



# User Guide & Administrator Guide

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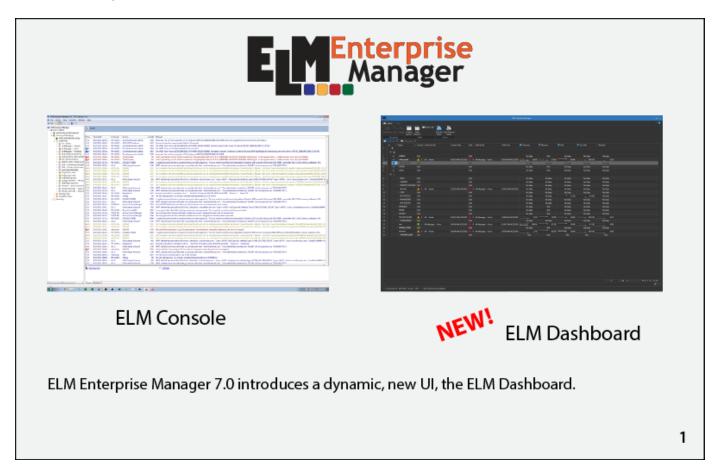
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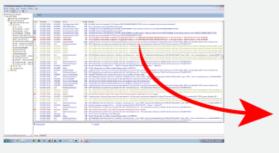
Phone: 360-546-0878 FAX: 360-546-5017

### 2 Getting Started

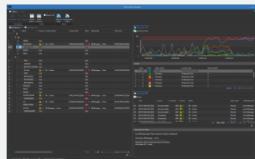
This reference guide may be accessed directly via the ELM Dashboard Menu under the  $\underline{\mathsf{Tools}}$  Option.



# The ELM Server sends data...



...to the ELM Dashboard.



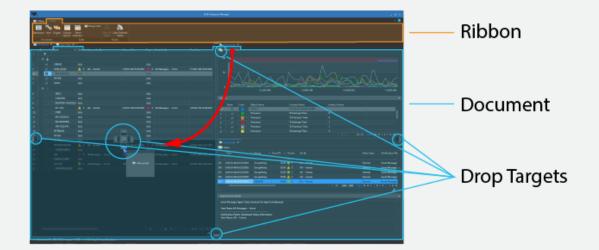


Dashboard Notifications appear in the Current and Peak columns.



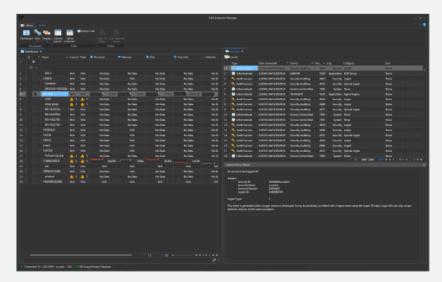
Bottleneck Performance Collector data appears in the sparkline columns.

# **User Interface Components**



Dragging a tab, then dropping it on a target provides a powerful option for comparing documents.

# **Document Types**

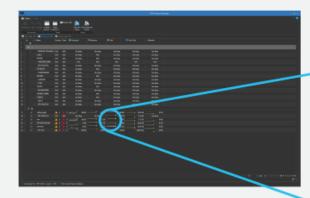


The Dashboard is the primary document showing an overview of monitored systems and supporting drill-down to details for an Agent.

Agent documents show in-depth details for the selected Agent.

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# **Dashboard Document - Performance**



Performance data is presented in sparklines, these give an overview of recent trends.

There are 5 bottleneck sparklines: Processor, Memory, Disk, Free Disk, and Network.

Free Disk error threshold is set at 15 GB.

Other bottlenecks are normalized to a 100% scale, with the error threshold set at 85%.

59.1%

Last value

68.4%

72.7%

78.0%

59.1%

66.0%

## **Dashboard Document - Status**



Dashboard Notifications are assigned to Views in the ELM Console.

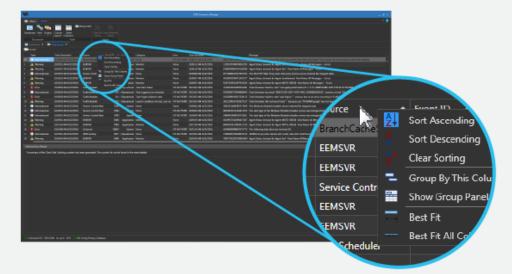
Status priorities are 1-9 corresponding to low (1-3) , medium (4-6) , and high (7-9) .

Current columns show the latest Dashboard Notification sent.

Peak columns show the highest priority Dashboard Notification sent.

Status can be cleared for selected or all Agents.

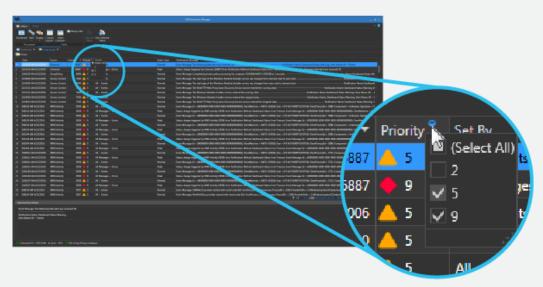
# **Agent Document - Events**



Clicking an Agent name in the Dashboard document will open an Agent document displaying recent events.

Right-click several column headings and select a sort on each for multi-column sorting. Left-click on a column heading for single-column sorting.

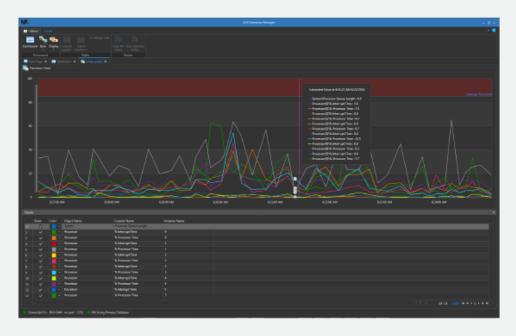
# Agent Document - Status



Double-clicking a current or peak value in the Dashboard document will open an Agent document displaying recent Status messages.

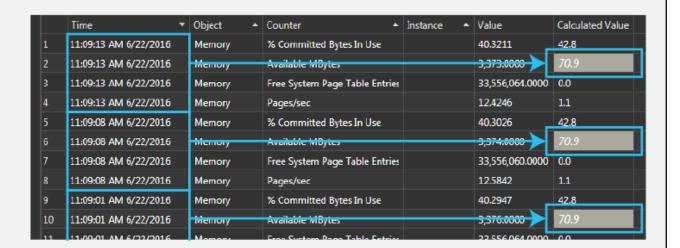
Left-click filter icon to select subsets of data.

# Agent Document - Performance Chart



Double-clicking a sparkline in the Dashboard document will open an Agent document displaying recent performance data in a chart.

# Agent Document - Performance Table



The important Calculated Value for a time-interval is highlighted.

For Free Disk, this is the lowest calculated value.

For other Bottleneck counters, this is the highest calculated value.

