



# vFoglight™ 5.2.4

Getting Started Guide



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# Introduction to this Guide

This chapter provides information about what is contained in the Getting Started Guide. It also provides information about the vFoglight documentation suite and Vizioncore.

This chapter contains the following sections:

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## About vFoglight

vFoglight helps IT organizations understand the virtual infrastructure by managing the relationships and interaction between all the components in the environment, including data centers, data stores, clusters, resource pools, hosts and virtual machines. With vFoglight, administrators can quickly determine the root-cause of an incident or problem, track virtual machine (VM) movements and understand their impact, and identify contention for resources between virtual machines.

## About this Guide

The *Getting Started Guide* introduces you to vFoglight concepts and components. It provides a high-level overview of the installation and setup procedures and suggests starting points in the vFoglight browser interface.

In addition, it provides instructions for getting started with SupportLink and downloading vFoglight.

This guide is intended as an overview for any user getting started with vFoglight. Users who are new to vFoglight can use this guide as an introduction to the topics and procedures described above. New users may want to consult this guide prior to following the procedures described in the *Installation and Setup Guide*, the *Administration and Configuration Guide*, and the *Foglight User Guide*.

More experienced users can use this guide as a high-level outline of these topics and procedures or as a supplement to the *Installation and Setup Guide*, the *Administration and Configuration Guide*, and the *Foglight User Guide*.

The *Getting Started Guide* is organized as follows:

**Chapter 1, Introducing vFoglight**—Introduces vFoglight by discussing how vFoglight works, defining key concepts and terms, and describing vFoglight components.

**Chapter 2, First Steps**—Includes instructions on downloading vFoglight software packages and documentation.

**Chapter 3, Installation and Setup Overview**—Provides an overview of the vFoglight installation and setup process and acts as a preface or supplement to the *Administration and Configuration Guide* and the appropriate part of the *Installation and Setup Guide* set.

This chapter summarizes the main steps involved in installing (or upgrading) and configuring vFoglight. As well, this chapter directs you to the appropriate instructions in the *Administration and Configuration Guide* and in the *Installation and Setup Guide* set.

**Chapter 4, Starting Points in vFoglight**—Provides an overview of several dashboards that can be used as starting points in the vFoglight browser interface: two of the monitoring dashboards listed by default under Homes and three administration dashboards. This chapter also includes examples of next steps that you can take.

In addition, this chapter provides getting started tips on common elements in the browser interface and features that can affect how you see data in the monitoring dashboards.

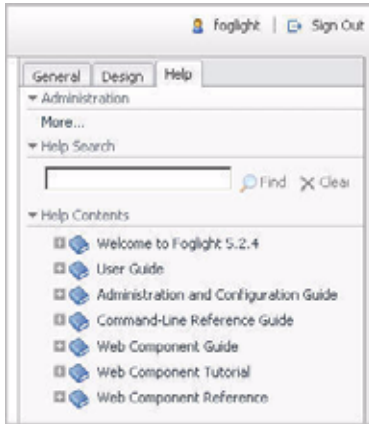
vFoglight offers a wide range of functionality through its customizable dashboards. Consult this chapter to learn about some of the starting points, next steps, and workflows that are available to users with different roles and needs.

**Appendix A, vFoglight Client Reference**—Contains material drawn from the chapters *Introducing vFoglight*, *Installation and Setup Overview*, and *Starting Points in vFoglight* for users who continue to use the vFoglight Client.

## vFoglight Documentation Suite

The vFoglight documentation suite is made up of the core documentation set, plus the documentation set for each vFoglight cartridge that you deploy. Documentation is provided in a combination of online help, PDF and HTML.

- **Online Help:** You can open the online help by selecting the Help tab from vFoglight's action panel.



- **PDF:** The *Getting Started Guide*, *What's New Guide*, *System Requirements and Platform Support Guide*, *Installation and Setup Guide set*, *Administration and Configuration Guide*, *vFoglight User Guide*, *Command-Line Reference Guide*, *Web Component Guide*, and *Web Component Tutorial*, are provided as PDF files. The PDF guides are included in the zip file downloaded from Vizioncore. Adobe® Reader® is required.

**HTML:** Release Notes are provided in HTML.

## Core Documentation Set

The core documentation set consists of the following files:

- *Release Notes* (HTML)
- *Getting Started Guide* (PDF)
- *What's New Guide* (PDF)
- *System Requirements and Platform Support Guide* (PDF)
- *Installation and Setup Guide set* (all in PDF format):
  - Installation and Setup Guide—*Installing on Windows with an Embedded MySQL Database*
  - Installation and Setup Guide—*Installing on Windows with an External MySQL Database*



- Installation and Setup Guide—*Installing on Windows with an External Oracle Database*
- *Administration and Configuration Guide* (PDF and online help)
- *vFoglight User Guide* (PDF and online help)
- *Advanced Configuration Guide* set
  - *Command-Line Reference Guide* (PDF and online help)
  - *Web Component Guide* (PDF and online help)
  - *Web Component Tutorial* (PDF and online help)
  - *Web Component Reference* (online help)

## Cartridge Documentation Sets

When you deploy a cartridge, the documentation set for the cartridge is installed. The online help for the cartridge is integrated automatically with the core vFoglight help. When you open the help, the name of the cartridge is displayed in a top level entry within the table of contents.

Some cartridges include additional PDF guides, which may be one or more of the following: a *Getting Started Guide*, an *Installation Guide*, a *User Guide*, and a *Reference Guide*.

## Feedback on the Documentation

We are interested in receiving feedback from you about our documentation. For example, did you notice any errors in the documentation? Were any features undocumented? Do you have any suggestions on how we can improve the documentation? All comments are welcome. Please submit your feedback to the following email address:

[info@vizioncore.com](mailto:info@vizioncore.com)

**Please do not submit Technical Support related issues to this email address.**

## Text Conventions

The following table summarizes how text styles are used in this guide:

Convention	Description
Code	Monospace text represents code, code objects, and command-line input. This includes: <ul style="list-style-type: none"><li>• Java language source code and examples of file contents</li><li>• Classes, objects, methods, properties, constants, and events</li><li>• HTML documents, tags, and attributes</li></ul>
<i>Variables</i>	Monospace-plus-italic text represents variable code or command-line objects that are replaced by an actual value or parameter.
<b>Interface</b>	Bold text is used for interface options that you select (such as menu items) as well as keyboard commands.
<i>Files, components, and documents</i>	Italic text is used to highlight the following items: <ul style="list-style-type: none"><li>• Pathnames, file names, and programs</li><li>• The names of other documents referenced in this guide</li></ul>

## About Vizioncore Inc.

Vizioncore was formed in July 2002 as a consulting and software-development company with the mission to create easy-to-use software solutions that performed reliable and repeatable automation of datacenter functions specifically for the Citrix platform. A main corporate goal was to enable business partners to offer solutions that targeted real-world IT issues and provided the best possible installation and automation for their clients' systems.

Vizioncore's solutions have proved successful in organizations from small to mid-sized businesses to large enterprises, in a wide variety of vertical industries, including Financial Services, Government, Healthcare, Manufacturing, and High Tech. Vizioncore, Inc. can be found in offices around the globe and at [www.vizioncore.com](http://www.vizioncore.com).



# Contacting Dell

Note: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

- 1 Visit <http://support.dell.com>.
- 2 Verify your country or region in the Choose A Country/Region drop-down menu at the bottom of the page.
- 3 Click Contact Us on the left side of the page. Note: Toll-free numbers are for use within the country for which they are listed.
- 4 Select the appropriate service or support link based on your need.
- 5 Choose the method of contacting Dell that is convenient for you.

Country (City)	Service Type	Area Codes, Local Numbers, and Toll-Free Numbers Web and E-Mail Addresses
International Access Code Country Code City Code		
Anguilla	Web Address E-Mail Address Technical Support., Customer Service, Sales	<a href="http://www.Dell.com/ai">www.Dell.com/ai</a> <a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a> toll-free: 800-335-0031
Antigua and Barbuda	Web Address E-Mail Address Technical Support., Customer Service, Sales	<a href="http://www.Dell.com.ag">www.Dell.com.ag</a> <a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a> 1-800-805-5924
Aomen	Technical Support Dell™ Dimension™, Dell Inspiron™, Dell Optiplex™, Dell Latitude™, and Dell Precision™ Servers and Storage	0800-105 0800-105
Argentina (Buenos Aires) International Access Code: 00 Country Code: 54 City Code: 11	Web Address E-Mail Address for Desktop/ Portable Computers E-Mail Address for Servers and EMC® Storage Products Customer Service Technical Support Technical Support Services Sales	<a href="http://www.dell.com.ar">www.dell.com.ar</a> <a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a> <a href="mailto:la_enterprise@dell.com">la_enterprise@dell.com</a> toll-free: 0-800-444-0730 toll-free: 0-800-444-0733 toll-free: 0-800-444-0724 0-800-444-3355
Aruba	Web Address E-Mail Address Technical Support., Customer Service, Sales	<a href="http://www.Dell.com/aw">www.Dell.com/aw</a> <a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a> toll-free: 800-1578
Australia (Sydney) International Access Code: 0011 Country Code: 61 City Code: 2	Web Address Contact Dell Web Address Technical Support., Customer Service, Sales	<a href="http://support.ap.dell.com">support.ap.dell.com</a> <a href="http://support.ap.dell.com/contactus">support.ap.dell.com/contactus</a> 13DELL-133355

