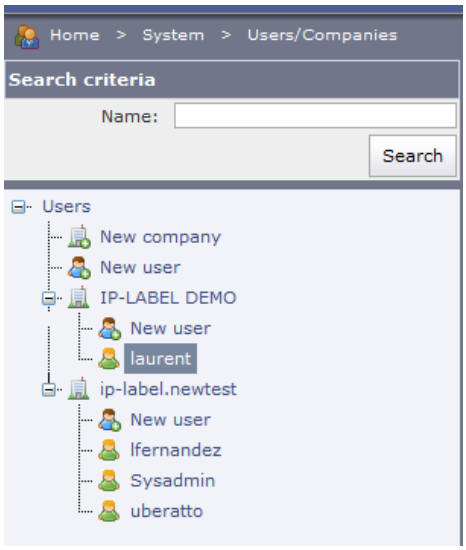
1.2.8 OPERATION, CONFIGURATION AND SYSTEM DOMAIN MODULES

These modules have similar user interfaces.

On the lefthand side, a tree view shows the hierarchy of the elements declared. A search and filter area is located above the tree. It enables you to limit the display to certain criteria (start of a name, category, dates, and so forth). The [Find] button launches a search and displays the results in the main pane of the interface.



- The tree on the left also provides commands for managing the list (Add, Delete, etc.). Some buttons are available only when the elements in the list have been selected by clicking the checkbox next to the element.
- Links for creating new elements, as in the example below for creating a “New user” or “New company”.



1.2.9 COMPONENT DESCRIPTION PAGES

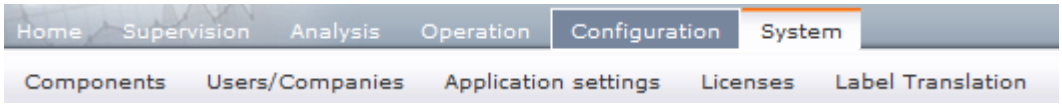
Each component has a page that shows its characteristic information in form layout. These are sometimes presented as tab pages, such as:

- the Properties tab page, having to do with the robot’s registration on Newtest Management Console
- the Installation tab page displaying the characteristic parameters of the robot’s installation on the computer

1.3 SYSTEM MENU

IMPORTANT: The information shown in the different modules of this menu is intended for power users having extensive knowledge of the products and installation. Please contact your Newtest technical support team if you have any questions about the actions to take.

The System menu is accessible only with a Superadministrator account.



The modules available are:

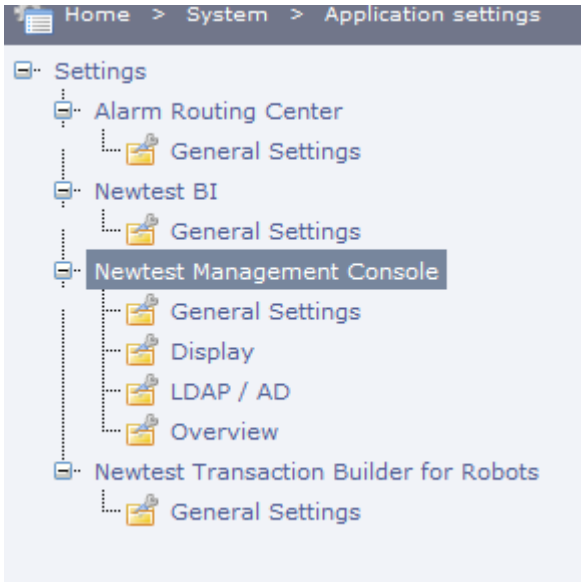
- Components (robots, etc.)
- Users/Companies
- Application settings
- License
- Label translation

1.3.1 APPLICATION SETTINGS

This module presents the general settings used by the installed components: Newtest Management Console, Newtest Datawarehouse, Newtest Reporting, and others.

The selection area is for limiting the display to a specific category of settings.

The [Default] button is for reinstating default settings as they appear in the table's "Default value" column.



1.3.1.1 GENERAL SETTINGS

Name	Value	Description
Newtest Management Console - General Settings		
bsn_availability_tresh_good	98.00	Default Availability target
bsn_performance_tresh_good	95.00	Default Performance target
DataExport_FieldSeparator	;	Field separator for the exported file(s)
DTW_CalendarType	0	Time zone type for calendars (0 = Local, 1 = UTC)
EnableUserActionTracking	True	Enable user action tracking
MaxNbRobotPatchAction	2	Maximum number of tries to apply a patch to a robot
NbDays_Purge	4	Retention period for NMC data
NbDays_Purge_Cache	15	Retention period for cache history data
NbDays_Purge_Diag	4	Retention period for diagnotics files
NbDays_Purge_Information	90	Retention period for raw data
NbDays_Purge_StatusHistoryLog	4	Retention period for status history data
NbDays_Purge_SystemInfo	30	Retention period for system information data
NbRecord_PerPage	50	Records per page
Period_Validation	4	Validation period
Reporting_TimeZone	(UTC-12:00) International	Time zone for reports
RunTimeCycle	120	Data processing frequency

bsn_availability_tresh_good: availability objective default value: this default value is applied when you create an element in the business hierarchy. Modifying this value is a straightforward operation.

bsn_performance_tresh_good: performance objective default value: this default value is applied when you create an element in the business hierarchy. Modifying this value is straightforward.

DataExport_FieldSeparator: field separator in exported raw data files.

DTW_CalendarType: timezone parameter.

EnableUserActionTracking: activates daily logging of user actions.

MaxNbRobotPatchAction: maximum number of tries for implementing a robot patch before abandoning the upgrade (Components menu).

NbDays_Purge: number of days for purge: this is how many days' worth of detailed results are saved in the NMC collection database. This setting is taken into account by a job that is automatically executed once a day. **Caution**: increasing this results conservation period may greatly affect NMC's operation and cause it to freeze. Ask your Newtest technical support representative before making significant changes to this parameter. The data is transmitted to the data warehouse which has its own purge settings. For more details, ask the database administrator who is in charge of the data warehouse. See also the section on *Administering and operating databases used by Newtest*.

NbDays_Purge_Cache: the number of days for purge is how many days' worth of cache data is stored in the NMC collection database.

NbDays_Purge_Diag: the number of days for purge is how many days' worth of diagnostic data (screenshots, videos, pcap/HttpWatch traces, etc.) is stored in the NMC collection database.

NbDays_Purge_Information: the number of days for purge is how many days' worth of range information is stored in the NMC collection database.

NbDays_Purge_StatusHistoryLog: the number of days for purge is how many days' worth of user actions is stored in the NMC collection database.

NbDays_Purge_SystemInfo: the number of days for purge is how many days' worth of robot system information is stored in the NMC collection database.

NbRecord_PerPage: items displayed in the lists (results, diagnostics, etc.).

Period_Validation: validation period is the length of time for which data is automatically considered valid. This setting is associated with **Date_Validation**.

Reporting_TimeZone: time zone to take into account for the times shown in the Newtest Reporting interface.

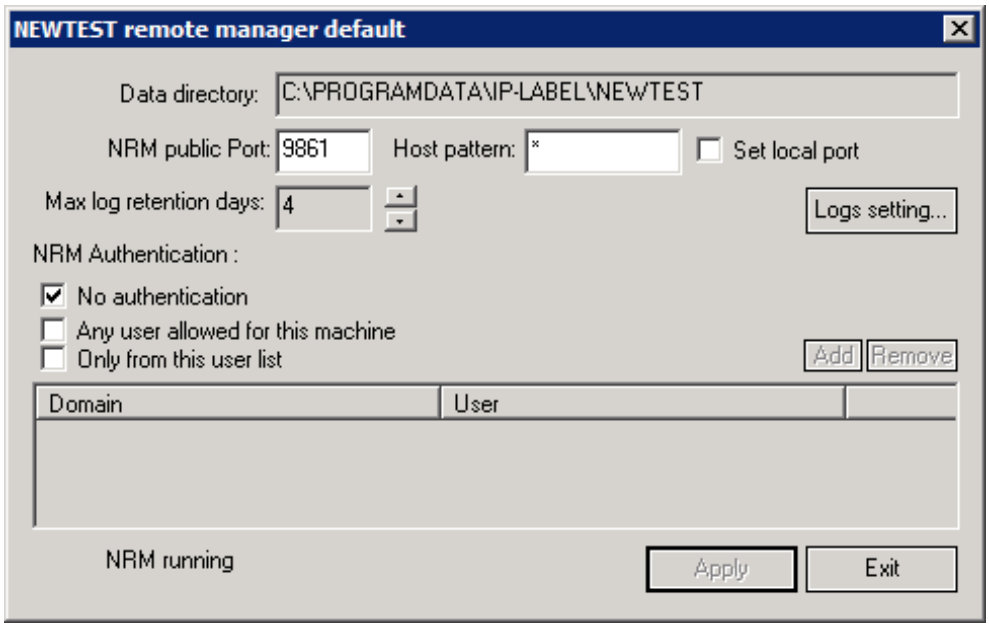
RunTimeCycle: cycle of data insertion into the Analysis module (seconds).

Sender_Mail: address from which e-mails are sent from NMC.

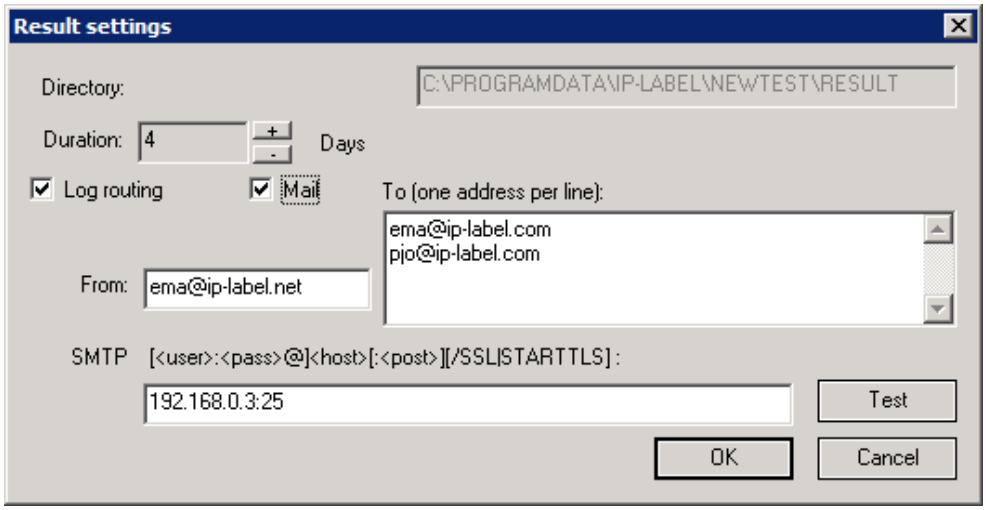
Server-SMTP_Adress: IP address of the SMTP server that sends e-mails from NMC.

Server-SMTP_Port: sets the SMTP port to use for sending alerts.

Note: in addition to scenarios and components, you can also send alerts to the low-level modules using via 'Remote Manager -> Settings' in the Start menu:



Next, click the Logs setting button to configure sending:



The e-mail alert will contain the following information:

- Newtest Controller memory:
  - current use (<CURRENT MEMORY SIZE> K) >
  - limit (<MEMORY SIZE LIMIT> K)
  - reset
- Remaining disk space in the following format :
  - (<CURRENT SIZE> Mb) < (<LIMIT> MB)
  - Newtest <DISK LABEL> disk usage <DISK SIZE> exceeds <DISK LIMIT SIZE>
  - Newtest <DIRECTORY NAME> directory size (<CURRENT SIZE> Mb) exceeds <SIZE LIMIT> MB
- License information

threshold_measure_offset: default setting for application of automatic thresholds in the Configuration menu = > Scenario.

threshold_min_execution_range: reference period for calculating the average value of scenario thresholds.

WebMenu_Speed: menu scrolling speed.

1.3.1.2 GENERAL DISPLAY OPTIONS

auto_search

Automatic display of lists: lists are activated, filter settings permitting (see chapter *Newtest Management Console interface*). When the parameter is set at True, the lists appear when the module opens and display default settings. When the parameter is set to "False", the lists appear only after the user clicks the [Search] button. This configuration is recommended for organizations whose lists contain a large amount of elements (scenarios/measurements, robots, etc.).

show_utc_time

UTC display: this setting is for organizations whose Newtest robots are in different time zones. It offers a double display in Supervision and Analysis views for local time and UTC (universal time). Leave the setting on "False" if all robots are in the same time zone.

1.3.1.3 NEWTEST BI

This section is for configuring direct access to Newtest BI from NMC screens. The context variables that can be used to supply this URL with dynamic arguments are as follows:

{@RobotId}: Newtest ID of the robot (obj_id in the DWH)

{@MeasureId}: Newtest ID of the measurements (msr_id in the DWH)

{@LocationId}: Newtest ID of the location (lcl_id in the DWH)

{@BusinessId}: Newtest ID of the businessdomain (bsn_id in the DWH)

{@StartDate}: Newtest ID of the start date (the current day's date yyyymmdd)

{@EndDate}: Newtest ID of the end date with respect to the current day's date – range (yyymmdd format)

{@StartMonth}: Newtest ID of the start month of the period (yyyymm format)

{@EndMonth}: Newtest ID of the end month of the period (yyyymm format)

{@StartYear}: Newtest ID of the start year of the period (yyyy format)

{@EndYear}: Newtest ID of the end year of the period (yyyy format)

Instance_Analysis_Report_Url: link to the Newtest BI report to integrate into Analysis detail screens.

If Newtest BI is activated, the following default report can be configured:

http://servername/nbi/Proxy.aspx?reportId=18&toolbar=1&filters=1&description=1&name=1&scroll=1&[Calendar].[DayHierarchy]=%5bCalendar%5d.%5bDayHierarchy%5d.%5bMonth%5d.%26%5b201403%5d%2c%0d%0a%5bCalendar%5d.%5bDayHierarchy%5d.%5bMonth%5d.%26%5b{@StartMonth}%5d&[Robot].[RobotHierarchy]=%5bRobot%5d.%5bRobotHierarchy%5d.%5bRobotKey%5d.%26%5b{@RobotId}%5d&[Measurement].[MeasurementHierarchy]=%5bMeasurement%5d.%5bMeasurementHierarchy%5d.%26%5b{@MeasureId}%5d&[Location].[LocationHierarchy]=%5bLocation%5d.%5bLocationHierarchy%5d.%5b

All%5d&[PeriodType].[PeriodTypeHierarchy]=%5bPeriodType%5d.%5bPeriodTypeHierarchy%5d.%5bAll%5d&[ResultType].[ResultTypeHierarchy]=%5bResultType%5d.%5bResultTypeHierarchy%5d.%5bResultTypeKey%5d.%26%5b0%5d%2c%0d%0a%5bResultType%5d.%5bResultTypeHierarchy%5d.%5bResultTypeKey%5d.%26%5b1%5d

Instance_Report_Url: detail of an instance.

If Newtest BI is activated, the following default report can be configured:
http://east/nbi/Proxy.aspx?reportId=13&toolbar=1&filters=1&description=1&name=1&scroll=1&toolbar=1&filters=1&description=1&name=1&scroll=1&[Robot].[RobotHierarchy]=%5bRobot%5d.%5bRobotHierarchy%5d.%5bRobotKey%5d.%26%5b{@robotId}%5d&[Calendar].[CalendarHierarchy]=%5bCalendar%5d.%5bCalendarHierarchy%5d.%5bMonth%5d.%26%5b{@StartMonth}%5d&[Measurement].[MeasurementHierarchy]=%5bMeasurement%5d.%5bMeasurementHierarchy%5d.%26%5b{@MeasureId}%5d&[PeriodType].[PeriodTypeHierarchy]=%5bPeriodType%5d.%5bPeriodTypeHierarchy%5d.%5bAll%5d&[ResultType].[ResultTypeHierarchy]=%5bResultType%5d.%5bResultTypeHierarchy%5d.%5bResultTypeKey%5d.%26%5b0%5d%2c%0d%0a%5bResultType%5d.%5bResultTypeHierarchy%5d.%5bResultTypeKey%5d.%26%5b1%5d

Robot_Report_Url: robot object under supervision.

If Newtest BI is activated, the following default report can be configured:

http://servername/nbi/Proxy.aspx?reportId=19&toolbar=1&filters=1&description=1&name=1&scroll=1&Field3={@RobotId}

1.3.1.4 SUPERVISION - OVERVIEW

spv_graph_showvalues: show values on graphs: this enables display of the values of points on the graph.

spv_hour_range: display period (h): default period displayed in the Supervision interface, expressed in hours. **Note**: too long a period may adversely affect the display time and cause data bottlenecks if there are a great number of elements to process.

spv_logviewer_refresh_rate: refresh period (s): frequency at which Supervision views are refreshed, expressed in seconds. **Note**: too short a period may cause data bottlenecks if there are a great number of elements to process.

Supervision_DefaultColumnSize: default width of the column in the Analysis => Supervision view of scenario statuses.

1.3.1.5 ALARM OPTIONS

Alarm_period_range: delay in change in status

Alarm_search_range: window for alarm monitoring

1.3.1.6 NTBR OPTIONS

EnableAuthentification: enables authentification in NTBR to perform configuration imports/exports.

EnableSharedUser: enables zipped configurations to be sent all at once.

1.3.1.7 LDAP-AD OPTIONS

Newtest Management Console - LDAP / AD	
LDAP_Group_ObjectClass	group
LDAP_HTTP_UserProperty	LOGON_USER
LDAP_User_LoginAccessKey	sAMAccountName
LDAP_User_ObjectClass	person
LDAPAuthentification	False
LDAPMode	ActiveDirectory
LDAPServerAddress	

LDAP_Group_ObjectClass: user Group objectClass value (default: 'group')

LDAP_HTTP_UserProperty: field that defines the user's ID

LDAP_User_LoginAccessKey: LDAP User properties for SSO login access (default: 'sAMAccountName')

LDAP_User_ObjectClass: user objectClass value (default: 'person')

LDAPAuthentification: to use the corporate domain to authenticate on NMC. This makes it possible to provide SSO (single sign-on) to users. This option is subject to license.

LDAPMode: LDAP Type Mode (ActiveDirectory, OpenLDAP, SiteMinder)

LDAPServerAddress: indicates the address of the LDAP server used.

1.3.2 COMPONENTS

This module manages the technical components of the Newtest product line. At present, these components include Newtest controllers and robots.

1.3.2.1 CONTROLLERS

Controllers are Newtest components for connecting Newtest robots. Controllers, central components that ensure communication among Newtest elements, cannot be created or deleted in this interface. They are administered either on installation of Newtest Management Console or through the Newtest Properties module directly in the Newtest program group on the server that houses the Master controller (i.e. the one where Newtest Management Console is installed).

There are 2 types of controller:

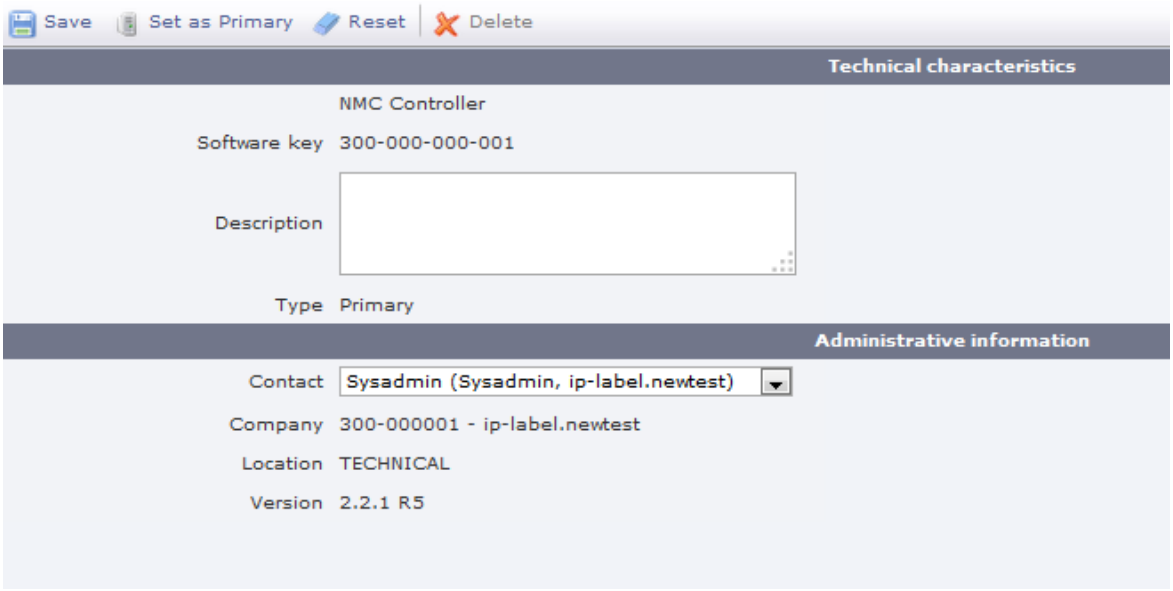
- **Master**: this controller is located at the root of the tree structure that is created during installation of Newtest Management Console.
- **Proxy**: dependent on activation rights.

The Master controller is one of the modules installed on the computer with Newtest Management Console; it is also attached to the reference database of administrable elements. Proxy controllers are modules for communication with the Newtest robots that are installed with Newtest Collector. They are optional; their purpose is to manage network communication problems between the robots and the main server.

The information that features in the list:

- **Name**: the component's ID. The name is a link that allows you to edit the element's parameters.
- **Logical key**: unique code identifying the controller on the network.
- **Version**: identifies the Newtest version that is installed on the controller.
- **Location**: optional information that indicates where the controller is installed.
- **Description**: brief text describing the purpose of the controller.

The controller name is a link that allows you to edit the corresponding controller page:



- **Name**: the component's name.
- **Logical Key**: the code assigned during installation to identify the controller uniquely on the corporate network.
- **Description**: additional information may be supplied here.
- **Controller type**: PRIMARY or PROXY depending on the rights owned.
- **Contact**: name of the contact associated with this controller; this person is one of the users defined in Newtest Management Console.
- **Company**: company that holds the license for this controller.
- **Location**: for controllers, always associated with TECHNICAL.
- **Version**: indicates the Newtest version installed.

[SAVE] to save the record's parameters.

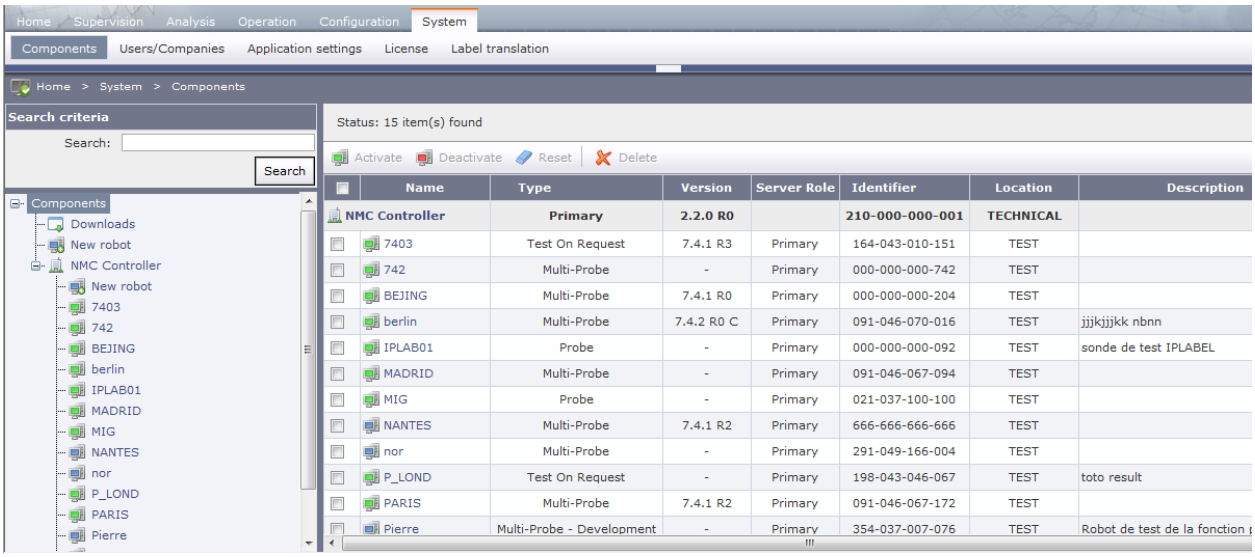
[CANCEL] to return to the initial parameters. **Caution**: you cannot do so after clicking the SAVE button.

[BACK] to return to the list.

1.3.3 MANAGING ROBOTS

Robots are displayed by the PRIMARY or PROXY controller with which they are associated. The options for creating robots at this level depend on the type of license purchased for Newtest Management Console.

It is possible to filter the display by name or type of robot, by clicking the [Search] button. To search by name you may enter the first letters only. The whole list is shown in the default display.



- **Status**: active/passive. Active status means that the robot is authorized to connect to the controller. Status is also indicated by the color of the icon to the left of the robot's name. If the robot is active, the light is green. The light turns red when the robot is inactive. White means the robot has not actually been installed yet on the physical machine.
- **Name**: the robot's name is a link that allows you to edit the corresponding parameters.
- **Type**: indicates the type of Newtest product.
- **Version**: identifies the Newtest version that is installed on the robot.
- **Identifier**: unique code identifying the robot on the network.
- **Location**: indicates the location of the measurements produced by this robot.
- **Description**: label that describes the robot's role.

Declaring a robot:

The link "New robot" takes you to the interface for creating a robot.

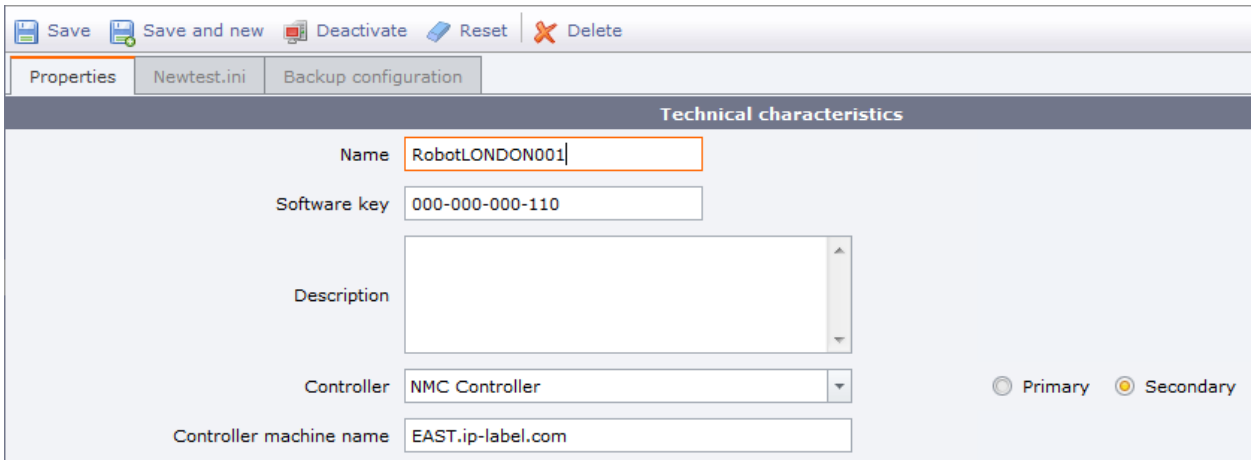
Important: the possibilities for creating new robots depend on the rights in the license (see the section on *License*).

It is not necessary for this robot to be already installed and in production; you can declare your monitoring system's robots before they are made operational.

The name of the robot is a link that allows you to edit that robot's description.

In the **Properties** tab page, you can declare a new robot that Newtest Management Console will take into account.

Technical information about the connection:

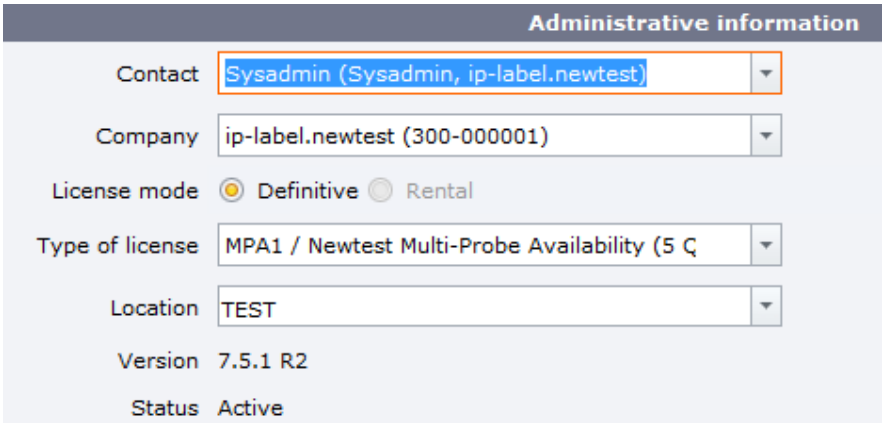


The fields to fill in:

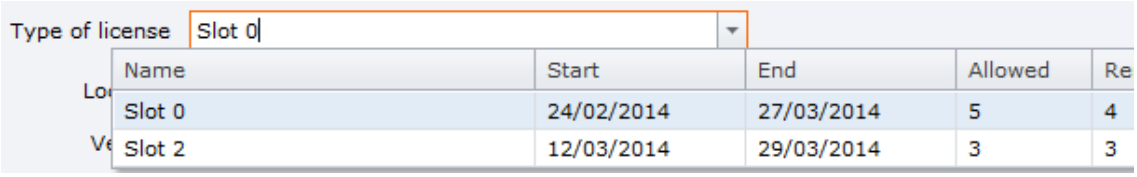
- **Name**: name of the robot
- **Logical key**: user code that identifies the robot uniquely on the network. A default value is automatically proposed.

  Note: If you define your own logical keys, plan a coding strategy for your components at the outset in order to facilitate administration of your Newtest monitoring system, particularly when more than one person is designated to handle administration.
- **Description**: brief text describing the robot's purpose.
- **Controller**: indicates whether the robot is connected to the Master controller or to a Proxy controller.
- **Primary / Secondary**: "Primary" means the controller if the Master controller of this reference database which assigns operating rights for the robot. "Secondary" means that another controller is the Master controller which assigns operating rights for the robot.

Administrative and license information:



- **Contact**: name of the contact associated with this robot; this person is one of the users defined in Newtest Management Console.
- **Product**: the types shown depend on the rights granted in your license.
- **Company**: company that holds the license for the robot. It can be selected from among the "Newtest Client" companies that have been declared (see Users/Companies).
- **Type of license**: purchase or lease for a set period.



- **Location**: information indicating the home location of the measurements produced by this robot (see Location hierarchies).
- **Version**: indicates the Newtest version installed.
- **Status**: Active or Inactive. A robot that is declared ACTIVE has rights to connect to the server; INACTIVE robots are not allowed to connect to the server. Nonetheless it will be possible to consult this robot's data in the database. It will be counted as a configured robot, but not in the number of licenses authorized for this type of product.

Click [Save] to confirm the creation of the new robot. If the elements are all valid (correct parameters and corresponding license), a message will confirm. If not, a message will alert you to the nature of the problem encountered.

Editing a robot:

When editing, the [SAVE] button validates the settings in order for the modifications to take effect.

CAUTION: the changes you make at this stage are immediately registered by the server. Mistakes may cause your Newtest robot to be disconnected from the server.

If you have the corresponding rights file, you can modify an installed robot's "type" in order to integrate new rights for it (to incorporate a new client environment, for example, or other).

On this screen, the [CANCEL] button resets all parameter fields with the initial values (i.e. the values from before you made changes). This button does not cancel operations that you saved by clicking the [SAVE] button.

For robots that have already connected to the Server (i.e. version information is shown), a [RESET] button appears.

Click this button to relocate the robot's license to another machine, for instance after a hard disk crash.

Deleting a robot:

The [DELETE] button deletes the robot from the server. Each time a robot is deleted, a license is freed for the installation of another robot of that product type.

CAUTION: By deleting a robot, you also delete that robot's measurement results and statistics from the server's database.

TIP: Don't opt for deletion if the robot is only temporarily removed from the network, or else you will have to re-create it later and will not be able to consult the robot's retrospective statistics.

Deactivating a robot:

To temporarily deactivate a robot on the server, edit its settings, changing Active to Inactive using the [Deactivate] button.

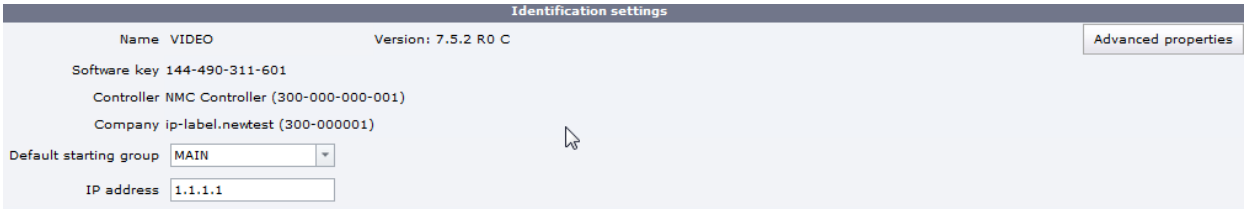
Configuring Newtest.ini (Robot Properties):

These settings can be edited when installing the robot.

They review the settings that are configurable in the 'Robot Properties' of either the Newtest Transaction Guilder for Robots (NTBR) or the Newtest Robot Monitoring tool.

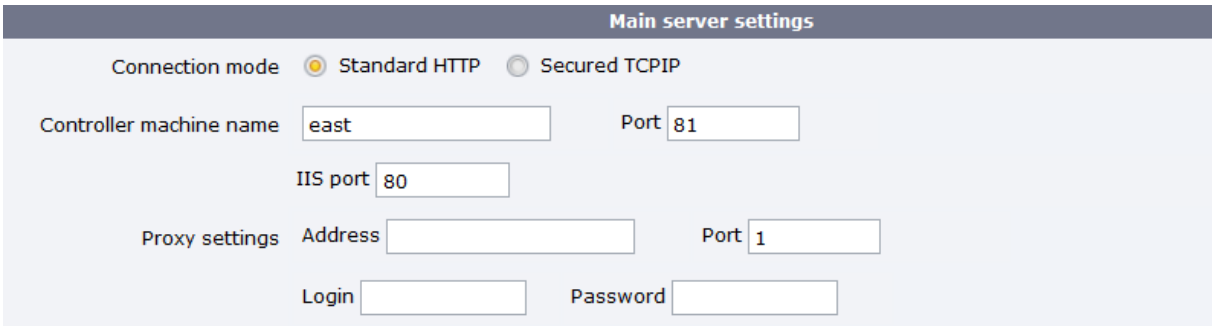
The tab 'Newtest.ini' is for editing the robots basic properties:

- the scenario's execution group
- the robot's IP address



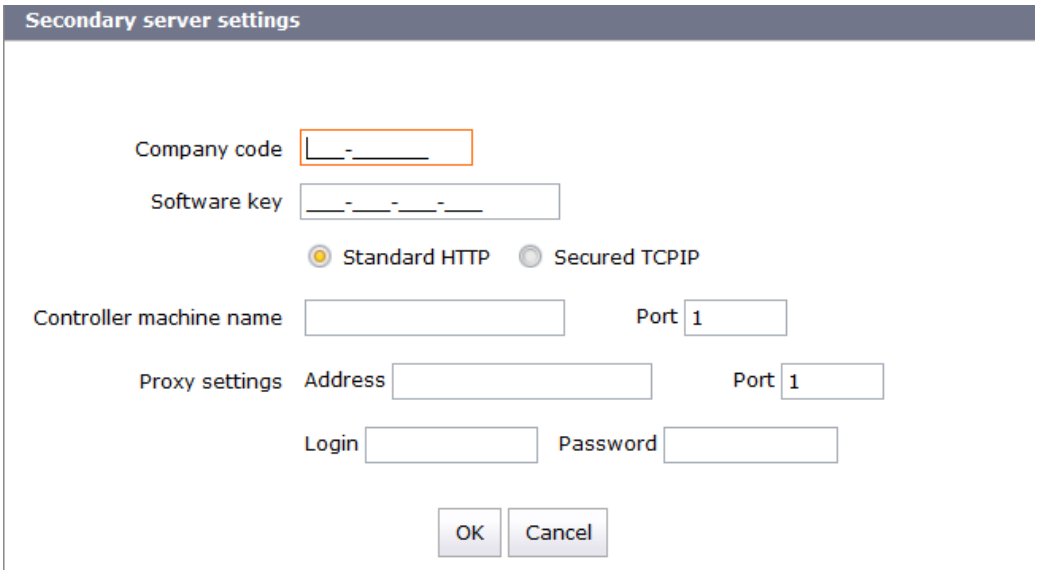
Configuring communication with the central server:

- Standard (two-way): communication between the robot and the server, and between the server and the robot. The IIS port on the NMC side is configurable.
- Secure: a custom port (e.g. 8181) must be configured on the NMC host
- Proxy: if a proxy filters HTTP communication between the robot and NMC, enter its address, port to use, login, and password



Adding a secondary NMC server:

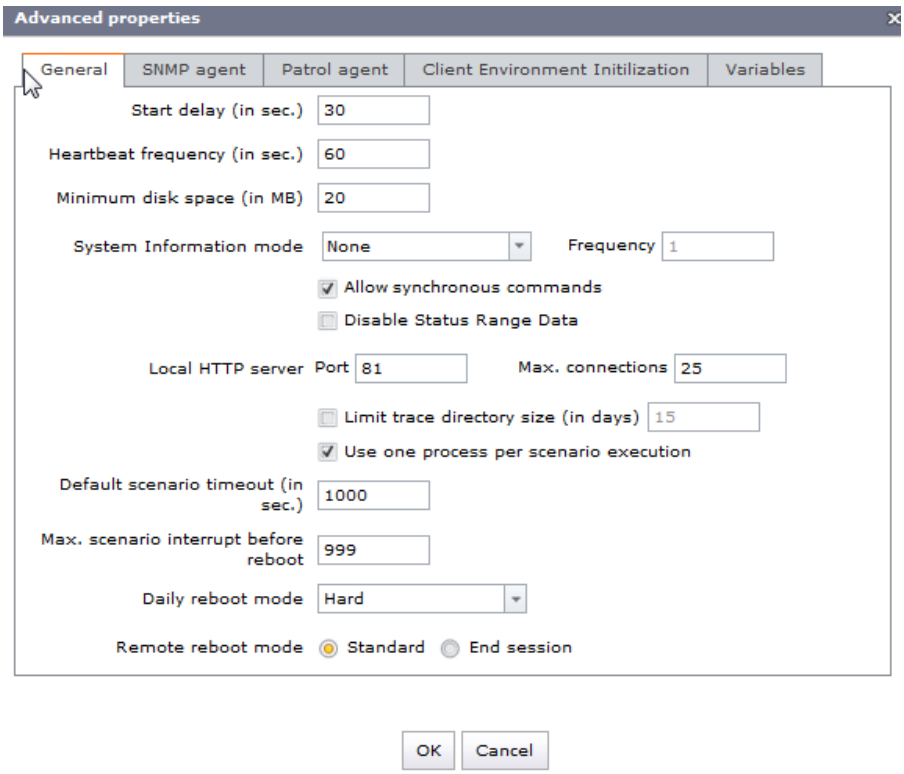
- Company code: provided on request by the ip-label support team
- Software key: controller code in the 'Components' menu of the secondary NMC server
- set the communication mode as described above



Configuring **Advanced properties**:

- Advanced general configuration (reboot mode, etc.)
- SNMP agent
- Patrol agent
- Client environments to initialize
- Environment variables

Advanced properties - General:

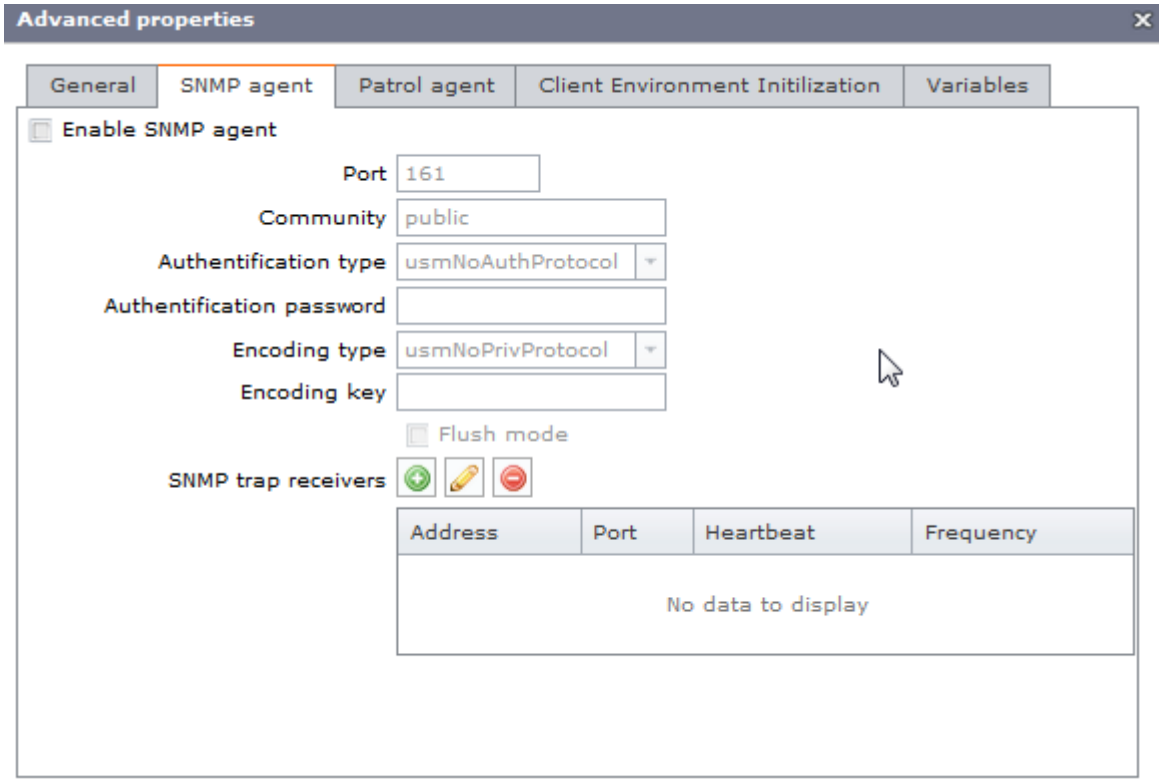


- The time lapse prior to the launch of scenario execution
- Frequency of the heartbeat between the robot and NMC
- The minimum disk space allowed
- Robot system information (processes, etc.) feedback to NMC supervision
- Snding of synchronous commands
- Deactivation of Status Range data (used in reporting on the duration of unavailability)
- Local HTTP server: if two-way communication with NMC is used
- Size limitation of the .TRC file directory
- Use one process for each scenario execution
- Scenario execution timeout
- Number of interrupted scenarios before compulsory reboot
- Daily reboot mode
- Remote reboot: standard or at end of a session (necessary in particular on multi-session OS)

SNMP agent:

The availability of this panel depends on the rights associated with the robot. See the chapter "*Newtest SNMP Agent*" in the *Newtest Developer's Manual*, *Vol. 1* for more information about SNMP exchanges.

Important: for communication with Patrol from BMC Software or with Newtest Vistaview from Infovista, you must enable the SNMP agent.



SNMP agent port: default port is 161. Indicate the port of the local SNMP agent.

SNMP community or user: Enter the name of the SNMP community to which the Newtest SNMP agent belongs. Default: *public.*

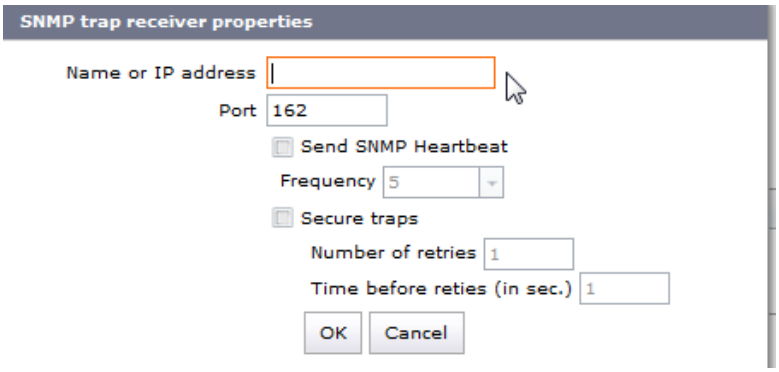
Authentication type: select the type of SNMP authentication that corresponds to your configuration.

Password: this field becomes available depending on the type of SNMP authentication selected.

Encoding type: select in the list the type of SNMP encoding that matches your configuration.

Encoding key: enter the encoding key if necessary in accordance with the type of encoding you selected.

Trap receivers: enter the name or IP address and the SNMP port of all SNMP agents that are to receive traps (frameworks, etc.). To add a trap receiver, click **Add…**:



Enter the **Name or IP address** and the **Port** of the trap receiver and click **OK** to add it to the list of TRAP receivers.

Select **Send SNMP Heart Beat** to make the robot send an SNMP trap to a trap receiver at a certain frequency. Define the frequency (in minutes) in the field below. This function enables automatic robot recognition by Newtest Manager (release 6.3 and higher) or by a framework that has been configured for this purpose.

Note: Ask your network administrator for the **Frequency** best suited to your network infrastructure.

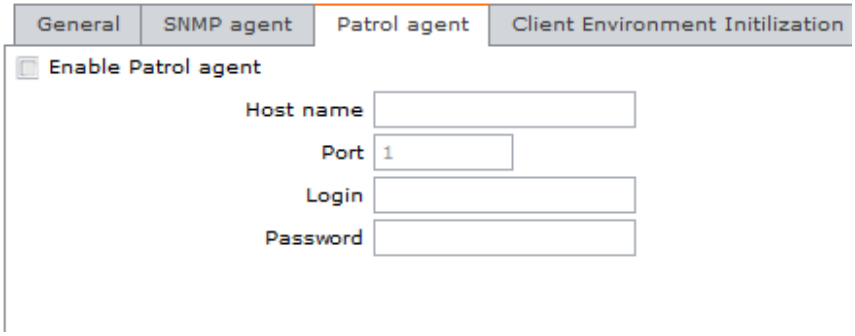
Secure traps: select this option if the traps issued are secured, and then fill in the fields for the **number of retries (if failed)** and the **time before retry**. The Newtest SNMP agent can handle SNMP V3 trap re-issuing functionalities for unacknowledged traps. Select this feature only for trap receivers that can support these functionalities, i.e. those supporting SNMP V2 or SNMP V3.

Note: Contact your network administrator to determine the **Number of retries** and the **Time before retry**.

Patrol agent:

The availability of the **Patrol agent** panel depends on the rights associated with the robot. (See *Newtest KM for Patrol* documentation for information about implementation.)

Important: you must enable the Newtest SNMP Agent for communication with Patrol.



Host name: enter the name or the IP address of the machine on which the Patrol Agent is installed.

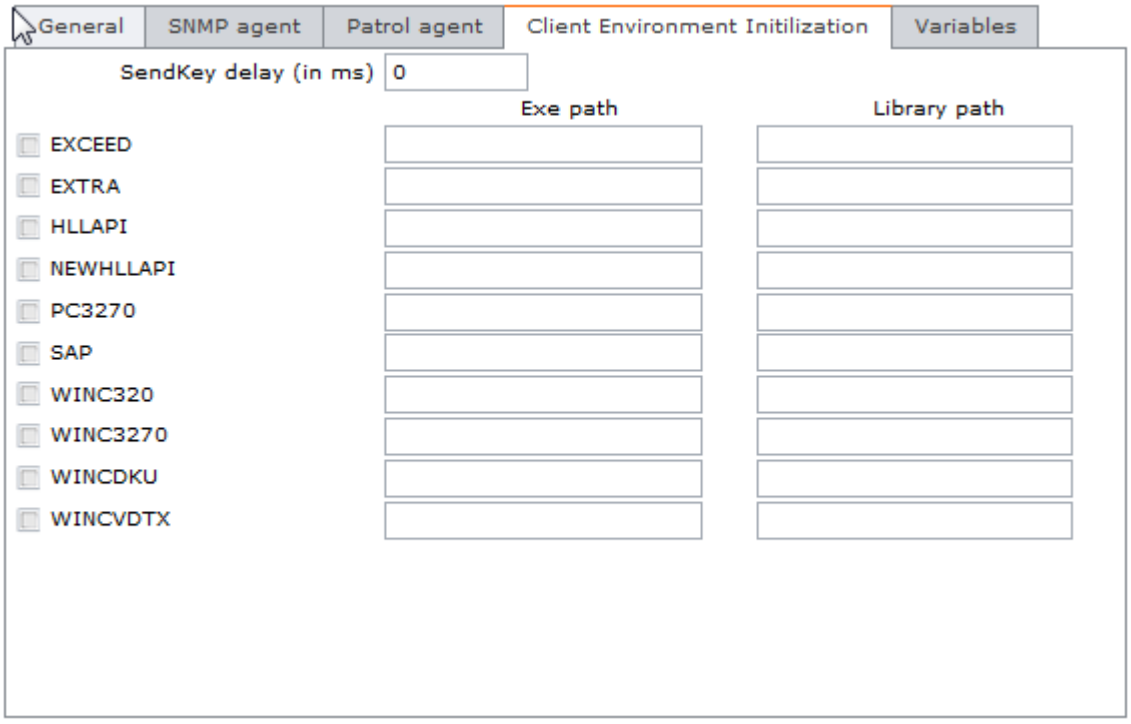
Port: type the port used by Patrol Agent. Default port is 1987.

User: enter the Patrol user name (Login).

Password: enter the Patrol password.

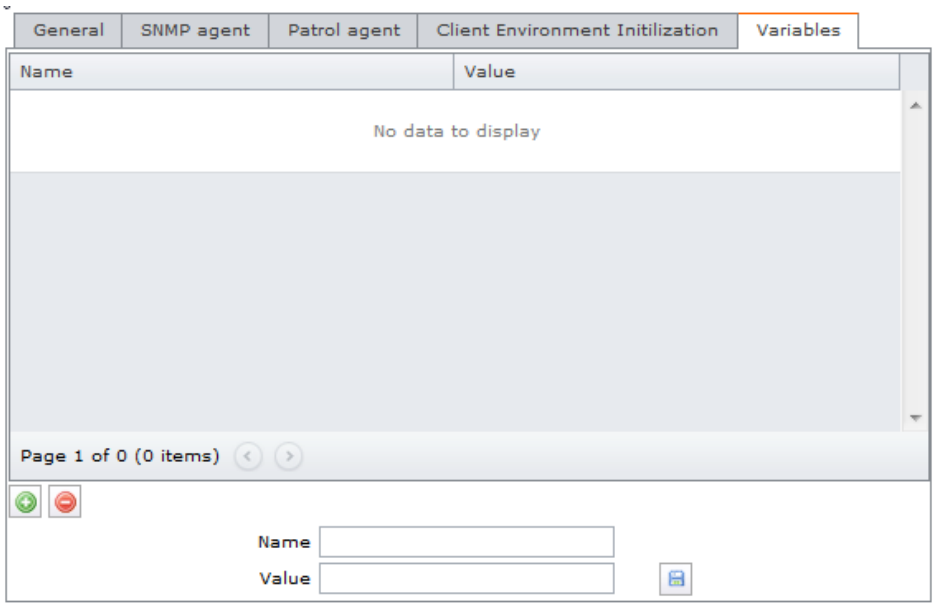
Client environment initialization:

This configuration step allows you to set the **paths of the executables and libraries (DLL)** required for those client environments whose parameters can be configured (Extra, HLL emulators, etc.). These settings can be different for each robot.

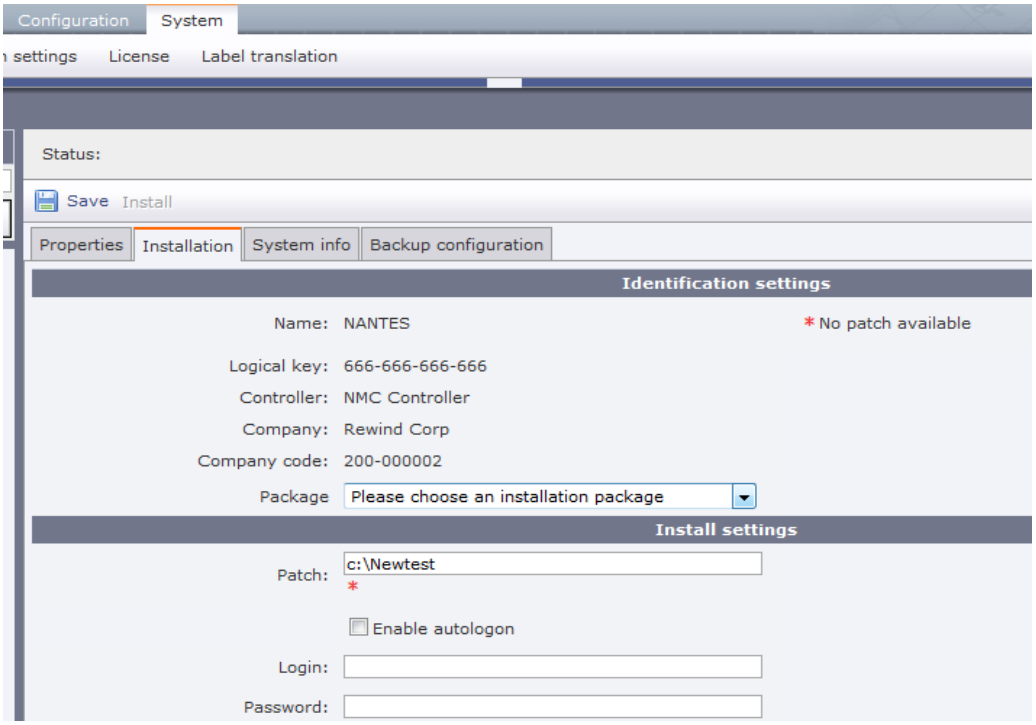


SendKey delay: specify the time to wait between characters in scripts' SendKey functions. You do not have to modify this parameter. The robots' default value suits the majority of cases.

