



Foglight® Solution for PeopleSoft

Proactively and Effectively Manage Your PeopleSoft Application Performance

Back and front office applications like HRMS, Financials, CRM, etc., are supported by the PeopleSoft PeopleTools infrastructure and are based on multiple technologies. To maintain strict service levels, application administrators and owners must ensure that these business applications are running at peak performance all the time, while simultaneously maintaining satisfactory end-user experience and employee productivity. When PeopleSoft application end-users are impacted, administrators must be able to quickly identify and diagnose the cause of the problem to guarantee optimal application performance.

Foglight Solution for PeopleSoft provides a proactive monitoring solution that assures 24X7 availability and optimal performance of critical PeopleSoft applications. It simplifies the monitoring management of the different technologies that comprise the PeopleSoft application infrastructure.

Foglight Solution for PeopleSoft provides:

- In-depth monitoring of the entire PeopleTools infrastructure from one place, including Web server, application server, database, process scheduler, network, load balancer and OS metrics
- Centralized Foglight architecture for correlation of data for performance analysis
- Integrated diagnostic capabilities with Spotlights for Web servers, OS and databases to determine the root cause of the performance problems
- Synchronized, time-related data collection for capacity planning and reporting for PeopleSoft applications
- Aggregated response time information at the Web and application servers level, collected through integration with the PeopleSoft Performance Monitor API for a more efficient way to diagnose any transactions occurring within the PeopleSoft Application

Foglight Solution for PeopleSoft provides the following features:

Comprehensive Monitoring: Foglight continuously monitors the availability and the performance of the PeopleSoft application infrastructure (servers, network and OS), as well as the application components

"Prior to Foglight, we had insufficient application monitoring tools and we were always in a reactive mode. We would find out 'after the fact' when there was a system problem negatively impacting end user productivity. Our operations have improved with Foglight. We operate in a proactive mode now, and can identify if and when application performance will impact our end-users."

— David Spannare
CIO
ManTech International Corporation

- Monitor your entire PeopleTools infrastructure to quickly identify the bottleneck responsible for the performance degradation
- Map your business transactions to PeopleTools infrastructure
- Identify any super users in the database and application server by seeing who has the most requests
- Identify resource intensive application server and process scheduler processes
- See the actual PeopleSoft application user and what SQL they are executing in the database
- View aggregated response time data from PeopleSoft Performance Monitor to facilitate faster transaction level diagnostics
- Leverage integrated in-depth diagnostics with Spotlight® for Web and database servers



Foglight Solution for PeopleSoft maps the performance of key routine transactions to the PeopleTools infrastructure.

System Requirements:

Foglight Cartridge for PeopleSoft

PeopleTools 7.5.x to 8.x

The following operating systems are currently supported:

- Solaris 2.6, 2.7, 2.8 and 2.9
- HPUX 11.0, 11i
- Windows NT Server 4.0 / Windows 2000/Windows 2003
- AIX 4.3, 5.1, 5.2

Databases

- Oracle 8.x, 9.x
- DB2/UDB 7.x, 8.x
- SQLServer 2000

The Foglight Management Server (which requires a dedicated machine) has the following requirements:

- Microsoft Windows 2000 (SP3), 2003 or Solaris 8, 9
- Dual processor
- 2 GB memory / 3 GB swap
- 2 – 4 GB disk for installation
- 10 – 50 GB disk for historical data (demonstration environments only)



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(database, application server, web server and process scheduler). Foglight monitors and correlates the availability and core performance metrics for all the components that comprise the PeopleSoft Application Environment. In-depth component metrics are constantly monitored to quickly identify where the bottleneck is, when performance degradation takes place.

Intelligent Recording: An intelligent recorder enables customers to record key and routine transactions accessed by PeopleSoft end-users their web based PeopleTools 8.x applications. This intelligent recorder can be used to record scripts without additional knowledge of any programming language. It is basically “the application interface, as the end-user sees it with a record button.”

Business Service Grouping: Different activities or services that are actively monitored (synthetic transactions) can be logically grouped into Service Groups to help manage and understand end-users activities for performance, availability and Service Level Management. These transactions can also be grouped and monitored based on different geographical locations, which provides an integrated view of whether end-users accessing the applications remotely are affected due to either their locations (network issues) or due to the central application infrastructure.

Proactive Alerting: Foglight has several alarms configured out of the box to help administrators manage SLAs for their PeopleSoft Infrastructure and application components. Proactive alerting is provided on a number of different infrastructure as well as PeopleSoft specific performance metrics like Tuxedo queues, web server garbage collection, long running or resource intensive Process Scheduler jobs, poor running SQL, and many other detailed relevant metrics to identify and alert administrators of any potential problems before PeopleSoft application users are negatively impacted.

PPMI Integration: In PeopleSoft environments where the PeopleSoft Performance Monitor (PPM) is deployed, Foglight aggregates the information from the Performance Monitor and provides proactive alerting for any passive response time degradation at the Web server, application server and at the overall enterprise application levels. This aggregated information from the Web and application servers is integrated into the overall monitoring map for the PeopleSoft application environment. Load balancing abnormalities for Web and application servers based on load/response time percentage as well as long running Performance Measurement Units (PMUs) and any problematic users can be quickly identified to better facilitate the use of the PPM leading to faster resolution during periods of performance degradation.

SLA Tracking: SLA Tracking helps establish historical, realistic and manageable Service Level Agreements at an application, geographical and enterprise level.

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 18,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com.

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