Austria (Vienna)	Web Address	Support.euro.dell.com
International Access Code: 900 Country Code: 43 City Code: 1	E-Mail Address	<a href="mailto:Tech_support_central_europe@dell.com">Tech_support_central_europe@dell.com</a>
	Home/Small Business Sales	0820 240 530 00
	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Service	0820 240 530 14
	Home/Small Business Support	0820 240 530 17
	Preferred Accounts/Corporate Customer	0820 240 530 16
	Service Preferred Accounts/Corporate Customer	0820 240 530 17
	Switchboard	0820 240 530 00
Bahamas	Web Address	<a href="http://www.dell.com/bs">www.dell.com/bs</a>
	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support., Customer Service, Sales	toll-free: 1-866-874-3038
Barbados	Web Address	<a href="http://www.dell.com/bb">www.dell.com/bb</a>
	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support., Customer Service, Sales	1-800-534-3142
Belgium (Brussels)	Web Address	Support.euro.dell.com
	General Support	02 481 92 88
	General Support Fax	02 481 92 95
	Customer Service	02 713 15 65
	Corporate Sales	02 481 91 00
	Fax	02 481 91 99
	Switchboard	02 481 91 00
Bolivia	Web Address	<a href="http://www.dell.com/bo">www.dell.com/bo</a>
	E-Mail Address	<a href="mailto:la_techsupport@dell.com">la_techsupport@dell.com</a>
	Technical Support., Customer Service, Sales	toll-free: 800-10-0238
Brazil	Web Address	<a href="http://www.dell.com/br">www.dell.com/br</a>
	E-Mail Address	<a href="mailto:BR_TechSupport@dell.com">BR_TechSupport@dell.com</a>
	Customer Service and Tech Support	0800 970 3355
	Technical Support Fax	51 2104 5470
	Customer Service Fax	51 2104 5480
British Virgin Islands	Sales	0800 722 3498
	Technical Support, Customer Service, Sales	toll-free: 1-866-278-6820
Brunei	Technical Support (Penang, Malaysia)	604 633 4966
	Customer Service (Penang, Malaysia)	604 633 4888
	Transaction Sales (Penang, Malaysia)	604 633 4955
Canada (North York, Ontario)	Online Order Status Web Address	<a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a>
	AutoTech (automated Hardware and Warranty Support)	support.ca.dell.com
	Customer Service	toll-free:1-800-247-9362
	Home/Home Office	toll-free:1-800-847-4096
	Small Business	toll-free:1-800-906-3355
	Medium/Large Business, Government, Education	toll-free:1-800-387-5757
	Hardware Warranty Phone Support	
	Computers for Home/Home Office	toll-free:1-800-847-4096
	Computers for Small/Medium/Large Business	toll-free:1-800-387-5757
	Government	
	Printers, Projectors, Televisions, Handheld, Digital	1-877-335-5767
	Jukebox, and Wireless Sales	toll-free:1-800-999-3355
	Home and Home Office Sales	toll-free:1-800-387-5752
	Small Business	toll-free:1-800-387-5755
	Medium/Large Business, Government	1 866 440 3355
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Cayman Islands	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	1-877-262-5415

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Country Code: 56	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
City Code: 2	Sales and Customer Support	toll-free: 1230-020-4823
China (Xiamen)	Technical Support Web Address	support.dell.com.cn
Country Code: 86	Technical Support E-Mail Address	support.dell.com.cn/email
City Code: 592	Customer Service E-Mail Address	<a href="mailto:customer_cn@dell.com">customer_cn@dell.com</a>
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	Technical Support – Dimension and Inspiron	toll-free: 800 858 2969
	Technical Support – OptiPlex, Latitude and Dell Precision	toll-free: 800 858 0950
	Technical Support – Servers and Storage	toll-free: 800 858 0960
	Technical Support – Projectors, PDAs, Switches, Routers, etc	toll-free: 800 858 2920
	Technical Support – Printers	toll-free: 800 858 2311
	Customer Service	toll-free: 800 858 2060
	Customer Service Fax	592 818 1308
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
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	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	01-800-915-4755
Costa Rica	Web Address	<a href="http://www.dell.com/cr">www.dell.com/cr</a>
	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	0800-012-0231
Czech Republic (Prague)	Web Address	support.euro.dell.com
International Access	E-Mail Address	<a href="mailto:czech_dell@dell.com">czech_dell@dell.com</a>
Code: 00	Technical Support	22537 2727
Country Code: 420	Customer Service	22537 2707
	Fax	22537 2714
	Technical Fax	22537 2728
	Switchboard	22537 2711
Denmark (Copenhagen)	Web Address	Support.euro.dell.com
International Access	Technical Support	7023 0182
Code: 00	Customer Service – Relational	7023 0184
Country Code: 45	Home/Small Business Customer Service	3287 5505
	Switchboard – Relational	3287 1200
	Switchboard Fax – Relational	3287 1201
	Switchboard – Home/Small Business	3287 5000
	Switchboard Fax – Home/Small Business	3287 5001
Dominica	Web Address	<a href="http://www.dell.com/dm">www.dell.com/dm</a>
	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	toll-free: 1-866-278-6821

Dominican Republic	Web Address	<a href="http://www.dell.com/do">www.dell.com/do</a>
	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	1-800-156-1588
Ecuador	Web Address	<a href="http://www.dell.com/ec">www.dell.com/ec</a>
	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales (Calling from Quito)	toll-free: 999-119-877-655-3355
	Technical Support, Customer Service, Sales (Calling from Guayaquil)	toll-free: 1800-999-119-877-655-3355
El Salvador	Web Address	<a href="http://www.dell.com/sv">www.dell.com/sv</a>
	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	800-6132
Finland (Helsinki)	Web Address	<a href="mailto:support@euro.dell.com">support@euro.dell.com</a>
International Access Code: 990 Country Code: 358 City Code: 9	E-Mail Address	<a href="mailto:fi_support@dell.com">fi_support@dell.com</a>
	Technical Support	0207 533 555
	Customer Service	0207 533 538
	Switchboard	0207 533 533
	Sales under 500 employees	0207 533 540
	Fax	0207 533 530
	Sales over 500 employees	0207 533 533
	Fax	0207 533 530
France (Paris) (Montpellier) International Access Code: 00 Country Code: 33 City Codes: (1) (4)	Web Address	Support.euro.dell.com
	Home and Small Business	
	Technical Support	0825 387 270
	Customer Service	0825 832 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
	Technical Support	0825 004 719
	Customer Service	0825 338 339
	Switchboard	55 94 71 00
	Sales	01 55 94 71 00
Germany (Frankfurt)	Web Address	support.euro.dell.com
	E-mail Address	<a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>
	Technical Support	069 9792-7200
	Home/Small Business Customer Service	0180-5-224400
	Global Segment Customer Service	069 9792-7320
	Preferred Accounts Customer Service	069 9792-7320
	Large Accounts Customer Service	069 9792-7320
	Public Accounts Customer Service	069 9792-7320
Greece	Switchboard	069 9792-7000
	Web Address	Support.euro.dell.com
	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810
	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax	2108129812
Grenada	Web Address	<a href="http://www.dell.com/gd">www.dell.com/gd</a>
	E-Mail Address	<a href="mailto:la-techsuppo@dell.com">la-techsuppo@dell.com</a>
	Technical Support, Customer Service, Sales	toll-free: 1-866-540-3355

Guatemala	Web Address	<a href="http://www.dell.com/gt">www.dell.com/gt</a>
	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	1-800-999-0136
Guyana	E-Mail Address	<a href="mailto:la-techsupport@dell.com">la-techsupport@dell.com</a>
	Technical Support, Customer Service, Sales	toll-free: 1-877-270-4609
Hong Kong	Web Address	<a href="http://support.ap.dell.com">support.ap.dell.com</a>
International Access Code: 001 Country Code: 852	Technical Support E-mail Address	<a href="mailto:support.dell.com.cn/email">support.dell.com.cn/email</a>
	Technical Support - Dimension and Inspiron	00852-2969 3188
	Technical Support - OptiPlex, Latitude, and Dell Precision	00852-2969 3191
	Technical Support - Servers and Storage	00852-2969 3196
	Technical Support - Projectors, PDAs, Switches, Routers, etc .	00852-3416 0906
	Customer Service	00852-3416 0910
	Large Corporate Accounts	00852-3416 0907
	Global Customer Programs	00852-3416 0908
	Medium Business Division	00852-3416 0912
	Home and Small Business Division	00852-2969 3105
India	Dell Support Website	<a href="http://support.ap.dell.com">support.ap.dell.com</a>
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Venezuela	Web Address	<a href="http://www.dell.com/ve">www.dell.com/ve</a>
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# Introducing vFoglight

This chapter discusses how vFoglight works, defines key concepts and terms, and describes vFoglight components.

