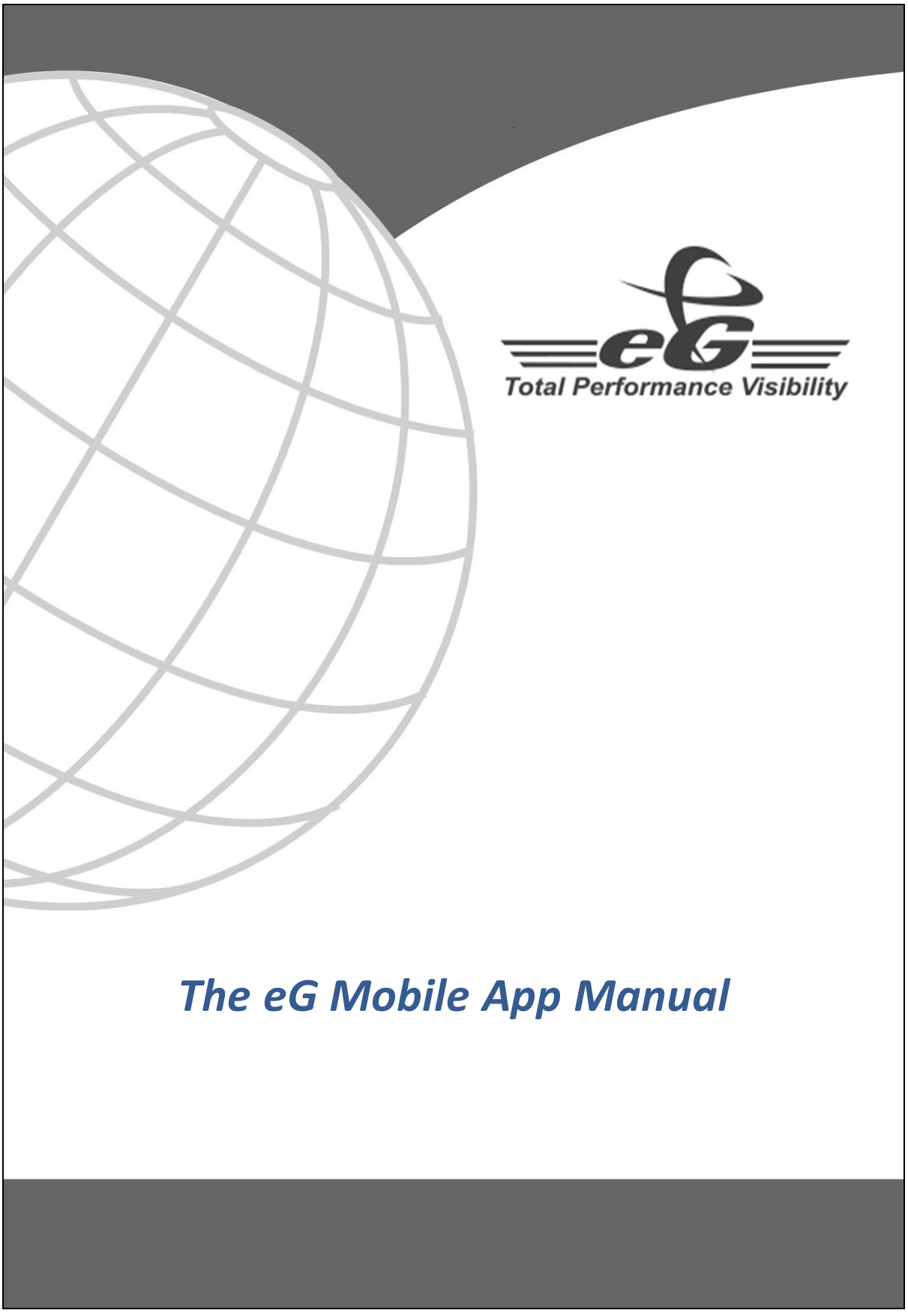

The eG Mobile App Manual

Table of contents

INTRODUCTION 1

1.1 Pre-requisites for Installing the eG Mobile App 1

1.1.1 Software Requirements 1

1.1.2 Hardware Requirements 1

1.1.3 Other Requirements 1

HOW TO INSTALL THE EG MOBILE APP? 3

CONFIGURING THE EG MOBILE APP 4

3.1 Configuring the eG Mobile App access for Internal and External Users 8

HOME PAGE OF THE EG MOBILE APP 10

ALARMS 12

MONITORING COMPONENTS USING THE EG MOBILE APP 16

CONCLUSION 21

Table of Figures

Figure 3.1: Entering eG Manager URL 4
Figure 3.2: Login screen 5
Figure 3.3: Push Notification Registration 6
Figure 3.4: Entering mail id for receiving push notifications 7
Figure 3.5: Push notifications displayed in the lock screen of mobile device 8
Figure 4.1: Home screen 10
Figure 4.2: The list of component in a critical state 11
Figure 5.1: Alarms screen 12
Figure 5.2: Searching a particular alarm 13
Figure 5.3: Viewing alarm details 14
Figure 5.4: The graph of the Application errors measure 15
Figure 5.5: The detailed diagnosis of the Application errors measure 15
Figure 6.1: All managed components of a particular type 16
Figure 6.2: Layer model of the Citrix XenApp component 17
Figure 6.3: Tests pertaining to the Citrix Users layer 18
Figure 6.4: Measures reported by the Citrix XA Sessions test 19
Figure 6.5: A graph indicating the variations that occurred in the Active sessions measure during the last hour 20
Figure 6.6: The detailed diagnosis of a measure 20

1

Introduction

The eG Mobile App allows users the flexibility to monitor, diagnose, and fix performance issues from any mobile device running an Android, iOS, or Windows operating system. With this free app, you can:

- Be instantly notified of any impending events and errors on the go;
- Get instant push notifications for problem alerts.
- Slide on any alert to zoom into the problem area.
- View everything you monitor including web and Citrix applications, virtualization platforms, databases, Java applications, messaging servers, network devices, etc. in one single dashboard;
- Use color coding (green, yellow, red) in your dashboard to easily spot issues that need attention
- Zoom in for the details and zoom out for the big picture of all the infrastructure on your dashboard
- Use graphs to correlate historical data with ease for all your infrastructure tiers

This document details the steps involved in installing, configuring, and navigating the eG mobile app.