# The User Interface

# Part 3

#### 3 The User Interface

The ELM Dashboard 7.0 has three primary components: The ELM Menu, the Ribbon Toolbar and Documents.

#### **ELM Menu**

The <u>Menu</u> contains options for the dashboard color Theme, dashboard Server Connections, Start Page and Tools.

#### The Ribbon Toolbar

The dashboard commands are accessed primarily through the <u>Ribbon Toolbar</u>. The default View tab for the Ribbon acts a "Home" page and always remains constant.

#### **Documents**

<u>Documents</u> contain information regarding specific elements in ELM. For example an <u>Agent Document</u> contains data about a particular agent's performance or event details. When Documents are displayed they use a set of pre-defined Document Displays based on the information that is being displayed.

#### Document Types:

Dashboard Agent Start Page Connect

#### 3.1 ELM Menu

#### Connect

<u>Connect</u> provides a Document that allows connections to an ELM management server.

#### **Options**

The **Options** area provides access to change the display Theme.

#### Support

The Support menu option gives you access to the <u>getting started page</u>, launching this Help Manual and the ELM Diagnostic tool. In addition we provide links to help resources on our website along with information about how to contact technical support regarding ELM.

#### Tools

The <u>Tools</u> menu option provides a single location to access various ELM features. Please note some features will only function if ran on the ELM server directly.

#### **About**

The <u>About</u> area provides useful information such as Contact Information, Updates, Licensing status, etc.

#### Exit

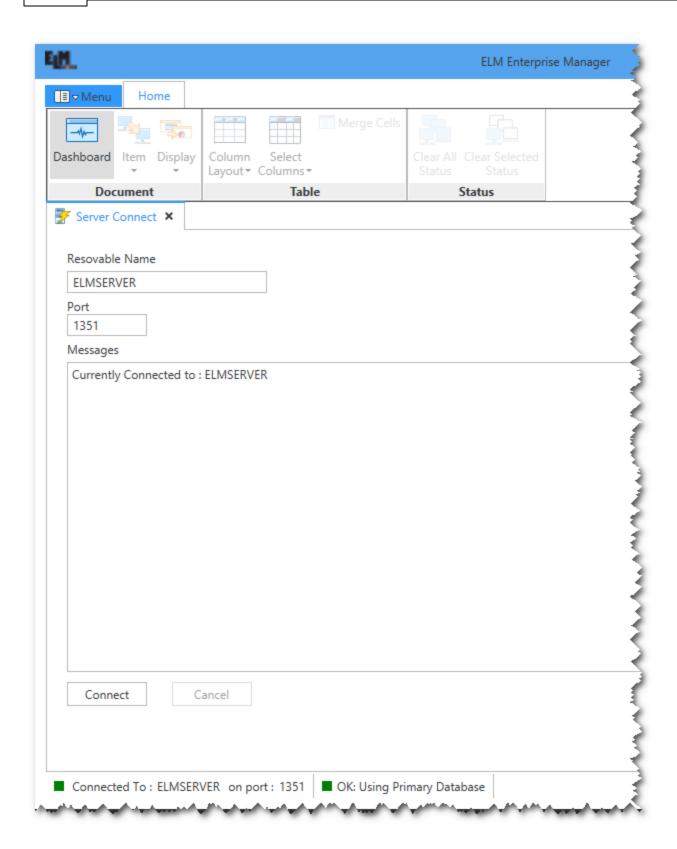
Exits/Closes the ELM Dashboard.

#### 3.1.1 Connect

The Connect Document allows you to connect the Dashboard to an ELM Server. Configurable options include a Resolvable ELM server Name and the Port on which to connect.

If the Dashboard is connected to an ELM server you will see status information about that connect near the bottom of the Document.

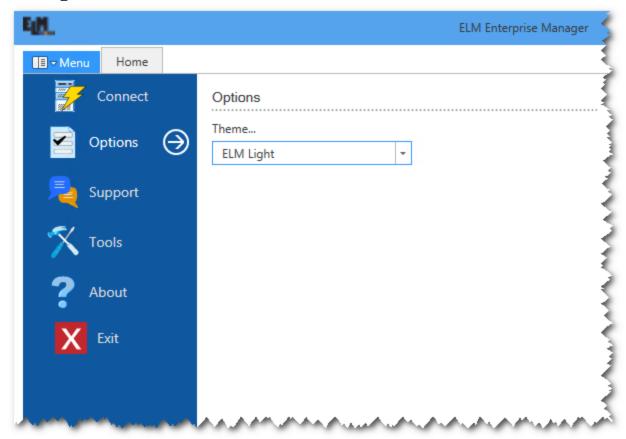
Note: The default port for connecting a Dashboad to an ELM server is 1351.



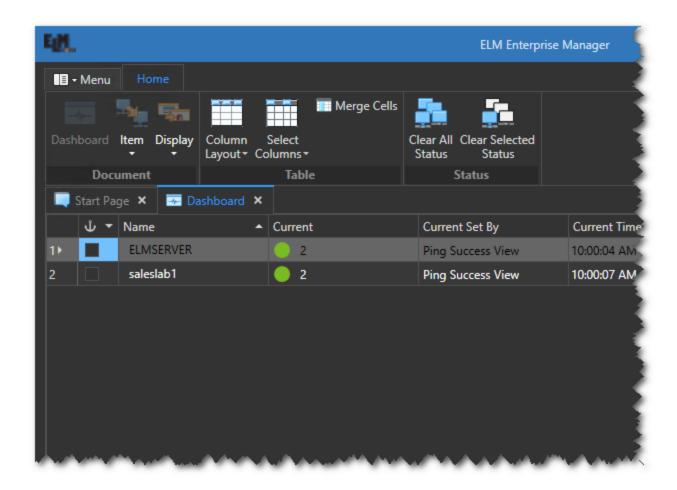
#### 3.1.2 Options

The Options menu provides access to change the display Theme.