This chapter contains the following sections:

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# Welcome to vFoglight

## What is vFoglight?

vFoglight is an application management solution that reduces or eliminates service disruptions to unify IT and the business. Unlike other solutions, it provides a correlated, 360 degree view of your applications from end user to database and from service levels to infrastructure—to source the root cause of every incident impacting your business and fix them quickly. vFoglight correlates data from multiple perspectives into a single version of the truth to provide deep insight into the service relationships that exist between end users, the business and infrastructure components. Its unique adaptive technology rapidly adjusts to change for improved application performance and service levels, reduced operational cost and risk, and enhanced visibility for all stakeholders.

## How vFoglight Organizes and Presents Data

One of the key features of vFoglight is its ability to dynamically create unique data structures based on any data from any source. Rather than store data based on how it is collected by agents, vFoglight can organize data based on your perception of the data. In many cases, vFoglight is able to draw pictures of your monitored infrastructure that match what you would draw. This includes high-level abstractions like applications and services. All this is accomplished using a dynamic data transformation capability.

## How vFoglight Helps

vFoglight helps application and information technology managers understand user service levels, notify stakeholders when those service levels are violated, and assign problem resolution tasks.

# Key Concepts and Terms

## How vFoglight Works

Term	Definition
Monitored environment	<p>The hosts, server instances, databases, and other systems in your environment that are monitored by vFoglight agents. The data collected from your environment is used in the Foglight Management Server, where it populates model instances, drives rules, and can be rendered in views.</p>
Topology	<p>A representation of—and a way of understanding—the logical and physical relationship between items in your monitored environment. At run-time, vFoglight dynamically builds topology model instances based on data about your system that is collected by vFoglight agents. Topology models provide the context for the metrics sent by the agents to the vFoglight Management Server.</p>
Model	<p>The organizing principle used by vFoglight for data about your monitored environment.</p> <p>At run-time, vFoglight transforms monitoring data into model instances. A model instance is a set of objects and relationships designed to represent a monitored resource and its parts. Each model instance is a representation of that model type. For example, the HostModel type is a collection of Host objects; each host object is one representation of the HostModel type. vFoglight model instances hold collected data and transform it into nodes, adding configuration data to each node as properties, and attaching metric data to appropriate nodes as metrics.</p> <p>There are different types of models, including collection models defined in vFoglight cartridges and models that you build, such as applications and services.</p>

Term	Definition
Collection model	<p>A model type for which the definitions are included with a vFoglight cartridge. The cartridge can be one that is installed by default with the Management Server or can be a cartridge for monitoring a particular domain. A model instance of this type is created from the collection of data from your monitored environment.</p> <p>Collection model instances include:</p> <ul style="list-style-type: none"> <li>• Internal model instances, which represent data that vFoglight collects about itself.</li> <li>• Monitoring model instances, which represent data collected from your monitored environment for a particular domain.</li> </ul>
Collection Domain	<p>A specific domain you are interested in monitoring and for which vFoglight collects data and builds model instances. vFoglight models have been built for domains including Java, .NET, and custom applications (Siebel, PeopleSoft, Oracle E-Business).</p> <p>vFoglight collects data for four categories of domains: application management, database, end-user, and infrastructure. For example, you might collect end-user data as well as data for an application domain such as WebLogic, a database domain such as Oracle DB, and for an infrastructure domain such as Windows.</p> <p>There are vFoglight cartridges available for different collection domains. See <a href="#">“Cartridges”</a> on page 37 for a list of cartridges.</p>
Monitoring Data	<p>Data that is collected from your monitored environment by the agents and transformed into a standard format for use by the vFoglight Management Server.</p> <p>Monitoring data includes both metrics and topology object properties.</p>
Topology Object Property	<p>Monitoring data that describes a topology object, for example, a host name.</p>

Term	Definition
Observation	<p>An observation taken over time, for example, a Metric, StringObservation, or TopNList.</p> <p>In vFoglight, every observation is linked to a specific part of the topology model, for example, CPU utilization on a particular monitored host.</p>
Metric	<p>A simple value observation measured over time, for example, a count, rate, or percentage.</p>
Service	<p>In vFoglight, a service is defined as any grouping of meaningful or interesting things in your monitored environment, for example, a business process or an application. A service is often governed by a Service Level Agreement (SLA).</p> <p>Foglight allows you to define a new service and edit existing services. See “<a href="#">Services</a>” on page 32 for more information.</p>
Service Levels	<p>In vFoglight, service levels are availability measurements on services. See “<a href="#">Service Levels, Alarms, and State</a>” on page 33 for more information.</p>
Service Level Agreement (SLA)	<p>An agreement between information technology managers and end-users on the availability of system and application resources.</p>
Application	<p>A set of tiers in which each tier contains a set of monitored elements, for example, hosts and servers. A tier has a defined flow that represents data moving from the user to back-end systems.</p> <p>Foglight allows you to build models that represent your monitored applications in a way that makes sense to you. A new service is automatically created for each new application. See “<a href="#">Applications</a>” on page 34 for more information.</p>
vFoglight Management Server	<p>The central component of vFoglight. The Management Server receives information from agents, stores and processes data, and makes it available in the browser interface. See “<a href="#">vFoglight Management Server</a>” on page 35 for more information.</p>

Term	Definition
vFoglight Agent Manager	A component that manages agents installed on monitored hosts. See “ <a href="#">vFoglight Agent Manager</a> ” on page 37 for more information.
Cartridge	A unit that is added to the vFoglight Management Server. Cartridges contain components that extend the functionality of vFoglight, such as agents, rules, and views. See “ <a href="#">Cartridges</a> ” on page 37 for more information.
Agent	A vFoglight component that monitors a specific part of your environment, such as an operating system, application, or server. Agents collect data from your monitored environment and send it to the Management Server. See “ <a href="#">Agents</a> ” on page 38 for more information.
Rule	A piece of business logic that links a condition with a result. vFoglight evaluates rule conditions against monitoring data. If a condition evaluates to true, the results that are configured for that condition occur, for example, an alarm is fired and an email is sent.
Registry Variable	A variable stored in the vFoglight registry that can be used in rule conditions, actions, and expressions. The value of a vFoglight registry variable can be configured to change over time.

Traditional monitoring systems collect metrics from agents and present them to you. The context for these metrics (for example, host from which data is collected or the name of the database) is gathered at the same time as the metrics and is associated with them. This is an expensive way to store information: context tends to remain static over time, but there are often multiple metrics for a single context. In addition, when you store context this way, it makes it difficult to determine when the context changes—which in itself may be something you are interested in monitoring. Traditional systems also do not allow you to correlate metrics from different nodes in a system, or to derive cluster data from individual server data.

vFoglight monitoring uses a different approach. vFoglight builds model instances from collected data. A model instance is a set of objects and relationships designed to represent a monitored resource and its parts. Each model instance is a representation of

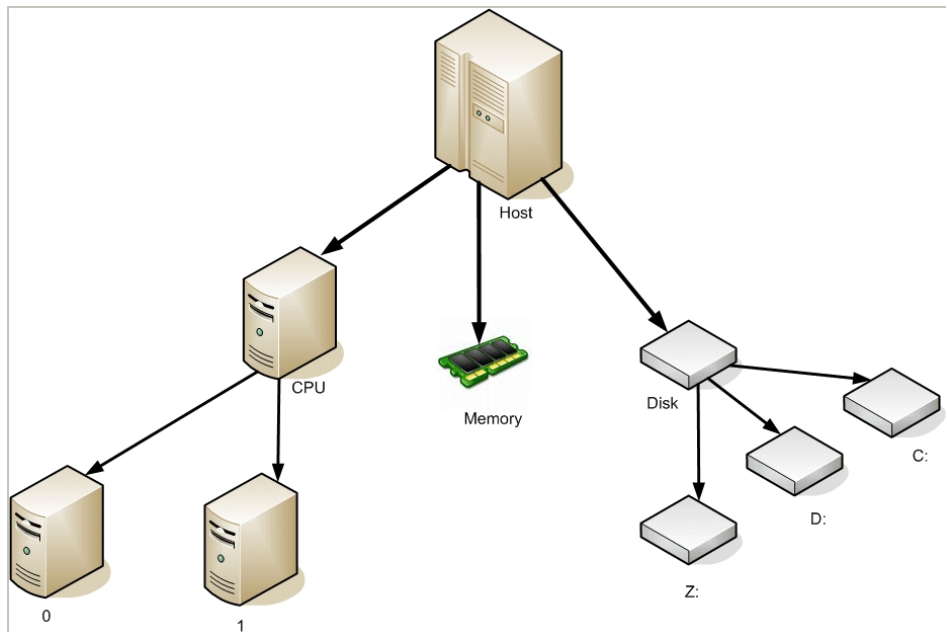
that model type. For example, the HostModel type is a collection of Host objects; each host object is one representation of the HostModel type.

vFoglight models provide context for the metrics collected from your monitored environment. The model instances are dynamic and can change and expand automatically as the resources you are monitoring change. This approach allows you to correlate data from different nodes and to derive cluster data.

vFoglight model instances are similar to organizational charts whose nodes contain properties: metrics and alarms are attached to the nodes, and a node can be connected to one or more other nodes.