1.1 Pre-requisites for Installing the eG Mobile App

The eG Mobile App can be installed on a mobile device configured with Android, iOS or Windows operating system. To install the mobile app on your mobile device, the following pre-requisites should be fulfilled.

1.1.1 Software Requirements

- A mobile phone or tablet powered by Android OS v4.1 (or above);
- An iPhone, iPad or iPod touch running iOS v7.0 (or above);
- A Windows mobile running Windows v8.0 (or above)

1.1.2 Hardware Requirements

- A mobile phone or tablet powered by Android OS should possess a minimum of 17 MB RAM
- An iPhone, iPad or iPod touch should be configured with at least 12 MB RAM
- A Windows mobile should posses a minimum of 8 MB RAM

1.1.3 Other Requirements

- The eG manager and the eG Mobile App should be able to communicate with each other; for that, you should enable WiFi or mobile data network connection on your mobile device.

- If the mobile device is connected to both Private and Public networks, then you can access the eG manager using anyone of the networks.
- If the mobile device has only Private or Public network connection, then the eG manager can be accessed only through the corresponding network that is active on your mobile device.
- To receive push notifications (on your mobile device) for performance issues that the eG manager detects, you need to configure the eG manager to communicate with the mail server in your environment. To configure the mail settings, login to the eG administrative interface as *admin*, and follow the menu sequence, *Alerts -> Mail Settings -> Server Settings*. Using the **MAIL SERVER SETTINGS** page that then appears, configure the IP address, port number, and access credentials (if authentication is required) of the SMTP mail server in your environment. For more details about configuring the mail server settings, refer to *Administering eG Enterprise* document.

2

How to Install the eG Mobile App?

The eG Mobile App can be installed on a mobile device just the way you would install any free app on the device. To install the app on an Android device for instance, follow the steps below:

1. Go to **Play Store** app in your Android mobile device.
2. Enter the mobile app name i.e. eG Monitor, in the search box.
3. Select the **eG Monitor** from the search result list.
4. Touch the **Install** button and then click on the **Accept** button in the next screen that appears, for downloading the mobile app.
5. After successful installation, tap the **Open** button to explore the mobile app.

Likewise, download the eG mobile app for iPhone from Apple App Store and for Windows mobile from Windows Store.

3

Configuring the eG Mobile App

Once the mobile app is installed successfully, you should configure it on your mobile device, so that the eG manager is able to send performance and problem data to it. For this, follow the steps below:

- After installing the app, tap the **Open** button. This will prompt you to enter the eG manager URL as shown in Figure 3.1.

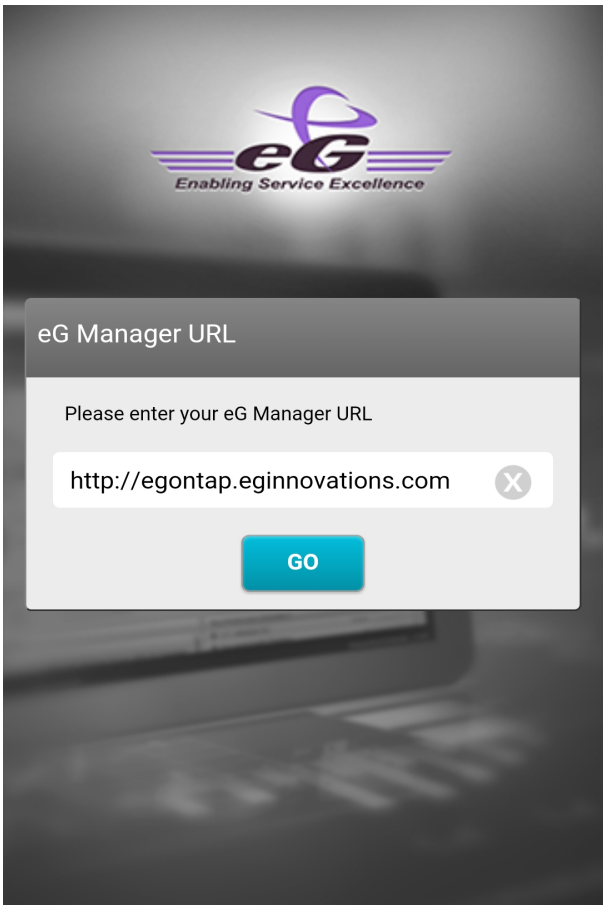

Figure 3.1: Entering eG Manager URL

- Once you enter the URL, click on the **Go** button. The login screen will appear next.

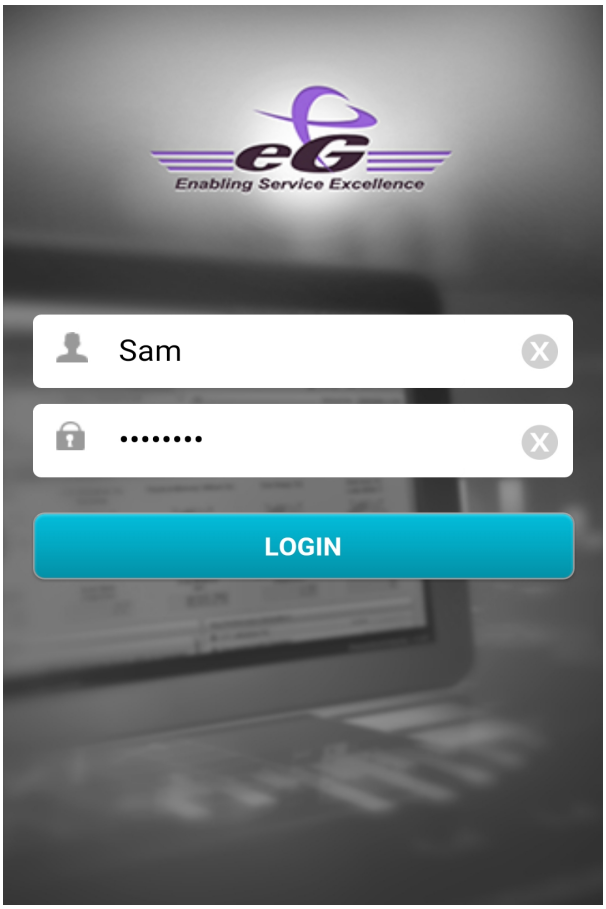

Figure 3.2: Login screen

- In the login screen, enter the *Username* and *Password*, and click the **Login** button.

