# Common Problems with IP Performance Management



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Networking - Connecting people to information through technology

### Agenda

Introduction and background

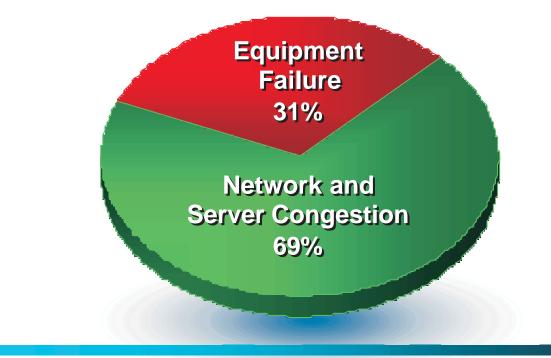
**Performance Methodologies** 

7 Common Problems Am I miss-using buffer space? What are response times? What's going on in the IP Stack? What is system availability? Who is using my resources? Who is hogging resources? What connections are there available?



7IPP\_ 020

# **Productivity Loss and Application Downtime**



### Congestion-related performance degradation has been found to cause the majority of network downtime costs

Michael Howard President, Infonetics Research

# **Increasing Importance of Performance**

### **Performance Management**

The practice of managing network service response time, consistency and quality for individual services and services overall

**Performance Related Risks** 

- Network degradation and failure
- •Application timeouts and failure
- Application degradation



Loss of Customers

7IPP\_ 050

# The Performance Problem

### **Over-provisioning**

- Lots of provisions (rare)

### -More resources than can be consumed

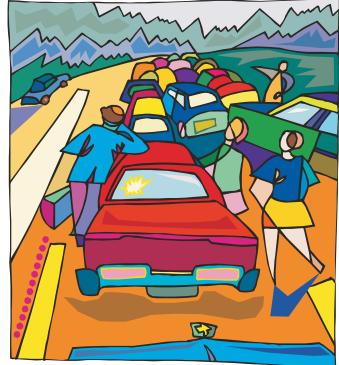
- •Food on a cruise
- •Congressional parking spaces
- •AOL CD-ROMs

### **Over-subscribing** - lots of subscribers

-Lots of subscribers (common)

### -Many users consume all the resources

- •Batteries, chain saws, interstate lanes during a hurricane
- •Phone calls on Mothers' Day
- •Many to few: whenever there's a bottleneck or funnel
- •Fast to slow: things will back up





Introduction and background

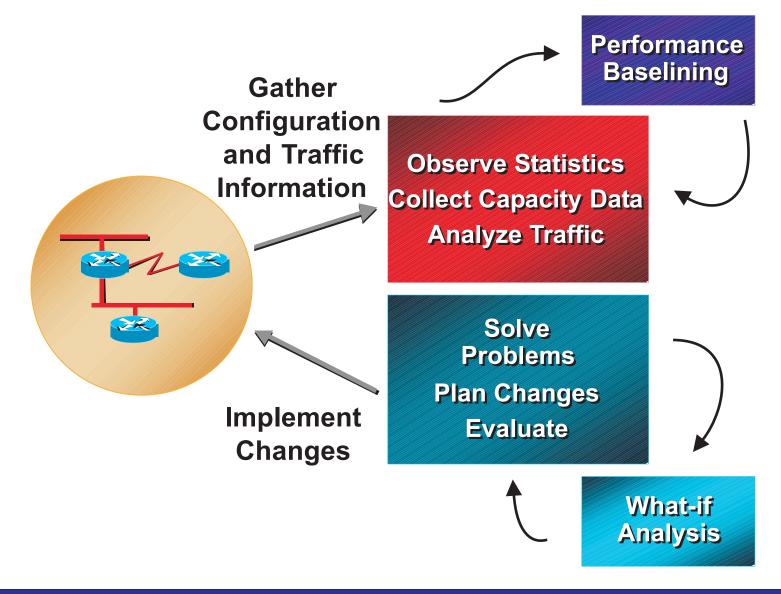
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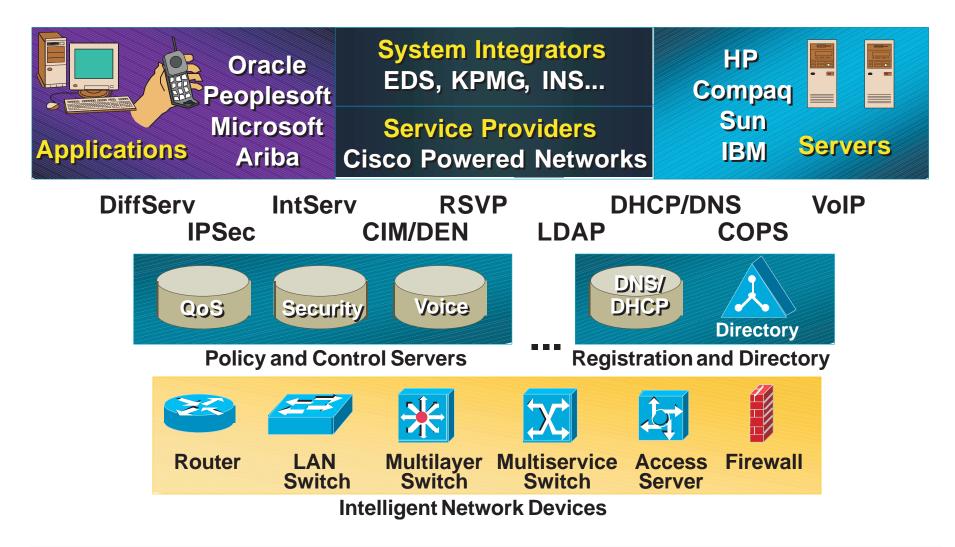
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# Effective Performance Management





# Network Complexity



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# **IP Resource Bottlenecks**