Creating a vFoglight model establishes a hierarchical relationship among the nodes that represents information about the collected data. Nodes can represent physical elements of the system, such as CPU or memory, or logical elements such as EJBs (Enterprise Java Beans) or JSPs (Java Server Pages).

A simple host model instance is illustrated in the diagram below:



This diagram illustrates a collection model instance created using monitoring data for a particular domain (for example, an infrastructure domain such as Windows), and which is a representation of a collection model type.

In this collection model instance, a host is represented by a node. It has three child nodes, which represent the CPU, memory, and disk of the host. The CPU and disk nodes also have child nodes that represent the individual processors and file systems, respectively.

The monitoring data that populates this collection model instance is a mix of configuration data (host name, OS, patch level, CPU brand, clock speed, amount of memory) and metrics (CPU usage, allocated memory). Each piece of data is stored only once, but no context is lost. You can know the host name from the CPU or memory nodes, even though the host name is not stored along with the CPU or memory information. Metric data is also stored as part of the context. For example, if there are two hosts, the CPU usage for Host A would be stored with the Host A instance.

What is truly innovative about vFoglight is that these models can be built for any domain at any time. A model instance can be built at the click of a button in the browser interface (using the service builder or application builder), or as a result of new data arriving in the vFoglight Management Server. vFoglight models have been built for multiple domains, including Java, .NET, database, and custom applications (Siebel, PeopleSoft, Oracle E-Business). More importantly, models can be built that represent anything in your monitored environment—your organizational structure, the physical layout of your server room, or the geographical distribution of your data centers.

Once built, the artifacts that are part of a model are packaged into a cartridge (a *.car* file) and installed on the vFoglight Management Server.

## Services

In the context of vFoglight, a service can be any component or group of components that you want to monitor. Typically, a service is a grouping of meaningful or interesting things. Some services are created automatically—for example, for monitored hosts—but most services are created by you to reflect what you find interesting and are responsible for monitoring. Examples of services include:

- An application, including its web servers, application servers, and databases.
- A collection of related systems, such as all Windows machines in your monitored environment.
- A business process, such as retail banking.

A service is often governed by a Service Level Agreement (SLA).

vFoglight allows you to define a new service; you can also make changes to existing services, such as renaming a service while preserving the history for that service.



When you define a service, a corresponding service level is automatically created. You can also use Alarm Filters to decide what alarms are relevant to a given service and can impact the availability of that service. See [Services and availability](#) below for more information.

Using the Dynamic Managed Components feature, you can define a set of components that will be automatically included in a service when certain data arrives.

The monitoring dashboards in Foglight are organized around the theme of services.

See the *Foglight User Guide* for more information about working with services.

### Service Levels, Alarms, and State

In vFoglight, service levels are availability measurements on services. Default service levels measure availability based on the state of individual nodes in a model instance.

A vFoglight rule evaluates a series of conditions designed to create an alarm if a performance problem—an exception condition—has occurred. The alarm has one of three severity levels: Warning, Critical, or Fatal. Rules are associated with nodes in the model. When one of the conditions of a rule evaluates to true, an alarm is attached to the node in the model instance with which the rule is associated.

A state is set for each node in a model instance. If there have been no exception conditions, the node's state is set to the default state Normal. However, if an alarm is attached to a node, then the state of the node is set to the severity level of the alarm (Warning, Critical, or Fatal). In general, the state of a node reflects the most severe alarm attached to that node.

In addition to having an individual state, each node also has an aggregate state. By default, the aggregate state of a node represents the state of itself and all its children. Though there are some exceptions, in general, vFoglight calculates a node's aggregate state by evaluating the state of each of its child nodes and setting the aggregate state to be equal to the most severe child node state. In this way, state is propagated up the model instance.

### *Services and availability*

The availability of a service is, by default, established based on a rollup of all the alarms fired for the monitored components added to that service.

However, there can be cases in which you do not want this type of alarm rollup to be performed. Often, only a subset of the alarms fired for a monitored component are relevant to a given service.

For example, an alarm fired by a rule called CPU Trending (which monitors the CPU usage over the last 12 months) may be relevant to your Management Planning service, but not to your Billing Application service. In this case, you would not want Fatal alarms fired by this rule for a component of the Billing Application service to signal a service outage.

vFoglight allows you to specify the alarms that are relevant to a given service by means of Alarm Filters. See “Filtering Alarms” in the *Foglight User Guide* for more information.

## Applications

An application is a set of tiers. Each tier contains a set of monitored elements, such as hosts and servers. A tier has a defined flow that represents the data moving from the user to the back-end systems.

vFoglight allows you to build application models using components from existing collection models. Application models represent data in a way that makes sense to you by defining a business process, including user transactions, application tiers, and locations of servers and hosts.

Application models summarize the relationship between your experience of your monitored applications and the information technology infrastructure. vFoglight builds this type of model by gathering data from the perspective of business functions rather than from isolated pieces of the infrastructure.

A new service is automatically created for a new application. See the *Foglight User Guide* for more information.

## vFoglight Structure

vFoglight is offered in two editions - **vFoglight Standard (SE)** and **vFoglight Pro**.

- **vFoglight SE** is designed to help organizations monitor the performance of their virtual infrastructures.
- **vFoglight Pro** includes all the features of vFoglight SE and adds advanced capabilities for Chargeback, Physical Operating System (OS) Monitoring, Third-Party Integration and more.

The table below illustrates the different features included in both versions. For more information, contact a Vizioncore Sales representative ([sales@vizioncore.com](mailto:sales@vizioncore.com)).

vFoglight Features	SE	Pro
VMware ESX Server Monitoring	•	•
Management Server	•	•
Guest Process Investigation	•	•
Chargeback		•
Physical OS Monitoring		•
High Availability Management Server		•
Federation		•
Third-Party Integration		•

## vFoglight Components

### vFoglight Management Server

The vFoglight Management Server is the central component of vFoglight. The Management Server receives information from agents and makes it available in the browser interface.

The vFoglight database stores all system, application, and performance data. Over time, it becomes an invaluable source of historical information for planning future system capacity requirements and for doing point-in-time analysis. The information in the database can also be made available for use in external systems.

The Management Server performs continuous internal monitoring on itself and other vFoglight components, as well as on the Java Virtual Machine (JVM) and the database.

### vFoglight browser interface

vFoglight has a browser interface that displays data collected by vFoglight agents in your monitored environment. It allows you to view this data in various formats and levels of detail.

You can also use this interface to perform administrative tasks such as managing agents, users, security, data, rules, and cartridges.

The browser interface also includes the Administration home page, which allows you to navigate to all Administration dashboards and presents a summary of information about vFoglight from an administrative perspective.

The browser interface consists of three areas:

- A navigation panel that:
  - Lists all of the dashboards that are available for viewing in the display area by the current user.
  - Provides access to the Administration home page and to the pages where you perform administrative tasks.
- A display area in which you can view and create dashboards and reports.
- An action panel that:
  - Lists the various actions that you can perform on the dashboard that is currently displayed.
  - Contains views and data that can be added to a dashboard or report that you are creating.
  - Provides access to the online help.

**Note** The action panel is referred to as the page panel in the Web Component Framework documentation, for example in the *Web Component Reference*.

See the *Foglight User Guide* and the *Administration and Configuration Guide* for more information.

## Customizable Dashboards

vFoglight also includes the Web Component Framework, which allows you to create and populate your own custom interface views on top of the dynamic data schemas generated by the Foglight Management Server. See the *Web Component Guide* and the *Web Component Tutorial* for more information.

## vFoglight command-line interface

vFoglight provides commands that allow you to manage and work with vFoglight components without having to use the browser interface. These commands allow you to perform tasks such as managing the vFoglight Management Server, the vFoglight Agent Manager, agents, cartridges, and licences, as well as work with entities such as metrics, monitoring policies, and schedules.

For example, this interface allows you to automate component-management tasks using scripts or to use regular expressions to select multiple entities.

See the *Command-Line Reference Guide* for more information.

## vFoglight Agent Manager

New in the 5.2.4 release of vFoglight, the vFoglight Agent Manager is the next generation vFoglight component for managing and communicating with agents.

The vFoglight Agent Manager manages certain types of agents installed on monitored hosts. It provides a centralized communications link between the vFoglight Management Server and these agents and manages the agents' life cycles. The vFoglight Agent Manager also provides a number of support services such as deployment, upgrade, and the ability to configure agents.

See the *Administration and Configuration Guide* for more information.

## Cartridges

Cartridges extend the functionality of vFoglight and are installed on the vFoglight Management Server. A cartridge contains one or more components, such as agents for deployment, communication capabilities, and modifications to the way that data is transformed or handled, as well as rules, reports, and views.