#### **ELM Light**

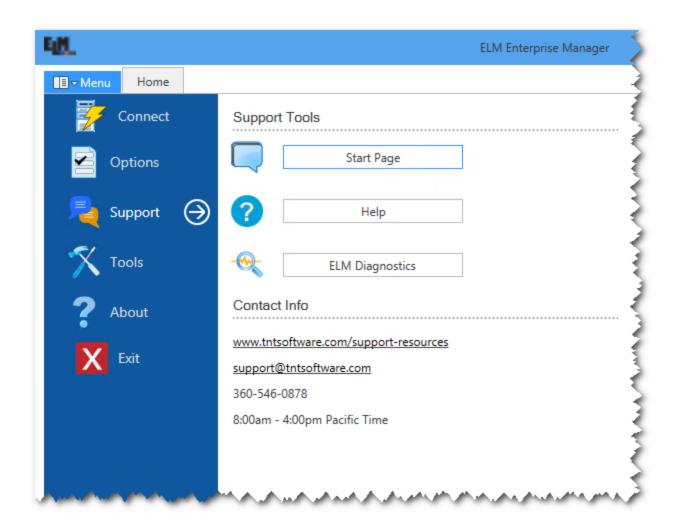


**ELM Dark (Default)** 



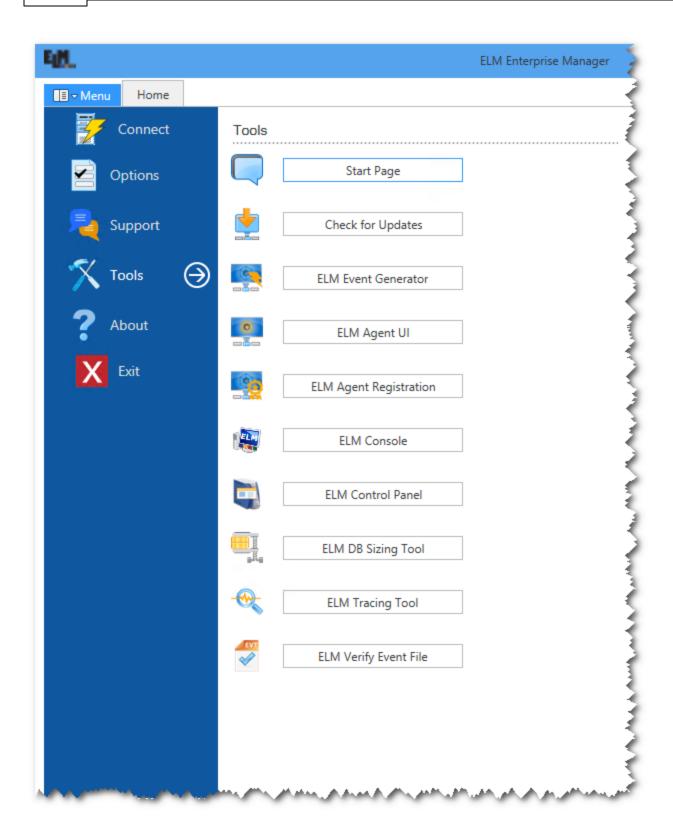
#### 3.1.3 Support

The Support menu option gives you access to the <u>getting started page</u>, launching this Help Manual and the ELM Diagnostic tool. In addition we provide links to help resources on our website along with information about how to contact technical support regarding ELM.

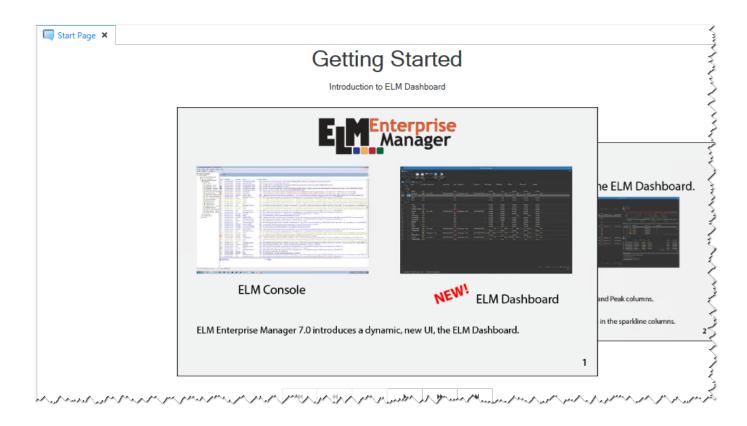


#### 3.1.4 Tools

The Tools menu option provides a single location to access various ELM features. Please note some features will only function if ran on the ELM server directly.

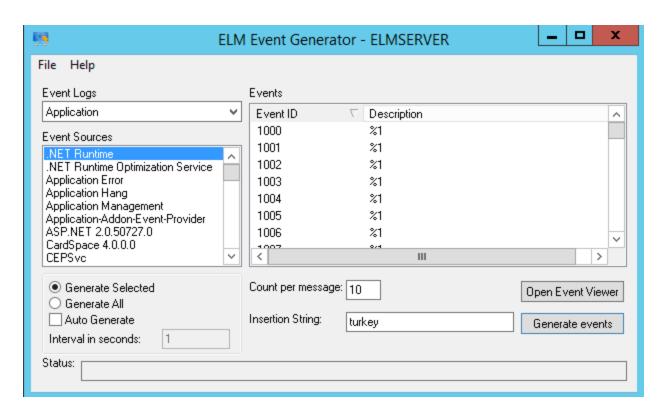


**Start Page** - Provides an overview of the ELM Dashboard.

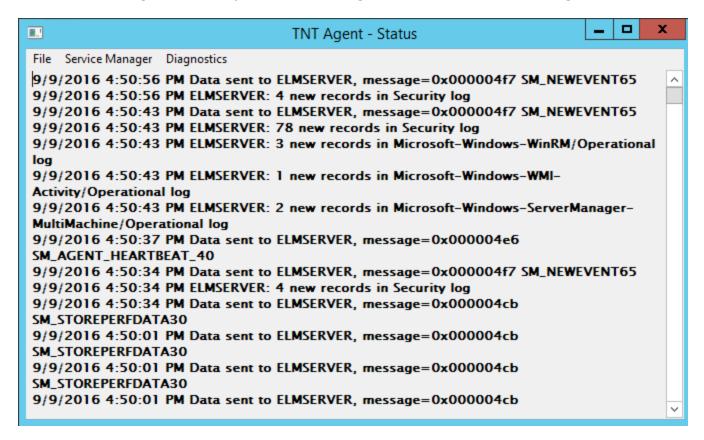


**Check for Updates** - Connects to <a href="https://www.tntsoftware.com">https://www.tntsoftware.com</a> to check for any program updates/upgrades.

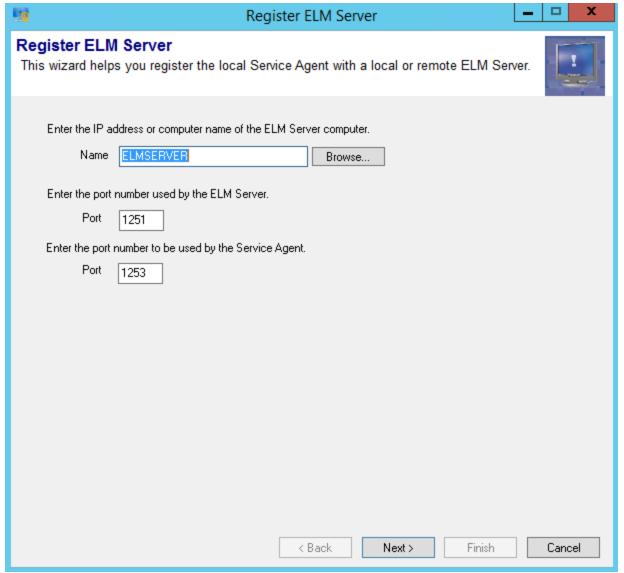
**ELM Event Generator** - This tool is capable of generating test events utilizing locally installed application message dll's. This helps to provide simulated events in testing Event Views and/or Notifications.



**ELM Agent UI** - This launches the TNTAgent.exe interface. The interface can be used to view agent activity and server registration status of the agent.

