

A decorative graphic consisting of five small, light-colored dots arranged in a cross pattern (one in the center, four around it) on a dark red background.

Improving Server Management with Exception Reporting

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- What is exception reporting and what are the benefits realized by environments using exception reporting.
- Examples of TeamQuest Exception Reports

Types of Exception Reports and Benefits

- **Types of Exception Reports**
 - System or application metric running beyond acceptable levels
 - System or application metric running beyond 'normal' levels
 - System or application metric under/over utilized based on a linear projection
- **Benefits of Exception Reports**
 - Saves time
 - Quality of service increases
 - Financial Rewards

- Exception Alarms

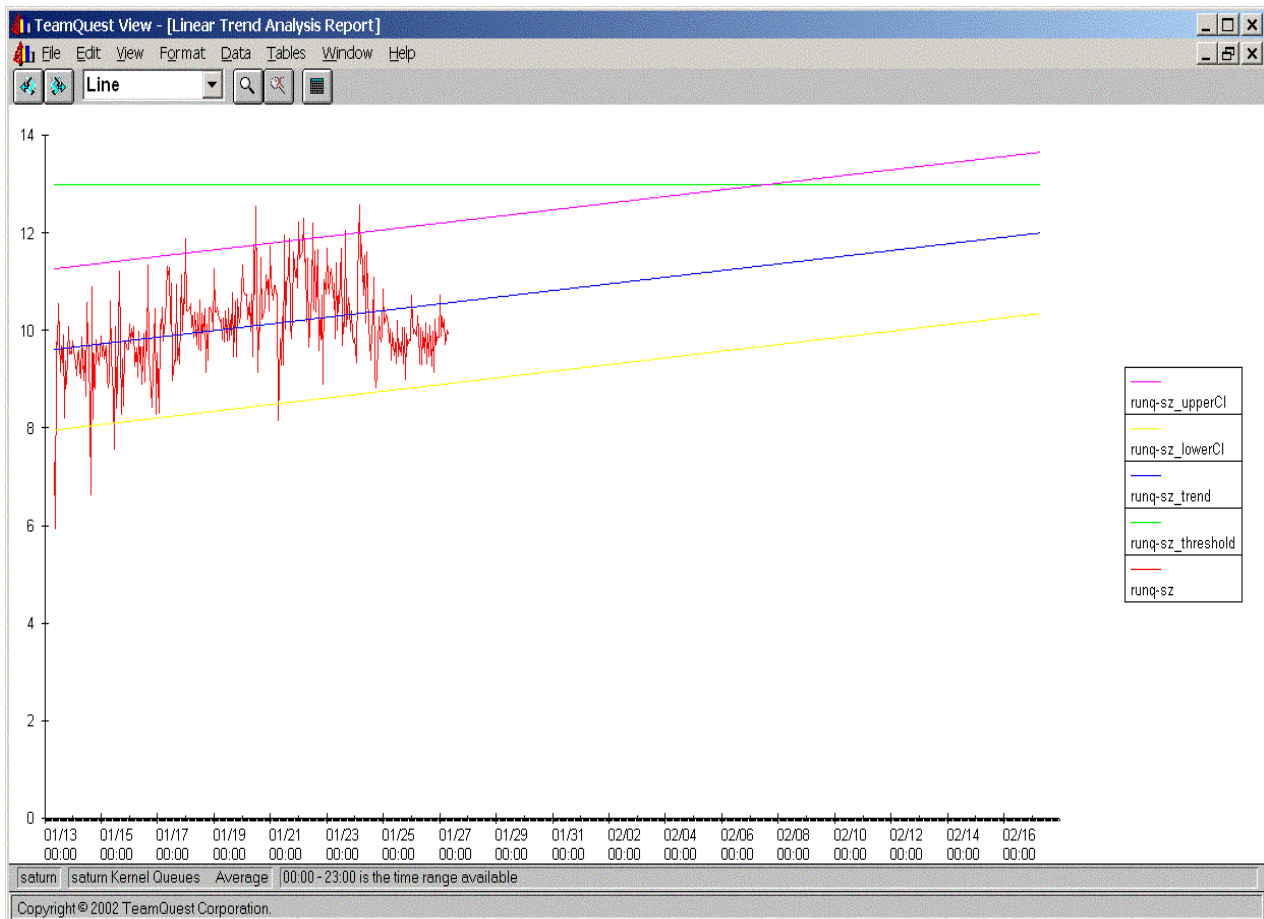
The screenshot shows a 'System: Alarms' window with an 'Alarm Report' tab. The main window is titled 'LINUX: Process' and displays a table of process information for the time period 'okt 19, 2004 10:58:00 - 10:59:00'. The table has columns for Row, login, command, fullcmd, nproc, pctcpu, totcpu, rss, and pio. A summary row is followed by 12 individual process rows.