  Note:

  - Provide the credentials of a user who is registered with the eG Enterprise system.
  - The user can be a local or a domain user. In case of a domain user, Figure 3.2 will prompt you to pick the name of the domain to which that user belongs.

- Then, the **Push Notification Registration** prompt will appear as shown in Figure 3.3. The push notifications alert you in real-time of performance degradations that your environment experiences, without requiring you to login to the mobile app.

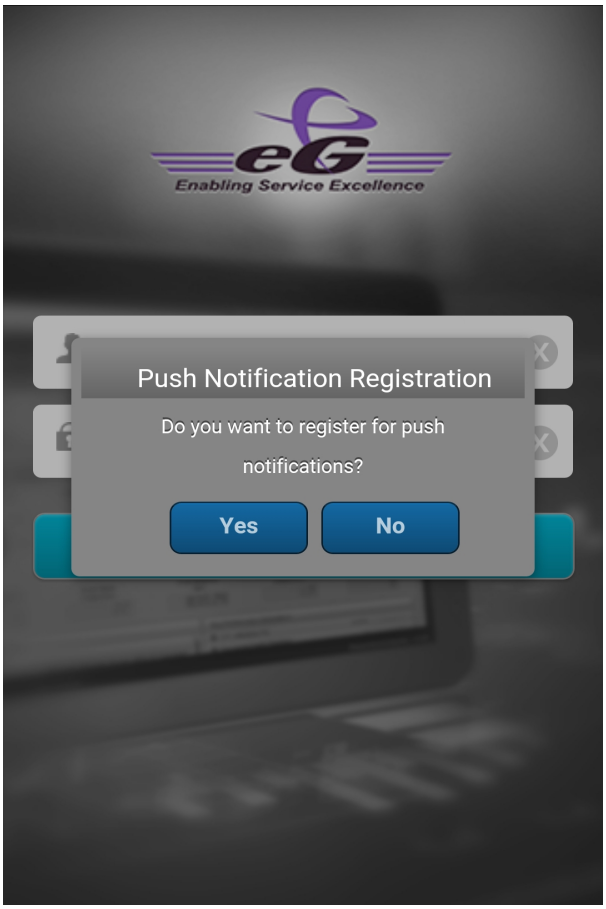

Figure 3.3: Push Notification Registration

- If you want to enable the push notifications, click **Yes**. Then, you will be directed to the screen in which you have to specify your mail ID to which the notifications are to be sent. Click the **Register** button in Figure 3.4 to save the mail ID.

  Note:

  To receive the push notifications you should make sure that you have enabled the **EnablePushNotification** flag in the **eg_services.ini file**. To enable this capability do the following:

  - Edit the **eg_services.ini** flag in the **<EG_INSTALL_DIR>\manager\config** directory
  - In the **[MISC_ARGS]** section of this file, set the **EnablePushNotification** flag to **Yes**. By default, this flag is set to **No**.
  - Finally, save the file.

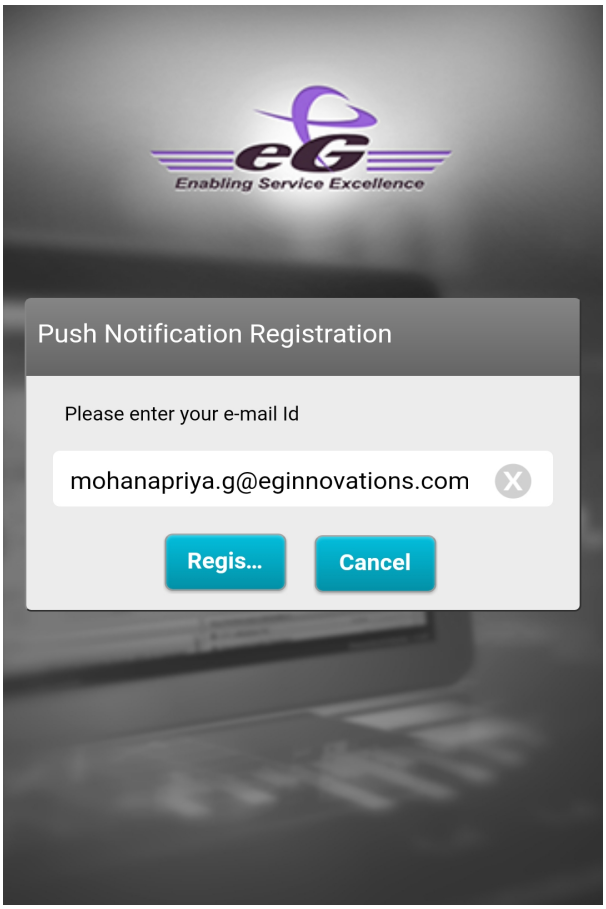

Figure 3.4: Entering mail id for receiving push notifications

- If you don't want to receive the notifications click **No.**

When the push notifications are enabled, the notifications will be displayed on the lock screen of your mobile device as shown in Figure 3.5

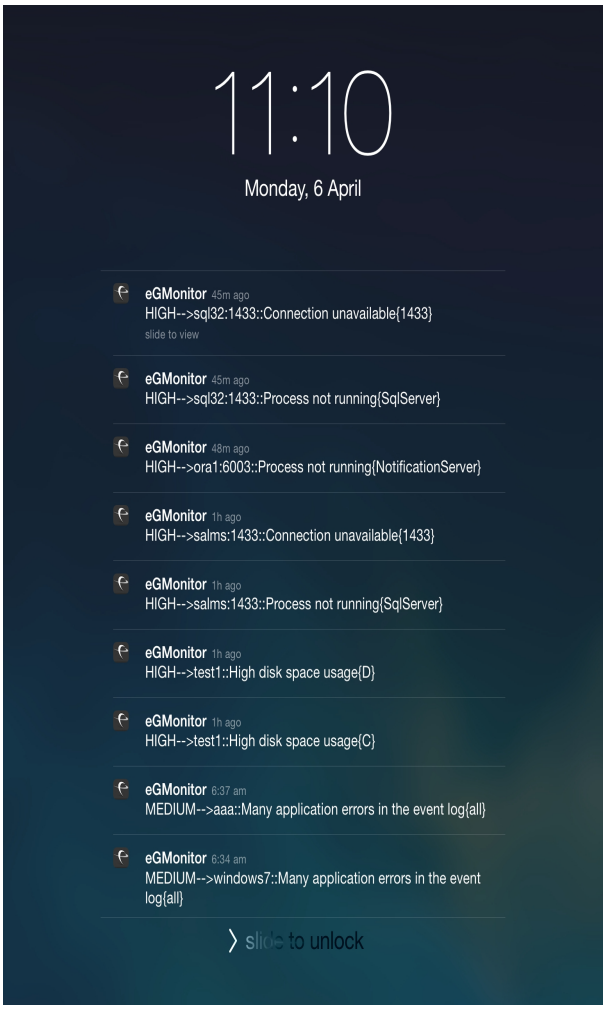

Figure 3.5: Push notifications displayed in the lock screen of mobile device

- Once you are done with the push notification registration, the home page of the mobile app will appear. The home page contains **Home** and **Alarm** tabs.