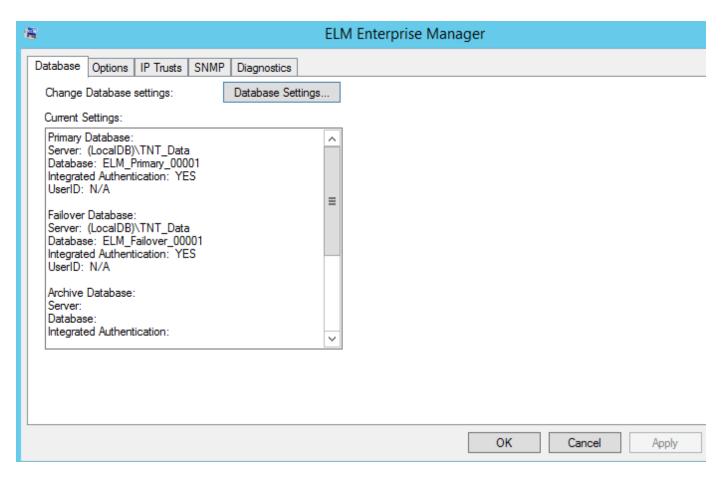


**ELM Agent Registration** - Opens the Agent wizard to register with a ELM server. This may also be accessed through the Agent UI under the File menu.

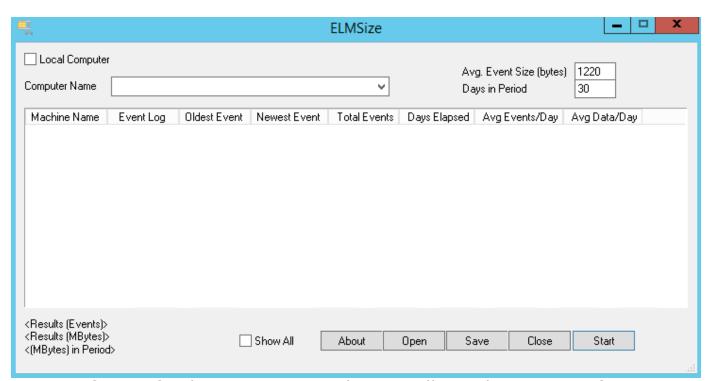


**ELM Console** - Primary ELM user interface for the ELM server.

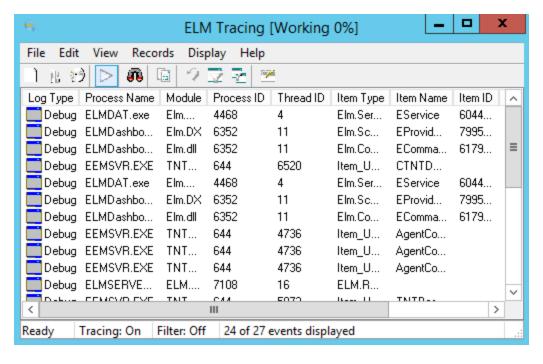
**ELM Control Panel** - Provides addition program options in configure the ELM server.



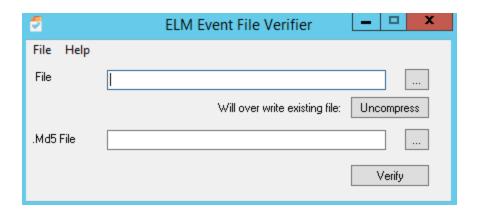
**ELM DB Sizing Tool** - Provides analysis of existing Windows event logs to determine potential database size requirements based upon the number of events currently stored.



**ELM Tracing Tool** - The ELM Tracing tool is typically used at request of a support technician. The program is capable of running real time program diagnostics to assist in resolving issues.



**ELM Verify Event File** - This is used to verify the integrity of an .evtx file that had a MD5 hash file created during collection. It can also be used to uncompress collect .evtx files.



#### 3.1.5 About

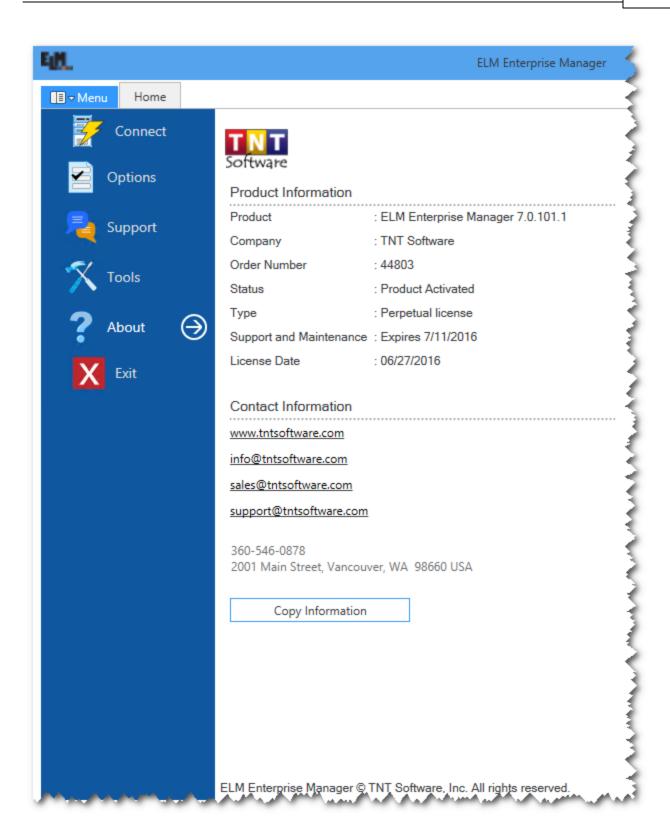
About provides a single location for view information about your ELM installation.

#### **Product Information**

Displays product version information and license status.

#### **Contact Information**

This area gives you information on how to contact TNT Software, Inc. including email addresses, office location and telephone numbers.

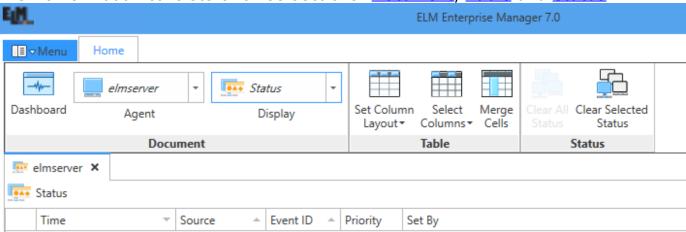


#### 3.2 Ribbon Toolbar

The Ribbon is context-sensitive and automatically displays options based on what is available in open Documents.