Variables

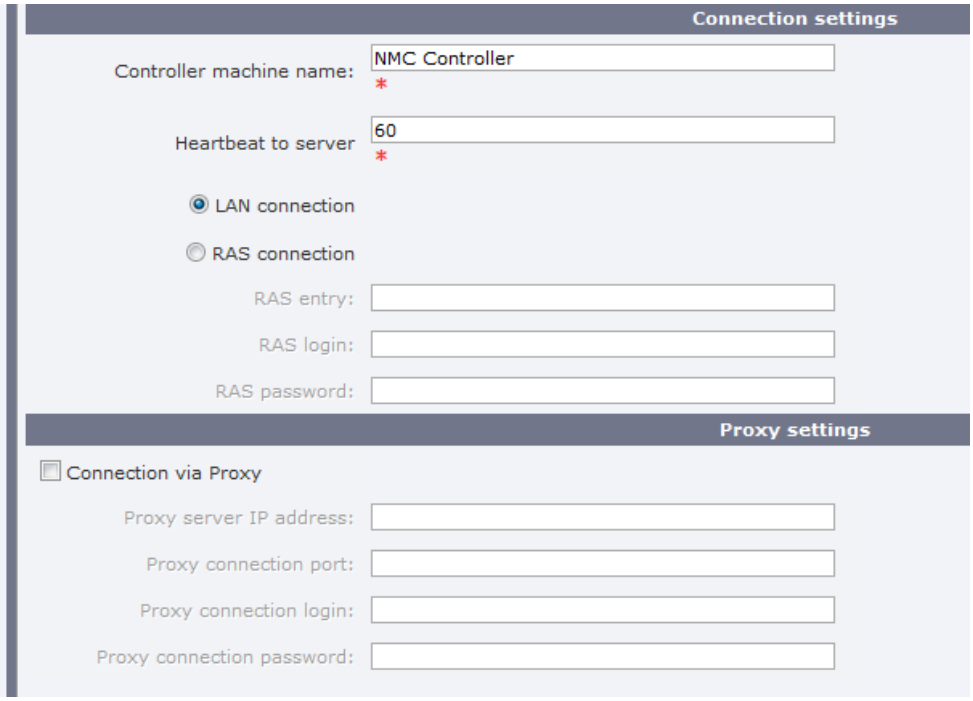


1.3.4 INSTALLING A NEWTEST ROBOT



Identification settings: Select one of the installation packages shown on Newtest Management Console. Details on the contents of the different packages are included in the delivery of the package. Make sure that the package you select is the most appropriate for your needs and for the type of product to install.

Install settings : These correspond to those of the target computer on which installation is being carried out. It is highly recommended to activate autologon mode. The information enables an automatic restart of the Windows session after a reboot of the computer housing the robot.



Connection settings: Specify the mode of communication between the robot to be installed and its "parent" controller (Newtest Management Console directly, or via Newtest Collector), either on a local network (LAN) or via RAS (Remote Access Service) connection. When in doubt, ask your network administrator or the Newtest technical support team. The "heartbeat" is a short message that the robot issues to Newtest Management Console to indicate that it is active, whether or not any scenarios are running at the time. A loss of communication between the robot and Newtest Management Console is signaled when no heartbeat is received within a period equal to three times the frequency. The default frequency is 60 seconds. Please contact the Newtest technical support team if you wish to change this value significantly.

If communication is lost, the status of the robot and all the scenarios that are associated with it show "inoperative" for the robot and "unknown" for the scenarios in the Supervision console.

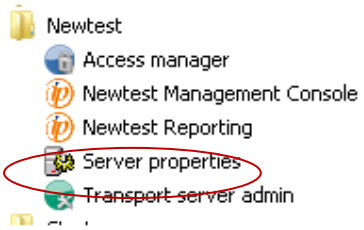
Proxy settings: The last part of the form concerns the robot's connection with its parent controller, if any, via a proxy. Check the box to activate connection to robots via a proxy. When in doubt, ask your network administrator or the Newtest technical support team.

The [SAVE] button lets you save the information for installation later on.

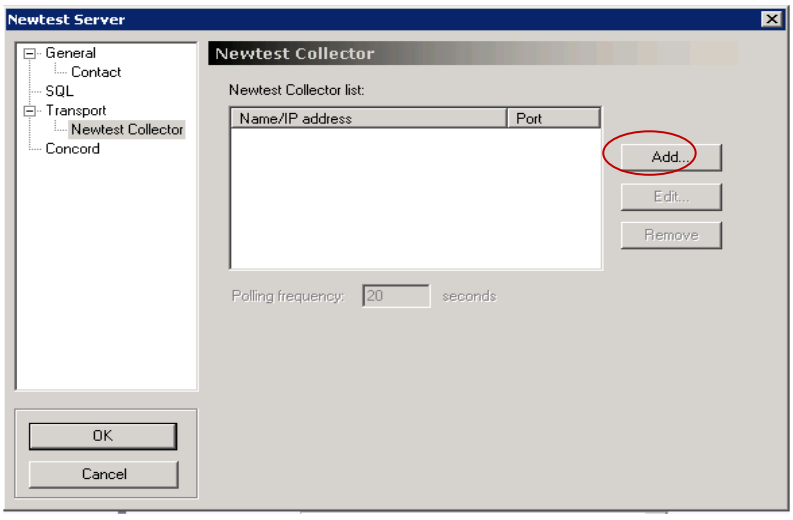
The [Install now] button launches the installation of the selected package on the computer.

1.3.5 SETTING UP A ROBOT BEHIND A COLLECTOR

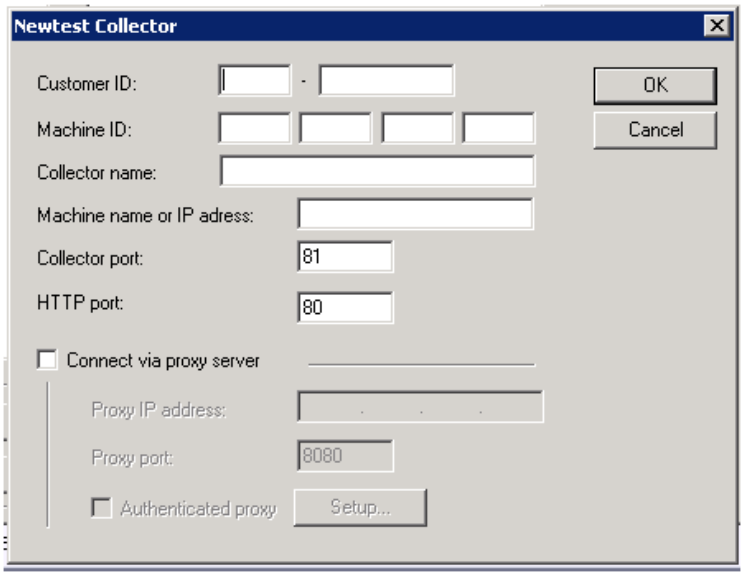
The first step, if it has not already been done, is to configure Newtest Collector. To do so, log on to Newtest Management Console (NMC) using an administrator account. The Newtest folder offers the following options:



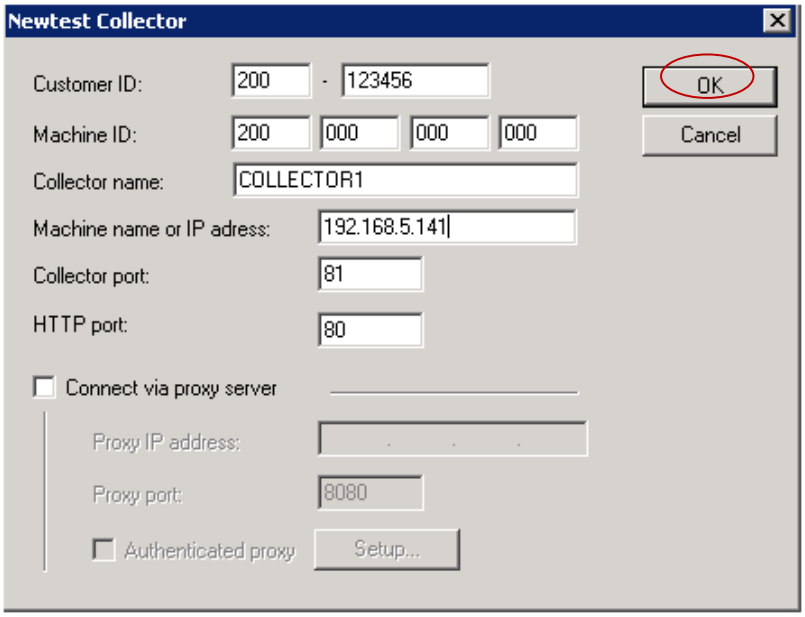
Select **Server properties**. The following window appears when you select "Newtest Collector" under **Transport**:



Click the “Add” button. The following window contains fields for setting up the Collector:

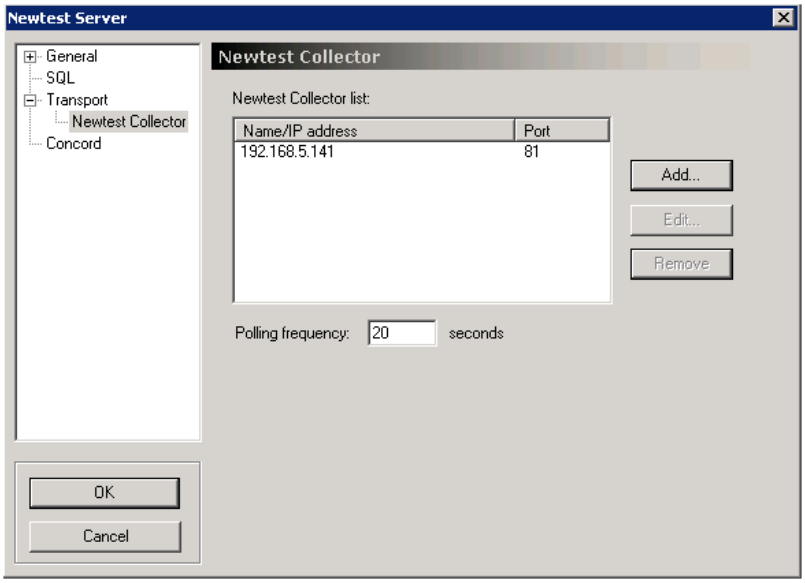


Enter the required settings (Customer ID, Machine ID, Collector name, Machine name or IP address, and access ports).

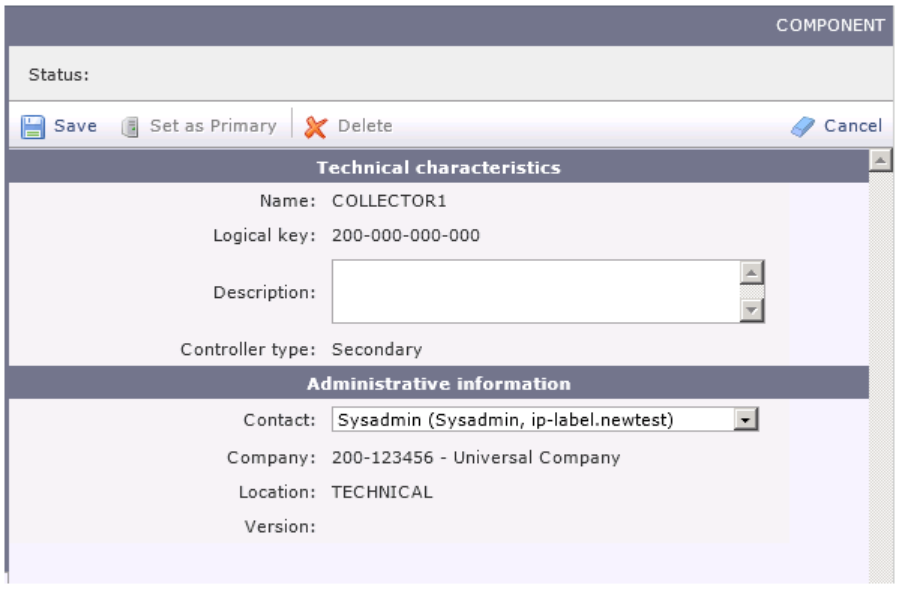


Click **OK**.

The collector will then appear in the list of Newtest Collectors, as below:

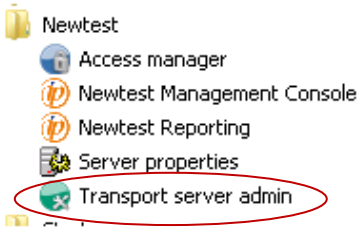


If you connect to the Newtest Management Console interface and go to **Components** in the **System** menu, you can select the collector and display its details, as below:

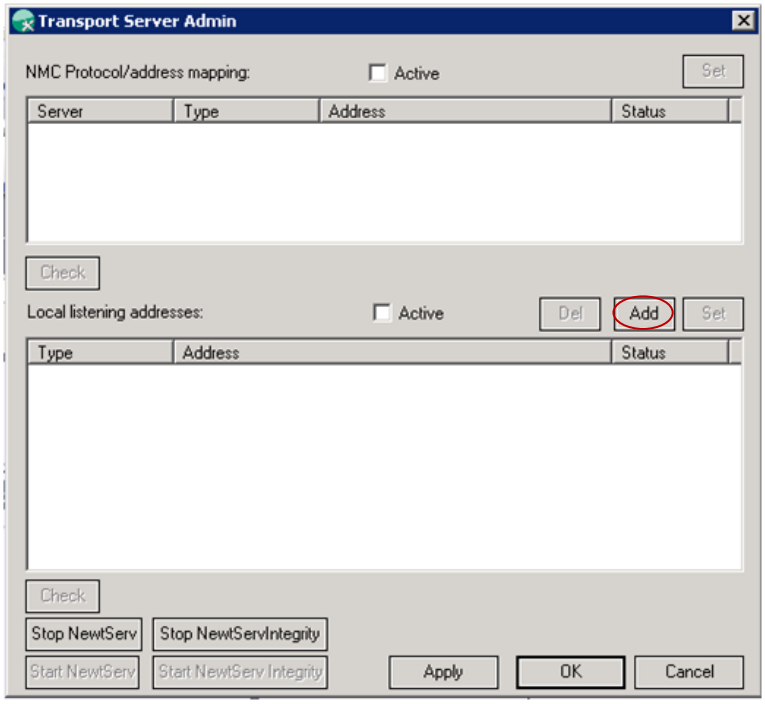


1.3.6 SETTING UP A ROBOT FOR TRANSPORT SECURITY

You can configure secure communication (28-bit RSA) between the robot and Newtest Management Console (NMC). To do so, log on to Newtest Management Console (NMC) using an administrator account. The Newtest folder offers the following options:

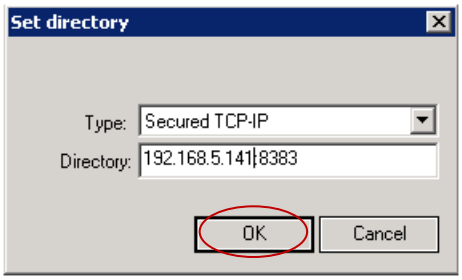


Select and run **Transport server admin**. The following window appears:



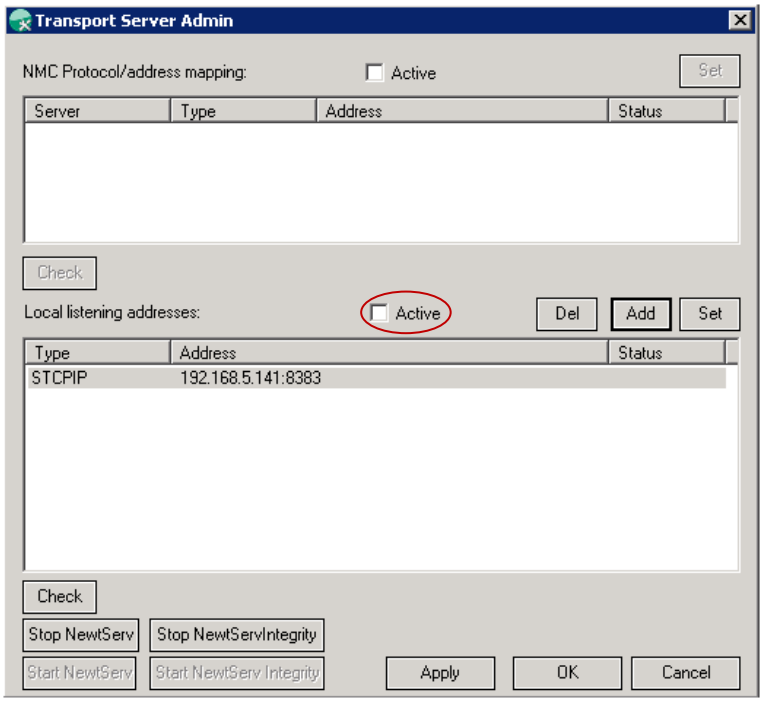
Click the **Add** button.

The next dialogue box prompts you to set the type of communication that you want and the listening port on Newtest Management Console:

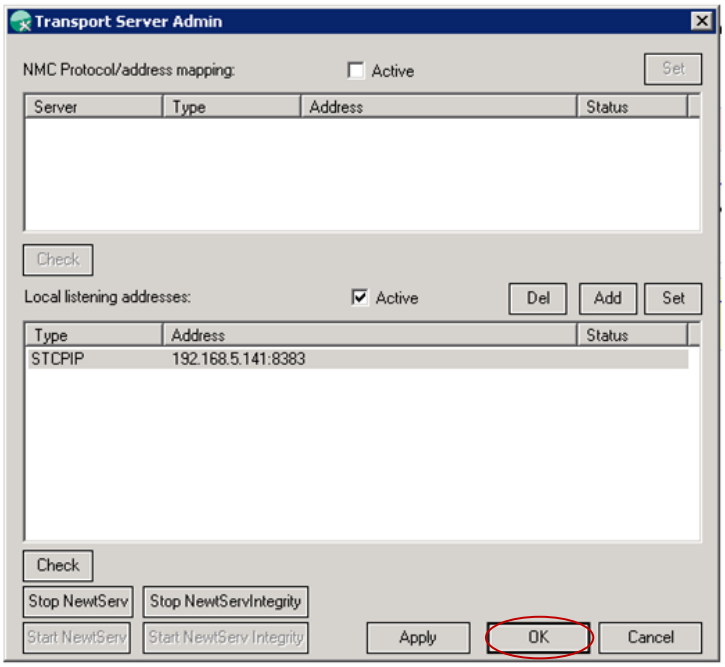


Click **OK**.

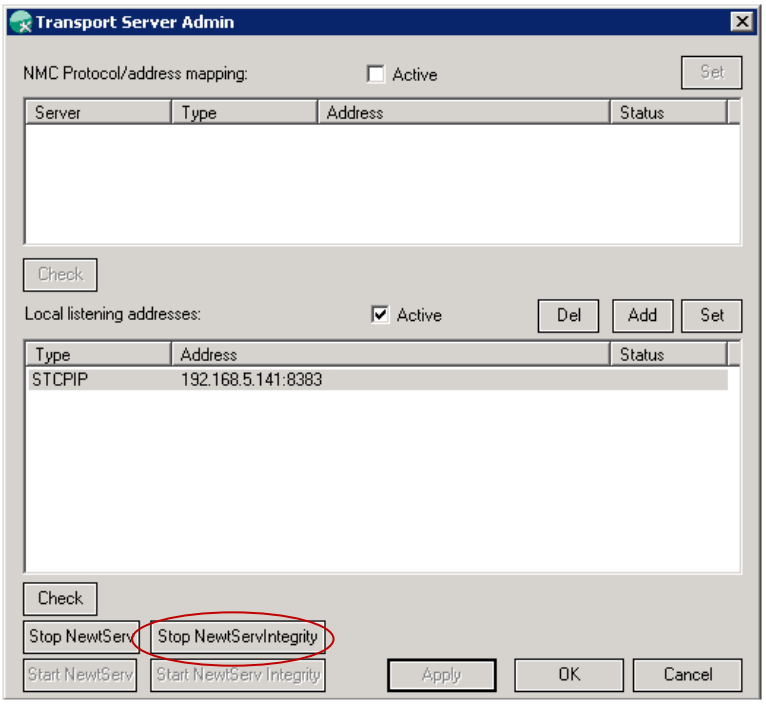
The new port appears as shown in the table below (port 8383 on machine 192.168.5.14):



Select “Active”.

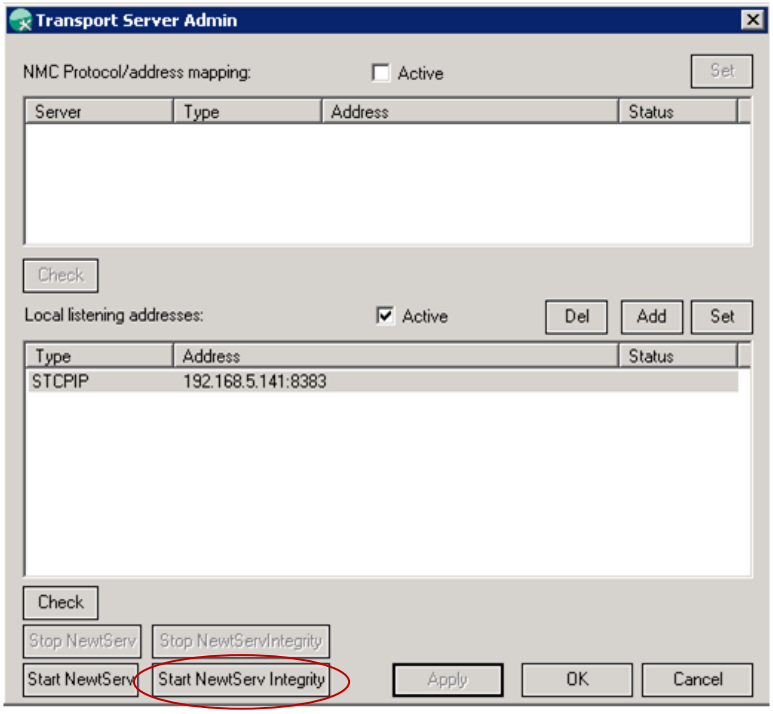


Click **Apply**.



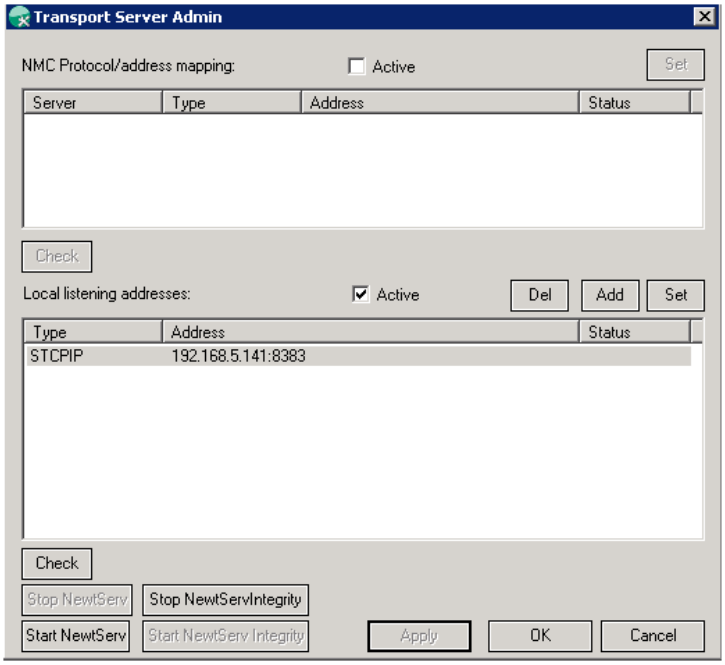
Click the button **Stop NewtServIntegrity** to bring Newtest services to a halt.

The service “NewtServ” is likewise stopped, as shown below:

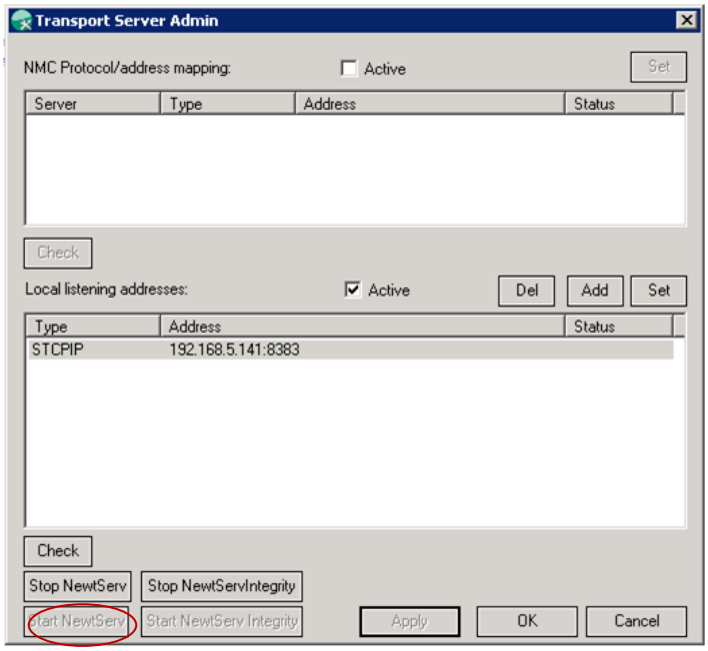


Click the button **Start NewtServ Integrity**.

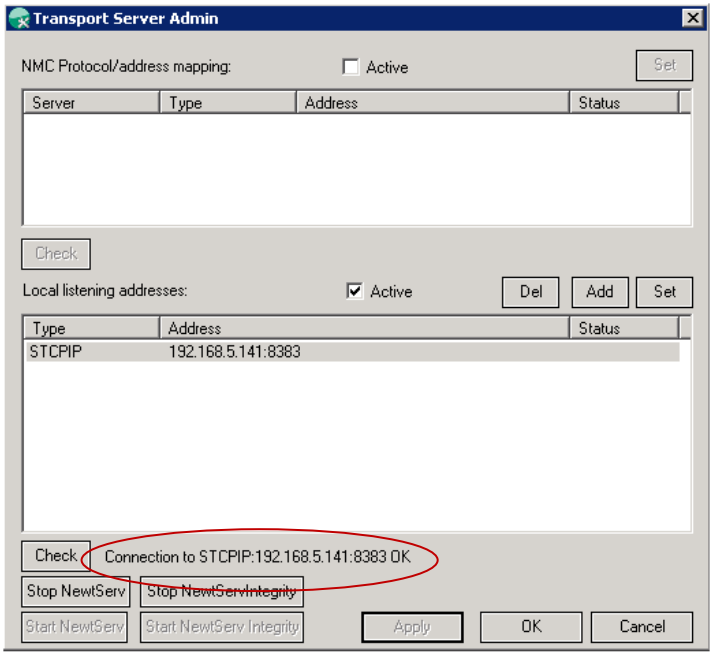
The button subsequently becomes unavailable, as below:



Wait for automatic startup of “NewtServ”, at which point the corresponding button becomes unavailable:

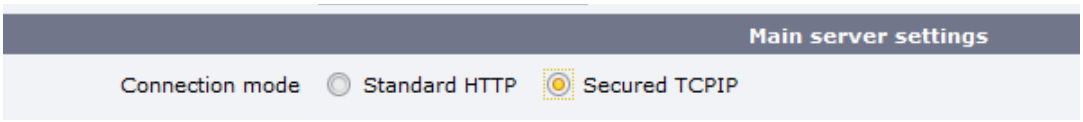


Next, click the **Check** button.



A “connection to port OK” message appears.

To configure the robot, open “Robot settings” in the Newtest Transaction Builder for Robots, or “Newtest.ini” in the NMC System/Component view (see §1.3.3 above):



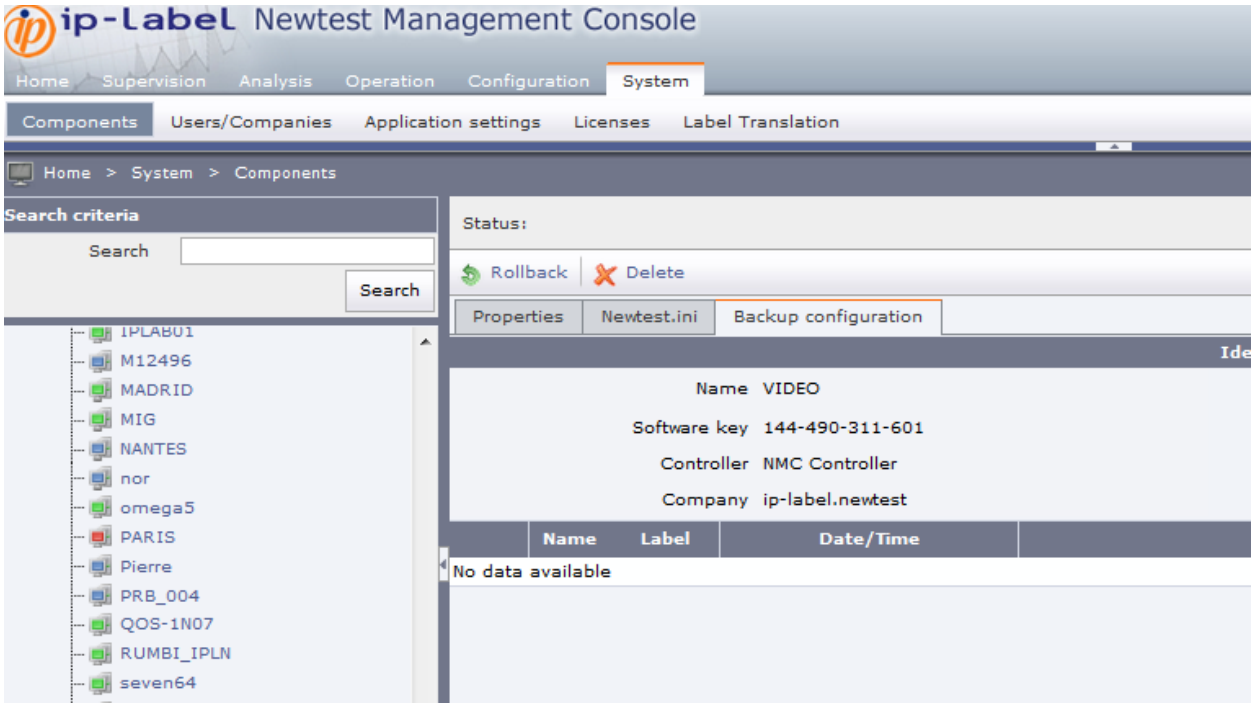
Under “Main server settings” you can set the type of communication to use (HTTP Standard, TCPIP Secured) as well as the port.

Note: the IIS port is used only with HTTP Standard. When setting up secure communication, commands to robots are asynchronous.

1.3.7 ROBOT CONFIGURATION MANAGEMENT

For each robot there is a configuration management interface that indicates which configuration was loaded on the robot and provides a log of preceding configurations.

If necessary the user can select an earlier version by clicking the rollback button. The selected version then becomes the active version.



Note: The location of the backup directory on the NMC disk can be edited in [DataDir]\RobotBackup.config

1.3.8 USERS / COMPANIES

This module manages Users and Companies. Users are people who have access to Newtest Management Console.

For Newtest Enterprise Portal configurations, the users defined in Newtest Management Console are automatically exported to the table of users authorized to access the reporting server. Information is updated within a maximum of 30 minutes when the components are operating normally.

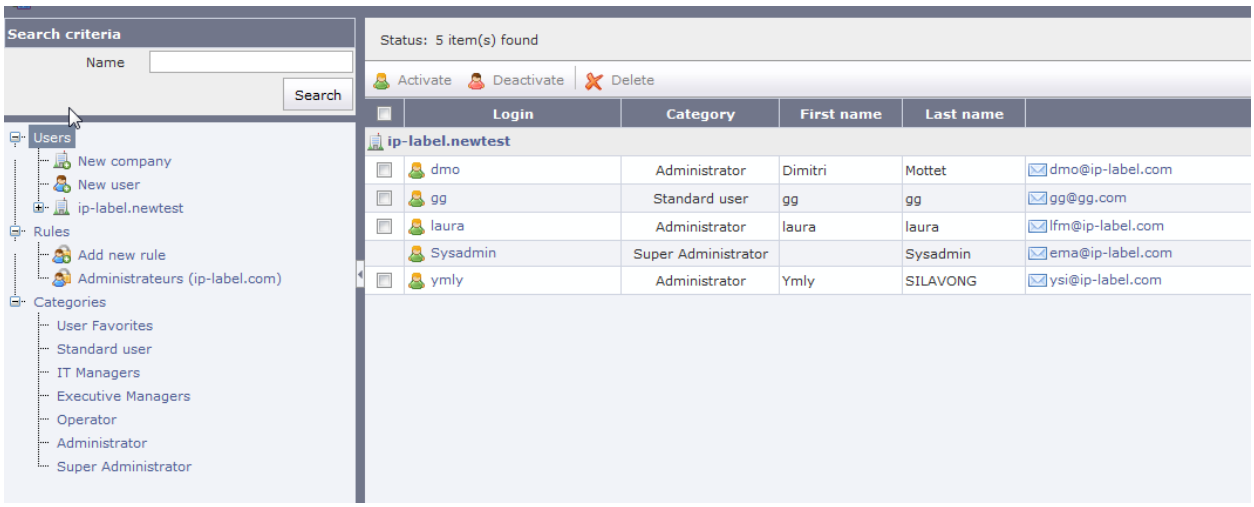
NOTE: Information stored at the Newtest Management Console level takes precedence over the information accessible in the reporting server administration interface. Updating erases any changes made in the reporting server.

The list of users shows the list of companies and the connection accounts on the server which offer access to the Newtest Management Console information and functions according to their specific rights.

It is possible to filter the display by user name or category by clicking [Search]. To search by Login you may enter the first letters only. The whole list is shown in the default display.

The Status bar shows information about the search performed.

Users and Companies page (default administrative list)



Users are organized by company and listed in the tree on the left. In this tree you can add new companies ("New company" link) or new users ("New user" link). Users have active (green) status or inactive (red) status.

Information is shown in three sections:

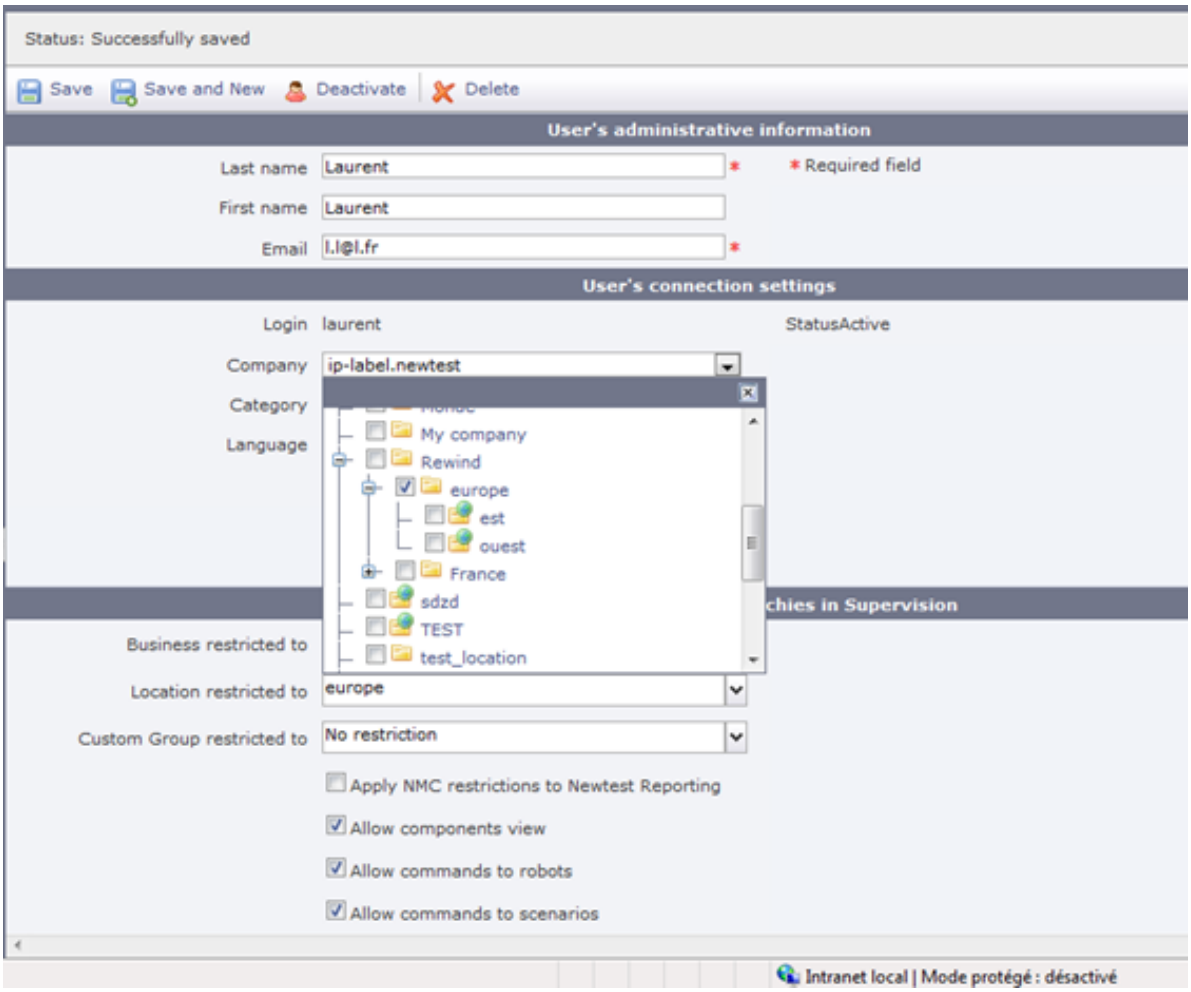
1/ User's administrative information

- **Last name** and **First name**: user ID information.
- **E-mail**: user's e-mail address.

2/ Connection settings

- **Login**: account name (login).
- **Company**: the user's company name (see section on "Companies").
- **Status**: active (green) or inactive (red) status shows whether the user has connection rights.
- **Category**: the user's rights on Newtest Management Console depend on the category.
- **Language**: the default language of the NMC interface

3/ Restrictions on access to hierarchies (details below)

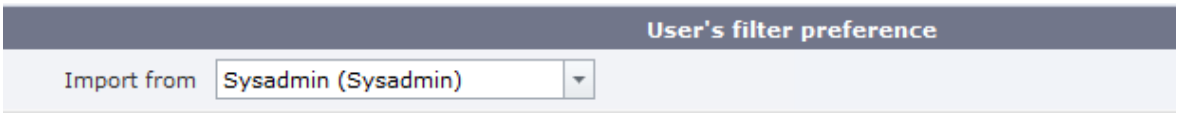


The fields to fill in:

- **Last name**, **First name**, **e-mail**, **Phone**: the user's identification information. This information is useful when the user is designated as a contact for a component (controller, robot, or other). See the "Components" and "Alarm routing center" modules.
- **Login**: account ID.
- **Company**: the user's company name (see *Companies*). The list shows all the companies currently declared on the server.
- **User category**: category to which this user belongs (see *User Categories* below). The list shows only the categories authorized for the current connection.
- **Language**: the interface language for this subscriber following connection to the server.
- **Change password**: allows you to configure a new password
- **Password**: password for this account (no spaces)
- **Confirm password**: password identical to the one entered in the Password field, used to confirm the password.
- **Status**: the mention Active or Inactive determines whether the user can connect. It is possible to temporarily assign Inactive status to one or more users, for instance when maintenance is carried out on the server.

- The section under **Restrictions on access to hierarchies in Supervision** allows you to limit the user's access rights to Business, Location and Custom Group levels. Restrictions are applied at a given level of the hierarchy. You can combine access restrictions across levels of Business and Location hierarchies.
- **Components view authorized in Supervision**: restrictions on access to Business and Location hierarchies do not apply to the Components view. By selecting or unselecting this option, you can enable or disable the Components display in supervision.
- **Allow commands to robots**: this checkbox allows or disallows access to modules for sending commands to Newtest robots in supervision.
- **Allow commands to scenarios**: this checkbox allows or disallows access to modules for sending commands to Newtest robots in supervision.

To import display preferences from another user:



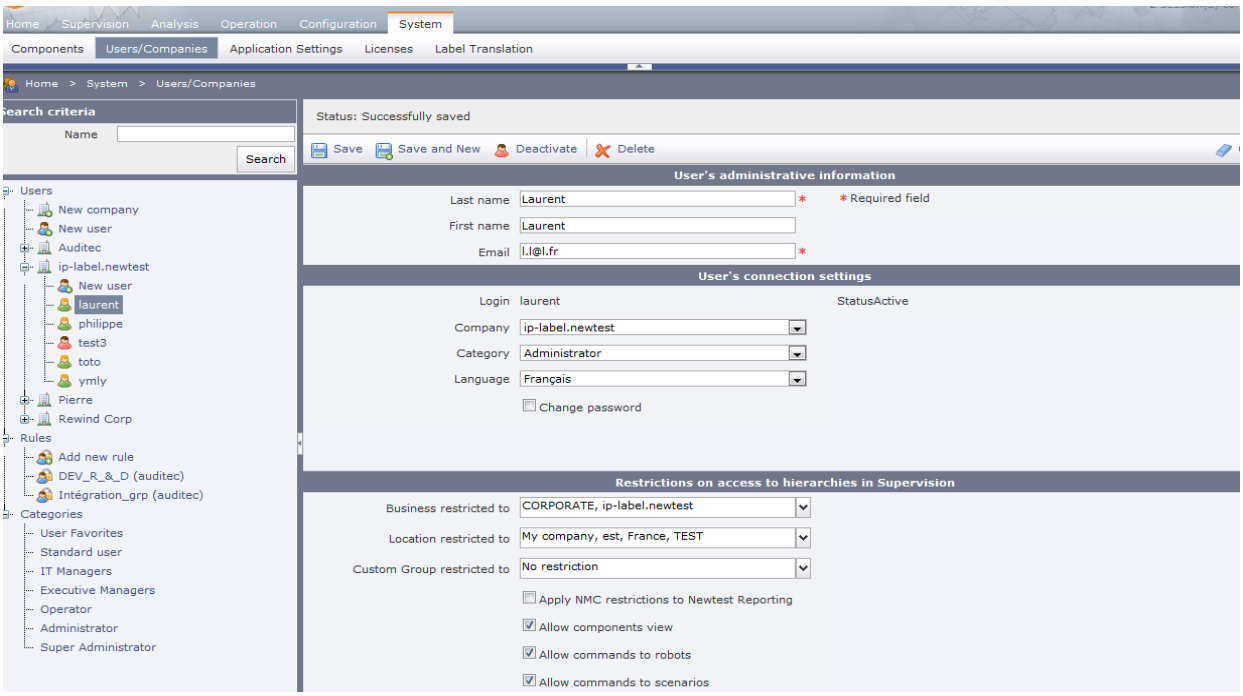
[SAVE] to save the settings.

[CANCEL] to return to the initial parameters. ***Caution***: this operation cannot be performed after you click the SAVE button.

NMC can interface with the customer's LDAP directory to enable authorized users to access NMC and Newtest Reporting sites without re-entering a login and password (Single Sign-On function).

In edit mode for an existing user account:

The list of declared users appears in the tree in the lefthand pane.



[DELETE] allows you, under certain conditions, to delete the record. For instance, it is not possible to delete the last Superadministrator account that is supplied with the software.

The buttons [ACTIVATE] and [DEACTIVATE] enable or disable this user's connection with Newtest Management Console.

1.3.8.1 DIRECT ACCESS TO AN ACCOUNT: MY ACCOUNT

When accessing the connected user's account directly via the "My Account" page (link at the top of the Newtest Management Console interface), the user's administrative information, interface language and password can be edited.

NOTE: Changes to your user account information that are made in this interface are forwarded to the reporting server.

Information is updated within a maximum of 30 minutes when the components are operating normally.

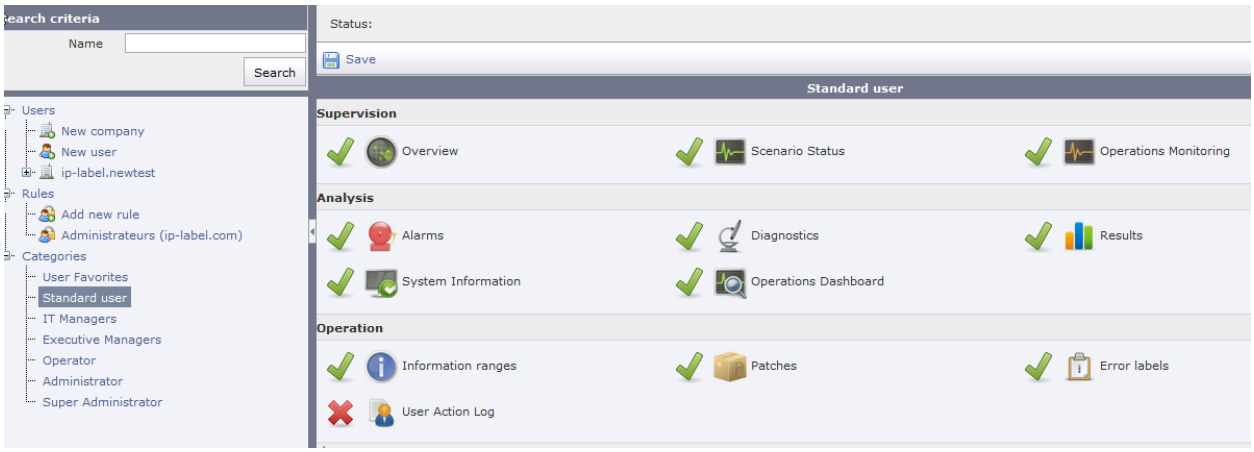
1.3.8.2 USER CATEGORIES

Seven user categories are available and configurable in NMC:

- User Favorites
- Standard User
- IT Manager
- Executive Manager
- Operators
- Administrator
- Super Administrator

Using the User management module, you can configure access rights to each of the NMC modules for each user category.

Access user categories in the tree in the lefthand pane, and define the corresponding rights by clicking the applicable icon in the workspace in the righthand pane.



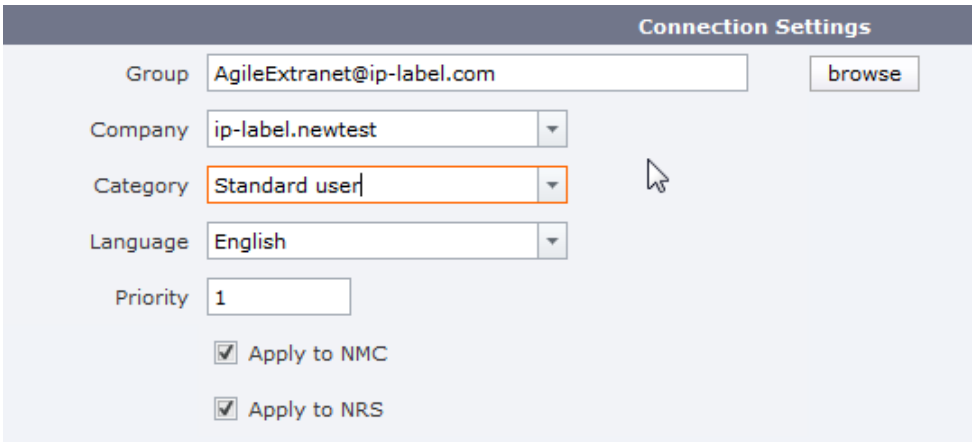
You can configure access for each category of users to any of the following modules:

Overview	This module provides real-time supervision of Newtest components. The interface also offers the option of tracking results received over the past few hours.
Scenario Status	This module provides real-time supervision of scenario statuses. The interface also offers the option of tracking results received over the past few hours.
Alarms	This module is for viewing and acknowledging alarms recorded over the past few days. Filters allow you to refine the search by level or by type of alarm.
Diagnostics	This module displays diagnostics, errors, traces, commands and application messages recorded over the past few days. Filters make it possible to refine the search by message type.
Results	This module is for viewing the results recorded over the past few days. Filters make it possible to refine the search by type of result (scenario, response time, or other).
System Information	This module displays Newtest Robots system information recorded over the preceding days.
Information Ranges	This module is for setting up information or exclusion ranges to segregate from overall results those periods that are likely to trigger scenario unavailability (maintenance, overhauls, etc.).
Patches	This module is for rolling out Newtest robot software upgrades provided by the Newtest support team.
Error labels	This module is for organizing by category the detailed errors fed back by Newtest scenarios (application, network, etc.). These categories can be used for statistical reports.
Business	This module is for setting up the Business hierarchies corresponding to business domains that encompass the transactions to be measured. Items in the hierarchies correspond to sets of results that can be used in statistics.
Location	This module is for setting up Location hierarchies that are for situating and organizing the various measurement locations. The items that make up these hierarchies are ensembles of results for use in statistics.
Custom Groups	This module is for setting Custom Group hierarchies that encompass the transactions to be measured. Items in the hierarchies correspond to sets of results that can be used in statistics.
Scenarios	This module is for managing scenarios and measurements, defining associations with Business hierarchies, aliases, thresholds and rankings, as well as for purges and deletions. Scenarios and measurements are configured in Newtest Transaction Builder for Robots.
Calendars	This module is for administering calendars. Calendars set the business and critical hours used in the formulation of service level agreements.
Alarm Routing Center	This module is for setting rules for sending alarms as SNMP traps or e-mails from NMC. It includes an interface for administration of alarm recipients.
Components	This module is for administering the technical components of the Newtest suite. It also oversees the setup of Newtest robots.
Users/Companies	This module is for managing Users and Companies. Users are people who have access rights on Newtest Management Console.
Application Settings	This module shows the general settings of the components installed, such as Newtest Management Console, Newtest Datawarehouse or Newtest Reporting. This menu is accessible only to users logged onto a Super Administrator account.

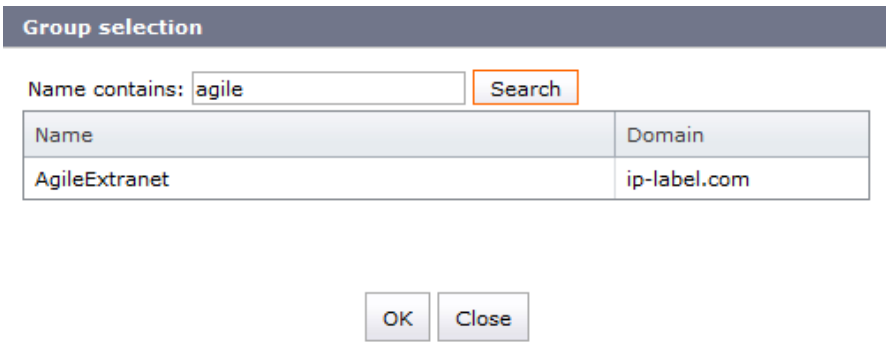
Licenses	This module shows the rights enabled in the license for optional modules of Newtest Enterprise Portal, as well as rights concerning installation on various types of Newtest robots.
Label Translation	This module is for managing the languages that are supported in the Newtest Management Console interface. In the standard product this module is accessible to administrator profiles only.

1.3.8.1 DIRECTORY RULES

To automatically assign a profile to users from the Active Directory, you can create a rule for mapping AD groups to a profile:



Find the AD group you want by entering part of its name:



1.3.8.2 COMPANIES

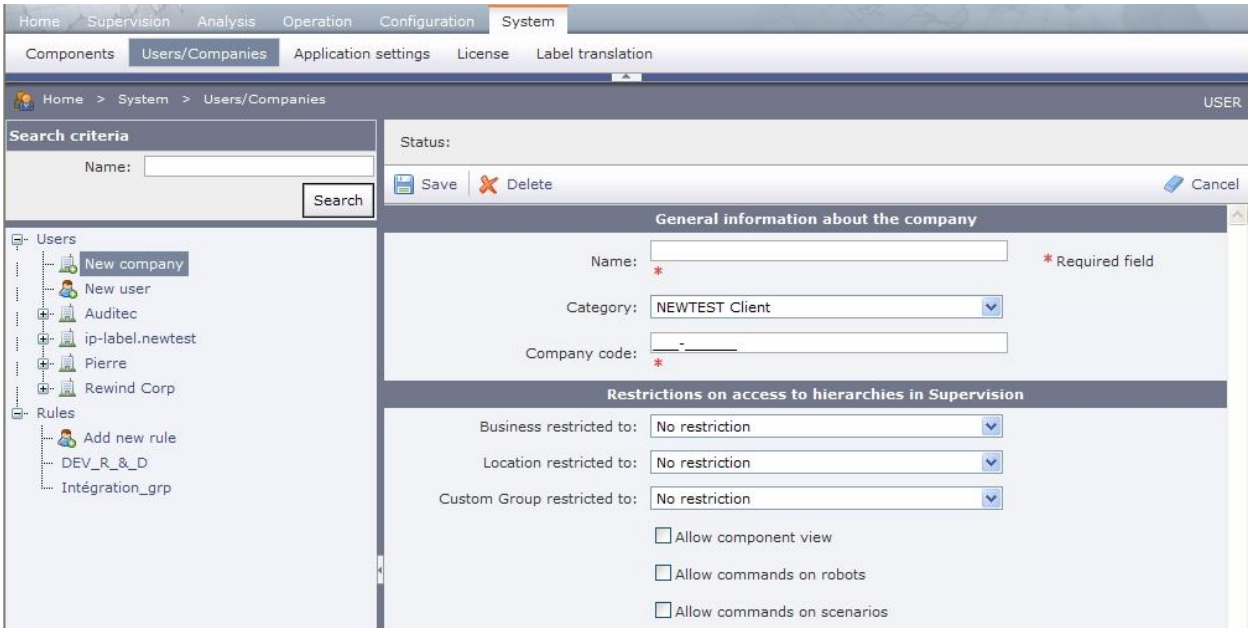
The companies created on the server allow selected users and components to be assigned to a company in order to facilitate administration.