The chapters that follow will discuss the **Home** and **Alarm** tabs in detail.

3.1 Configuring the eG Mobile App access for Internal and External Users

The eG mobile app can be accessed by both internal and external users. To access the mobile app do the following;

The settings to be configured for the external users are given below:

- Setup and configure Http proxy (Reverse) in DMZ which forwards the requests to the eG Manager.
- Then, configure the Proxy URL as eG Manager URL and start to consume the services for the Mobile App from eG Manager.

The internal users should configure the eG Manager URL, and can start to consume the services for the Mobile App from the eG Manager.

4

Home Page of the eG Mobile App

In this section, we will discuss the **Home** tab of the mobile app. Upon clicking the **Home** tab, Figure 4.1 will appear. A single glance at Figure 4.1 will provide an overview of the health of the target environment.

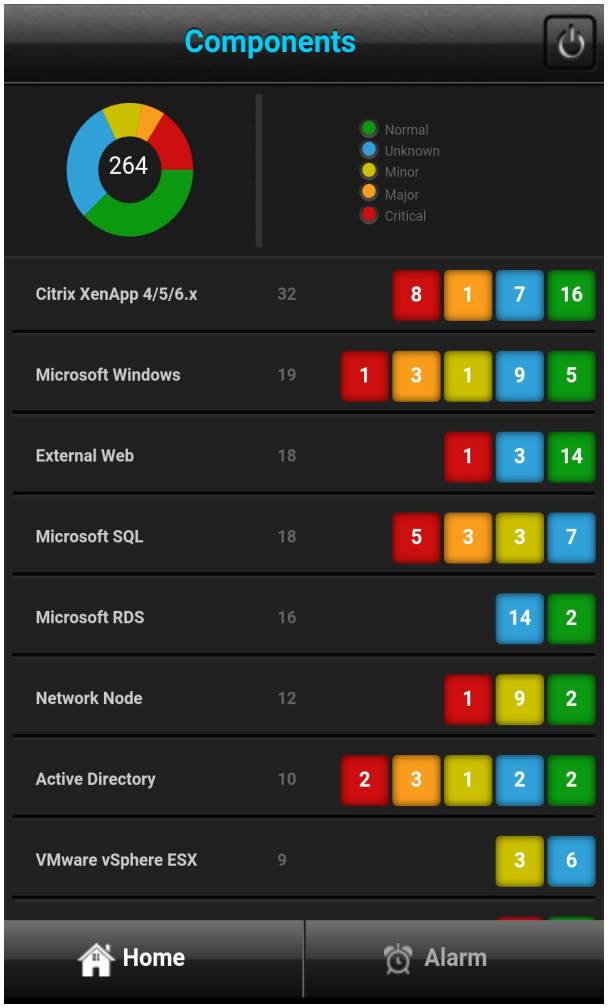

Figure 4.1: Home screen

The donut chart on top reveals the total number of components managed. The slices of the chart indicate the different states in which the managed components are currently. Use the legend next to the donut chart to understand what state each color represents. The table below describes the legend:

State	Color
Normal	Green
Critical	Red

State	Color
Major	Orange
Minor	Yellow
Unknown	Blue

From the size of the slices of the donut chart, you can instantly understand how healthy/unhealthy the target environment currently is.

Below the donut chart, you will find the complete list of component types that are managed in the target environment, and the number of components of each type that are presently monitored. Alongside, you will also find colored boxes indicating how many components of a type are in which state currently. From this graphical representation, you can quickly identify those types of components that are error-prone.

To know which components of a type are in a particular state presently, click on the box representing that state alongside the component type (as shown in Figure 4.1. Then, the list of components in that particular state will be displayed as shown in Figure 4.2.

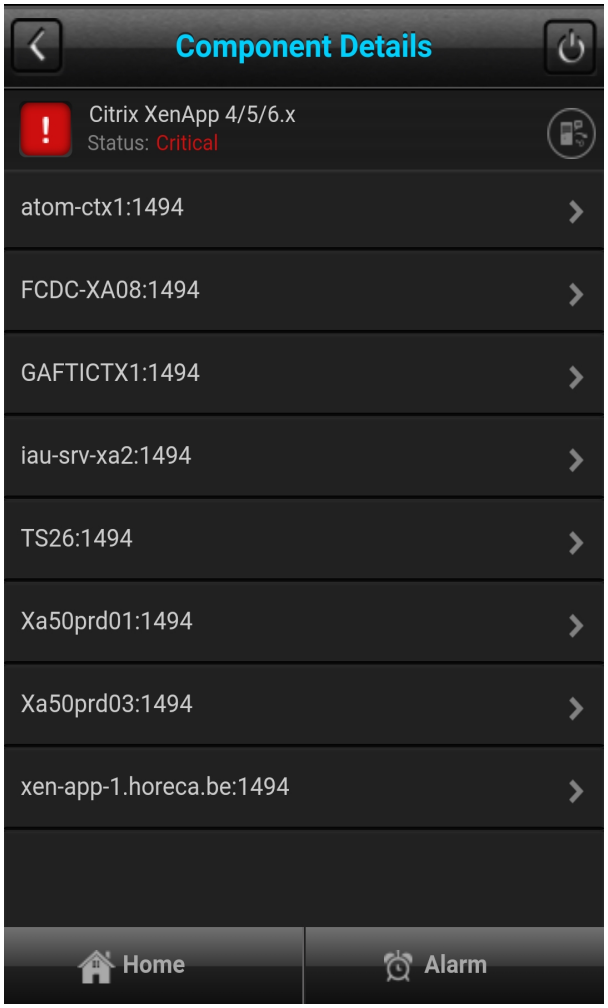

Figure 4.2: The list of component in a critical state

5

Alarms

When the **Alarm** tab is clicked, will appear listing all the currently open alarms in the target environment.

