

ProTop Roundtable

Find out how your peers overcame their critical business challenges with ProTop.



White Star
software

White Star Software

For over 30 years, we have been helping companies around the world simplify the job of managing and maintaining the world's best OpenEdge applications.

Our experts, combined with ProTop, the leading OpenEdge monitoring and alerting tool, deliver unparalleled peace of mind for your OpenEdge environments.

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The speaker

Paul Koufalis (pk@wss.com)

- Speaker/teacher/OpenEdge DBA since 1994



<https://protop.com>

Agenda

- ☐ Meet our panelists
- ☐ Quick intro to ProTop
- ☐ Panelist Q&A
- ☐ Audience Q&A

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The panelists

James Palmer
Senior Solutions Architect
Vertu Motors



<https://protop.com>



The panelists

Pieter Meyer
Head of DevOps
MIP



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The panelists

Roald Ellis

Senior Specialist Technician - TechOps

MIP



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The panelists

Roger Allvord

DBA

D&H Distributing

<https://protop.com>

The logo for D&H, consisting of the letters 'D&H' in white, bold, sans-serif font, set against a solid red rectangular background.

D&H

The panelists

Simon Gaarhuis
Principal
Xiud BV



<https://protop.com>

The panelists

Nectarios Daloglou
Principal
Omegaserve

<https://protop.com>

What is ProTop?

- ProTop is monitoring Software as a Service
- 30+ years of White Star Software expertise
 - ...at a fraction of the price
- Easy access to our experts when you have a question
 - From occasional emails to guaranteed response time 24/7 support

ProTop simplifies the job of managing and monitoring the world's best OpenEdge applications.

