Progress®

Monitoring your Application with new MDBA Dashboard

Roy Ellis

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Agenda

- MDBA
- New Dashboard
- Walk the menu
- Summary

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Managed Database Administration (MDBA) Service

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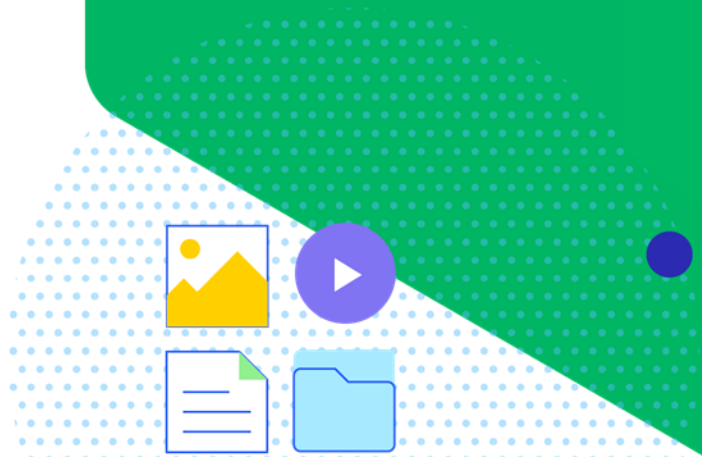
Managed Database Administration (MDBA)

- Team of over 20 DBAs to support your application
- 24x7 Monitoring and Alerting
- Reactive and Proactive
- Data available via web-based dashboard
- Not just databases



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The MDBA Team

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The Progress Managed Database Service (MDBA) helps run your OpenEdge database but it's more than just software.

Database Team members are experts in OpenEdge Technology.

- DBA locations cover 8 time zones in 4 countries
- 21 DBAs – The largest team in the OpenEdge ecosystem
- 20+ years experience each – The most experienced in the world

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ProMonitor

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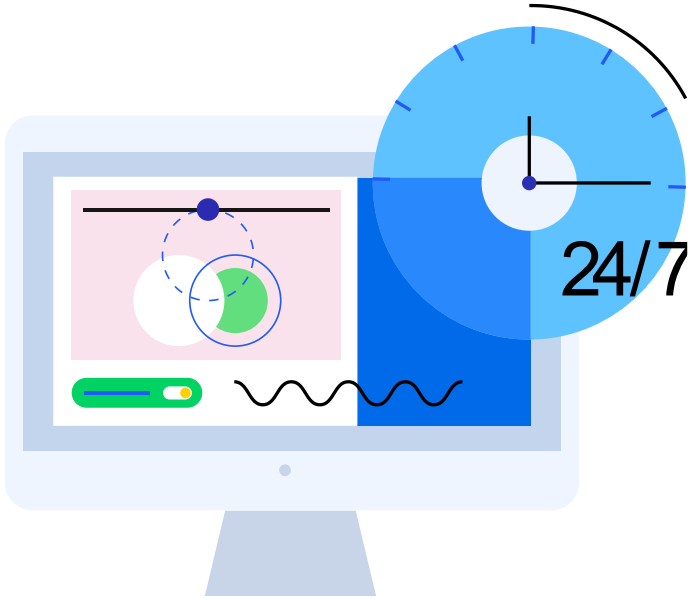
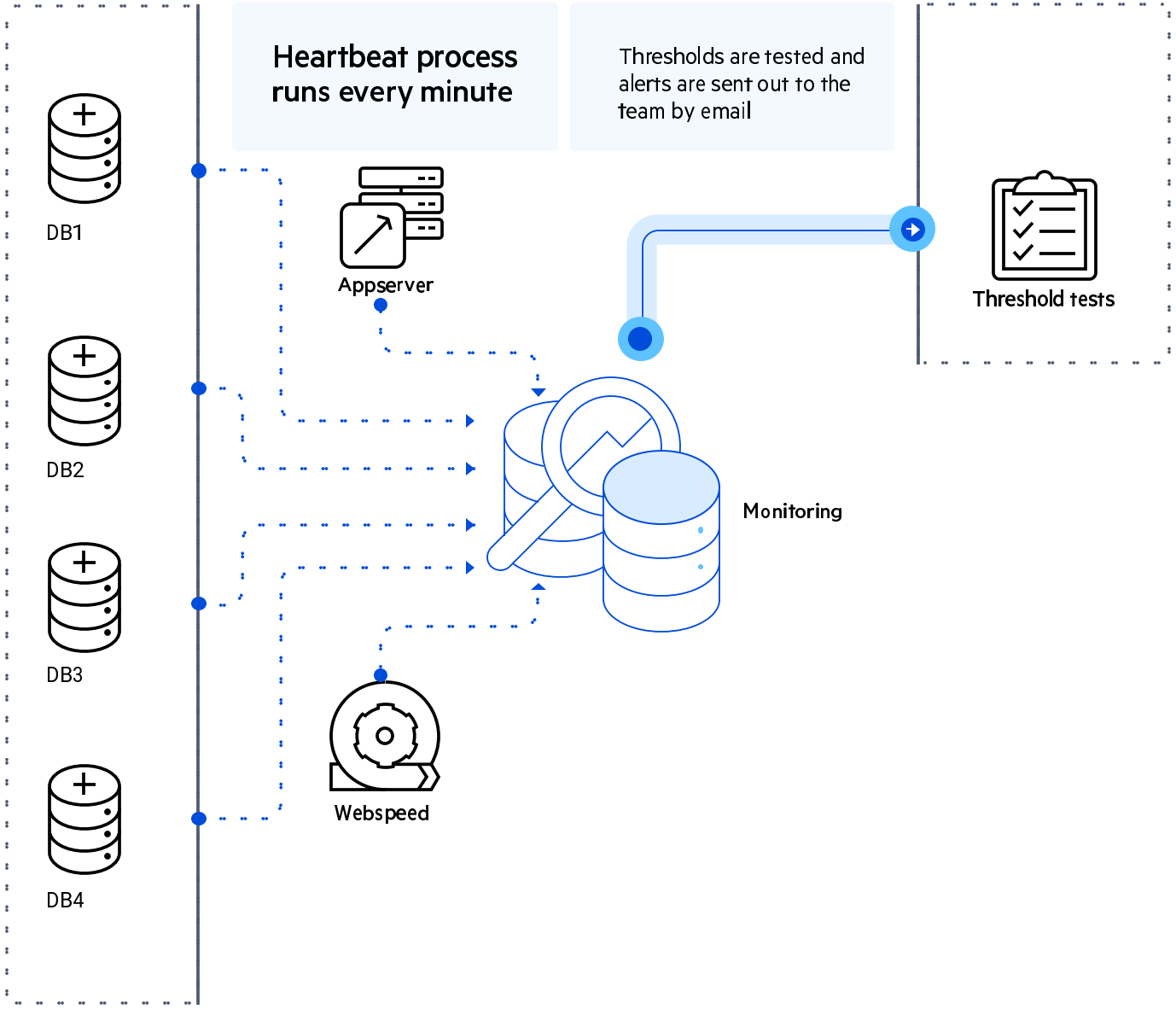
The Monitoring Infrastructure





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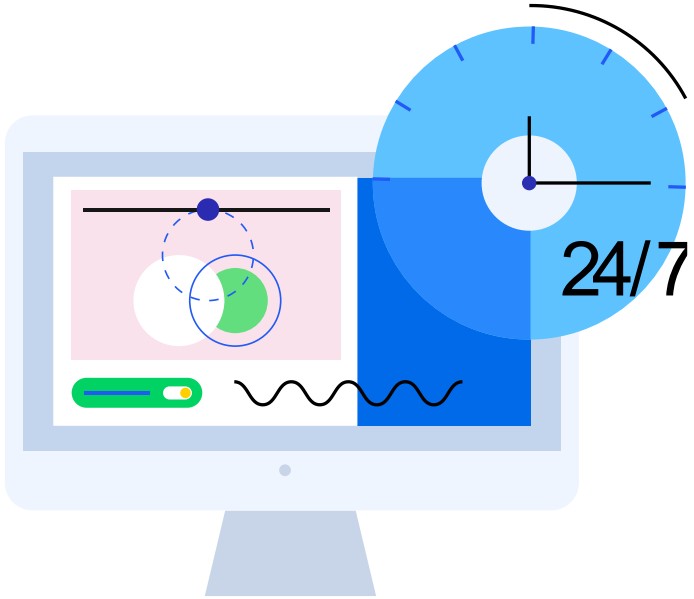
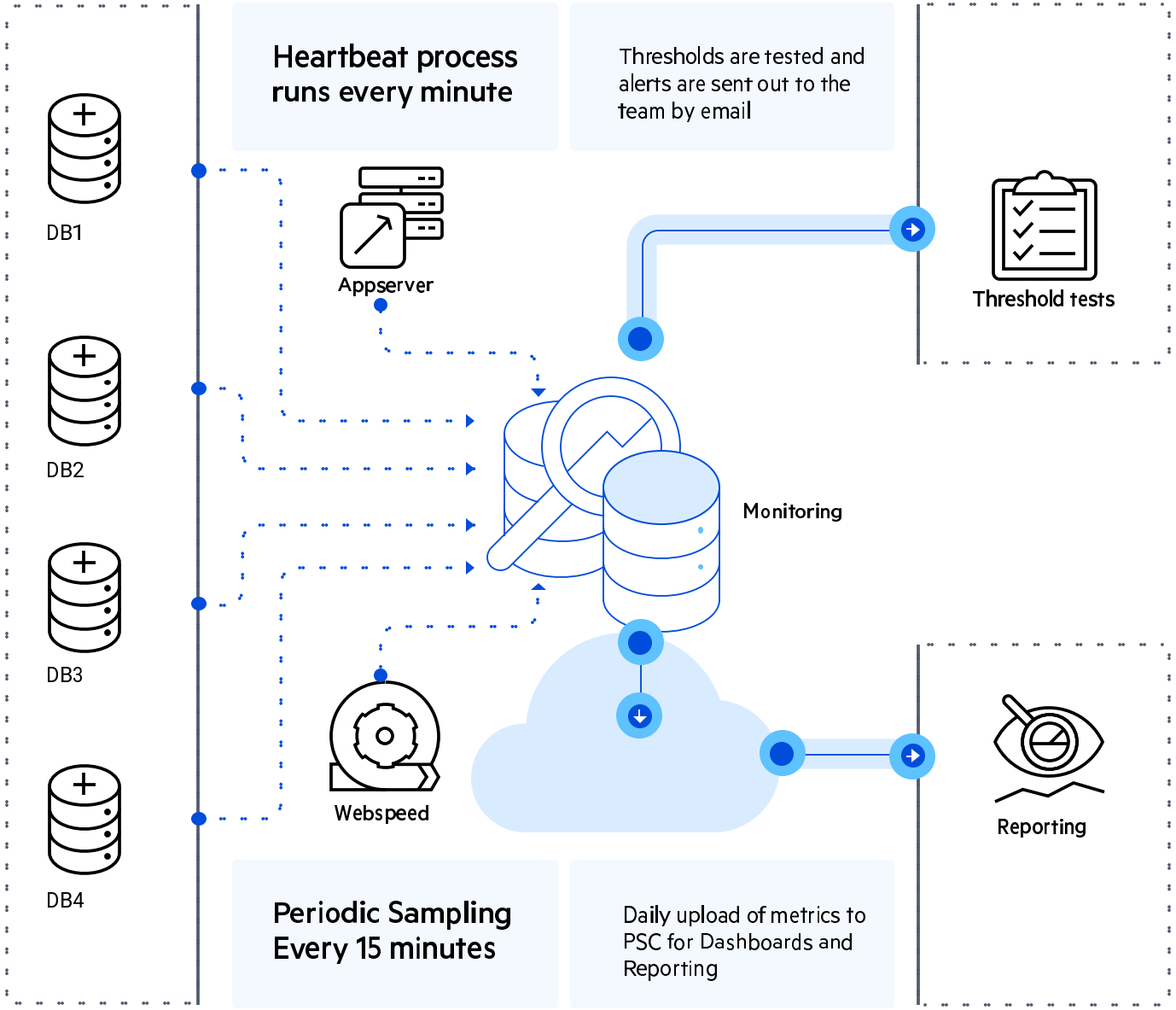
The Monitoring Infrastructure





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Service Level Agreements

- We stay reactive!
- Example SLA:
  - **1 hour:** Database down situation – Service Provider will respond to the Client within one hour of being notified of the issue 24x7x365
  - **2 hour:** For questions, technical support, minor issues, Service Provider will respond to the Client within 2 hours during client business hours Monday – Friday, excluding Holidays