Row	login	command	fullcmd	nproc	pctcpu	totcpu	rss	pio
Summary	<Multi>	<Multi>	<Multi>	93	72,84	00:43,72	140128	
1	pijw	perl	perl CPUHog.pl	1	72,56	00:43,55	516	
2	root	<Multi>	<Multi>	37	0,05	00:00,03	82960	
3	pijw	<Multi>	<Multi>	17	0,00	00:00,00	5600	
4	<N/A>	<Other>	<Other>	0	0,00	00:00,00	<N/A>	<N/A>
5	gdm	gdmgreeter	/usr/bin/gdmgreeter	1	0,00	00:00,00	2432	
6	root	getconf	getconf	1	0,00	00:00,00	<N/A>	
7	apache	httpd	httpd	8	0,00	00:00,00	13488	
8	ntp	ntpd	ntpd	1	0,00	00:00,00	2400	
9	rpc	portmap	portmap	1	0,00	00:00,00	552	
10	rpcuser	rpc.statd	rpc.statd	1	0,00	00:00,00	556	
11	smmsp	sendmail	sendmail	1	0,00	00:00,00	400	
12	xfs	xfs	xfs	1	0,00	00:00,00	152	

Types of Exception Reports and Benefits

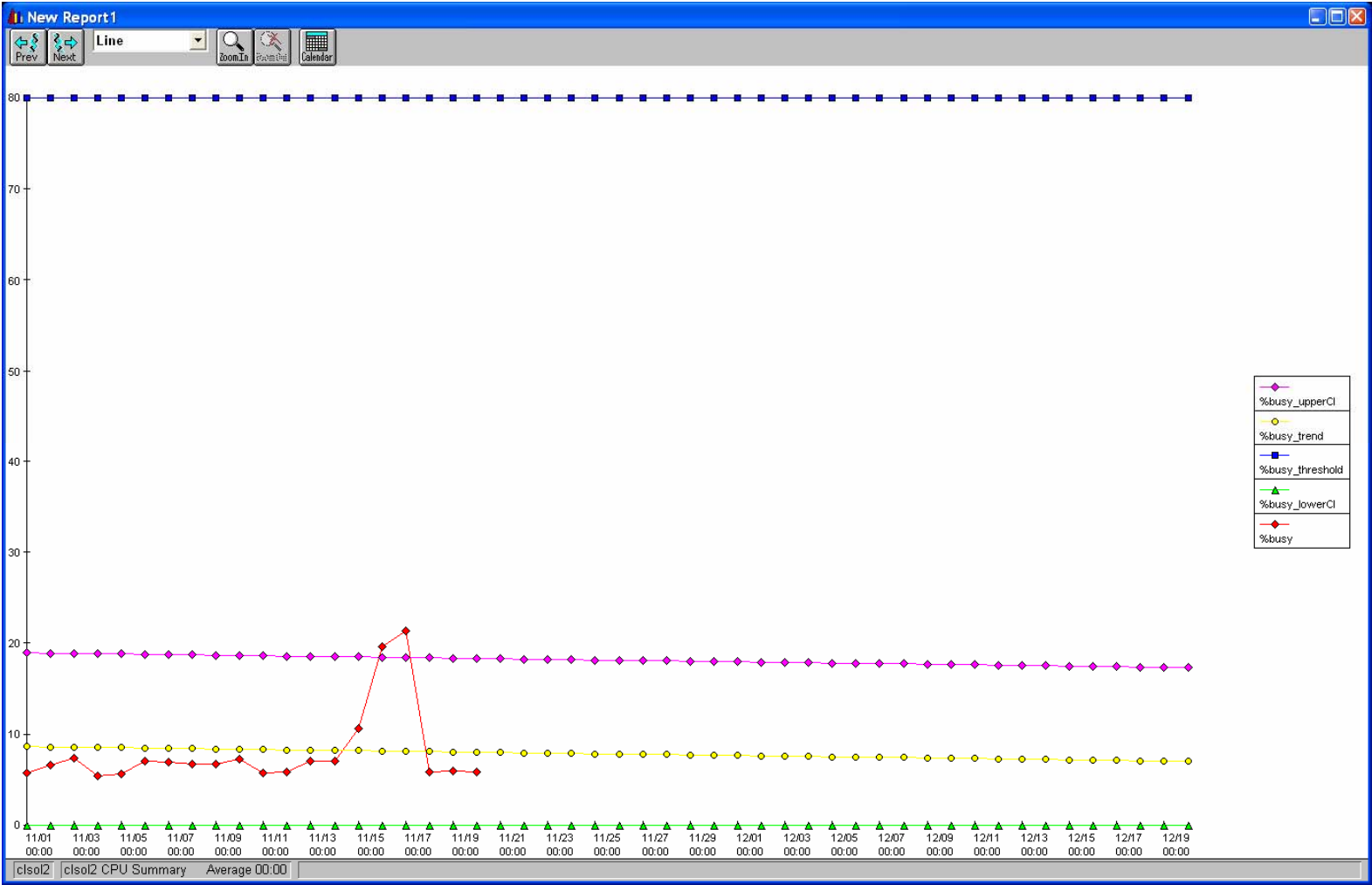
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- Low Capacity



CPU runq_sz, 21 day projection

- Under Utilized



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and proceed to the Q & A
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