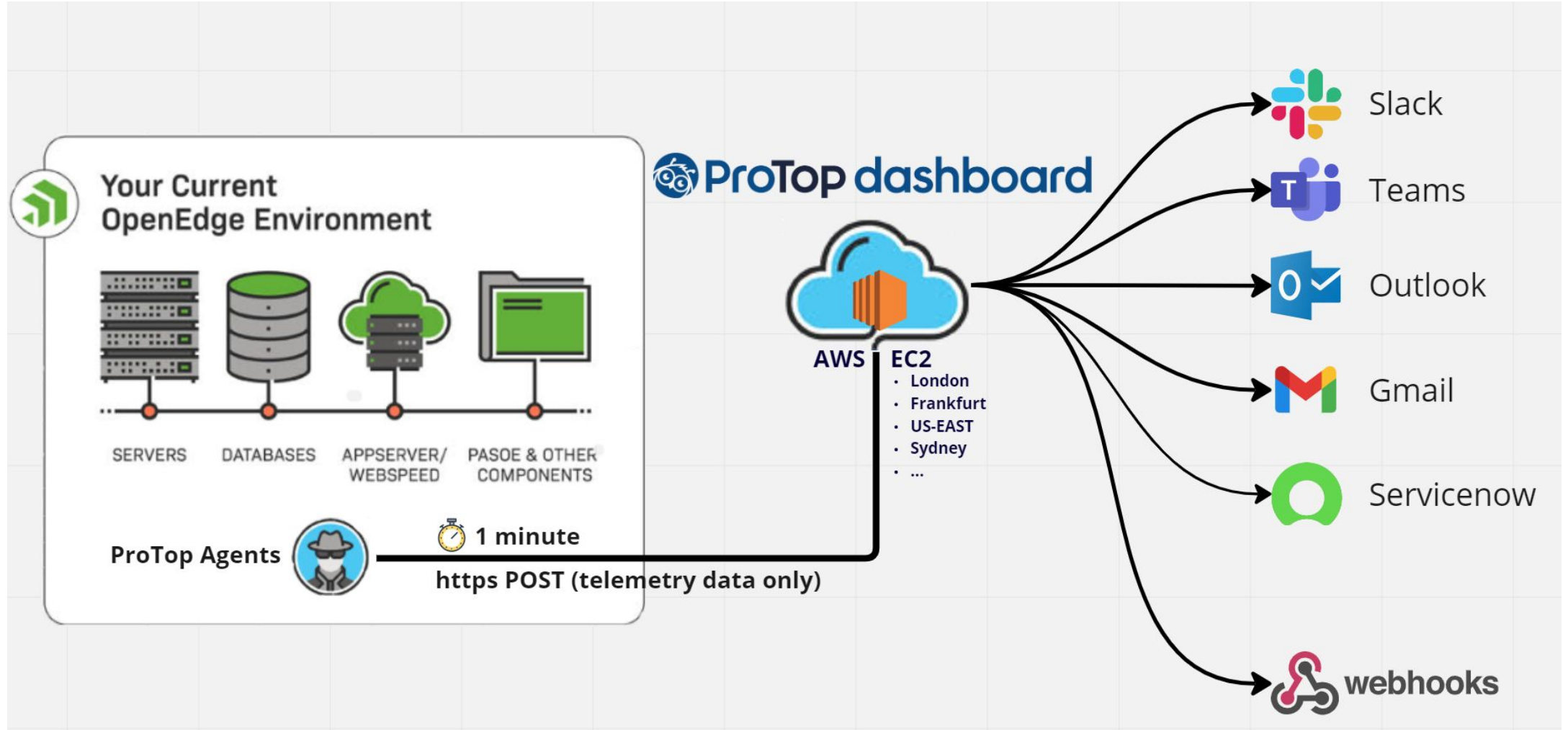
<https://protop.com>



ProTop is not...

- a management tool to start, stop or configure your OpenEdge components
 - Use OE Management, OE Command Center, scripts...
- a managed database service
 - Progress' Managed DBA Service (Roy Ellis)
 - Large pool of DBAs
 - ProTop Partner OmegaServe (Nectar Daloglou)
 - All the benefits of ProTop plus a more personalized *boutique* service

Architecture



ProTop around the world

- 20 web portals
- 550+ sites
- 1.5 Petabytes of data
- 5 000+ databases
- 325 000 business users
 - and millions of their customers



Our rules engine processes over **125 000 data points per second**, 24 hours a day.

<https://protop.com>

What can ProTop do for you and your support team?

Transition from a reactive, break-fix approach to a proactive, prevention-focused methodology.

- Get alerted. Fix the problem. Nobody is affected. Nobody even notices.

What can ProTop do for you and your support team?

Improve your team's efficiency by automating time consuming data gathering and problem analysis.

- Root-cause analysis: done
- Offending process: identified
- Corrective action: automatically executed

What can ProTop do for you and your support team?