There are two types of company:

- **Newtest Client**: this is the type of company that you should use at the outset. It designates your company, which owns the Newtest Management Console server and Newtest robots. During installation, your company and "SYSADMIN" administrator account are created. The password for this account is given in a separate document which is delivered with Newtest Management Console.
- **External**: this type of company designates external companies to which you wish to grant access rights for the server so that they can access and manage information that you make available to them as their service provider. External companies are in no way considered owners of the Newtest elements administered.

The link "New company" takes you to the interface for creating a company.

The company name is a link that allows you to edit that company's information.



- **Name** of the company
- **Category**: type of company (see above)
- **Company code**: this code is supplied by ip-label or by your distributor when you purchase Newtest products. It is not necessary to enter a code for **External** companies,

The following settings for access rights restrictions are applied automatically to users associated with this company.

NOTE: changes to the rights of users in the company should not be made here afterwards.

- The sections under **Restrictions on access to hierarchies in Supervision** and **Restrictions on commands** in Supervision allow you to limit the rights of access to Business, Location and Custom Group levels for users who belong to this company. Restrictions are applied at a given level of the hierarchy. You cannot

combine access restrictions across hierarchical levels. Access restriction is applicable to Business, Custom Group and Location views in Supervision only.

- **"Components" view authorized in Supervision**: restrictions on access to Business and Location hierarchies do not apply to the Components view. By selecting or unselecting this option, you can enable or disable the Components display in Supervision.
- **Allow commands to robots**: this checkbox allows or disallows access to modules for sending commands to Newtest robots in Supervision.
- **Allow commands to scenarios**: this checkbox allows or disallows access to modules for sending commands to Newtest scenarios in Supervision.

[SAVE] to save the settings.

[CANCEL] to return to the initial parameters. Caution: this operation cannot be performed after you click the SAVE button.

[DELETE] allows you, under certain conditions, to delete the record. For instance, it is not possible to delete a company that components or users belong to.

[BACK] to return to the list.

1.3.9 LABEL TRANSLATION

All labels in the pages of the Newtest Management Console interface are identified in a database. This module is for customizing labels and adding language support to the interface.

Label import/export functionality is now available. This functionality allows:

- export of labels in csv format
- import of labels in csv compatible format

Labels cannot be created in import mode. Only the values of existing labels can be edited. Import format is as follows:

Lbl_id;lbl_code;en_gb_lbl;fr_lbl;

lbl_id: unique ID of the label known in NMC. You can retrieve it by using the export option.

lbl_code: unique code of the label. You can retrieve it by using the export option.

en_gb_lbl: label that you can edit for English-language users

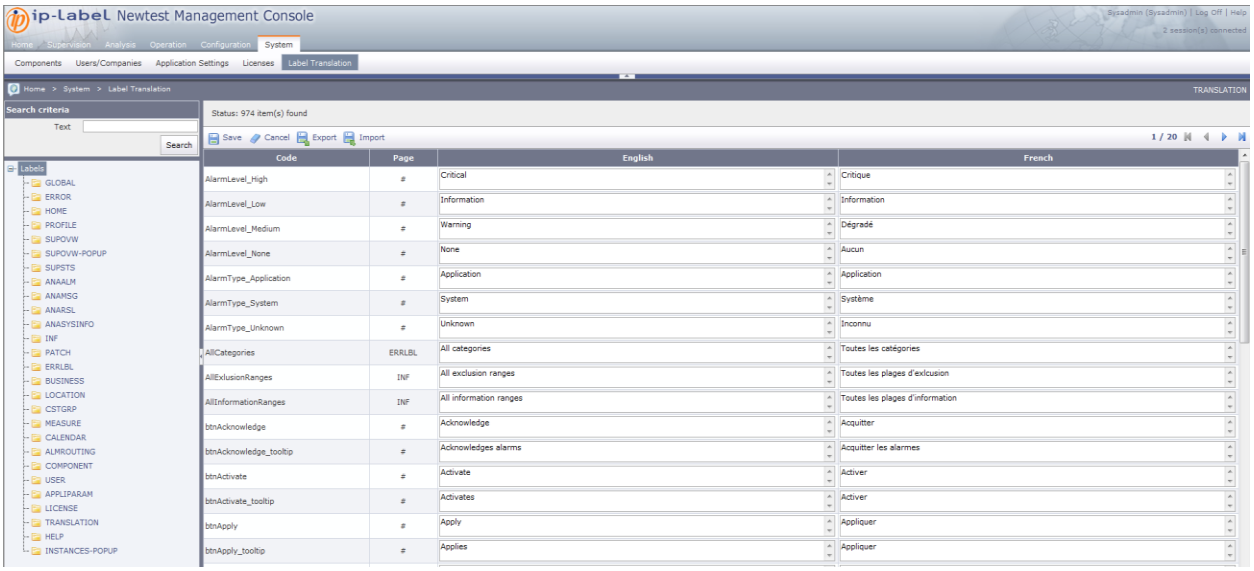
fr_lbl: label that you can edit for French-language users

es_lbl: label that you can edit for Spanish-language users

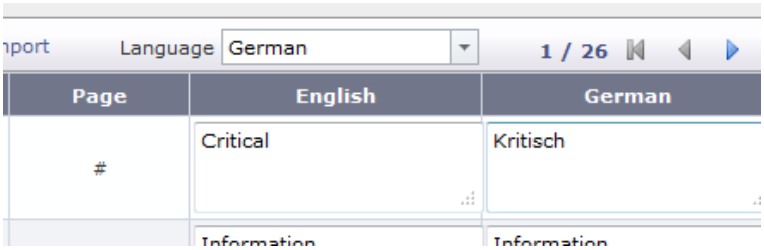
de_lbl: label that you can edit for German-language users

When importing, all of the fields are mandatory. The pairing of *lbl_id* and *lbl_code* must exist initially. If these requirements are not fulfilled, the rows will be ignored during import.

The separator for imports is the semi-colon (;).



Note: labels are displayed for English (reference) and the selected language:



1.3.10 LICENSES

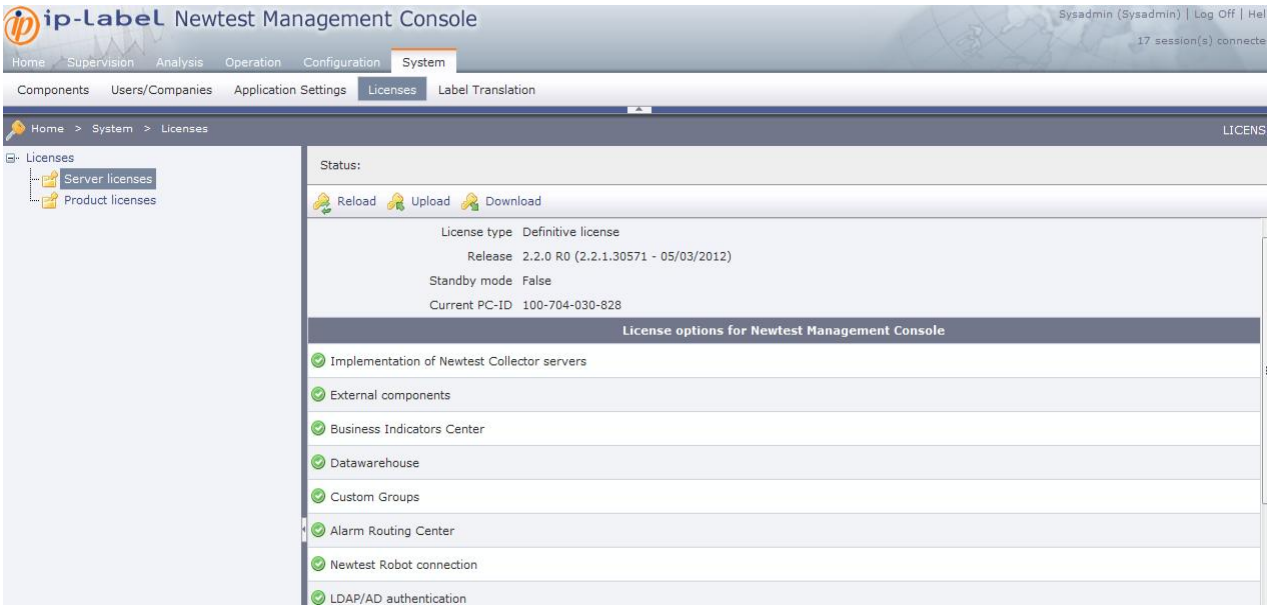
This section of the general session control functions offers access to information on rights for Newtest Management Console and rights for the deployment of Newtest robots.

The license module displays appears in the tree in the lefthand pane, and is divided into two parts:

- a server license
- product licenses which summarize deployment rights for Newtest robots

The Update button updates license files.

The “Server license” module displays a summary of the options available for Newtest Management Console. The list of available options changes with each new version.



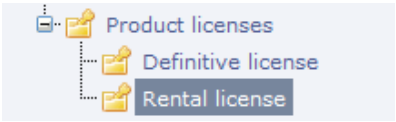
means the option is enabled.

means the option is not enabled.

Please contact your Newtest sales representative about the conditions for activating Newtest Management Console options.

The “Product license” module displays a summary of the deployment rights for Newtest robots defined in Newtest Management Console.

There are two types of product (robot) license: definitive and temporary, depending on the contract:



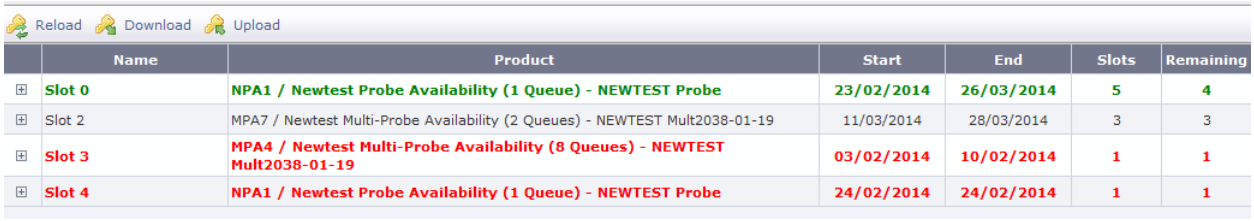
Details in the righthand panel show the different types of robot license:

Status:

Reload Download Upload

Type of license	Robot Type	Robots declared	Robots set as primary	Robots set as secondary	Robots allowed
NPA1 / Newtest Probe Availability (1 Queue) - NEWTEST Probe	Probe	6	0	6	10
MPA7 / Newtest Multi-Probe Availability (2 Queues) - NEWTEST Mult2038-01-19	Multi-Probe	0	0	0	0
MPA1 / Newtest Multi-Probe Availability (5 Queues) - NEWTEST Mult2038-01-19	Multi-Probe	17	0	11	10
MPA4 / Newtest Multi-Probe Availability (8 Queues) - NEWTEST Mult2038-01-19	Multi-Probe	3	0	3	0
MPIPA1 / Newtest Multi-Probe Availability (20 Queues) - NEWTEST M2038-01-19	Multi-Probe	0	0	0	0
MPV1 / Newtest Multi-Probe Voice (1 Queue) - NEWTEST Multi-Probe	Multi-Probe	0	0	0	0
MPV2 / Newtest Multi-Probe Voice (2 Queues) - NEWTEST Multi-Probe2038-01-19	Multi-Probe	0	0	0	0
MPV3 / Newtest Multi-Probe Voice (3 Queues) - NEWTEST Multi-Probe2038-01-19	Multi-Probe	0	0	0	0
MPNOR1 / Newtest On Request (100) - NEWTEST Test On Request	Test On Request	0	0	0	10
MPNOR2 / Newtest On Request (200) - NEWTEST Test On Request	Test On Request	0	0	0	10
NRFT / Newtest Robot for testing (20 Queues) - NEWTEST Multi-Prob2038-01-19	Multi-Probe	0	0	0	10

Temporary licenses are arranged by expiry date:



	Name	Product	Start	End	Slots	Remaining
⊞	Slot 0	NPA1 / Newtest Probe Availability (1 Queue) - NEWTEST Probe	23/02/2014	26/03/2014	5	4
⊞	Slot 2	MPA7 / Newtest Multi-Probe Availability (2 Queues) - NEWTEST Mult2038-01-19	11/03/2014	28/03/2014	3	3
⊞	Slot 3	MPA4 / Newtest Multi-Probe Availability (8 Queues) - NEWTEST Mult2038-01-19	03/02/2014	10/02/2014	1	1
⊞	Slot 4	NPA1 / Newtest Probe Availability (1 Queue) - NEWTEST Probe	24/02/2014	24/02/2014	1	1

Color coding for licenses:

Green: active

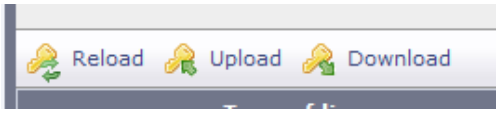
Red: license expired

Orange: expiry date is approaching

Gray: license not yet activated

Click the '+' sign to display the ID of the robots within each block of licenses.

There are buttons for uploading (import) and downloading (export) licenses:



Click **Download** to export an archive containing the two license files, *newtacc.ini* and *proberights.ini*, along with the configuration file, *newtest.ini*.

To import an archive containing the license, *newtestacc.ini*, as well as the file, *proberights.ini*, click **Upload**.

Note: for licenses to take effect, you must activate the license update by clicking **Reload**.

You should import only the .zip license files provided by ip-label customer support (containing a valid *newtacc.ini* and a valid *proberights.ini*).

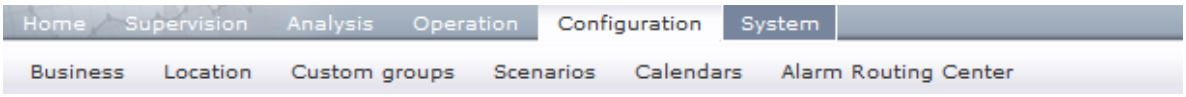
1.4 CONFIGURATION MENU

The Configuration menu is accessible to users logged on as Super Administrators or Administrators.

The information shown in the various modules of this menu is intended for Newtest power users as well as for enterprises in response to their requirements for monitoring and statistics; their needs determine the organization and deployment of Newtest robots and the measurements conducted.

Optional modules are available subject to specific rights requirements. Please contact your Newtest sales representative to find out how to purchase these modules and for information on Newtest training courses.

Available modules:



- Business hierarchies
- Location hierarchies
- Custom groups
- Measurements
- Calendars
- Alarm routing center

1.4.1 BUSINESS HIERARCHIES

1.4.1.1 GENERAL PRINCIPLES

The Newtest solution measures the quality of service delivered to end-users engaged in computer transactions with the company. Business hierarchies make it possible to associate such transactions with the enterprise's business domains.

The items that make up these hierarchies are groups of results that are destined for statistics.

A business hierarchy has a 4-tier structure in production:

Enterprise

Business

Application

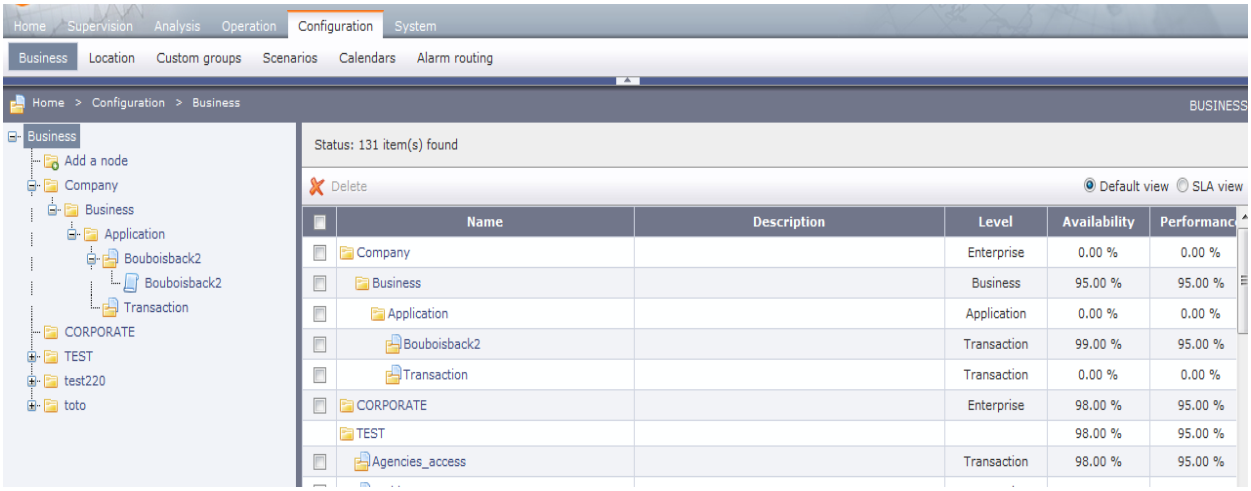
Transaction

TEST is a default business hierarchy. It has a particular status, and can include only the Enterprise and Transaction levels. This hierarchy is designed to function with transactions in the test phase prior to actual deployment, so that the results obtained for these transactions do not interfere with the results from the company's other transactions.

Any unidentified scenario that displays results in Newtest Management Console is automatically classified as a Transaction-level element named after that scenario. Such transaction elements are assigned to the TEST hierarchy.

1.4.1.2 BUSINESS HIERARCHIES: MANAGEMENT OF HIERARCHIES

The tree in the lefthand pane displays the existing Business hierarchy.



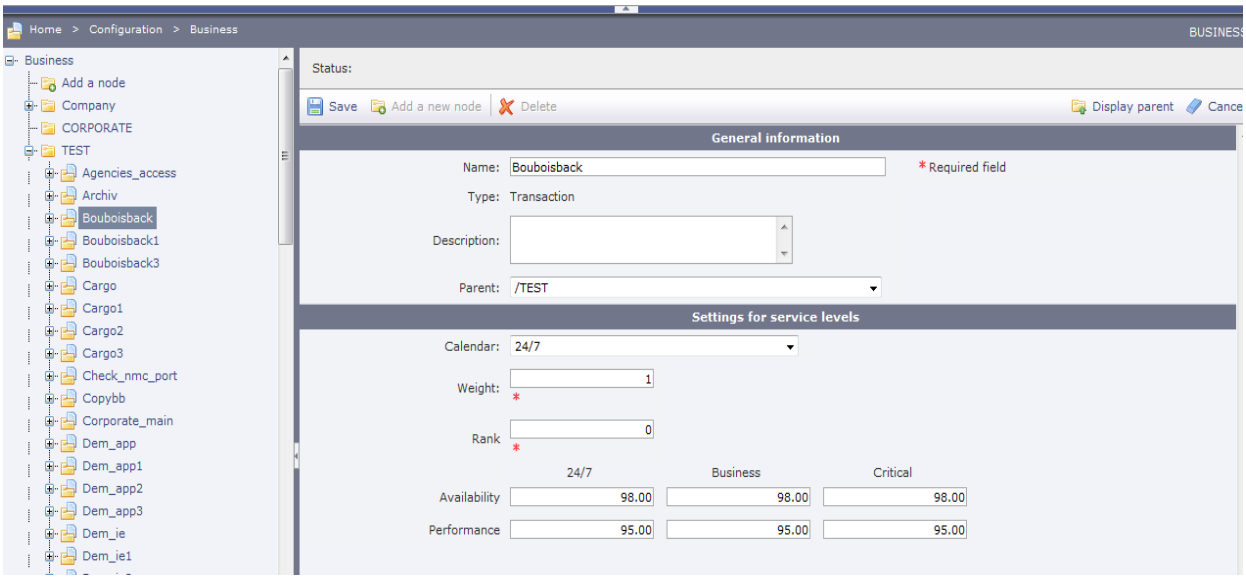
The scenarios associated with the hierarchy also feature in the tree. The “Level” indicates the “Scenario”.

[DELETE] is for deleting the selected elements.

Caution: the deletion cannot be undone. For the Transaction level in the hierarchy, any Newtest robots associated with the deleted elements are automatically reassigned to TEST.

When you select a scenario, you can:

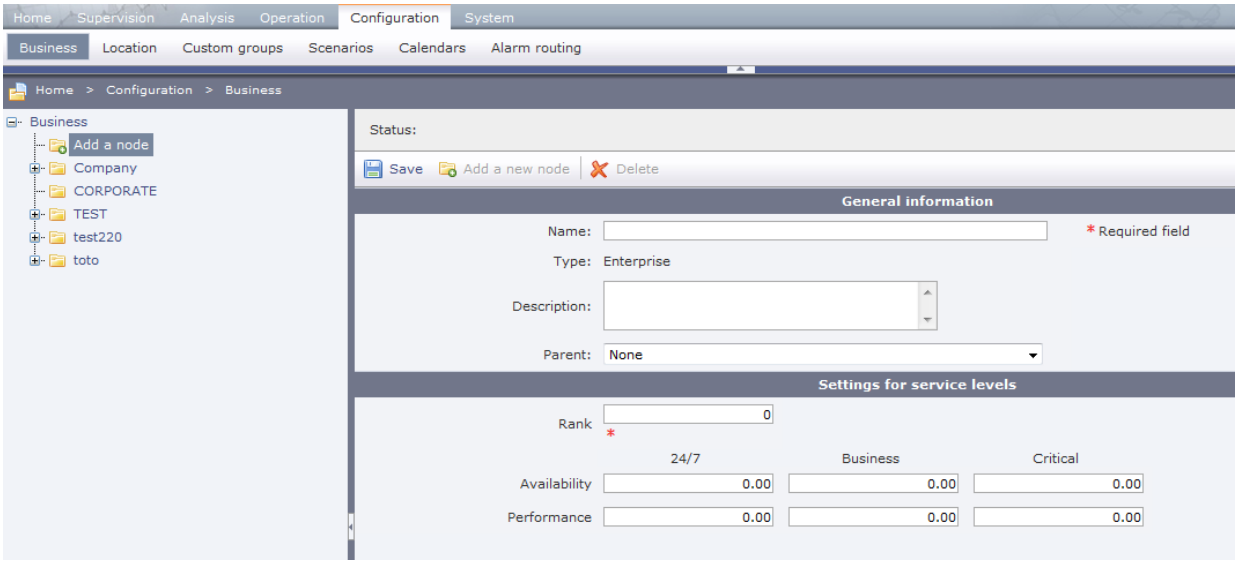
- edit the name of the transaction (‘Name’ field)
- modify the transactions assignment to the Business hierarchy (it is also possible to edit the hierarchy in the Scenarios/Measurement module)
- assign a weight to the scenario; the weight is a multiplying factor that will be taken into account in the calculation of availability and performance for the results that depend on this transaction. Only the elements at the transaction level can be weighted. The default weight is equal to 1, having no particular influence on the overall result.
- rank the transaction (the rank is not shown in the interface but classifies the scenarios in numerical order in the database).
- assign a calendar to set the business and critical ranges that will appear in reports



Note: The link "Add a new node" allows you to add a "child" element to an existing hierarchy.

To create a new business hierarchy, enter the name of the root element of the new hierarchy, and then assign the values for the objectives of Availability and Performance (i.e. the standard indicators). These are expressed as percentages. The values must be between 0 and 100 inclusive, and can be carried to the hundredth (for example: 98.50%).

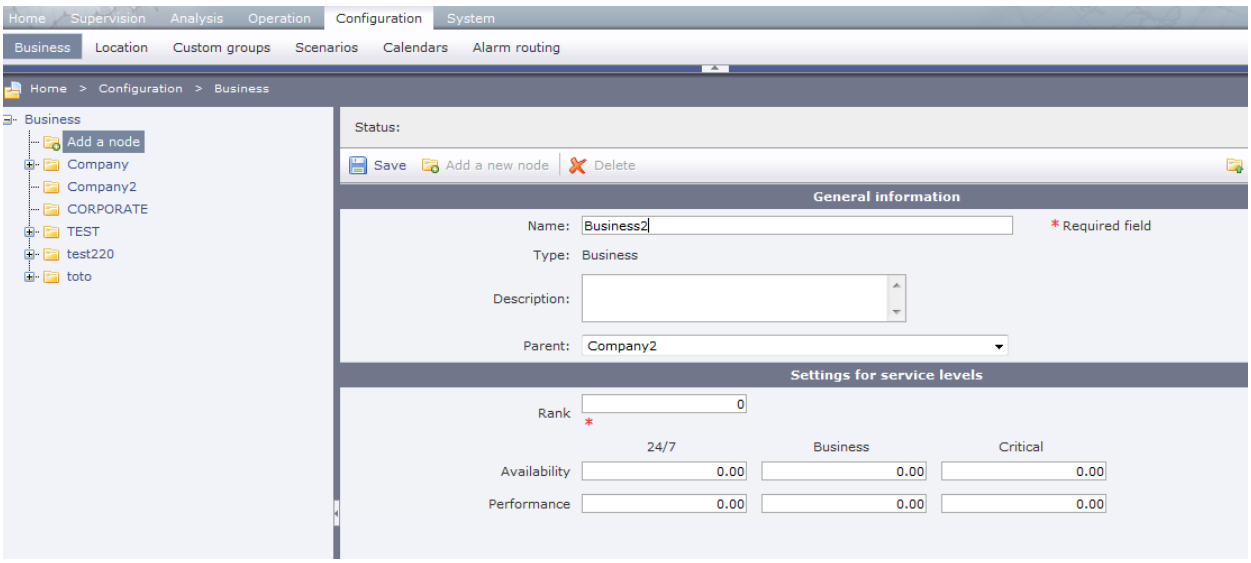
Management of the root element of a Business hierarchy



Note: it is not necessary to immediately create complex hierarchies, as you can make changes later on. It is unwise to increase the number of elements in a level if there is no value added to the aggregated level. It is advisable be sparing in the number of subsidiary elements you create at each level. A maximum of 10 is a good rule of thumb.

The name of an element is a link that allows you to edit that element. At this level you can create or edit an element in the hierarchy.

Properties of a “child” element of a Business hierarchy at the Business or Application level



The “**Path in the hierarchy**” drop-down list is for moving an element to another branch of the hierarchy or from one hierarchy to another. The selection interface shows only the “parent” elements to which it is possible to assign an element.

Note: moving a hierarchy element from one “parent” to another automatically involves all the elements attached to that element. **Furthermore, all previous results will be moved to the new location**.

The **Status bar** offers summary information about the execution of functions.

NOTE: The section “Defining service levels” is accessible only if rights for the module “Business indicators center” have been activated.

The calendar that is associated with the Transaction level of a hierarchy (see the section on “Calendars” below) allows different periods to be set during a week: 24/7, “Business” hours, “Critical” times. For reports shown in Newtest Enterprise Portal, the display and results of calculations can be limited to, or extended to cover, these various periods.

It is possible to assign different SLA availability or performance objectives to the periods defined in the calendar.

A weight is a coefficient that is taken into account in calculations of availability and performance for results associated with this transaction. Only the elements at the lowest level of the transaction can be weighted. The default weight is 1, which has no particular impact on the overall result.

NOTE: weighting applied to a location and to a transaction are taken into account simultaneously. Thus a location weighted 2 combined with a transaction weighted 5 will have a multiplying effect of 10 on the execution results associated with this transaction at that location.

1.4.2 LOCATION HIERARCHIES

1.4.2.1 GENERAL PRINCIPLES

The Newtest solution measures the quality of service delivered to end-users engaged in computer transactions with the company. It performs this task with robots located at representative points of the company's organization. Location hierarchies allow you to geographically identify and organize the different measurement locations.

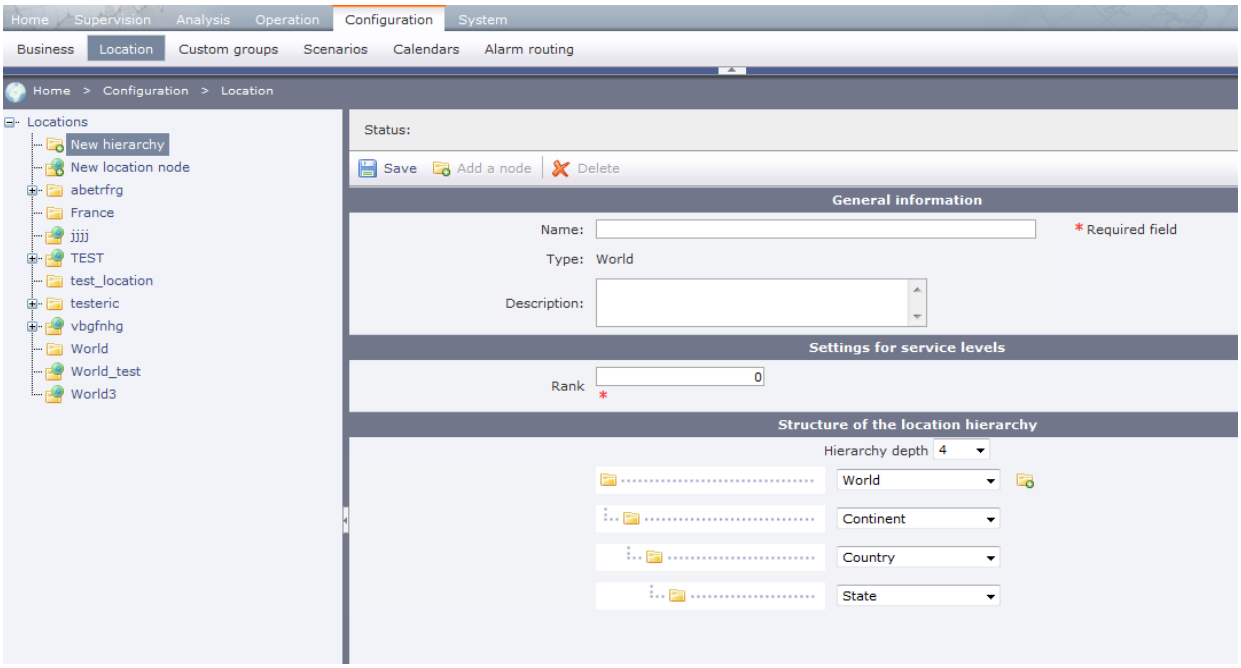
The elements that make up these hierarchies are groups of results that are destined for statistics.

An operating location hierarchy can be divided into 2, 3 or a maximum of 4 levels. You can make levels to correspond to your organization, such as: World, Continent, Country, State/Province, Region, District, City, Site, Branch.

Note: It is possible, in exceptional cases, to modify the list of levels offered. Contact your Newtest support engineer.

To allow Location hierarchies to be adjusted to the organization of different companies and to evolve with the deployment of the Newtest solution within the company, each Location hierarchy is based on a Location model that represents the selection of different levels.

Note: it is not necessary to immediately create complex hierarchies, as you can make changes later on. It is unwise to increase the number of elements in a level if there is no value added to the aggregated level. It is advisable be sparing in the number of subsidiary elements you create at each level. A maximum of 10 is a good rule of thumb.



For some organizations, it is possible to create hierarchies representing disparate measurement domains under the responsibility of different teams.

TEST is a default location hierarchy. This hierarchy is designed to function with robots in the test phase (Newtest Transaction Builder for Robots) prior to actual deployment, so that the results obtained for these transactions do not interfere with the results from the company's other Newtest robots.

1.4.2.2 LOCATION HIERARCHIES: MANAGEMENT OF HIERARCHIES

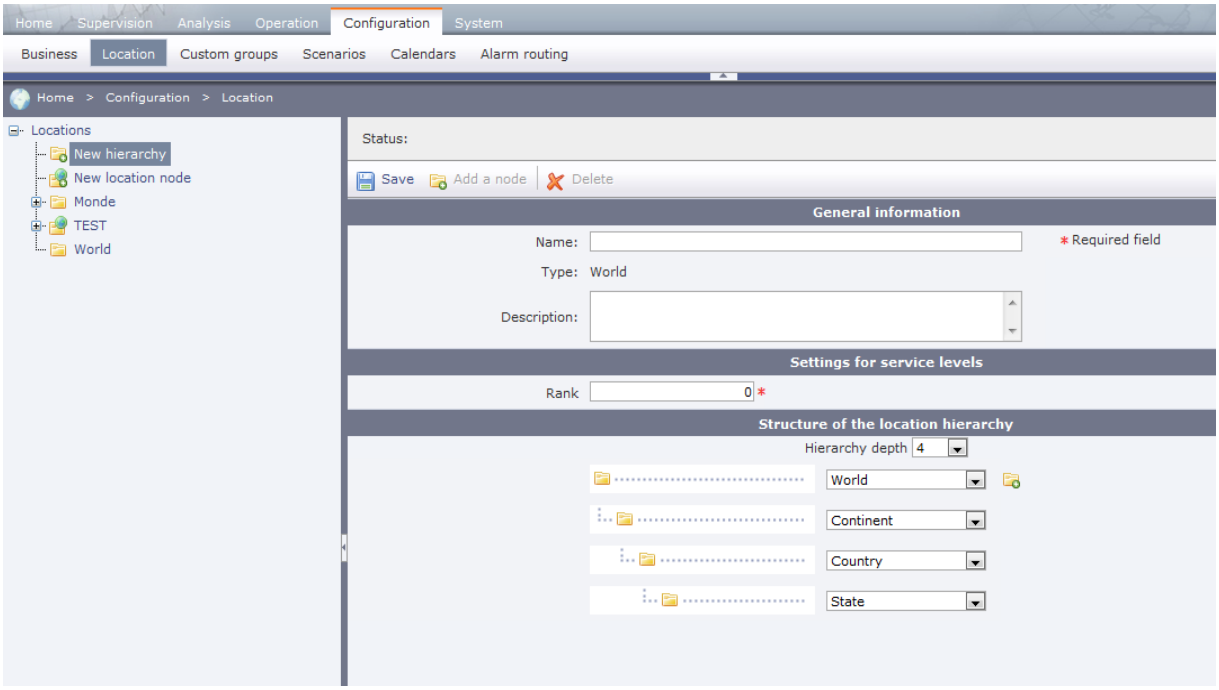
The lefthand pane displays the existing hierarchy.

NOTE: Newtest robots are assigned to location hierarchies in the Components module.

The robots associated with the hierarchy also feature in the tree. The “Location level” specifies the type of robot.

The “weight” associated with robots at various levels is an option that features in the module “Business indicators center”. The column that shows the weighting appears only if the option is activated for the license corresponding to the NMC configuration.

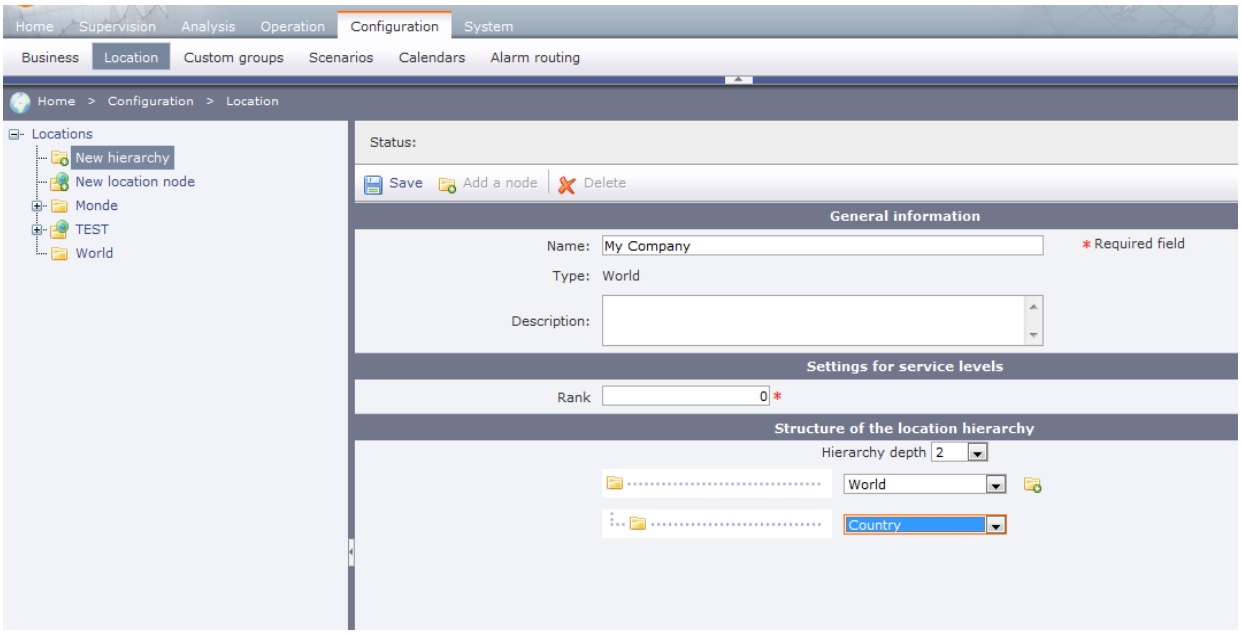
NOTE: The link “New hierarchy” takes you to the interface for creating a root for a new location hierarchy. To add a “child” element to an existing hierarchy, click the [+] next to the intended “parent” element.



To create a new location hierarchy, enter the name of the root element of the new hierarchy. Next, select the location model to apply. You cannot create more than 4 levels.

TIP: it is not necessary to immediately create complex hierarchies, as you can make changes later on. It is unwise to increase the number of elements in a level if there is no value added to the aggregated level. It is advisable be sparing in the number of subsidiary elements you create at each level. (A maximum of 10 is a good rule of thumb.) Furthermore, you cannot delete the root level of the hierarchy or insert levels below the level that a Newtest robot is associated with.

Below is an example of a simple two-level hierarchy called “My Company” consisting of “World” and “Country”.



[SAVE] to save the element's parameters.

[CANCEL] to return to the initial parameters. Caution: this operation cannot be performed after you click the SAVE button.

When a hierarchy has been created based on a model, it can be adjusted in two ways:

- addition of a level
- deletion of a level

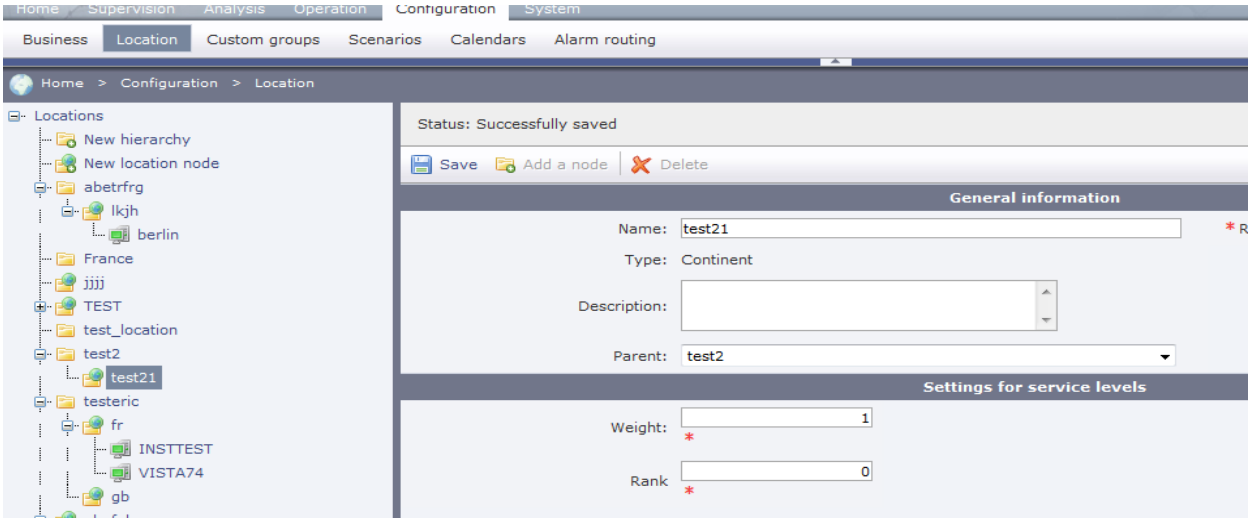
To access the hierarchy model, click the name of the root element in the hierarchy. You may then add or delete levels.

For example, by selecting Continent and Country and then clicking Save, the model acquires two levels, for a total of four: World – Continent – Country – City.

NOTE: adding or deleting levels in a model causes **Immediate** changes in the associated hierarchy. To learn more about how changes to a model affect the hierarchy, see the end of this chapter.

The name of an element is a link that allows you to edit the properties of that element. To add a subsidiary element to an existing hierarchy, click the [+] next to the intended "parent" element.

[DELETE] is for deleting the selected elements in the tree in the lefthand pane. **Caution**: the deletion cannot be undone. For the last hierarchical level, any Newtest robots associated with the deleted elements are automatically reassigned to TEST.



To add a new element at the “City” level under the Country “France”, click the link “New location node” in the tree in the lefthand pane.

[SAVE] in the example above effectively creates a hierarchy element named “Lyon” at the City level under the element “France”.

[SAVE AND NEW] allows you to save the settings and remain in the entry interface in order to create another “child” element at the same level, under the same location “parent” element or under another.

The option to weight a location is available if included in the rights associated with the NMC license. A weight is a coefficient that is taken into account in calculations of availability and performance for results associated with this location. Only the elements at the lowest level of the location hierarchy can be weighted. The default weight is 1, which has no particular impact on the overall result.

NOTE: the weights applied to a location and to a transaction are taken into account simultaneously. Thus a location weighted 2 combined with a transaction weighted 5 will have a multiplying effect of 10 on the execution results associated with that transaction at this location.

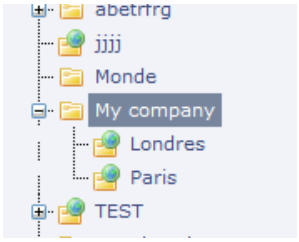
Here you can create or edit an element in the hierarchy.

The field labeled “**Path in the hierarchy**” allows you to move an element to another branch of the current hierarchy or other hierarchy. The drop-down list shows only the locations to which an element can be assigned.

Attention: moving an element to another level in the same hierarchy or to another hierarchy means that all the elements attached to it will likewise be moved. **Furthermore, all previous results will be moved to the new location.**

1.4.2.3 EXAMPLE OF EXPANDING A HIERARCHY BY MODIFYING A MODEL

The hierarchy “My Company” is structured in two levels, “World” and “City”:



To expand the model, click the name of the root element (i.e. “My Company), and then click the + to the left of it.

After you add a new level to the hierarchy, a new element appears at that level.

The name of the element consists of the name of the level and a unique index. You can then customize the added element.

1.4.2.4 EXAMPLE OF RESTRICTING A HIERARCHY BY MODIFYING A MODEL

The hierarchy “My Company” is broken down into three levels of organization, “World”, “Country” and “City”.

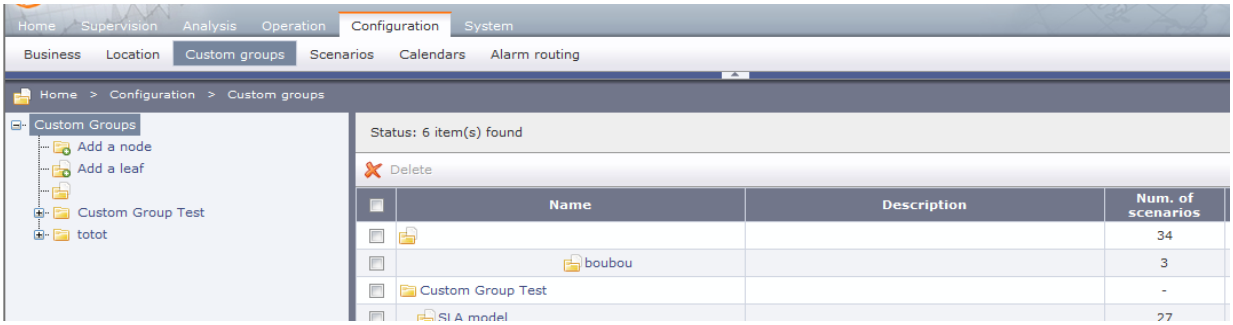
Deleting the “Country” level (“Belgium”) in the model associated with the hierarchy “My company” means that all the elements of the “Country” level are deleted, as are all the elements below it:

1.4.3 CUSTOM GROUPS

The module “Custom groups” is available subject to the activation of specific rights.

Business and location hierarchies are standard models for measurements and the points where these measurements are carried out in line with your corporate organization. However, for temporary or permanent needs that arise concerning the presentation of results, it may become necessary to build groupings of information apart from business or location hierarchies.

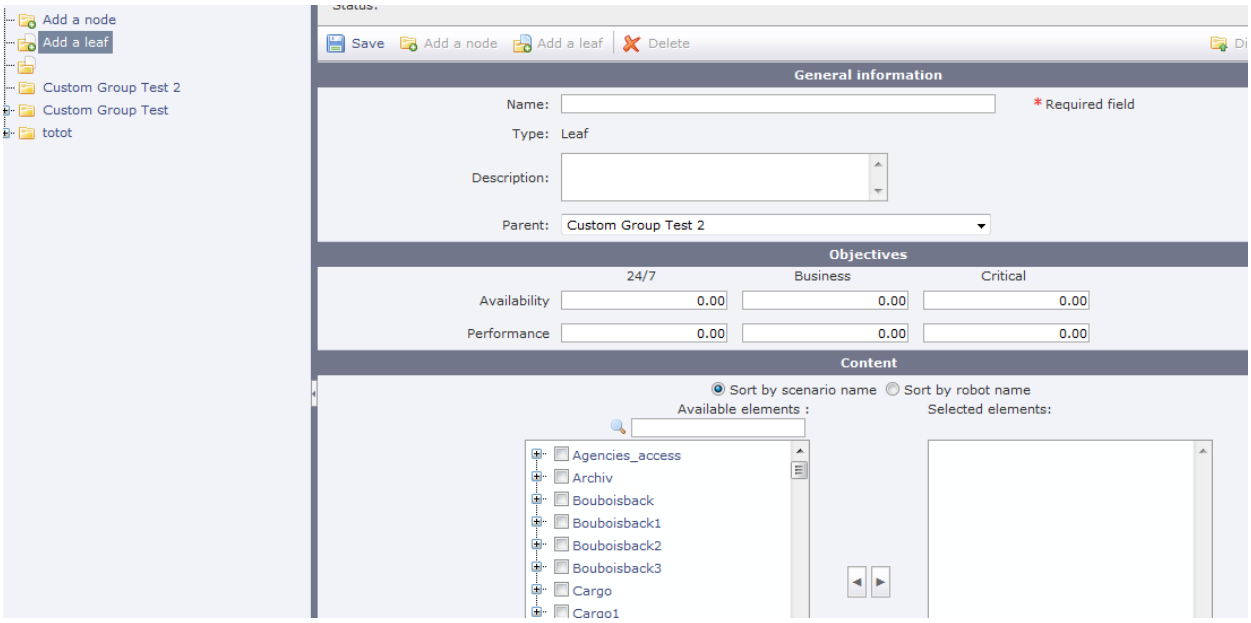
You may create groups that contain other groups.



Search criteria filters allow you to limit the display of the list of custom groups to the ones that contain elements matching the selected robots and scenarios/measurements.

[DELETE] is for deleting the selected elements. Information about the category associated with the custom group is reserved for later use. The column **Number of elements** shows the number of Scenario/Robot elements that belong to each group.

The link **Add a node** takes you to the page for creating a group. Give a name to the group and specify the associated SLA targets.



In the boxes at the bottom of the page you can select the scenarios ([scenario][robot] pairs) to include in the group. Sorting options facilitate scenario selection.

[SAVE] to save the settings.

[DELETE] to delete the group, after confirming the deletion.

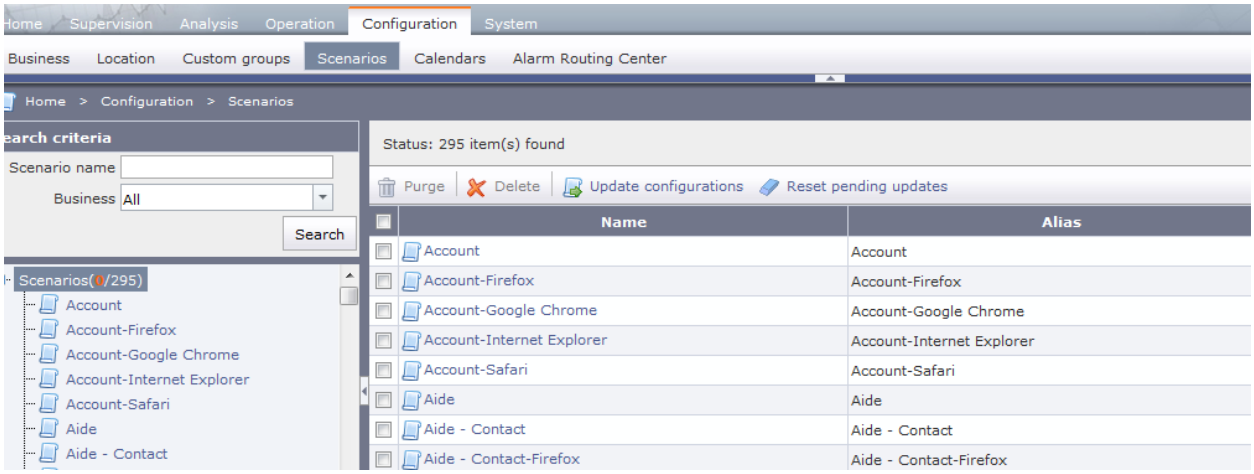
[CANCEL] to return to the initial parameters. ***Caution***: this operation cannot be performed after you click the SAVE button.

1.4.4 SCENARIOS AND MEASUREMENTS

The Configuration / Scenarios page displays the scenarios present on NMC.

All of the scenarios are listed in the tree in the lefthand pan in alphabetical order. You can search for a specific scenario by entering all or part of the name to search for (Search button).

For instance, if you enter 'arg' and then click Search, the interface will list all scenarios whose names contain 'arg' ('cargo', 'F_cargo', etc.).

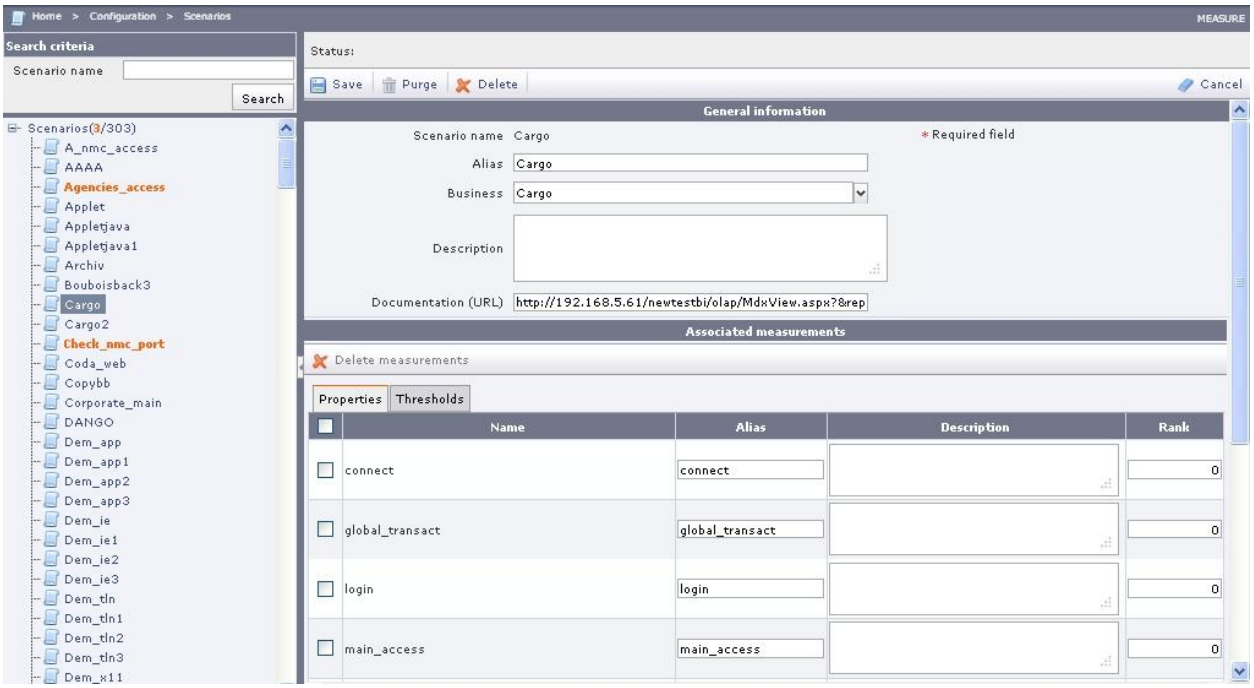


The Status bar shows information regarding the search requested. Scenarios are displayed in alphabetical order.

The information shown in the main window:

- Scenario name and names of measurements associated with that scenario.
- Alias: name assigned to the scenario or measurement; this alias will appear in the data warehouse's result tables.
- The name of the business hierarchy with which the scenario is associated.
- A description field for adding a label to the scenario

The scenario's name is a link that allows you to edit associated information. When you click the scenario name, the following information is displayed:



The information associated with the scenario is shown in the upper right, under General Information:

- **Scenario name**: cannot be edited.
- **Alias**: name assigned to the scenario; this alias will appear in the data warehouse's result tables.
- **Business transaction name**: link to a transaction element in the defined business hierarchies. Execution results of this scenario and its measurements are associated with this business hierarchy element.
- **Description**: brief text describing the purpose.
- **Documentation (URL)**: you may add a document linked to the scenario by entering the document's URL (for instance on your internal document management system like Sharepoint).

> **Important**: You can enter more than one URL, separating them with a semi-colon ';' up to 2048 characters, to provide operators with as much information as possible (procedures, etc.).

For each measurement associated with the scenario you will find the following information under **Associated Measurements**:

- **Name**: cannot be edited.
- **Alias**: name assigned to the measurement; this alias will appear in the data warehouse's result tables.
- **Description**: field for additional information about the measurement.
- **Rank**: order in which the measurements are shown. Sorted in ascending order, then in alphabetical order by measurement name.

The button [DELETE MEASUREMENTS] is for deleting the selected measurement(s) and all associated results.

