

# How to quickly reduce the haystack

Adam Backman – Just one of the guys

White Star Software



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# About White Star Software

- The Oldest and Most Respected Independent Progress OpenEdge Consulting Firm
- The top OpenEdge DBAs in the world
- Our Performance, Monitoring and Alerting Tool, ProTop. An incredibly powerful single-pane-of-glass view of your entire OpenEdge ecosystems
- Mentoring and skills transfer from Real World DBAs

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# About Adam Backman

- Worked for Progress when there were only 80 world wide (Yes, he is old)
- Wrote a book for Progress Software about database administration and OpenEdge management
- Loves solving problems with a focus on the operation of the business



# Reducing the haystack

- First, determine what is important
- Determining the nature of the problem
- What tools are available
  - Free
  - Not free
- Examples
- Review, rinse repeat

# What is important

- Differs per operating environment
- Differs per business
- Differs per person (but we know who is important)
- General rules for importance
  - Operations that happen many times a day
  - Time critical operations (must be run before shift change)
  - The closer to the “customer” the more important

# Determine the nature of the problem

- System issue
  - Network
  - Disk
  - Memory
  - CPU
- Database issue
- Application issue
- Operational issue

# Tools available

- Free
  - promon
  - profiler
  - ProGetStack
  - Virtual System Tables (VSTs)
  - ProTop real-time
- Not Free (tools included with services)
  - ProTop portal (ProTop monitoring and alerting service)
  - ProMonitor (available with OpenEdge MDBA service)



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