### CPU

Memory

Buffering, queuing, and latency

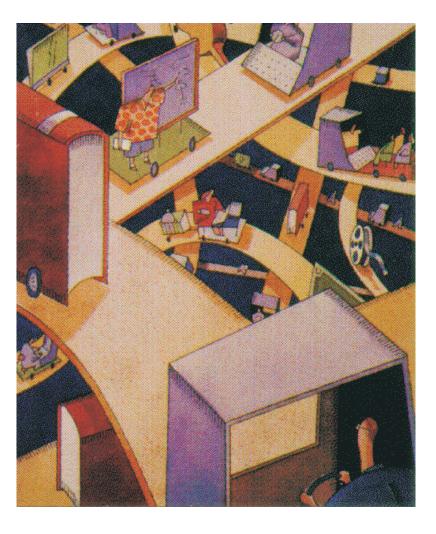
Interface and pipe sizes

**Network Capacity** 

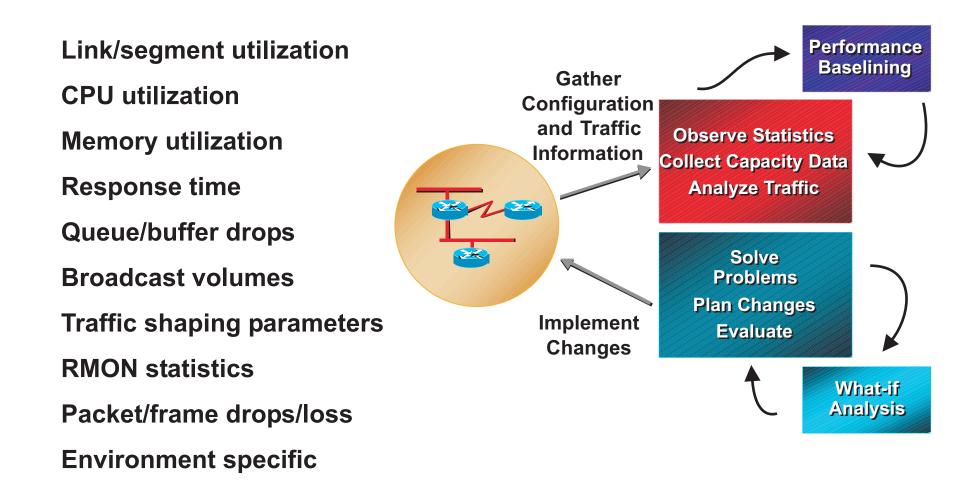
**Speed and distance** 

**Application characteristics** 

Results in Network capacity problems Utilization overload Application failure



# Information to Collect



# **Performance Plan**

### **Develop information collection plan**

- Define parameters to be monitored/measured and the threshold
- Acquire proper authority to change threshold-
- Determine frequency of monitoring and reporting
- **Determine frequency of alerting mechanism**
- Define parameters that trigger alert mechanism
- Define performance areas of interest
- **Report and interpret results**
- **Determine tools for collecting information**





Introduction and background

**Performance Methodologies** 

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7IPP<u>130</u>

# The Problem Buffer Utilization

Buffers are critical component of any operating system Buffers are critical components of any application

Running low or out of buffers on any system can cause immediate application failure system slowdown impacting all applications need to restart system

Running low or out of buffers on any application can cause immediate application failure domino effect on related resources and applications intermittent application oddities

Tuning buffer utilization is important How do you know hat you are using? How do you know you are about ready to exceed limits?



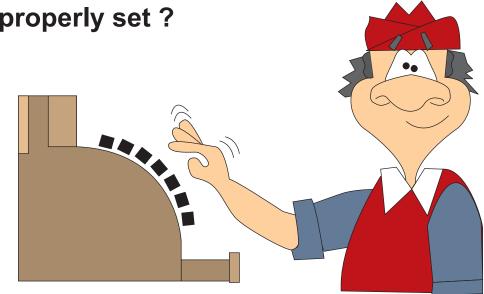
### **Elements**

Do you have your buffers pools properly set?

What are you currently using?

What buffer areas are in expansion?

What is the expansion increments?



If I reallocate buffers can I alert if a buffer reaches a certain utilization point?

Can alerts be forwarded to my operations console, whichever one I choose?

What are the totals for my system and are leaks occuring?



# **Understanding Buffer Storage**

| Date (mm/dd/yyyy) | Time | Address Space Name | ECSA 4K  | ECSA 16K | ECSA 32K | ECSA 60K | ECSA 180K | DSP 4K | DSP 16K  | DSP 32K  | DSP 60K | DSP 180K |
|-------------------|------|--------------------|----------|----------|----------|----------|-----------|--------|----------|----------|---------|----------|
| <b>?</b>          | ?    | 0                  | <b>?</b> | <b>?</b> | ?        | ?        | ?         | ?      | <b>?</b> | <b>?</b> | 0       | 3        |
| 11/22/2002        | 9:03 | *TOTAL*            | 68       | 16       | 320      | 0        | 0         | 64     | 64       | 64       | 64      | 64       |
| 11/22/2002        | 9:03 | TCPIP              | 44       | 16       | 320      | 0        | 0         | 64     | 64       | 0        | 0       | 0        |
| 11/22/2002        | 9:03 | VTAM               | 24       | 0        | 320      | 0        | 0         | 64     | 0        | 0        | 0       | 0        |
| *                 | *    | *                  | *        | *        | *        | *        | *         | *      | *        | *        | *       | *        |
| 11/22/2002        | 9:13 | *TOTAL*            | 68       | 16       | 320      | 0        | 0         | 64     | 64       | 64       | 64      | 64       |
| 11/22/2002        | 9:13 | TCPIP              | 44       | 16       | 320      | 0        | 0         | 64     | 64       | 0        | 0       | 0        |
| 11/22/2002        | 9:13 | VTAM               | 24       | 0        | 320      | 0        | 0         | 64     | 0        | 0        | 0       | 0        |
| *                 | *    | *                  | *        | *        | *        | *        | *         | *      | *        | *        | *       | *        |
| 11/22/2002        | 9:23 | *TOTAL*            | 60       | 16       | 320      | 0        | 0         | 64     | 64       | 64       | 64      | 64       |
| 11/22/2002        | 9:23 | TCPIP              | 40       | 16       | 320      | 0        | 0         | 64     | 64       | 0        | 0       | 0        |
| 11/22/2002        | 9:23 | VTAM               | 20       | 0        | 320      | 0        | 0         | 64     | 0        | 0        | 0       | 0        |
| *                 | *    | *                  | *        | *        | *        | *        | *         | *      | *        | *        | *       | *        |

# The Problem Response Time

Web users expect 2 to 5 second response time

SNA users expect sub-second response time

No one is ever happy with what they get

External customers may go elsewhere

Where is the problem? Network? Router have long ques? Is the Lan to slow? Is the route long? Operating system? Too long to queue for transmit? Application? Protocol? Window size improperly set? MTU size improperly set?



