Monitoring Microsoft Dynamics AX Server

eG Innovations Product Documentation

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Total Performance Visibility

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Chapter 1: Introduction

Microsoft Dynamics® AX is an integrated, adaptable business management solution that streamlines financial, customer relationship, and supply chain processes. This ERP solution consolidates and standardizes processes, provides visibility across your organization, and simplifies compliance.

Since decision-makers rely on this solution for working efficiently and taking prompt and accurate decisions, slowdowns experienced by the solution and exceptions thrown by the AX portal can greatly impair the productivity and the decision-making ability of the users, and can ultimately affect revenues.

To avert this, the AX Application Object Server (AOS) and the AX portal need to be continuously monitored, and users promptly alerted to processing delays, overloads, and errors. The eG Enterprise helps administrators in this task.

Chapter 2: Administering eG Manager to monitor Microsoft Dynamics AX Server

1. Log into the eG administrative interface.
2. eG Enterprise cannot automatically discover Microsoft Dynamics AX server. You need to manually add the server using the **Add/Modify Components** page (see Figure 2.1) that appears when the Infrastructure -> Components -> Add/Modify menu sequence is followed. Remember that components manually added are managed automatically.

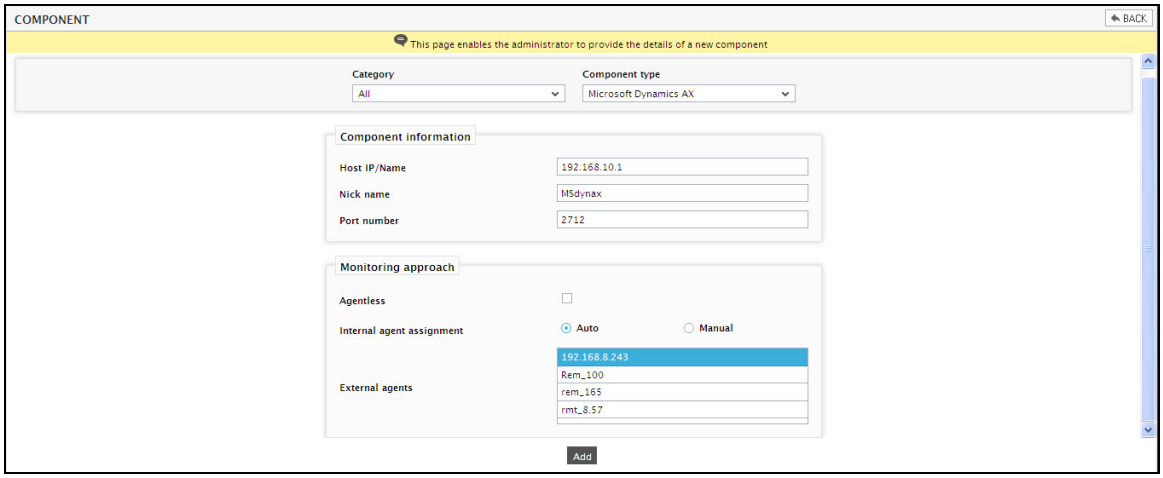

Figure 2.1: Adding a Microsoft Dynamics AX server

3. Next, signout of the eG administrative interface.

Chapter 3: Monitoring Microsoft Dynamics AX

eG Enterprise provides a dedicated Microsoft Dynamics AX monitoring model that proactively detects and promptly alerts users to issues in the performance of the Dynamics AX solution.

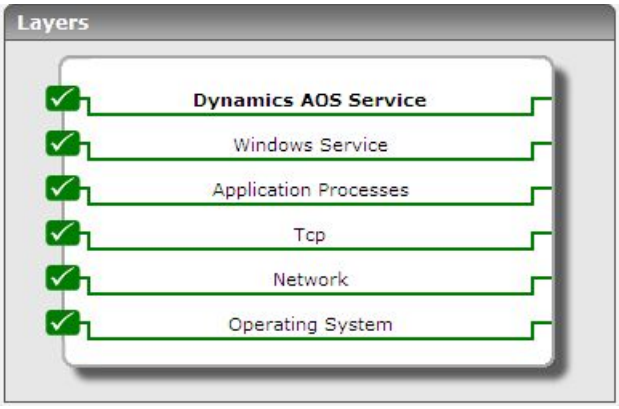

Figure 3.1: The layer model of the Microsoft Dynamics AX solution

Each layer in Figure 3.1 is mapped to a set of tests, which employ agent-based or agentless techniques to extract critical performance statistics from the AX solution. These metrics provide answers to the following key question:

- Is the AX server overloaded with requests?
- Is the server able to process the requests quickly?
- Has the AX Enterprise portal encountered any .NET business connector exceptions? If so, how many, and of what type?

