

Reflex ONE24 Screen Cams – Description

Date: 8/02/09

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Serial No:

No of pages: 6 (including this page)



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1. Introduction

1.1. Overview

A document describing each of the Reflex ONE24 Screen Cam EXE files on this CD. Double click any EXE file to watch a short movie on a particular aspect of the Reflex ONE24 product.

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2. Reflex ONE24 Screencams Discussed

2.1. BASE24 - _ATM_CASH_HISTORY.exe

1. The Reflex ONE24 Network Hierarchy is displayed (from the Overdrive toolbar) showing all HP NonStop nodes in the network. Each node contains a licensed copy of Reflex and is monitoring the BASE24 application and associated hardware and software. A single GUI can view the entire network and all configured hardware and software.
2. A Matrix of ATMs is being monitoring on \B24TST1 by street (the user can customise the look and feel of the ATM matrix as required, e.g. by County). Alerting ATMs move top left and show blue (vulnerable, e.g. cash low) or red (critical, e.g. cash out or device down).
3. Drilling down on Oxford Street displays all relevant XPNET stations, line and processes associated with this street.
4. Number 32 Oxford Street is flashing vulnerable under stations. The Cash Hoppers are low currently. Note. Any EMS events can be mapped to the corresponding auto-detected XPNET graphical object trees.
5. The user can acknowledge the problem and this can be viewed on all other logged-on Reflex GUI sessions in this concurrently accessible product. Users get to see who is doing what and to what device by way of the Reflex EMS history and audit logs. Acknowledged is shown as yellow in the Reflex monitor screens.
6. Clicking acknowledge once again shows the acknowledge event along with user, time and terminal on which the acknowledgement took place. Clicking history shows all EMS events mapped to that station. The number of events held is configurable. Columns can be ordered and further detail can be obtained (cause, recovery) for each event.

2.2. BASE24 - _ATM_CASH_LEVEL_REPORTING.exe

The user is able to produce a hierarchical object tree of the XPNET layer of BASE24 using the supplied automatic detection routine. This displays all XPNET nodes, stations, lines, processes, links, and devices under their respective group heading (prefixed by XPNET node). Here they are shown under the 'B24' heading column but the display can be tailored as required by the BASE24 site.

Drilling down on the station group shows all the stations for a particular XPNET node. Clicking on 'S1A^TCP^1' shows the last event for that station (Cash Hoppers Low). The user acknowledges the problem and redisplay the acknowledgment event.

The user is also in a position to start an appropriate task against any XPNET component.

2.3. BASE24 - _LINE_STATUS.exe

This user in this Screen Cam, first drills down to the list of lines for an XPNET node (P1A^NODE). The user requests detailed information relating to one of the lines. This information contains configuration information, detailed status and statistical information relating to the line.

The effect of a start line operation within the ACI NCP COM utility is reflected within the Reflex graphical displays. Note. This could be configured as a task within Reflex itself. The same line is now shown as started within the Reflex graphical display.

2.4. **BASE24 - _SERVICE_MANAGEMENT_LIVE.exe**

The Reflex ONE24 product contains a rules engine that allows multiple XPNET components (and non BASE24 entities) across multiple HP NonStop nodes to be evaluated for grouped status. Clicking on the Service Builder toolbar reveals four service groups. Clicking on the XPNET NETWORK group reveals all of the component groups that are configured to be representative of the complete service provision, from the software to the supporting hardware.

Clicking on a group reveals a rules builder screen that enables the setting up of SLA rules against the XPNET NETWORK service. Clicking on an individual rule displays the lines that make up the rule in the right of the rules builder window.

Group rules can also be built such as 'If 5 key ATMs go down' in a particular calendar period, e.g. PEAK_TIME, then raise an alert.

Changing any particular Reflex rule or adding new ones will not affect live monitoring unless an authorised user issues a warm boot. When this is complete, the user can access the live Service Monitor screen and view any rules breaking. This is shown as the overall service group flashing red (critical) or blue (vulnerable). In the last case, a number of the individual rule lines are broken but not the overall rule. This enables users to be proactive in service resolution.

Clicking on XPNET_NETWORK shows the rules SLAs that are currently affected compromised or partially affected.

2.5. **BASE24 - _SERVICE_MANAGEMENT_SETUP.exe**

The Rules Engine Builder screen allows users to access all components across all HP NonStop nodes in the network running Reflex. The node can be selected and the appropriate type/subtype for the XPNET component, e.g. BASE24_XPNET/STATION.

Once selected, the stations can be dragged and dropped to the appropriate part of the object tree. Using the Rules Builder screen, the user can then select a component and view a list of attributes relating to that component, e.g. EXPAND packets sent. BASE24 file or XPNET components can also be incorporated and the rule subsequently amended.

2.6. **BASE24 - _STATION_STATUS.exe**

Drilling down on the station list allows the user to view the current status of all stations belonging to a particular XPNET node. This can also be achieved at a single click for lines, processes, links and even the XPNET node itself.

This ScreenCam verifies the status of the stations in ACI's NCPCOM utility against the user requested status in the Reflex ONE24 graphical viewing screen. The user can select the detailed information for any station and display it without the need for green-screen interaction.

2.7. BASE24_-_SYSTEM_MANAGEMENT.exe

In the first ScreenCam, an ATM matrix was set-up for specific ATM monitoring but Reflex ONE24 can be configured to monitor the whole hp NonStop node.

In this example, the BASE24 TDF file is being monitored for the number of extents left on the file. Reflex ONE24 incorporates other modules to monitor the various aspects of a live application and the supporting hardware. The user acknowledges the problem and this acknowledgement is logged.

A history of all EMS events relating to the file is also kept. Note. Security changes to the file are also kept in the EMS history.

A task can be triggered to adjust the extents on the file.

2.8. BASE24_-_SYSTEM_TASKS.exe

Here, the user drills down on the stations for a nominated XPNET node and acknowledges a problem device. A list of secured tasks is then listed for this type of device. A user can fire a task from the Reflex screen rather going to a TAFL prompt.

2.9. BASE24_-_XPNET_NODE_STATUS.exe

This Screen Cam further verifies that the information available through the NCPCOM utility at the TAFL level can be viewed in a single click on the Reflex ONE24 screen. This information typically takes 3 commands to be issued through NCPCOM. The emphasis in Reflex ONE24 is to take the user away from green-screen prompts to an integrated graphical screen for problem resolution.