### **Elements**

What are overall response times in my network?

What are response times for different size frames?

Can I look at a specific address and determine its response time?

Are both real time and historical views available?

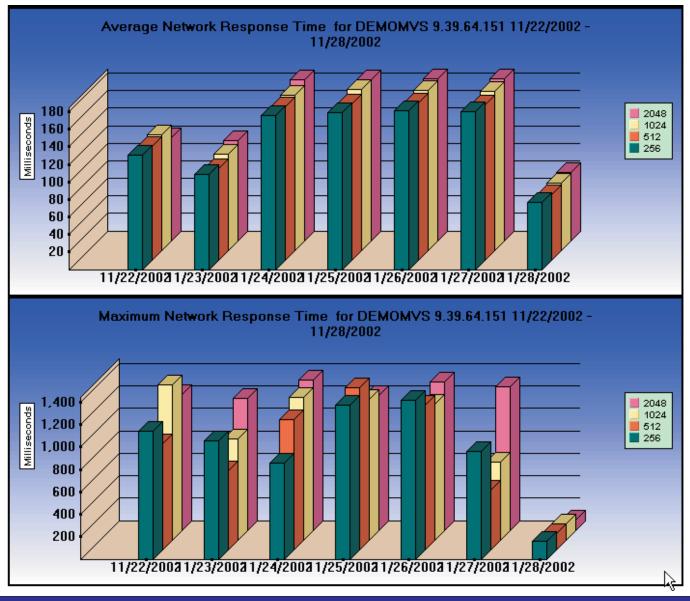
Are both graphical and tabular views available?

Can I set thresholds?

Can I send alerts?



# Historical Response Time



7IPP\_ 210

# The Problem System Utilization

Since you cannot over-provision your system (add as much memory as you want, as much DASD, etc) you need to optimize

Determining what is currently being used on the system will assist in determining how much you can grow the system

An application behaving poorly may be due to improper design, improper setting of system resources to use, or application configuration

Sluggishness of a system may be due to not enough CPU, I/O overloads, or queue latencies



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### **Elements**

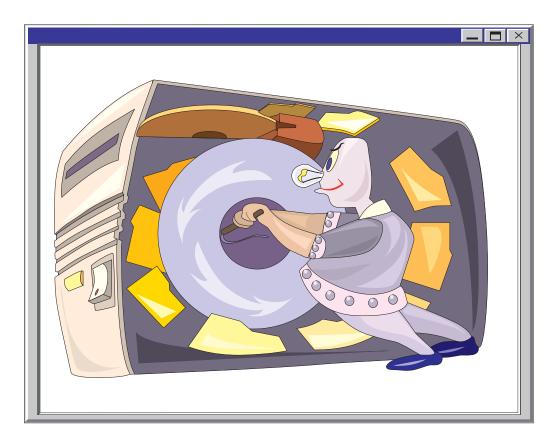
What system resources are major address spaces using?

Can I select the address space to view?

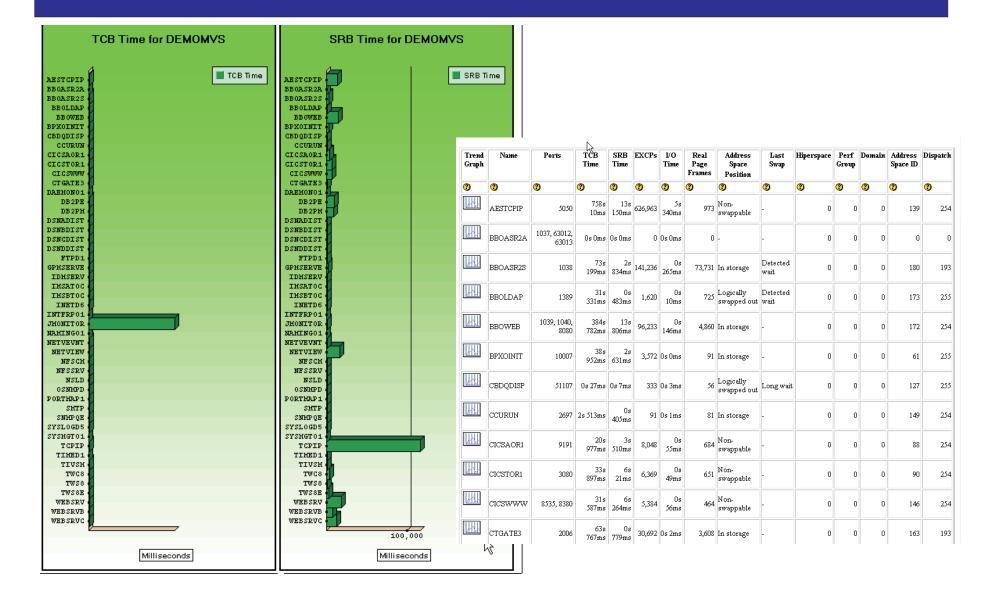
How does the utilization change within a given time?

Can I freeze a screen?

Do I have the raw data available to me?



### System Utilization



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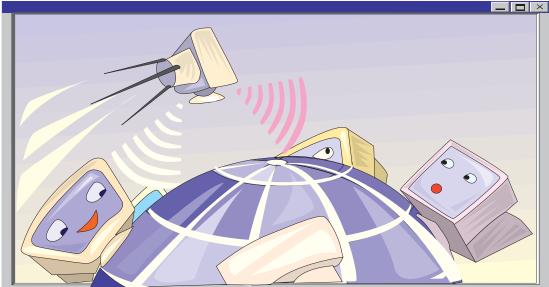
# The Problem Availabilty

Resources, applications, network components that are not available impact many aspects of your system

IP is especially prone to this due to the 'non-configurable' operations

Critical resources can come and go with no 'network-wide' configuration, but this may impact other systems

Five steps may occur in a process before you realize that the six step requires a resource that is no longer available



# The Elements

Can you get a quickview of overall availability?