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New MDBA Dashboard

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New Dashboard for Proactive MDBA Service

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Making the new MDBA Dashboard

- Pre-the-new-dashboard
  - Tabular, numbers in columns, hard to understand
- New Dashboard
  - Introduces in February 2023
  - Several updates with new features
  - More modern design
  - More graphs
  - Easier to understand
  - Written internally by and for the MDBA Team
  - Mostly Progress products

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Walk the Menu

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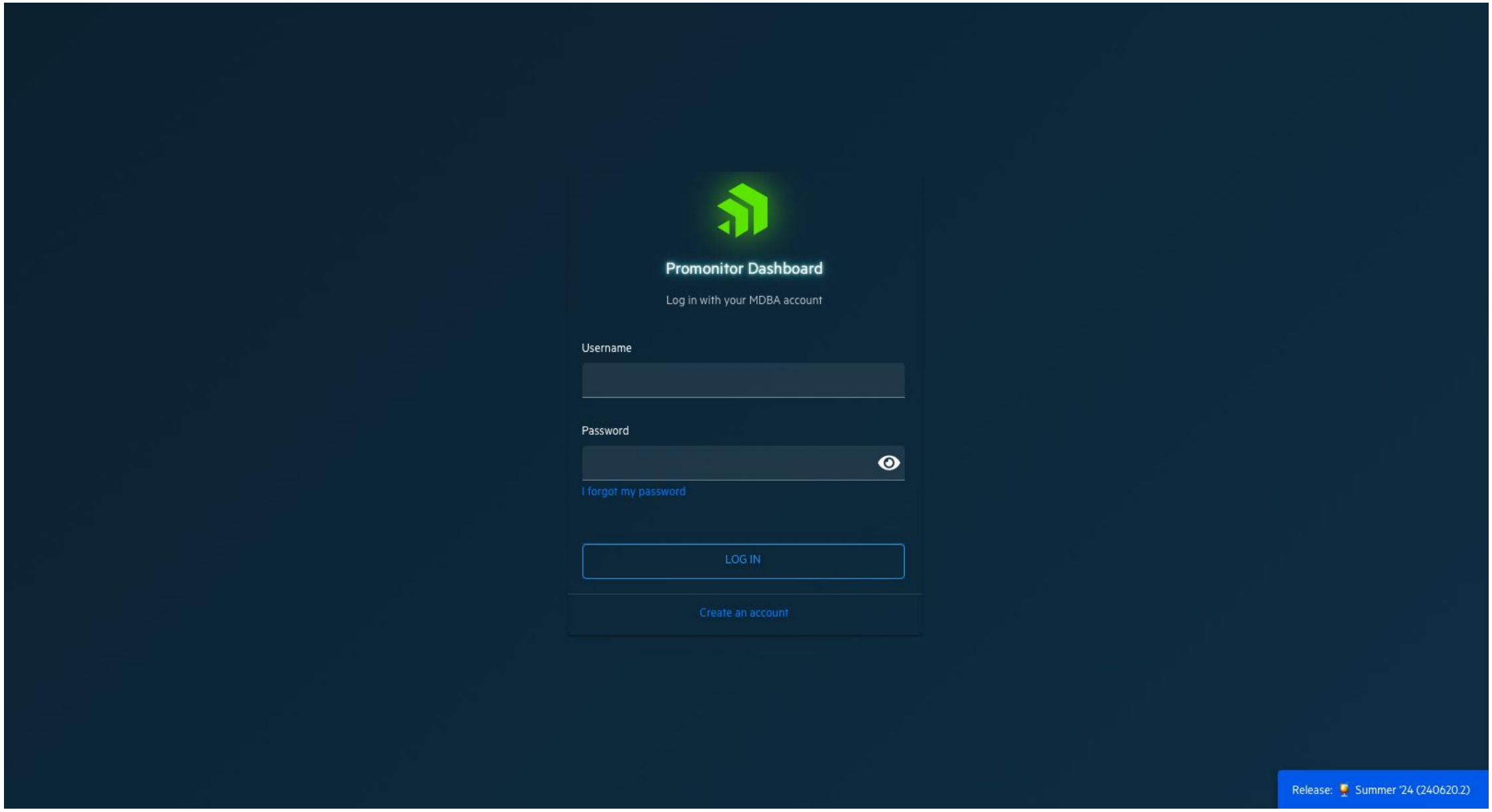

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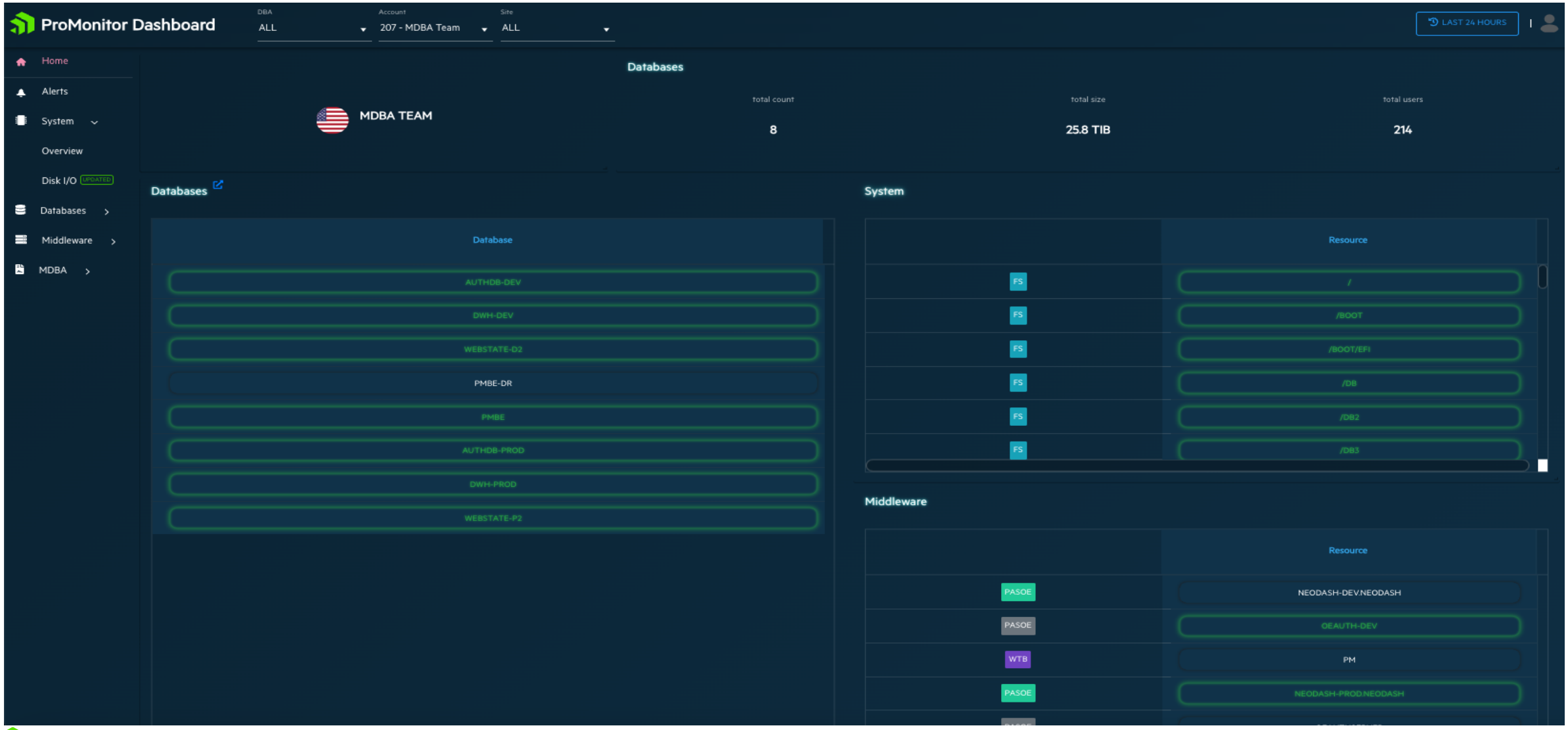
Home Page



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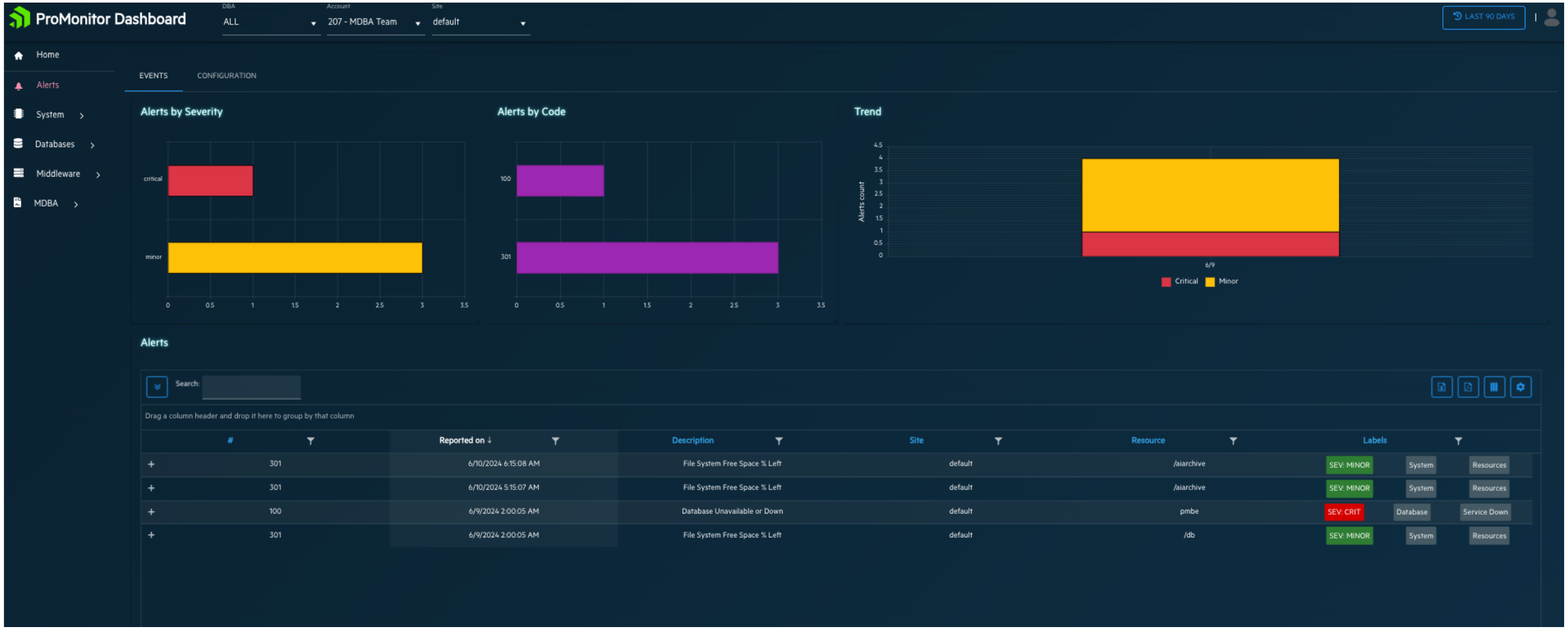
Alert Pages