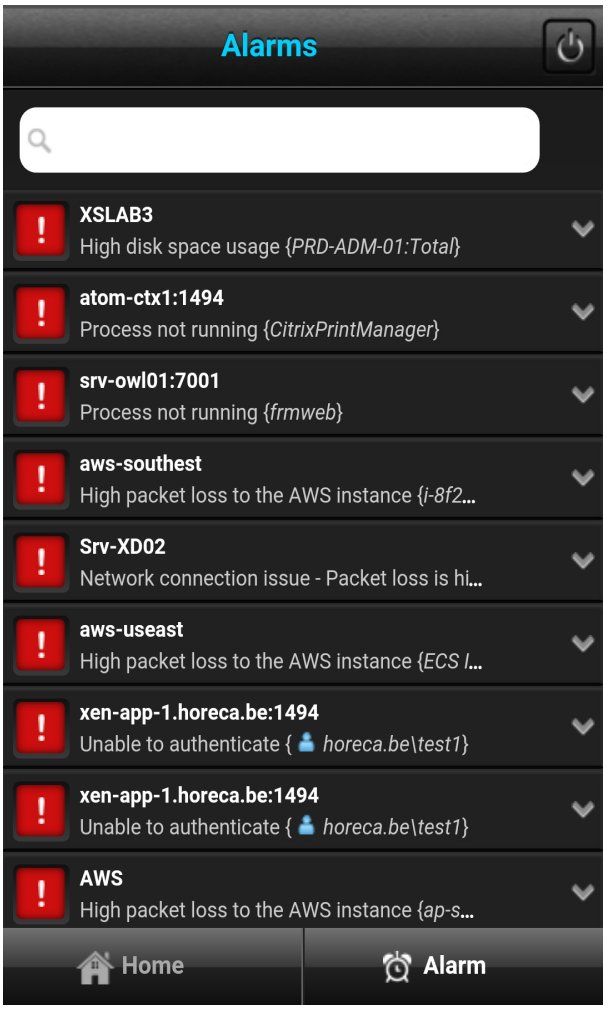

Figure 5.1: Alarms screen

Each alarm is accompanied by a colored indicator that represents the alarm priority/severity. The color Red denotes a Critical issue that requires immediate attention. The color Orange indicates a Major issue, and Yellow indicates a Minor problem. The alarms are sorted in the descending order of their priority - starting with the Critical to the Minor.

If your display is crowded by a multitude of alarms, you can use the **Search** text box to locate a particular alarm / alarms of interest to you. For that, just type a part of the problem component name or alarm description in the **Search** text box and tap the 'magnifying glass' icon. Only those alarms that contain the specified

Search string in its component name and/or alarm description will then be displayed in the **Alarms** screen as shown in Figure 5.2.

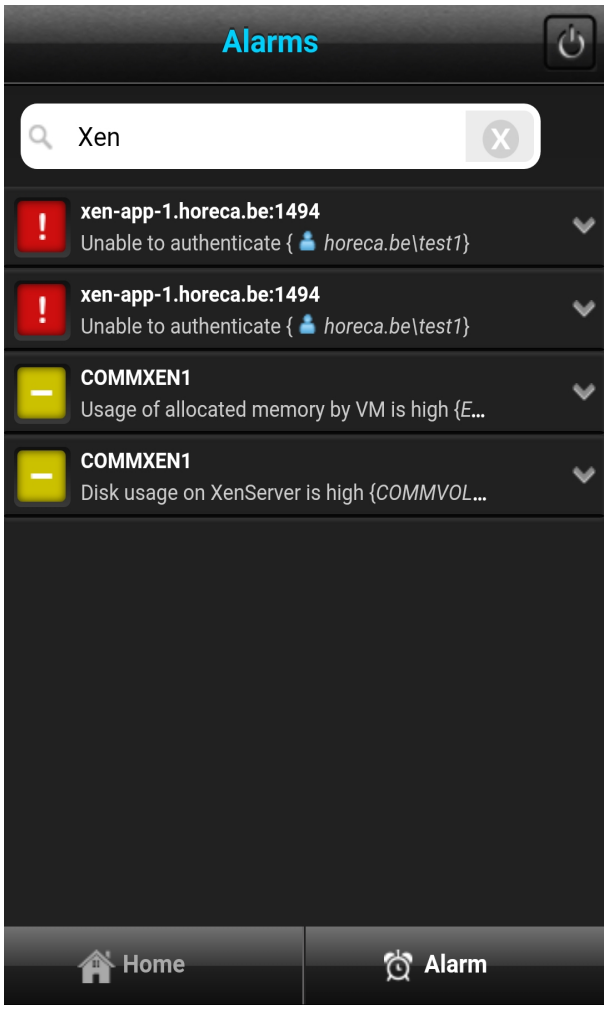

Figure 5.2: Searching a particular alarm

Upon clicking on a particular alarm, you can view the complete alarm details that include the test name, measure, alarm description, layer, component-type and start time. For instance, Figure 5.3 reveals the details about the alarm generated due to unexpected ha Application Event Log test of the Java Application server component.