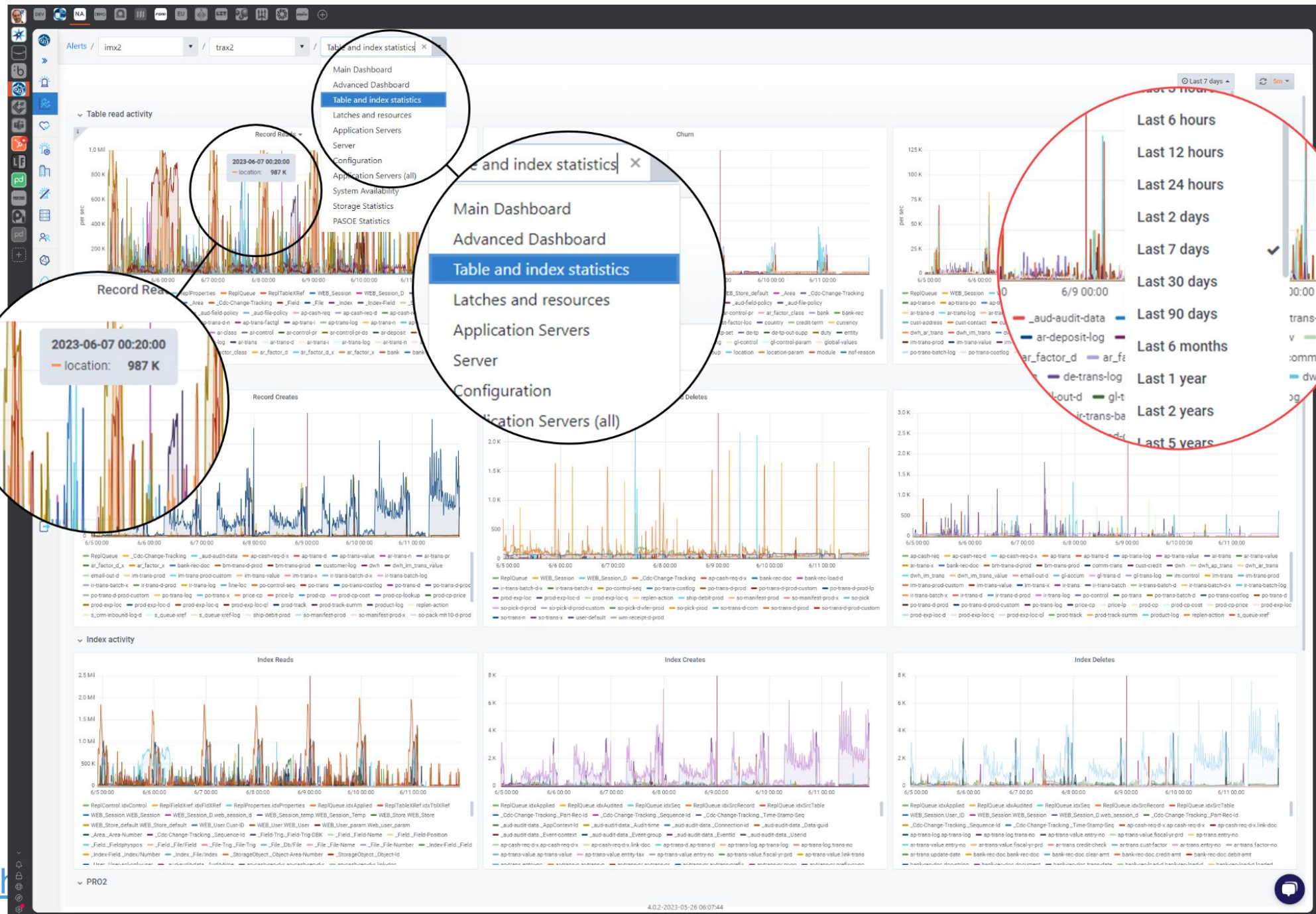
Increase visibility through a single pane of glass view of your entire OpenEdge ecosystem.

- Every database, AppServer, PASOE, Windows server, Linux server...everything on one screen

What can ProTop do for you and your support team?

Reveal the impact of business, development, and infrastructure changes.