The following vFoglight cartridges are available for **vFoglight Pro**:

- vFoglight Cartridge *for VMWare*
- vFoglight Cartridge *for Chargeback*
- vFoglight Cartridge *for Guest Process Investigation*
- vFoglight Cartridge *for Operating Systems*
- vFoglight Cartridge *for Integration*

The following vFoglight cartridges are available for **vFoglight SE**:

- vFoglight Cartridge *for VMWare*
- vFoglight Cartridge *for Guest Process Investigation*

When a cartridge is installed and enabled, all of its components become part of the Management Server.

Adding cartridges to the vFoglight Management Server allows you to monitor additional operating systems, processes, databases, applications, and servers in your environment.

See the *Administration and Configuration Guide* for more information about managing cartridges. See the cartridge documentation for information about each cartridge.

## Agents

Agents are deployed on machines in your monitored environment and send data to the vFoglight Management Server. Agents can monitor the availability and performance of many aspects of your environment, including network services, operating systems, databases, virtual hosts, log files, file systems, disk space and utilization, top processes, custom applications, application servers, and Web servers.

There are several types of agents. One or more instances of each type of agent managed by the vFoglight Agent Manager can be deployed per host. For example, there is an agent that collects metrics from the operating system of the host machine. vFoglight also includes internal agents that monitor vFoglight components and services.

See the *Administration and Configuration Guide* for more information about managing and configuring agents. See the documentation for the cartridge in which the agent was included for details about each agent.

# First Steps

This chapter includes instructions on downloading vFoglight documentation and software packages. Follow these instructions if you want to download vFoglight 5.2.4.

This chapter contains the following sections:

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<a href="#">Next Steps</a> .....	40

## Downloading vFoglight

The vFoglight application and documentation can be easily downloaded from the Downloads page at [www.vizioncore.com](http://www.vizioncore.com).

*To download vFoglight:*

- 1 Access the Vizioncore web page at <http://www.vizioncore.com/>.
- 2 On the navigation bar, click **Downloads**.

The Downloads page appears.

- 3 Select **vFoglight** from the list of available software.

**Note** If you have purchased or are evaluating vFoglight Pro, the components for the Cartridge for Operating Systems must also be downloaded from the Vizioncore Downloads page.

- 4 Under **Download Queue**, in the upper right, click **Download Now**.
- 5 In the **E-mail** field, enter a valid e-mail address. Click **Continue**.

If you have previously downloaded software with this e-mail address, you will receive a “Success . . .” message.

If you have not previously downloaded software, or are using a different e-mail address than used previously, you will be prompted to provide some basic information before downloading. Complete the information, and click **Continue**.

- 6 Access your e-mail client and open the mail from “**downloads**”.
- 7 Click the link for the software package (a *.zip* file) that you want to download.  
A file download dialog appears.
- 8 Click **Save** to proceed with downloading the documentation or software package.

## Next Steps

Once you have downloaded the vFoglight v.5.2.4 documentation and software package, you can get started with the installation and setup process. See [Installation and Setup Overview](#) for summaries of the main steps involved in installing (or upgrading) and configuring vFoglight.



# Installation and Setup Overview

This chapter contains the following sections:

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Part 2: Initializing the Database, Starting the vFoglight Management Server, and Logging In....	44
Part 3: Installing or Upgrading Cartridges .....	45
Part 4: Installing, Configuring, and Starting the vFoglight Agent Manager.....	46
Part 5: Deploying and Creating Agents .....	48
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# Getting Started with the Installation and Setup Process

This chapter provides an overview of the vFoglight installation and setup process. It summarizes the main steps involved in installing (or upgrading) and configuring vFoglight and contains directions to the appropriate instructions in the *Administration and Configuration Guide* and in the *Installation and Setup Guide* set. This chapter is intended as a preface or supplement to these guides.

## References to the Installation and Setup Guide Set

The vFoglight documentation suite comprises a multi-guide *Installation and Setup Guide* set. The database- and platform-specific guides included in this set are listed in “[vFoglight Documentation Suite](#)” on page 7.

Throughout this guide, instructions direct you to the *Installation and Setup Guide* where the same type of chapter or section exists in all guides in the set. In these cases, refer to the *Installation and Setup Guide* for the database and platform you are running.

Where a chapter or section exists only in a subset of the guides, those guides are referred to specifically, either by name or type.

## Before You Get Started

Before you install or upgrade vFoglight, review the components you plan to install (or upgrade) and ensure that you have the necessary information, such as port numbers and server names or the target installation locations. In addition, before you begin, you need to:

- Determine if you are going to set up and run the vFoglight Management Server in High Availability (HA) mode or as a standalone server.  
**Note** HA mode is only available in vFoglight Pro.
- Decide whether to use an embedded or external database.

The *System Requirements and Platform Support Guide* contains information you should review prior to installation, such as:

- Supported platforms and Web browsers.
- Installation recommendations.
- Hardware requirements for the vFoglight Management Server and database.
- JRE requirements.

The *Installation and Setup Guide* also contains a brief overview of hardware requirements and installation recommendations.

Prior to installing vFoglight, review the *System Requirements and Platform Support Guide* as well as “Before Installing vFoglight” and “Preparing to Install” in the *Installation and Setup Guide*.

## Part 1: Installing or Upgrading the vFoglight Management Server

The vFoglight 5.2.4 installer allows you either to install a new instance of the vFoglight Management Server or upgrade an existing installation of the Management Server.

**1 Before you begin:** Review the sections of the *System Requirements and Platform Support Guide* and the *Installation and Setup Guide* described in “[Before You Get Started](#)” on page 42.

**2 Install or upgrade the vFoglight Management Server:**

**If you are performing a new installation:** Run the installer by following the appropriate set of instructions in “Installing vFoglight” in the *Installation and Setup Guide*.

**If you are upgrading an existing installation:** Consult the *vFoglight 5.2.4 Upgrade Field Guide* for detailed upgrade instructions.

**3 Configure the vFoglight Management Server and database:**

**Configuring the vFoglight Management Server:** Once you install the Management Server, you may need to configure it, change its settings, or perform other additional setup steps.

In addition, if you want to set up vFoglight Management Server Federation, post-installation changes to configuration files are necessary.

**Note** vFoglight Federation is an advanced feature, which requires separate dedicated vFoglight Management Servers. Contact Vizioncore Sales for implementation guidance. This feature is only available with the Pro edition of vFoglight.

For more information, see “vFoglight Settings” in the *Installation and Setup Guide* for the platform and database you are running.

**Configuring the database:** Depending on the type of database you are running, you may need to configure it or change its settings. For example:

- If you are using an external database and chose the installer option to manually set up the database later, see “Manual Database Configuration” in the *Installation and Setup Guide* for your platform and external database.
- If you are using an external MySQL database, see “External MySQL Database Access for Remote Users” in the *Installation and Setup Guide* for using an external MySQL database on your platform.
- If you are using an external MySQL database and want to set up an encrypted database connection, see “Setting Up an Encrypted Database Connection with SSL” in the *Installation and Setup Guide* for using an external MySQL database on your platform.

For more information, see “vFoglight Settings” in the *Installation and Setup Guide* for the platform and database you are running.

Consult the “Installation Troubleshooting” section in the vFoglight *Release Notes* if you encounter problems when performing the steps listed above.

## Part 2: Initializing the Database, Starting the vFoglight Management Server, and Logging In

The steps outlined in this section assume that you have already installed the vFoglight Management Server. If you have not, refer to [Part 1: Installing or Upgrading the vFoglight Management Server](#) for more information before proceeding.

- 1 Before you begin:** If you are running a MySQL database (either embedded or external) and want to migrate data to it from an existing MySQL database, follow the instructions in “Migrating Data from an Existing Database” in the *Installation and Setup Guide* for your platform and type of MySQL database (embedded or external).
- 2 Initialize the Database:**
  - If you are using an external database, the database must be initialized successfully before you can run vFoglight.
  - If you are using the embedded database, the initialization is performed when you start the vFoglight Management Server.
- 3 Start the vFoglight Management Server:** The vFoglight Management Server can be run in stand-alone mode, in High Availability (HA) mode (if you are using an external database), or as a Windows service.

See “Starting and Stopping the vFoglight Management Server” in the *Installation and Setup Guide* for information about starting and stopping the Management Server.

For information about running the Management Server as a Windows service, see “Starting the vFoglight Management Server as a Windows Service” in the version of *Installation and Setup Guide — Installing on Windows* for the database you are using.

For information about running the Management Server in HA mode, see “High Availability Mode” and “Starting and Stopping the Server in High Availability Mode” in the version of the *Installation and Setup Guide* for the external database and platform you are using.

See “Running the vFoglight Management Server” in the *Command-Line Reference Guide* for the full set of options available for starting the Management Server from the command line in either stand-alone or HA mode.

- 4 Log in to vFoglight:** See “Logging in to vFoglight” in the *vFoglight User Guide* for more information.