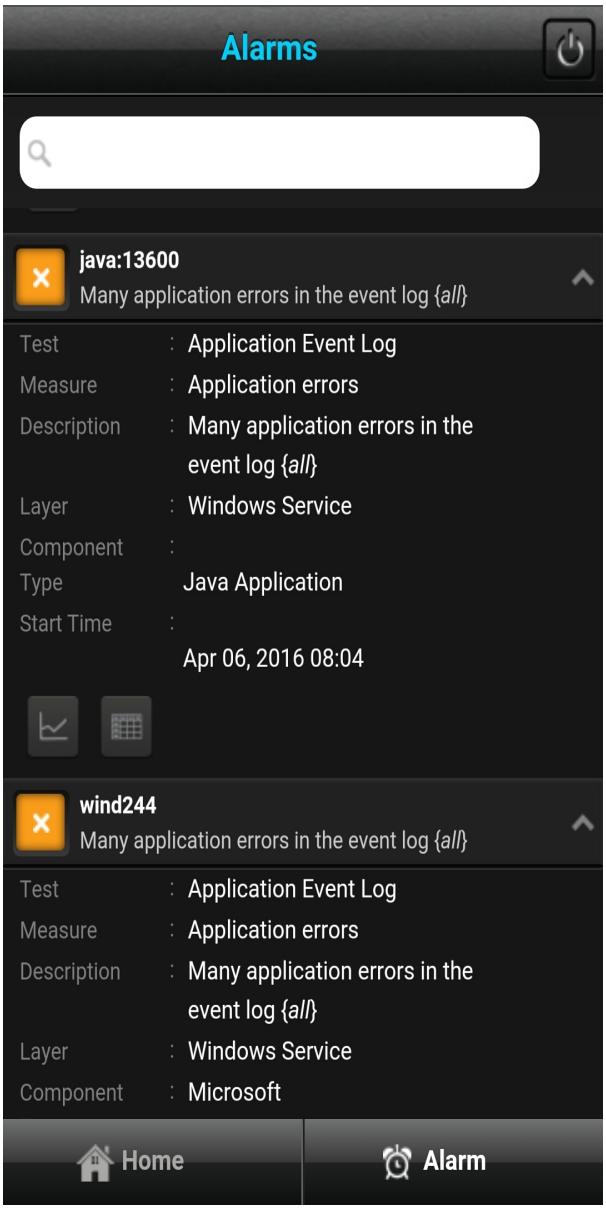

Figure 5.3: Viewing alarm details

The alarm details drop-down also contains  icon, which when clicked, allows you to view the graph of the corresponding measure for the last one hour by default. For viewing the graph of alarms that were generated during a different time period, use the time slider provided in the right corner of the graph window (see Figure 5.4).

Figure 5.4: The graph of the Application errors measure

If the detailed diagnosis capability has been enabled for the test, then problem measures for which detailed diagnosis is available will be displayed when the icon in is clicked. When this icon is clicked, the detailed diagnosis of the measure will appear as shown in , throwing greater light on the problem condition.

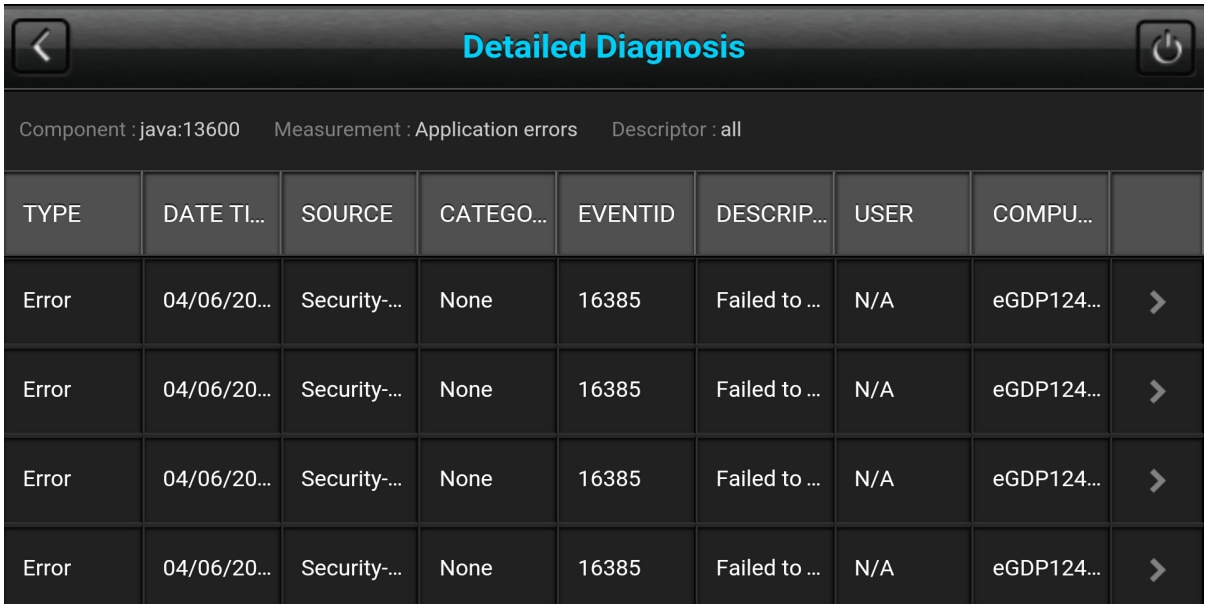

Figure 5.5: The detailed diagnosis of the Application errors measure

The detailed diagnosis sheds light on root cause of the issue and enables you to locate and resolve it quickly.

6

Monitoring Components using the eG Mobile App

To zoom into the status of a component, first click a particular component-type in the **Home** tab screen. Upon clicking the component type, the list of managed components of that particular type will be displayed as shown in Figure 6.1.

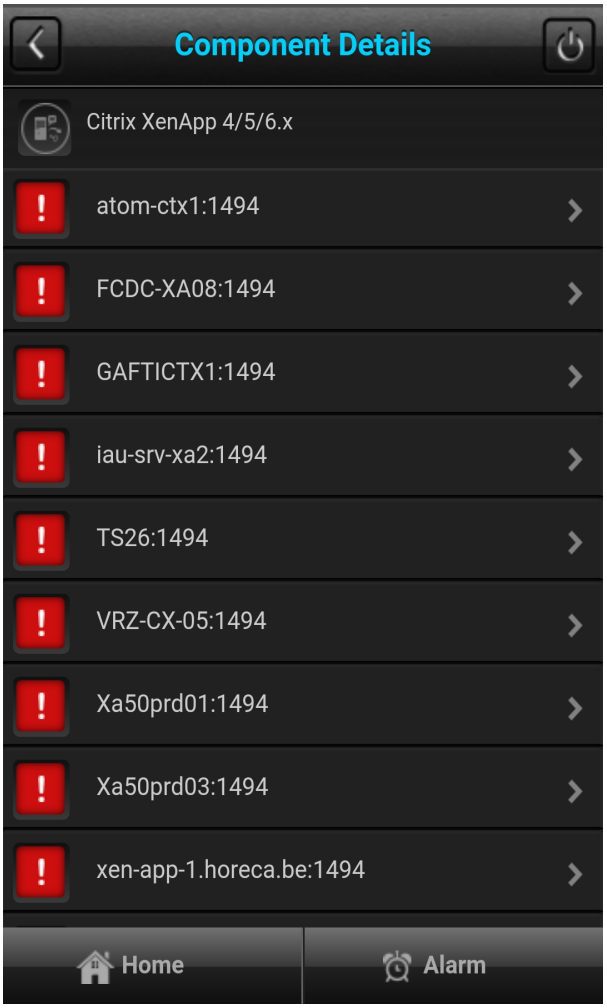

Figure 6.1: All managed components of a particular type

Clicking on a specific component of a type will lead you to a **Layers** screen that displays the layer model pertaining to the Citrix XenApp component as shown in the Figure 6.2. eG represents every component it monitors as a set of hierarchical layer. Each layer of the layer model is mapped to tests that measure the health of that layer. Figure 6.2 reveals the layer model of a Citrix XenApp component.