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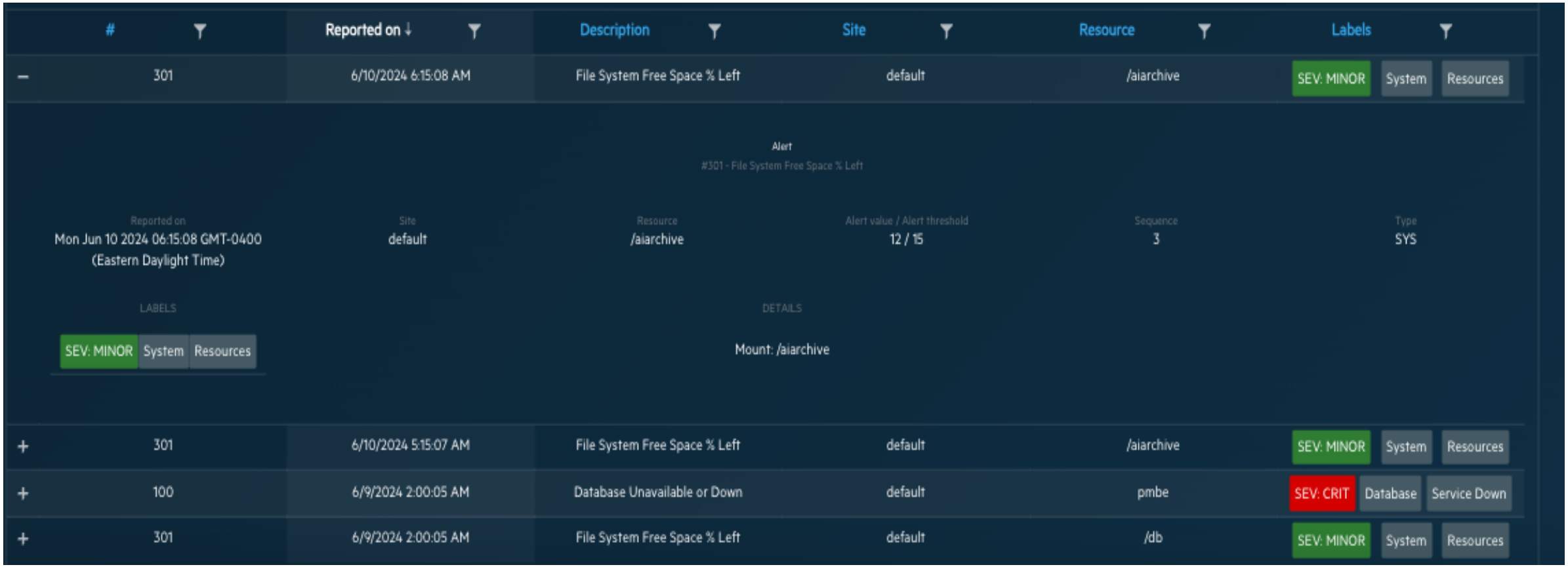
Alert Pages



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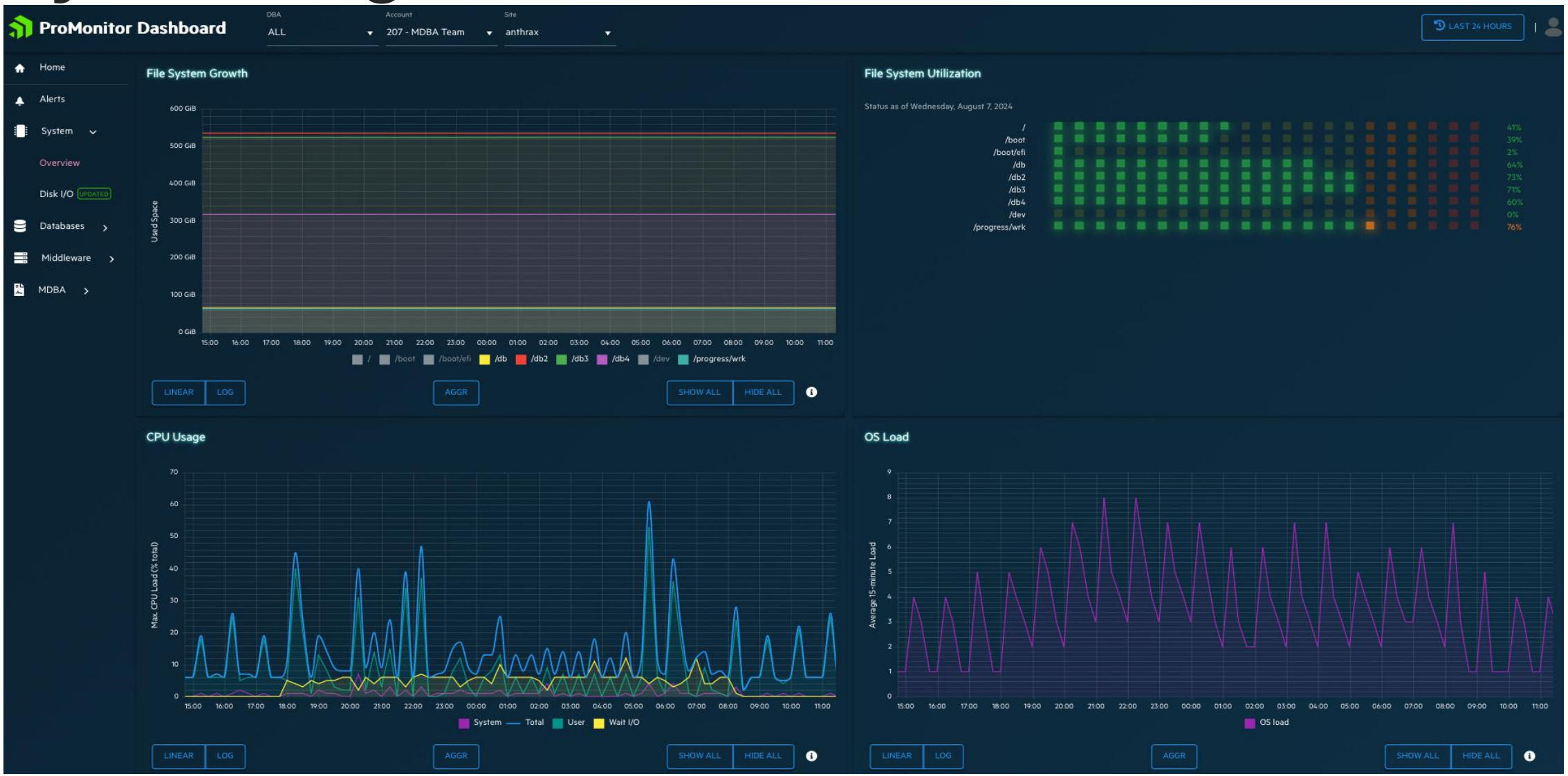
System Pages – *Overview*



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System Pages – *Disk I/O* *(UPDATED)*

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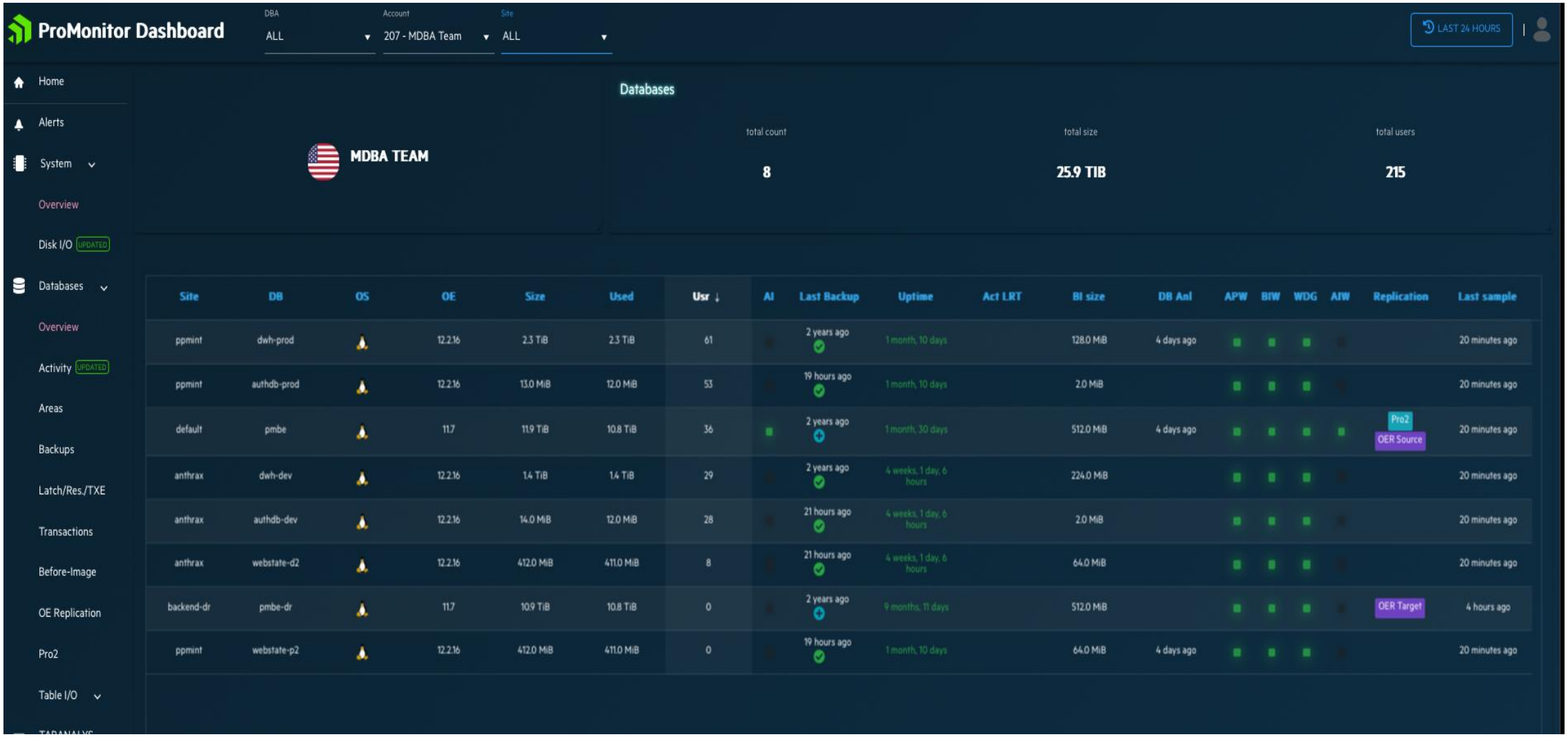
Database Pages – *Overview*



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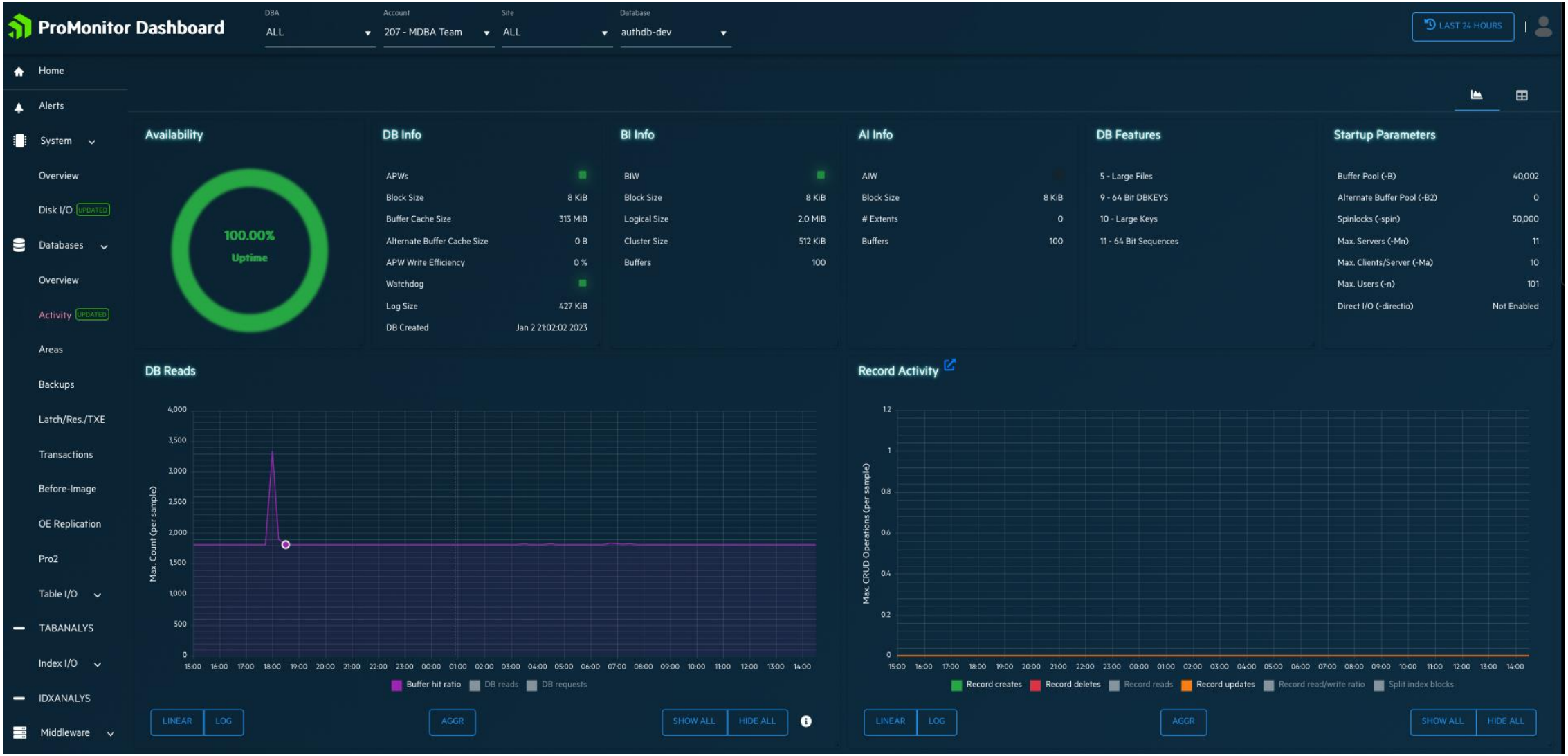
Database Pages – *Activity* (UPDATED)