The [DELETE] and [PURGE] buttons at the top of the page are for deleting or purging data from the scenario and from all its measurements.

> **Caution**: the results will also be erased from the data warehouse the next time it is loaded (see "Application settings").

When editing, the [SAVE] button validates the settings in order for the modifications to take effect.

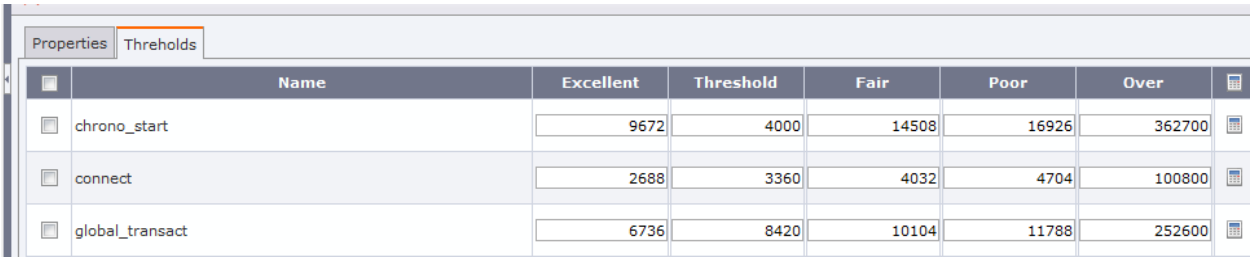
On this screen, the [CANCEL] button resets all parameter fields with the initial values (i.e. the values from before you made changes). This button does not cancel operations that you saved by clicking the [SAVE] button.

[BACK] to return to the list.

Settings for thresholds can be edited by clicking the “Thresholds” tab page. This page displays the thresholds that have been set for each chronometer, and provides assistance for setting the threshold:

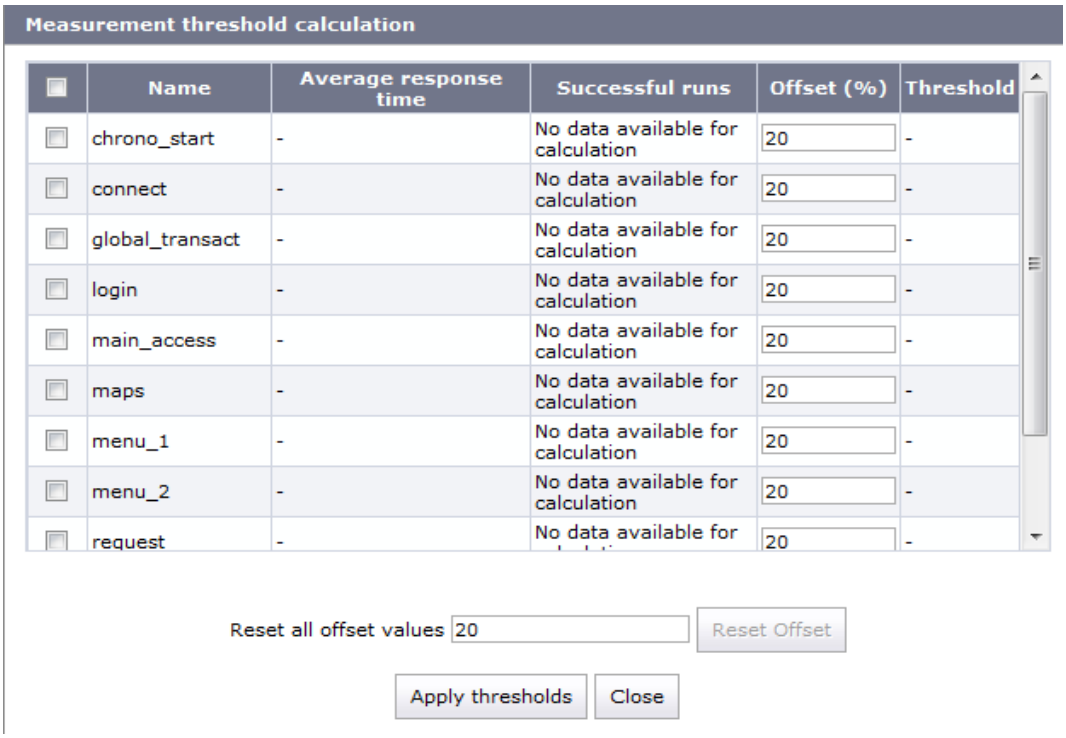
- Excellent : 0.8 times the value of the threshold
- Fair : 1.2 times the value of the threshold
- Poor : 1.4 times the value of the threshold
- Over : 30 times the value of the threshold

You can modify each threshold directly in its field.

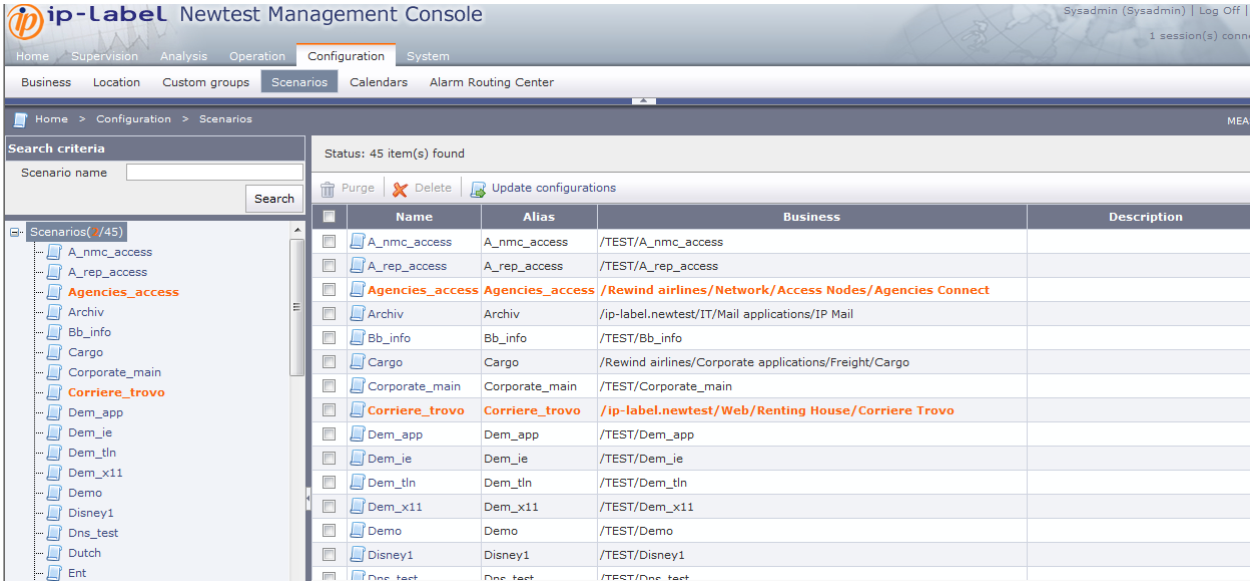


Click the calculator for help in defining threshold settings.

A default threshold (average of executions) is proposed. To this may be added x% by using the **Offset** option:

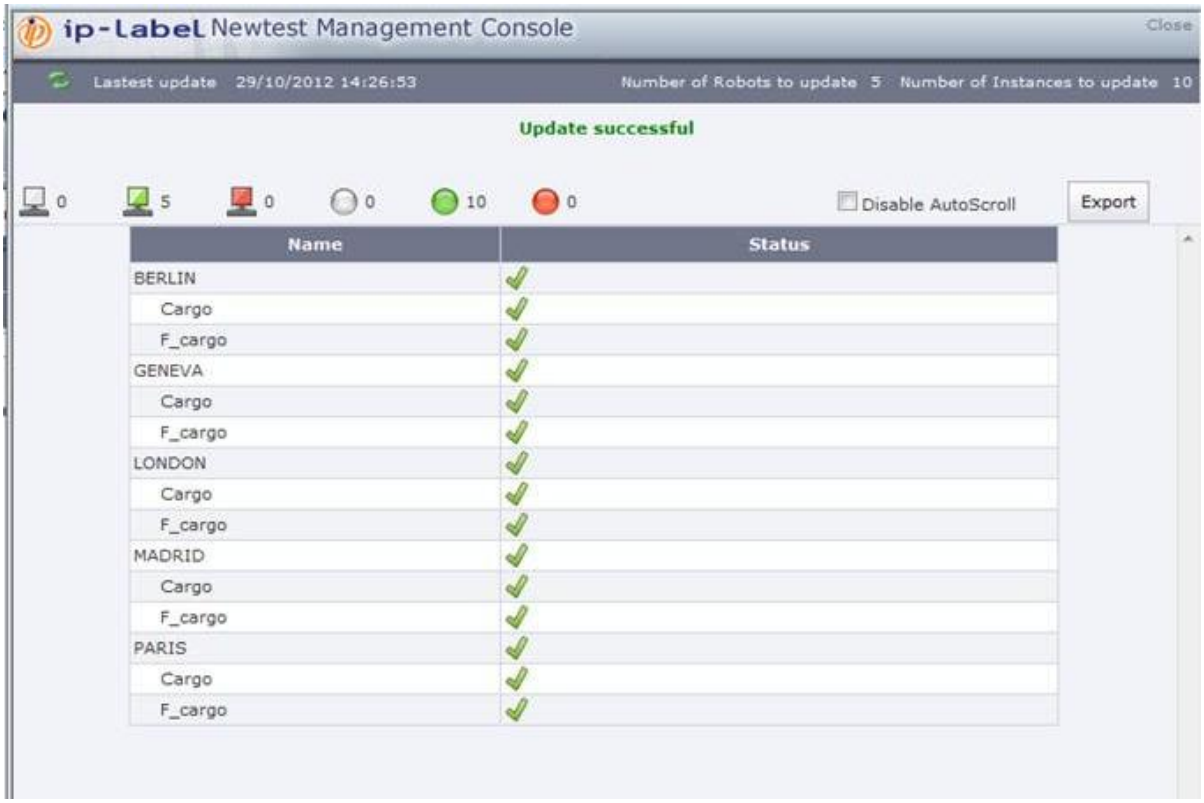


If any change to a threshold was applied to a measurement, the scenario appears in orange to indicate that robot configurations have to be updated to integrate the change(s). In the example below, the thresholds of two scenarios “Agencies_access” and “Corriere_trovo” have been modified (and have not been applied at robot level yet):



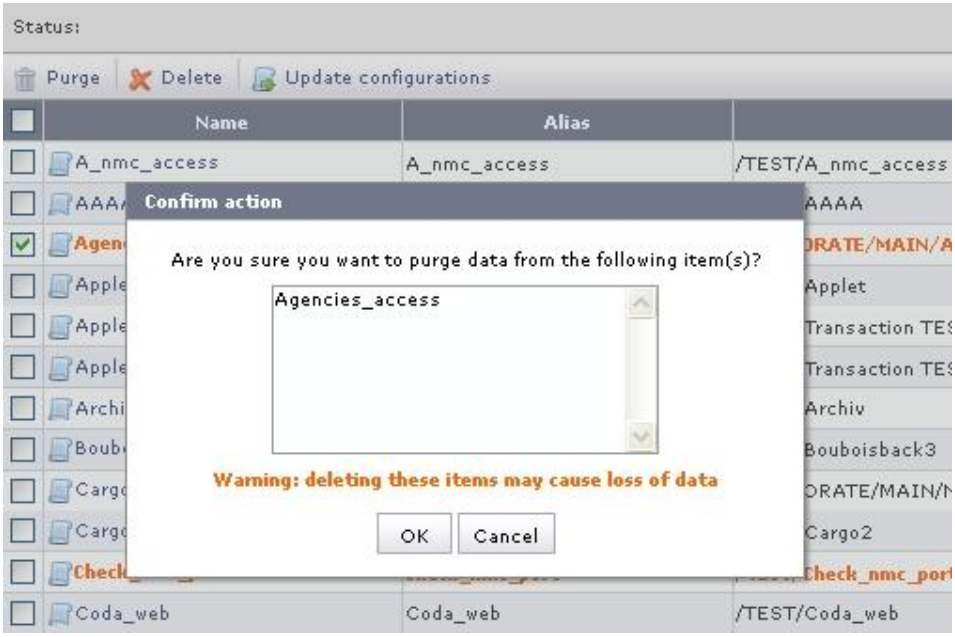
To propagate the new thresholds to the robot, click the **Update configurations** button. Automatically **all the scenario configurations** in orange are propagated to the robots. This function enables you to update robots en masse.

During and after the upgrade, the following window appears, displaying which robots have been updated:



The checkbox to the left of each scenario name is for purging data associated with the scenario.

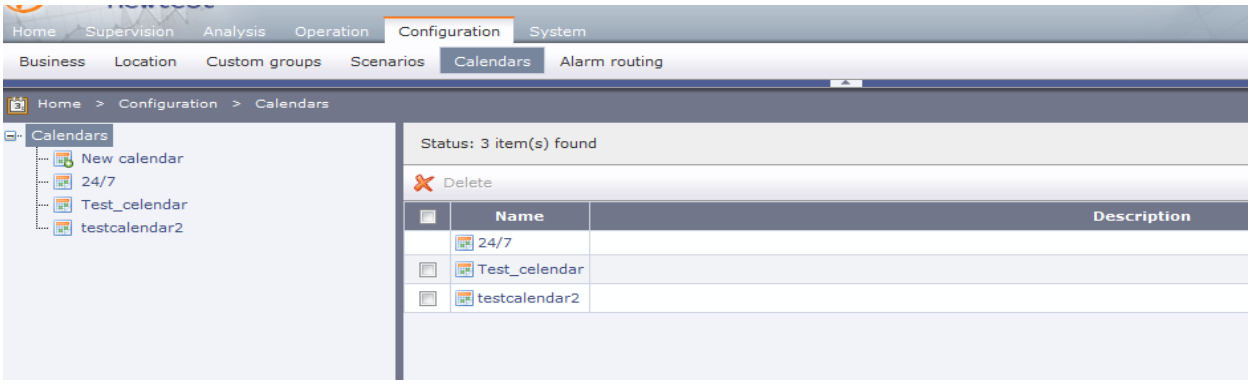
Check a box to select the scenario(s) whose data you wish to purge. Next click the Purge button. A dialogue box then prompts you to confirm that you want to purge the data.



1.4.5 CALENDARS

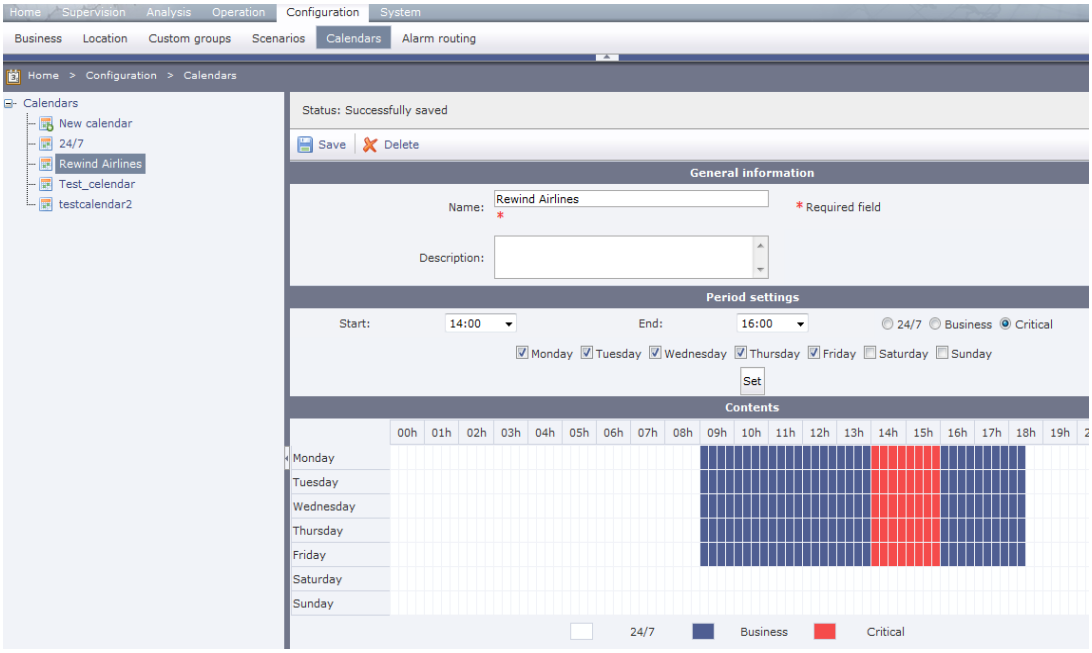
The Newtest solution allows you to define calendars which can be associated with Newtest elements. It is thus possible to define different calendars (calendars must be associated with one or more transactions) designating periods of activity during the week **for the monitored transactions** (24/7, working hours, peak times) and to obtain in this way specific indicators for these different periods.

These calendars, which are assigned to transactions, make it possible to calculate SLAs within Newtest Reporting (cf Newtest Reporting User's Manual), in accordance with the various timeframes defined (24/7, working hours, peak times).



[DELETE] is for deleting the selected elements. *Caution*: the deletion cannot be undone. Any associated Newtest transaction is automatically attached to the default 24/7 calendar.

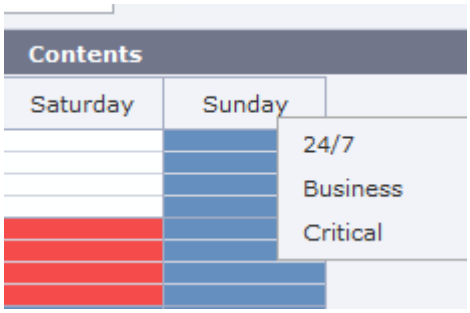
The link **New calendar** takes you to the page for creating a calendar. The name of a calendar is a link to the page for editing the calendar's properties.



Three levels of criticality are available: 24/7, Business, and Critical.

In the **Period settings** area, ranges are assigned by 15-minute segments according to the level of criticality selected (24/7, Business or Critical) and the days to take into account.

By right-clicking within the calendar area you can assign a setting to a whole column or line::



The period as a whole is automatically considered as 24/7, on which are superimposed “Business” and “Critical” times.

Likewise, “Critical” times are additionally considered as being superimposed on “Business” times.

The button “Set” applies the changes.

The calendar at the bottom of the pane shows the settings graphically.

[SAVE] to save the settings.

[DELETE] to delete the calendar. ***Caution***: the deletion cannot be undone. Any associated Newtest transaction is automatically attached to the default 24/7 calendar.

[CANCEL] to return to the initial parameters. ***Caution***: this operation cannot be performed after you click the SAVE button.

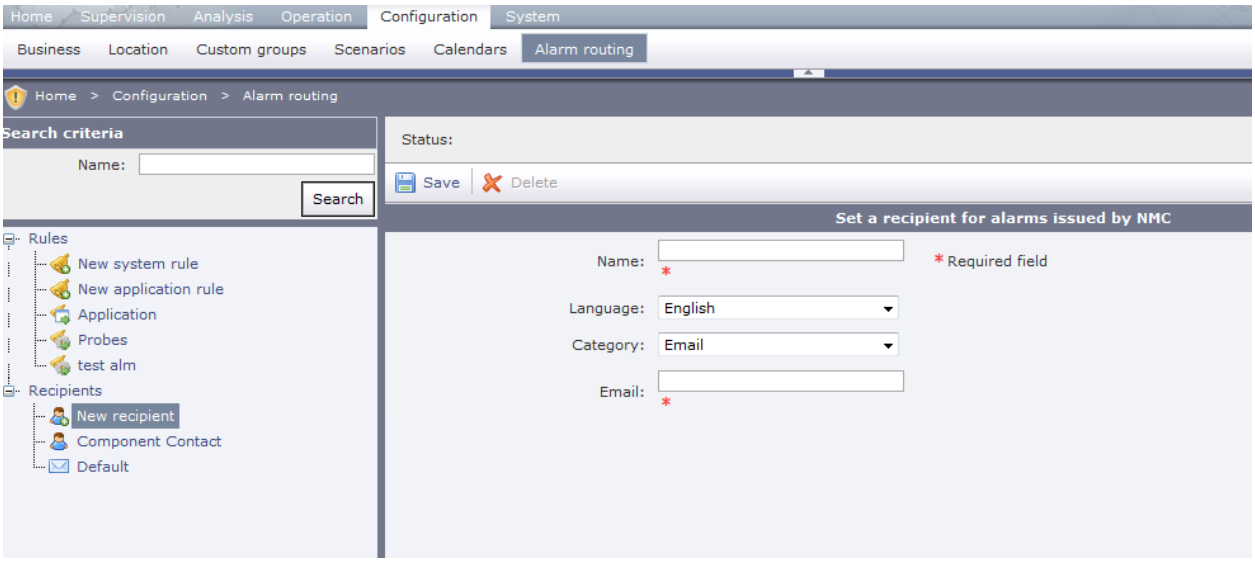
1.4.6 ALARM ROUTING CENTER

The Newtest solution can issue alarms in the form of SNMP traps or SMTP e-mail/messages.

The alarm routing center facilitates routing of alarms from scenarios as well as those issued by Newtest components (robots, NMC, Collector) in accordance with conditions covering the degree of criticality, the number of consecutive repetitions of an alarm, and the duration of the alarm in progress.

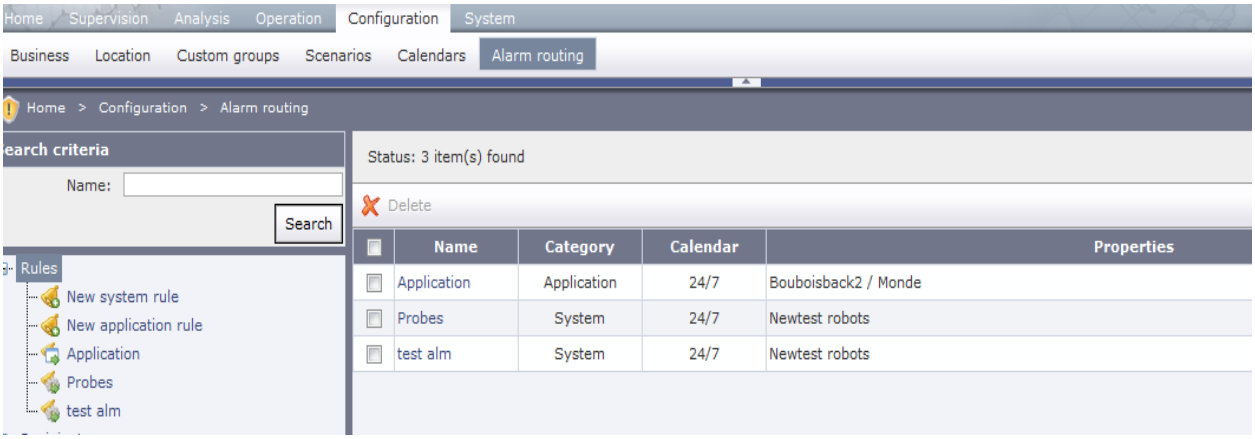
Alarms can thus be issued in the event of robot downtime or a fault in a data warehouse ETL package.

The lefthand pane provides information about the alarms that have been set. For instance, in the screenshots below, ‘Probes’ and ‘test alm’ are system alarms, while Application is an alarm on applications. The recipient is ‘Default’.



Alarm routing center ("Alarms" list)

When you click "Rules" at the top of the tree in the lefthand pane, the list of rules associated with each alarm appears:



The information shown:

- **Name**: label of the alarm rule
- **Category**: "System" for alarms concerning Newtest technical components; "Application" for alarms dealing with scenario executions
- **Calendar**: the calendar linked to the alarm sets office hours and out-of-office hours to associate with the various recipients according to the time of week
- **Domain**: indicates the type of component concerned for system alarms; indicates the restriction of Business/Location for scenario alarms

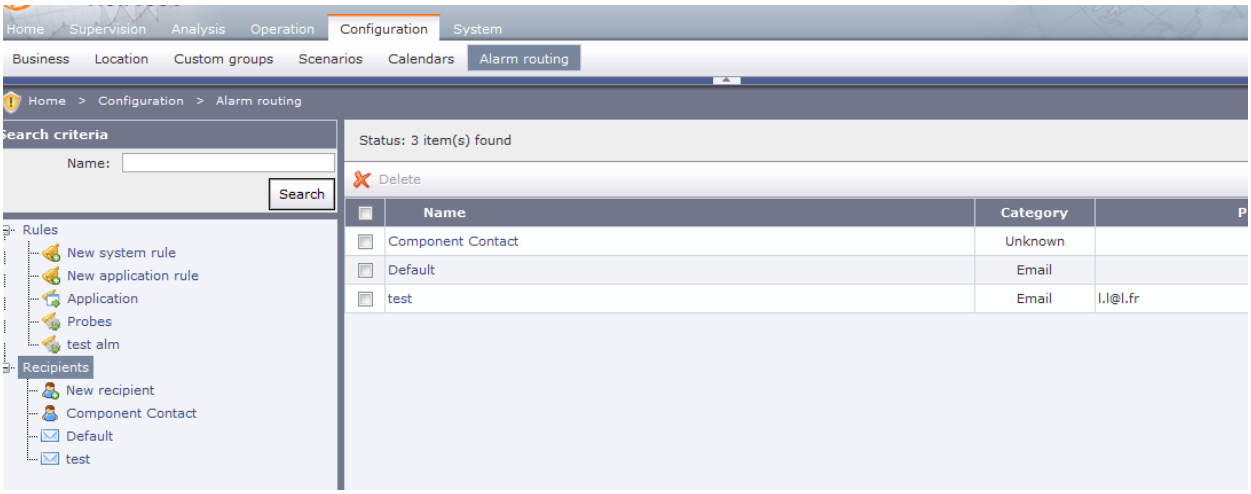
The"New alarm..." links in the lefthand pane take you to the interface for creating an alarm.

The [DELETE] button is available only when one or more rows have been selected.

The name of an alarm is a link that allows you to edit the properties of that alarm.

When you click the 'Recipients' node in the tree, a list of alarm recipients appears:

Alarm routing view ("Recipients" tab page)



The information shown:

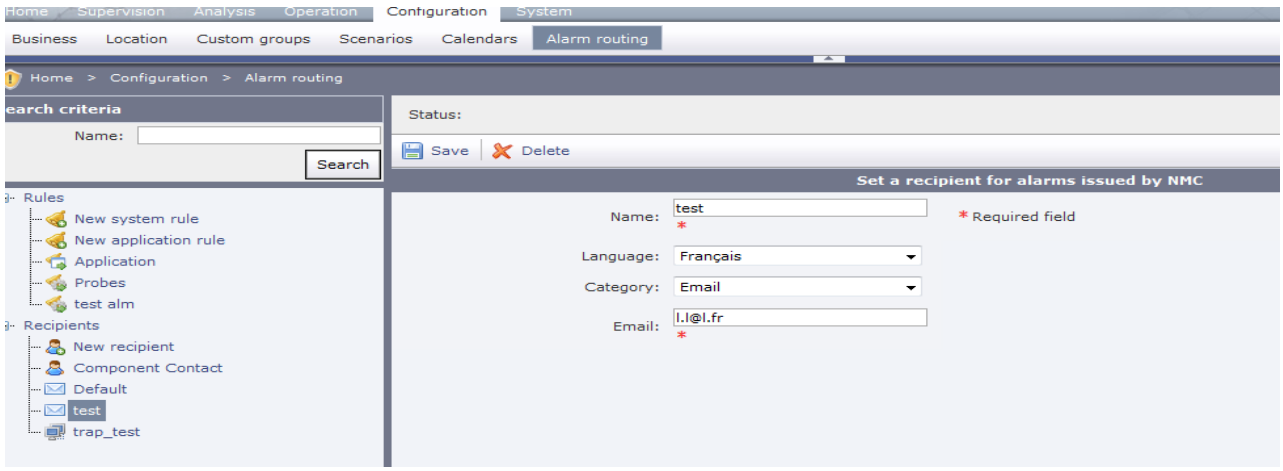
- a checkbox for selecting or unselecting a row
- **Recipient name**: identification of the recipient
- **Transport**: SNMP or MAIL signifies the mode of issuing alarms to the recipient
- **Recipient's address**: IP name/address for SNMP, or e-mail address.

The link "New recipient" takes you to the interface for creating a recipient.

The [DELETE] button is available only when one or more rows have been selected.

The name of a recipient is a link that allows you to edit the properties of that recipient:

Properties tab page for e-mail recipient

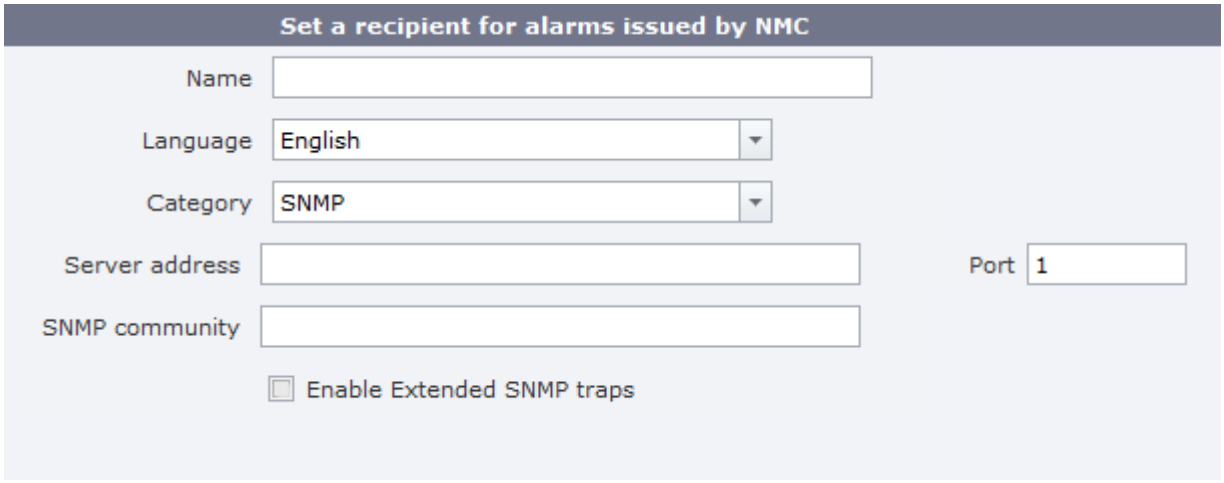


Note: The language of the e-mail alerts issued depends on the text entered in the custom message field (in alarm settings), but some of the variables (@State, etc.) are sent in the language configured for the recipient.

Note: the language setting applies only to component alarms. Regarding the language setting, the rerouting of alarms on scenarios refers back to the alarm text that was entered for the scenario in question.

The language of alarms generated on components depends on the NMC server's regional settings.

Properties tab page for SNMP recipients

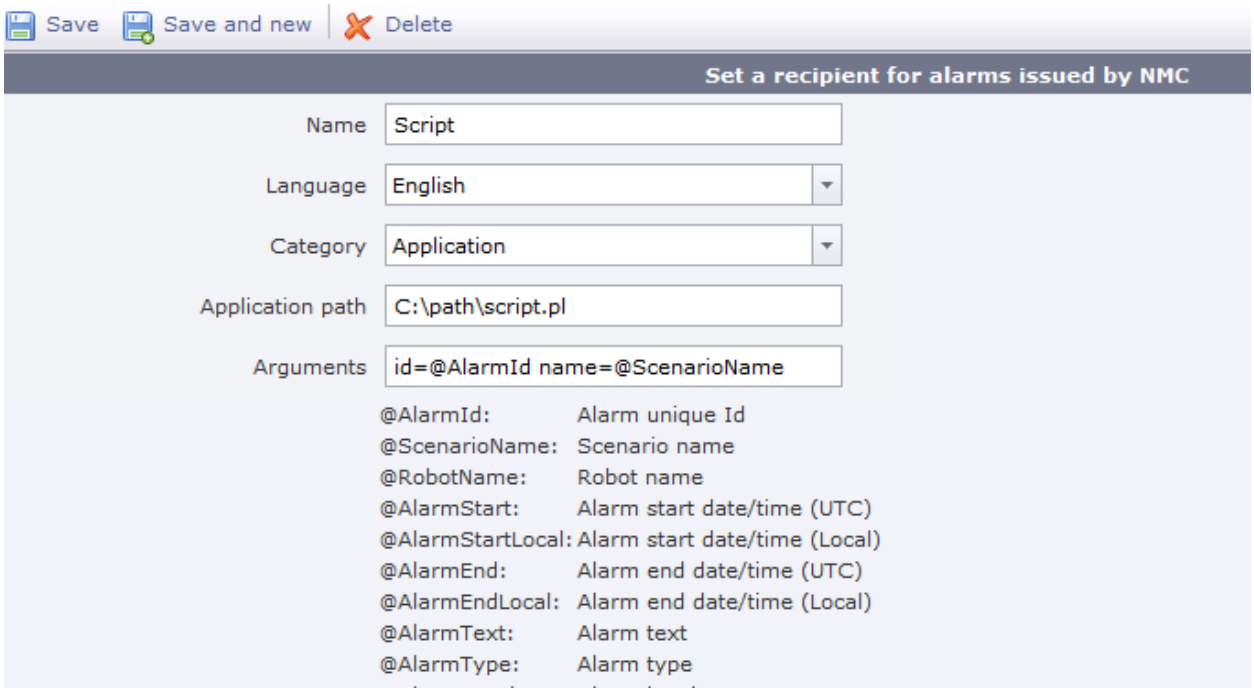


Extended trap values:

- **SYSNAME**: robot name
- **ALMSCE**: name of the scenario where the alarm originated
- **ALMORD**: name of the measurement (order) where the alarm originated. Blank if not associated with a measurement.
- **ALMCODE**: alarm code (for future implementation)
- **ALMLEVEL**: criticality
- **00**: end of alarm
- **02**: information
- **05**: warning
- **08**: critical
- **ALMMSG**: message configured dans le script

Ask your network administrator about setting SNMP parameters.

Properties tab page for recipient applications



Information to enter:

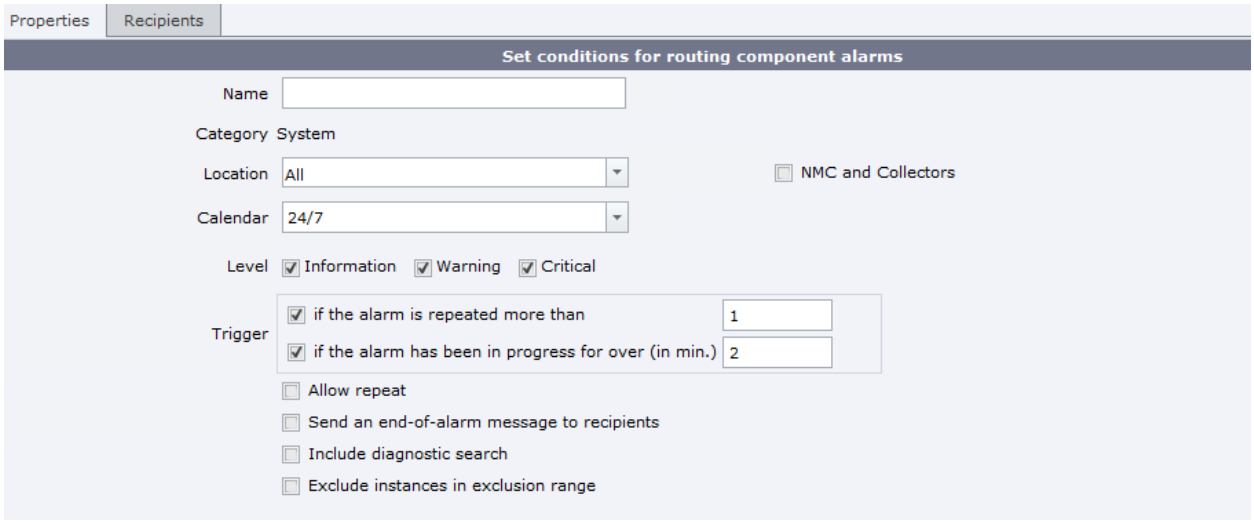
- **Name**: to identify the script or application
- **Application path**: full path to the executable
- **Arguments**: command line parameters of the executable

[SAVE] to save the settings.

[DELETE] to delete the recipient.

[CANCEL] to return to the initial parameters. *Caution*: this operation cannot be performed after you click the SAVE button.

Alarm routing center page for component alarms



The fields to fill in:

- **Name**: identifies the alarm rule that you are creating.
- **Location** and **Business**: in the Location and/or Business hierarchies, select the robots to which the alarm applies. You may select more than one robot.
- **Calendar**: two periods for sending alarms can be distinguished in a week, on the basis of office hours and non-office times. Refer to the chapter on “Calendars” for information on how to set these conditions. The periods and times taken into account depend on the location of NMC.

  Les destinataires peuvent ensuite être choisis de façon différenciée pour chaque période.

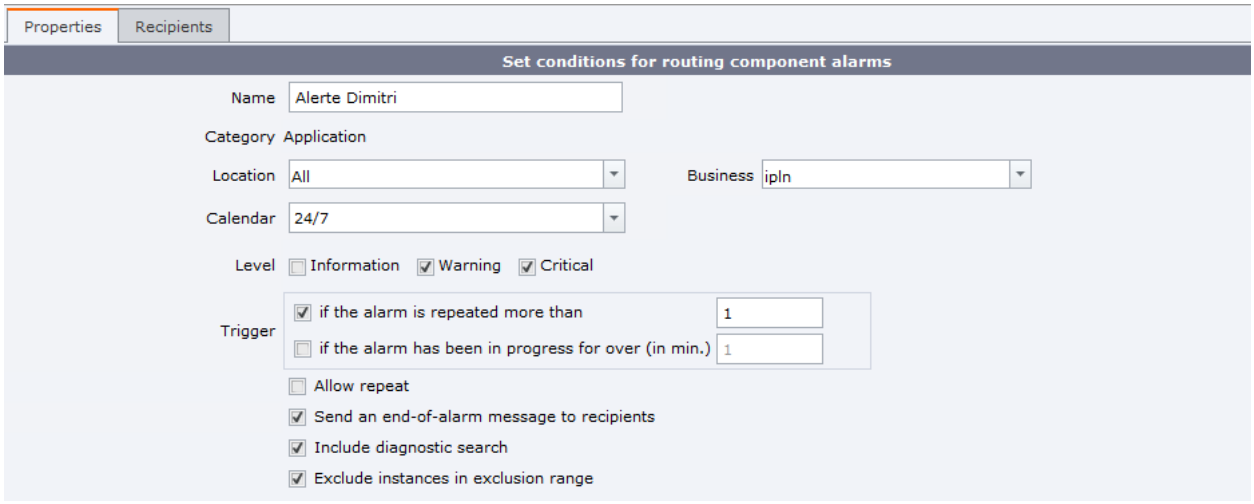
- **Level**: level of NMC-generated alarms to take into account for this rule. See the “List of NMC-generated component alarms” below.
- **Trigger**: to avoid routing alarms arising from momentary circumstances, it is possible to set rules that trigger the sending of an alarm on the basis of the number of times the alarm is repeated or the length of time that an alarm lasts. The first of these conditions to be met causes an alarm to be issued.
- **Allow repeat**: when an identical new alarm is received, resending of e-mail, trap, or call to the recipient application.
- **Send an end-of-alarm message**: enables or disables the sending of an end-of-alarm message to recipients.
- **Include diagnostic**: to attach screenshots, network or HTTP captures, etc. to the e-mail
- **Exclude instances in exclusion ranges**: to not send alerts for the tests conducted during a maintenance period (data exclusion)

[SAVE] to save the settings.

[DELETE] to delete the recipient.

[CANCEL] to return to the initial parameters. *Caution*: this operation cannot be performed after you click the [SAVE] button.

Alarm routing center page for scenarios



The fields to fill in:

- **Name**: identifies the alarm rule that you are creating.
- **Location level**: select the location hierarchies to which the alarm rule applies. This limits the origin of alarms to the robots attached to that level.
- **Business level**: select the business hierarchies to which the alarm rule applies. This limits the origin of alarms to the scenarios attached to that level.
- **Calendar**: two periods for sending alarms can be distinguished in a week, on the basis of the "Business" or "Critical" periods that are defined in the calendar. Refer to the chapter on Calendars for information on how to set these conditions.
- **Level**: level of NMC-generated alarms to take into account for this rule (Information/Warning:Critical).
- **Trigger**: to avoid routing alarms arising from momentary circumstances, it is possible to set rules that activate the sending of an alarm on the basis of:
  - the number of times the alarm is repeated
  - the length of time the alarm lasts

  Note: The first of these conditions to be met causes an alarm to be issued. For an alarm to be taken into account, it must stem from the same robot/scenario origin.

- **Allow repeat**: when an identical new alarm is received, resending of e-mail, trap, or call to the recipient application.
- **End of alarm**: enables or disables the sending of an end-of-alarm message to recipients.

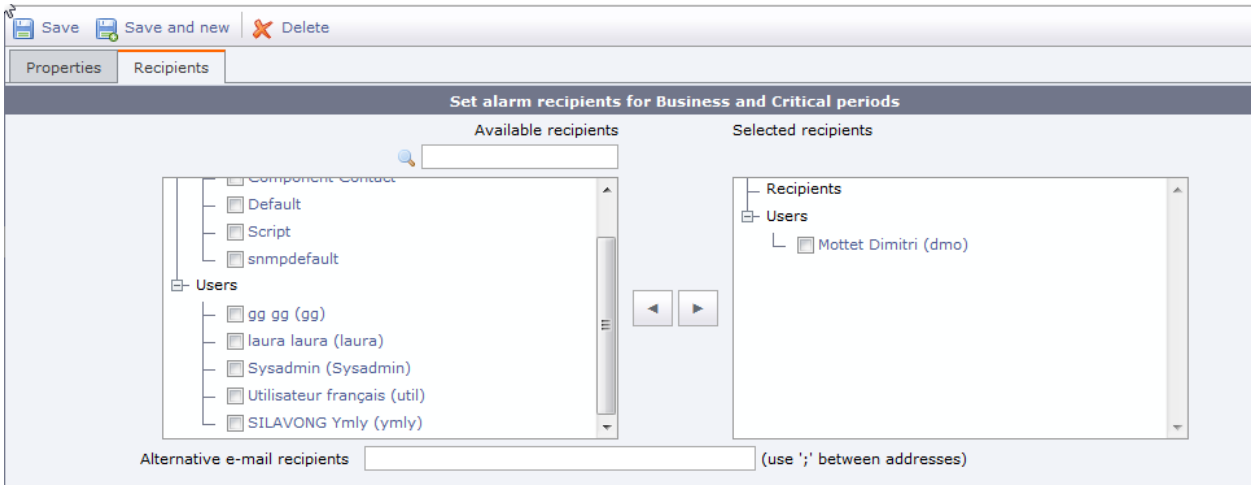
  Note: end-of-alarm messages are issued to the recipients who received the alarm in the first place. Time ranges therefore are not taken into account in these cases.

- **Include diagnostic**: to attach screenshots, network or HTTP captures, etc. to the e-mail
- **Exclude instances in exclusion ranges**: to not send alerts for the tests conducted during a maintenance period (data exclusion)

1.4.6.1 SETTING ALARM RECIPIENTS

Choose one or more recipients in the list of available recipients and click the arrow to select (or unselect) them.

To include recipients who do not appear in the list, you may enter their addresses directly in the field “Alternate e-mail recipients”, separating consecutive addresses with a semi-colon (**;**).



1.4.7 SPECIFICS OF NMC-GENERATED ALARMS

e-mail alarm format:

Alarms can be transmitted by e-mail in either of two formats: default standard format, or customization of the e-mail alarm.

Default e-mail alarm format:

- E-mail subject line: alarm “alarm level” on “object name” number: “alarm_id”
- The body of the e-mail:

  ID: alarm ID

  Server: NMC server that generated the alarm

  Type: type of alarm

  Alarm level: alarm level

  Alarm occurrence: occurrence of the alarm

  Component: component that generated the alarm

  Scenario: name of the scenario, if necessary, that generated the alarm

  Start date/time of the alarm (UTC): date and time the alarm began (UTC time zone)

  End date/time of the alarm (UTC): date and time the alarm stopped (UTC time zone)

  Text: text of the alarm

  Alarm status: state of the alarm

Example of default e-mail format:

Robot name: Berlin

Start date/time of the alarm (UTC): 04/04/2012 15:48

End date/time of the alarm (UTC): 01/01/0001 00:00

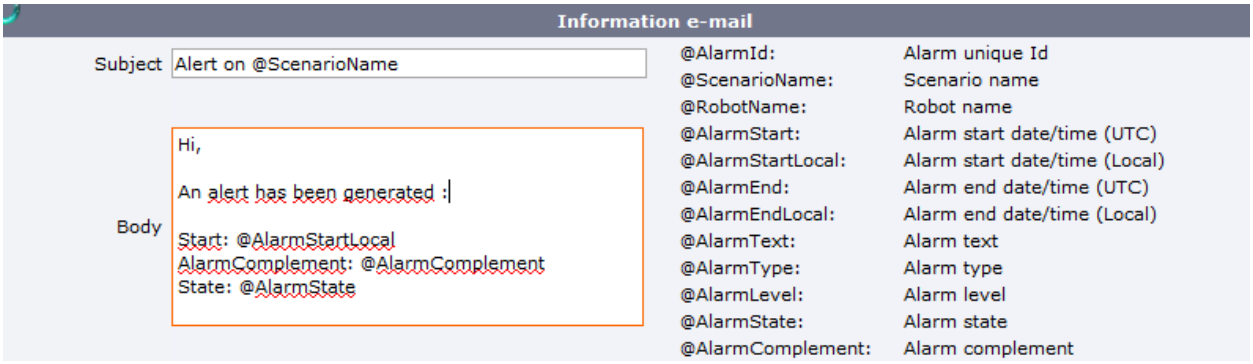
Alarm occurrence: Inoperative

Alarm type: System

Alarm Level: High

Custom e-mail alarm:

You can configure a custom e-mail alarm format. The configurable items are the subject line and the body of the message.



You can use one or more of the following 12 context variables in the subject line or the body of the message:

@AlarmId:	Identifiant unique de l'alarme
@ScenarioName:	Scenario Name
@RobotName:	Robot Name
@AlarmStart:	Start date/time Of the Alarm In UTC Time
@AlarmStartLocal :	Start date/time Of the Alarm in local Time
@AlarmEnd:	END date/time Of the Alarm In UTC Time
@AlarmEndLocal:	END date/time Of the Alarm in local Time
@AlarmText:	Alarm occurence
@AlarmType:	Alarm Type
@AlarmLevel:	ALarm level
@AlarmState:	Etat de l'Alarme (en cours, cloturée..)
@AlarmComplement:	Complément d'alarme, par exemple en cas d'indisponibilité d'une mesure ce sera le nom de la mesure

If you leave the message subject and body blank, the default template will be used to e-mail the alarm or end-of-alarm.

This information can be entered in the new section at the bottom of the form for creating/editing alarm rules.

The tables below summarize the alarms that Newtest components are capable of generating at present. They show:

- the **Text** of the alarm message. Information indicated by "%xxx" is provided when the alarm is issued.
- the **Level** of the alarm: Critical, Warning or Information. "Critical" means the operation of the Newtest solution is affected.
- **Repetition**: indicates whether the message is unique or may be repeated.
- **End**: shows whether an end-of-alarm notification is generated.
- **Comment** and **Action** provide information about the alarm's characteristics.

1.4.7.1 ORIGIN IN THE INTERFACE: NAME OF THE NEWTEST COMPONENT (ROBOT OR COLLECTOR)

Alarms issued by database processing

Text	Level	Repeat	End	Comment	Action
Inoperative	Critical	no	yes	Message on "dead" robot after a silence of 3 heartbeats.	The Newtest robot's connection to NMC has been lost, either because the network is down or because the robot has stopped. Check the robot's status.
Rights error	Critical	no	yes	Rights error on robot startup.	There is an inconsistency at startup in the rights assigned to the Newtest robot. Contact Newtest technical support.
Technical error	Critical	no	yes	Technical control error on robot startup.	Disk resources or memory insufficient at startup of the Newtest robot.
Inoperative	Critical	no	yes	Message on "dead" collector after a silence of 3 heartbeats.	The Newtest Collector's connection to NMC has been lost, either because the network is down or because the robot has stopped. Check the Collector's status.

1.4.7.2 ORIGIN IN THE INTERFACE: NMC

Alarms issued by the NewtServl executable module that checks the operation of NMC.

Text	Level	Repeat	End	Comment	Action
Remaining space < (%dMB). Newtest Controller stopped	Critical	no	yes	Critical threshold of available disk space exceeded. Controller stopped.	Because disk space is lacking, NMC operation is not ensured. You must free some disk space. Contact Newtest technical support.
%s number of probes is greater than %d	Critical	yes	yes	Exceeded the critical threshold of the number of Newtest robots connected to the Controller simultaneously.	Consider changing HTTP transport parameters. If the problem persists, contact Newtest technical support.
bInternalCheckOK = FALSE, Newtest Controller reinitialized	Critical	yes	yes	Error in NewtServe internal consistency check. Reboot of service.	If the problem persists, check Newtest trace files and the NMC server's events log. Contact Newtest technical support.
Newtest Controller memory > memory limit (%dK), Newtest Controller reinitialized	Critical	yes	yes	Controller exceeded critical threshold for memory use. Reboot of service.	If the problem persists, contact Newtest technical support.
Newtest SQL cache(1) size exceeds %dK	Critical	yes	yes	Threshold for tolerated size of cache for registering "Results" messages in SQL was exceeded.	The server's processing capacity is insufficient. If the problem persists, contact Newtest technical support.
Newtest SQL cache(2) size exceeds %dK	Critical	yes	yes	Threshold for tolerated size of cache for registering "Status" messages in SQL was exceeded.	The server's processing capacity is insufficient. If the problem persists, contact Newtest technical support.
No heart beat received, Newtest Controller reinitialized	Critical	yes	yes	The service controller is no longer showing signs of activity. Reboot of service.	If the problem persists, check Newtest trace files and the NMC server's events log. Contact Newtest technical support.
Nb files in Newtest tmp directory exceeds %d files	Warning	yes	yes	Reached the alert threshold for the number of files in the tmp directory where files sent by	Keep track of changes in the directory. If the problem persists, contact Newtest technical support.

				Newtest robots are stored (results, diagnostics, etc.).	
Newtest Controller memory > memory limit (%dK)	Warning	yes	yes	Exceeded the alert threshold for the controller's use of memory.	Reboot server. If the problem persists, contact Newtest technical support.
Newtest tmp directory size exceeds %dMB	Warning	yes	yes	Exceeded the alert threshold for the disk space used by the tmp directory where files sent by Newtest robots are stored (results, diagnostics, etc.).	Keep track of changes in the directory. If the problem persists, contact Newtest technical support.
Newtest TRC files size exceeds %dMB	Warning	yes	yes	Exceeded the alert threshold for the disk space occupied by Trace files.	Keep track of changes in the directory. If the problem persists, contact Newtest technical support.
Remaining space < (%dMB)	Warning	yes	yes	Exceeded the alert threshold for available disk space.	Purge rules should be tightened.

1.5 OPERATION MENU

The Operation menu is accessible to users logged on as Super Administrators or Administrators.

The information shown in this module's various menus is intended for Newtest power users who are familiar with general Newtest principles and the deployment of Newtest robots and measurements.

Please contact your Newtest sales representative for information on Newtest training courses.

Available modules:

- Information/exclusion ranges
- Patches
- Error labels

1.5.1 INFORMATION / EXCLUSION RANGES

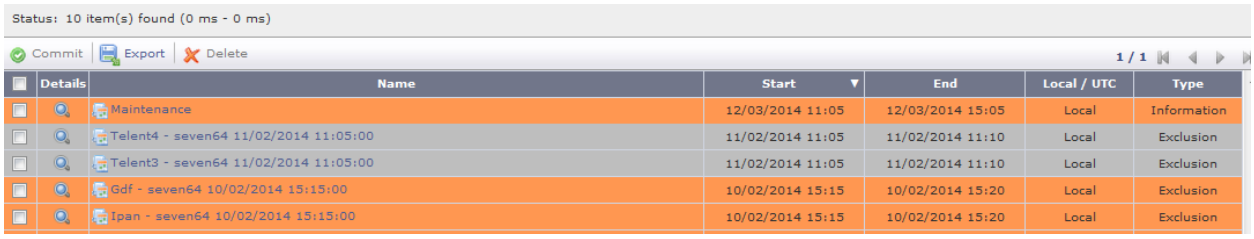
To segregate from the calculation of overall availability and performance indicators such operations (maintenance, overhauls, etc.) that are likely to cause scenario unavailabilities, you can pre- or post-programme conditions for the exclusion of certain measurements conducted by these scenarios. It is also possible to simply record information without taking action on the results (this is the purpose of information ranges).

Important: the data corresponding to measurements made during these exclusion ranges are temporarily stored as results and are accessible in Supervision, but are not saved to the data warehouse.

The entry page displays a list of programmed information/exclusion ranges. Dates and times are expressed in universal time (UTC). Information in UTC makes it possible to manage exclusions regardless of the time zones where robots are located.

When you click the link "Information/Exclusion ranges" in the tree on the left, all information and exclusion ranges that have been configured appear along with their characteristics.