Can you define critical resources?

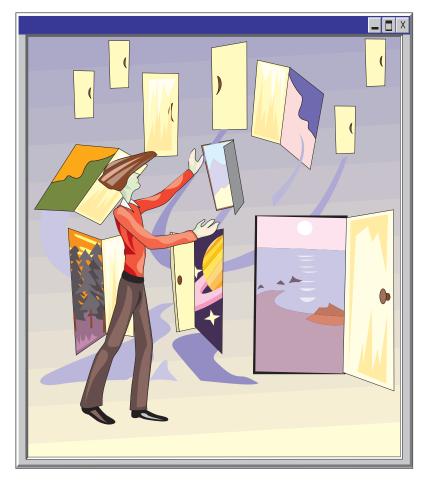
Have alerts been sent?

Is the system not available because the system is down or because a resource like a router is having problems (traceroute)?

Can I tell if the route is not the normal route taken?

Has the situation cleared itself up?

How can I get more details from an offending intermediary system?



### Real Time Availability

| 10000 | DEMOMVS | PRICEM.WASHINGTO | 9.82.7.39 | 0 | 256,512,1024,2048 |
|-------|---------|------------------|-----------|---|-------------------|
| innor | DEMOMVS | IFPSLAB6.WASHING | 9.82.7.92 | 0 | 256,512,1024,2048 |

#### Poorly Performing Resources Top

| Rating | Host    | Resource Name | Address     | Max RT | Packets Lost  |
|--------|---------|---------------|-------------|--------|---------------|
| -      | DEMOMVS | 9.39.64.224   | 9.39.64.224 | 252    | 512,1024,2048 |

#### Resources with Packet Loss Top

| Rating | Host    | Resource Name    | Address     | Max RT | Packets Lost  |
|--------|---------|------------------|-------------|--------|---------------|
| -2     | DEMOMVS | 9.39.64.224      | 9.39.64.224 | 252    | 512,1024,2048 |
| -2     | DEMOMVS | 9.39.64.238      | 9.39.64.238 | 17     | 2048          |
| -2_    | DEMOMVS | C4006.DEMOPKG.IB | 9.39.64.252 | 24     | 2048          |
| -2_    | DEMOMVS | C4003A.DEMOPKG.I | 9.39.64.253 | 24     | 2048          |
| -2_    | DEMOMVS | C4003B.DEMOPKG.I | 9.39.64.254 | 23     | 2048          |
| -0     | DEMOMVS | DEVILDOG.WASHING | 9.82.7.128  | 8      | 512,1024,2048 |

### Resources Available / Good Performance Top

| Rating | Host     | Resource Name     | Address     | Max RT |
|--------|----------|-------------------|-------------|--------|
| 0      | DEMOMVS  | NET64ROUTER.DEMO  | 9.39.64.1   | 21     |
| 0      | DEMOMVS  | AFSERV1.DEMOPKG.  | 9.39.64.10  | 22     |
| 0      | DEMOMVS  | RANGER01.DEMOPKS  | 9.39.64.12  | 18     |
| 0      | DEMOMVS  | DOMINODOCOLD.DEM  | 9.39.64.120 | 20     |
| ~      | DEMONSTR | DOMERNOS DEMODICO | 0.20 44 121 | 24     |

\*

# The Problem <u>Resource Utilization</u>

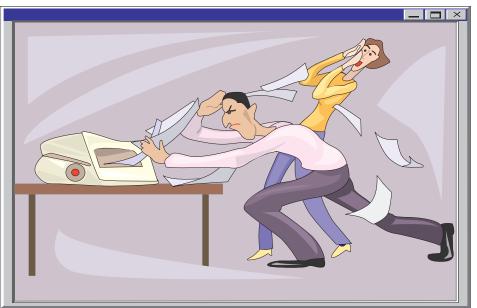
Application usage by end users is very unpredictable in IP. What was valid last week may not be valid today

An application installed on a system and active not being utilized by end users is taking system resources that could be used by other applications

Sometimes it is appropriate to block users after a given number have

logged onto an application in order to conserve existing resources

Knowing who is using what on a given system can help determine long term capacity planning needs for the system



### The Elements

For a given system, can you determine the applications being used?

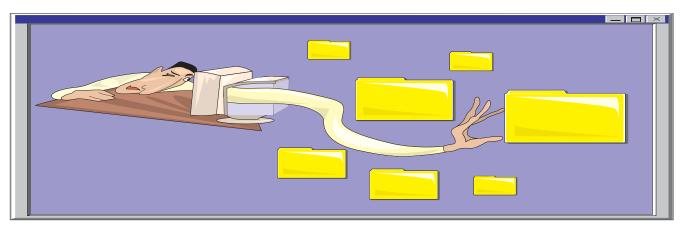
Can you tell for each application the session or user counts?

Can you tell for each application the number of bytes transferred?

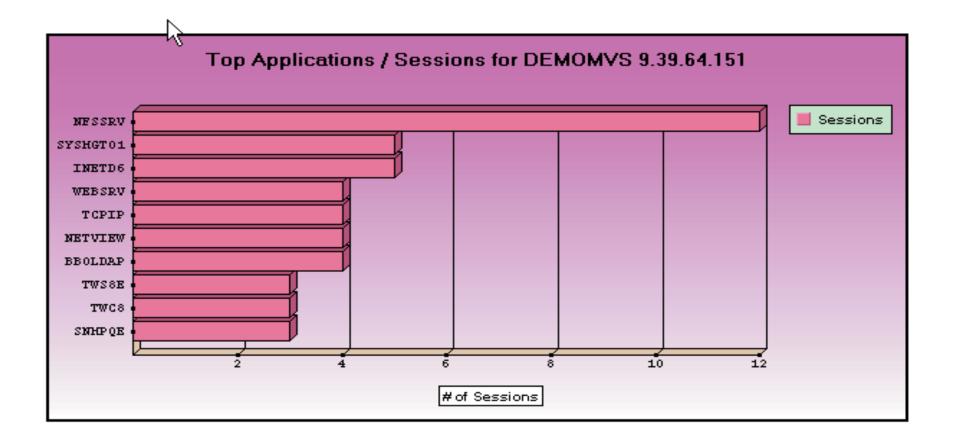
Can you get more details on a historical basis? Determine patterns like a 3% monthly growth in usage?