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Database Pages – *Activity* (UPDATED)

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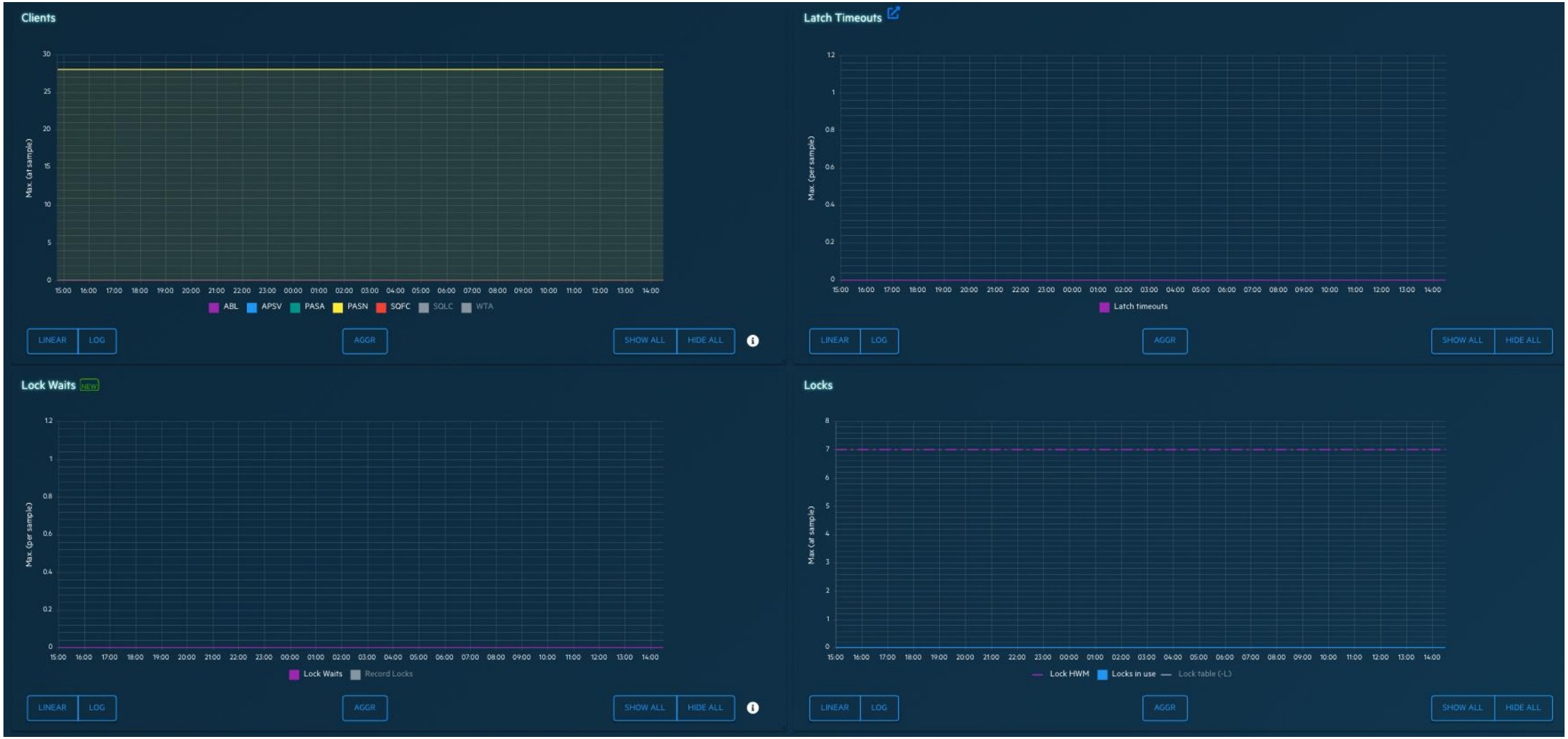
Database Pages – *Activity* (UPDATED)



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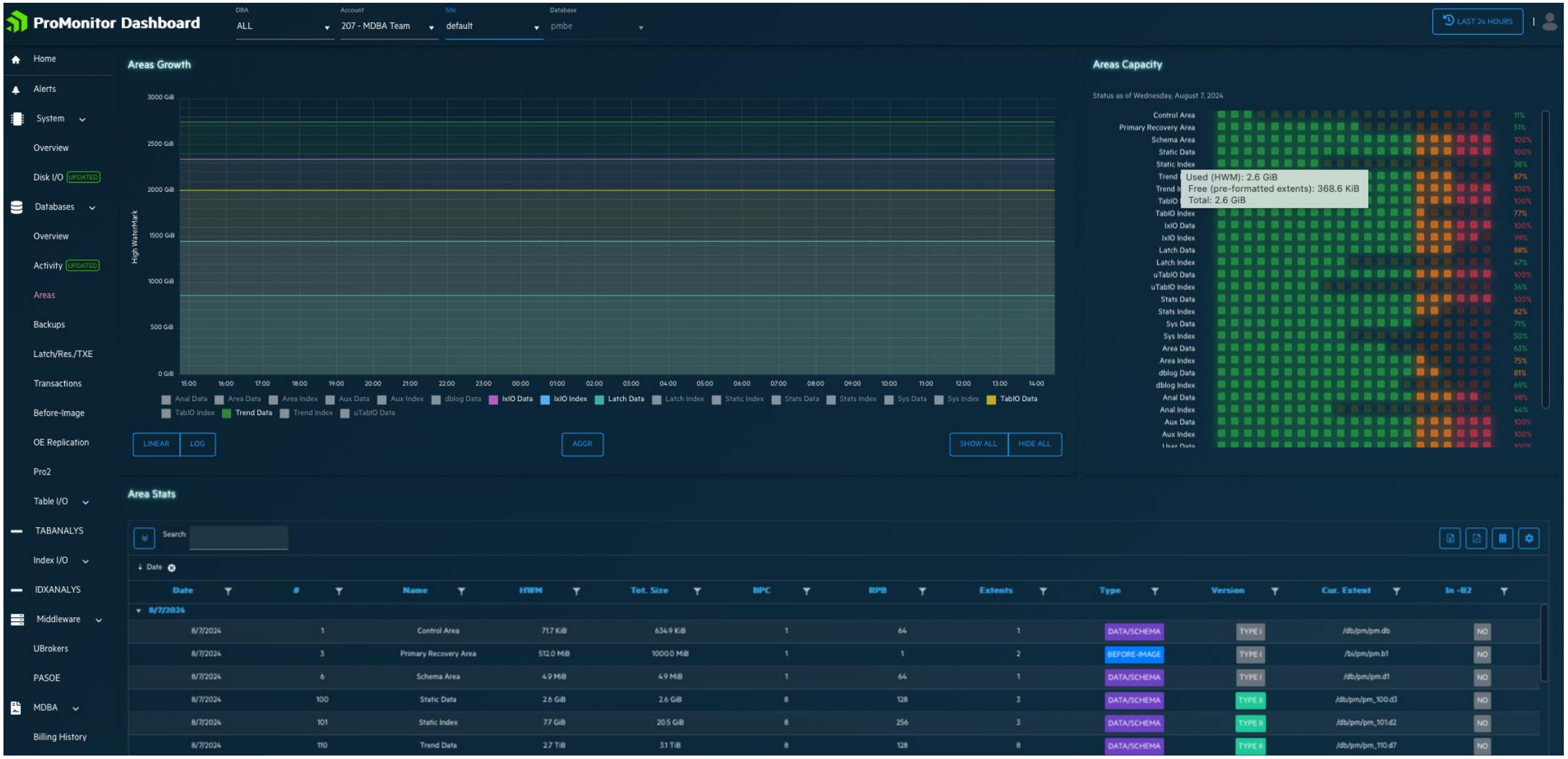
Database Pages – *Areas*



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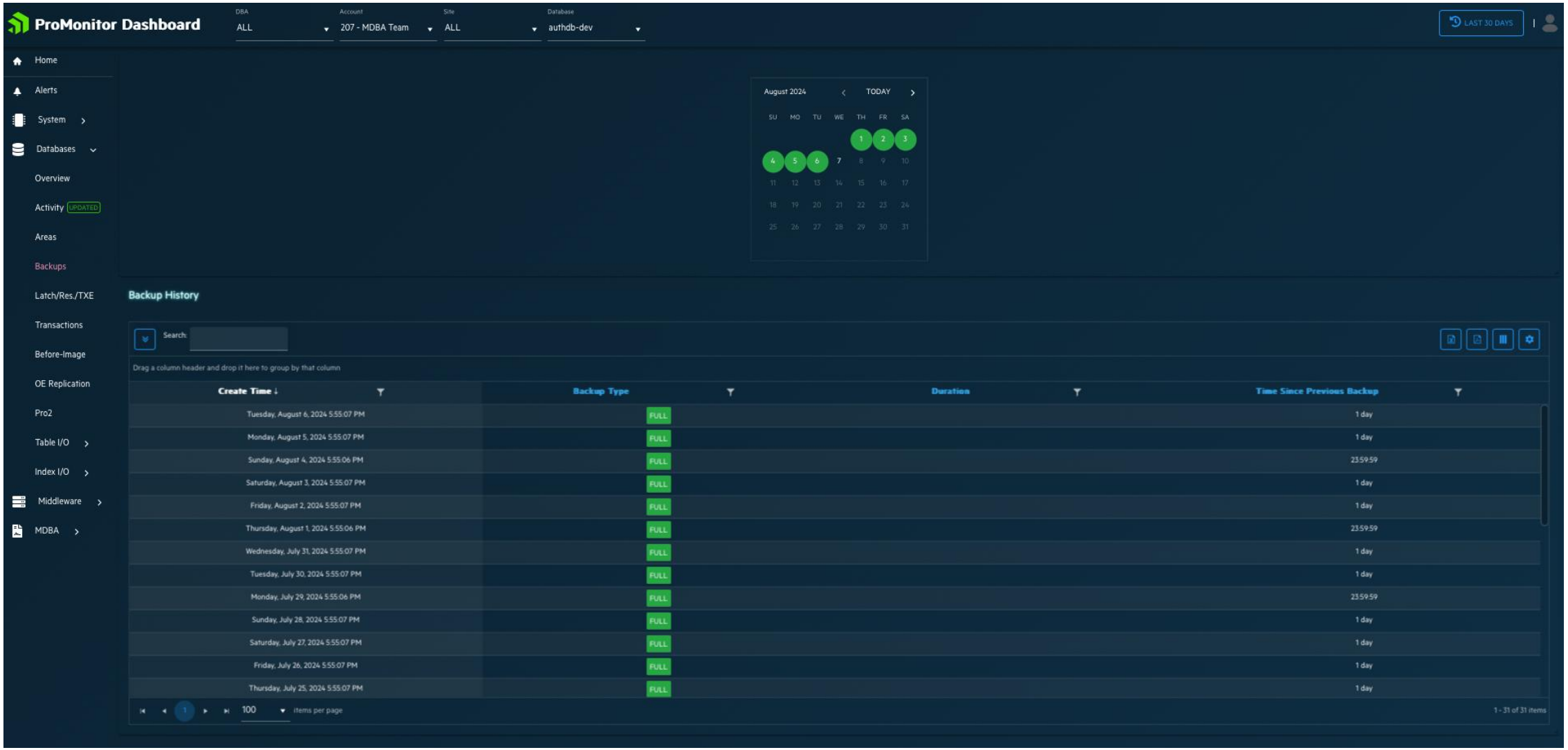
Database Pages – *Backups*