#### Home

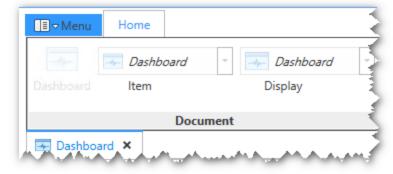
The Home Ribbon consists of three sections: <u>Document</u>, <u>Table</u> and <u>Status</u>



#### **Document**

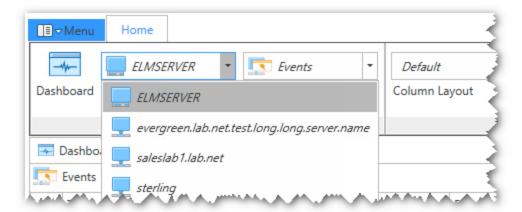
#### **Dashboard button**

This Dashboard button document option opens the Dashboard document.



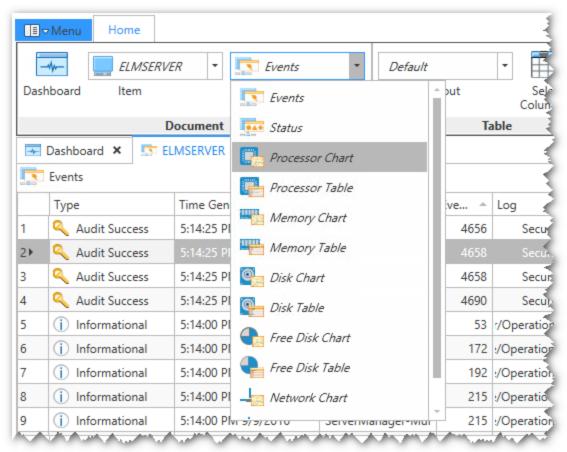
#### Agent

The Agent document option allows you to change the Agent server you are viewing. However if the Dashboard document is currently open and selected, the only option is "Dashboard"



#### Display

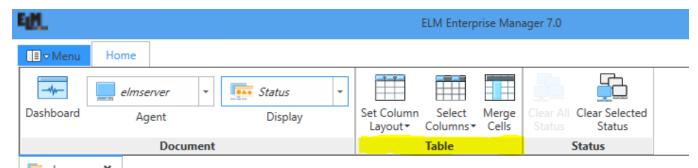
The Display option changes which type of data is displayed in an Agent document. Ex: Performance data, Network chart, etc. Default display is Event data.



#### **Table**

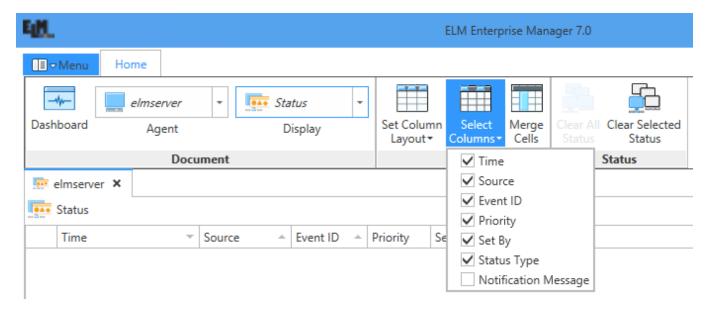
#### **Column Layout**

Column layout options provides a specific set of predefined columns for display.



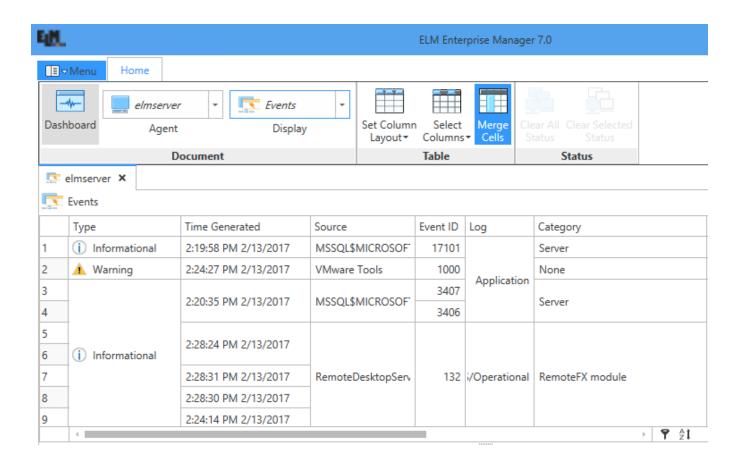
#### **Select Columns**

This menu options allows you to customize the columns in a selected Document Display. The columns available will vary based upon the data being displayed.



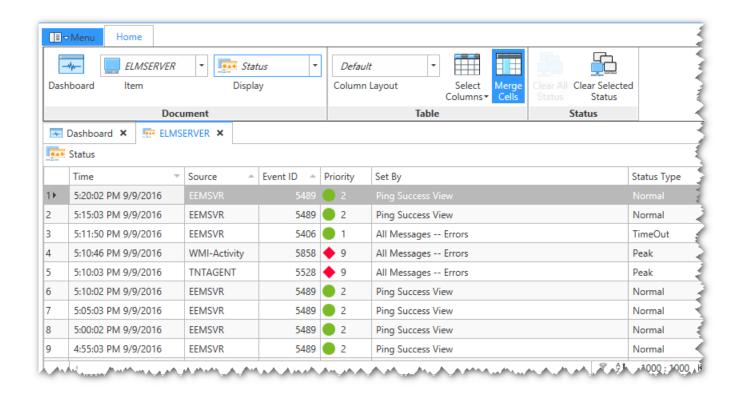
#### **Merge Cells**

Merge Cells is a grouping function for displayed columns. The grouping is based on sort order and will group columns such as Date/Time and Event Types.



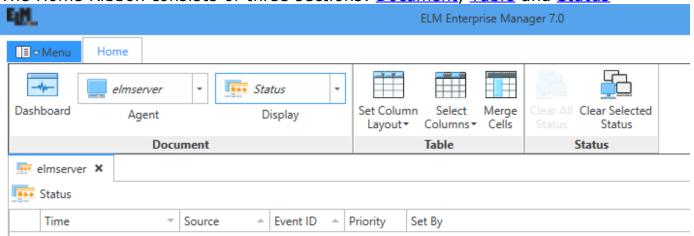
#### **Status**

These options will clear the Current and Peak Values columns on the Dashboard document or when viewing the "Status" display in an Agent Document.



#### 3.2.1 Home

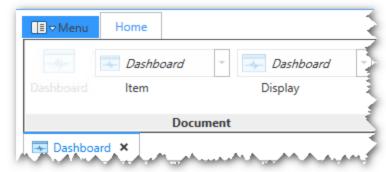
The Home Ribbon consists of three sections: <u>Document</u>, <u>Table</u> and <u>Status</u>



#### **Document**

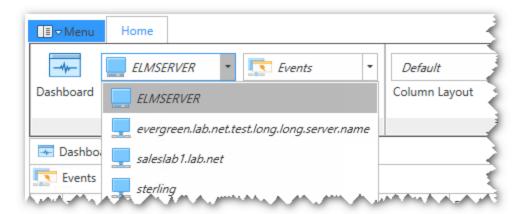
#### **Dashboard button**

This Dashboard button document option opens the Dashboard document.