Can you alert on miss-use of an application?

Can you shut a user out of an application in real time?



# **Real Time Applications by Sessions**

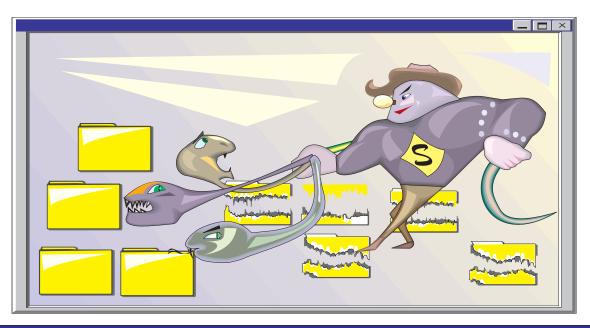


# The Problem Who is Hogging Resources

Excessive backups to a production server by end users can impact production applications

A continuous backup can reduce system resources available for other functions

Your expensive DASD may be used via FTP to hold trivial end user data (like games)



# The Elements

Can you determine sessions by applications or bytes by applications?

Can you determine top 10 clients bytes transferred?

For selected clients can you determine bytes transferred?

Can you determine past history?

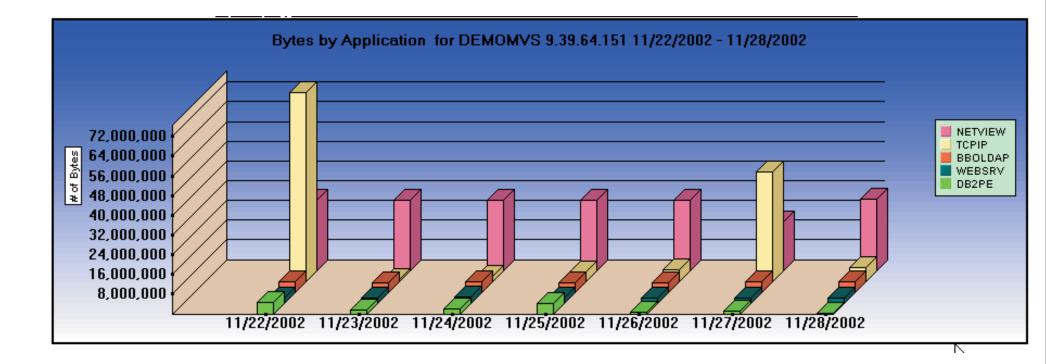
Can you determine if alerts have been sent?

Can you view not only the IP address but the DNS name?



Can you set refresh rate?

# Historical Bytes by Application



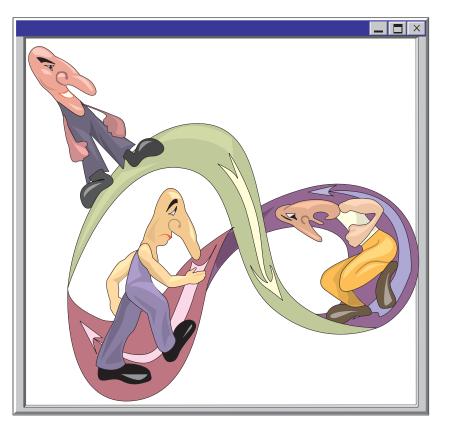


# The Problem A System Perspective

You are dealing with a system, not just a standalone computer. Other tools in the network may give you the views you want, but without access, the information is not readily available to you

Standalone CPU based tools are not expandable to view the outside components

Others will need to be involved as you delve into problems, but the tools at your disposal need to give you basic information in order to proceed



# The Elements

Can you determine information on not only the CPU involved, but also other network components that may be impacting the problem?

Can you determine availability and response times for the users of your CPU?

Real time and historical data is needed .. One to solve immediate problems ... One to allow capacity planning

Are commands access provided as well as alerting to operational consoles

Can a new employee quickly learn the system?