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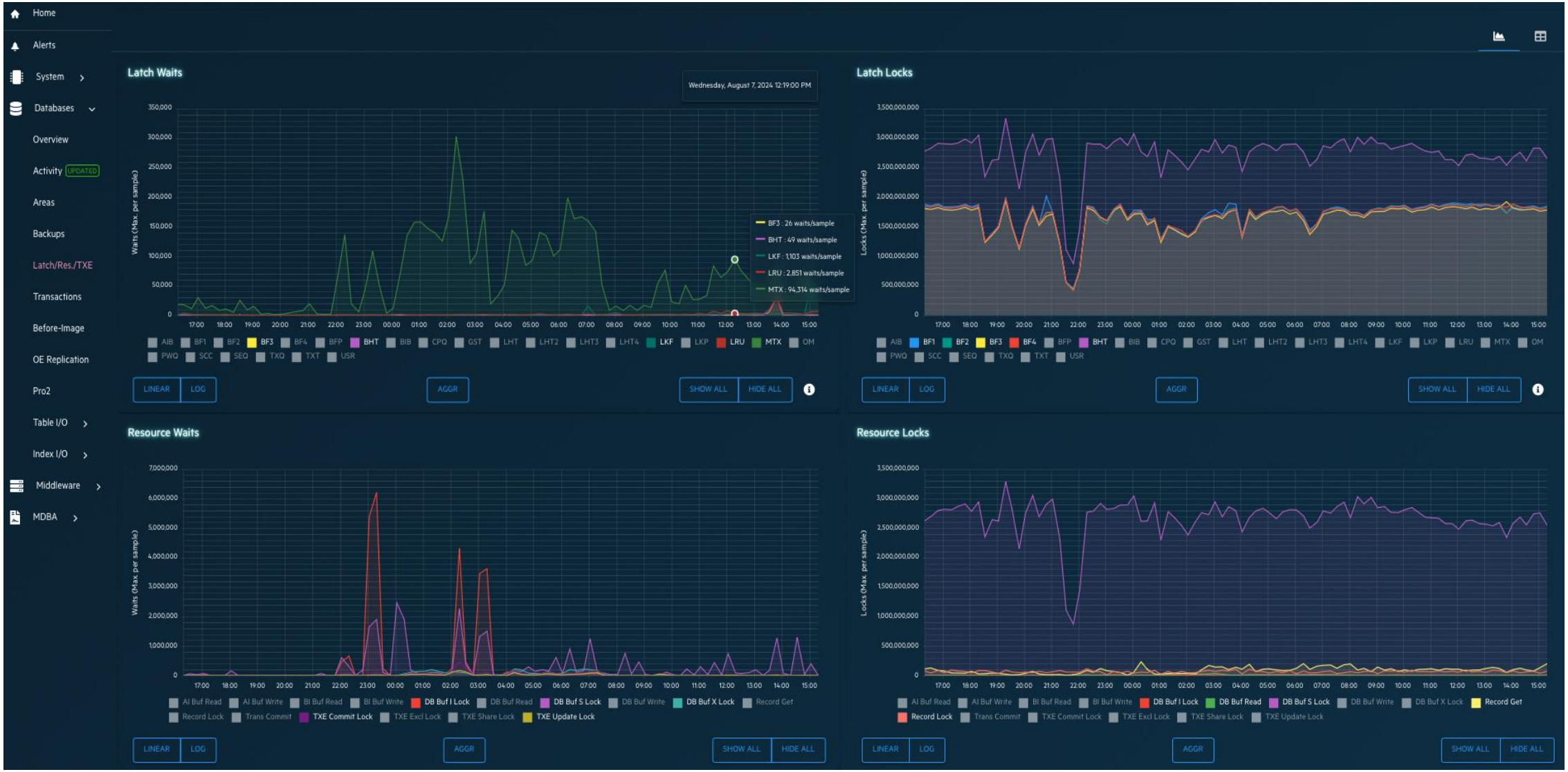
Database Pages – *Latch/Res./TXE*



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Database Pages – *Latch/Res./TXE*

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Database Pages – *Transactions*

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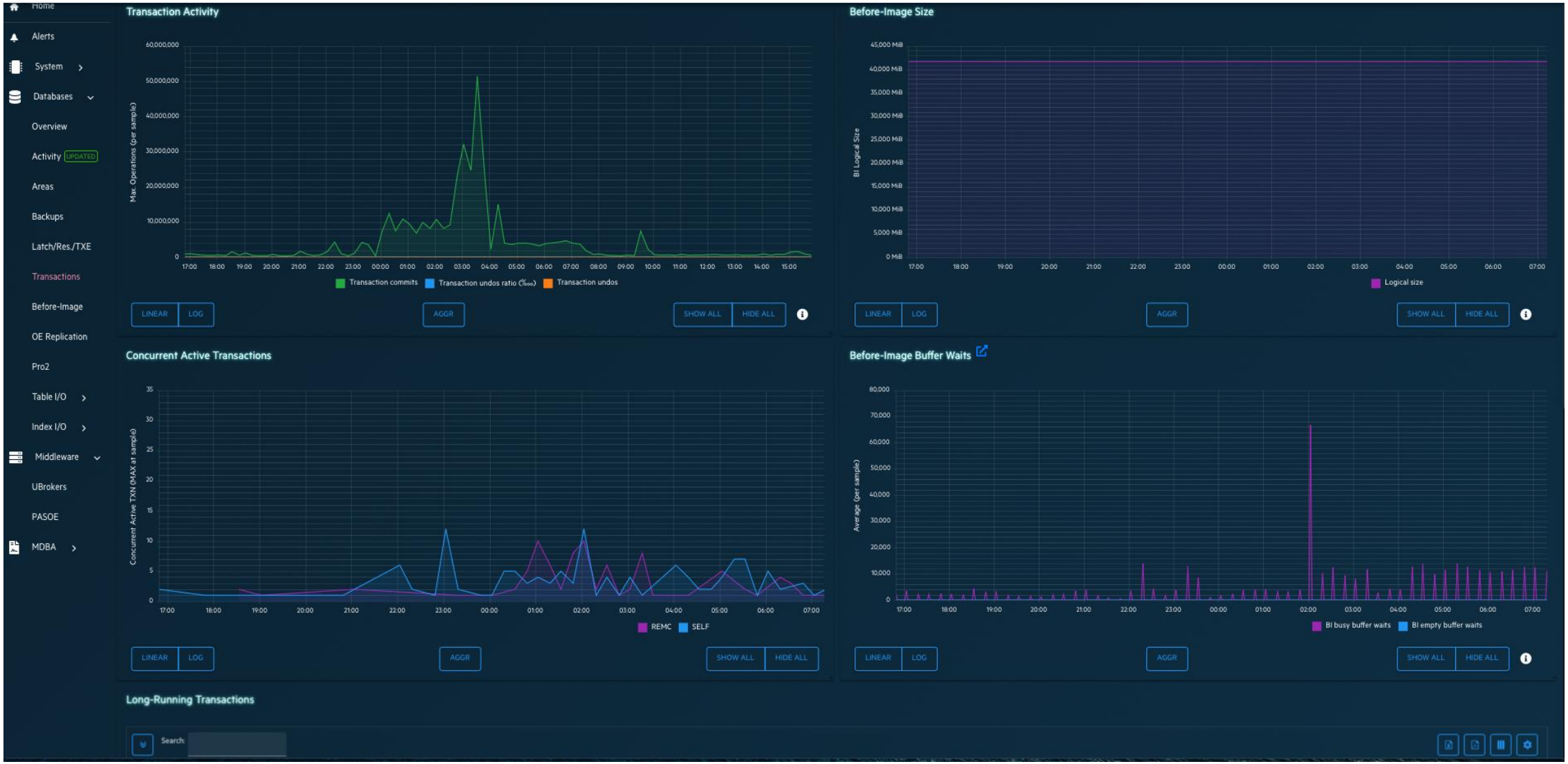
Database Pages – *Transactions*



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Database Pages – *Before Image*

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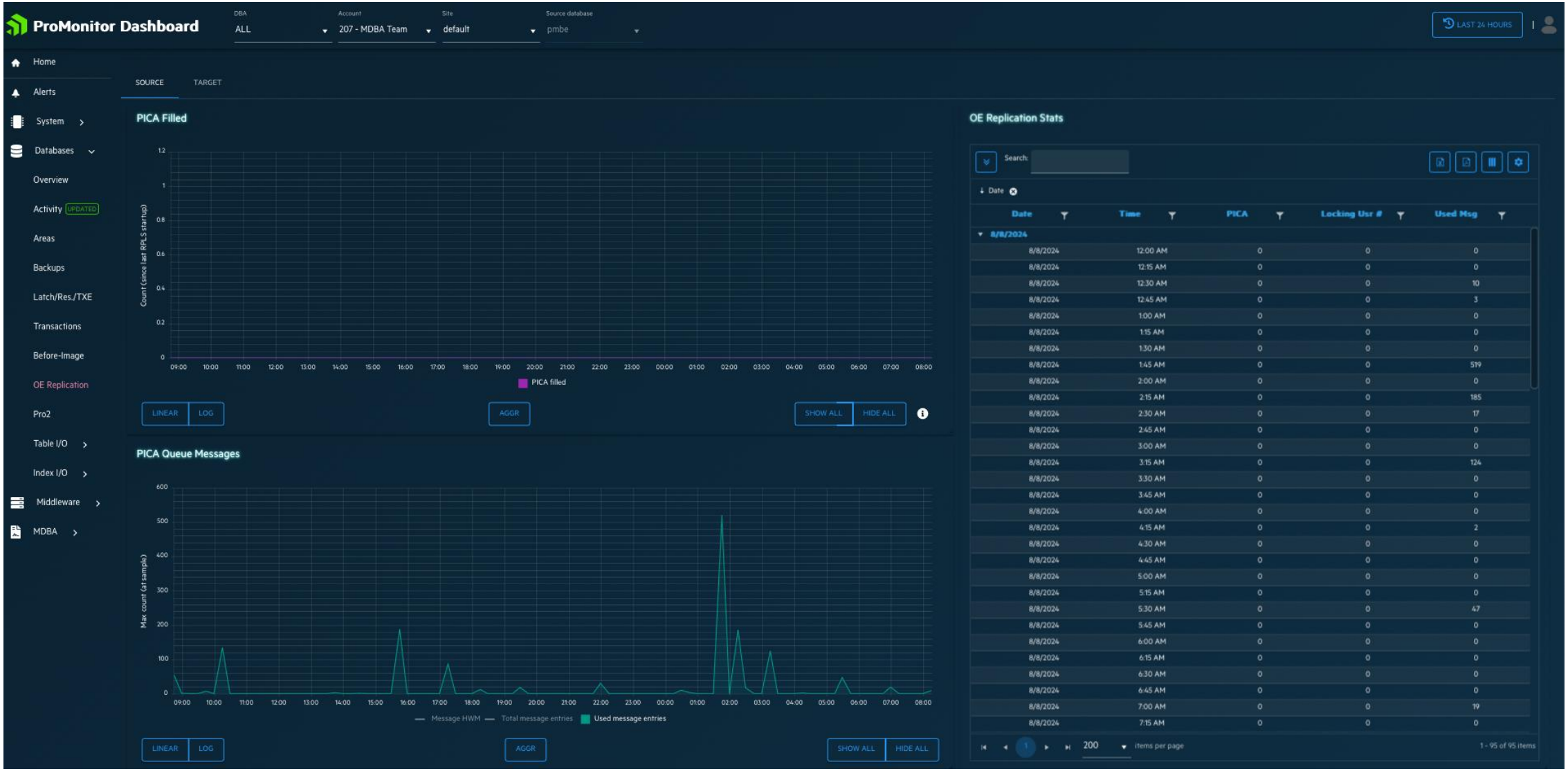
Database Pages – *OpenEdge Replication*



