



## Questions webinar

- Q1: We use Nagios to monitor our infrastructure, why would I use Diagnostics when I already have a monitoring tool?

A1: Nagios is a horizontal based monitoring tool. It can tell you if there is a problem with any IT system, but it cannot tell you what the exact problem is in Smallworld. Diagnostics tracks granular information about the performance and use of Smallworld and you will not be able to get the insights with just Nagios

- Q2: We use Elastic Search as our monitoring tool. I would like to keep all the monitoring in the same tool. Is it possible to use Diagnostics with Elastic Search?

A2: It is possible to put all tracked data from Diagnostics into Elastic Search. However, the dashboards and alerts are not available in Elastic Search. To get insights from the data those graphs and alerts have to be created.

- Q3: What's the impact on user performance?

A3: Diagnostics does not have any impact on the user experience. It does that by doing all the heavy stuff of logging at the moments that a user does nothing. So for example, between two user clicks. This way it is not noticeable for the user and there is no performance impact.

- Q4: You mentioned the need to view the right logs and the right tracebacks. How do I find the right logs within Diagnostics? Is there a search I can run for specific days or logs?

A4: In Diagnostics with some simple commands, you can very easily find exactly the information you are looking for. By using the timepicker you can filter down to the specific day and time.

- Q5: If I am looking for a specific event in a log file, I can search for keywords (which could make it easier to find things in a long log file). How does Diagnostics make this a simpler process without the use of logs?

A5: In the top of the dashboards, we have inputs to filter down the dashboard. It is possible to filter on environment such as development or production. In addition, you can filter on user\_name, session, machine and location. There are also intuitive drilldowns on the dashboards, which makes it easy to find what you are looking for.

- Q6: If the utility uses Citrix, can they see which citrix server the users are logged into and the load on that server.

A6: We can see which machine the users are logged in. Diagnostics also track JVM stats, so from that we know which threads are really busy in the SW app itself.





- Q7: This product works with Smallworld 4.3 and 5.x.?

A7: Diagnostics works with SW 4.1 through to latest version (5.2.5).

- Q8: I assume the very readable click logging comes from SW5. This version is in general less readable in relation to SW 4. Question is: What Koen showed, is it just readable in SW 5?

A8: What Koen showed during the webinar was indeed SW 5, but on SW 4 the dashboards work just the same, so you should get the same information from SW 4.

- Q9: Koen showed the traceback, and also the replay user clicks up until you got to you got to the error. Can you drill down on the error?

A9: Yes you can. And then you get an entire new dashboard which gives much more detail about that specific action. It shows what the error is, if there are sub-actions, which you can also drill down to and get actionable insights from drilling down further.

- Q10: Does the click logging show user performance? I think our HR does not like that feature, but I liked what I saw. (See Q4 and A4)

A10: It shows exactly what the user actions are, so in a way it shows the user performance. But there are options of course to hide dashboards for certain users, so you can make sure that (for example) not all users can see what others users do. Also, the data can be anonymized (for privacy issues as well).

- Q11: Do you install any software directly into the Smallworld App server?

A11: No not in the SW app server. Diagnostics can be installed on any server and will be put in the session or the image.

- Q12: The dashboards can be seen from outside the company network?

A12: That all depends on how it is setup. It doesn't have to. It can be allowed; but some companies may not want to share that data.

- Q13: Is Diagnostics usable for "functional" guys, or do they need to be technical? What is the learning curve (for example to jump to conclusions like Koen did)?

A13: We do our best to make the dashboards very easy to use, but of course you need some knowledge. We give training to use the Diagnostics, and that takes 3 days to really know how to use Diagnostics. The dashboards and what you can see is very intuitive; the training course is supplemented by a fourth day, so that we can go through specific issues with the customer to address those specific issues before the training is completed, so that the customer has a usable system right away.