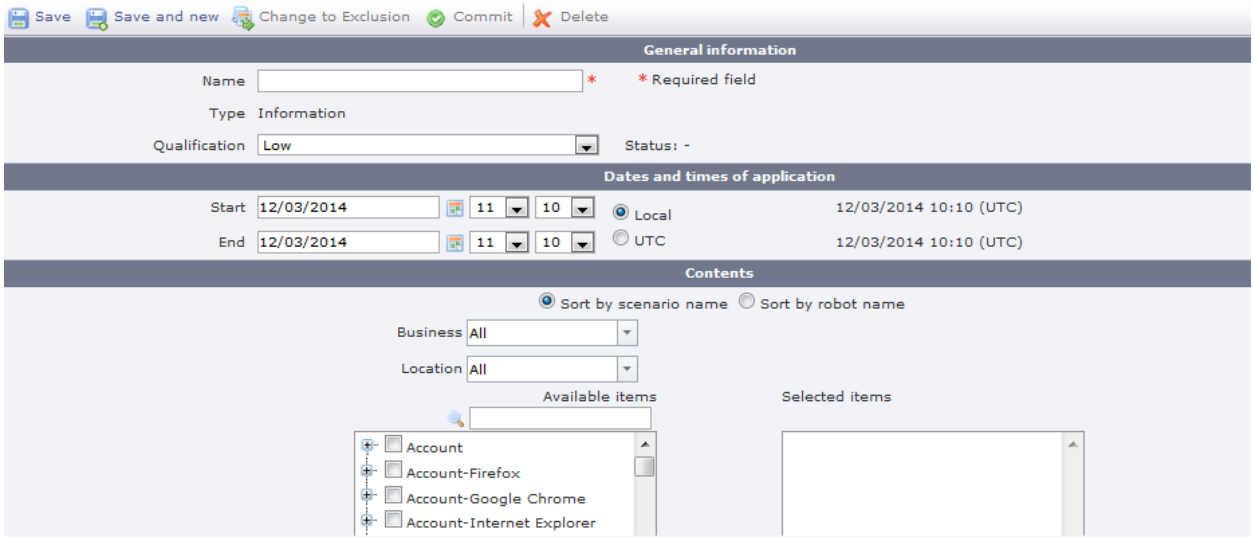
By clicking date column you can sort them from the oldest to the most recent, or vice-versa:



Details	Name	Start	End	Local / UTC	Type
	Maintenance	12/03/2014 11:05	12/03/2014 15:05	Local	Information
	Telent4 - seven64 11/02/2014 11:05:00	11/02/2014 11:05	11/02/2014 11:10	Local	Exclusion
	Telent3 - seven64 11/02/2014 11:05:00	11/02/2014 11:05	11/02/2014 11:10	Local	Exclusion
	Gdf - seven64 10/02/2014 15:15:00	10/02/2014 15:15	10/02/2014 15:20	Local	Exclusion
	Ipan - seven64 10/02/2014 15:15:00	10/02/2014 15:15	10/02/2014 15:20	Local	Exclusion

The link “New information range” in the tree in the lefthand pane takes you to the interface for creating an information/exclusion range.

Information/exclusion ranges are identified by a label. This is a link that allows you to edit information in the information/exclusion range page.



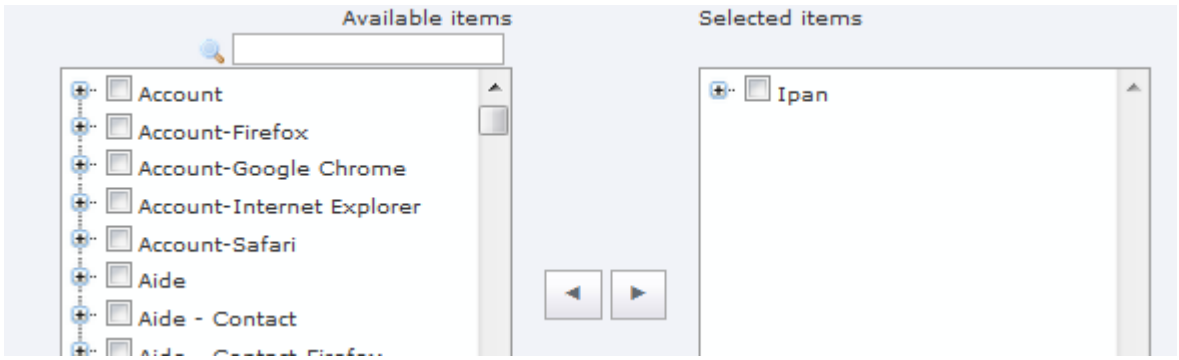
You can qualify an information range as being of “low”, “normal” or “high” impact. This information is not yet processed by Newtest Reporting, but it is fed back to the Newtest data warehouse. It may therefore be used by third-party products which connect directly to the Newtest data warehouse.

Dates and times can be entered either in the server’s local time or in universal time (UTC). Internally, the data that is valid and recorded is expressed in UTC. Therefore, any exclusion of results measured by the selected scenarios of a robot takes place in UTC, regardless of the robot’s reference time zone.

A conversion is proposed based on the information about time changes that is supplied by the administrator (see *Application settings*).

When you have defined the days and ranges of application, select the scenarios (in tandem with the robot, i.e. [scenario][Robot]) that you want to apply the information/exclusion range to in the lists at the bottom of the page. Sorting by Business and Location filters facilitates the selection of scenarios.

You can then add items to the righthand pane using the arrows:



When editing, the [DELETE] cancels the defined information/exclusion range. **Caution**: the range will be deleted for all the scenarios that it was assigned to. Consistency controls prevent or limit changes to ranges in progress or past ranges. Furthermore, the end date of a range in progress cannot be modified to a date earlier than the current date.

[SAVE] to save the range's settings.

[CANCEL] to return to the initial parameters. **Caution**: this operation cannot be performed after you click the SAVE button.

[BACK] to return to the list.

[CONVERT TO EXCLUSION] to turn an information range into an exclusion range.

The Status bar offers summary information about the execution of functions.

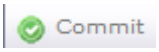
Color-coding is applied to it as follows:

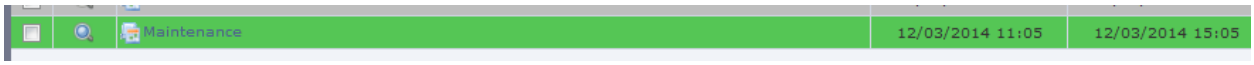
Orange: not yet validated

Green: in progress

Bleu: not yet active

Gray: done

Each range must then be confirmed, and changes to green: 



Note: the selection of dates depends on storage and validity settings (valid Range) within Application Settings.

1.5.2 PATCHES (UPGRADES)

After Newtest robots have been deployed, Newtest Management Console can distribute the software upgrades that the Newtest support team delivers to you. These may be patches or upgrades between new releases of Newtest software for robots. In some cases, they may be optional complements that were not in the default installation but which may be required for implementing scenarios on robots in order to monitor certain applications.

When you select a patch in the tree in the lefthand pane, only the robots that are likely candidates for a patch appear in the list with a checkbox next to them.

For robots to appear in the list, they must fulfill all of the following conditions. These are robots:

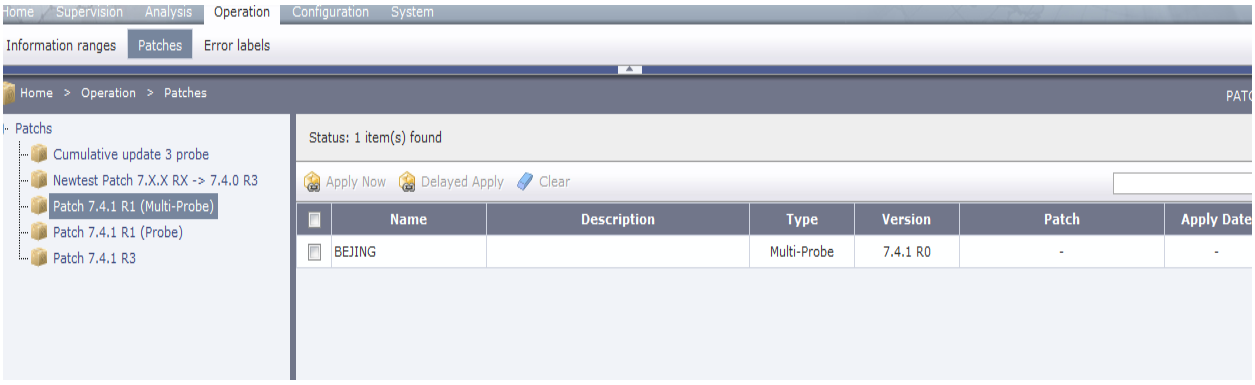
a.) for which the NMC server has primary status,

b.) that are not deactivated,

c.) that have been identified through a first connection to Newtest Management Console,

d.) whose version of installed Newtest software is known, and

e.) whose version of the installed Newtest software is strictly earlier than the version of the patch selected.



For each robot are shown: the robot's name, the version of the installed Newtest software (as referenced in the administration database), whether a patch is pending for this robot, and the date the patch's application was requested.

You can select (using the checkbox) the robots that you want to apply the patch to. The robot automatically takes account of the patch during its next daily configuration request process. It is possible, however, to program an immediate application of the patch.

Note: This causes the robot to shut down and then restart.

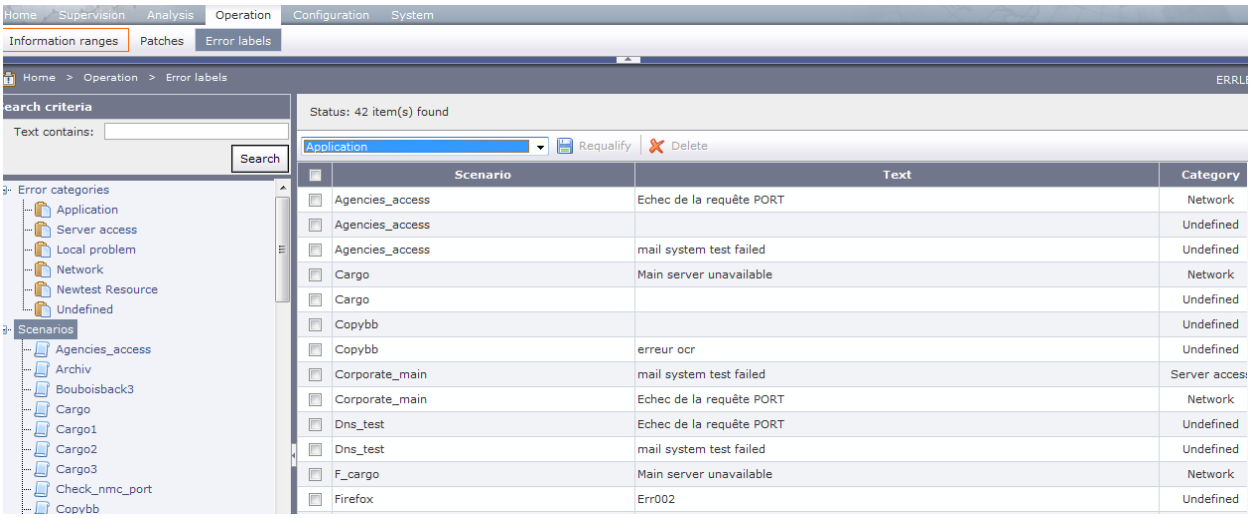
There is no log of the patches applied. When a robot applies a patch, this is indicated by the updated Newtest version number shown in the robot's administrative information.

When you select a patch (from the filter's selection box) to apply, only the robots able to receive the patch will remain highlighted in the list. These are robots for which the current version of Newtest software is earlier than the version of the selected patch.

Note: In the event the patch fails to apply, the number fo retries depends on the setting "MaxNbRobotPatchAction" within Application Settings.

1.5.3 ERROR LABELS

The filters limit the display of errors by scenario, error message or category.



The Error message column shows the error (ERRORLINE instruction) issued by the Newtest scenario whose name appears in the lefthand column. The righthand column shows the associated Error category. Any new error detected (automatically recorded when transferred by a scenario during execution) is automatically assigned to the “undefined” category.

The checkboxes are for selecting one or more rows.

To change one or more label assignments, select the causes of error by checking the checkboxes in the lefthand column. A click on [Requalify] assigns to them the error category that you select in the drop-down list of defined categories.

[DELETE] is for deleting the selected error labels.

The error categories available with the initial installation in English: Application, Local problem, Newtest Resource, Network, Server access, Undefined. The total number of labels is programmed in the database. To extend the defined error categories, please contact your Newtest support representative.

The Status bar shows information about the functions performed.

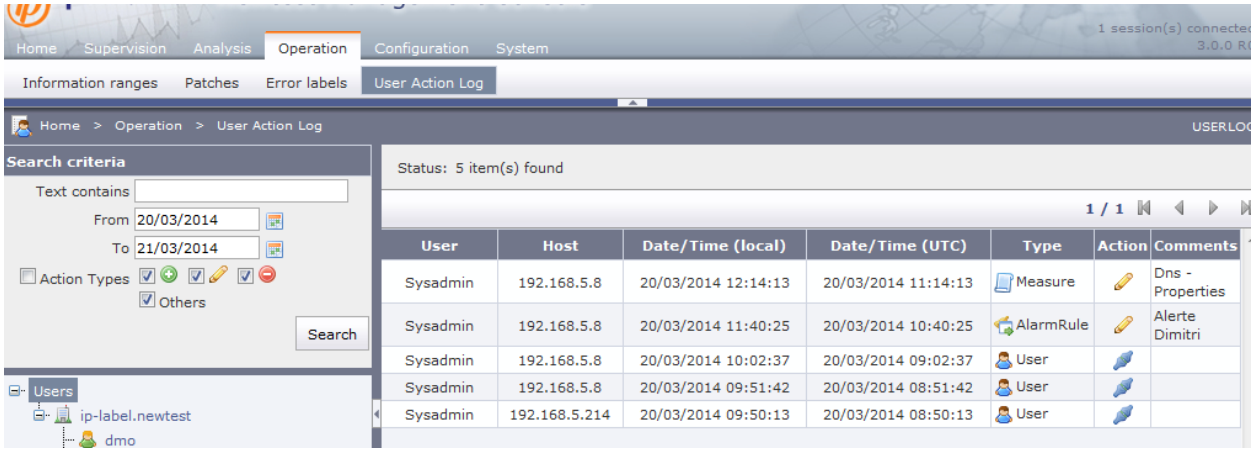
1.5.4 USER ACTION LOG

This page is for keeping track of user actions on the system:

Login

Changes to alarms

Changes to thresholds



Note: this tracabilty functionality is enabled within Application Settings with the "EnableUserActionTracking" parameter. The storage duration depends on the parameter "NbDays_Purge_StatusHistoryLog".

1.6 ANALYSIS MENU

The modules of the Analysis menu are accessible to all Newtest Management Console users. They offer views of information collected by Newtest Management Console in line with your search criteria.

The purpose of this module is not to supply statistical data, but rather to allow simple searches of the information collected over the past few hours or days.

Results data are also available in Newtest Datawarehouse.

Available modules:

- Alarms
- Diagnostics (errors, diagnostics, traces, logs, commands, screen shots)
- Robot results
- System information

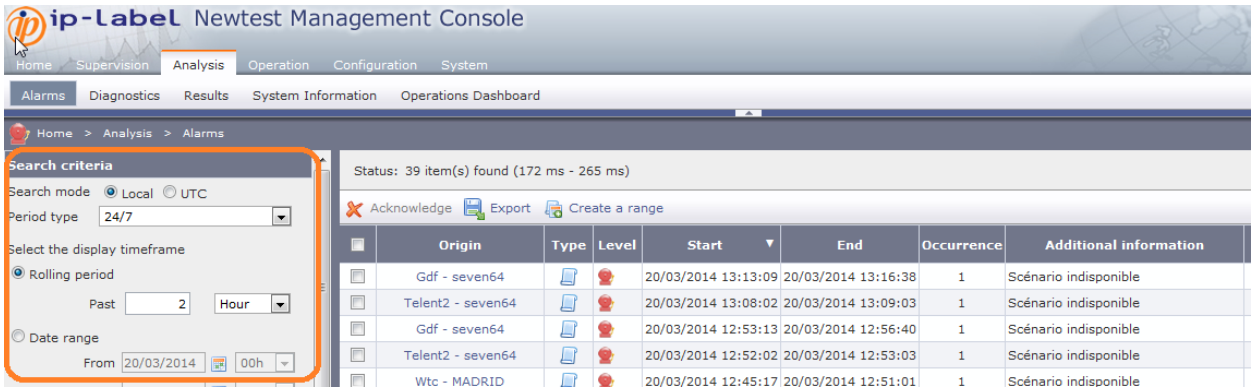
NOTE: searches take more or less time to run, depending on the complexity of the search criteria.

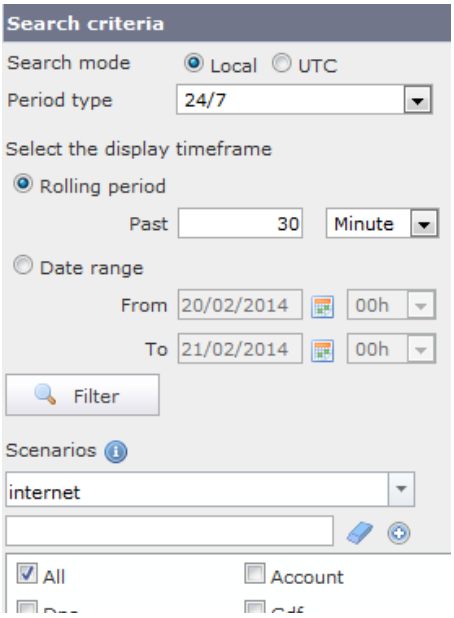
These data are purged according the NMC storage limit set by the parameters (see *Application settings*):

- NbDays_Purge for results
- NbDays_Purge_Diag for diagnostics
- NbDays_Purge_SystemInfo for robot system information

Searches and filters:

The user can select a time period, as well as specific scenarios and robots in the search criteria pane on the left.





The search criteria:

Period type: business, critical, 24/7

Timeframe

Rolling period

Business hierarchy: permet de sélectionner rapidement un ou plusieurs scénarios

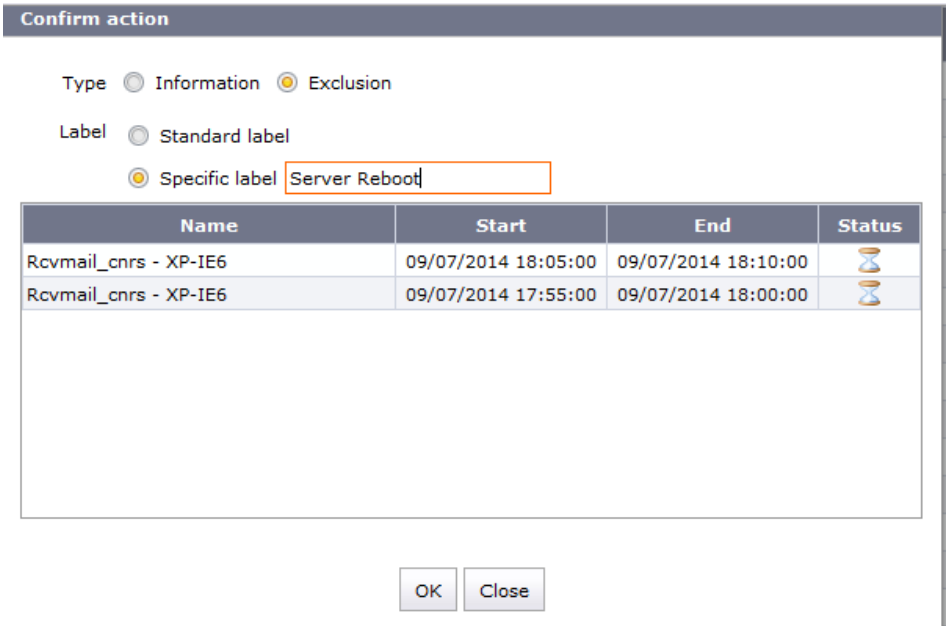
Location hierarchy: permet de sélectionner rapidement un ou plusieurs Robots

Note: the criteria entered are memorized for the user after the search is launched with a click on the Search button..

Data exclusion:

When the data in question have been removed, an exclusion range can be created within the views for Results/Alarms/Diagnostics by clicking the button Create a range.

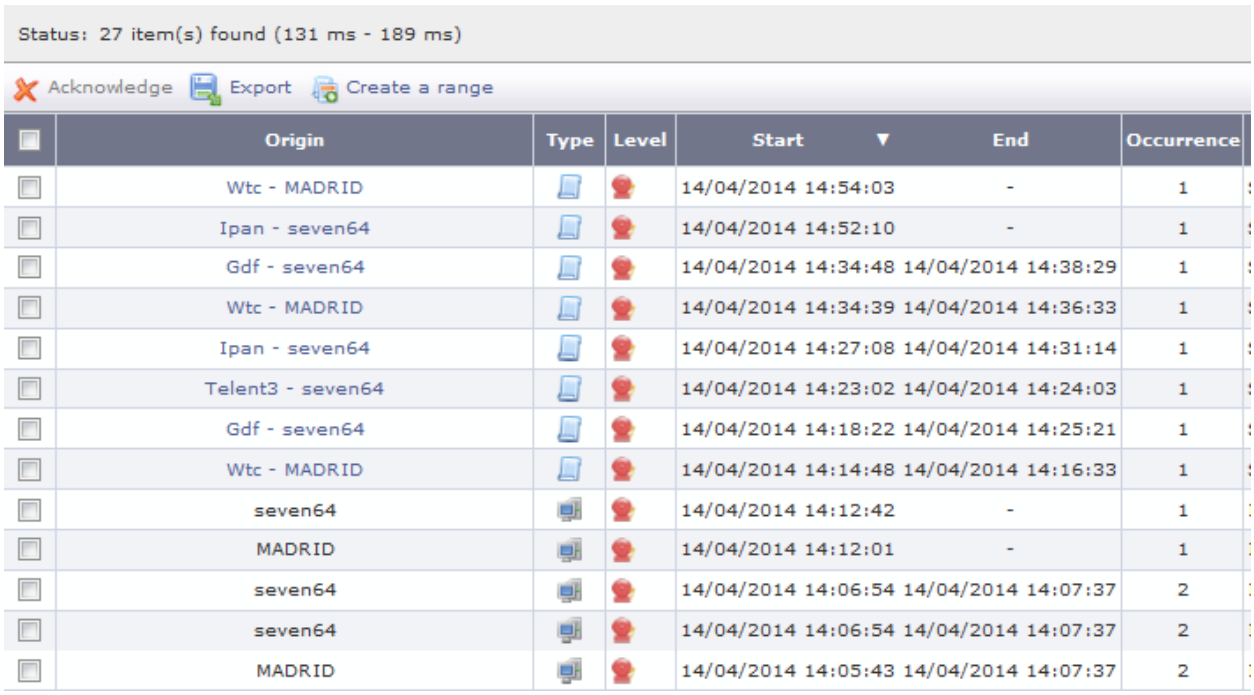
A dialog box then requests confirmation of the period to exclude and the type of range (information or exclusion) to apply:



1.6.1 ALARMS

The filter area in the lefthand pane allows searching by such criteria as:

- the robots and scenarios whose alarms you want to view.
- the period you want to view, i.e. the past few hours or days, or a specific interval.
- the type of alarm you want to view:
  - Level or degree of alarm: critical, warning, information
  - System: these are alarms issued by technical components (robots, controllers, etc.) themselves
  - Application: these alarms are issued by Newtest scenarios
  - Acknowledged alarms: alarms that have already been acknowledged by a user



Origin	Type	Level	Start	End	Occurrence
Wtc - MADRID			14/04/2014 14:54:03	-	1
Ipan - seven64			14/04/2014 14:52:10	-	1
Gdf - seven64			14/04/2014 14:34:48	14/04/2014 14:38:29	1
Wtc - MADRID			14/04/2014 14:34:39	14/04/2014 14:36:33	1
Ipan - seven64			14/04/2014 14:27:08	14/04/2014 14:31:14	1
Telent3 - seven64			14/04/2014 14:23:02	14/04/2014 14:24:03	1
Gdf - seven64			14/04/2014 14:18:22	14/04/2014 14:25:21	1
Wtc - MADRID			14/04/2014 14:14:48	14/04/2014 14:16:33	1
seven64			14/04/2014 14:12:42	-	1
MADRID			14/04/2014 14:12:01	-	1
seven64			14/04/2014 14:06:54	14/04/2014 14:07:37	2
seven64			14/04/2014 14:06:54	14/04/2014 14:07:37	2
MADRID			14/04/2014 14:05:43	14/04/2014 14:07:37	2

The display area shows:

- the origin of the alarm
- the number of consecutive occurrences
- start and end time (if the alarm is over)
- the alarm message

The checkboxes are for selecting alarms to acknowledge and creating an exclusion range.

1.6.2 DIAGNOSTICS

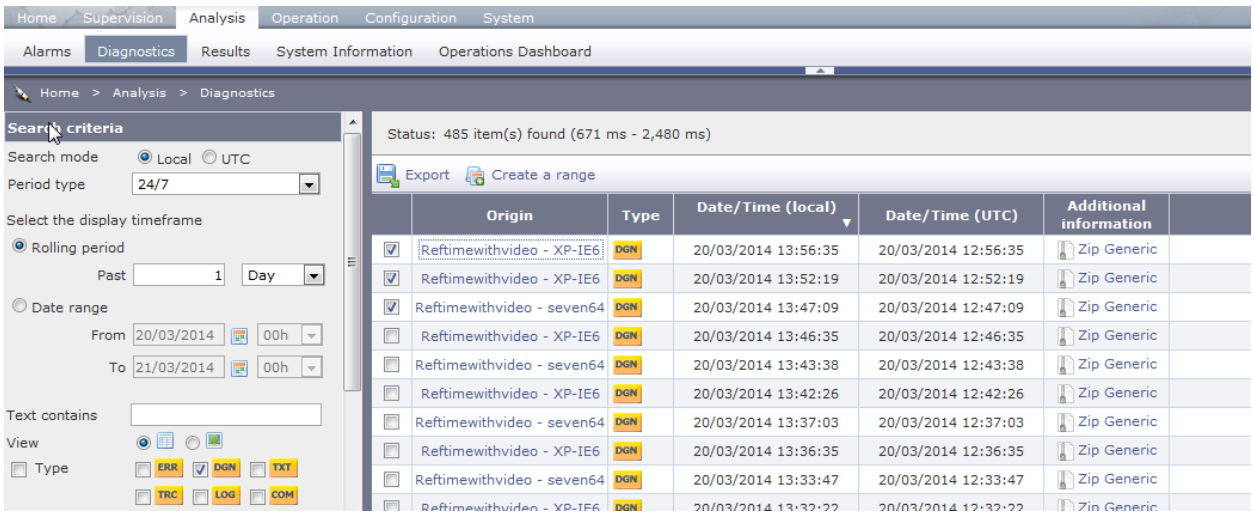
The filter area allows searching by such criteria as:

- the robots and scenarios whose messages you want to view.
- the period you want to view, i.e. the past few hours or days, or a specific interval.
- The type of message you want to view:
  - ERR: Newtest scenario-generated errors (ERRORLINE)
  - DGN: Newtest scenario-generated diagnostics (HARDCOPY, TRACEROUTE, SYSTEMINFO, web page, WAV file...)
  - TRC: traces generated by the various components' Newtest modules
  - COM: commands issued to Newtest components
  - LOG: application logs
  - TXT: messages recorded by Newtest scenarios (LOGAPPLI)

You can choose between two types of view: 

the default "detailed list" view, or an "image wall" view of the diagnostics.

1.6.2.1 DIAGNOSTICS IN "DETAILED LIST" VIEW



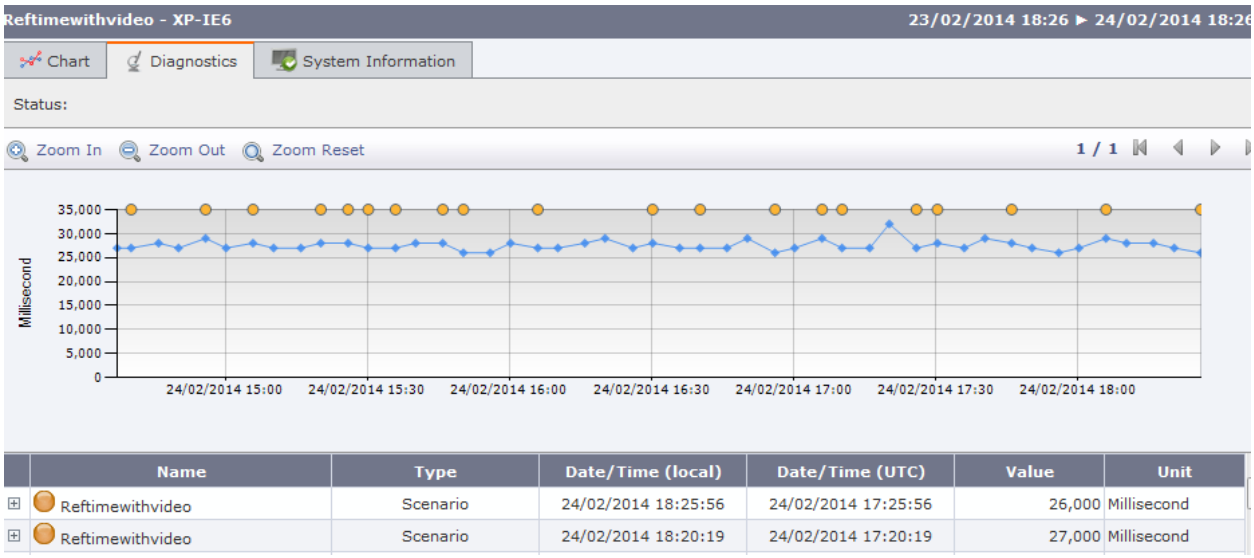
The display area shows:

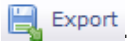
- the origin of the message
- the message's category (ERR, DGN, TRC, COM, LOG, TXT)
- the time the message was recorded
- additional qualifying information
- the text of the message

The additional qualifying information differs according to the nature of the message:

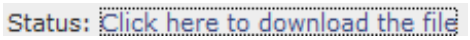
- the error category for errors
- the type of diagnostic: this is a link for viewing the image saved
- the name of the module that generated the trace
- the target of the command
- the application that generated the log
- name of the LOGAPPLI measurement

When you click the name of a diagnostic, a time correlation window opens to display the tests. Those that have a diagnostic appear with an orange dot:



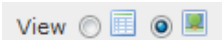
You can export data by clicking the **Export** button 

.

Next, click the link 

that appears above the Export button.

1.6.2.2 DIAGNOSTICS IN OPERATION DISPLAY ("IMAGE WALL" VIEW)

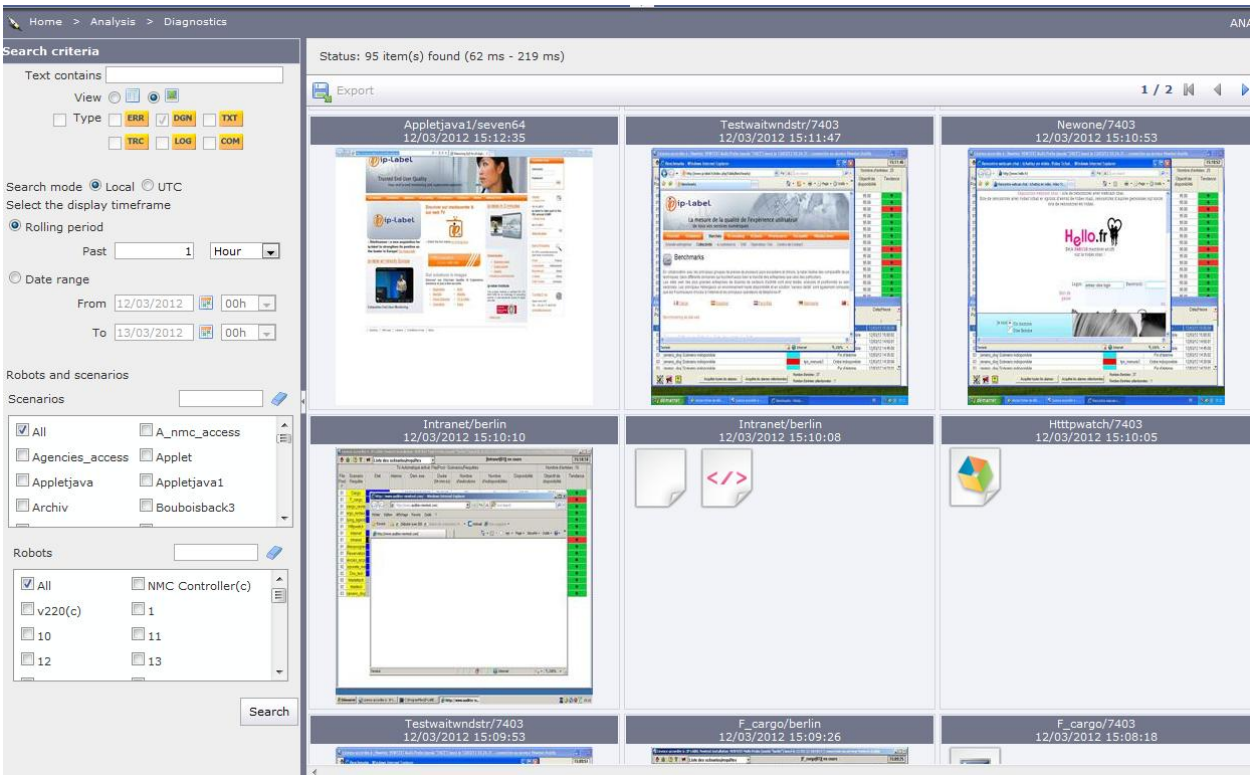
To display an image wall of diagnostics, select that view option: 

.

In the operation display only diagnostics appear, in accordance with the time filter settings.

This view presents:

- a picture of the diagnostic : hardcopy and HTML-format diagnostic
- name of the robot/scenario that generated the diagnostic
- date and time the diagnostic was generated
- a link for full-size viewing

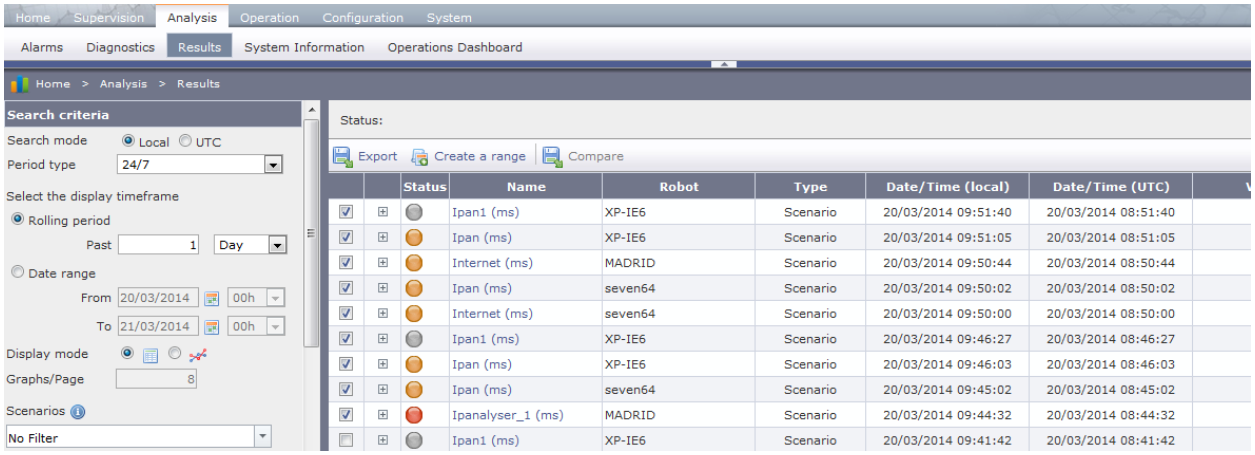


Click the name of a scenario to drill down to the Measurements & Diagnostics correlation window for that scenario.

1.6.3 MEASUREMENT RESULTS

The filter area in the lefthand pane allows searching by such criteria as:

- the robots and scenarios whose results you want to view
- the period you want to view, i.e. the past few hours or days, or a specific interval
- the type of display you prefer



You can export data by clicking the **Export** button in the main window.

Note: data export is a three-step process

- Select items using the search filters
- Start data export by clicking the **Export** button
- Download the resulting file by clicking the link that appears in the interface above the Export button

If you select table format as the display mode 

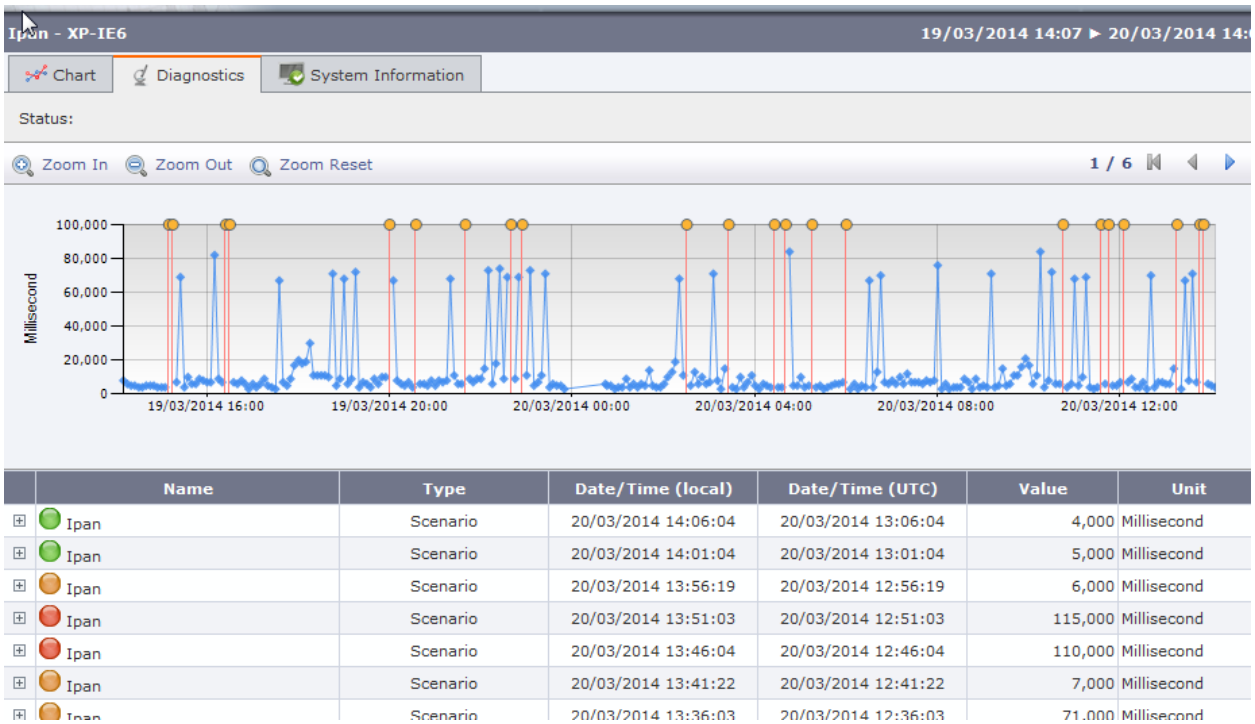
, the display area shows the:

- status of the result: successful (green), degraded (orange), or error (red)
- origin of the result (scenario/robot)
- name of the measurement
- type of scenario or measurement
- time it was recorded
- value measured
- unit of measure

Click the " + " next to a scenario name in the central display area to display details of the measurements associated with that scenario.

Status	Measurement	Robot	Type	Date/Time (local)	Date/Time (UTC)	Value	Unit
	Dns_test	VISTA74	Scenario	18/03/2011 11:23:15	18/03/2011 10:23:15	1,000	Millisecond
	Corporate_main	VISTA74	Scenario	18/03/2011 11:23:10	18/03/2011 10:23:10	3,000	Millisecond
	Agencies_access	VISTA74	Scenario	18/03/2011 11:23:05	18/03/2011 10:23:05	3,000	Millisecond
	port_test	VISTA74	Response time (User)	18/03/2011 11:23:06	18/03/2011 10:23:06	0	Millisecond
	port1_dns	VISTA74	Response Time (Breakdown)	18/03/2011 11:23:06	18/03/2011 10:23:06	6	Millisecond
	port2_connect	VISTA74	Response Time (Breakdown)	18/03/2011 11:23:06	18/03/2011 10:23:06	4	Millisecond
	Flying_agenda	VISTA74	Scenario	18/03/2011 11:23:00	18/03/2011 10:23:00	24,000	Millisecond
	connect	VISTA74	Response time (User)	18/03/2011 11:23:02	18/03/2011 10:23:02	2,340	Millisecond
	login	VISTA74	Response time (User)	18/03/2011 11:23:06	18/03/2011 10:23:06	3,380	Millisecond
	disp_agenda	VISTA74	Response time (User)	18/03/2011 11:23:10	18/03/2011 10:23:10	4,540	Millisecond
	page1	VISTA74	Response time (User)	18/03/2011 11:23:16	18/03/2011 10:23:16	5,330	Millisecond
	page2	VISTA74	Response time (User)	18/03/2011 11:23:18	18/03/2011 10:23:18	2,350	Millisecond
	validation	VISTA74	Response time (User)	18/03/2011 11:23:23	18/03/2011 10:23:23	4,770	Millisecond

When a scenario execution fails, additional information may have been recorded. Click name of the scenario ("F_cargo" in the example below) to drill down an information correlation panel which displays the errors and any diagnostics that were recorded (marked with an orange dot that you can click to drill down).



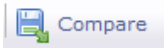
Name	Type	Date/Time (local)	Date/Time (UTC)	Value	Unit
Ipan	Scenario	20/03/2014 14:06:04	20/03/2014 13:06:04	4,000	Millisecond
Ipan	Scenario	20/03/2014 14:01:04	20/03/2014 13:01:04	5,000	Millisecond
Ipan	Scenario	20/03/2014 13:56:19	20/03/2014 12:56:19	6,000	Millisecond
Ipan	Scenario	20/03/2014 13:51:03	20/03/2014 12:51:03	115,000	Millisecond
Ipan	Scenario	20/03/2014 13:46:04	20/03/2014 12:46:04	110,000	Millisecond
Ipan	Scenario	20/03/2014 13:41:22	20/03/2014 12:41:22	7,000	Millisecond
Ipan	Scenario	20/03/2014 13:36:03	20/03/2014 12:36:03	71,000	Millisecond

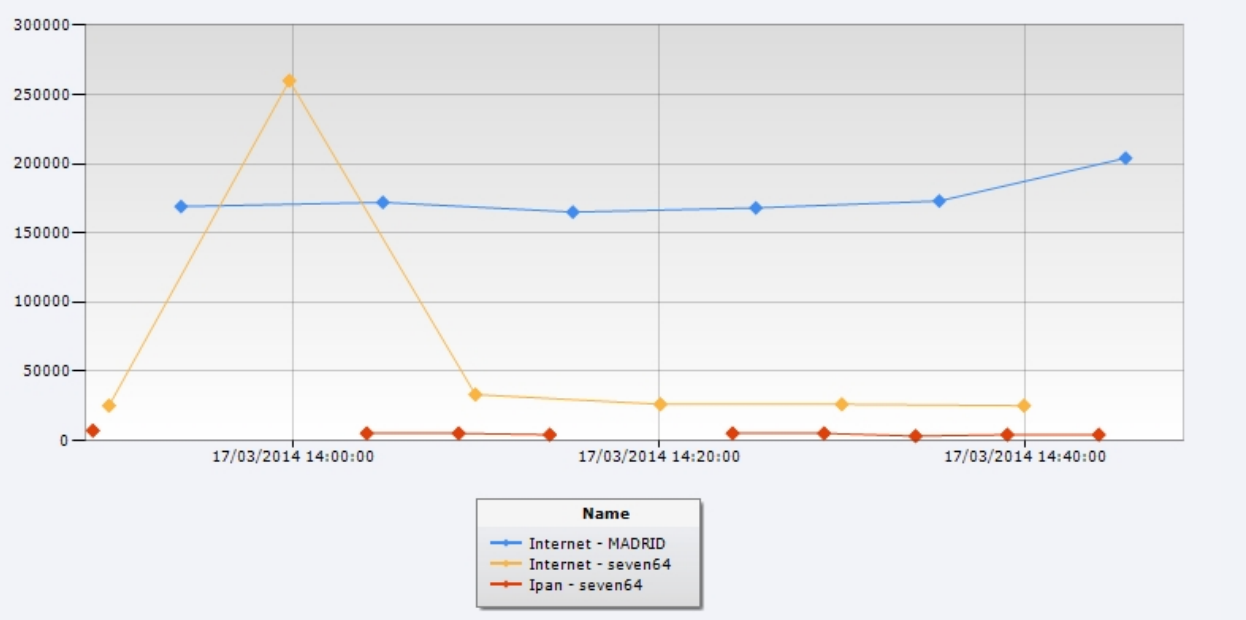
If you select table format as the display mode 

, the display area shows the:

- origin of the result (scenario/robot)
- execution times for the selected period

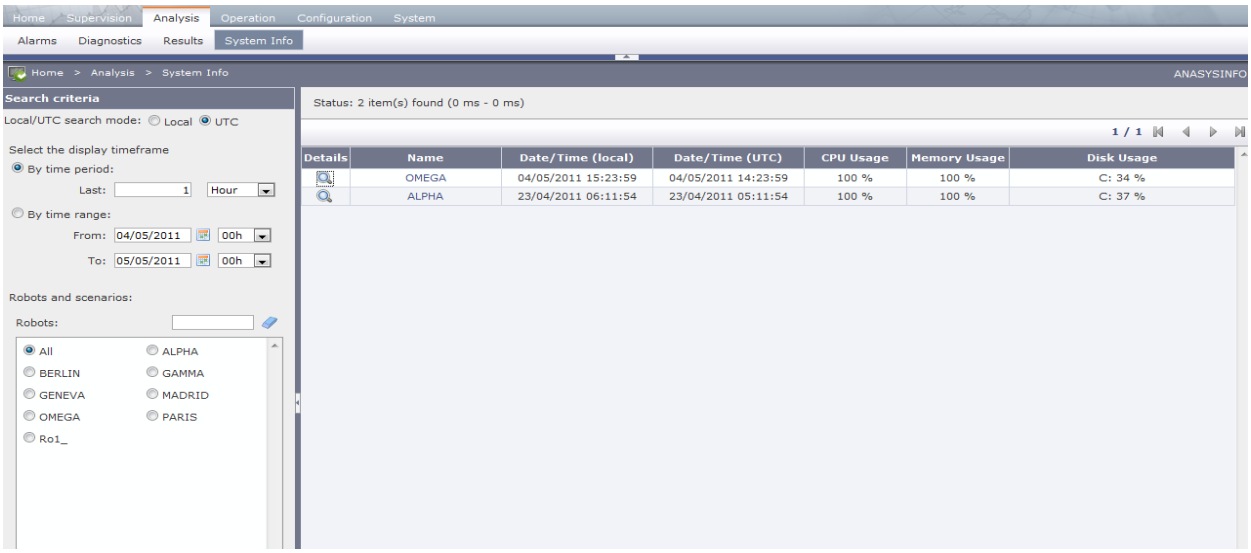
Select scenarios by checking their box, and then click the Compare button to produce a comparison chart:



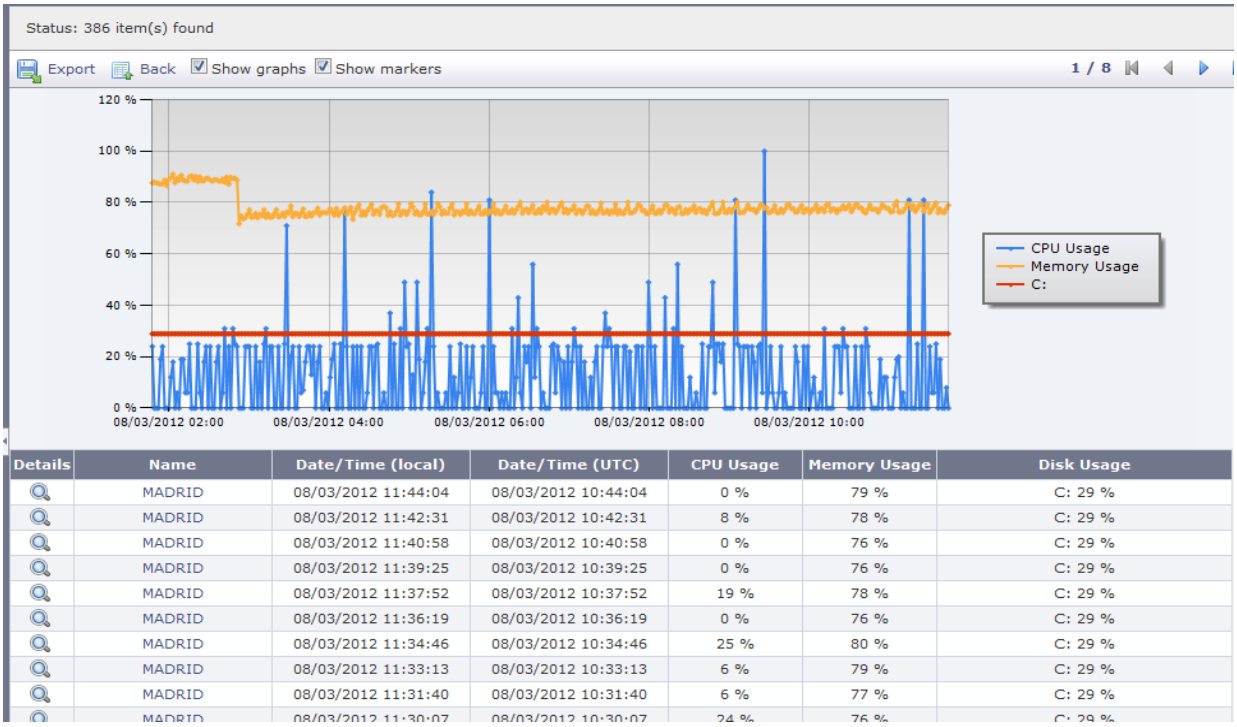


1.6.4 SYSTEM INFORMATION

This page presents the configuration elements of the technical platform on which the robot is installed. This function is available starting with version 7.5.0 of the robot.



By clicking a robot's name you can view a graphic showing the CPU usage, memory usage, and available disk space.



Details	Name	Date/Time (local)	Date/Time (UTC)	CPU Usage	Memory Usage	Disk Usage
	MADRID	08/03/2012 11:44:04	08/03/2012 10:44:04	0 %	79 %	C: 29 %
	MADRID	08/03/2012 11:42:31	08/03/2012 10:42:31	8 %	78 %	C: 29 %
	MADRID	08/03/2012 11:40:58	08/03/2012 10:40:58	0 %	76 %	C: 29 %
	MADRID	08/03/2012 11:39:25	08/03/2012 10:39:25	0 %	76 %	C: 29 %
	MADRID	08/03/2012 11:37:52	08/03/2012 10:37:52	19 %	78 %	C: 29 %
	MADRID	08/03/2012 11:36:19	08/03/2012 10:36:19	0 %	76 %	C: 29 %
	MADRID	08/03/2012 11:34:46	08/03/2012 10:34:46	25 %	80 %	C: 29 %
	MADRID	08/03/2012 11:33:13	08/03/2012 10:33:13	6 %	79 %	C: 29 %
	MADRID	08/03/2012 11:31:40	08/03/2012 10:31:40	6 %	77 %	C: 29 %
	MADRID	08/03/2012 11:30:07	08/03/2012 10:30:07	24 %	76 %	C: 29 %

By clicking a robot's Details button you can view the robot's configuration details (robot name, OS, etc.). The tab pages show you:

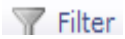
- Active processes
- Services
- Installed software

1.6.5 OPERATIONS DASHBOARD

This page enables you to check the components of the Newtest measurement systems using selection and filtering mechanisms to create displays of detailed information about these items.

The home view of the Operation dashboard page provides an overview of Newtest measurement systems:

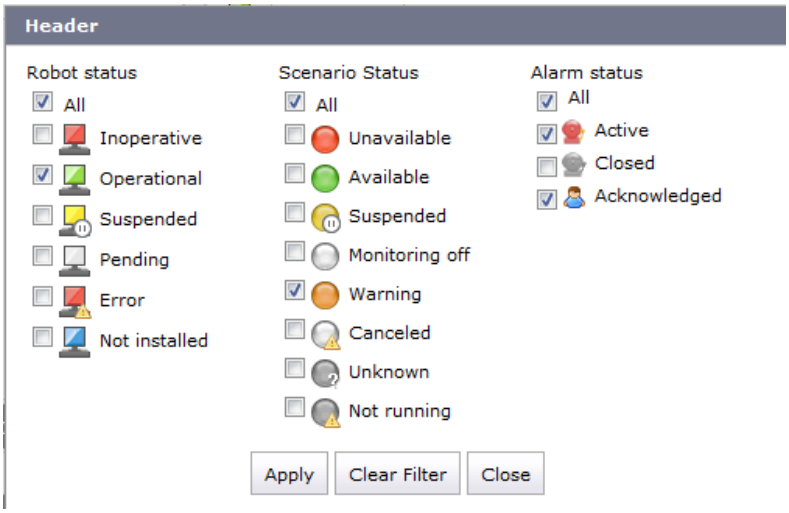
This view displays information about Newtest robots in the upper pane, and in the lower pane information about Newtest scenario executions.

The user can also filter by clicking 

in the upper right corner of the display. When no filter has been applied, the button is grey. If a filter has been applied, the button turns blue: 

.