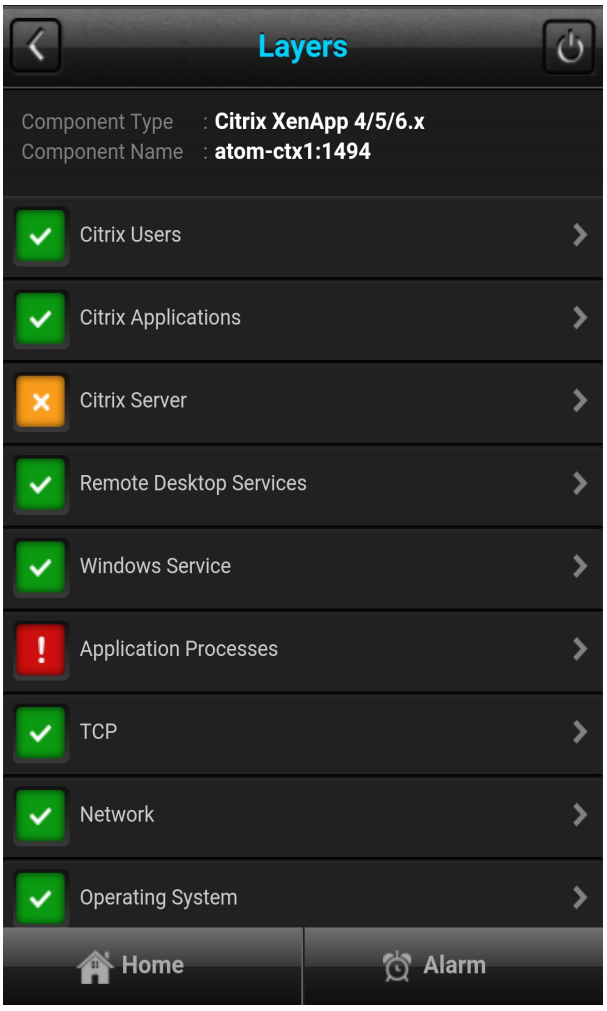

Figure 6.2: Layer model of the Citrix XenApp component

The state of each layer is determined by the state of the tests that are associated with it and the state of the measures that the tests report. Here, you will have to click on each layer to view the tests associated with it.

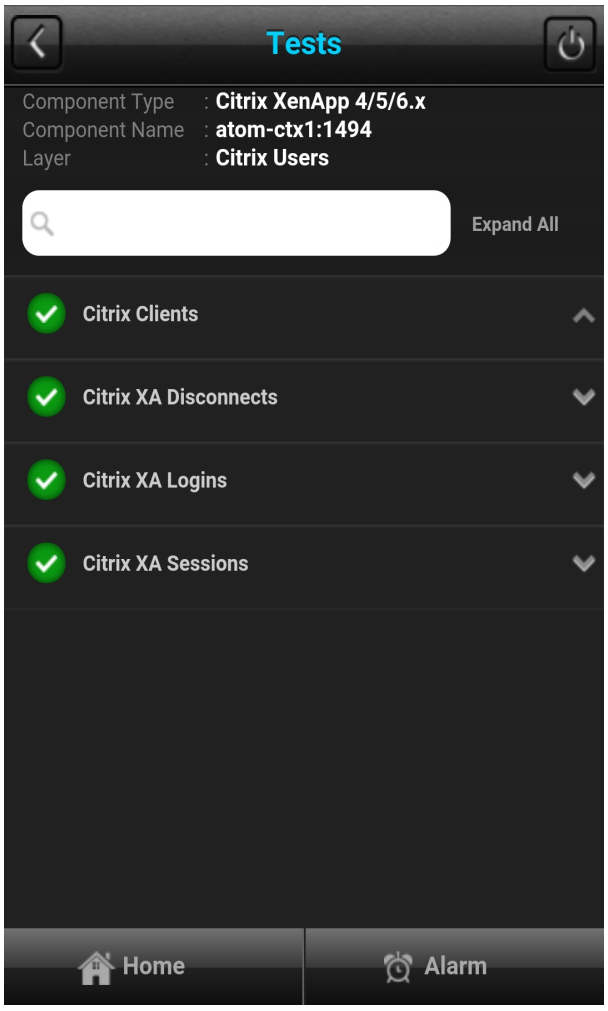

Figure 6.3: Tests pertaining to the Citrix Users layer

Next, clicking on the test name will list the measures reported by that test as shown in the Figure 6.4.