# **Performance Management**

|               |                 |            |                         |                |                |                   |           |                  |                                  | S                    | ysPoi                 | nt                 |      |                                  |                                    |                            |                 |   |                    |                 |                      |       |
|---------------|-----------------|------------|-------------------------|----------------|----------------|-------------------|-----------|------------------|----------------------------------|----------------------|-----------------------|--------------------|------|----------------------------------|------------------------------------|----------------------------|-----------------|---|--------------------|-----------------|----------------------|-------|
| Stack<br>Name | Stack<br>Addre  |            | CSM<br>Buffer<br>Alerts | Link<br>Alerts | Port<br>Alerts | Session<br>Alerts | Re<br>Ava | es. R<br>ail. Po | itical<br>les.<br>'erf.<br>lerts | Stack<br>Bytes<br>In | Stack<br>Bytes<br>Out | Tor<br>Char<br>Lin | nnel | Not<br>Ready<br>Channel<br>Links | Not<br>Ready<br>Channel<br>Devices | Active<br>Listeners        | Inacı<br>Lister |   | UDP<br>Sessions    | TCP<br>Sessions | % A<br>Crit<br>Resou | tical |
| DEMOMVS       | 9.39.64.1       | 51         | Q                       | 0              | <u>0</u>       | Q                 | 1         | 0                | <u>0</u>                         | 83,344               | 96,032                |                    | 2    | 0                                | 0                                  | 68                         |                 | 0 | 18                 | 86              |                      | 100   |
| HSLECNJE      | <u>9.82.130</u> | .125       | Q                       | <u>0</u>       | <u>0</u>       | Q                 | 1         | Q                | Ū                                | 7,488                | 5,952                 |                    | 7    | 0                                | 0                                  | 21                         |                 | 1 | 11                 | 24              |                      | 71.4  |
| ?             | 9.39.6          | Se         | ssions                  |                |                |                   |           |                  |                                  |                      |                       |                    |      |                                  |                                    |                            |                 |   |                    |                 |                      |       |
| ?             | 9.82.1          |            | Name                    | Port           | Bytes b        | Bytes             | ; Out     | Byte:<br>PerCe   |                                  |                      | umber of<br>essions   | ſ                  |      | Session<br>PerCent               |                                    | essions not<br>Established | :               | s | essions Ti<br>Clos |                 | -                    |       |
|               |                 | 3          |                         | 3              | ?              | 3                 |           | ?                |                                  | 3                    |                       |                    | 3    |                                  | (2)                                |                            |                 | ? |                    |                 |                      |       |
|               |                 | BB         | OLDAP                   | <u>1389</u>    | 3,075,77       | 1 13,27           | 6,401     | 1                | 11.5%                            |                      |                       | 3                  |      | 13.69                            | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | BB         | OASR2S                  | <u>1038</u>    | 22,75          | 9                 | 3,728     |                  | 0%                               |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | BB         | OWEB                    | <u>1039</u>    | 68             | 4                 | 63        |                  | 0%                               |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | BB         | OWEB                    | <u>1040</u>    | 6,632,44       | 3 1,53            | 7,324     |                  | 5.7%                             |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | <u>NE</u>  | TVEVNT                  | <u>1035</u>    |                | 0 1               | 7,680     |                  | 0%                               |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | <u>NE</u>  | TVIEW                   | <u>1047</u>    | 48,555,52      | 0 61,35           | 2,448     | 5                | 77.1%                            |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | BB         | OASR2A                  | <u>1037</u>    | 1,36           | 8                 | 126       |                  | 0%                               |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | <u>TV</u>  | 7 <u>C8</u>             | <u>1036</u>    |                | 0                 | 740       |                  | 0%                               |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | <u>TV</u>  | 7 <u>C8</u>             | <u>424</u>     | 74             | 0                 | 0         |                  | 0%                               |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | <u>SY:</u> | SMGT01                  | <u>900</u>     | 25             | 2                 | 2,736     |                  | 0%                               |                      |                       | 3                  |      | 13.69                            | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | TC         | PIP                     | <u>1026</u>    | 1,46           | 2                 | 840       |                  | 0%                               |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | TC         | PIP                     | <u>1025</u>    | 84             | 0                 | 1,462     |                  | 0%                               |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | <u>AE</u>  | STCPIP                  | <u>5050</u>    | 4              | 6                 | 0         |                  | 0%                               |                      |                       | 4                  |      | 18.29                            | %                                  |                            | 3               |   |                    |                 | 3                    |       |
|               |                 | WE         | EBSRV                   | <u>1042</u>    | 6,621,19       | 9 1,53            | 4,719     |                  | 5.7%                             |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 | WE         | EBSRV                   | <u>1041</u>    | 68             | 4                 | 63        |                  | 0%                               |                      |                       | 1                  |      | 4.59                             | %                                  |                            | 0               |   |                    |                 | 0                    |       |
|               |                 |            |                         |                |                |                   |           |                  |                                  |                      |                       | 5                  |      |                                  |                                    |                            |                 |   |                    |                 |                      |       |

# Service Level Management

Define performance requirements Define upgrade criteria by performance Measure performance Review thresholds and baseline

| Threshold     | WAN    | LAN     |
|---------------|--------|---------|
| CPU           | 75-90% | 75-90%  |
| Link          | 80-90% | 40-90%  |
| Memory        | 50%    | 50%     |
| Output Queue  | 200    | 25      |
| Buffer Misses | Any    | Any     |
| Broadcast Vol | 10/Sec | 300/Sec |
| FECN/BECN     | 10/Sec | N/A     |

# Performance Summary

You never solve performance problems

The basic performance issues remain the same.....But QoS adds a new view

Emerging applications need higher levels of performance

Performance data readily available .....but the interpretation and action plans are lax

Complexity

Expect change and new ideas to emerge

Policy systems required to ease administration complexity



### What about VM?

- Performance tools from IBM
  - ibm.com/vm/perf
- RTM Short-term study or problem solving
  - ibm.com/vm/related/rtm
- PRF Long-term trend analysis or capacity planning
  - ibm.com/vm/related/prf
- FCON The best of both, coming soon to z/VM!
- RMF PM with support for Linux
  - ibm.com/eserver/zseries/zos/rmf/rmfhtmls/pmweb/pmlin.htm
- Performance publication
  - ibm.com/vm/perf/docs





### FCON:

- The 'Full Screen Operator CONsole and Graphical Real Time Performance Monitor' (FCON) is a CMS utility designed to assist operators and systems programmers or analysts in the following areas:
  - System console operation in full screen mode
    - Designed to facilitate the operation of VM systems, thereby improving operator efficiency and productivity
  - Performance monitoring on z/VM systems

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- An enhanced real time performance monitor allows systems programmers to monitor system performance and to analyze bottlenecks
- Designed to improve the systems programmer's productivity when analyzing the system, and to allow even a more casual user to work efficiently with the tool
- Helps systems programmers to make more efficient use of system resources, to increase system productivity and to improve end-user satisfaction



### FCON in Full Screen Mode

- General system output (informational messages and replies to commands entered) can automatically be scrolled, using an enhanced scrolling logic
- Messages from other virtual machines are numbered and left pending at the top of the screen until explicitly deleted, even if automatic scrolling is active
- The last few important "action" messages (number can be specified) can also be left pending at the top of the screen until explicitly deleted
- Optionally additional processing of output lines which meet certain user specifications.
- A redisplay facility allows browsing through the day's accumulated console log, or through previous day's logs



### **FCON Selection Menue**



- General System Data 1. CPU load and trans. 2. Storage utilization 3. Storage subpools
- 4. Priv. operations
- 5. System counters
- 6. CP IUCV services
- 7. SPOOL file display\*
- 8. LPAR data
- 9. Shared segments
- A. Shared data spaces
- B. Virt. disks in stor.
- C. Transact. statistics
- D. Monitor data
- E. Monitor settings
- F. System settings
- G. System configuration
- H. Exceptions
- I. User defined data\*

- I/O Data
- 11. Channel load
- 12. Control units
- 13. I/O device load\*
- 14. CP owned disks\*
- 15. Cache extend. func.\*
- 16. DASD I/O assist
- 17. DASD seek distance\*
- 18. I/O prior. queueing\*
- 19. I/O configuration
- 1A. I/O config. changes