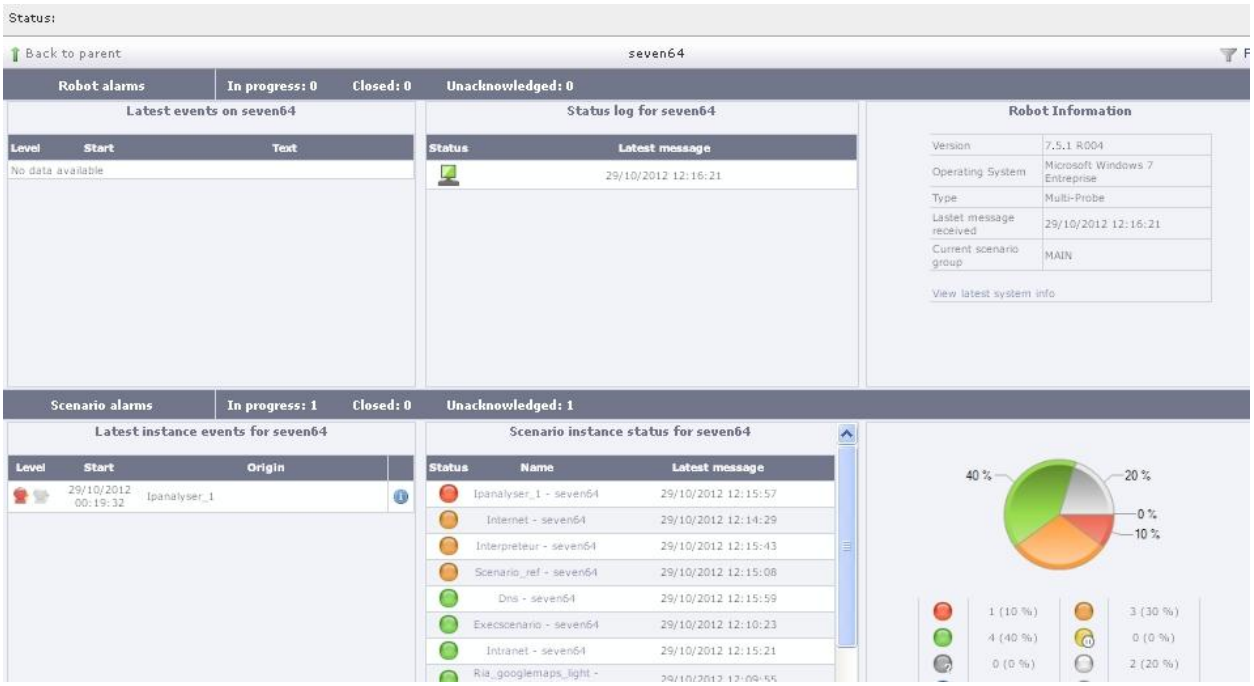
Filters can be set on robot status, scenario status, and/or alarm status:



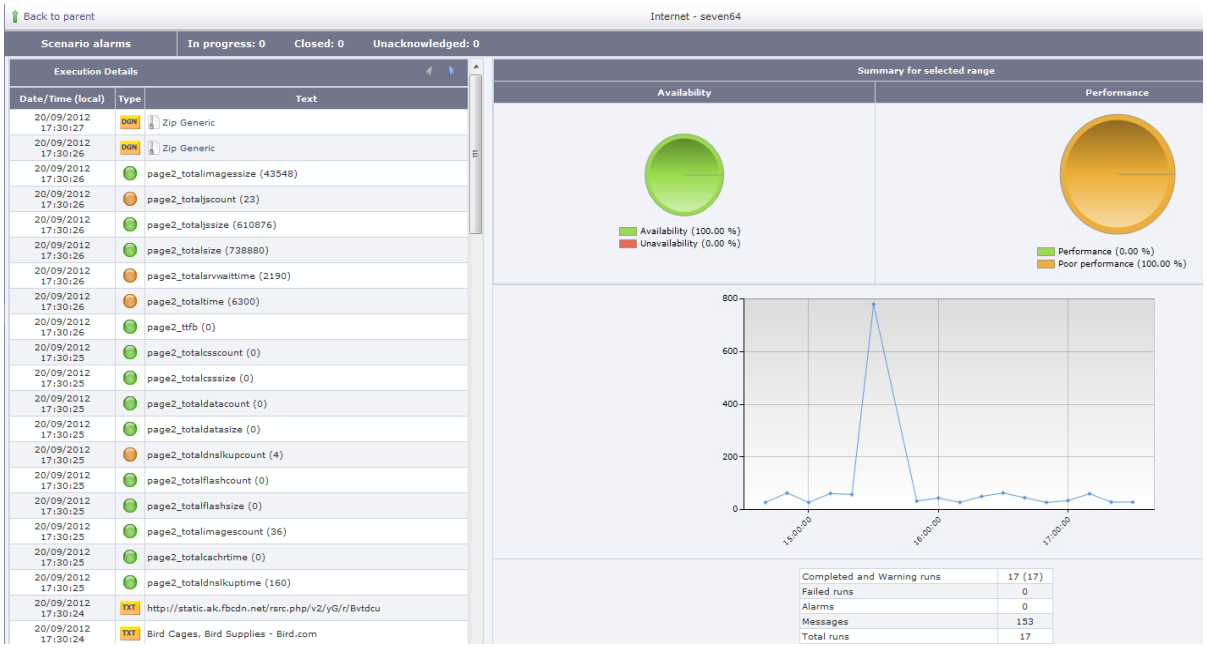
To remove all filters, simply click the Clear Filter button.

A click on the name of a robot in the robot status pane displays all detailed information about this robot.

In the example below, detailed information about the robot “seven64” appears. The upper pane shows information about the robot, while the lower pane provides information about specific instances of the robot.



Click an instance to view a log of the statuses of this instance for the selected period. All measurements and diagnostics relating to the instance, in addition to its availability and performance over the period and response time trends over the period.



1.7 SUPERVISION INTERFACE

Newtest™ Management Console offers many possibilities for monitoring and managing Newtest components in its Supervision menu.

The Supervision menu is divided into three submenus:

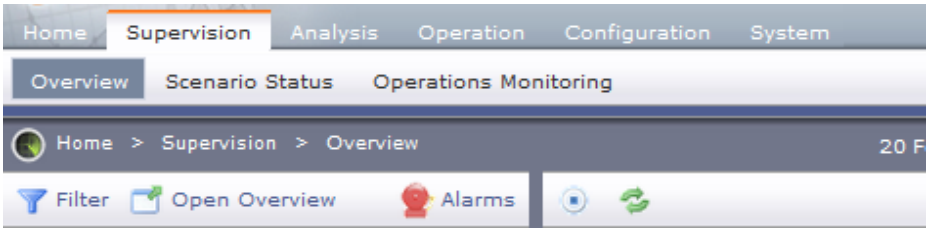
- Overview of Newtest robots
- Scenario Status
- Operations Monitoring

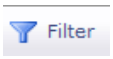
The various modules of Newtest Management Console's Supervision interface share a number of elements:

- Supervision control bar
- Monitored items
- Information panels (robots and/or scenarios)
- Alarms overview pane

1.7.1 SUPERVISION CONTROL BAR

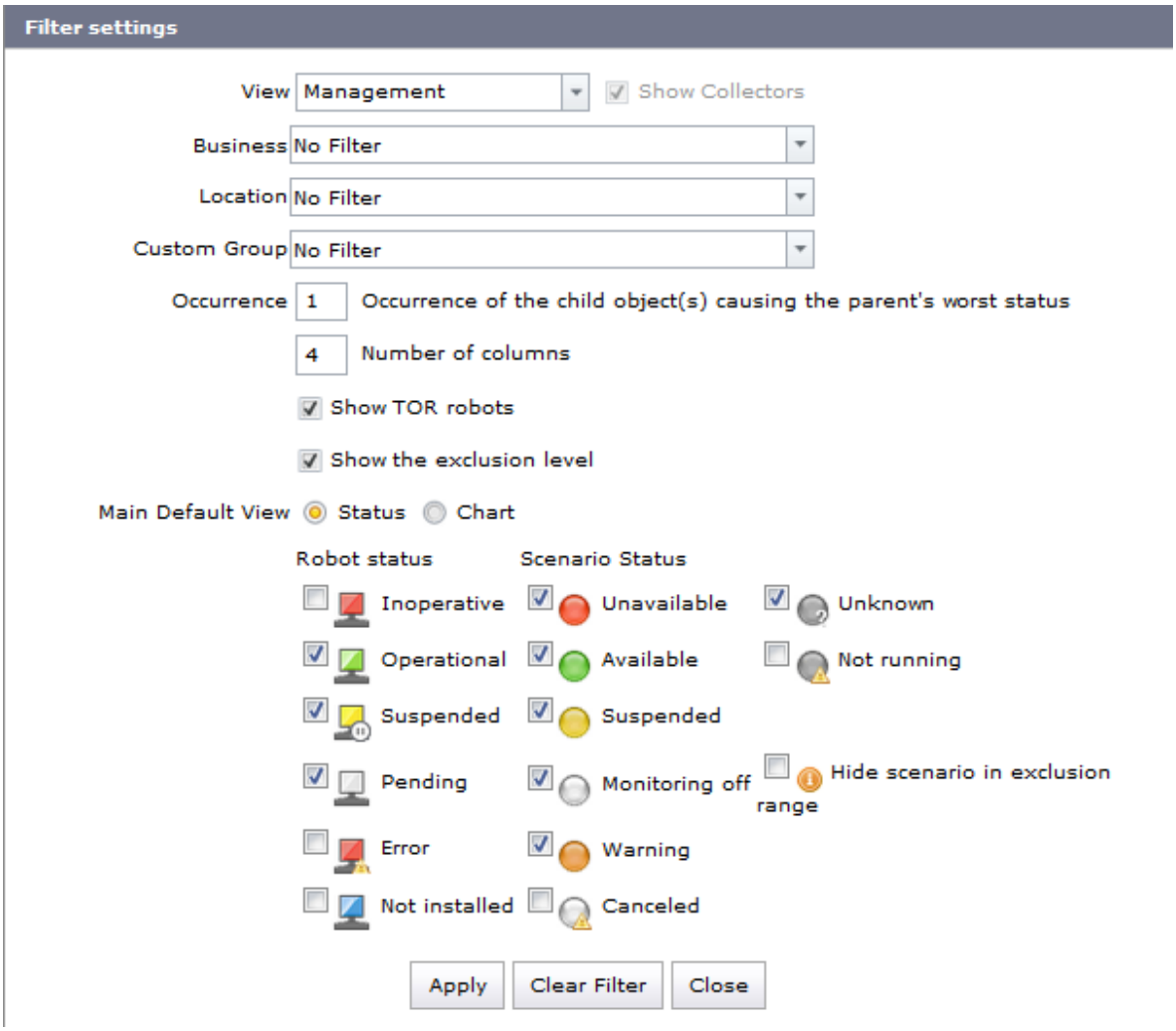
In the pages of the Supervision module, the control bar enables you to adapt the display of information to summary or detail views.





Click the Filter button to sort the Supervision display.

The filter can be set within each display: management, business, location, or custom group, at the level of a business or location, but also by robot and/or scenario status.



Occurrence: the number of occurrences of the worst status among child objects before the parent status is affected. The default occurrence is set at 1, which means that the status of the parent is the same as the worst status among the child objects.

Number of columns: this option allows you to specify the number of columns in the view, including status or chart graphics.

Show TOR robots: to enable or disable display of TOR (Test on Request) robots in the Supervision view.

Show the exclusion level: this option is for displaying the scenarios that are at any moment subject to an exclusion or information range, color-coded as follows:

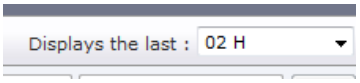
Blue: information range

Orange: exclusion range

Main default view: you can set a default view by choosing between status display or thumbnail charts when you select a component (robot or business).

A click on this button opens a separate window in the browser to allow you to continuously monitor the status of the monitoring network.

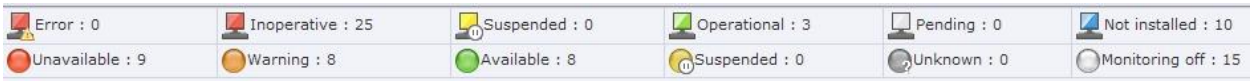
Click Auto refresh activate screen refresh at the frequency defined in the application parameters (System / Settings menu). A click on the Update button refreshes the screen immediately.



In this field you can edit the number of hours to display in detail views. Important: for large organizations the display may lag considerably and lead to anomalies.

1.7.2 SUPERVISED ELEMENTS: SYMBOLS AND HIERARCHY

The elements shown are organized in the Overview tree structure (see *Overview trees* and *Overview trees: reading the symbols*). You can expand the list of an element's contents by clicking the [+] sign next to it.



Statuses of exports to Newtest Datawarehouse and escalation in display

Priority	Status	Icon
1	Failed	
2	In progress	
3	Successful	

NMC Controller or Newtest Collector statuses and escalation in display

Priority	Status	Icon
1	Inoperative	
2	Unknown	
3	Operational	

NEWTEST robot statuses and escalation in display

Priority	Status	Icon
1	Error (technical or license privileges)	
2	Inoperative	
3	Suspended	
4	Operational	
5	Pending	
6	Not installed	

Scenario statuses and escalation in display

Priority	Status	Icon
1	Unavailable	
2	Warning	
3	Available	
4	Suspended	
5	Unknown	
6	Monitoring off	
7	Canceled	

Alarm statuses and escalation in display

Priority	Status	Icon
1	Critical	
2	Warning	
3	Information	

1.7.3 INFORMATION PANELS (ROBOTS AND/OR SCENARIOS)

The **Overview** and the **Scenario status monitoring** modules of Supervision provide access to panels showing information on robots and/or scenarios. You can issue commands to robots and/or scenarios from within these panels.

(See the *Overview* and *Scenario status monitoring* chapters about how to access information panels.)

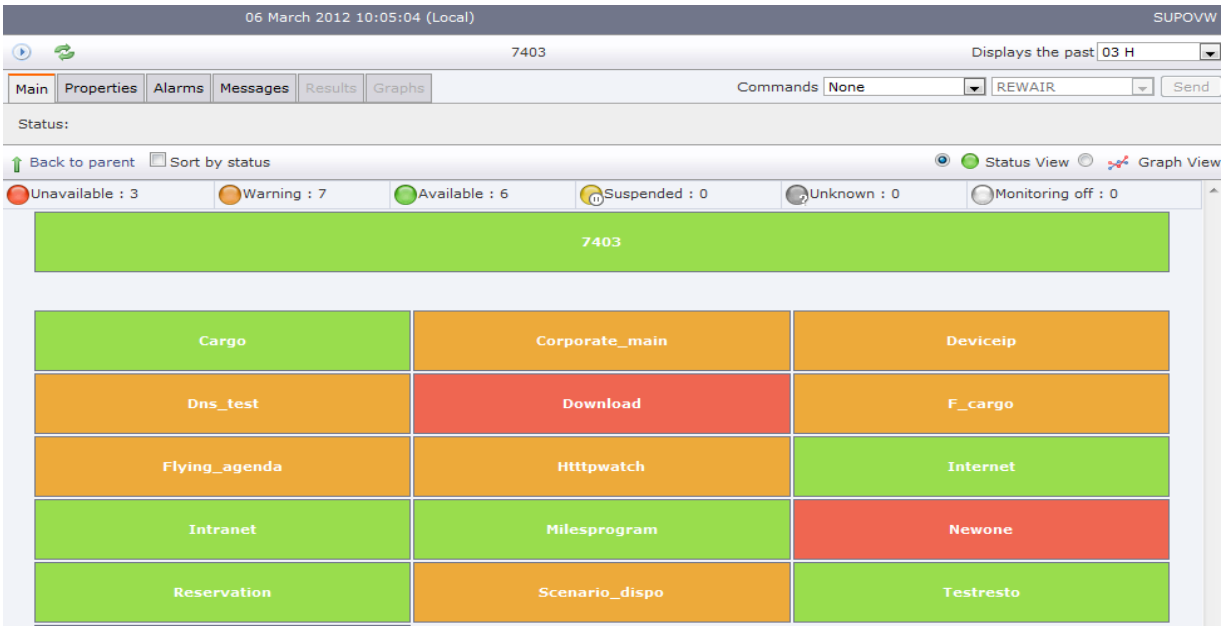
1.7.3.1 SUMMARY PANEL

This panel shows a summary view of the status of the element selected. The main view shows the operating status of all the robots connected to NMC:

- Green color coding: the robot is functional
- Red color coding: the robot is nonfunctional
- Blue color coding: the robot has not been installed

Summary view for a Newtest robot

When you select a robot in the tree in the lefthand pane the following view appears:



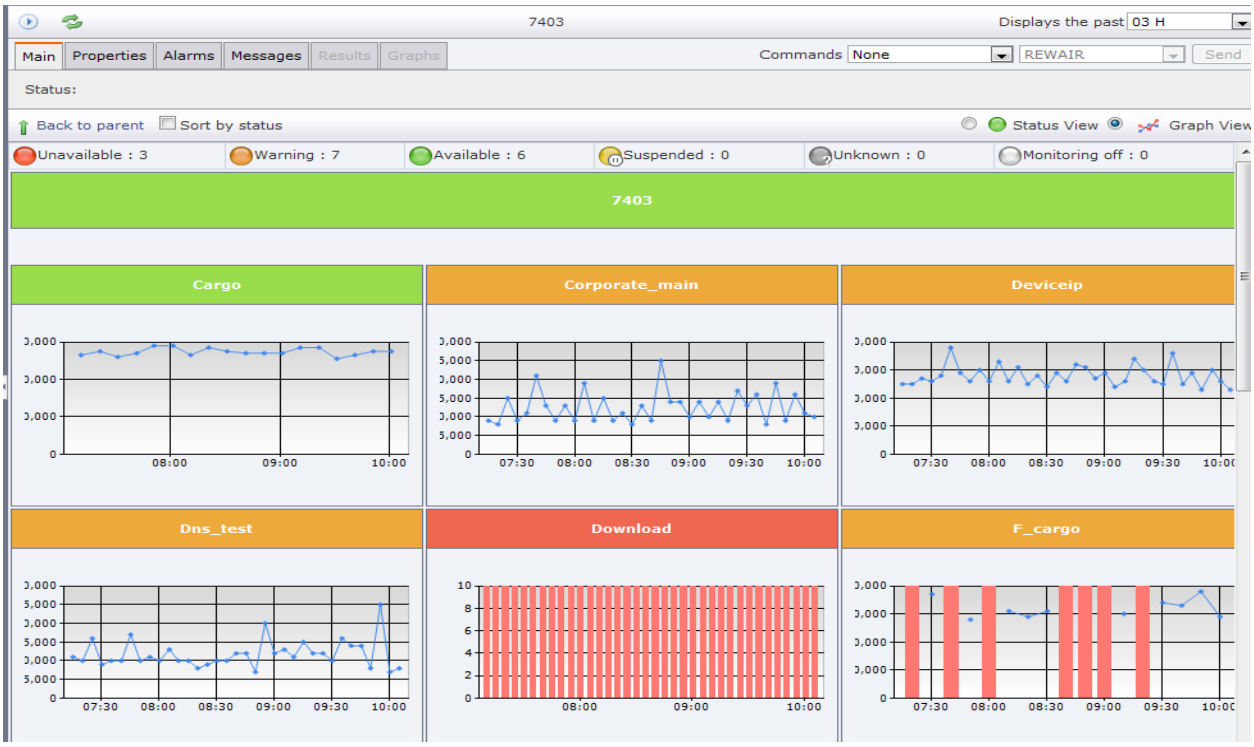
The page displays the following elements:

Status of the Newtest robot: shows the robot's status. In the example above, the robot name is 7403 (status OK in green).

Status of scenarios on the robot: displays the statuses of scenario instances associated with the level selected in the tree. Elements appear either in alphabetical order or in decreasing order of status level (when you select the option "Sort by Status").

Select Graph View 

to view a chart tracing scenario execution times:



Click a robot name, and the Newtest BI link appears (the link is configured in Systems / Settings).

Right-click a scenario name to display a list of commands (for information on commands, see the corresponding sections below):

Run on TOR: this function facilitates use of TOR (Test on Request) by allowing direct launch of a scenario with the same name on TOR.

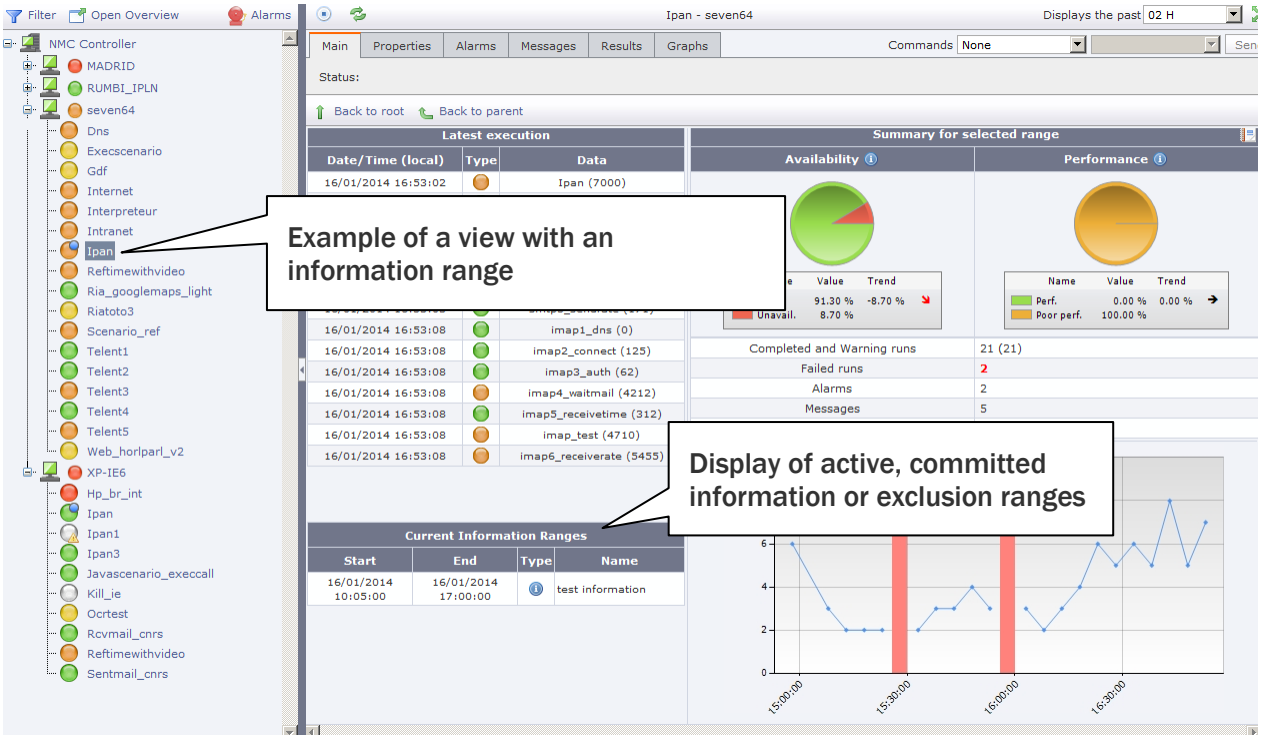
This functionality is available if you have at least one TOR robot with a scenario of the same name.

Viewing a scenario

Click the name of a scenario to view the status of the scenario for the period you select in the upper righthand side of the screen.

The lefthand pane shows the results of the most recent execution.

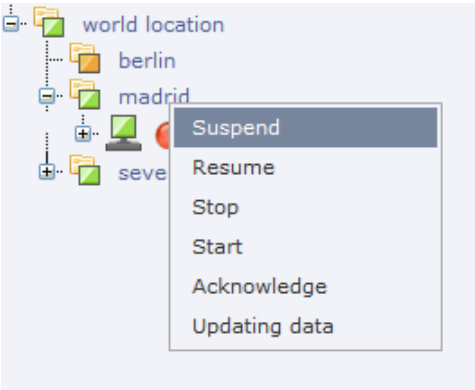
The list of active ranges appears in the detail of an instance. Only validated ranges are shown:



Right-click in the lefthand pane to call a menu in context with the display mode (Business, Location, etc.). This enables you to send a command to:

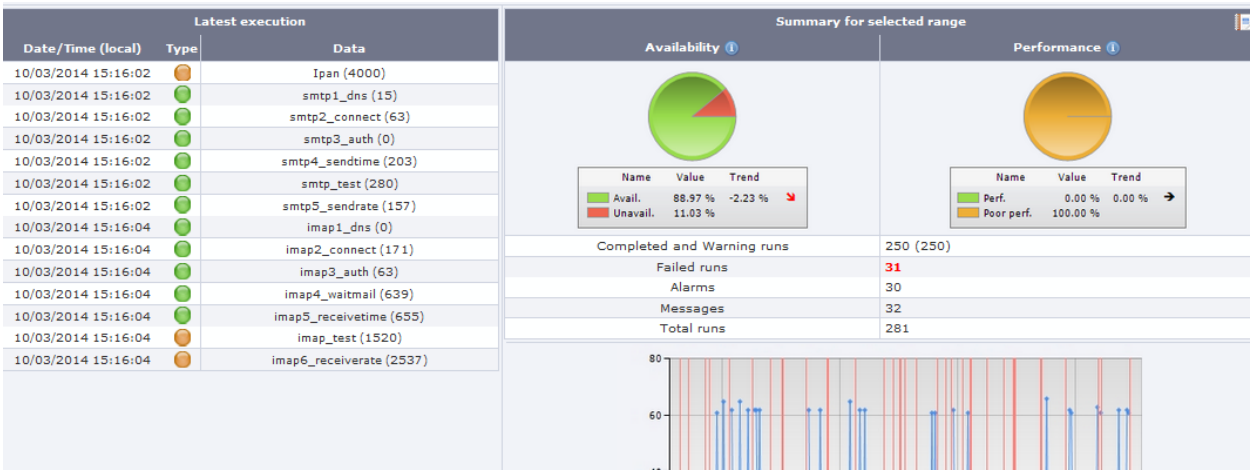
- A group of scenarios (application level)

- A group of robots

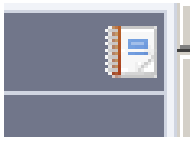


On the right, two pie charts summarize the:

- **availability** of the scenario for the selected period, and the trend over the preceding period (of equal duration)
- **performance** of the scenario for the selected period, and the trend over the preceding period (of equal duration)
- test statuses
- method of calculation of availability (blue information icon)



A link to the Newtest BI portal allows you to deepen your analysis of the data:

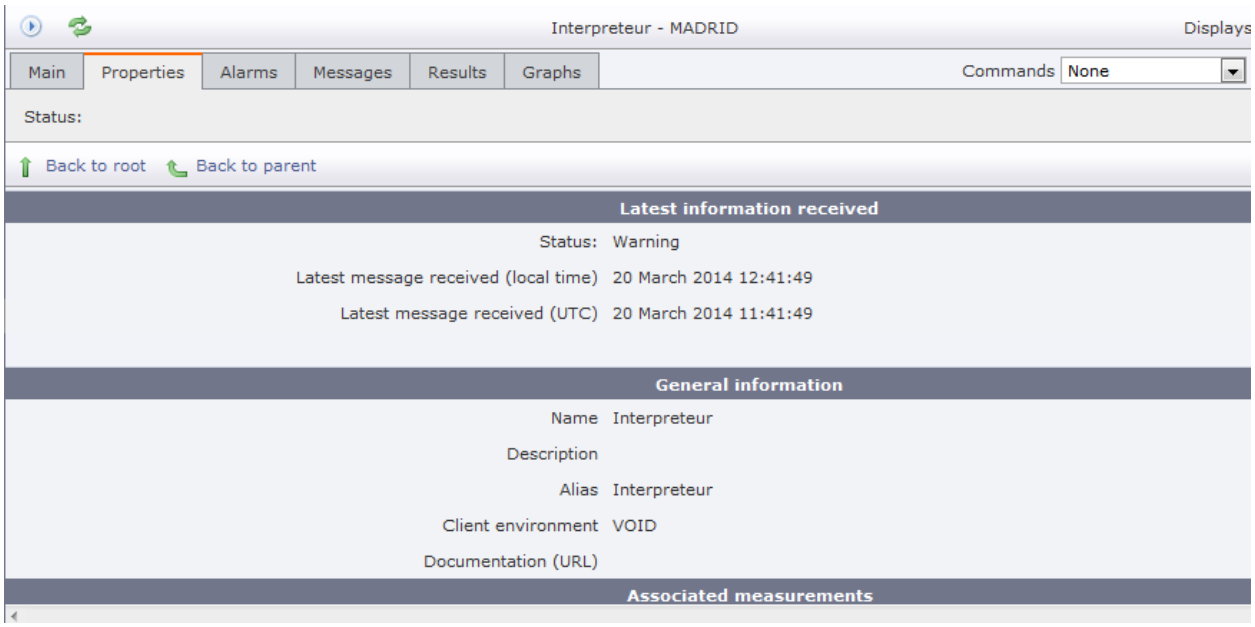


About configuring links to reports and context variables, see Systems / Application Settings.

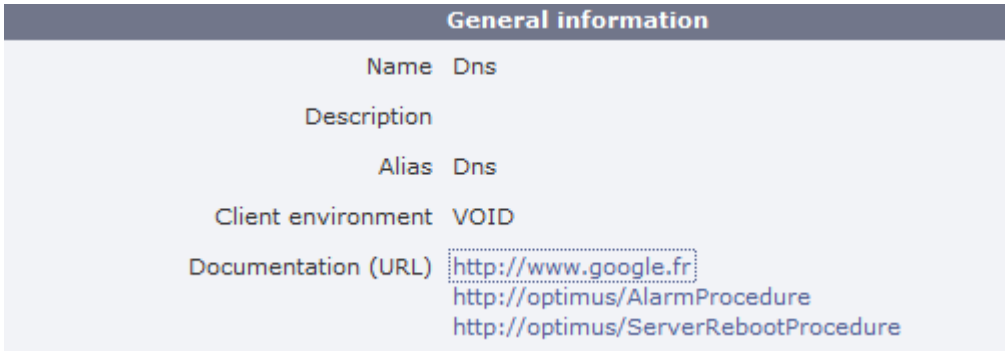
1.7.3.2 PROPERTIES PANEL

Displays descriptive information about the selected item.

Properties of a scenario



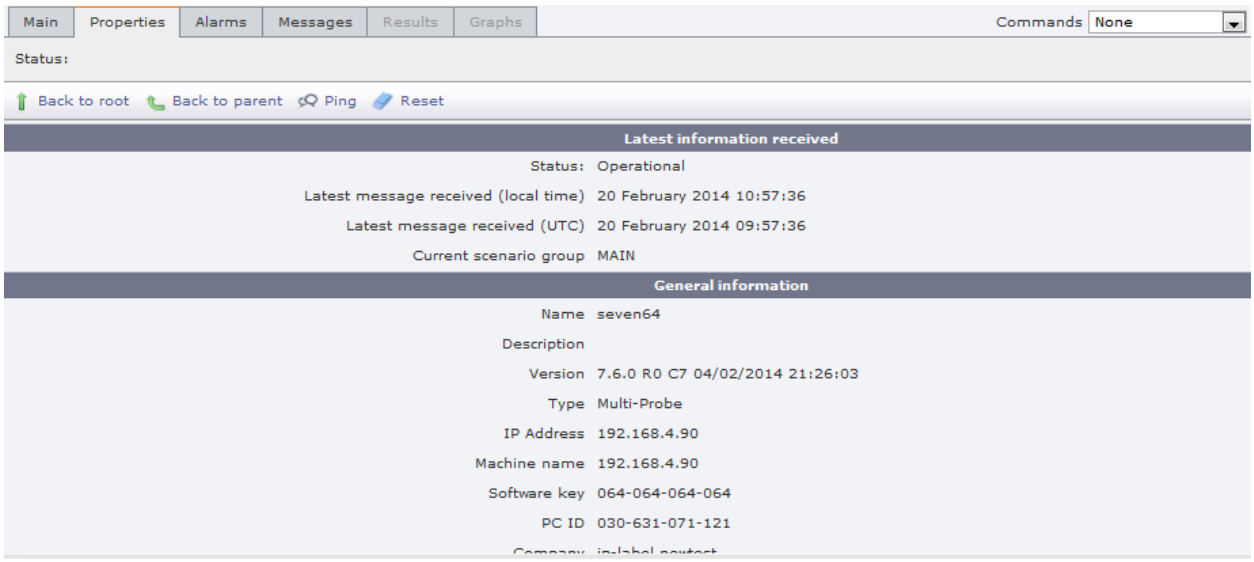
When the links associated with a scenario have been entered in the Configuration / Scenario page, they are displayed in scenario Properties as clickable links:



Properties of a Newtest robot

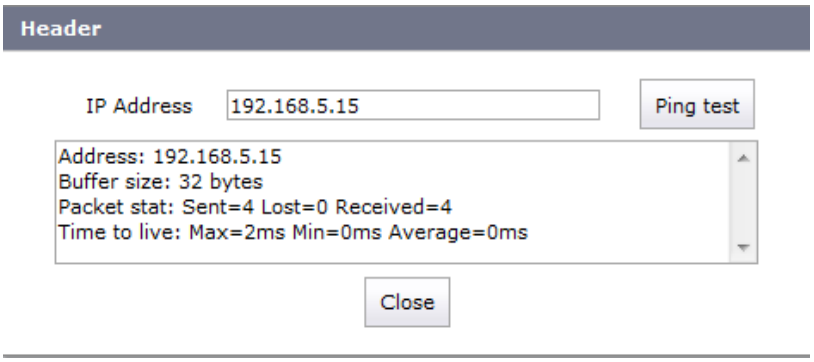
To provide better visibility of the configuration of the machines that host robot applications, robot properties provided in the Supervision view show the:

- frequency of the robot's heartbeat
- time difference with respect to GMT
- graphical resolution
- color coding
- status of the Aero option
- date and time of the latest system report (sys info) received, with a link to it



You can reset a robot license by clicking 'Reset'.

Click the **Ping** button to ping the robot or any other IP address:



1.7.3.3 ALARMS PANEL

Displays the alarms recorded over the past hours (see the section entitled *Supervision control bar*) for the element selected.

The filter area offers the possibility of limiting the display to alarms of a certain level and viewing or hiding completed alarms.

The display shows:

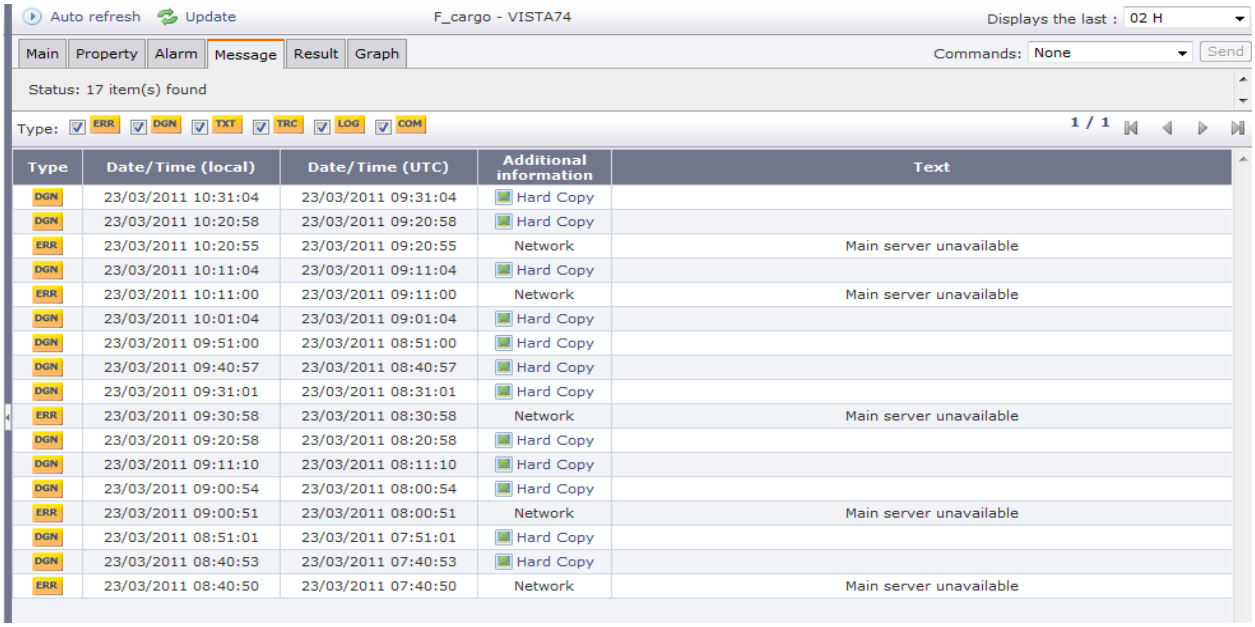
- the level of the alarm
- the time it started (and ended, if the alarm is over)
- number of consecutive alarm occurrences
- the text of the alarm message

The checkboxes are for selecting alarms to acknowledge.

1.7.3.4 DIAGNOSTICS PANEL

This panel shows the errors generated by Newtest scenarios (ERRORLINE), diagnostics generated by Newtest scenarios (HARDCOPY, TRACEROUTE, SYSTEMINFO, web page, .wav file, etc.), traces generated by the Newtest modules of the various components, commands issued to Newtest components, application logs, and messages recorded by Newtest scenarios (LOGAPPLI), over the past hours for the element selected (see *Supervision control bar*).

At the scenario level:



Type	Date/Time (local)	Date/Time (UTC)	Additional information	Text
DGN	23/03/2011 10:31:04	23/03/2011 09:31:04	Hard Copy	
DGN	23/03/2011 10:20:58	23/03/2011 09:20:58	Hard Copy	
ERR	23/03/2011 10:20:55	23/03/2011 09:20:55	Network	Main server unavailable
DGN	23/03/2011 10:11:04	23/03/2011 09:11:04	Hard Copy	
ERR	23/03/2011 10:11:00	23/03/2011 09:11:00	Network	Main server unavailable
DGN	23/03/2011 10:01:04	23/03/2011 09:01:04	Hard Copy	
DGN	23/03/2011 09:51:00	23/03/2011 08:51:00	Hard Copy	
DGN	23/03/2011 09:40:57	23/03/2011 08:40:57	Hard Copy	
DGN	23/03/2011 09:31:01	23/03/2011 08:31:01	Hard Copy	
ERR	23/03/2011 09:30:58	23/03/2011 08:30:58	Network	Main server unavailable
DGN	23/03/2011 09:20:58	23/03/2011 08:20:58	Hard Copy	
DGN	23/03/2011 09:11:10	23/03/2011 08:11:10	Hard Copy	
DGN	23/03/2011 09:00:54	23/03/2011 08:00:54	Hard Copy	
ERR	23/03/2011 09:00:51	23/03/2011 08:00:51	Network	Main server unavailable
DGN	23/03/2011 08:51:01	23/03/2011 07:51:01	Hard Copy	
DGN	23/03/2011 08:40:53	23/03/2011 07:40:53	Hard Copy	
ERR	23/03/2011 08:40:50	23/03/2011 07:40:50	Network	Main server unavailable

At the robot level:

The displays show:

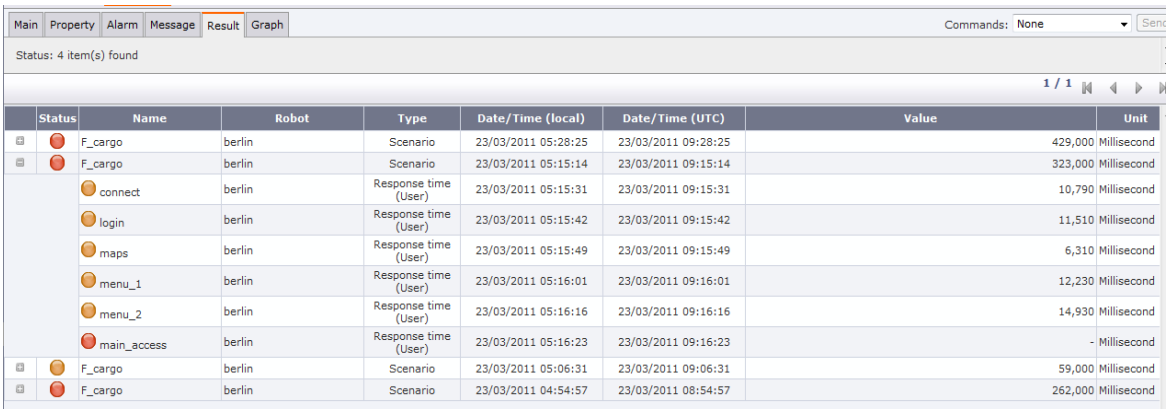
- the category of message (ERR, DGN, TRC, COM, LOG, TXT)
- the time it was recorded
- additional qualifying information
- the message

Depending on the type of message, additional information consists of:

- the error category, for errors
- the type of diagnostic: this is a link for viewing the image recorded

1.7.3.5 RESULTS PANEL

The types of measurements shown in this module differ according to the options defined in the application settings. This panel offers a view of the results recorded over the past hours for the element selected (see Supervision control bar).



The display shows the:

- scenario and robot name
- status of the result: successful (green) or error (red)
- type of scenario or type of measurement
- time it was recorded
- value measured
- unit

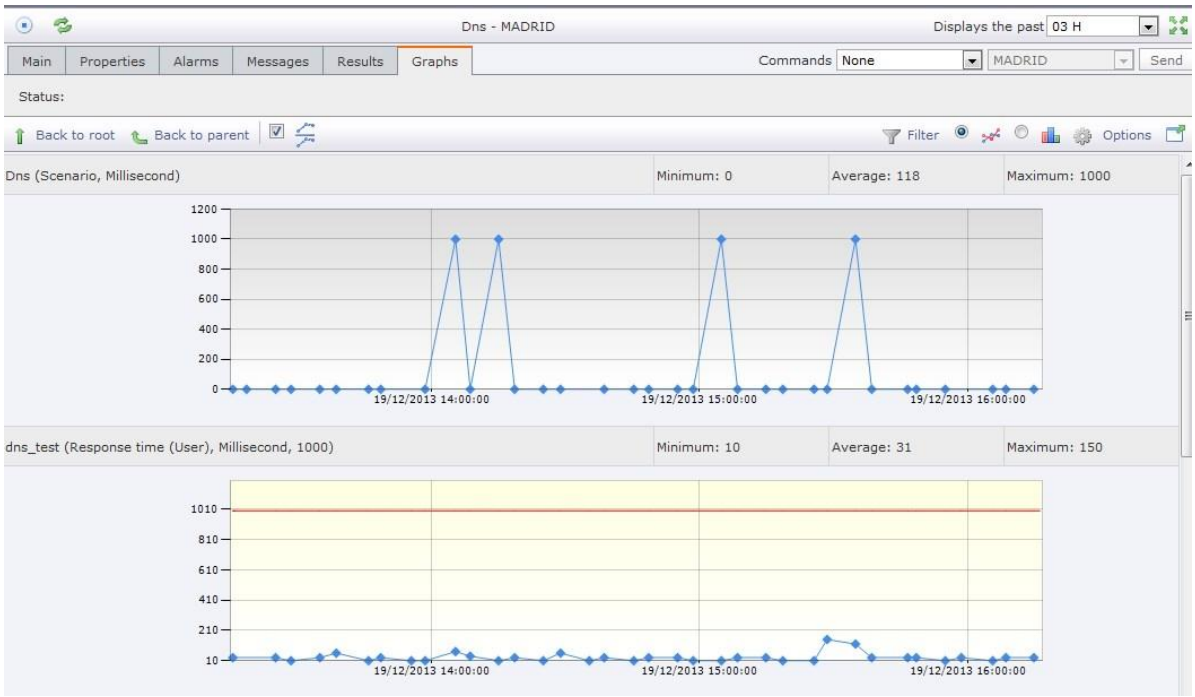
Click the + next to the scenario name to obtain details on each measurement made by the scenario.

1.7.3.6 MEASUREMENTS PANEL

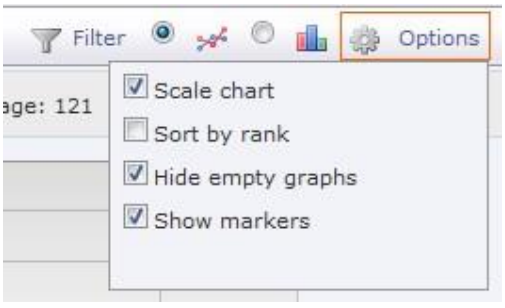
The types of measurement shown in this module differ according to the options defined in the application settings. This panel offers a view of the results recorded over the past hours for the element selected (see *Supervision control bar*).

The “Filter” option allows you to select the measurements to display. You can integrate all measurements into a single graph by unselecting the option “Display one graph per measurement”.

Another function, “Hide empty graphs”, allows you to hide the graphs that have no data to display.



The following display options are available:



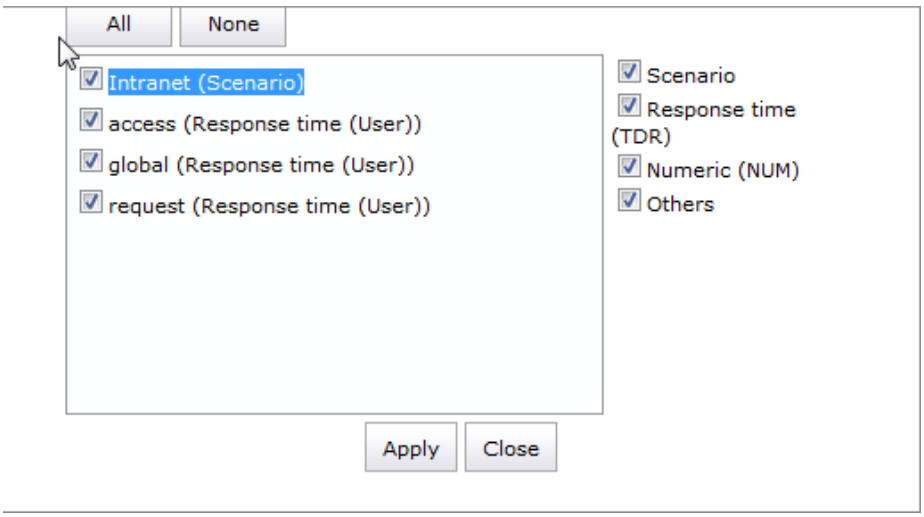
Scale chart: adjusts the vertical scale to not start at 0.

Sort by rank: alternative to alphabetical order which can be set in the Configuration / Scenarios menu.

Hide empty graphs: graphs may be empty if a timer (chrono) was deleted from a scenario

Show markers: display measurement points on the curves

In addition, you can sort the measurements that are present within a scenario:



Types of metrics that can be sorted:

- Total scenario execution time (with launch time and pause)
- Response times defined in the scenario (chrono)
- Numeric values returned (for instance, web page size, etc.)
- Others

Note: this filter is memorized for each user.

1.8 SUPERVISION MENU

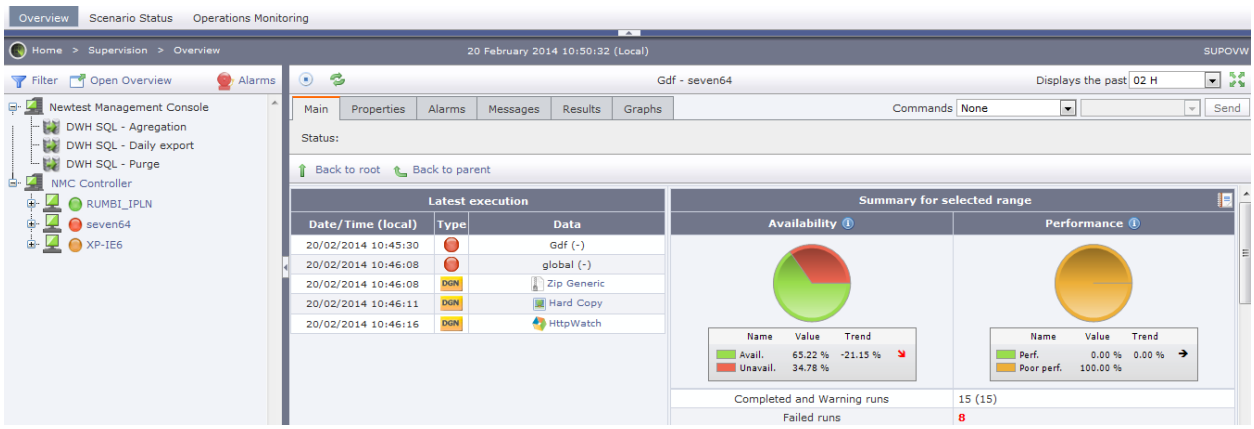
These modules are available to all Newtest Management Console users. User access to certain elements can be restricted at the User level.

1.8.1 ROBOTS OVERVIEW

1.8.1.1 OVERVIEW MAIN PANE

The **Overview** module offers trees for supervising the various components of the Newtest measurement system, and a main pane in which you can view – globally or in detail – the information relevant to these elements.

This default display shows the operation of the Newtest measurement system in the main pane of the Overview page.



The main display pane shows the status of all the robots connected to NMC as well as the status of the NMC controller.

The color of the robot indicates its status (color coding is set forth in the interface).

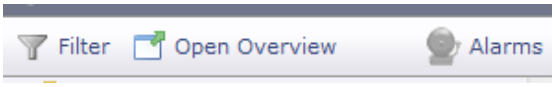
The lefthand pane provides a summary view of the state of operation of Newtest components and robots.

You can view details on any element whose status shows an anomaly by clicking on the name of that element. See the section *Information panels (robots and/or scenarios)*.

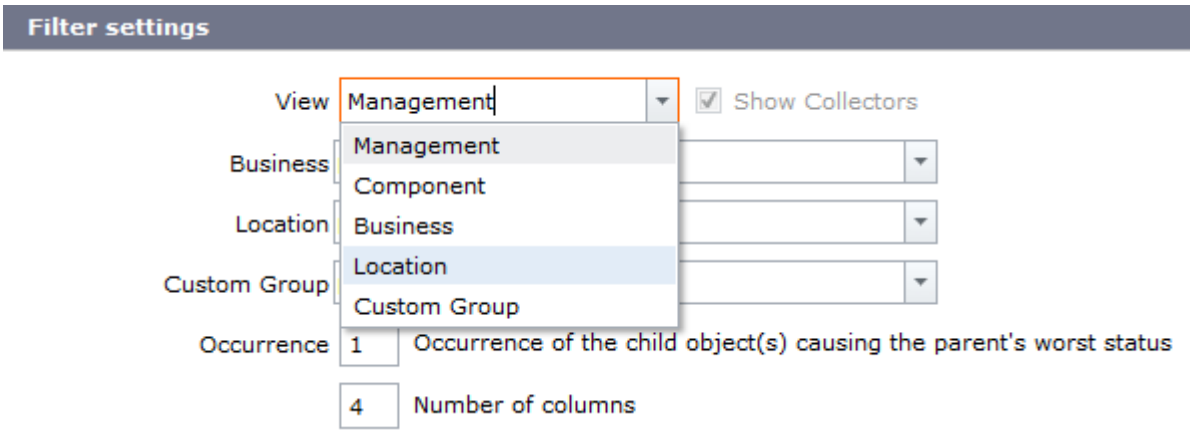
1.8.1.2 OVERVIEW TREES

Access to Supervision Overview trees can be restricted in accordance with the specific rights assigned to each user (see section on *Users: Access rights*).

The tree appears when you click 'Filter' in the Overview:



The name of an element is a link to the detailed or summary view of that element.



A number of supervision trees are accessible. They show information along various axes:

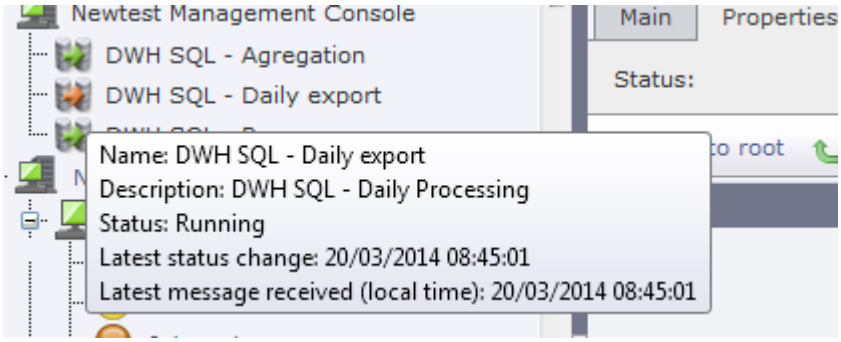
- **Components view**: for technical administration of the system. It shows the elements in hierarchical order by physical connection, and displays the status of all the components in the measurement system. Access to this view is contingent on the activation of specific rights for the user.
- **Business view**: for supervision by application. In this view the information is organized by scenario, with a drill down to robot-by-robot details of the robots on which the scenario runs. Possibilities for displaying scenarios in this view are contingent on the activation of specific rights for the user.
- **Business view** (option "**Group by hierarchy**"): based on the preceding view, this option displays information organized by business hierarchy. This view is for supervision by application for large scale organizations. The Business hierarchy levels displayed in this view depends on the activation of specific rights for the user.
- **Location view**: for supervision by measurement origin. Information is organized by robot, with a drill down to details of the scenarios that run on it. Possibilities for displaying robots in this view are contingent on the activation of specific rights for the user.
- **Location view** (option "**Group by hierarchy**"): based on the preceding view, this option displays information organized by location hierarchy. This view is for supervision by measurement origin for large scale organizations. The Location hierarchy levels displayed in this view depends on the activation of specific rights for the user.

The trees show the status of the elements that make up the Newtest system of measurement. These elements are:

- Newtest robots
- scenarios
- instances of execution of these scenarios on the robots (example: scenarioA on Robot1)
- master or proxy controllers (NMC and Collector)
- NMC processing modules: Aggregation, Daily export (data transfer), and Purge

About NMC data processing modules:

Active jobs appear in orange icon (Status: Running):



It may happen (even if such events are very rare) that a problem in data processing arises after data is propagated to NMC caches.

In such cases, you can examine the flow of data by using the **Newtest Monitoring** remote client.

NMC Data Processing and/or NMC Data Processing Result show a red symbol.

If the jobs are active and still show an error, you must retrieve analysis information in order to notify the support team of the problem. Please refer to the chapter on “General Troubleshooting” to perform the necessary operations.

Supervision of NMC Components allows you to monitor the status of other SQL jobs and Windows Services Windows involved in the operation of the solution.

The icons which appear in red facilitate identification of the data propagation procedures and SSIS processing packages at the origin of the errors. If both “Daily processing” and “Night processing” have failed, it is likely that no data is transmitted to the data warehouse.

Please refer to the section Newtest Communication Monitoring.

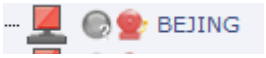
1.8.1.3 OVERVIEW TREES: READING THE SYMBOLS

This section reviews the organization of Overview trees. For a complete list of symbols used in this interface, see *Supervised elements: symbols and hierarchy*.

