

How to monitor Device Availability and Network Latency

SNMPc is continually monitoring the devices on the network and keeping a record of the device availability and response times. This How-To guide details the options for displaying the data:

 Highlight the devices that you wish to view the availability statistics on. You can use the CTRL key to select multiple devices or by holding the left mouse button down you can draw a 'box' around the icons to select them.

E CRC HQ\ere			
207.212.33.138	207.212.33.190	207.212.33.196	207.212.33.3
Scon	crc 207.2	hewlett-2y2yuzi	interop2
johnm_pc	watchdog	Workgroup	www.castlerock.com

2) Right click on any of the selected icons and select the System/Service Stats Menu



3) The following table will then be displayed



📰 CASTLEROCK-MIB AvailStateAll						
✓ X ■ A E M E S 10 ÷ sec						
Node	RESP-MS AVG	FAIL% AVG	POLL	WEB	FTI	
207.212.33.138	0	100	DOWN	unk	unk	
207.212.33.190	48	0	UP	unk	unk	
3com	20	98	UP	unk	unk	
207.212.33.3	56	0	UP	unk	unk	
207.212.33.196	4	0	UP	unk	unk	
interop2	0	0	UP	unk	unk	
hewlett-2y2yuzi	5	0	UP	unk	unk	
crc	7	0	UP	unk	unk	
watchdog	17	0	UP	unk	unk	
johnm_pc	5	0	UP	unk	unk	
Workgroup	52	0	UP	unk	unk	
www.castlerock.com	21	2	UP	UP	unk	
	•			1	▶	

The following variables are contained in the table

Resp-MS AVG – This is the average time in milliseconds that the device takes to respond to an SNMP/ICMP request

FAIL%AVG – This is the downtime of the device expressed as a percentage of the overall time that the SNMPc server has been operational. In the above example the device <u>www.castlerock.com</u> has been down 2% of the time since SNMPc has been polling. It has therefore been up 98% of the time.

Poll – The current state of the device (Up or Down)

WEB/FTP/... – The current state of the monitored service. (Up or Down)

For SLA purposes it is often useful to be able to monitor availability and network latency over a specific period of time such as a day/week/month etc. In this scenario the best solution is to create a trend report

Highlight the devices that you wish to monitor. Please note that in SNMPc there is a maximum of 10 devices per report. If you have more than 10 devices you wish to monitor you can create multiple reports.

Select the *Trend* tab on the bottom of the selection tool (the left-hand pane of the main window). Right-click on the folder named *SNMPc Trend Reports* and select '*Insert Report*'.





Give your Trend Report a *Report Title*. To record Network Availability and Latency select the report *Response IP/SNMP*

Insert Trend Report						
General Export Destinations Export Filter Page Layout						
Report Title Mib Table —	e					
	Interface Usage Interface Usage Interface Utilizati Interface Volums Cisco System St	(BPS) (BPS) on (%) ats	<u> </u>	ances		
Poll Interval:	Server Disk Stat Server CPU Stat Response - IP/S Response - WE	s is iNMP B				
	Response - FTF Response - SM Response - Telr Response - Use Response - Use Response - Use Response - Use BMON Ethernet	> TP net rr1 rr2 rr3 rr4 Bytes		vdd		
RMON Ethernet Packs						

Select the desired poll interval required and Add any additional devices.

Insert Trend Re	eport	X			
General Export Destinations Export Filter Page Layout					
Report Title – Mib Table –	Availability & Network Response				
	Response - IP/SNMP	▼ >>			
	List: 🖲 Built-ins 🔿 All Report Tables				
	Counters/Expressions Only	Instances			
Poll Interval: Devices	1 Minutes 5 10 30 V2yuzi johnm_pc watchdog Workgroup www.castlerock.com	Add Delete			
	OK Cancel Apply	Help			

If you want to set a threshold on the network latency or availability statistic select the *Instances* button. Detailed instructions on setting thresholds on collected data is contained in the How-To guide 'How to create a Trend Report with Thresholds'.

Select the *Export Destinations* tab. Here you can control the format of your report. SNMPc Enterprise can automatically produce scheduled hourly, daily, weekly, and monthly reports. Report formats include graph, pie, bar chart, distribution, and summary (table). You can also



choose how the data is exported. Reports can be automatically sent to a printer, web server or saved to disk. In the Workgroup version of SNMPc many of these options will be disabled.

Insert Trend Report	X
General Export Destinations Export Filter Page Layout	
Export Image To Printer: CDEFAULT> C Landscape O Portrait To WEB Server Styles: V Summary V Graph V Pie Bars V Dist	edule Hourly Daily Weekly Monthly
Export Text	
To File:	
C Tab Sep. 🙃 Comma Sep.	
And Run:	
OK Cancel Apply	Help

From the *Page Layout* tab choose layout options such as the axis labels and position of the Legend.

Select *OK* to save your settings and begin the data collection process.

At any time, trend reports can be viewed by right-clicking on the report name in the Trend selection tool and selecting "View Report". The date range and format of report that you wish to see can then be selected.

View Report 🛛 🔀									
Daily C Monthly									
<< <			M	May 2003			> >>		
	Sun	Mon	Tue	Wed	Thu	Fri	Sat		
	27	28	29	30	1	2	3		
	4	5	6	7	8	9	10		
	11	12	13	14	15	16	17		
	18	19	20	21	22	23	24		
	25	26	27	28	29	30	31		
	1	2	3	4	5	6	7		
Single Merged Graph OK						1			
🔘 Single Instance / Multiple Variables					4				
C Single Variable / Multiple Instances Cancel					ancel				

1) If you are using SNMPc Enterprise you can view the Html reports by selecting the '*Web Reports....*' option from the *Tools* menu. The web report template can only be viewed once the first report has been created.

Notes

Many customers using SNMPc to record SLA statistics export the data through ODBC to 3rd party databases. The data can then be manipulated as required. In addition to exporting the Response IP/SNMP trend report another option is to export the device up/down events. An advantage of this is that it lets you derive statistics such as number of transitions and actual period of downtime. Please see the How to guide on ODBC export for more information. ODBC export is only support on the SNMPc Enterprise Platform.