#### User Data

- 21. User resource usage\* 22. User paging load\* 23. User wait states\* 24. User response time\* Resources/transact.\* 26. User communication\* 27. Multitasking users\* 28. User configuration\*
- 29. Linux systems\*

- History Data (by Time)
- 31. Graphics selection
- 32. History data files\*
- 33. Benchmark displays\*
- 34. Correlation coeff.
- 35. System summary\*
- 36. Auxiliary storage
- 37. CP communications\*
- 38. DASD load
- 39. Minidisk cache\*
- 3A. Paging activity
- 3B. Proc. load & config\*
- 3C. Logical part. load
- 3D. Response time (all)\*
- 3E. RSK data menu\*
- 3F. Scheduler queues
- 3G. Scheduler data
- 3H. SFS/BFS logs menu\*
- 3I. System log
- 3K. TCP/IP data menu\*
- 3L. User communication
- 3M. User wait states



### FCON in Performance Mode

- Based on the Linux DDS interface from RMF PM
  - DDS installed and active on all Linux systems monitored
  - Performance data is stored on the Linux systems
  - Performance data retrieved in XML format
- Performance reports
  - System data
  - CPU utilization details
  - Memory utilization and activity details
  - Network activity (overall and by device)
  - File system size and utilization

```
FCONX LINUXUSR:

*Linux-ID IP Address

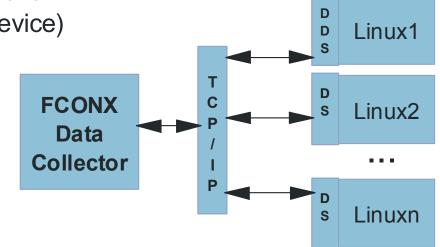
*| |

LINUX1 1.222.333.444:8803

LINUX2 1.222.333.445:8803

... ...

LINUXn 1.222.333.nnn:8803
```





### **FCON Performance Data Selection**



### Linux Performance Data Selection FCON in Performance Monitor Mode



Interval 18:32:00-18:33:00, on 2002/08/06 (Select average for mean data)

#### Linux Performance Data Selection for System W3VML

| Processe | es created per second | 0.083 |
|----------|-----------------------|-------|
| Context  | switches per second   | 113.1 |
| Apache:  | Requests per second   |       |
|          | Bytes per request     |       |
|          | Busy threads          |       |
|          | Idle threads          |       |
|          | 404 Errors per minute |       |

| S | Perform. | Reports | Description                            |
|---|----------|---------|--|
| - | LXCPU    | W3VML   | CPU utilization details                |
| - | LXMEM    | W3VML   | Memory utilization & activity details  |
| _ | LXNETWRK | W3VML   | Network activity (overall & by device) |
| _ | LXFILSYS | W3VML   | File system size and utilization       |

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### **FCON Performance CPU Utilization**



Interval 18:33:00-18:34:00, on 2002/08/06 (Select average for mean data)

#### Linux CPU Utilization for System W3VML

|                | <     | Percent | CPU Util | ization | >     | <-Acc | umulated | d (s)-> |
|----------------|-------|---------|----------|---------|-------|-------|----------|---------|
| Processor      | Total | User    | Kernel   | Nice    | Idle  | TotTm | UserTm   | KernTm  |
| >>Mean>>       | 0.63  | 0.33    | 0.29     | 0       | 99.36 |       |          |         |
| cpuO           | 0.63  | 0.34    | 0.28     | 0       | 99.36 |       |          |         |
| Process Name   |       |         |          |         |       |       |          |         |
| gpmddsrv.5378  | 0.28  | 0.25    | 0.03     |         |       |       |          |         |
| procgat.646    | 0.16  | 0.03    | 0.13     |         |       | 32.64 | 4.79     | 27.85   |
| gengat.633     | 0.03  |         | 0.03     |         |       | 4.82  |          | 4.76    |
| gpmddsrv.654   | 0.01  | 0.01    |          |         |       |       |          |         |
| gpmddsrv.9810  | 0.01  |         | 0.01     |         |       |       |          |         |
| nscd.338       | 0.01  |         | 0.01     |         |       | 208.9 | 29.04    | 179.9   |
| gpmddsrv.18180 | 0     | 0       | 0        | 0       |       |       |          |         |
| gpmddsrv.18181 | 0     | 0       | 0        | 0       |       |       |          |         |
| gpmddsrv.18182 | 0     | 0       | 0        | 0       |       | 2.81  | 0.84     | 1.97    |
| gpmddsrv.24455 | 0     | 0       | 0        | 0       |       |       |          |         |
| gpmddsrv.24456 | 0     | 0       | 0        | 0       |       | 3.09  | 0.9      | 2.19    |
| gpmddsrv.27167 | 0     | 0       | 0        | 0       |       |       |          |         |
| gpmddsrv.27168 | 0     | 0       | 0        | 0       |       | 2.57  | 0.84     | 1.73    |
| gpmddsrv.29851 | 0     | 0       | 0        | 0       |       |       |          |         |
| gpmddsrv.29852 | 0     | 0       | 0        | 0       |       |       |          |         |
|                |       |         |          |         |       |       |          |         |