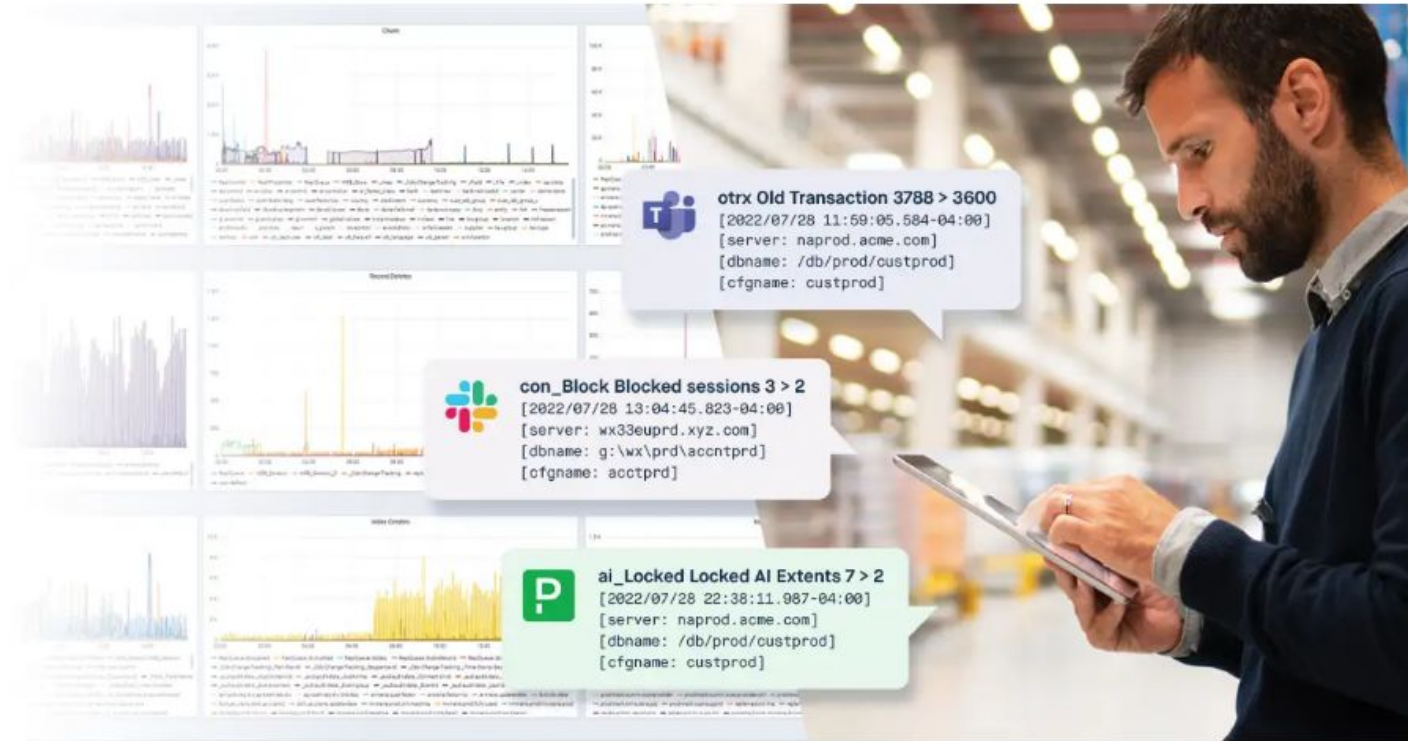
- Instant visibility into how **any change** affects your OpenEdge environment





Monitor OpenEdge. Anticipate Problems. Avert Disasters.

Prevent downtime, increase performance, and lower costs for cloud, on-premise, and hybrid environments with the only monitoring tool designed explicitly for OpenEdge.



535

Customer Sites

1.5

Petabytes of data

4,500

Databases

325,000

Connected users

Success stories

- Here are a few more some recent, real world examples of how ProTop has helped companies

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Old code...long transaction

- Yes there is code to be fixed, but until then automate responses
- Support gets notified, but as an FYI
 - No action
- If disconnect fails, alert escalates

Resources

View

Alerts

Drag a column header and drop it here to group by that column

Site	Resource	Environment	Location	HB Age	Ala
demo451	appsrv	PROD	AWS-CAN	00:01:47	0/0
demo451	archive	PROD	AWS-CAN	00:01:46	0/0
demo451	archive-tgt1	REPL	CA-QC_DC	00:00:42	0/0
demo451	db_8620	PROD	AWS-CAN	00:01:47	0/0
demo451	db_8464			00:00:00	0/0/0
demo451	db_8465			00:00:00	0/0/0
demo451	gen	PROD	AWS-CAN	00:01:47	0/0
demo451	db_8459			00:00:00	0/0/0
demo451	prod	PROD	AWS-CAN	00:01:47	0/0
demo451	db_8582			00:00:00	0/0/0
demo451	db_8460			00:00:00	0/0/0
demo451	db_8463			00:00:00	0/0/0

otrx Old Transaction 10086 > 3600

Alert Details

otrx Old Transaction 10086 > 3600
 [2023/04/18 18:39:35.965-04:00]
 [server: oe-01-prod.aws.tanguay.lan]
 [dbname: /db/prod/demo451.prod]
 [cfgname: xyzcorp]

Top Long Transactions:

Usr Name	PID	Device	Flags	Duration	dbIdle	Wait
482 lalamaxi	9443	/dev/pts/37	S4 *	02:48:06	00:00:00	-- 0 0
196 gagnbenj	29354	/dev/pts/156	S4 *	01:39:01	01:35:05	-- 0 0
138 bilodeni	22727	/dev/pts/99	S4 *	01:11:53	00:00:00	-- 0 0
145 lecophil	30419	/dev/pts/10	S4 *	00:11:02	00:00:00	-- 0 0
164 brunmath	3054	/dev/pts/58	S4 *	00:02:48	00:00:00	-- 0 0

OK

Copy

Usr Name	PID	Device	Flags	Duration	dbIdle	Wait
482 lalamaxi	9443	/dev/pts/37	S4 *	02:48:06	00:00:00	-- 0 0

Disconnecting 1 very old transaction

/db/prod/prod External Inbox x

root 2:51PM (4 hours ago) ☆
=== /progress/protop/tmp/disconnect.tmp === 18/04/2023 14:51:24.138-04:00 Disconnecting 1 very old transaction:...

root via wss.com 6:54 PM (23 minutes ago) ☆ ⏪ ⋮
to steve.thiboutot, ptalarm
=== /progress/protop/tmp/disconnect.tmp ===

18/04/2023 18:54:26.026-04:00 Disconnecting 1 very old transaction:

Usr#	Name	PID	Flags	Device	Stat	Duration	Idle
482	lalamaxi	9443	S4 *	/dev/pts/37	ACTV	03:02:57	0

Disconnecting user 482 from /db/prod/prod
\$DLC/bin/proGetStack 9443
OpenEdge Release 11.7.12 as of Tue Dec 21 01:36:34 EST 2021

User 482 disconnect initiated. (6796)

Usr#	Name	PID	Flags	Device	Stat	Duration	Idle
482	lalamaxi	9443	S4 *	/dev/pts/37	ACTV	03:02:57	0

Disconnecting user 482 from /db/prod/prod

PROGRESS stack trace as of Tue Apr 18 16:55:01 2023
Progress OpenEdge Release 11.7 build 2137 SP12 on Linux oe-01-prod.aws.tanguay.lan 3.10.0-1160.83.1.el7.x86_64 #1 SMP Mon Dec 19 10:44:06 UTC 2022

**** ABL Stack Trace ****
--> lib/readkey.p at line 22 (/pgm/lib/readkey.r)
inv/d_inv09.p at line 11022 (/pgm/inv/d_inv09.r)
util/back_acces.p at line 730 (/pgm/util/back_acces.r)
ECLATEMENT inv/d_inv72.p at line 8247 (/pgm/inv/d_inv72.r)
inv/d_inv72.p at line 7619 (/pgm/inv/d_inv72.r)
inv/e_inv170.p at line 29130 (/pgm/inv/e_inv170.r)
inv/d_inv170.p at line 13950 (/pgm/inv/d_inv170.r)
util/back_acces.p at line 730 (/pgm/util/back_acces.r)
proc_main-loop ctr/e_ctr01.p at line 42259 (/pgm/ctr/e_ctr01.r)
ctr/e_ctr01.p at line 21747 (/pgm/ctr/e_ctr01.r)
ctr/d_ctr01m.p at line 16498 (/pgm/ctr/d_ctr01m.r)
ctr/val_adr.p at line 7177 (/pgm/ctr/val_adr.r)
ctr/d_ctr01.p at line 36651 (/pgm/ctr/d_ctr01.r)
menu/menup.p at line 8680 (/pgm/menu/menup.r)
menu/menup.p at line 14835 (/pgm/menu/menup.r)
depart.p at line 23796 (/pgm/depart.r)

**** ABL Stack Trace ****
--> lib/readkey.p at line 22 (/pgm/lib/readkey.r)
inv/d_inv09.p at line 11022 (/pgm/inv/d_inv09.r)
util/back_acces.p at line 730 (/pgm/util/back_acces.r)
ECLATEMENT inv/d_inv72.p at line 8247 (/pgm/inv/d_inv72.r)
inv/d_inv72.p at line 7619 (/pgm/inv/d_inv72.r)
inv/e_inv170.p at line 29130 (/pgm/inv/e_inv170.r)



Wrap-up

- Any final comments?

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Questions?



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