Each line displays a variety of information:

- the controller (named “Controller”) is operating normally (green icon)
- the robots associated with this controller are operative (robots 1, 10 and 11 appear in green)

- the robot “VISTA74” is operating normally (green icon)
- one of the scenarios running on this robot is unavailable (red dot)

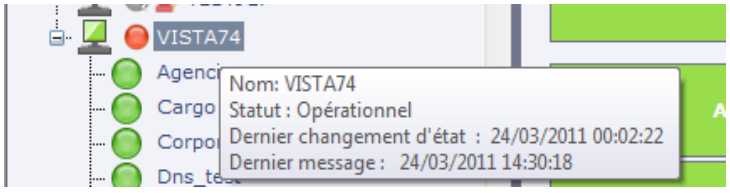


- the robot “BEIJING” is inoperative (disconnected or robot was stopped)
- no information is available about the scenarios running on this robot (due to the robot’s inoperative status)

A pop-up information box appears when the mouse pointer hovers over an object on the screen. It shows the latest information about that object. You can display the full name of an object having a long name by placing the mouse pointer on the name.

The pop-up information box displays:

- the status of the designated object
- the date and time that information was last transmitted or a message indicating that no connection has yet been established for “undetermined” or “out of order” statuses
- the date and time of the last change in status

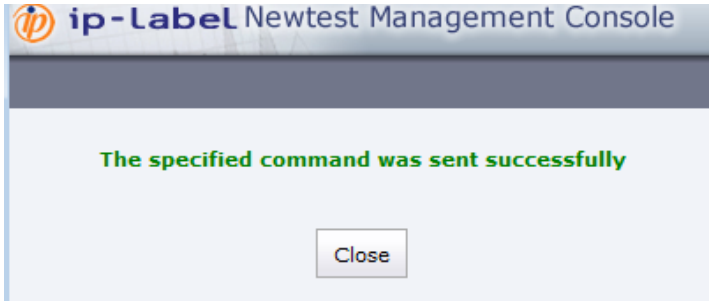


1.8.1.4 COMMANDS TO REMOTE ROBOTS AND SCENARIOS

Access to these commands is contingent on the activation of specific rights on robots and scenarios for the user.

The options in the pop-up menu vary according to the status of the selected element (robot or scenario).

Each time a command is sent to an element, an information box indicates that the command is being transmitted to the robot(s) concerned:

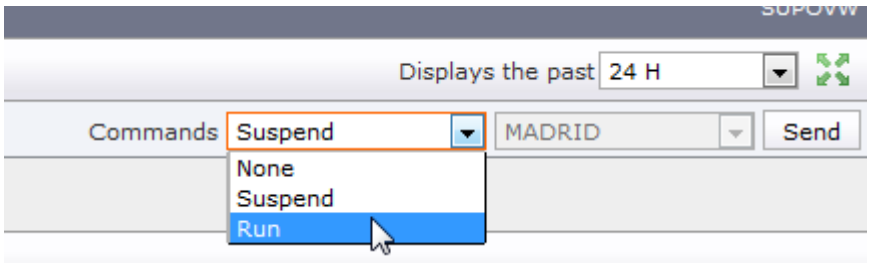


This box disappears when the command has been sent successfully. If an error occurs during transmission of the command, a message indicates that the command has failed and why.

Descriptions of the commands available for each type of Newtest element are given below.

1.8.1.5 COMMANDS TO SCENARIOS

Commands to scenarios are available from the scenario's information panel ("Commands" option in the upper right of the panel):



The table below lists the pop-up menu commands that are available for different scenario statuses.

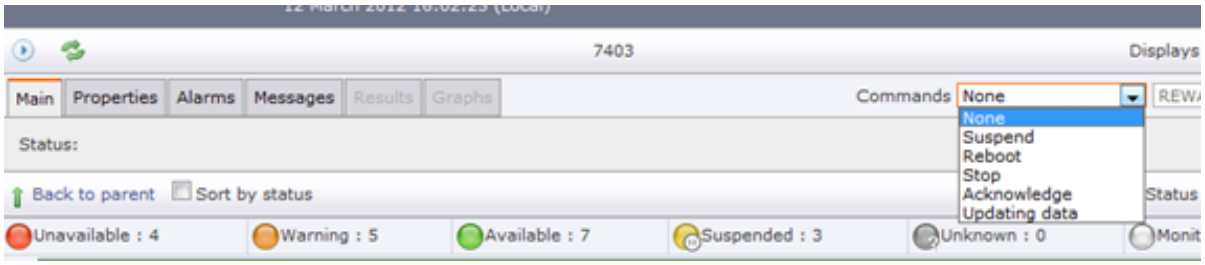
- The **Command** column shows the options that appear in the scenario's pop-up menu.
- The **Scenario status** column indicates the scenario statuses for which this command is available.
- The **Command action** column describes what the command does.

Command	Scenario status	Command action
Suspend	ALL except Suspended and Unknown	Suspends the scenario's execution on the robot until a Resume command is sent. If the scenario is running, it is suspended only after completion of the execution in progress.

Run	Suspended	Resumes a suspended scenario's regular execution. The scenario will resume running according to its execution schedule.
Compel Resume	ALL except Suspended and Unknown	Relaunches the scenario even if the robot has been suspended locally (while appearing as OK in the Supervision console).
Run on TOR	ALL	Runs the scenario with the same name on the Test on Request robot.

1.8.1.6 COMMANDS TO ROBOTS

Commands to robots are available from the robot's information panel ("Commands" option in the upper right of the panel):



The table below lists the pop-up menu commands that are available for different robot statuses.

- The **Command** column shows the options that appear in the robot's pop-up menu.
- The **Robot status** column indicates the robot statuses for which this command is available.
- The **Command action** column describes what the command does.

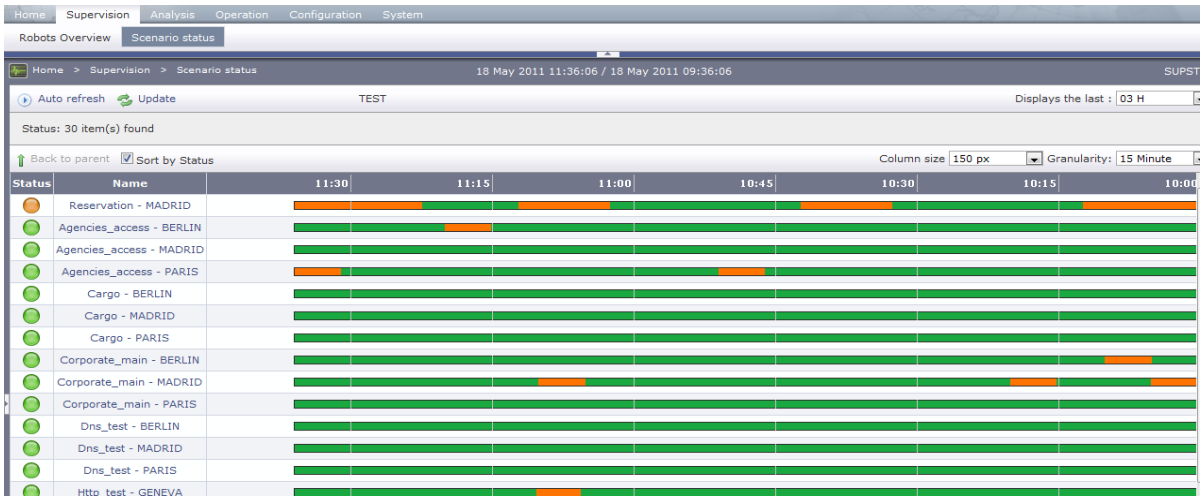
Command	Robot status	Command action
Suspend	ALL except Suspended and Unknown	Suspends the execution of all the robot's scenarios until a **Resume** command is sent. If one or more of the robot's scenarios is running, the robot is suspended only after the scenario(s) in progress have completed their execution.
Resume	Suspended	Resumes operation of a suspended robot.
Stop	ALL except Unknown and Pending	Stops Newtest operation on the robot. The robot then waits until a **Start** command is sent. The robot's local observer is closed. The robot continues to transmit a heartbeat to the server.
Start	Pending	Starts Newtest operation on the robot. The measurement group to be taken into account can be selected.
Reboot	ALL except	Reboots the robot.

	Unknown	CAUTION: this command resets the robot without waiting for scenarios that are underway to complete their execution. All tasks in progress on the robot are interrupted and the computer is immediately rebooted.
Remote acknowledge	ALL except Unknown	Acknowledges the alarms shown in the robot's local alarm panel. This function concerns only the display, and does not affect the presence of alarms registered in the NMC database.
Data update	ALL except Unknown	Provokes the immediate transmission of data in the robot's cache to the server (results, alarms, status information).

A click on the name of an element displays a current view of the element (Summary, Properties, Alarms, Diagnostics, Results or Measurements); in the Overview main pane, a Summary view of the element is shown.

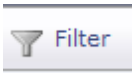
1.8.2 SCENARIO STATUS MONITORING

This Supervision module provides a chronological view over the past hours of the statuses of supervised scenarios which represent the services and applications subject to Newtest monitoring. The summary view facilitates detection of the circumstances in which malfunctions occur and highlights unstable behavior.



The view can be configured. You can:

- organize data by status
- choose the number of hours to display (in the upper right)
- select the size of the display blocks (pixel size of columns)
- specify the granularity (time segments)

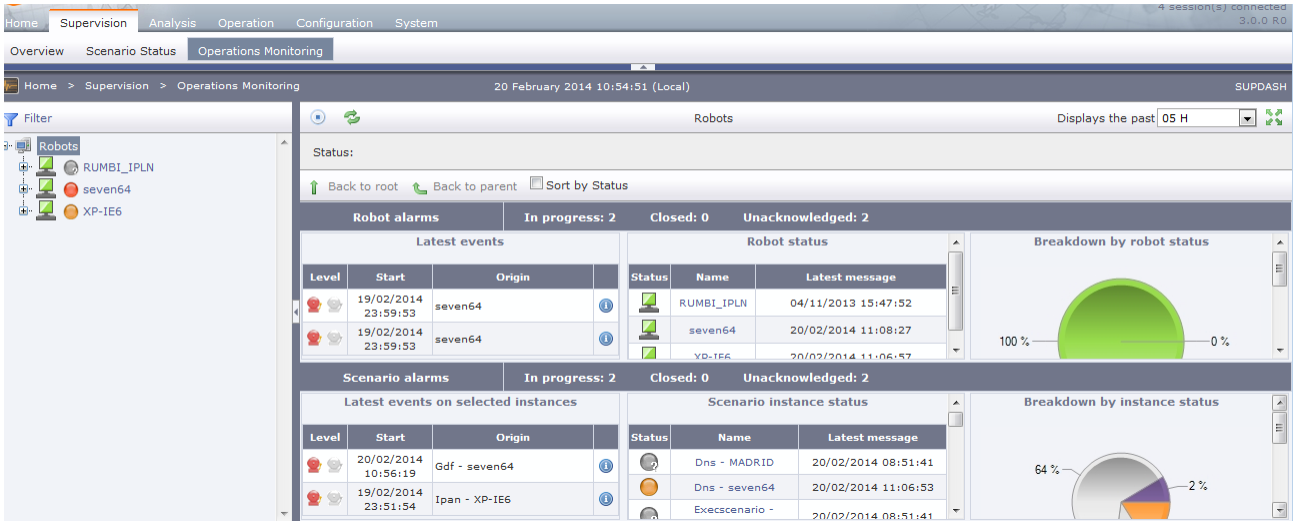
The button 

allows you to specify the instances to display by Business/Location hierarchy or by scenario status (unavailable, warning, etc.).

1.8.3 OPERATIONS MONITORING

This page of the Supervision menu displays in chronological order, for events pertaining to the operation of the Newtest solution:

- Robot statuses
- Scenario statuses



Note: the filter is memorized for the user independently of the filters configured for other displays (scenario supervision, etc.).

2 NEWTEST MONITORING CLIENT

To monitor all of the mechanisms and instances of NEP, ip-label offers its Newtest Monitoring client to ensure communication with:

The “core” NMC module, providing:

- instance statuses (NMC internal communication modules)
- statistics and events
- stop/restart capability

The one or more NRMs (Newtest Remote Manager), providing:

- logs

Software	NMC host	NRS host	NES host	NBI host
Workstation where NMR access software is installed	NRM default tcp/ip port 9861	NRM default tcp/ip port 9861	NRM default tcp/ip port 9861	NRM default tcp/ip port 9861
Workstation where core software is installed	core default tcp/ip port 4700	None	none	none

This monitoring tool is installed with an install binary. It consists of a single interface running on Windows systems that support the .NET 3.5 framework.

Note: the tool does not monitor transfers to the data warehouse, which are standard ETL.

This application has two modes of operation:

- User mode
- Administrator mode

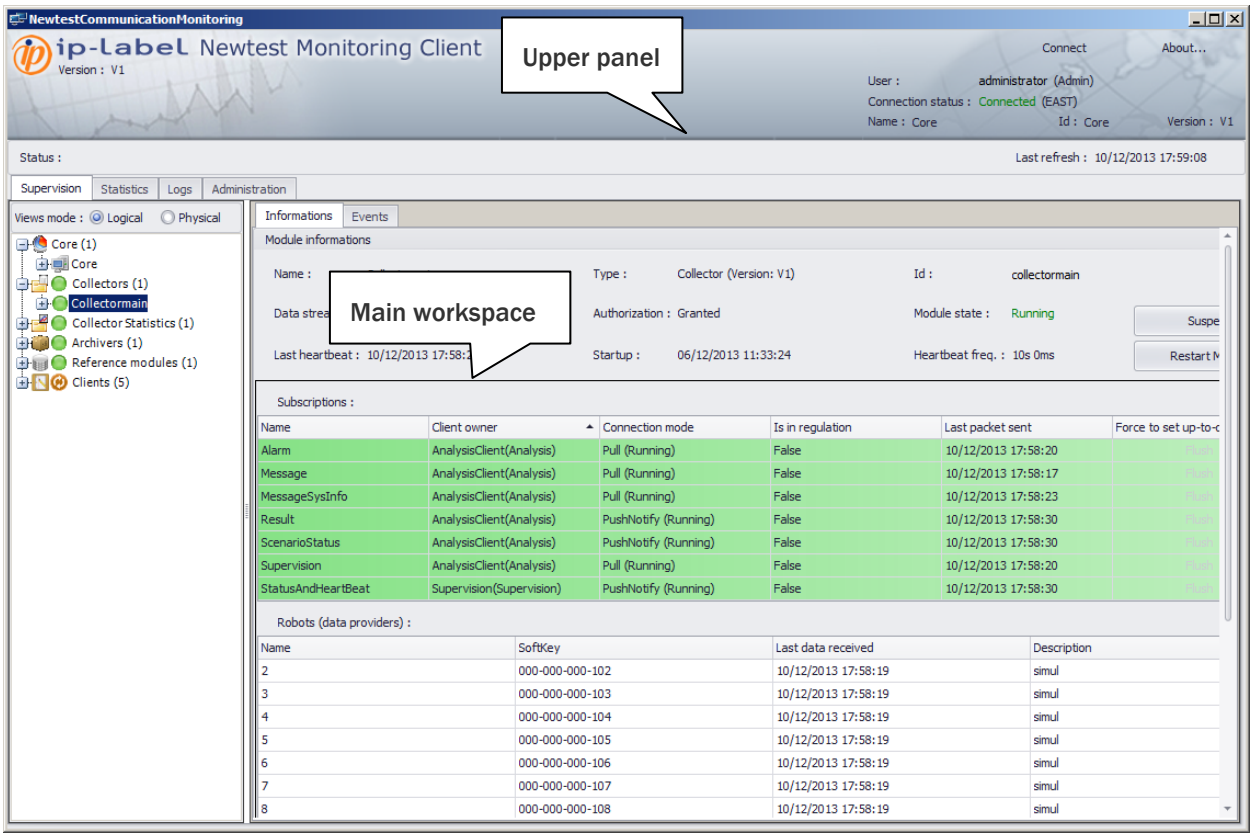
User mode allows viewing of all information on the console, but does not allow actions to be performed.

Administrator mode allows viewing of all information, and also allows interactive actions (instance restart, instance deactivation, addition of an administrator user, etc.).

Upon installing the core on the host, the user logged on for the install becomes the first user of the administrator mode connection.

Anyone who wishes to connect to this module must be registered as a user.

To use domain users, the server hosting the core must be integrated into this domain.



The application interface is presented in two parts:

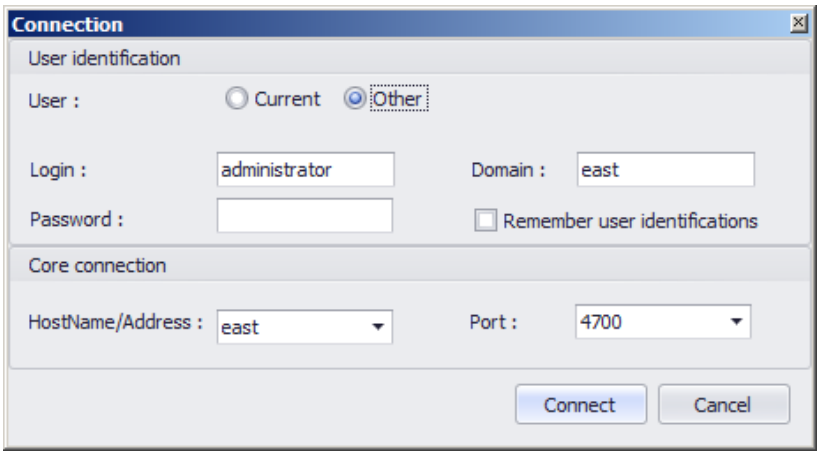
- The upper panel
- The display area

The upper panel includes 2 areas:

- Action area (1)
- Notification area (2)

The action area is for connecting to the core:

- the Connect button

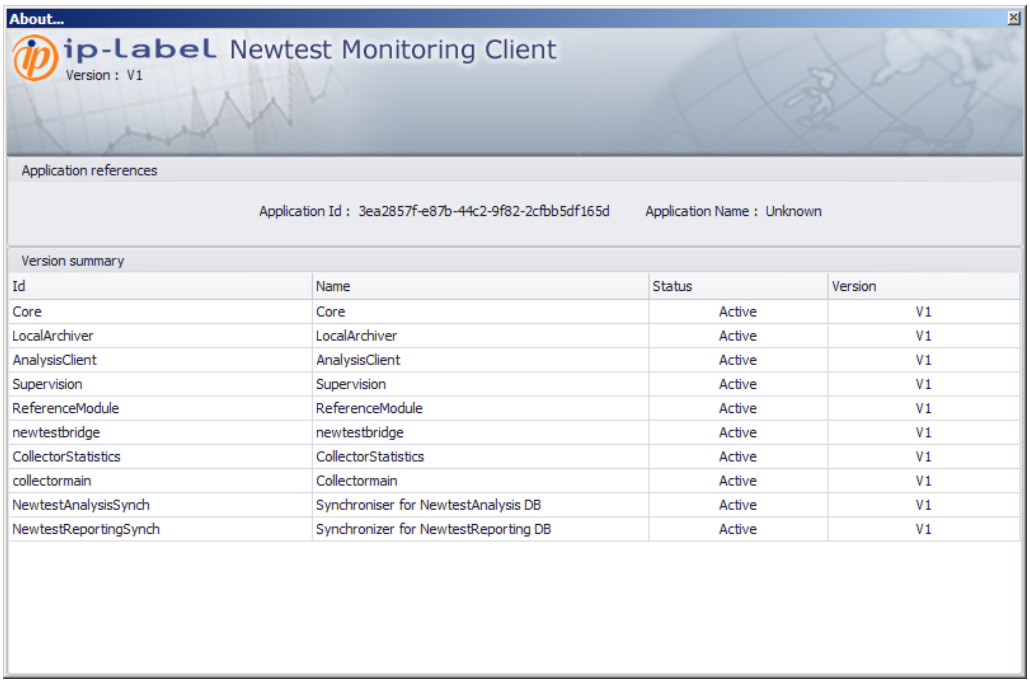


Settings for the user/password/domain

Settings for the core: serveur+port (default port is 4700)

Option to remember user ID (to reconnect automatically and/or upon loading of the interface): 3DES encryption

- the About button: this lists the versions of the application and all of the modules known to the core module:



Id	Name	Status	Version
Core	Core	Active	V1
LocalArchiver	LocalArchiver	Active	V1
AnalysisClient	AnalysisClient	Active	V1
Supervision	Supervision	Active	V1
ReferenceModule	ReferenceModule	Active	V1
newtestbridge	newtestbridge	Active	V1
CollectorStatistics	CollectorStatistics	Active	V1
collectormain	Collectormain	Active	V1
NewtestAnalysisSynch	Synchroniser for NewtestAnalysis DB	Active	V1
NewtestReportingSynch	Synchronizer for NewtestReporting DB	Active	V1

User: name of the connected user, as well as the user's role

Connection status: state of the connection to the core (connected or disconnected)

Name: name of the core instance

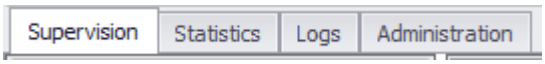
Id: core ID

Version: core version

The notification area provides information or error messages when the interface is in use:

- Error message
- Date and time of the latest refresh (the application refreshes every 10 seconds or when F5 is pressed)

The display area is divided into four tab pages:



Supervision: viewing and monitoring of the various instances

Statistics: module for viewing statistics on the various instances

Logs: connection to the NRM and viewing of the logs of the modules

Administration: add to/delete from/edit the list of users of the interface.

Each tab page contains two panes:

- The lefthand pane lists the items available on the current tab page
- The main pane displays detailed information about the selected item

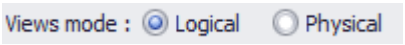
2.1 SUPERVISION TAB

The Supervision tab page shows the state of module instances all together.

There are three statuses:

- Active and operational: green
- Active but not authorized: orange
- Failed: red

Two displays are available:



Logical view: organization by type of module in a tree as follows:

Module class

Module instance

Server hosting the module

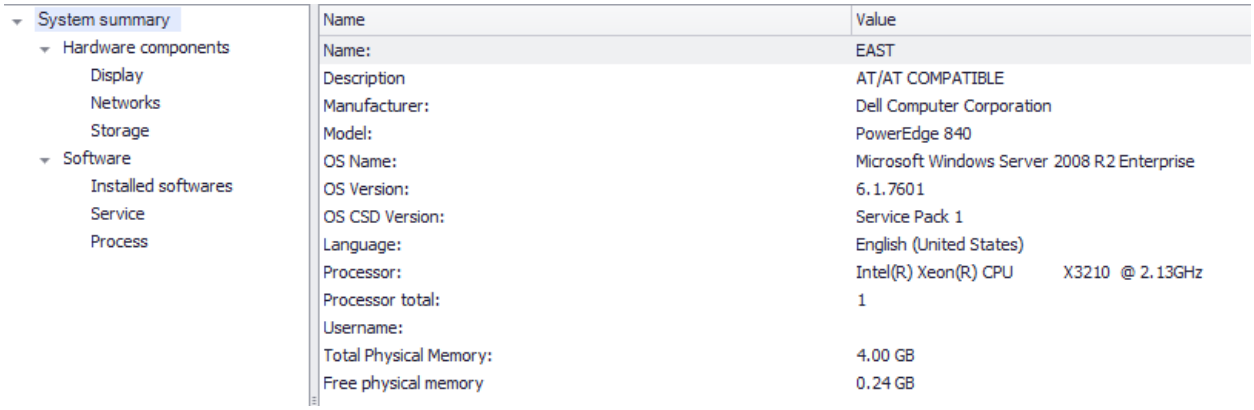
Physical view: display by physical host is arranged by module-hosting server

Server name

Module instance

At each node in the server tree the following system information is provided:

System summary:



Host name

Description of the server

Manufacturer

Model

OS name

OS version

OS CSD version (pack)

Language

Processor type

Processor total (how many)

Username (ID not entered)

Total physical memory (GB)

Free physical memory (GB)

Hardware components:

Display

- Resolution
- Bits/pixel
- Aero state (is it active?): Booleen yes/no

Networks: information about the cards and network configuration. For each network port the following information is provided:

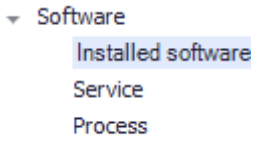
- Name: GUID of the object associated with the card device
- Description: description of the network device (generally the manufacturer and model)

- Mac: MAC address of the device
- WINS: host WINS
- DHCP: if DHCP is used the address is indicated
- DNS: primary DNS configured for this device
- Address: device IP address
- Network mask

Storage: list of logical disks. For each disk the following information is displayed:

- Disk name
- File system
- Total disk space (GB and bytes)
- Free disk space (GB and bytes)

Software: information about software and server processes



Installed software: list of software installed on the server

- Name of the software
- Software version

Service: list of installed Windows services

- Name of the service
- Service start mode
- State of the service
- Process name

Process: list of the processes that are active on the server

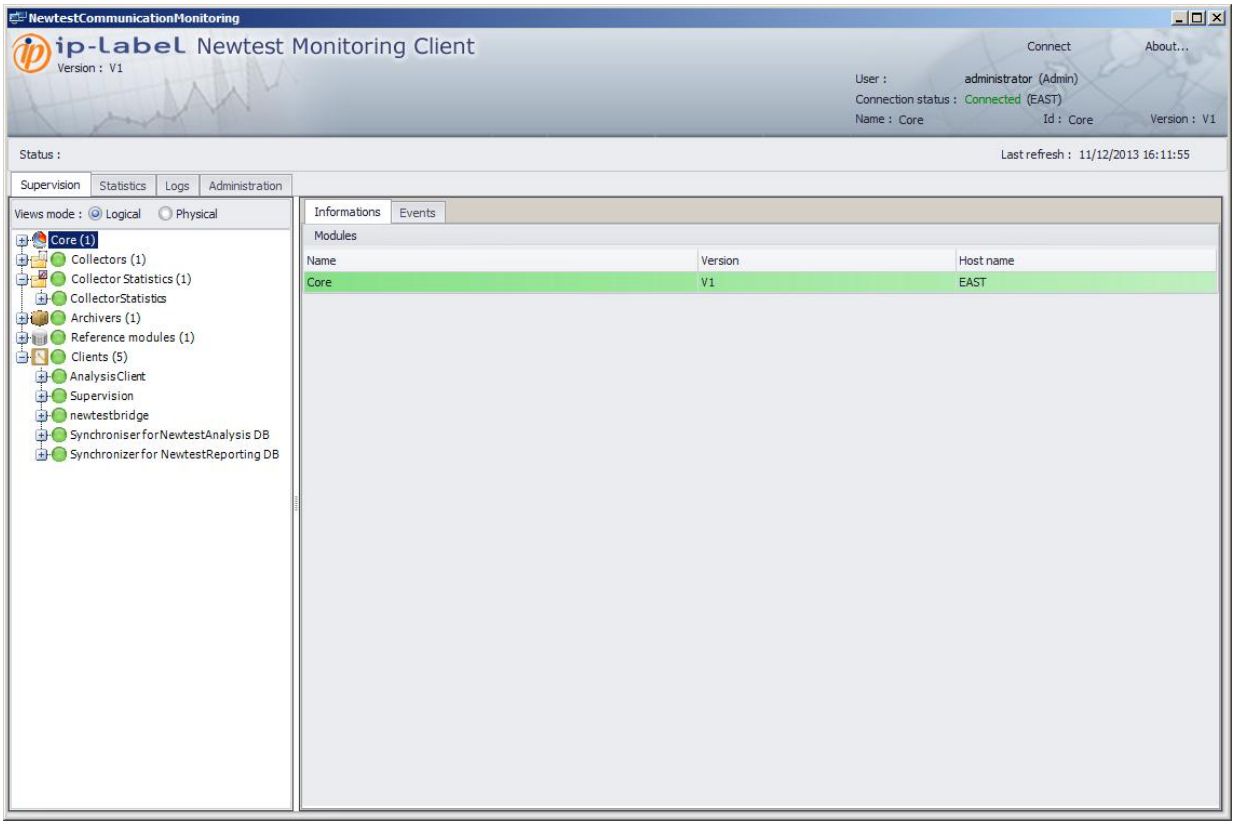
- Name of the process
- Memory used (K)
- Virtual memory used (K)

This system information is provided by each server's NRM via regular generation of sysinfo (WMI requests).

There are six types of module:

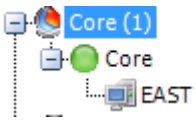
- Core: one for each NEP solution
- Collectors: at least one
- Collector statistics: one per solution
- Archivers: at least one

- Reference module: one per solution
- Clients: at least five
  - Analysisclient
  - Supervision
  - Newtestbridge
  - Synchroniser for newtestanalysis
  - Synchroniser newtestreporting
  - Synchroniser newtestBI



For each type of module the following information is displayed:

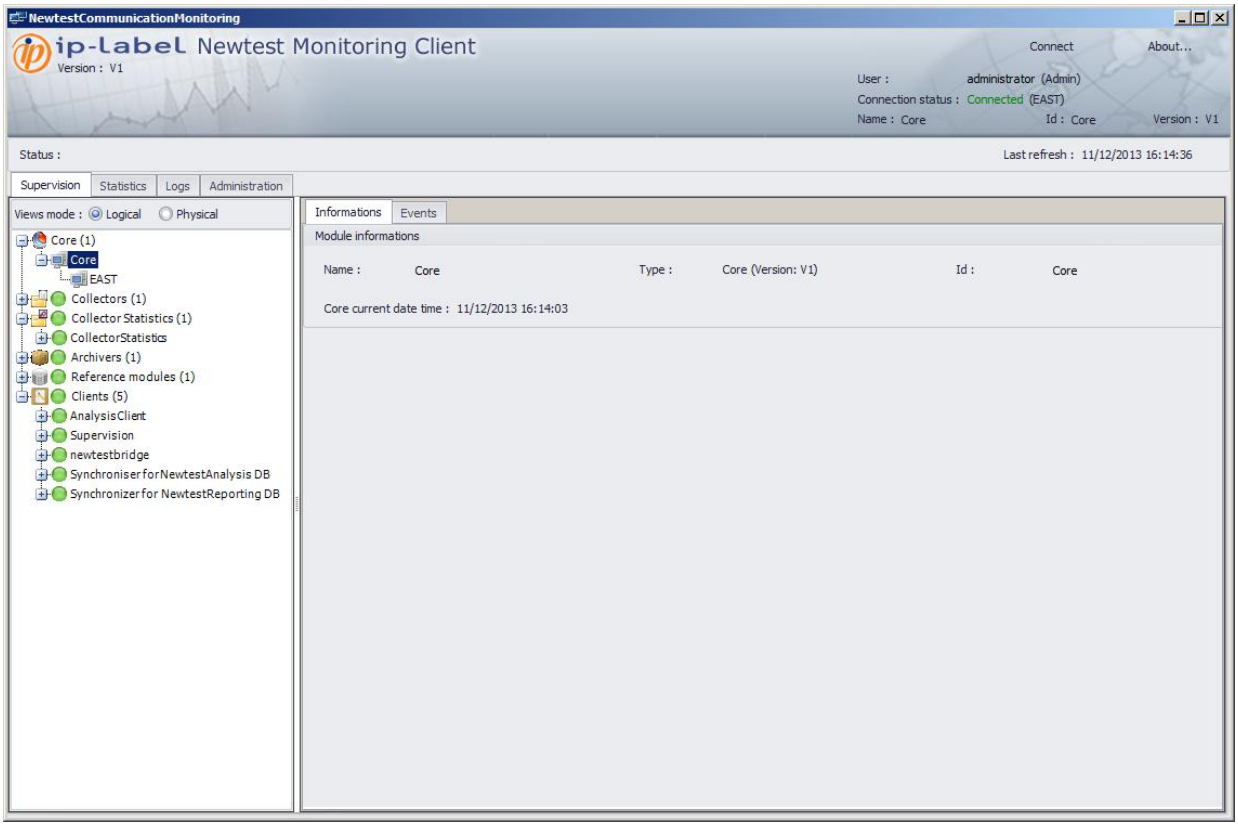
Core module



In the display area:

- list of cores
- core status: green/orange/red
- core version, name of the core host

View of the details of a core



Core name

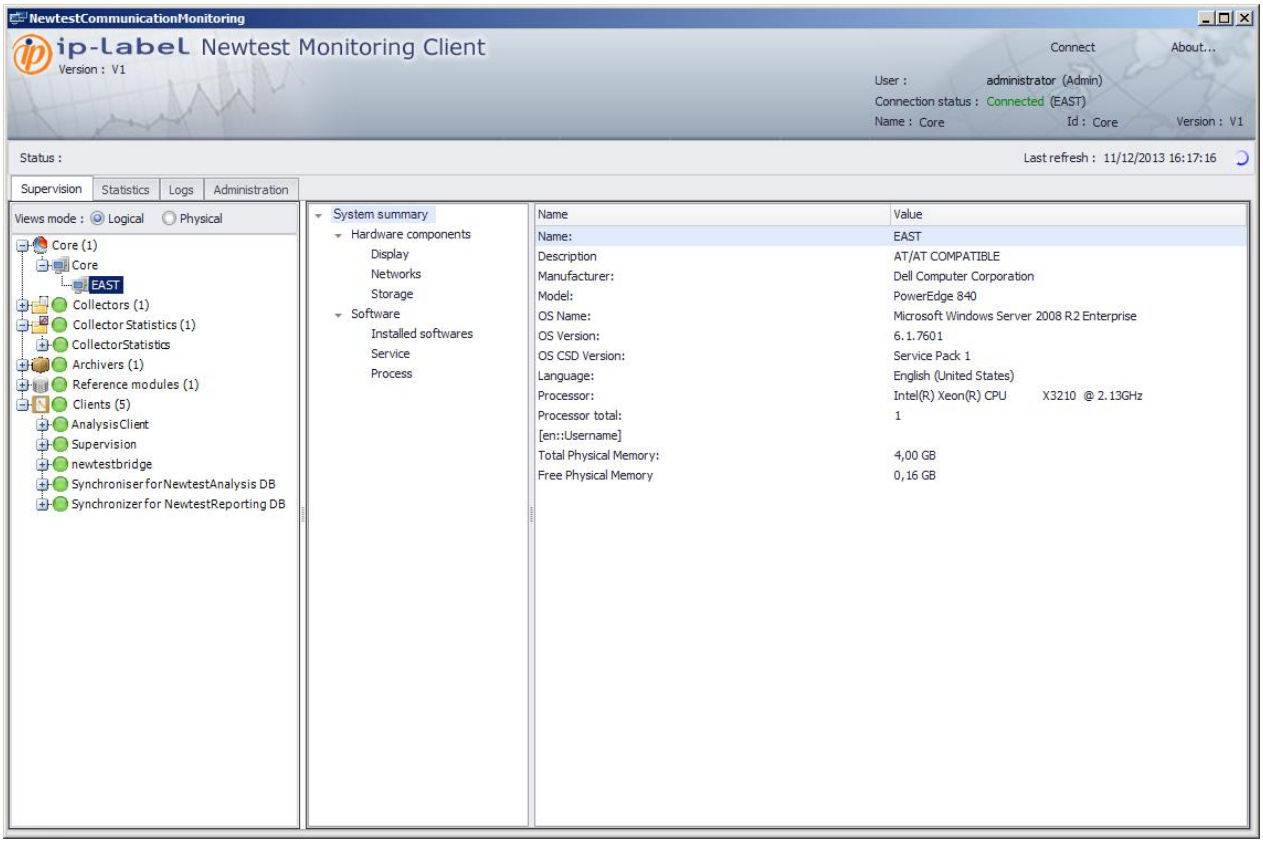
Core current date/time

Version

ID

List of events

View of the server hosting the core



System summary

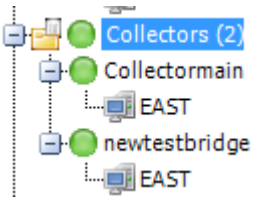
Hardware components

Installed software

Services

Processus

Collector module



Status of the most degraded collector at the level of the collector group

Main display area: list of collectors

Name of the collector

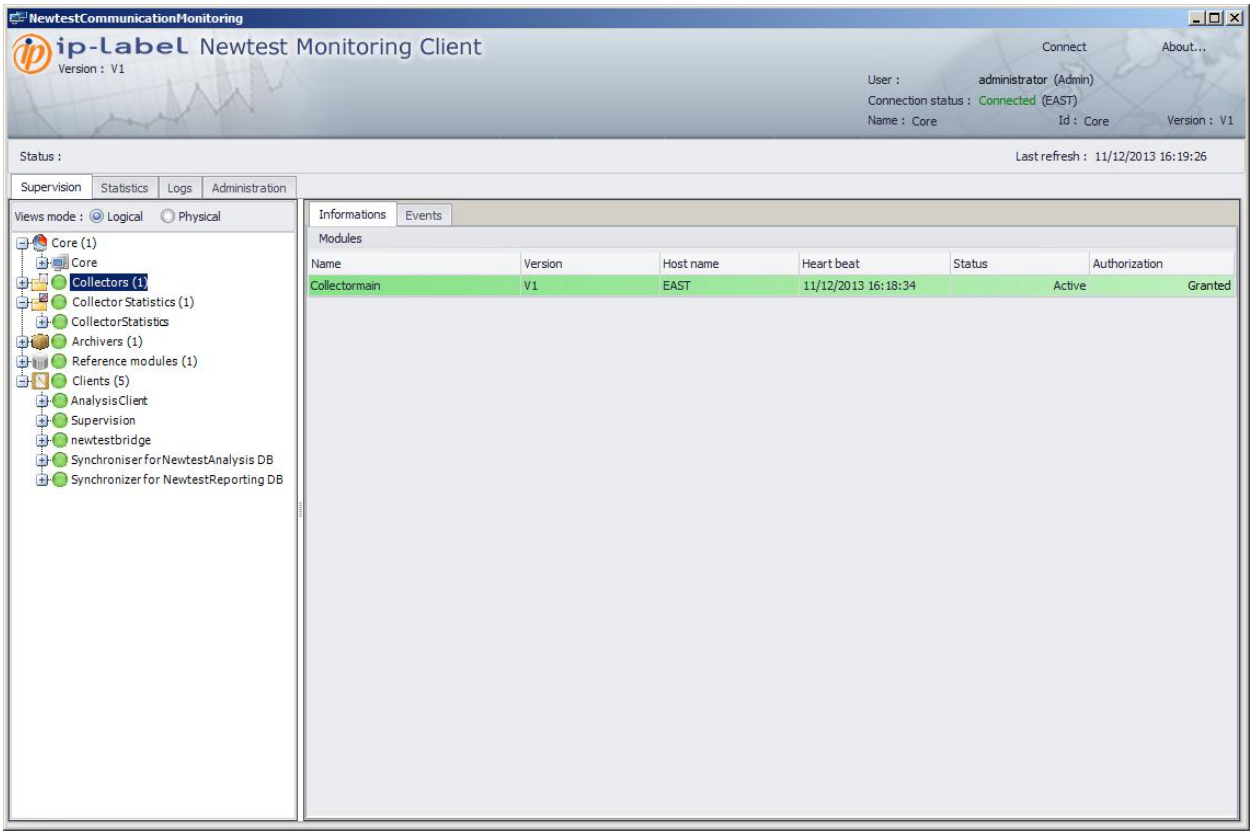
Version of the collector module

Host name: name of the server hosting the collector

Date/time the core received the latest heartbeat from the collector

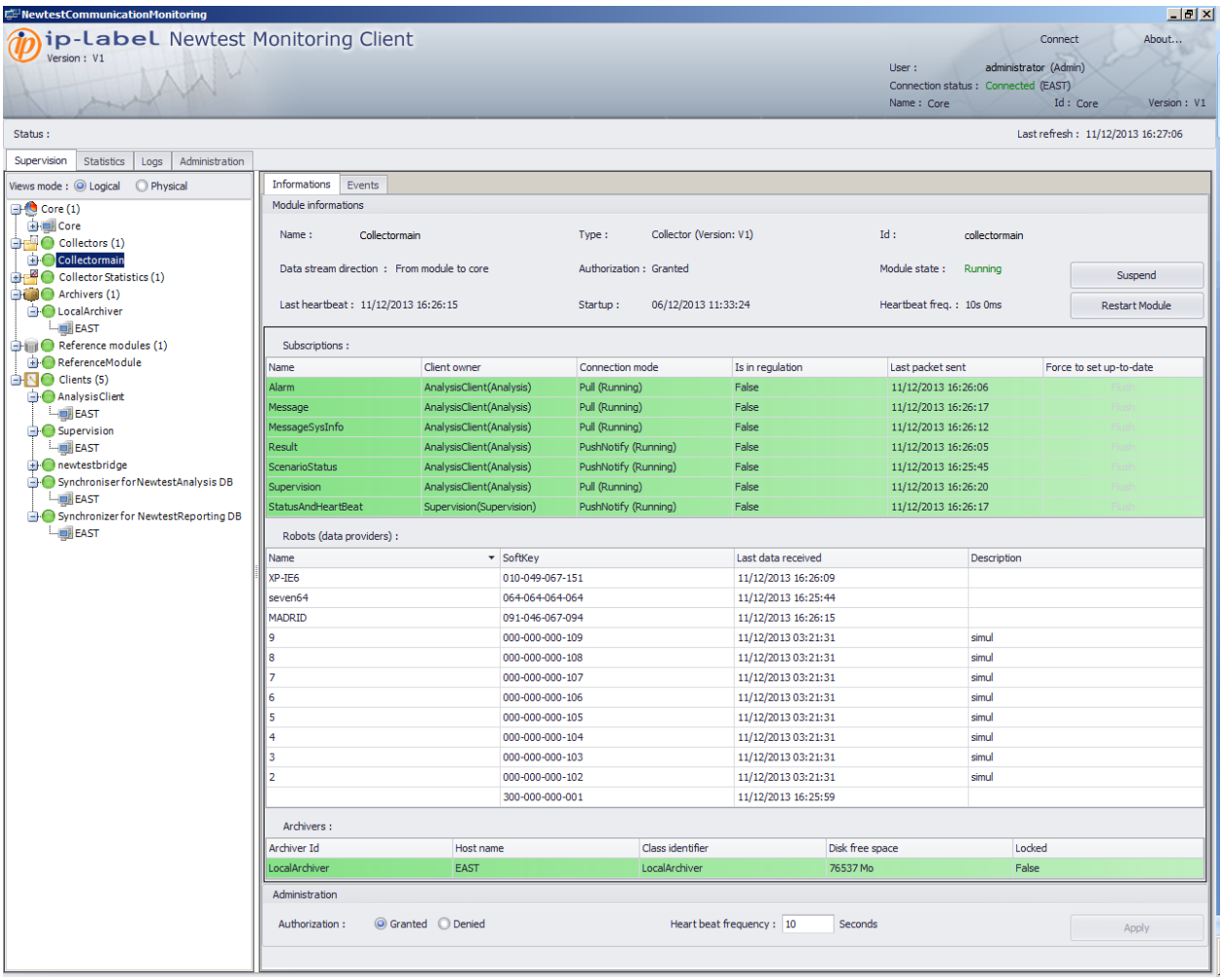
Status: state of the instance (running/suspended/stopped)

Authorization: communication rights defined at core level



The NewtestBridge collector supports the connection with robots in historical versions of the communication protocol, but is scheduled eventually to be replaced by CollectorMain in forthcoming versions.

Details of a collector



General information

Name

Type

Version

ID

Authorization (on the core side)

Status

Latest heartbeat

Startup date/time

Heartbeat frequency

Action (if administrator)

Suspend module

Restart module

Edit rights granted/denied

Change heartbeat frequency

Subscriptions for this collector

Subscriptions :

Name	Client owner	Connection mode	Is in regulation	Last packet sent	Force to
Alarm	AnalysisClient(Analysis)	Pull (Running)	False	5/6/2014 4:06:37 PM	
Message	AnalysisClient(Analysis)	Pull (Running)	False	5/6/2014 4:06:31 PM	
MessageSysInfo	AnalysisClient(Analysis)	Pull (Running)	False	5/6/2014 4:06:30 PM	
Result	AnalysisClient(Analysis)	PushNotify (Running)	False	5/6/2014 4:06:41 PM	
ScenarioStatus	AnalysisClient(Analysis)	PushNotify (Running)	False	5/6/2014 4:06:34 PM	
Supervision	AnalysisClient(Analysis)	Pull (Running)	False	5/6/2014 4:06:36 PM	
StatusAndHeartBeat	Supervision(Supervision)	PushNotify (Running)	False	5/6/2014 4:06:40 PM	

Subscription name

Subscription client

Mode of connecting to the collector

In regulation mode: indicates whether the subscription is in regulation mode which implies a delay in data collection for this subscription

Last packet sent: date/time of the latest packet received by the subscription

Force set up-to-date: button available only in regulation mode to force the subscription to collect only new data. Caution: loss of data possible (if administrator).

Color coding of the row: green = ok, orange = regulation, red = loss of communication

Elements (including robots) which insert data

Robots (data providers) :

Name	SoftKey	Last data received
XP-IE6	010-049-067-151	5/5/2014 12:44:59 PM
seven64	064-064-064-064	5/6/2014 4:23:47 PM
MADRID	091-046-067-094	5/6/2014 4:23:47 PM
	300-000-000-001	5/6/2014 4:23:57 PM

Name of the element

Softkey of the element (robot or Controller)

Last data received: date/time data was last received from the element

Description of the element

Archivers: list of archive modules (diagnostics files) associated with this collector

Archiver ID

Host name: name of the server hosting the module

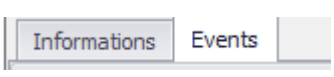
Module class: type of module

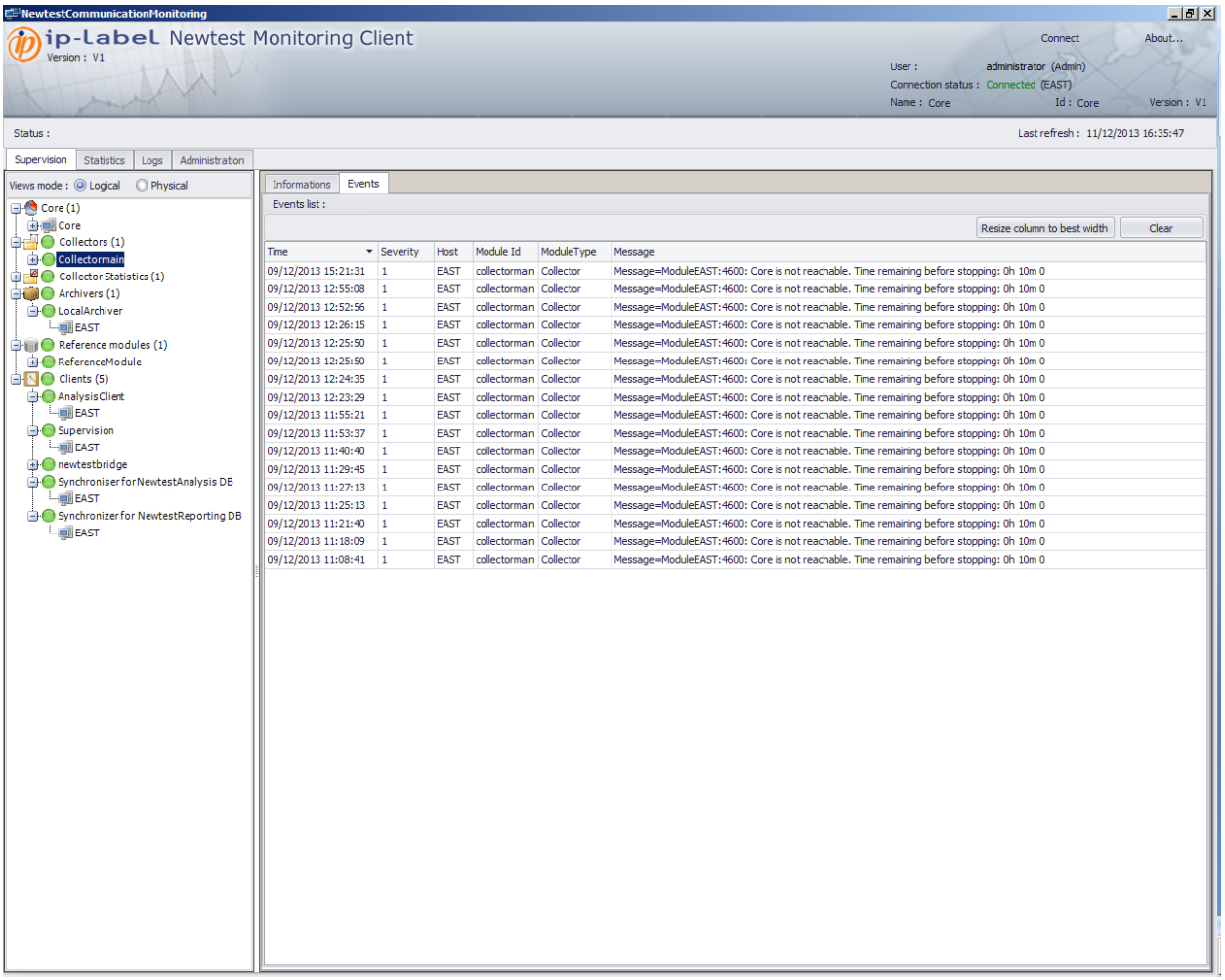
Disk free space: space available (MB) for archiving

Locked: Boolean true/false (Archiver deactivated status)

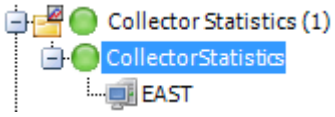
Color coding of the row: green = ok, orange = warning, red = locked or down

Events tab: events supplied by the collector




NewtestCommunicationMonitoring
ip-label Newtest Monitoring Client
Version : V1
Connect
About...
User : administrator (Admin)
Connection status : Connected (EAST)
Name : Core
Id : Core
Version : V1
Status :
Last refresh : 11/12/2013 16:35:47
Supervision
Statistics
Logs
Administration
Views mode : Logical Physical
Core (1)
Core
Collectors (1)
Collectormain
Collector Statistics (1)
Archivers (1)
LocalArchiver
EAST
Reference modules (1)
ReferenceModule
Clients (5)
AnalysisClient
EAST
Supervision
EAST
newtestbridge
SynchroniserforNewtestAnalysis DB
EAST
Synchronizer for NewtestReporting DB
EAST
Informations
Events
Events list :
Resize column to best width
Clear
Time
Severity
Host
Module Id
ModuleType
Message
09/12/2013 15:21:31 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 12:55:08 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 12:52:56 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 12:26:15 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 12:25:50 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 12:25:50 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 12:24:35 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 12:23:29 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 11:55:21 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 11:53:37 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 11:40:40 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 11:29:45 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 11:27:13 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 11:25:13 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 11:21:40 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 11:18:09 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0
09/12/2013 11:08:41 1 EAST collectormain Collector Message=ModuleEAST:4600: Core is not reachable. Time remaining before stopping: 0h 10m 0

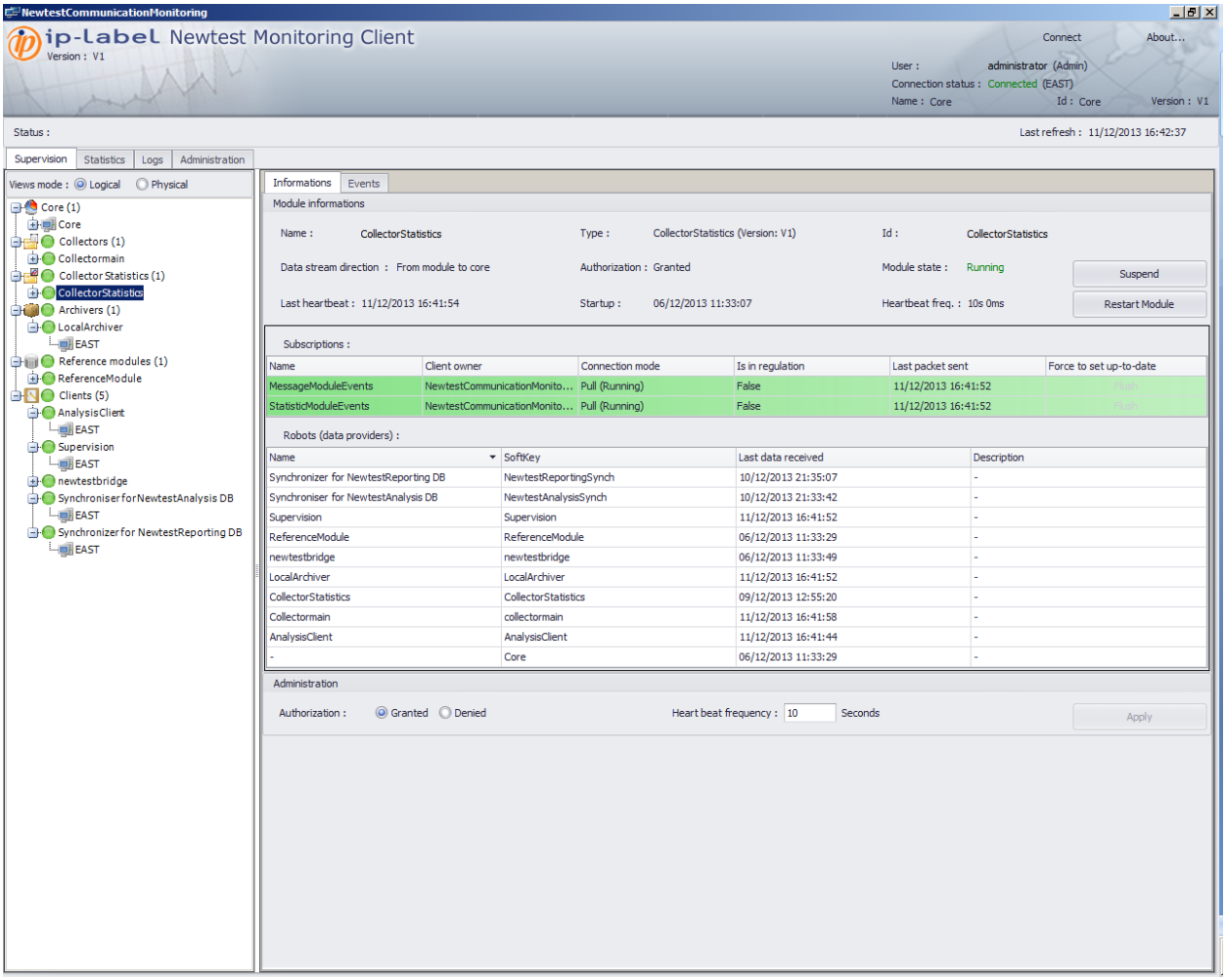
Collector Statistics module



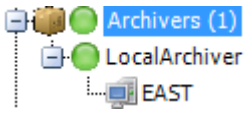
The description of this module is the same as for the Collector (see above), except for subscriptions and data providers.