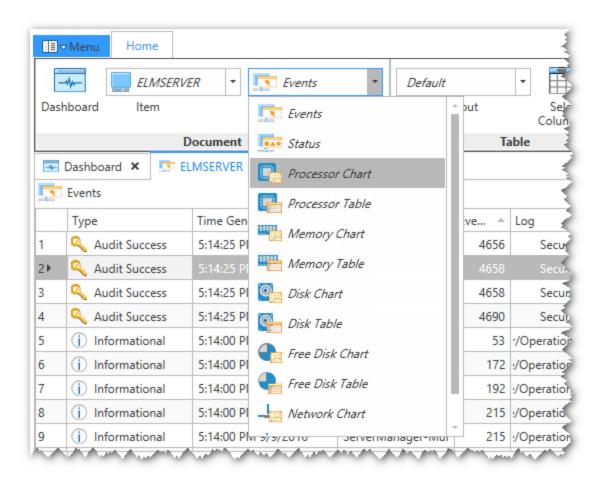
#### **Agent**

The Agent document option allows you to change the Agent server you are viewing. However if the Dashboard document is currently open and selected, the only option is "Dashboard"



#### **Display**

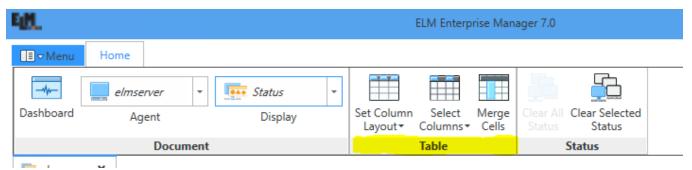
The Display option changes which type of data is displayed in an Agent document. Ex: Performance data, Network chart, etc. Default display is Event data.



#### **Table**

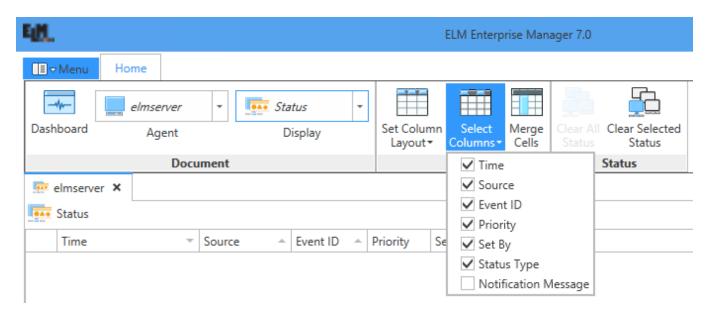
#### **Column Layout**

Column layout options provides a specific set of predefined columns for display.



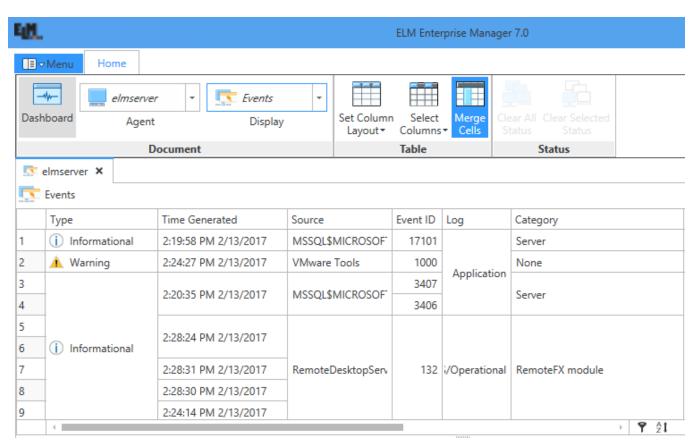
#### **Select Columns**

This menu options allows you to customize the columns in a selected Document Display. The columns available will vary based upon the data being displayed.



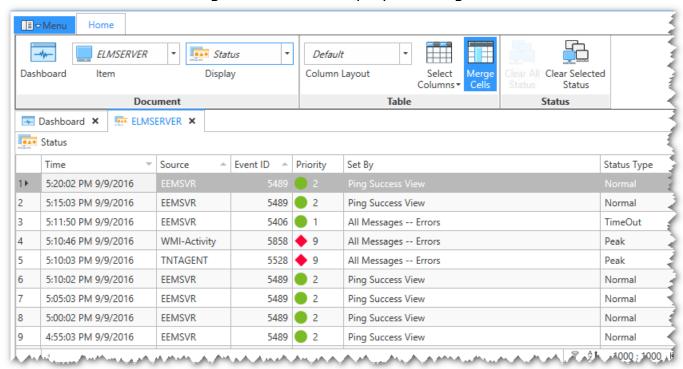
## **Merge Cells**

Merge Cells is a grouping function for displayed columns. The grouping is based on sort order and will group columns such as Date/Time and Event Types.



#### **Status**

These options will clear the Current and Peak Values columns on the Dashboard document or when viewing the "Status" display in an Agent Document.



## 3.3 Documents

Document types are available in EM 7.0:

<u>Dashboard</u>
<u>Agent</u>
<u>Start Page</u>
<u>Server Connect</u>

Documents contain a collection of various section information that displays current collected data. These sections are grouped together using Document Views.

### 3.3.1 Dashboard

The Dashboard Document displays performance information based upon a Performance Collector with pre-defined counters. These collectors are configured via the ELM Console and the Dashboard retrieves the information through a database request. Current and Peak counters are set through the Dashboard notification method in the ELM Console and assigned to specific Event views to

trigger the status change.

#### **Details**

#### Default columns include:

**Name** - This is the name of Agent being monitored. This column is also a link to the Agent Document.

Current - Based upon Dashboard Notification method and last status update.

**Peak** - Based upon Dashboard Notification method for highest status received.

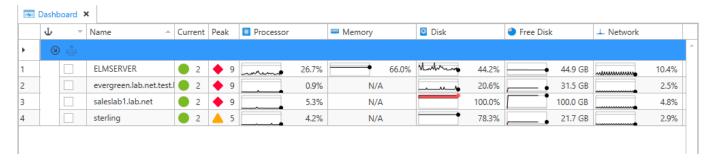
**Processor** - Pages/sec, Interrupt time, Processor time, User time, Processor Queue Length.

**Memory** - Bytes in Use, Avail Mbytes, Free System Page Entries, Pages/sec, RAM, Nonpaged Bytes, Paged Bytes.

**Disk** - Bottleneck based on Free Space, Idle Time, Avg Queue Length, Read, Write.

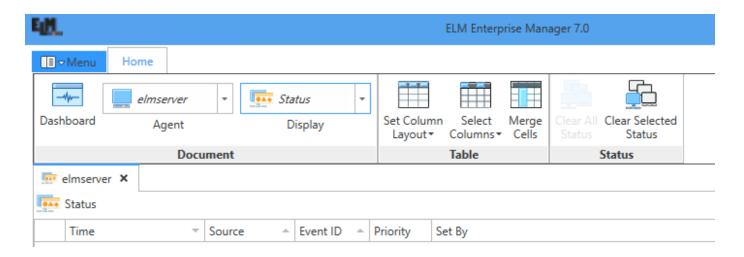
Free Disk -% Free Disk Space

**Network** - Received, Sent, Total, Output Queue Length



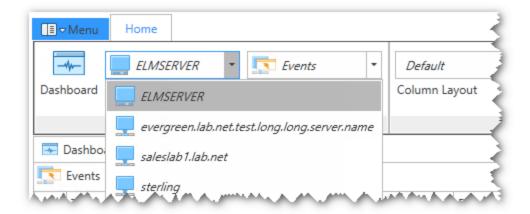
## 3.3.2 **Agent**

The Agent Document displays information specific to a selected agent.