## Part 3: Installing or Upgrading Cartridges

In addition to cartridges that contain components for monitoring additional parts of your environment, vFoglight also comes with a cartridge that contains the vFoglight Agent Manager installers for all supported platforms. The cartridge is called *FglAM-all-5\_2\_4.car*. In addition, *FglAM-<platform>-5\_2\_4.car* files that contain platform-specific vFoglight Agent Manager installers.

Once the cartridge for the vFoglight Agent Manager is installed, you can download or retrieve the installer for your platform and install the vFoglight Agent Manager as described below in [Part 4: Installing, Configuring, and Starting the vFoglight Agent Manager](#).

You can install and manage cartridges using either the command-line interface or the browser interface. In addition, you can download agent installers using the browser interface. The instructions below assume that you are using the browser interface. See “Managing Cartridges” in the *Command-Line Reference Guide* for information about performing cartridge-management tasks from the command line.

### 1 Before you begin:

- Review the cartridge documentation for information about cartridge installation prerequisites.

- Ensure that the vFoglight Management Server is running and that you have logged in to vFoglight.
- Ensure that you are granted the required permissions by your vFoglight administrator to access the dashboards under the Administration module.

## 2 Install or upgrade the cartridge:

**If you are installing a new cartridge:** Install the cartridge by following the instructions in “Installing and Managing Cartridges” in the *Administration and Configuration Guide*.

**If you are upgrading a cartridge:** Install the cartridge by following the instructions for that cartridge in the *vFoglight 5.2.4 Upgrade Field Guide*.

**Caution** Do *not* disable the older cartridge before installing the new one. vFoglight automatically disables the older cartridge as part of the upgrade process.

Once the new cartridge is enabled, you can then uninstall the older cartridge if you choose.

# Part 4: Installing, Configuring, and Starting the vFoglight Agent Manager

The steps outlined in this section assume that you have already installed the cartridge that contains the vFoglight Agent Manager installers. If you have not, refer to [Part 3: Installing or Upgrading Cartridges](#) for more information before proceeding.

You can download vFoglight Agent Manager installers from the Components for Download dashboard using your browser. Additionally, in situations where unauthenticated or headless access to the installers is required, you can access a URL for direct download using a browser or a file retrieval tool (for example, Wget).

## 1 Before you begin:

- Ensure that the vFoglight Management Server is running and that you have logged in to vFoglight.
- Ensure that you have the required permissions from your vFoglight administrator for the dashboards under the Administration module.
- Identify the host name and Management Server port of each vFoglight Management Server with which the vFoglight Agent Manager is supposed to communicate.

- 2 **Download or retrieve the vFoglight Agent Manager installer:** The different ways to obtain the installer for your platform (*fglam-`<platform>.[bin/exe]`*) are described below. See the table in “vFoglight Agent Manager Platform Support Matrix” in the *Installation and Setup Guide* for the name of the installer for your platform.
  - **Download the installer from the Components for Download dashboard in vFoglight to each machine where you want to install the vFoglight Agent Manager:** For instructions on navigating to and downloading installers from this dashboard, see “Using the Components for Download Dashboard” in the *Installation and Setup Guide* for your platform.
  - **Download or retrieve the installer from a URL to each machine where you want to install the vFoglight Agent Manager:** In situations where unauthenticated or headless access to the installers is required, you can access a URL for direct download using a browser or a file retrieval tool (for example, Wget). No login to vFoglight is required. For instructions on navigating to and downloading installers from this URL, see “Using the vFoglight Agent Manager Installer Servlet” in the *Installation and Setup Guide* for your platform.
- 3 **Install the vFoglight Agent Manager:**

**If you are installing a new vFoglight Agent Manager:** There are different ways to install the vFoglight Agent Manager: using the installer GUI, from the command-line, or using the silent (non-interactive) installer. Follow the appropriate set of instructions in “Installing the vFoglight Agent Manager” in the *Installation and Setup Guide* for your platform.

**If you are upgrading from the vFoglight Client to the vFoglight Agent Manager:** Consult the *vFoglight 5.2.4 Upgrade Field Guide* for detailed upgrade instructions.
- 4 **Configure the vFoglight Agent Manager:** Some configuration of the vFoglight Agent Manager can be performed during installation. In addition, the vFoglight Agent Manager can be configured after installation, for example to set items such as:
  - The host display name (the host name reported by the vFoglight Agent Manager instance). This setting can be used in situations where the host name is not sufficient, such as when a host machine is configured with multiple IP addresses or hostnames.
  - HTTP proxy server URL and authentication information.
  - A special SSL override option (for using a self-signed server SSL certificate).

See the file *fglam.config.xml* in the directory in which the vFoglight Agent Manager is installed for details about these and other configuration options. See also “Configuring the vFoglight Agent Manager” in the *Installation and Setup Guide* for information about a vFoglight Agent Manager configuration interface that you can run after installation.

The vFoglight Agent Manager automatically detects HA-enabled Management Servers and configures itself for them. However, you might need to perform some additional configuration if, for example, a Management Server in the HA cluster has special SSL certificate requirements or if it is using a proxy.

Depending on the platform on which the vFoglight Agent Manager is installed and the mode in which vFoglight is running, you may need to perform additional configuration steps. For example:

- If you are running vFoglight in HA mode, see “Getting Started with Server Commands” (in the chapter “Managing the vFoglight Management Server”) in the *Command-Line Reference Guide* for information about configuring the Remote Monitor utility.

- 5 **Start the vFoglight Agent Manager:** See “Running the vFoglight Agent Manager” in the *Installation and Setup Guide* for information about starting the vFoglight Agent Manager.

See “Running the vFoglight Agent Manager” in the *Command-Line Reference Guide* for information about starting the vFoglight Agent Manager using the command-line interface.

## Part 5: Deploying and Creating Agents

You must install and configure the vFoglight Agent Manager before deploying agents that are installed on a monitored host. The steps outlined in this section assume that you are deploying agents managed by the vFoglight Agent Manager. In addition, they assume that you have already installed and (if necessary) configured the vFoglight Agent Manager on each host where you want to deploy agents. If you have not, refer to [Part 4: Installing, Configuring, and Starting the vFoglight Agent Manager](#) before proceeding.

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**Note** This is only necessary with vFoglight Pro. vFoglight SE does not require additional agents.

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**1 Before you begin:**

- Review the documentation for the cartridge in which the agent is included for information about agent installation prerequisites.
- Ensure that the vFoglight Management Server is running and that you have logged on to vFoglight.
- Ensure that you are granted the required permissions by your vFoglight administrator to access the dashboards under the Administration module.
- Ensure that the vFoglight Agent Manager is running on the machine(s) where you want to deploy agents.

**2 Deploy agents and create agent instances:**

First, agent packages need to be deployed to the vFoglight Agent Manager running on the host that you want to monitor. Once you have deployed agents, you can create agent instances on that host.

There are two ways to deploy and create agents: from the browser interface or from the command line:

- See “Deploying Agent Packages to a Monitored Host” and “Creating Agent Instances on a Monitored Host” in the *Administration and Configuration Guide* for instructions on deploying and creating agents from the Agent Status dashboard.  
 See “Deploying Agent Packages to Multiple Hosts” and “Creating Agent Instances on Multiple Hosts” in the *Administration and Configuration Guide* for instructions on deploying agents to multiple hosts and creating agents on multiple hosts from the Agent Hosts dashboard.
- See “Using the command line to deploy agent packages” and “Using the command line to create agent instances” in the *Administration and Configuration Guide* for instructions on deploying and creating agents from the command-line.  
 See “Managing Agents” in the *Command-Line Reference Guide* for details about the commands available for deploying and creating agents from the command-line.

**3 Configure agents:** After you deploy and create agents, you may need to edit the agents’ properties. See “Managing Agent Properties by Type” in the *Administration and Configuration Guide* for information about agent properties. See the documentation for the cartridge in which the agent is included for information about the specific configuration options that are available for each agent.

- 4 Manage agents:** You can perform agent-management tasks like starting, stopping, activating, deactivating, deleting, and setting blackout periods for agents from the browser interface and from the command line. See “Accessing the Agent Status Dashboard” and “Assigning Blackouts to Agent Instances” in the *Administration and Configuration Guide* for instructions on managing agents from the browser interface. See “Managing Agents” in the *Command-Line Reference Guide* for details about the commands available for managing agents from the command line.

## Next Steps

Once you have completed the installation and setup process, you can get started using vFoglight. See [Starting Points in vFoglight](#) for descriptions of default views and dashboards where you may want to begin.

# Starting Points in vFoglight

vFoglight offers a wide range of functionality through its customizable dashboards. This means that there are multiple starting points and workflows available for users with different roles and needs—administrators in charge of managing vFoglight, operational users interested in troubleshooting problems throughout their monitored environment, users focused on monitoring a specific domain or system, or users interested in services management.

When you log in to vFoglight, several monitoring dashboards are initially selected as starting points and listed under Homes in the navigation panel. This chapter provides an overview of dashboards that can be used as starting points in vFoglight: two monitoring dashboards listed by default under Homes and one administration dashboard in the Administration module (**Dashboards > Administration**), which can be accessed from the Administration home page (**Homes > Administration > Navigation > Explore**).