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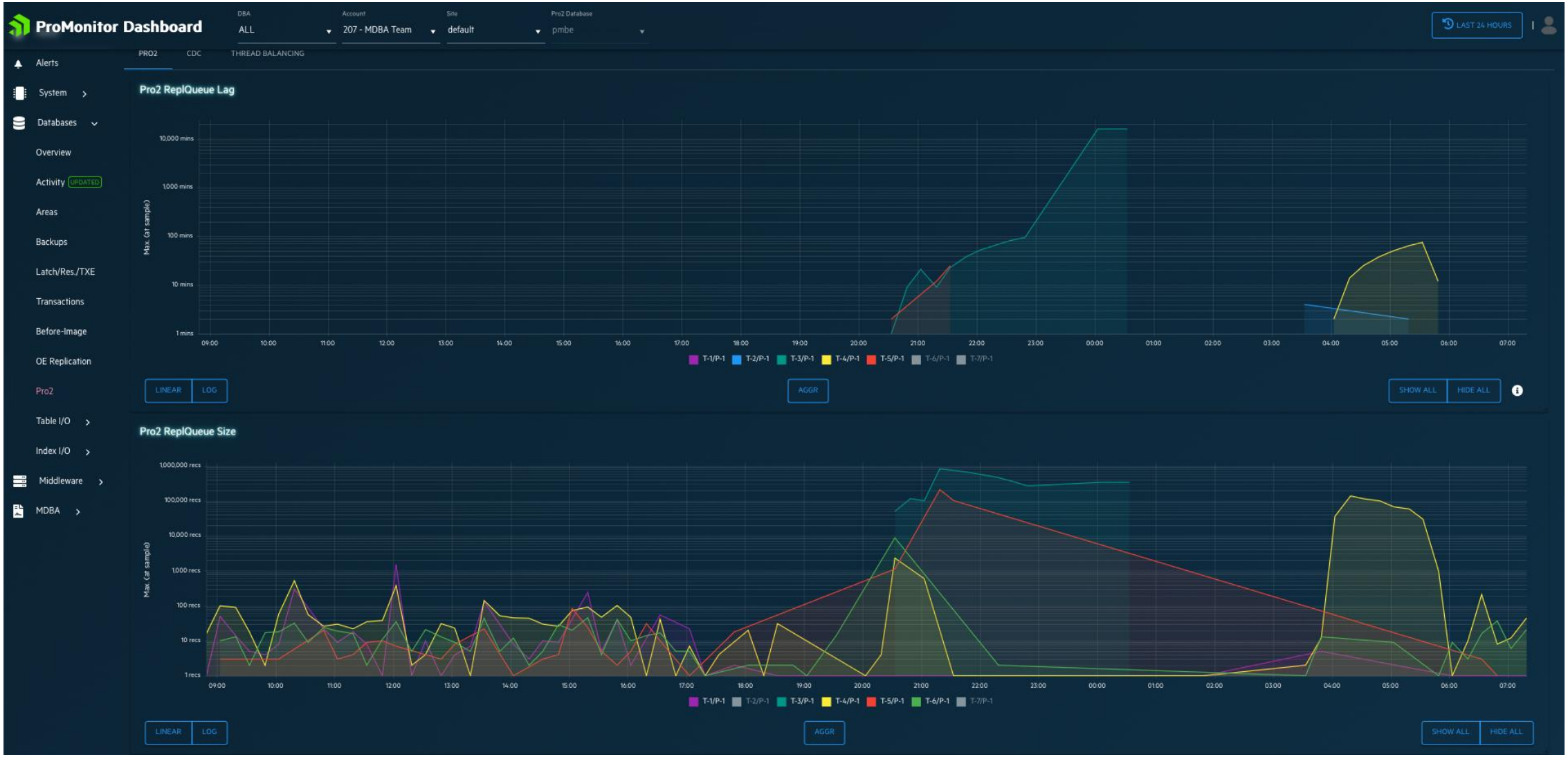
Database Pages – *Pro2*



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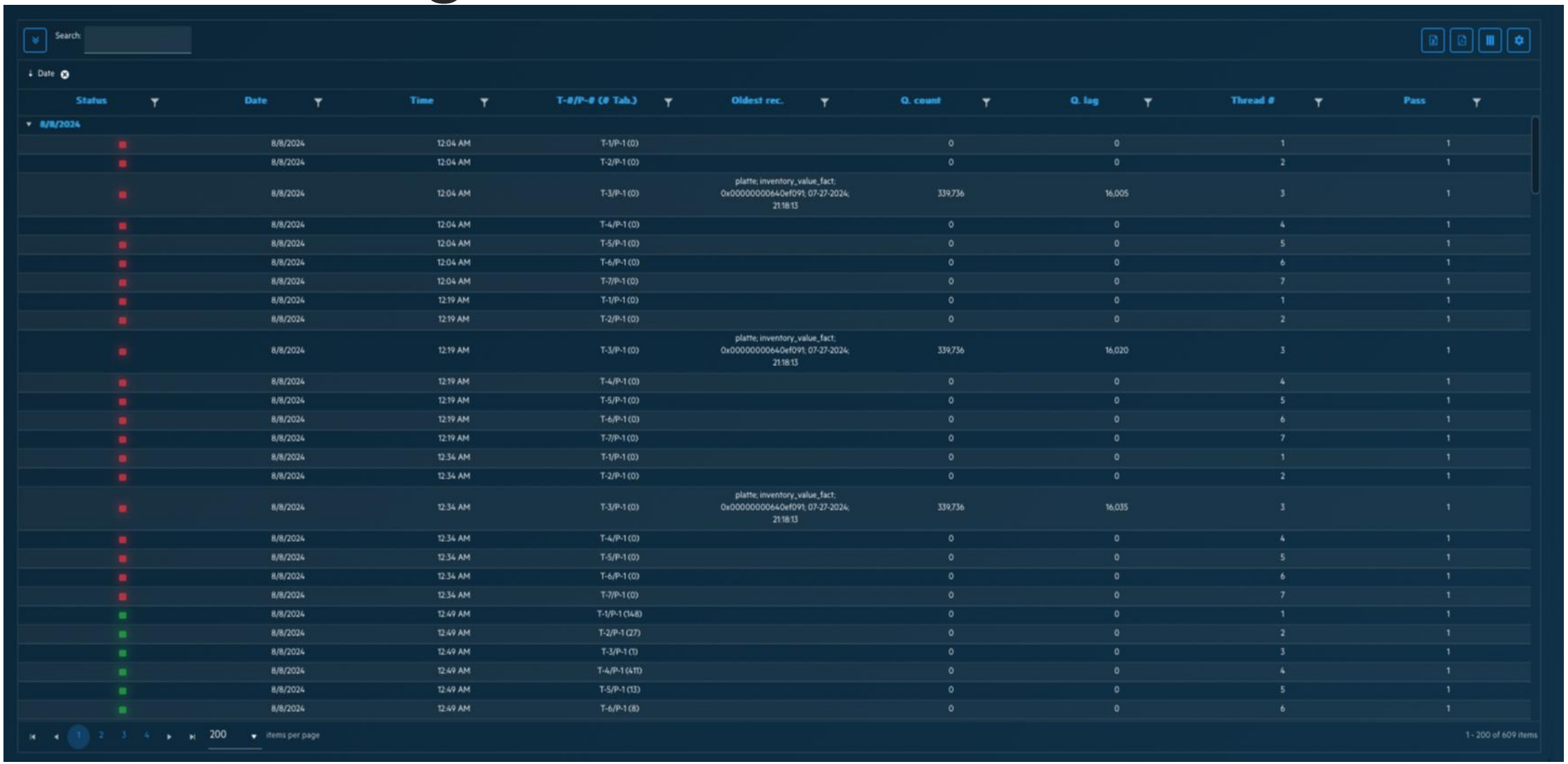
Database Pages – *Pro2*



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Database Pages – *Table I/O*

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Database Pages – *Table I/O*

I/O by Table

Search:

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

Area	Table	Table size	Records count	Reads	Creates	Updates	Deletes	R/W ratio	OS Reads	In -B2
Static Data	beaddress	0 B	0	25,738	0	0	0		28	NO
Static Data	beagentConfig	0 B	0	25,738	0	0	0		28	NO
Static Data	bealert	533.7 MiB	3,237,325	308,606,575	573	0	0	538,580	3,570,461	NO
Static Data	beAlertControl	3.3 MiB	51,622	2,255,370	142,866	3,572	0	15	21,797	NO
Static Data	beAlertMaster	2.7 MiB	19,969	25,946	7,478	0	0	3	52	NO
Static Data	beAlertStatus	1.4 MiB	13,212	33,618	1	0	0	33,618	269	NO
Trend Data	BEAreaExtent	35.0 GiB	354,785,428	48,256	191,751	0	0	0	3,141	NO
Area Data	beAreaStats	44.2 GiB	408,531,994	130,273,341	117,851	0	0	1,105	147,675	NO
Static Data	beauthentication	0 B	0	25,738	0	0	0		28	NO
Aux Data	beAuxHeader	25.7 GiB	284,360,721	55,905,260	177,500	0	0	315	400,498	NO
Static Data	beauxLog	0 B	0	25,738	0	0	0		28	NO
Aux Data	beAuxMaster	353.6 KiB	3,505	440,213	0	2,081	0	212	3,333	NO
Aux Data	beAuxNotAvailable	8.0 GiB	169,100,770	25,738	139,194	0	0	0	1,076	NO
Aux Data	beauxsample	7.7 GiB	175,721,588	50,940	86,914	0	0	1	2,910	NO
Aux Data	beAuxStats	107.9 GiB	1,069,690,898	110,466	648,904	0	0	0	12,105	NO
Trend Data	bebigrow	38.3 GiB	686,969,354	53,054,950	652,500	0	0	81	116,709	NO
Static Data	bechainInfo	0 B	0	25,738	0	0	0		28	NO
Static Data	beCheckPoint	0 B	0	25,738	0	0	0		28	NO
Static Data	beclientmon	0 B	0	25,738	0	0	0		28	NO
Static Data	beconfig	108.6 KiB	296	1,666,176	0	344	0	4,844	0	NO

200 items per page

1 - 85 of 85 items

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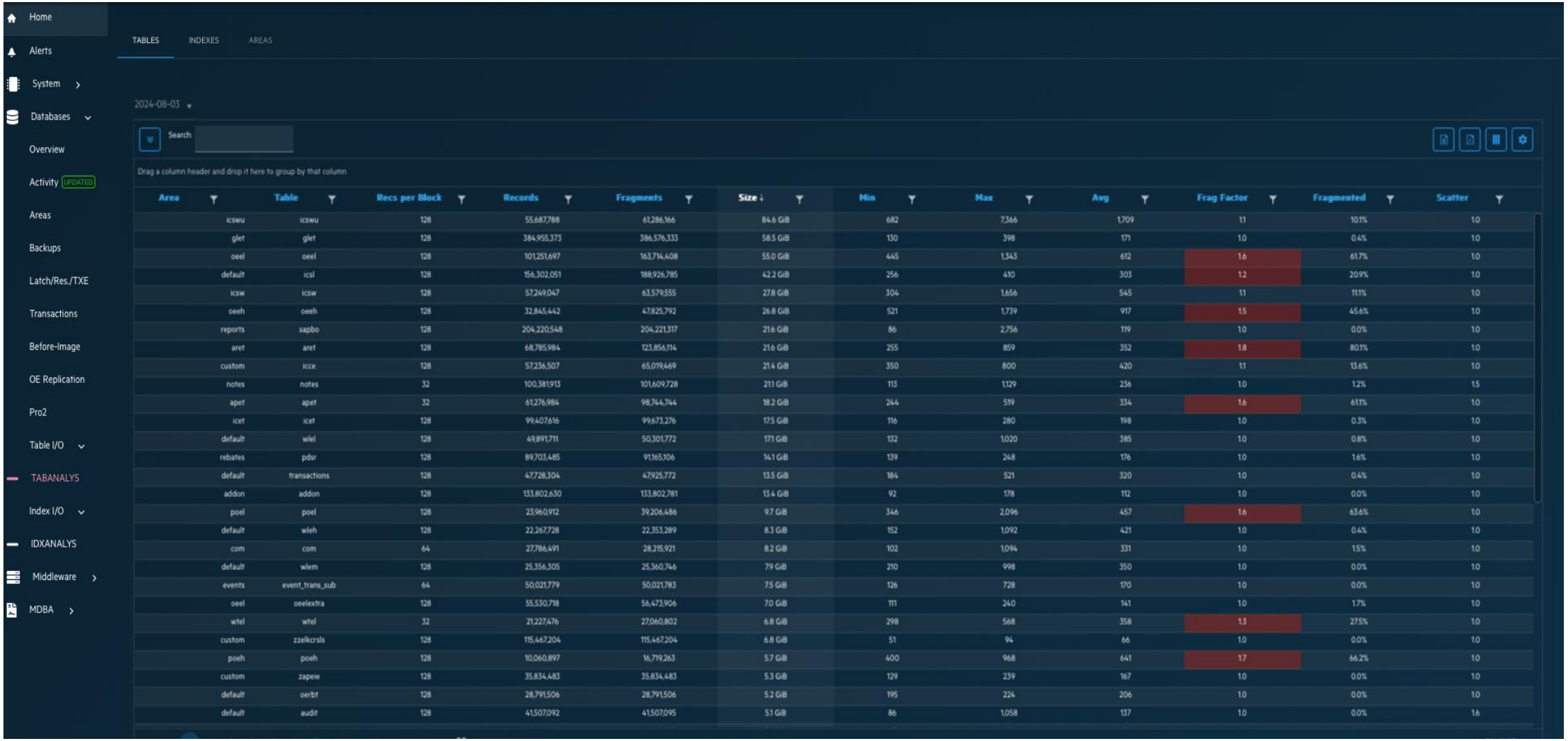
Database Pages – *Table Analysis*