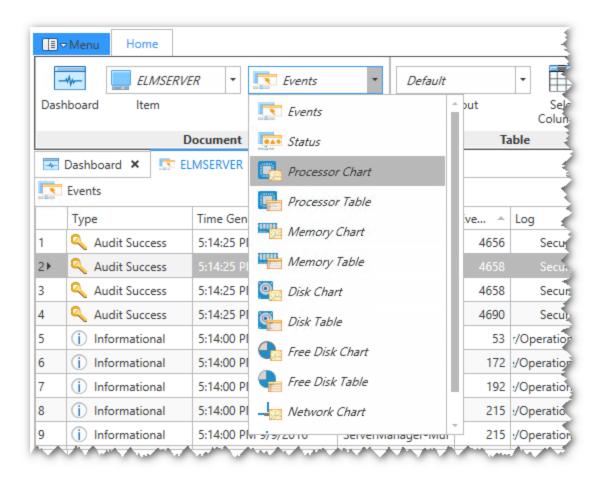
## Agent

The Agent document option allows you to change the Agent server you are viewing.



## **Display**

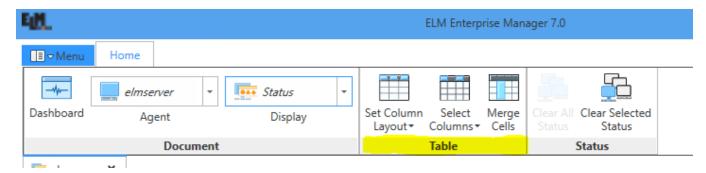
The Display option changes which type of data is displayed in an Agent document. Ex: Performance data, Network chart, etc. Default display is Event data. Learn more about the various <u>Document Displays</u>.



#### **Table**

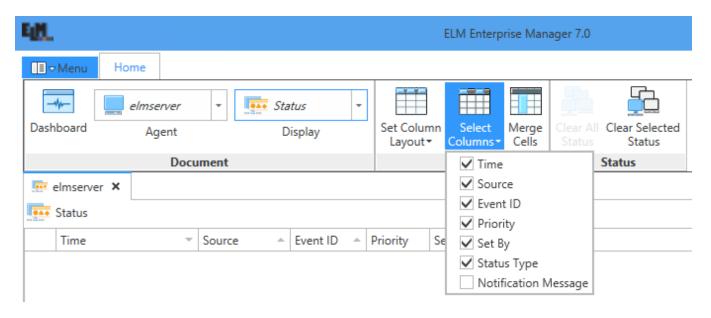
# **Column Layout**

Column layout options provides a specific set of predefined columns for display.



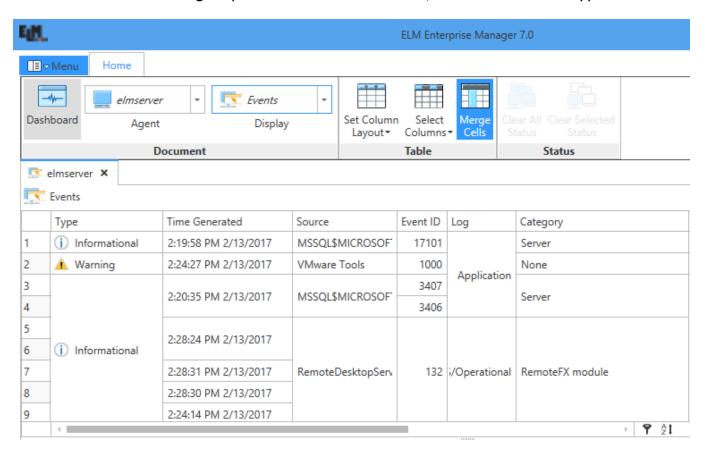
## **Select Columns**

This menu options allows you to customize the columns in a selected Document Display. The columns available will vary based upon the data being displayed.



## **Merge Cells**

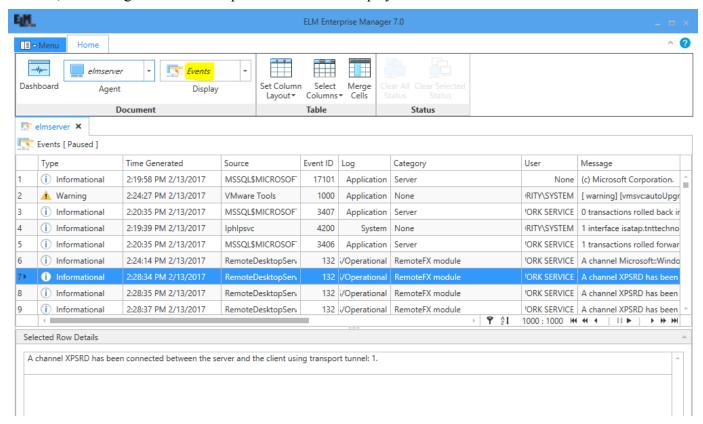
Merge Cells is a grouping function for displayed columns. The grouping is based on sort order and will group columns such as Date/Time and Event Types.



## 3.3.2.1 Document Displays

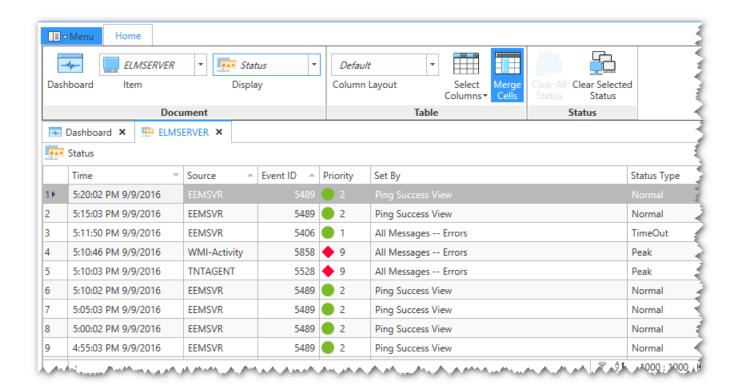
#### **Events**

This default display shows the most recent 1000 events from the Windows Event log. As individual events are selected, the message details for that particular event are displayed below in the Selected Row Details area.