Terminology specific to the vFoglight browser interface is used throughout this chapter; see “Introducing the Browser Interface” in the *vFoglight User Guide* for more information about these terms.

---

**Note** This chapter uses a facing page layout: details about the numbered items shown in the images are provided on the following page. Select one of the facing page layout options in your PDF viewer before proceeding.

---

This chapter contains the following sections:

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<a href="#">Hosts Dashboard</a> .....	56
<a href="#">Agent Status Dashboard</a> .....	58
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## Before You Get Started

The section below provides getting started tips on common elements in the browser interface and features that can affect how you see data in the monitoring dashboards.


### Working in a Current or a Diagnostic Time Range

*This getting started tip helps you understand whether you are working in a real time range or a diagnostic time range and how to switch from one to the other.*

---

**Note** Some pages do not take a time range input and so do not display a time range.

---

By default, the time range at the top of a dashboard is in real time. When the time range is in real time, the  icon and the word *Now* are shown in the time range display.

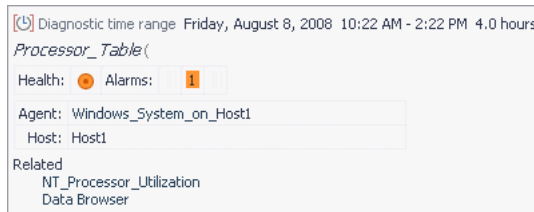


Hovering over the real time range icon displays a message that identifies the time range as real and informs you how to freeze the time range.




If you drill down on an alarm, vFoglight disconnects from real time and enters a diagnostic time range. The diagnostic time range spans the same length of time as the current time range did prior to the drill down.

Within a diagnostic time range, vFoglight typically sets three-quarters of this span to occur prior to the alarm being fired and one-quarter to occur after. For example, if the current time range spans four hours, when you drill down on an alarm, the diagnostic time range also covers a four-hour interval, from three hours prior to when the alarm fired to one hour after it fired (as shown in the image below).



In some cases, however, the alarm might have occurred close enough to the current moment that the last quarter of the diagnostic time range would cover a span of time that is in the future. If that is the case, vFoglight sets the diagnostic time range to end at the current moment (shown as *Now* in the time range display).

When you are working in a diagnostic time range, no new data is displayed in the views on the dashboard. vFoglight indicates that you have frozen the time range and entered a diagnostic time range by presenting a frozen time range  icon in the time range display.



Hovering over the icon displays a message that identifies the time range as frozen and informs you how to switch to real time.

[The time range is in the past, click to switch to real time](#)

Until you unfreeze the time range, all drilldowns and navigation to views that use the global time range are frozen in this diagnostic time range.

Unfreezing the time range causes it to revert to the last monitoring time range that you used. For more information on current and diagnostic time ranges, see “Time Range” in the *vFoglight User Guide*.

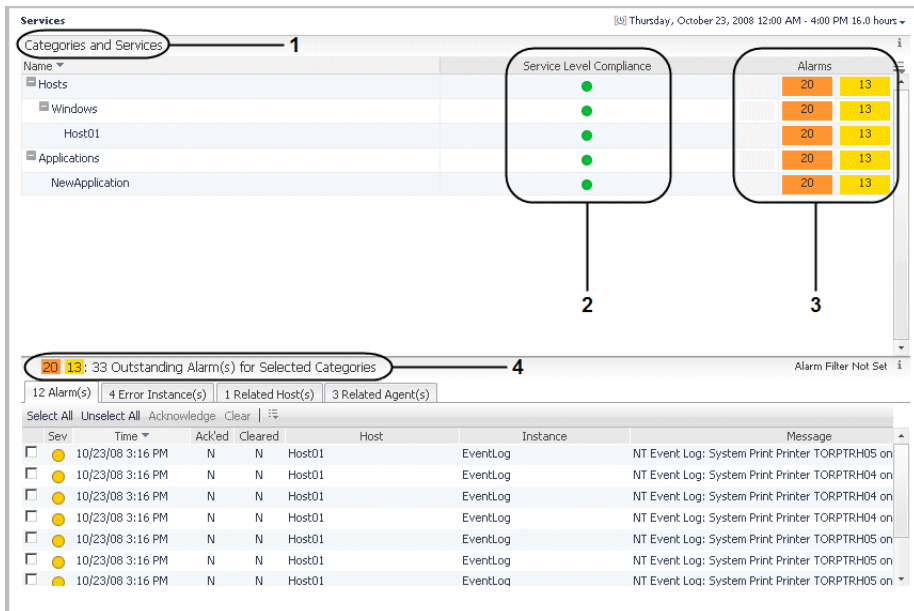
## Services Dashboard

This section provides an introduction to the Services dashboard. For details about this dashboard, see “Monitoring Services” in the *vFoglight User Guide*. For more information about services, see “Services” on page 32.

A service can be any grouping of monitored components. vFoglight creates default services and allows you to create custom services structured around what you want to monitor, enabling you to tailor the way data is presented to suit your specific needs.

You can use the Services dashboard to view the state of your services. From this dashboard, you can drill down to find out more information about a service and its monitored components.

If you are monitoring services, this dashboard is a good one to use: you can filter the list of services to show only the ones of greatest interest to you, and see the state of the SLAs for each of those services. You can also use this dashboard as the starting point in a service-oriented workflow. See the *vFoglight User Guide* for details about the drilldowns available from the Services dashboard.



**1 — Categories and Services view:** lists monitored services by category. For example, the screen on page 54 shows two categories of monitored services, *Hosts* and *Applications*. The services in these categories were created automatically for the monitored host *Host01* and for the user-created application model *AppGroup1*. You can filter the categories displayed in this view using the Category Selector dialog (**General > Actions > Category Selector** from the action panel); see “Filtering the Categories and Services List” in the *vFoglight User Guide* for details.

---

**Tip** Click the name of a category or service to display a popup with details about that item and links to more detailed views. See the table in “Viewing Details about a Service” in the *vFoglight User Guide* for more information about these links.

---

**2 — Service Level Compliance column:** shows the service level for the category or for a specific service. vFoglight automatically creates a service level for each service. The level of compliance is determined by the component in the most severe state. See “[Service Levels, Alarms, and State](#)” on page 33 for more information.

---

**Tip** Click an icon in this column to display a popup with more information about the Service Level Agreement for the category or service. Follow the **Explore > Service Level Agreement(s)** link in the popup to navigate to the Service Levels dashboard populated with information specific to that category or service. See “Viewing Service Levels” in the *vFoglight User Guide* for more information about the Service Levels dashboard.

---

**3 — Alarms column:** shows the number of alarms for the category or service. Clicking one of the icons in this column causes an Outstanding Alarm(s) view to appear with a list of alarms specific to that category or service.

**4 — Outstanding Alarm(s) for Selected Categories view:** lists all outstanding alarms and alarms cleared within the time range displayed at the top of the dashboard for the categories shown in the Categories and Services view. You can filter the alarms displayed in this view using the Alarm Filter Applied/Not Set dialog (click **Alarm Filter Applied** or **Alarm Filter Not Set** in the title bar to launch this dialog); see “Filtering the Alarms View” in the *vFoglight User Guide* for details. In addition, you can change the perspective on alarms by selecting one of the tabs at the top of the table; see “Alarm List” in the *vFoglight User Guide* for details.




---

**Tip** Click anywhere in the row for an alarm to display a popup with details about that alarm and links to drilldowns. See “Alarm Details” in the *vFoglight User Guide* for details.

---

## Hosts Dashboard

This section provides an introduction to the Hosts dashboard and the views and dashboards to which you can drill down from it.

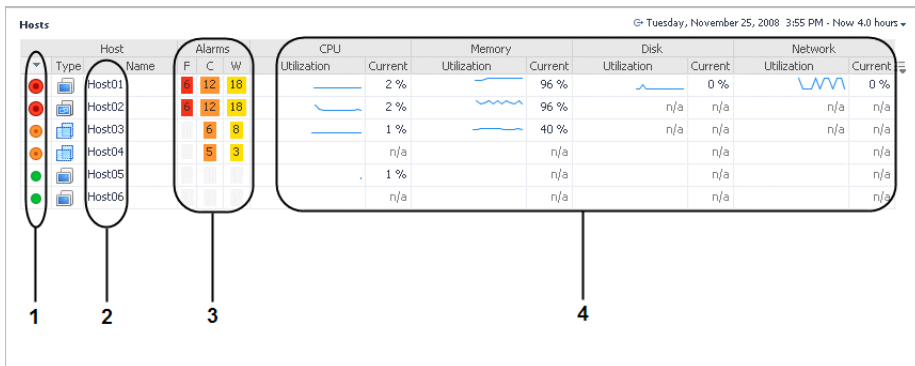
You can use the Hosts dashboard to monitor problems in your environment by focusing on a set of hosts. From this dashboard, you can drill down to different dashboards and views, depending on the host type (physical or virtual). The icons in the Host > Type column identify the host as physical or virtual: physical hosts are identified by the icon , VMWare images by the icon , and ESX servers by the icon .