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Database Pages – *Index I/O*

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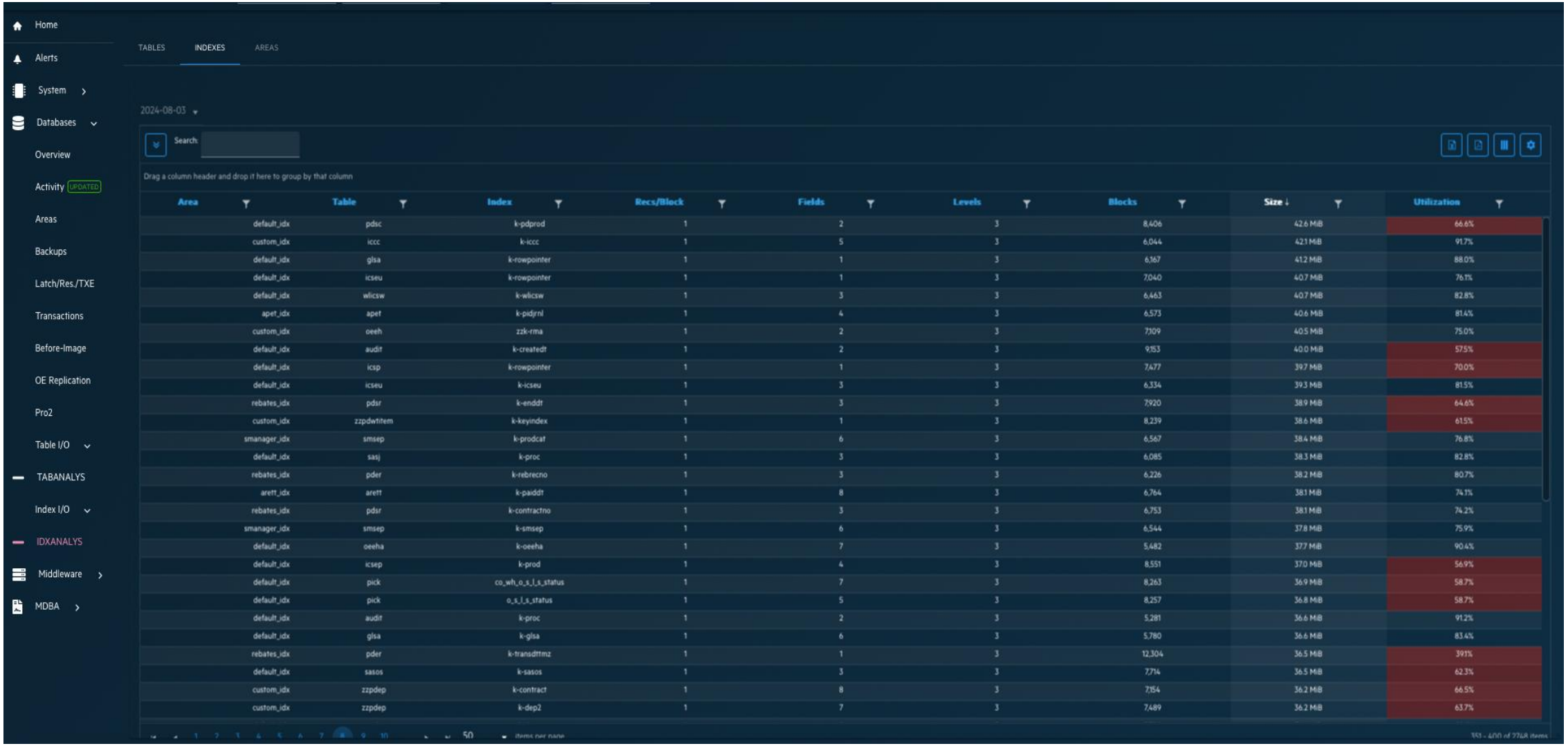
Database Pages – *Index Analysis*



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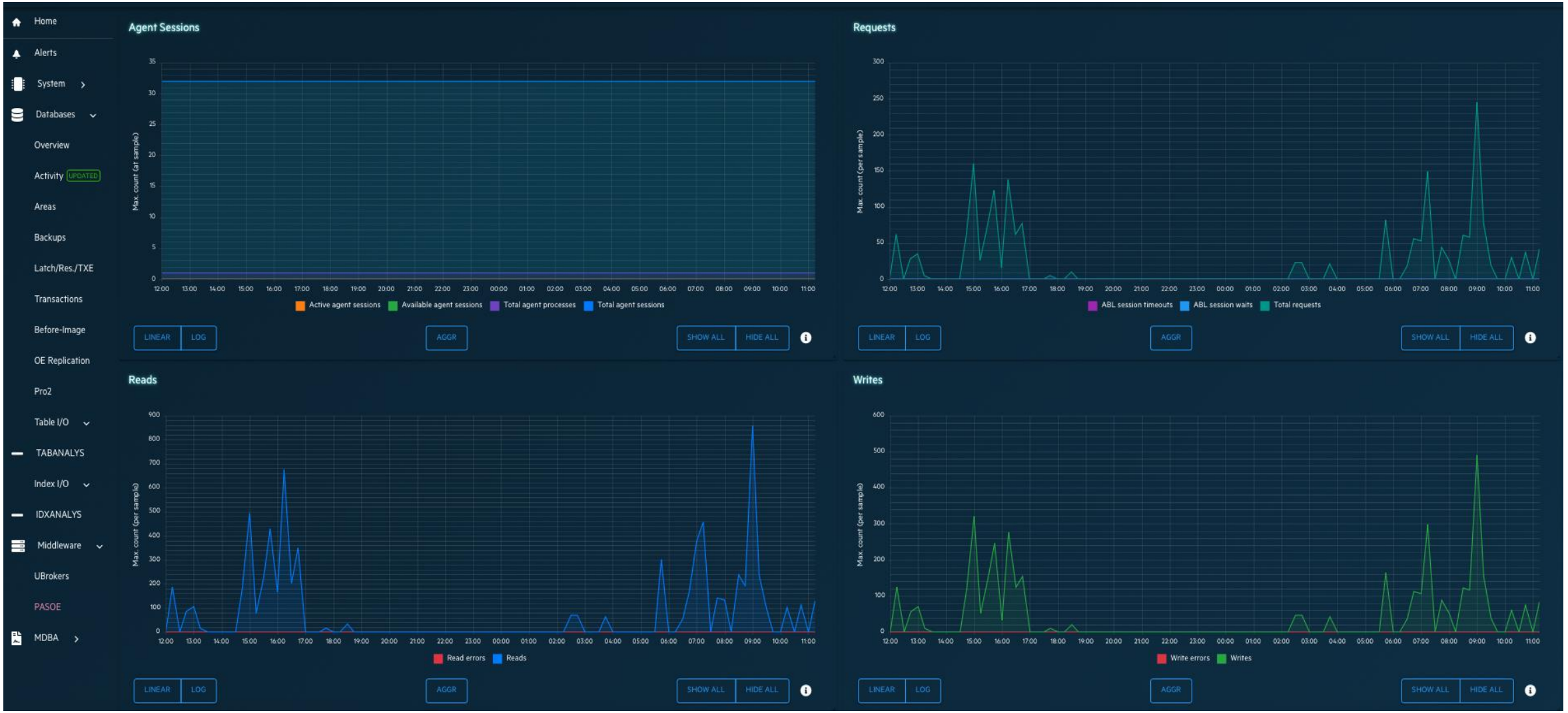
Middleware Page - PASOE



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Middleware Page - PASOE

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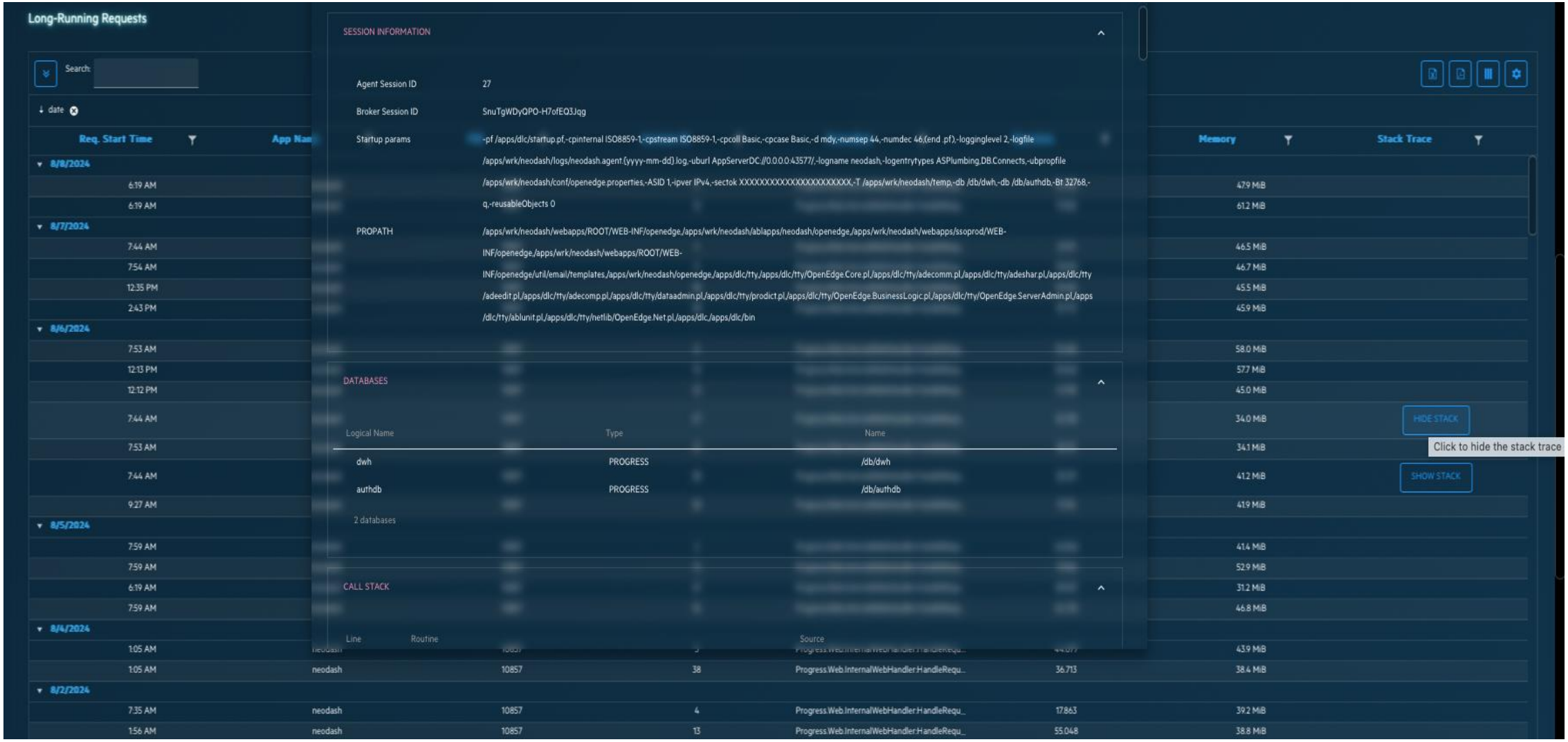
Middleware Page - PASOE