### **RTM Real Time Monitor**

### Provides real time performance information and action logging

| z/VM CPU2         |         | IAL 123 | 456   | 512N | I DATI | E 03/ | 10/02 | S    | TAR | 03:  | 19:12  | END   | 03:19: | 43       |
|-------------------|---------|---------|-------|------|--------|-------|-------|------|-----|--|--------|---|--------|----------|
|                   | *       |         |       |      |        |       |       |      |     |  |        |   |        |          |
| <userid></userid> | %CPU %C | P %EM I |       | PAG  | WSS    | RES   | UR    |      |     |  | MSIZE  | TYP,  | CHR,SI | TAT      |
| USER52            | 92 4    | 5 47    | .0    | .0   | 70     | 70    | .0    | 254  | -   | 00   | 4 M    | VUB,  | ,D]    | ISP      |
| USER41            | 37      | 0 37    | 18    | .0   | 41     | 41    | .0    | 0    | -   | 00   | 3M     | VUX,  | ,S]    | IMW      |
| USER90            | 36      | 2 34    | 19    | .0   | 365    | 365   | .0    | 257  | -   | 00   | бM     | VUB,  | QDS,D] | ISP      |
|                   |         |         |       |      |        |       |       |      |     |  |        |   |        |          |
| < DEVIC           | CE>     | <       | DEVIC | E F  | RDEV   | DATA  |       | >    | <   | MEAS   | UREMEI | NT FA   | CILITY | <u> </u> |
|                   |         | *       |       |      |        |       |       |      |     |  |        |   |        |          |
| DEV TYPE          | VOLSER  | IOREQST | SEC   | ₽g   | %ER I  | R %LK | LNK   | PA   | %UT | ACC  | FPT    | DCT   | CN     | %CN      |
| 01A0 3380         | PGPK02  | 1958    | 61    | .00  | .00    | .00   | 1     | 4    | 15  | 2  | 0      | 0   | 2      | 15       |
| 0206 3380         | DISK01  | 1458    | 45    | 1.7  | .00    | .00   | 92    | 4    | 69  | 15   | 0      | 12  | 2      | 12       |
| 0225 3350         | DISK92  | 817     | 25    | 13   | .00    | .00   | 1140  | 4    | 10  | 4  | 0      | 0   | 3      | 9.4      |
| 03E2 3380         | PGPK23  | 750     | 23    | 28   | .00    | .06   | 202   | 4    | 39  | 17   | 0      | 14  | 2      | 6.3      |
|                   |         |         |       |      |        |       |       |      |     |  |        |   |        |          |
| <                 | CPU     | STATIS  | TICS  |      | ;      | > <   | VECT  | or - | >   | <sto< td=""><td>RAGE&gt;&lt;</td><td><xsto< td=""><td>RE&gt;</td><td></td></xsto<></td></sto<> | RAGE>< | <xsto< td=""><td>RE&gt;</td><td></td></xsto<> | RE>    |          |
| NC %CPU           | %US %EM | %WT %S  | Y %SF | × XS | SI %S  | C NV  | %VT % | OT R | STR | %ST  | PSEC § | XS X  | SEC    | TTM      |
| -> 6 491          | 204 268 | 109 1   | 2.06  | 5 45 | 5к 9   | 9 0   | 0     | 0    | 0   | 28   | 356    | 96  | 568 1. | 420      |
| < 290             | 76 203  | 110 1   | 1.03  | 28   | 3K 9   | 8     | 0     | 0    | 0   | 15   | 130    | 96  | 411 3. | 650      |
|                   |         |         |       |      | G ACT  |       | INDIC | ATED | >   | >  |        |   |        |          |



### **RTM Action Logging**

- RTM will monitor selected counters for "above limit" situations
- When the limit is exceeded, a message can be sent to a service machine to handle the exception

| 03/10/02 RTM 4.1.0 INTERVAL ANALYSIS LOG> 11:5       |    |
|--|----|
| 1) PAGE REQUEST LIMIT EXCEEDED: SYSTEM 32 SEC        | 12 |
| 2) SUPERVISOR LIMIT EXCEEDED: USER01 43%             | 8  |
| 3) SUPERVISOR LIMIT EXCEEDED: USER04 63%             | 8  |
| 4) PAGE REQUEST LIMIT EXCEEDED: USER88 72 SEC        | 12 |
| 5) EXCESSIVE CHANNEL PATH UTILIZATION: 25% CTCA-03F0 | 25 |
|  |    |





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### **RTM Logging**

I < 0</p>

| LOGMSG | STATUS | LIMIT | MSGCT | USERID-> | LOG MESSAGE 12:00:00 -> 14:38:37             |
|--------|--------|-------|-------|----------|--|
| 0      | ON     | 100   | 0     |          | IO RATE EXCEEDED nnnn                        |
| 1      | ON     | 0     | 0     | OPERATOR | INTERVENTION REQUIRED:                       |
| 3      | ON     | 0     | 0     | OPERATOR | USERID DISCONNECTED AND DISABLED             |
| 5      | ON     | 50    | 82    |          | STORAGE LIMIT EXCEEDED:                      |
| 8      | ON     | 40    | 0     |          | SUPERVISOR LIMIT EXCEEDED:                   |
| 10     | OFF    | 120   | 0     |          | userid HAS BEEN IDLE FOR nnn MINUTES         |
| 12     | ON     | 25    | 0     |          | PAGE REQUEST LIMIT EXCEEDED:                 |
| 13     | ON     | 90    | 12    |          | CPU UTILIZATION nnn%                         |
| 16     | ON     | 100   | 0     |          | STORAGE UTILIZATION nnn%                     |
| 18     | ON     | 0     | 0     |          | VOLUME volser MOUNTED:                       |
| 19     | ON     | 100   | 43    |          | I/O RATE LIMIT EXCEEDED:                     |
| 21     | ON     | 0     | 0     |          | PROCESSOR VARIED OFFLINE:                    |
| 22     | ON     | 75    | 0     |          | EXCESSIVE DEVICE PERCENT UTILIZATION: nnn%   |
| 23     | ON     | 500   | 56    |          | EXCESSIVE DEVICE DISCONNECT TIME: nnnn       |
| 24     | ON     | 100   | 310   |          | EXCESSIVE QUEUING IN CHANNEL SUBSYSTEM: nnnn |
| 25     | ON     | 20    | 42    |          | EXCESSIVE CHANNEL PATH UTILIZATION: nnn%     |
| 26     | ON     | 0     | 0     | OPERATOR | DISPATCH LIST ABSOLUTE SHARES NOT AVAILABLE  |
| 27     | ON     | 0     | 0     | OPERATOR | TABLE LIMIT EXCEEDED -                       |
| 34     | ON     | 0     | 0     |          | XSTORE BLOCKS UNAVAILABLE nnn TIMES          |
| 35     | ON     | 3000  | 4     |          | AVERAGE TRANSACTION TIME: n.nnn SECONDS      |
| 36     | ON     | 0     | 0     |          | DEVICE DYNAMICALLY DELETED                   |