Since the last 5 layers of Figure 3.1 have been discussed in-depth in the *Monitoring Unix and Windows Servers* document, this chapter will be discussing the top layer alone.

3.1 Dynamics AOS Service

The tests mapped to this layer monitors the load and the processing ability of the Application Object Server (AOS), and also captures exceptions (if any) that are encountered by the AX Enterprise Portal.

Figure 3.2: The tests mapped to the Dynamics AOS Service

3.1.1 AX Object Statistics Test

This test reports useful statistics with the help of which the session, request, and data load on the Application Object Server (AOS) can be ascertained.

Target of the test : A Microsoft Dynamics AX server

Agent deploying the test : An internal agent

Outputs of the test : One set of results for the server that is being monitored

Configurable parameters for the test

Parameters	Description
Test period	This indicates how often should the test be executed.
Host	The host for which the test is to be configured.
Port	Refers to the port used by the host.

Measurements made by the test

Measurement	Description	Measurement Unit	Interpretation
Total sessions to AOS	Indicates the total number of active sessions on the server during the last measurement period.	Number	This is a good indicator of the session load on the server.

Measurement	Description	Measurement Unit	Interpretation
Currently active sessions to AOS	Indicates the number of currently active server sessions.	Number	
Client- to- server requests handled	Indicates the number of client-to-server requests during the last measurement period.	Number	This measure is a good indicator of the workload on the server.
Client- to- server processing rate	The number of client-to-server requests processed per second	Reqs/Se	A low rate could indicate a processing bottleneck.
Server- to- client requests processed	Indicates the number of server-to-client requests processed during the last measurement period.	Number	
Data transmitted by server	Indicates the number of bytes sent by the server during the last measurement period.	Number	These measures are good indicators of the data load on the server.
Data received by server	Indicates the number of bytes received by the server since the last measurement period.	Number	

3.1.2 AX Portal Statistics Test

This test reports critical statistics related to the .NET Business Connector sessions on the Microsoft Dynamics server.

Target of the test : A Microsoft Dynamics AX server

Agent deploying the test : An internal agent

Outputs of the test : One set of results for the AX portal that is being monitored

Configurable parameters for the test

Parameters	Description
Test period	This indicates how often should the test be executed.
Host	The host for which the test is to be configured.
Port	Refers to the port used by the host.

Measurements made by the test

Measurement	Description	Measurement Unit	Interpretation
Active .NET business connector sessions to portal	number of currently active .NET Business Connector sessions.	Number	This is a good indicator of the session load on the server.
Web part execution and rendering time	Indicates the time in seconds taken to execute and render a Web Part.	Secs	A high value indicates that Web Part renditions takes too long.
Fatal .NET business connector session exceptions	Indicates the Fatal .NET business connector session exceptions.	Number	For Enterprise Portal, this means that the page was not rendered. A Windows Sharepoint Services error page was displayed to the user.
Non- fatal .NET business connector session exceptions	Indicates the number of nonfatal .NET Business Connector session exceptions.	Number	For Enterprise Portal, this means that the page was rendered, but some Web Parts on the page were not rendered.
X++ .NET session exceptions	Indicates the number of X++ .NET session exceptions.	Number	
.NET business connector sessions allocated	Indicates the total number of .NET Business Connector sessions allocated during the last	Number	

Measurement	Description	Measurement Unit	Interpretation
	measurement period.		
.NET business connector sessions disposed	Indicates the total number of .NET Business Connector sessions disposed during the last measurement period.	Number	
.NET business connector session allocation rate	Indicates the NET business connector session allocation rate.	Number/Sec	

About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of IT performance issues in on-premises, cloud and hybrid environments. Where traditional monitoring tools often fail to provide insight into the performance drivers of business services and user experience, eG Innovations provides total performance visibility across every layer and every tier of the IT infrastructure that supports the business service chain. From desktops to applications, from servers to network and storage, from virtualization to cloud, eG Innovations helps companies proactively discover, instantly diagnose, and rapidly resolve even the most challenging performance and user experience issues.

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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