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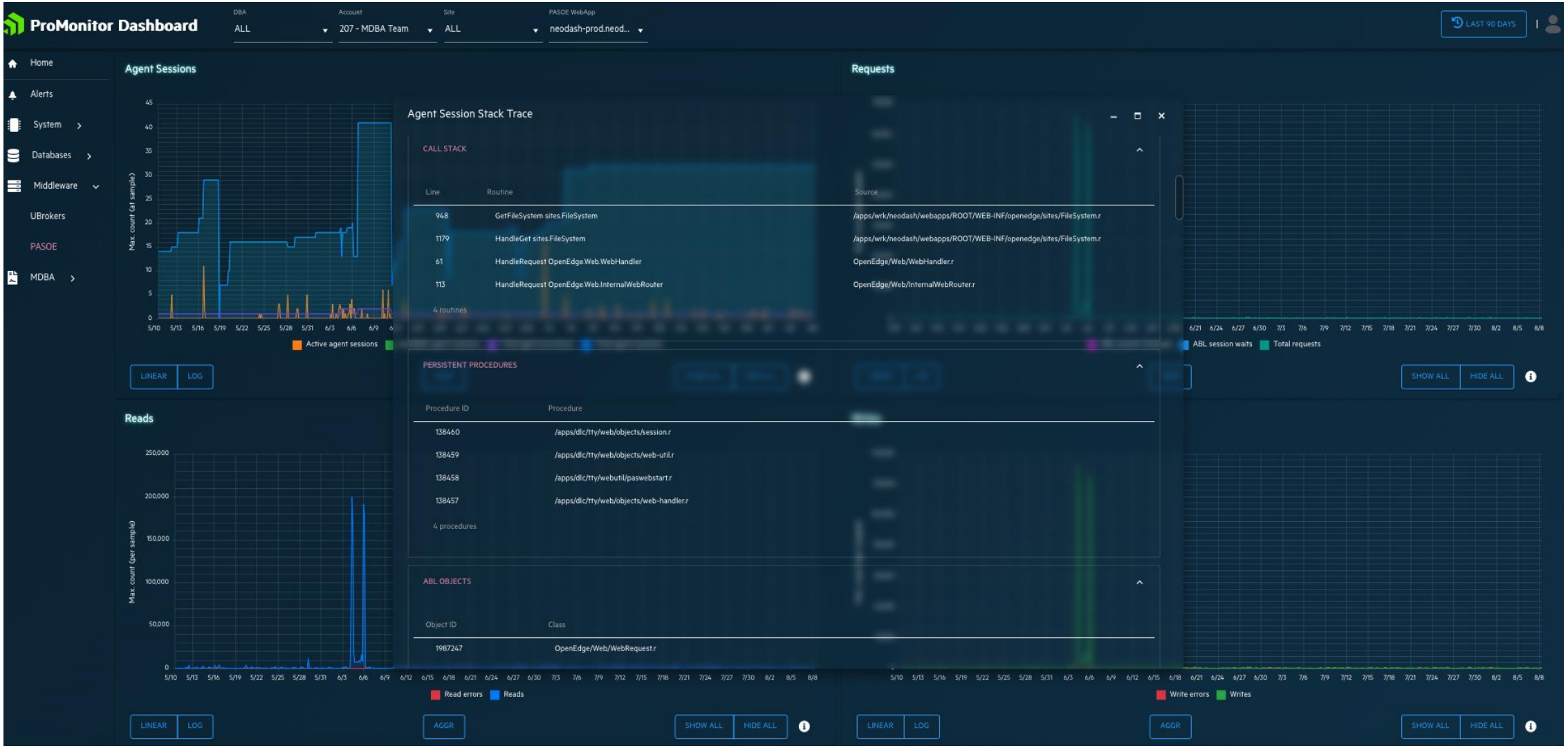
Middleware Page - PASOE



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Proactive

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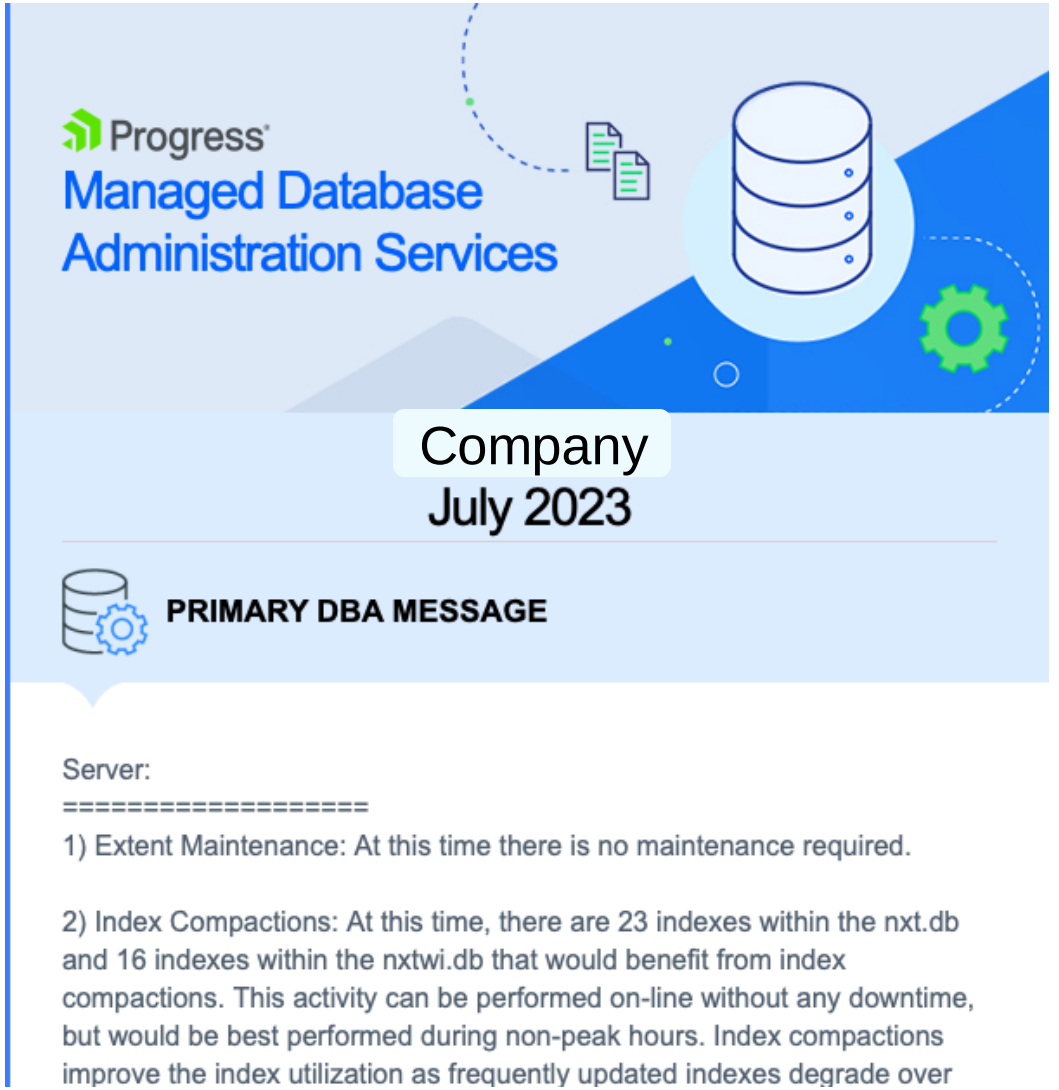
Proactive

Onboarding includes mini-database health check

Monthly reports

- Primary DBA can review with meeting
- Includes preventative recommendations
- Review of alerts and actions for the month



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Proactive

Summary includes

- Unused Indexes
- Buffer Hit Ration
  - DB requests and reads
- Database Growth
- Area Growth
- Alert trend and type
- Indexes needing compaction
- Fragmentation and scatter

Month	Database Requests	Database Reads	Buffer-Hit Ratio
Jul	5,985,127,795	34,137,755	175
Jun	5,577,441,150	37,137,762	150
May	5,216,637,109	32,368,396	161

Previous Size	Current Size	Growth	6 Months Size (est)
154,493	156,332	1,839	167,366
25,333	25,788	455	28,518

Area	Growth	Total Size	% Full	Proj Size	Proj % Full
event	5	9,150	100	9,185	100
transient	16	21,583	99	21,695	99

Alert Type	Severity	Jul	Jun	May	Apr	Mar	Feb
Database Backup Time Limit Exceeded	Critical	0	0	1	153	0	0
Database Unavailable or Down	Critical	30	6	120	0	0	0
Transaction Duration in Minutes	Critical	8	6	0	0	0	0
BI Size in Megabytes	Critical	2	0	0	0	0	0

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More!

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More than just Monitoring

- Install and configure products / features
- OpenEdge Replication (for HA and DR)
- OpenEdge Pro2 (for BI reporting)
- TDE
- Reorganize your data for best performance
- Dump and Load
- Pro2Pro
- Updates and upgrades
- Platform migration

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Available MDBA Plans

Plan	Includes
MDBA	Everything in previous slides
	Including 1-hour critical SLA
MDBA Plus	Everything in MDBA
	+ a block of highly discounted hours
MDBA for Partners	Everything in previous slides
	Partner is first line response on alerts
	MDBA available on request
	Including 1-hour critical SLA

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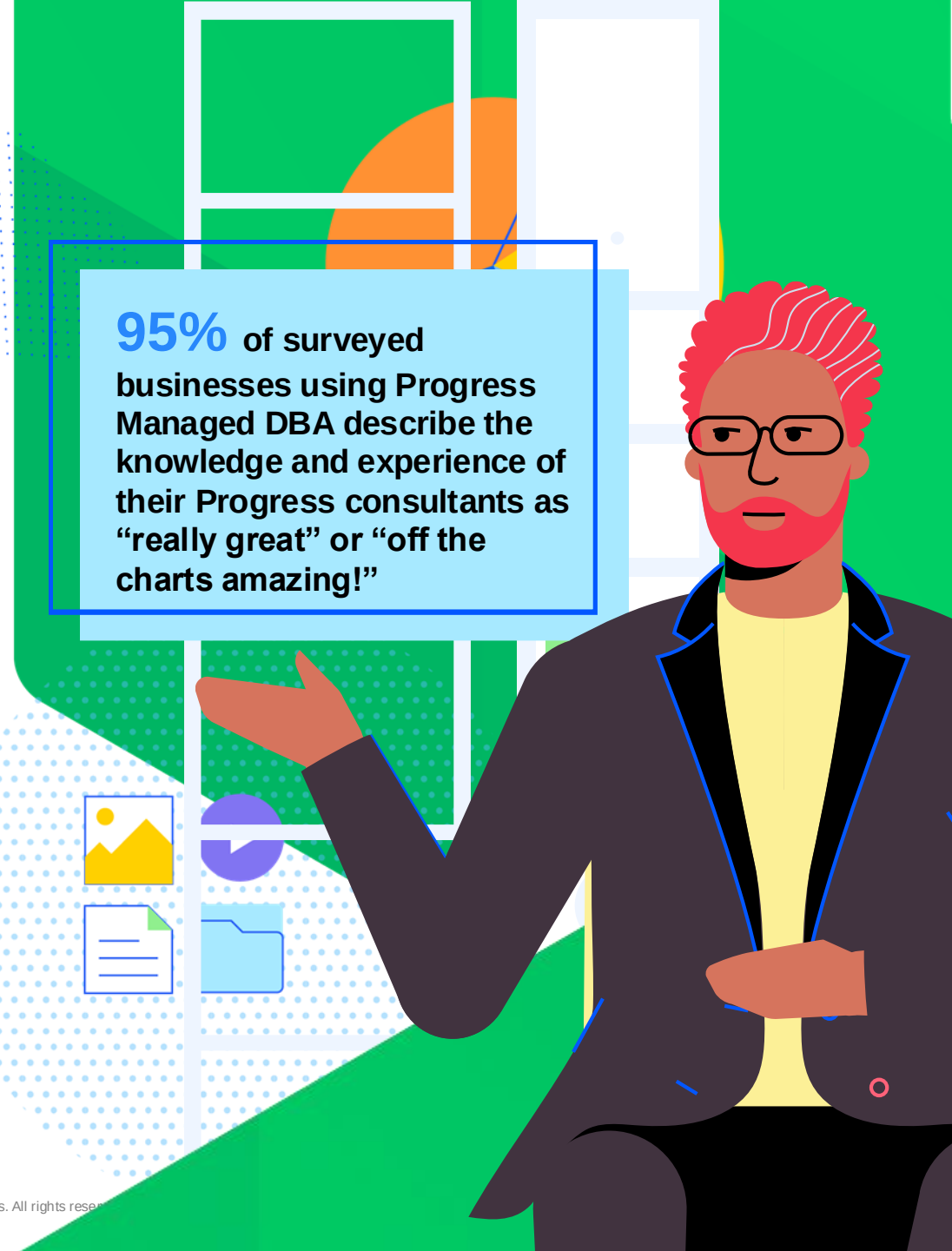
MDBA Summary

- 24/7 monitoring and support with guaranteed response time
- Preventive and proactive maintenance
- Monthly reports
- Web-based dashboard
- DBA experts handle your database management tasks



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