Regarding subscriptions, only those of currently running newtestcommunicationmonitoring are displayed (clients of the Statistics module).

As for data providers, all module instances supply statistics to the CollectorStatistics module via the core. This is what is shown in the list.

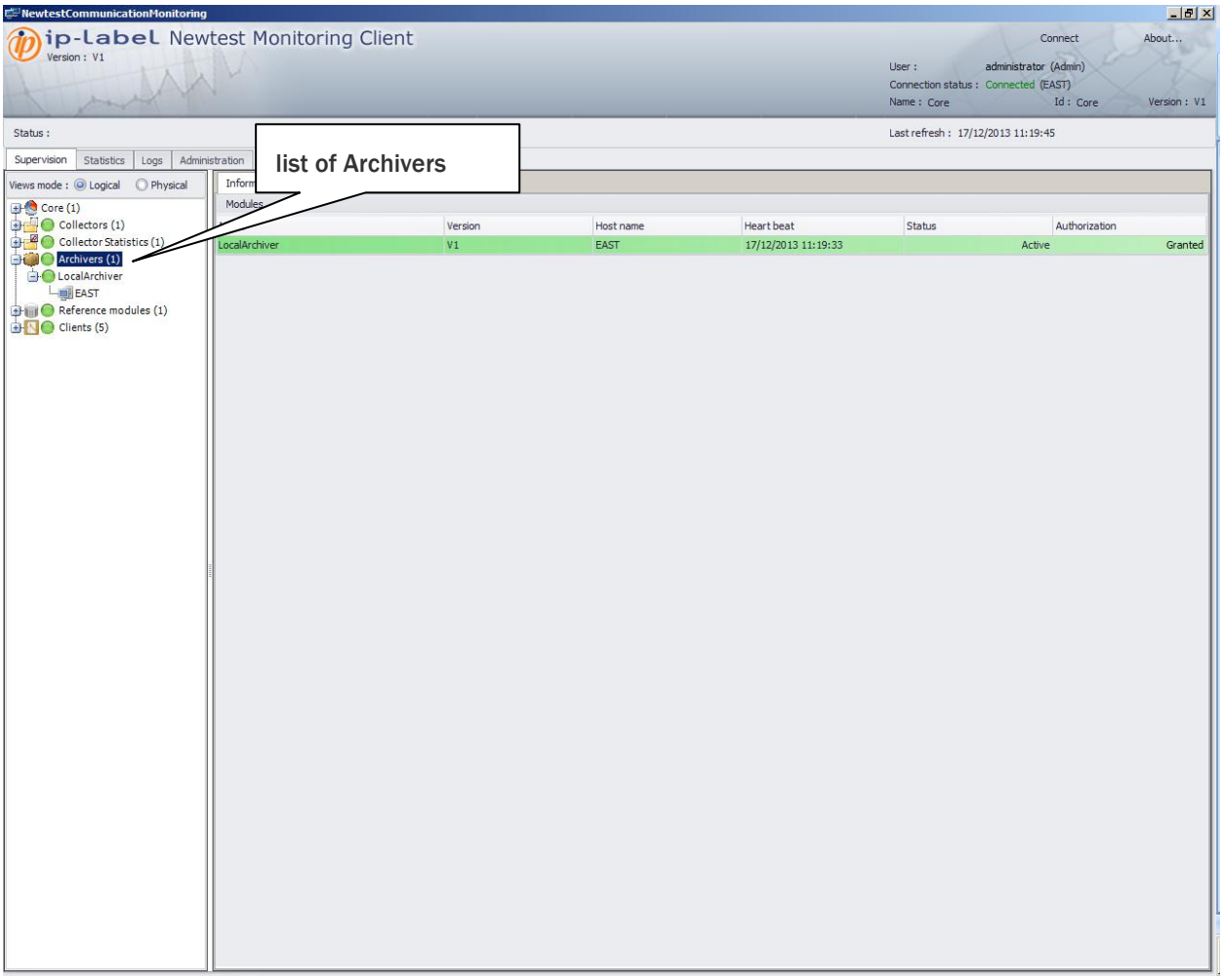


Archiver module



Archivers are modules which manage all NMC diagnostics files. At least one Archiver per solution is required.

This is shown in a tree view. The status assigned to the branch corresponds to that of the most degraded leaf.



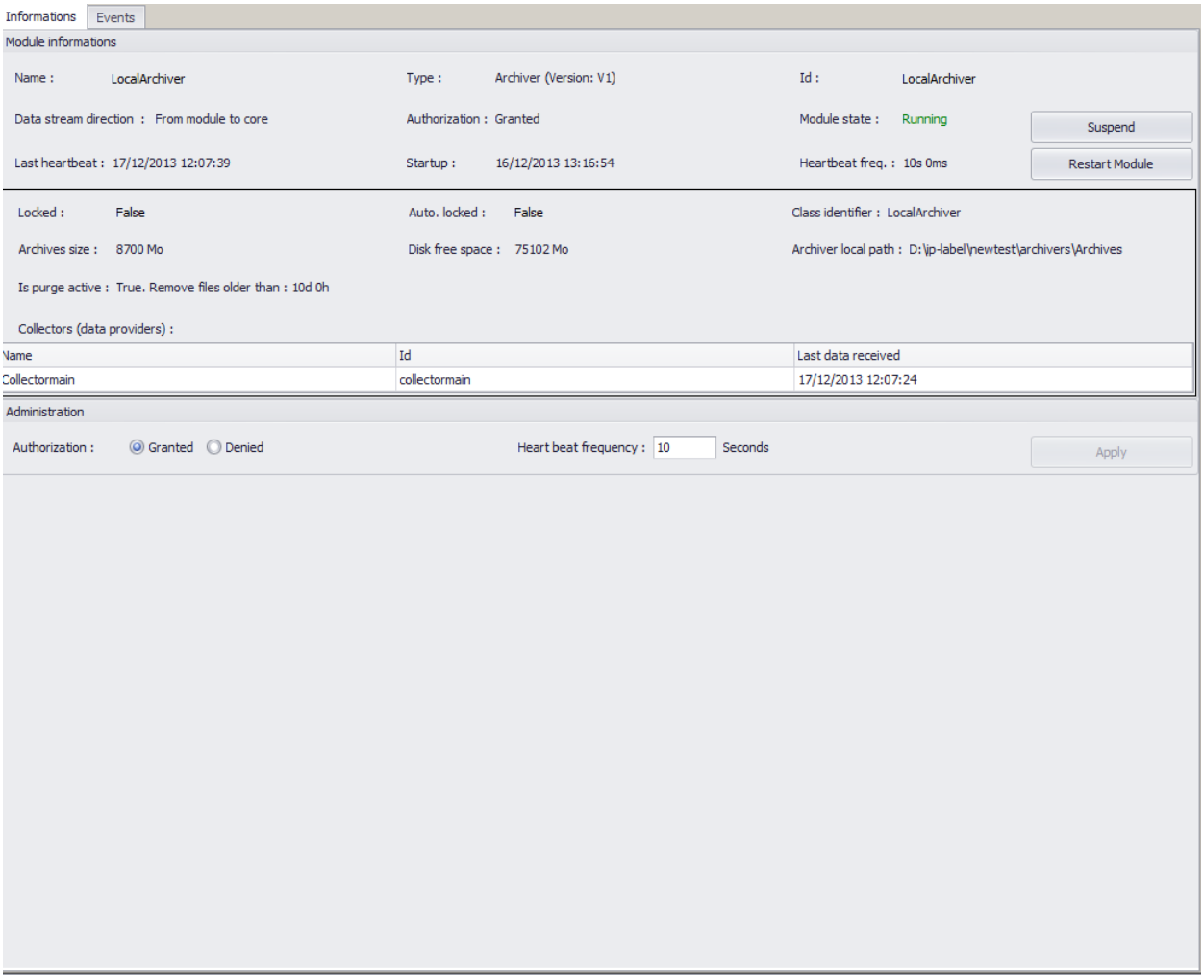
The main pane shows the list of Archiver class instances, and displays the following information:

- Name of the instance
- Version of the module
- Host name: name of the server hosting the instance
- Heartbeat: timestamp of the most recent heartbeat
- Status: state of the instance (actived/deactived)
- Authorization: state of core rights for this instance (granted/denied)
- The row's color coding reflects the state of the instance

Detailed information is available for each known Archiver. By choosing items in the tree on the lefthand side, you can view:

- Detailed information for that Archiver
- Events for that Archiver

Detailed information:



Archiver name

Module type and version

Archiver ID

Data stream direction: direction of the flow of data with respect to the core

Authorization: rights with respect to the core (granted/denied)

Module state: running/stopped/suspended

Last heartbeat: timestamp of the most recent heartbeat received by the core for this instance

Startup: timestamp when the instance started up

Heartbeat frequency: frequency of the heartbeat from the instance to the core

Suspend button (available only for administrator connections): to suspend the instance

Restart button (available only for administrator connections): to start/restart the instance

Locked: Boolean indicating that the Archiver is locked. This occurs if it has reached the limits of its disk storage.

Auto.locked: Boolean indicating whether the Archiver has enabled the auto lock option which allows the Archiver to reject requests if it has reached its available disk space threshold.

Class identifier: class name of the instance

Archive size: space used (MB) in the Archiver's disk sector

Disk free space: disk space available on the logical partition hosting the Archiver

Archiver local path: local storage path for diagnostics

Is purge active: indicates whether the purge option is active on the Archiver, and the duration of file storage

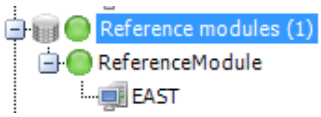
Collectors: list of collectors requesting archiving actions. The list provides the following information:

- Collector name
- Collector ID
- Date/time the most recent data was received from it

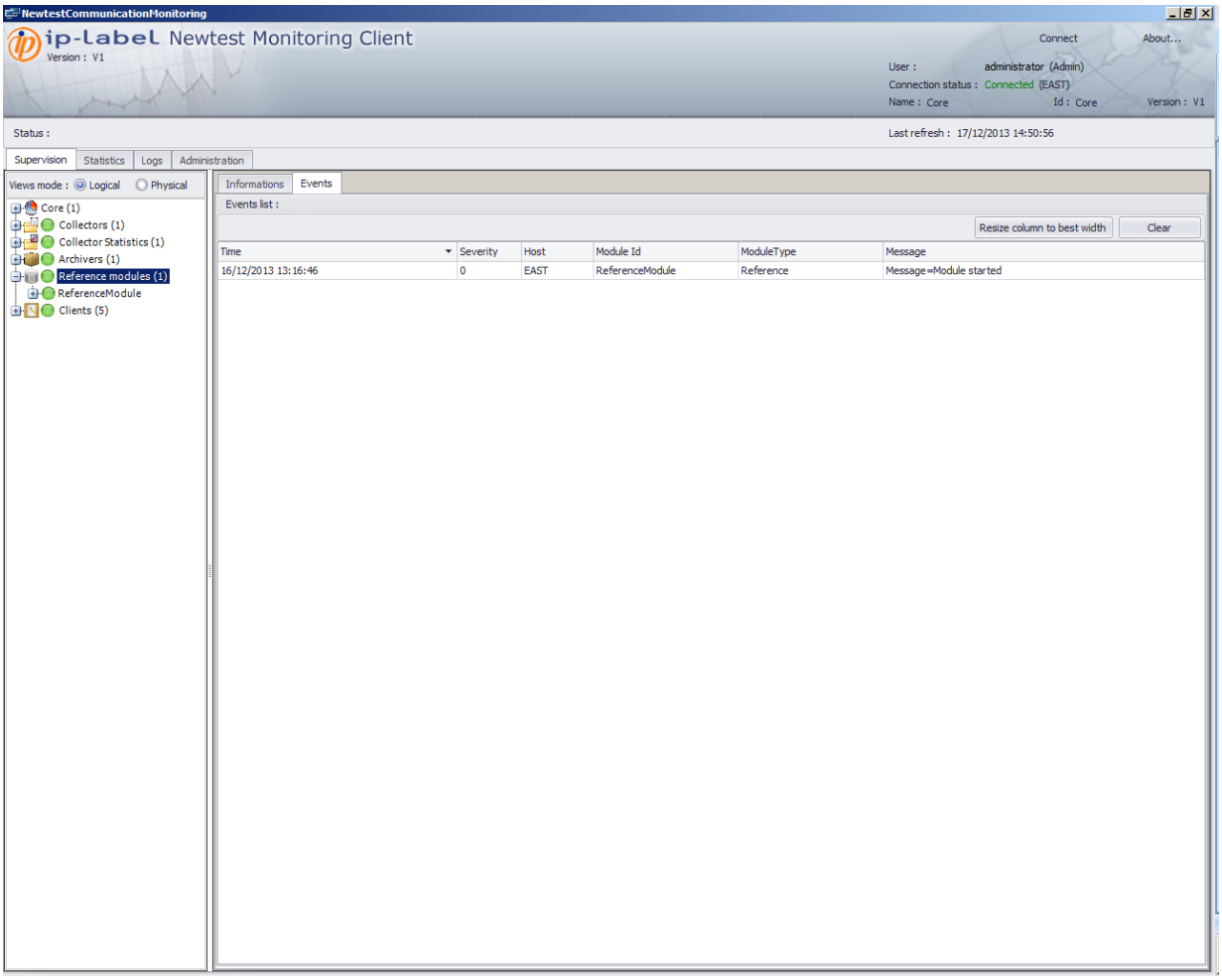
Administrative information: administrators can edit certain configuration elements on the fly

- Authorization: rights with respect to the core
- Frequency of the heartbeat from the instance to the core
- Apply button: to apply changes. This button is available only if the user of the monitoring module is an administrator and a change has been made to at least one of the editable elements.

Reference module:

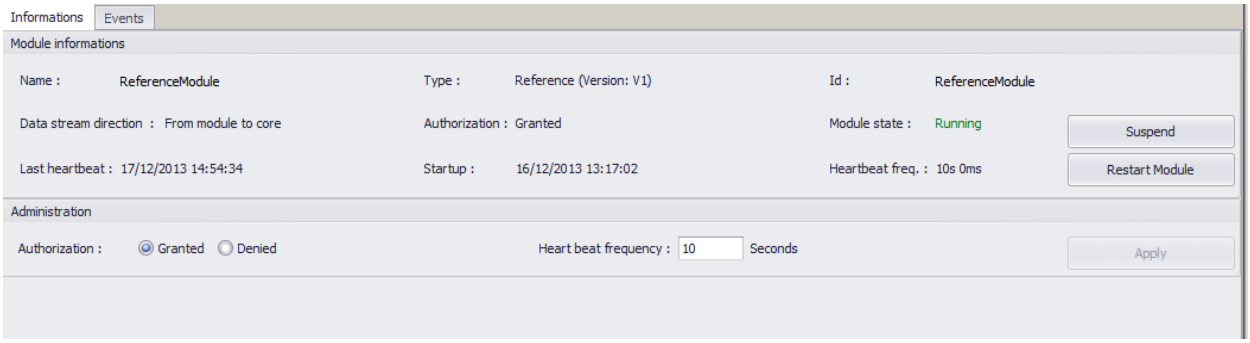


This branch includes all instances of server reference modules. There is one reference module for each NEP solution.



The view is divided into two parts:

- View of the reference module branch: its status corresponds to that of the most degraded of all reference class modules.
- List of all reference class instances. This displays the following information:
  - Name of the instance
  - Version of the module
  - Host name: name of the server hosting the instance
  - Heartbeat: timestamp of the most recent heartbeat received by the core from this instance
  - Status: state of the instance (actived/deactivated)
  - Authorization: state of core rights (granted/denied)
  - The row's color coding reflects the state of the instance
  - Events tab: events of all reference module instances



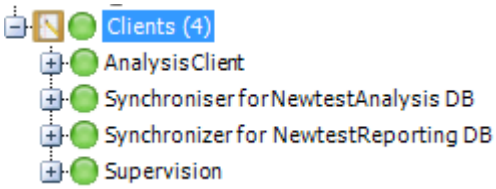
Detailed information for the module instance:

- Name: name of the instance
- Type: module class and version
- Id : reference module ID
- Data stream direction: mode of communication between the core and the instance
- Authorization: rights with respect to the core (granted/denied)
- Module state: running/stopped/suspended
- Last heartbeat: timestamp of the most recent heartbeat received by the core for this instance
- Startup: timestamp when the instance started up
- Heartbeat frequency: frequency of the heartbeat from the instance to the core
- Suspend button (available only for administrator connections): to suspend the instance
- Restart button (available only for administrator connections): to start/restart the instance
- Administration : values can be edited if the user is an administrator
  - Authorization: rights with respect to the core; without this authorization the instance is active but not operational
  - Frequency of the heartbeat from the instance to the core
  - Apply button: to apply any changes made

Important: any change to administration data is applied only until the next time the instance starts up. These changes are not recorded in the instance's configuration file available on the NRM side.

This remark applies to every type of module.

Client module:



Client modules are modules that collect data from other modules which generate data.

The instances that can be viewed in this context are client modules of the following classes:

- Analysis
- Supervision
- Synchronizer of reference

Client modules communicate with the following modules:

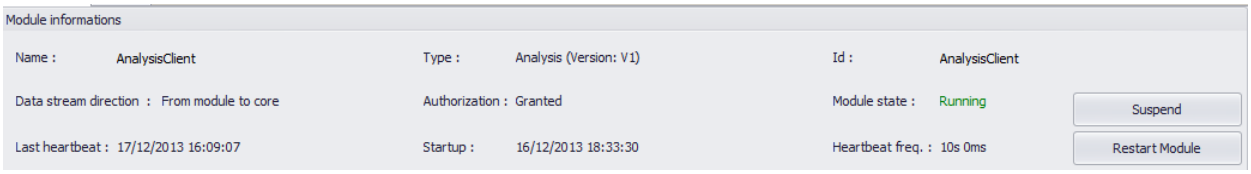
- Reference: for access to all of the solution's reference data (users, rights, objects, etc.)
- Core: core module of the solution provides the map of connection to other modules (if they are authorized to communicate with the core)
- Collector: subscription offering access to robot-generated data
- Archiver: indirect connection for viewing archived files

The view is divided into two parts:

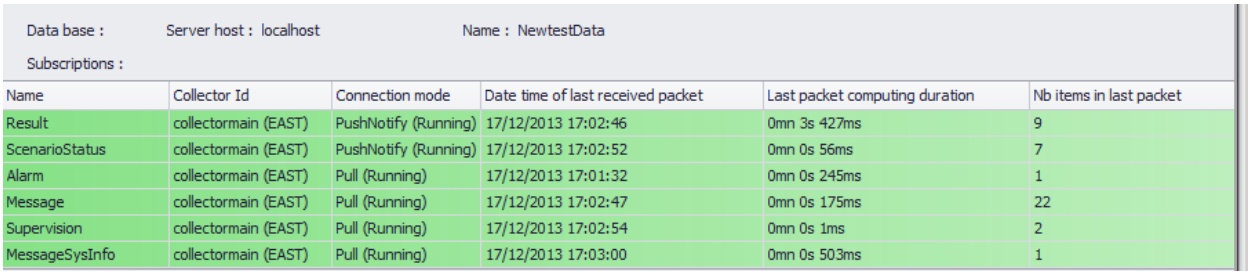
- Overall view of client modules: status of each category corresponds to that of the most degraded of all the instances attached to it.
- List of all instances, displayed in the main pane, along with the list of events for all of the instances in that category (Events tab). This list displays the following information:
  - Name of the instance
  - Version of the module
  - Host name: name of the server hosting the instance
  - Heartbeat: timestamp of the most recent heartbeat received by the core from this instance
  - Status: state of the instance (actived/deactivated/regulation /suspended)
  - Authorization: state of core rights (granted/denied)
  - The row's color coding reflects the state of the instance

Detailed view of the instance

Module information: the same information and actions as the other views described above



Module details:



Name	Collector Id	Connection mode	Date time of last received packet	Last packet computing duration	Nb items in last packet
Result	collectormain (EAST)	PushNotify (Running)	17/12/2013 17:02:46	0mn 3s 427ms	9
ScenarioStatus	collectormain (EAST)	PushNotify (Running)	17/12/2013 17:02:52	0mn 0s 56ms	7
Alarm	collectormain (EAST)	Pull (Running)	17/12/2013 17:01:32	0mn 0s 245ms	1
Message	collectormain (EAST)	Pull (Running)	17/12/2013 17:02:47	0mn 0s 175ms	22
Supervision	collectormain (EAST)	Pull (Running)	17/12/2013 17:02:54	0mn 0s 1ms	2
MessageSysInfo	collectormain (EAST)	Pull (Running)	17/12/2013 17:03:00	0mn 0s 503ms	1

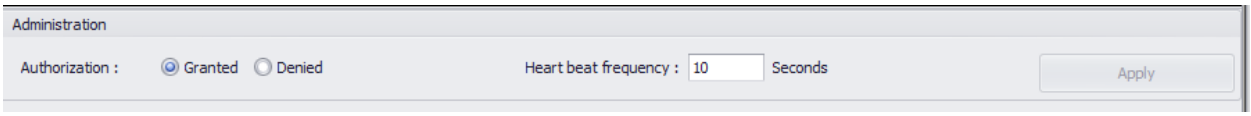
List of all subscriptions:

- Subscription name
- Collector: subscriber's server
- Connection mode: pushNotify or pull connection to the collector
- Timestamp of the most recent data packet received by the subscription
- Length of time the client process took to process the latest packet for the subscription
- Number of items in the latest data packet

Display of the instance's events:

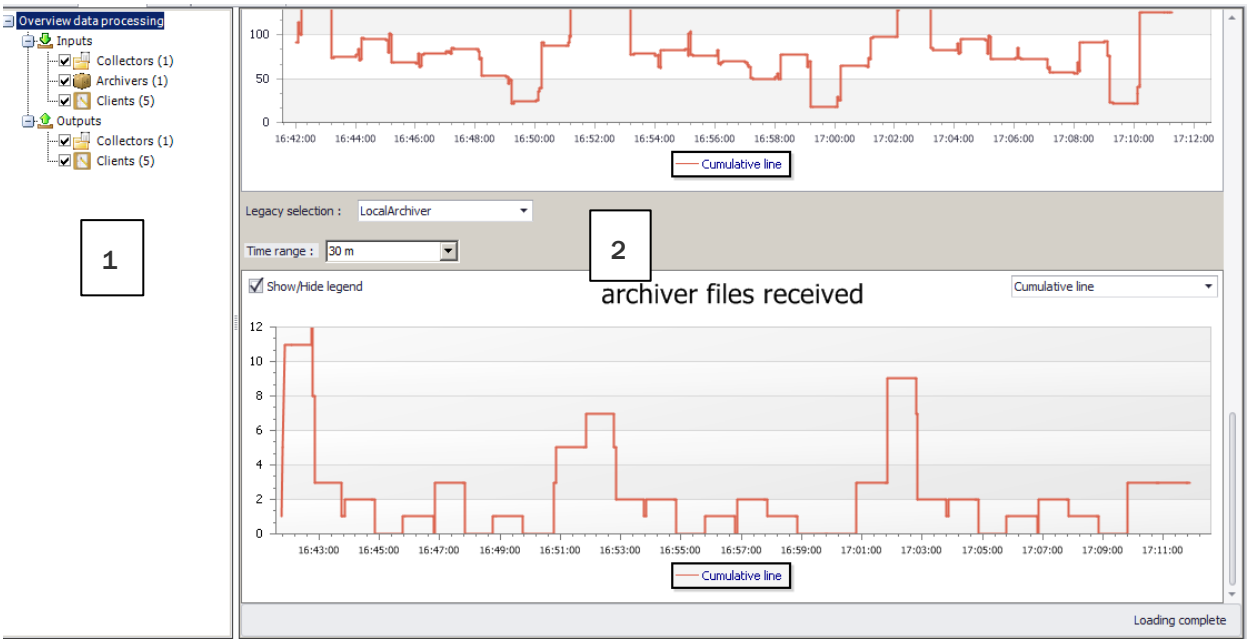
- Stop message
- Restart message
- Error message

Administration: the same information and functionalities as for the other branches



2.2 STATISTICS TAB

The Statistics tab page displays statistics from the statistics collector via the core. The data inserted and/or distributed via the new architecture can be monitored 'live'.



This tab page is divided into two parts:

- The lefthand tree view pane for selecting the types of data to view (1)

Inputs:

- within Collectors
- within Archivers
- within Client modules

Outputs :

- within Collectors
- within Clients

Using the checkbox you can hide or display types of statistics.

- The main pane (2)

Chart display:

- selection of objects to chart
- choice of period

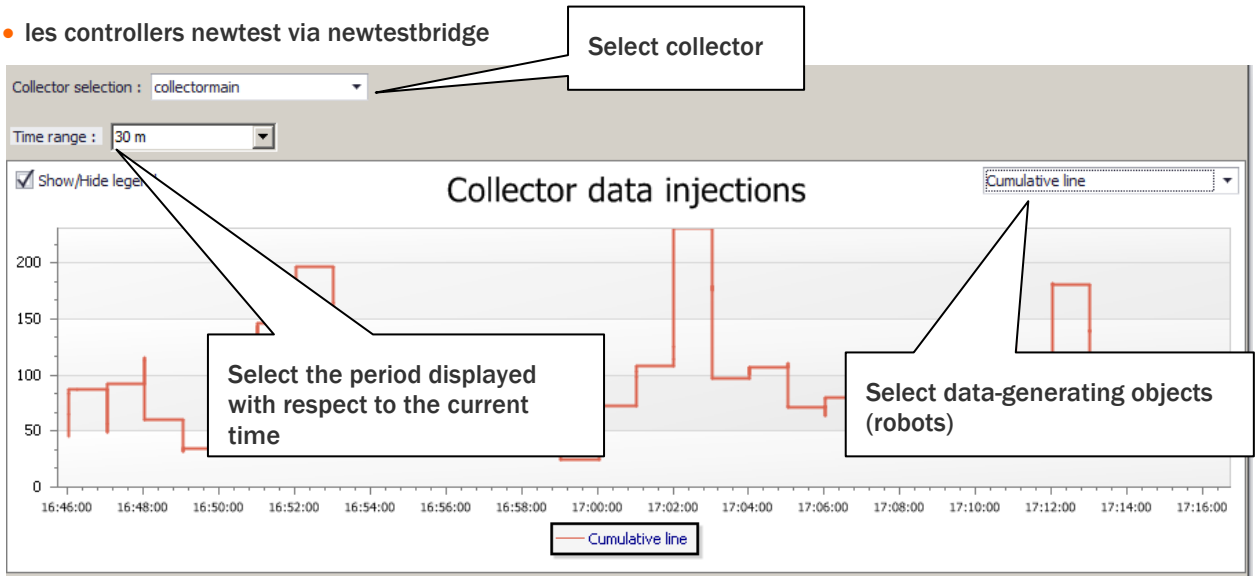
Collector inputs:

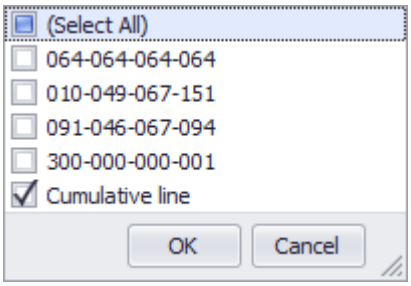
- This statistic shows the number of data items collected by the collectors.

The data providers for a collector are:

- les robots newtest via newtestbridge

- les controllers newtest via newtestbridge





Example of the list of robots represented by their softkey. You can select more than one. The default display shows the cumulative line of collector inputs. Statistics are shown aggregated to the minute. The available time ranges are:

30 minutes

1 hour

3 hours

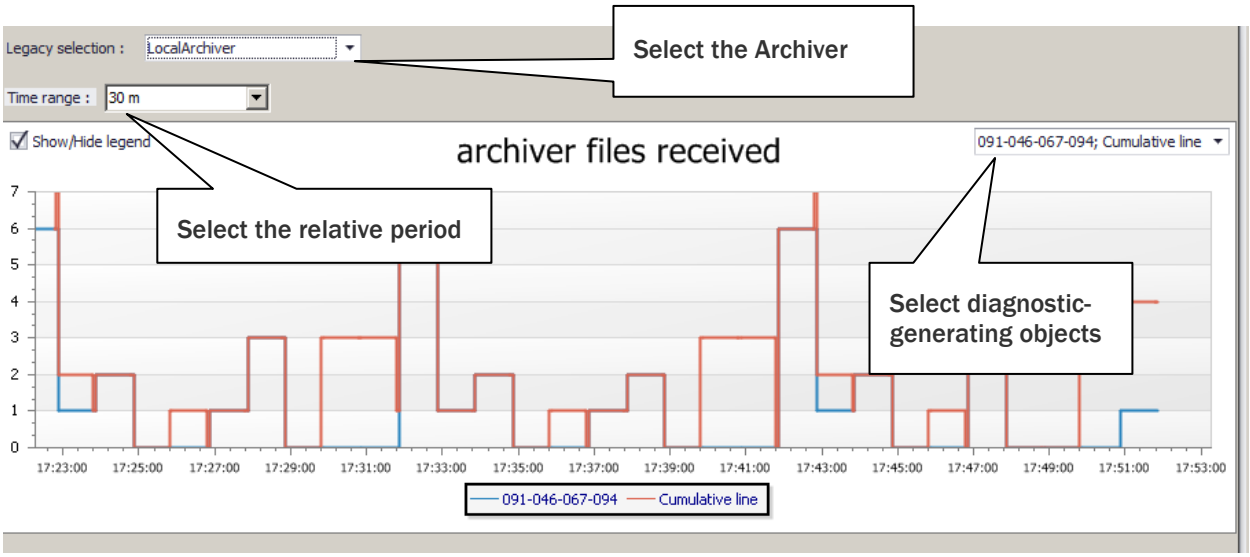
5 hours

12 hours

1 day

Archiver inputs:

This statistic represents the number of diagnostics taken up by the Archiver. The Collector module issues requests for the Archive to collect the diagnostics. You can filter or chart by diagnostic-generating object or robot. Select the robot by its softkey.

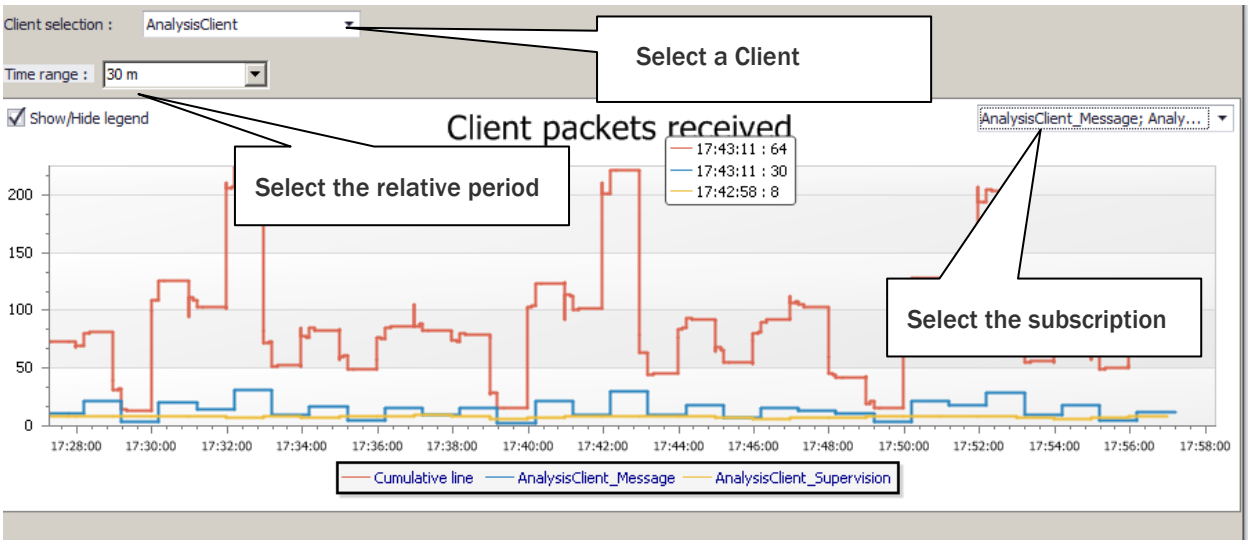


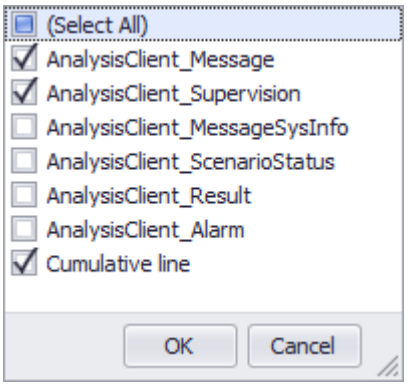
The default display presents the cumulative line for all of the diagnostics generators.

Client inputs:

This statistic represents the number of incoming messages for each Client.

Only Analysis or Supervision types of Client subscribe to collector data. You can select the client and the subscription. This statistic displays the number of data items processed for every subscription of each Client.





Subscription example of an Analysis module.

In this view you can, for instance, view the number of alarms collected by the Analysis module or the number of scenario results.

Data are aggregated to the minute.

The available time ranges are:

30 minutes

1 hour

3 hours

5 hours

12 hours

1 day

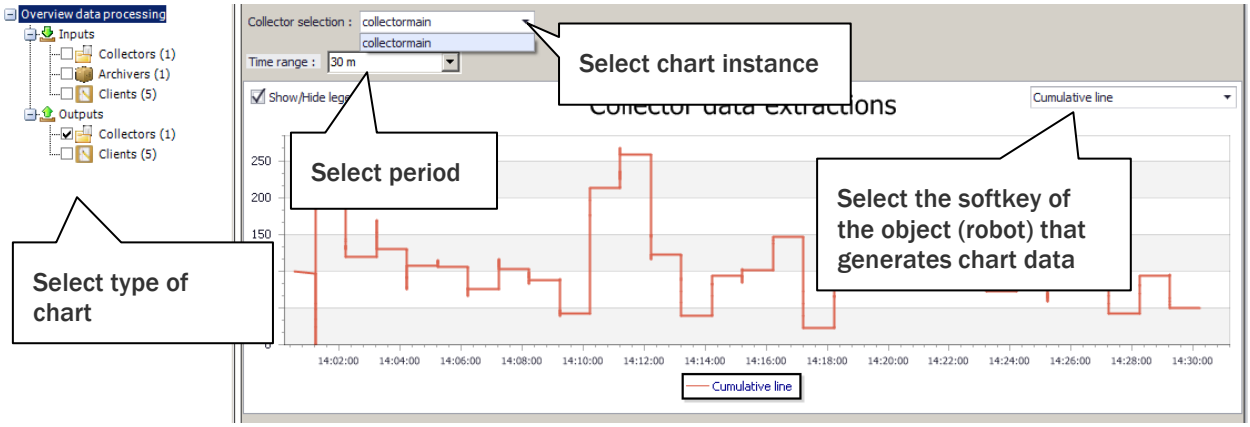
The counterparts of the inputs of the various module instances are their **outputs**. “Output statistics” are all of the data written to a database or archive by an instance of the solution. They can be viewed in the same way as input statistics.

These statistics are generated by:

- Collector instances
- Analysis type Client instances: writing of data to the newtestdata database hosted on a SQL server 2008 instance.
- Supervision instances: data is written to the newtestsupervision database hosted on a SQL server 2008 instance.

Collector instance outputs:

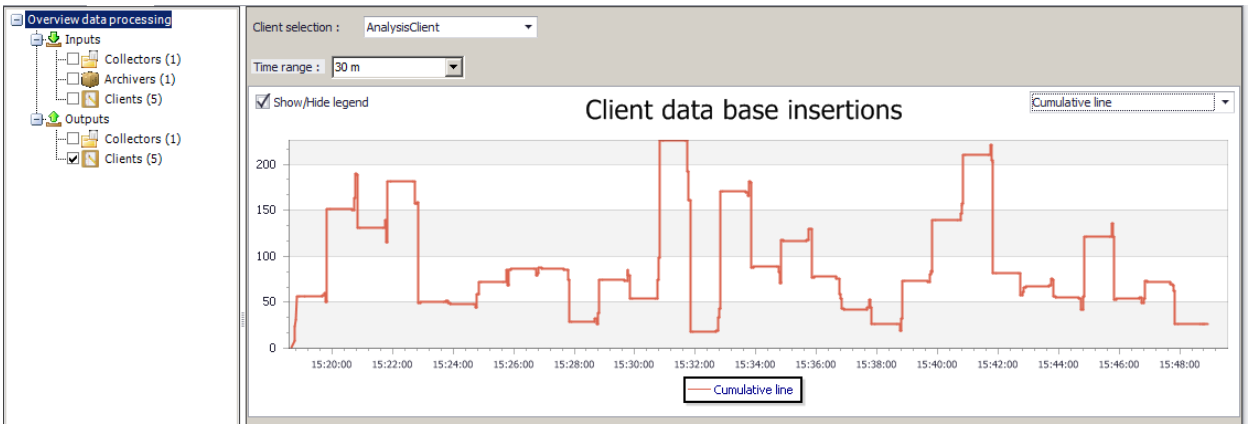
In most cases, a single Collector type instance is present within the NEP architecture. The volume of data inserted into the collector database can be charted and viewed on the Statistics tab page.



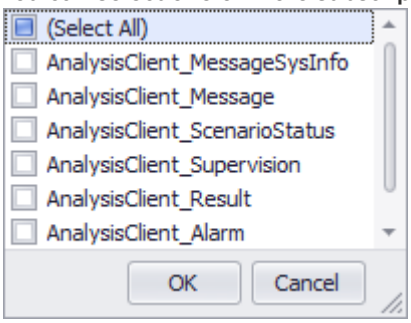
Les données sont agrégées à la minute. La différence de métrique entre les données en entrée et les données en sortie est due au fait que certain client génère des mesures supplémentaires en sortie. Ces mesures sont des mesures dérivées d'analyse de mesures entrantes.

Client instance outputs :

The statistical data for data insertion into the database are available for Analysis or Supervision types of module.



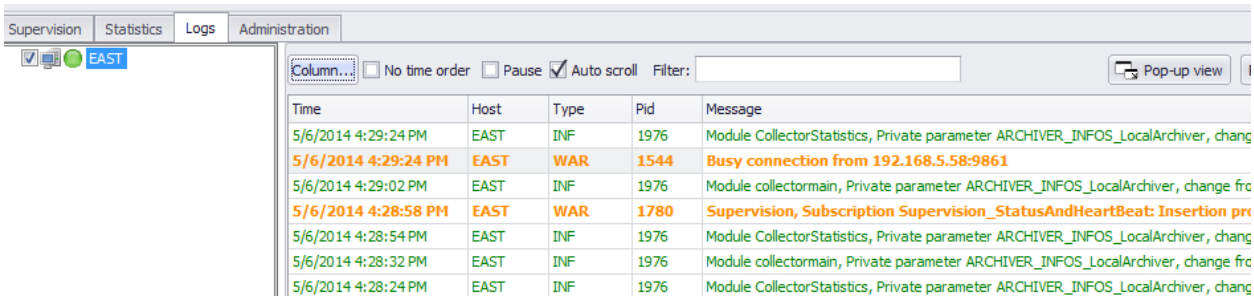
You can select one or more subscriptions. This enables you to isolate the types of data inserted.



2.3 LOGS TAB

This tab page displays (via the NRM service) all of the Newtest application logs available for each server that supports the NEP solution. In this interface you can:

- Add/Delete/Edit connections to NRMs
- View logs
- Manage log levels on the fly
- Filter to sort



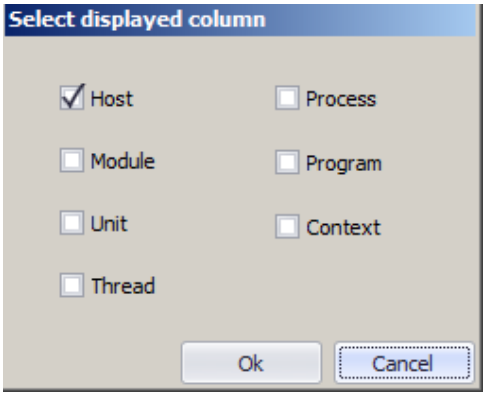
This tab page is divided into two parts:

- The lefthand pane: a tree view of the NRMs that host NEP modules

- Checkbox selected: the network connection is open between the client and NRM for log display. All of the logs of all of the products on the host can be viewed.

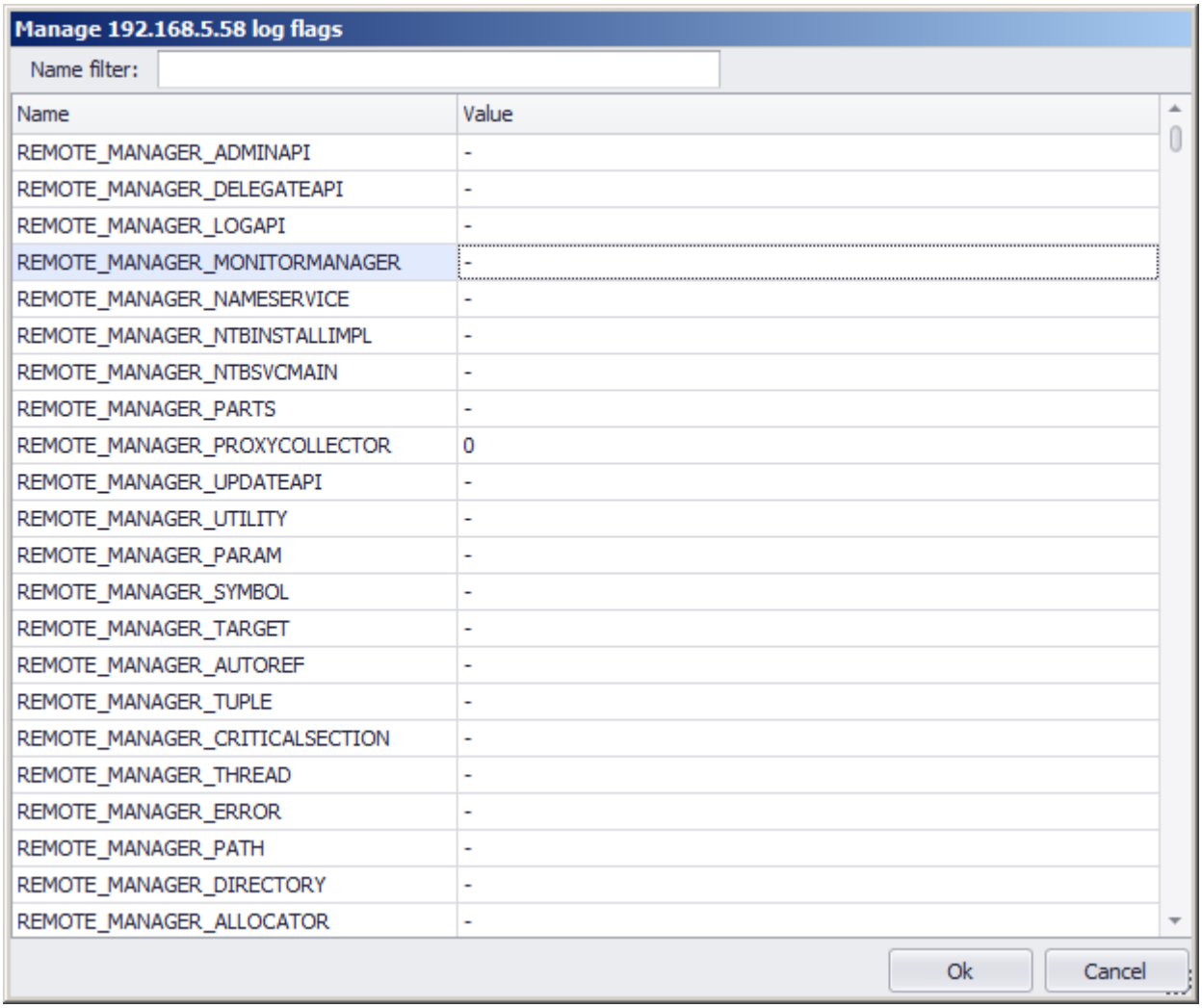
- The main pane: it is likewise divided into two parts

- Options area: for customizing the view
  - Column: selection of the fields to display in the view
  - Host name
  - Module name
  - Unit: resource that generated the message
  - Thread ID
  - Process ID (PID)
  - Program name
  - Context: error message stack



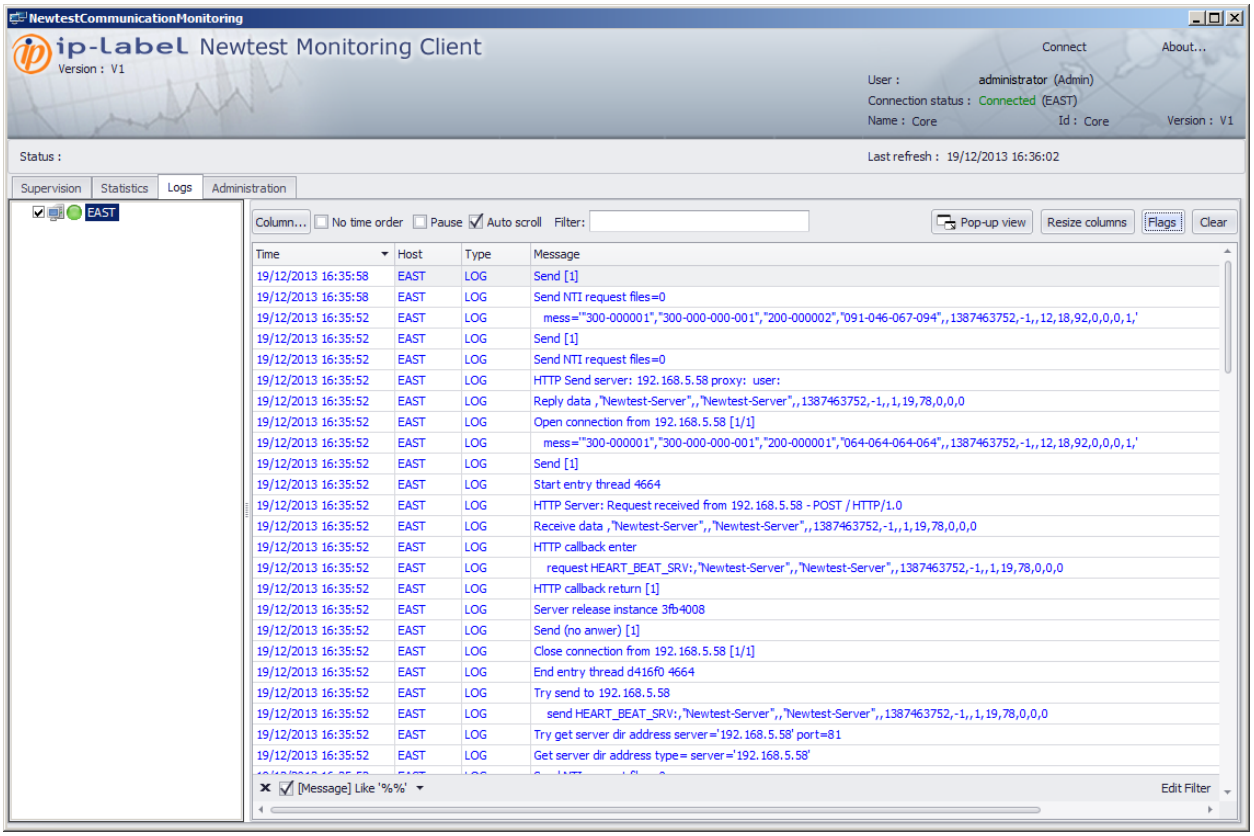
  - No time order: if selected, displays data in the order they were received from the NRM; if not selected, data is sorted by date/time of the message

- Pause: select to pause updating of the main viewing pane
- Auto scroll: select to activate automatic scrolling
- Filter: sorts the view by placing at the top of the log message area messages that match the contents of the field
- Pop-up view: to generate a clone of the logs tab page in a new window
- Resize columns: resizes columns to the size of the largest contents of each column
- Flags: log level management. If more than one NRM is present and valid, a pop-up will prompt you to select NRMs. Any level of logs can be edited 'on the fly'. The duration of log level changes is configurable. The default duration for a log level is one hour, after which it is automatically reset to 0.



- Clear: resets the main view

- Log messages view: color coding
  - Error: red
  - Warning: orange
  - Info: green
  - Debug: blue, black
  - Debug dev: pink

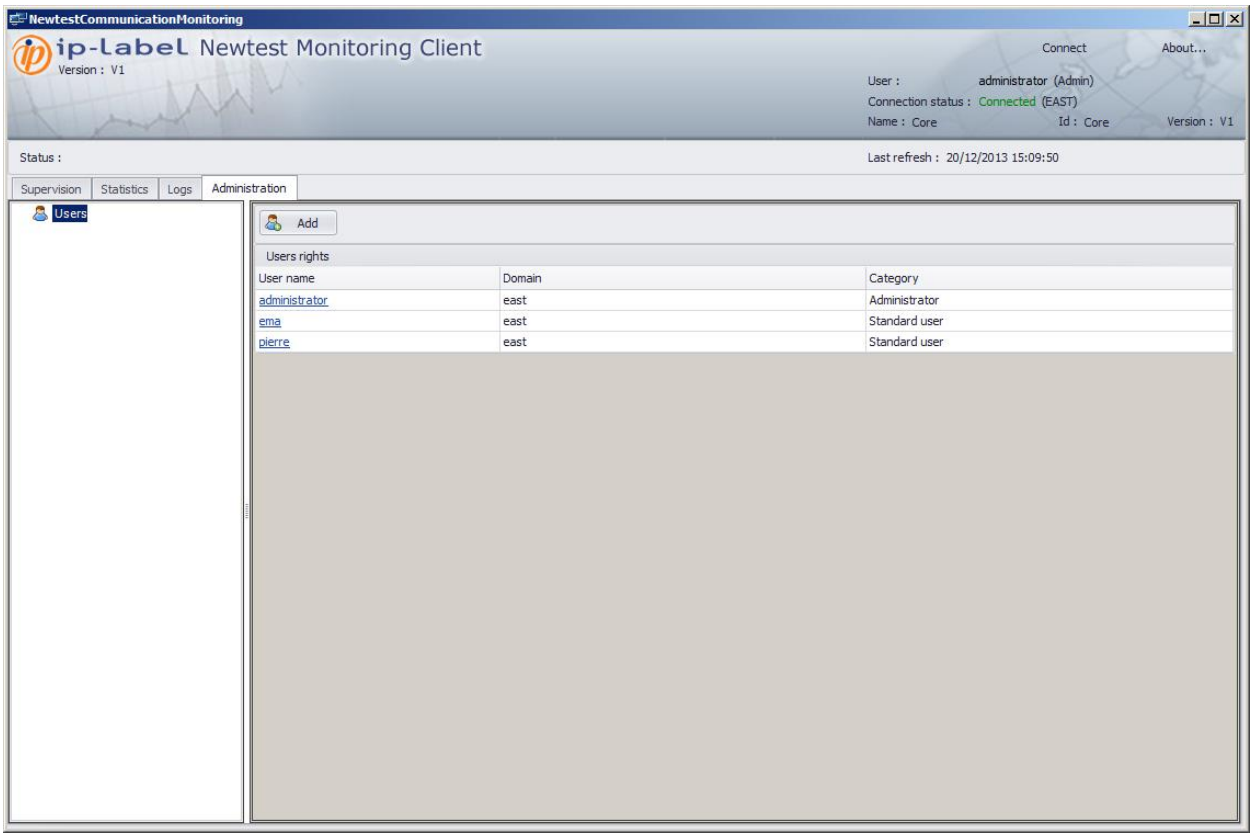


2.4 ADMINISTRATION TAB

In this tab page you can add, remove, or edit users of the interface.

Connection rights are set at core level. Only those users who are known to the server that hosts the core can be defined in this list. This implies either that these are users local to the server that hosts the core, or that the server hosting the core is integrated into the domain of domain users. Automatically upon setup of the modules, only the user who generated the installation is defined as having connection rights on the Supervision module. The other users are added after setup, via this tab page.

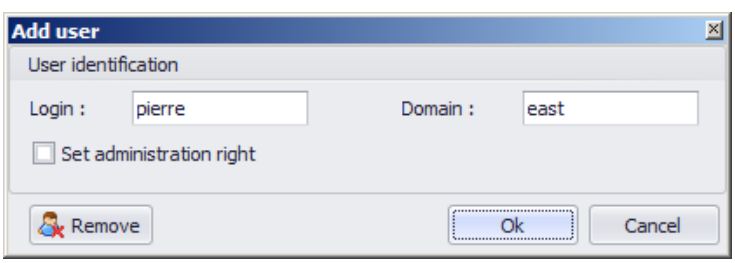
A user can have two profiles: an 'administrator' profile with action and editing rights, or a standard 'user' profile with rights only to view.



The main window provides the following information:

- User's name
- User's domain
- User's category

When you click a user's name, an interface for deleting or editing appears:



The following elements can be edited:

- login
- domain
- category of user: if a user is not an administrator, he/she is a standard user

The interface provides a button for adding a user.