You can drill down on a physical host (monitored by Cartridge for Operating Systems agents) to see a real-time monitor for a particular host, details about its alarms, or details about its CPU, memory, disk, or network-related performance.

You can drill down on a virtual host (monitored by Cartridge for VMWare agents) to see a vmMonitor Virtual Machine dashboard (if the host is a VMWare image); a vmMonitor ESX Server dashboard (if the host is an ESX server); details about its alarms or details about its CPU, memory, disk, or network-related performance. Note that this functionality will be available as of the 5.2.4 release of the Cartridge for VMWare.




If you are responsible for the availability of a set of hosts and prefer to think in terms of systems, this dashboard can be helpful as it allows you to view a summary of the state and performance of those hosts.

In addition, you can filter the list of hosts to show all hosts, only active hosts, or only the hosts associated with a particular service (**General > Actions > Host Filter** from the action panel). You can also use this dashboard as the starting point in a host-oriented workflow.





**1 — State indicators:** allow you to see at a glance the state of the listed hosts. Each indicator shows the aggregate alarm state of the host, which is determined by the most severe alarm for the host. In this dashboard, the indicator represents a state rollup from the host and its children, excluding the state of agents on that host.

**2 — Host name:** clicking the host name allows you to drill down to a real-time monitor that provides you with an overview of that host's health. Drill down to this monitor if you want to see detailed information about how a host is functioning for the time range displayed at the top of the dashboard. A different monitor appears depending on whether the host is physical (identified by the Host Type indicator ) or virtual (identified by the Host Type indicator  for an ESX server or  for a VMWare image). For example, drilling down on a physical host displays a monitor with information such as the number of processes running on it and the top consumers of various metrics.

---

**Tip** You can drill down on items in the monitor. For example, if you are interested in investigating memory consumption on a physical host and drill down the monitor for that host, click the **Memory** button to view memory-related metric charts and tables, such as charts for the top memory consumers on that host.

---

**3 — Alarms column:** shows the number of alarms for each host. If you are investigating alarms for a host, click one of the icons in this column to cause an Outstanding Alarm(s) view to appear with a list of alarms specific to that host. You can filter the alarms displayed in this view using the Alarm Filter Applied/Not Set dialog (click **Alarm Filter Applied** or **Alarm Filter Not Set** in the title bar to launch this dialog); see “Filtering the Alarms View” in the *vFoglight User Guide* for details. In addition, you can change the perspective on alarms by selecting one of the tabs at the top of the table; see “Alarm List” in the *vFoglight User Guide* for details. In the Outstanding Alarm(s) view, click anywhere in the row for an alarm to display a popup with details about that alarm and links to drilldowns. See “Alarm Details” in the *vFoglight User Guide* for details.

**4 — CPU, Memory, Disk, and Network columns:** each column displays recent and current values for that category of metrics. These columns allow you to obtain a concise overview of CPU-, memory-, disk-, and network-related performance for each host. The values displayed in the sparkline change in accordance with the time range selected at the top right of the dashboard.

---

**Tip** If you want to perform further investigation on CPU-, memory-, disk-, and network-related performance for a host, click either the sparkline or current value to drill down to a dashboard with more detailed information for that metric category.

---

## Agent Status Dashboard

This section introduces the Agent Status dashboard, which can be accessed from the Administration module (**Dashboards > Administration > Agents > Agent Status**) and from the Administration home page (**Homes > Administration > Navigation > Explore > Agents > Status**). For details about this dashboard see “Accessing the Agent Status Dashboard” in the *Administration and Configuration Guide*.

An agent monitors a specific part of your environment, such as an operating system, application, or server. Agents collect data from your monitored environment and send that data to the vFoglight Management Server.

If you are assigned the Administrator role, you can use this dashboard to activate and deactivate vFoglight agents, cause agents to start and stop collecting data, and view information about agents. If you are responsible for monitoring a large number of agents, you can tag agents using the Edit Tags dialog accessible from this page. The agent tagging feature allows you to form logical groups of agents (for example, subsets of agents of the same type) by applying tags and then editing and managing the agents’ properties based on their tag(s).

The Agent Status dashboard lets you see whether agents are deployed, activated, and collecting data, or take the appropriate action if this is not the case. It can also be used as the starting point in a workflow focused on agent administration.

The screenshot shows the Agent Status dashboard interface. At the top, it displays "Agent Status" and "Showing 1 - 7 of 7 agents as of Nov 25, 2008 20:19:09". Below this is a filter section with fields for "Filter by Hostname", "Agent Name", and "Namespace". A table lists the agents with columns for Hostname, Agent Name, Namespace, Type, Version, and Tags. Below the table is a control bar with buttons for "Deploy Agent Package", "Create Agent", "Edit Properties", "Edit Tags", "Get log", "Start Data Collection", "Stop Data Collection", "Activate", "Deactivate", "Delete", "Select All", and "Select None".




Hostname	Agent Name	Namespace	Type	Version	Tags
Host01	AppMonitor_on_Host01	SPI	AppMonitor	5.2.4	
Host01	TerminalServer_on_Host01	SPI	TerminalServer	5.2.4	
Host01	WebMonitor_on_Host01	SPI	WebMonitor	5.2.4	
Host01	Windows_System_on_Host01	SPI	Windows_System	5.2.4	
Host01	LogFilter_on_Host01	SPI	LogFilter	5.2.4	
Host01	NetMonitor_on_Host01	SPI	NetMonitor	5.2.4	
Host01	ApacheSvr_on_Host01	SPI	ApacheSvr	5.2.4	

**1 — Filter by <parameter> boxes:** allow you to filter the list of agents by one or more of the following parameters: **Host Name, Agent Name, Namespace, Type, Version, Build, Tags, Status, and Properties.**

---

**Tip** The agent list can be filtered by whole or partial parameters. Simply start typing the parameter in the appropriate **Filter by** field to cause vFoglight to filter the list.

---

**2 — List of agents:** displays the created agents, listing for each instance details such as its name, version, type, and the name of the host on which it is running. The Activated , Data Collection Started , and Data Collection Stopped  icons indicate the status of each agent. Any tags applied to the agents are also listed in this table. See “Editing Agent Tags” in the *Administration and Configuration Guide* for more information.

---

**Tip** In the list of agents, click a column header to sort the table by that parameter.

---

**3 — Deploy Agent Package and Create Agent buttons:** allow you to deploy agents to a host where the vFoglight Agent Manager is running and create new agent instances. See “Using the Agent Status dashboard to deploy an agent package” and “Using the Agent Status Dashboard to create agent instances” in the *Administration and Configuration Guide* for more information.

---

**Tip** If you want to deploy and create agents on multiple hosts, use the Deploy Agent Package and Create Agent dialogs accessible from the Agent Hosts dashboard (**Administration > Agents > Agent Hosts > Deploy Agent Package** and **Create Agent**). See “Deploying agent packages to multiple hosts” and “Creating agent instances on multiple hosts” in the *Administration and Configuration Guide* for more information.

---

**4 — Button array:** allows you to perform various actions related to the selected agent. The set of buttons that are enabled depends on the state of the selected agent. This set also varies if you have selected more than one agent. See “Accessing the Agent Status Dashboard” in the *Administration and Configuration Guide* for more information about the actions you can perform after clicking these buttons.

## Next Steps

Your next steps depend on how you are using this guide and the way you want to use vFoglight. Some examples are provided below.

- **If you read this guide prior to installing vFoglight:** select the appropriate platform- and database-specific *Installation and Setup Guide* and follow the instructions for installing and configuring vFoglight.
- **If you are an operator responsible for monitoring a large environment:** you can follow a service- or host-oriented workflow. For example, if you are responsible for ensuring the availability of all Windows hosts in your monitored environment, you can follow a service-oriented workflow based around the **Hosts > Windows** service that begins in the Services dashboard.

Alternatively, if you prefer a less abstract approach, you can follow a host-oriented workflow that begins in the Hosts dashboard.

- **If you are a technical expert interested in monitoring a specific domain:** start with the documentation included with the vFoglight cartridge for monitoring that domain.
- **If you are interested in monitoring services:** you can follow a service-oriented workflow. See the *vFoglight User Guide* for details about the drilldowns available from the Services dashboard.
- **If you want to customize aspects of the vFoglight browser interface:** begin by following the instructions in “Customizing vFoglight” in the *vFoglight User Guide*.
- **If you are a vFoglight administrator:** consult the *Administration and Configuration Guide* and the *Command-Line Reference Guide* for information about performing administrative tasks (in addition to those described above) from the vFoglight browser interface and from the command line.
- **If you want to create custom dashboards:** review the information in “Creating a Custom Dashboard” in the *vFoglight User Guide*. You could then learn more about creating dashboards by following “Tutorial 1: Creating a Dashboard” in the *Web Component Tutorial*.
- **If you want to create custom views:** begin by following “Tutorial 3: Adding Views” in the *Web Component Tutorial*. After this tutorial, consult the *Web Component Guide* and the *HTML Web Component Reference* pages. These resources can help you create new views using the Web Component Framework technology.

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