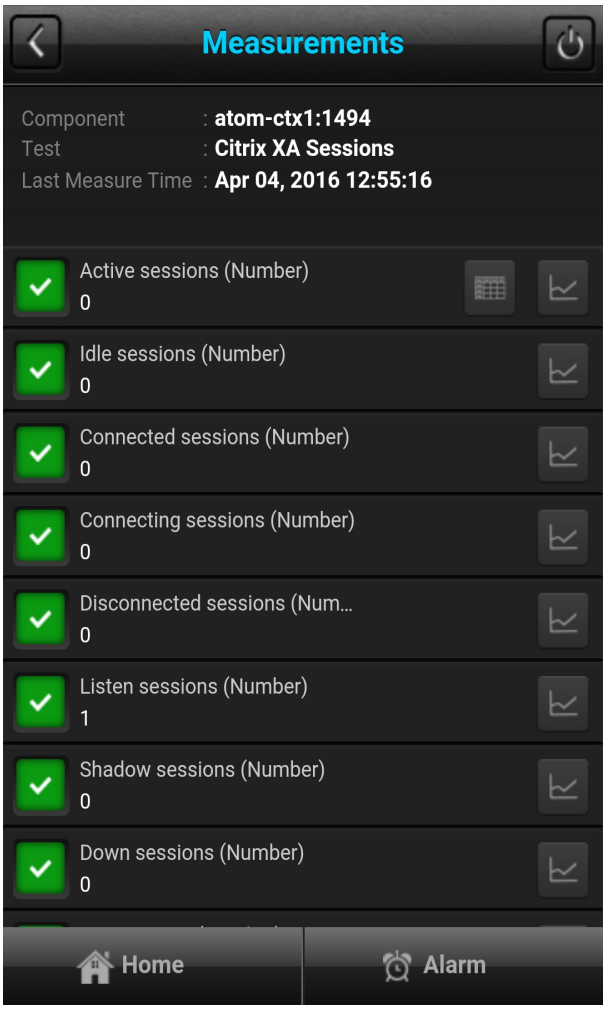

Figure 6.4: Measures reported by the Citrix XA Sessions test

While the **Measurements** screen reports the current state of each measure, you can also quickly analyze the historical performance of a measure by invoking a time-of-day graph of that measure. The graph can be launched by clicking on  icon provided alongside the measure name (see Figure 6.4). By default, the graph plots the values registered by that measure during the last hour as shown in Figure 6.5. You can also change the timeline of the graph by moving the time slider provided at the right corner of the graph window.

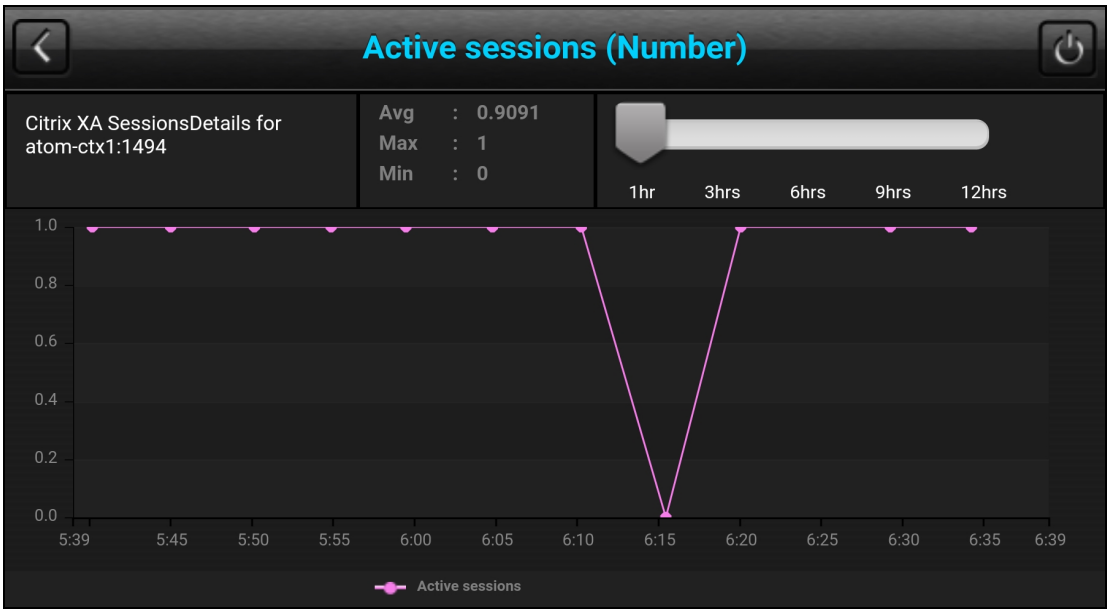

Figure 6.5: A graph indicating the variations that occurred in the Active sessions measure during the last hour

If the detailed diagnosis capability has been enabled for a test, you can also instantly access the detailed metrics reported by that test and thus identify the root cause of a problem reported by that test. You can view the detailed diagnosis of a measure (See Figure 6.6) by clicking the icon. For instance, Figure 6.6 reveals the detailed diagnostics of the *Percent virtual disk busy* measure for a VDI server. As part of these diagnostics, eG lists the top processes on a VM, in terms of the I/O processing overheads they imposed on the virtual disk. If a virtual disk is found to be busy most of the time, then using this detailed diagnosis information, a VDI administrator can easily identify which process is hogging the disk.

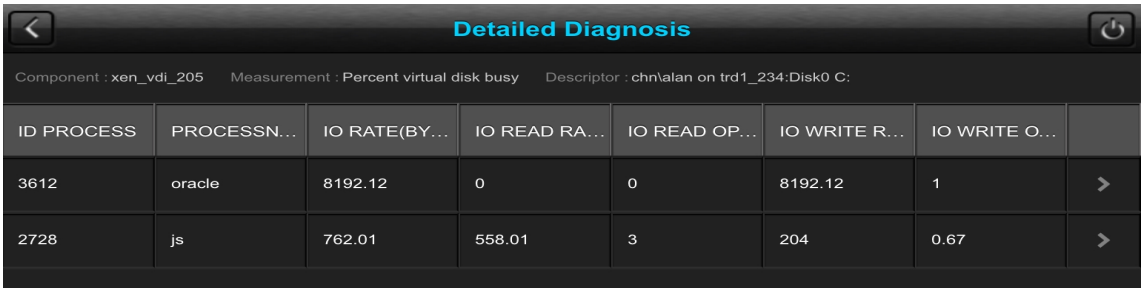

Figure 6.6: The detailed diagnosis of a measure

7

Conclusion

eG Enterprise of products has been specially designed keeping in mind the unique requirements of IT infrastructure operators. For more information on the eG family of products, please visit our web site at www.eginnovations.com.

This document has described the administration, and usage of eG Enterprise that enables IT infrastructure operators monitor their web infrastructure efficiently and effectively. It has gone a long way in clarifying concepts in various aspects of using eG Enterprise.

For more details regarding the eG architecture and the details of the metrics collected by the eG agents, please refer to the following documents:

A Virtual, Private Monitoring Solution for Multi-Domain IT Infrastructures

- The eG Installation Guide
- The eG Measurements Manual
- The eG Quick Reference Guide
- The eG Customization Manual

We recognize that the success of any product depends on its ability to address real customer needs, and are eager to hear from you regarding requests for enhancements to the products, suggestions for modifications to the product, and feedback regarding what works and what does not. Please provide all your inputs as well as any bug reports via email to support@eginnovations.com.