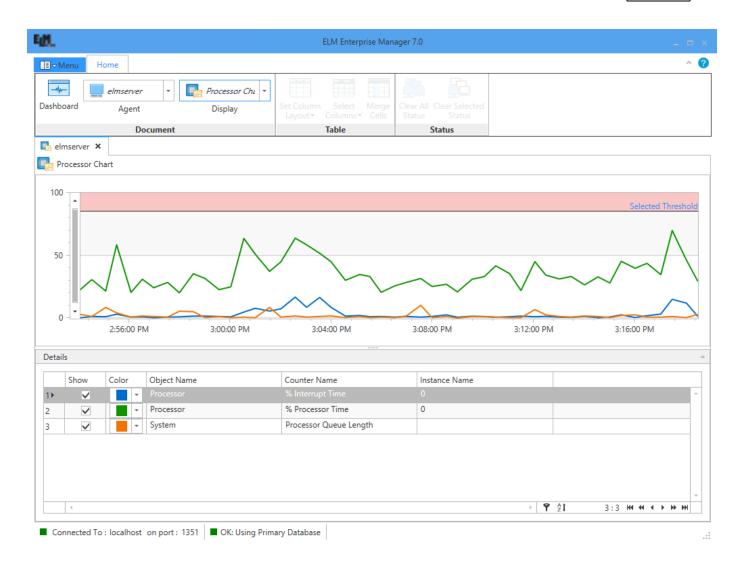


#### **Status**

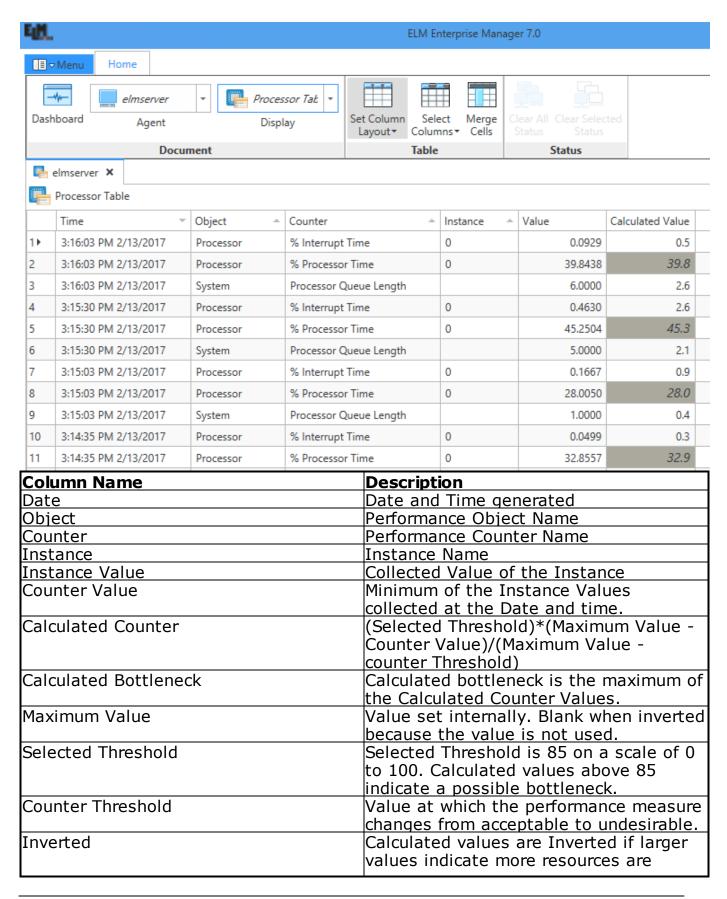
These options will clear the Current and Peak Values columns on the Dashboard document or when viewing the "Status" display in an Agent Document.



#### **Performance Chart**



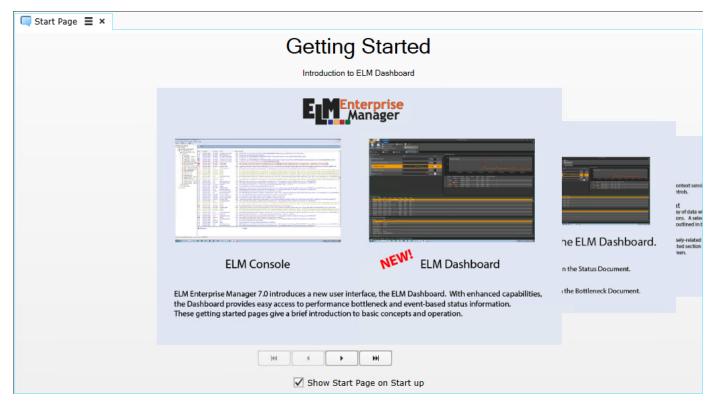
## **Performance Table**



available.

# 3.3.3 Start Page

The Getting Started Document provides a brief overview of the ELM Dashboard. The document may be configured to be hidden or appear when the Dashboard is first started. Navigation buttons are provide to move through various slides as an introduction to the Dashboard. See <u>Getting Started</u> for details on the slides.

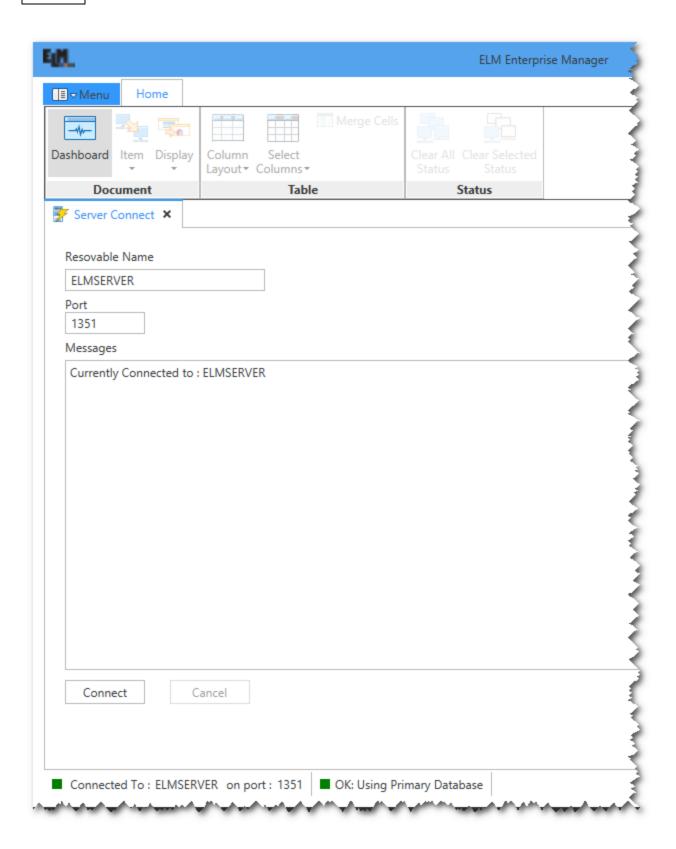


## 3.3.4 Server Connect

The Connect Document allows you to connect the Dashboard to an ELM Server. Configurable options include a Resolvable ELM server Name and the Port on which to connect.

If the Dashboard is connected to an ELM server you will see status information about that connect near the bottom of the Document.

Note: The default port for connecting a Dashboad to an ELM server is 1351.



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