Quest

Metalogix® Diagnostic Manager 5.0

User Guide

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Welcome to Metalogix Diagnostic Manager

Metalogix Diagnostic Manager is a powerful and intuitive monitoring solution that primarily helps administrators ensure the health of their SharePoint environment and the performance of their SharePoint applications. It saves time and money by dramatically reducing administrative overhead for IT and ensuring SharePoint business user productivity. Administrators can also use Metalogix Diagnostic Manager to monitor servers, client machines, and Web pages not associated with a SharePoint environment.

Metalogix Diagnostic Manager provides real time monitoring from a single console, enabling you to quickly identify, diagnose, and resolve performance and availability problems. It also provides critical information for capacity planning by storing historical performance data of all the monitored servers. It monitors in real time, providing a comprehensive set of metrics that enable administrators to quickly pinpoint performance and availability issues related to server performance, resource usage and poorly performing HTML controls, solutions and Web controls.

Key features include the following:

- Continuous, automated monitoring from a central console.
- Intuitive dashboard user interface for an "at-a-glance" view of SharePoint and server health.
- Page component level performance analysis.
- Summary and detail performance metrics.
- Automated alerting of poorly performing pages, controls and server performance issues.
- Repository of historical performance for trending and analysis.
- Comprehensive reporting.
- Centralized SharePoint Unified Logging System (ULS) logging for all SharePoint servers in the farm.

How does Metalogix Diagnostic Manager help me?

Metalogix Diagnostic Manager lets you monitor and analyze your Microsoft SharePoint farms, servers, ULS logs, and pages. The ways in which Metalogix Diagnostic Manager can facilitate a number of tasks is described in the following table.

Task	How
Offers easy installation and use.	Installs quickly, enabling immediate performance access to any page. A typical installation takes less than 30 minutes. Additionally, the easy-to-use UI makes it very easy to identify all performance issues on a single page.
Solve SharePoint performance problems even when SharePoint is not available.	Because Metalogix Diagnostic Manager runs outside of SharePoint, you have access to historical data, alerts issued, up to the minute performance information, and much more for all SharePoint servers in your farm. Metalogix Diagnostic Manager helps eliminate the risk of spending hours trying to find out what might have caused your SharePoint environment to fail or perform badly.
Take control of your SharePoint health.	Continuously monitor, diagnose, discover, analyze and fix SharePoint performance and availability issues efficiently. Quickly understand why your SharePoint servers are not performing well or why pages are taking long to load.
Out-of-the-box monitoring.	Instant and automatic monitoring of all SharePoint farm servers without the need to develop any kind of script. Take advantage of built-in default options to start monitoring your SharePoint servers immediately.
Provides accurate and clean server-side performance metrics.	Understand the real impact of the server-side performance metrics without interference from browser type, location, operating systems and connection speed. Have control of how an application is behaving in its 'raw' state, and easily determine any application performance issues.
Quickly identifies worst performing page controls.	Immediately identify the worst performing HTML controls, solutions and Web controls by quickly analyzing their load time, size and type.
Collects component-level results.	Powerful collection of page control elements that clearly differentiates page loading, execution, or rendering of individual page elements. Quickly and easily identify what is impacting page performance, without guessing!
Provides true SharePoint-specific analysis.	Enables true visibility into SharePoint by exposing the inner workings of server controls, solutions, menus and other page elements. Using advanced methods, Metalogix Diagnostic Manager allows clear analysis of all the Web page controls and parts before they are rendered into HTML and delivered to the user.

Task	How
Quickly identifies any potential problems for any servers in the farm.	Provides notifications of any potential problems found in any of the SharePoint ULS logs for any of the servers in the SharePoint farm. (SharePoint 2010, 2013, and 2016)
Monitor the health of Office 365 tenants	Provides status information for Office 365 services (including SharePoint Online, Exchange Online, and Skype for Business) and their features.

Using the Help

You can also access the Help system through the Start menu, the Help tab on the Metalogix Diagnostic Manager Management Console—or for page help, by pressing F1 on your keyboard.

NOTE: The online Help requires Internet Explorer version 7.0 or later.

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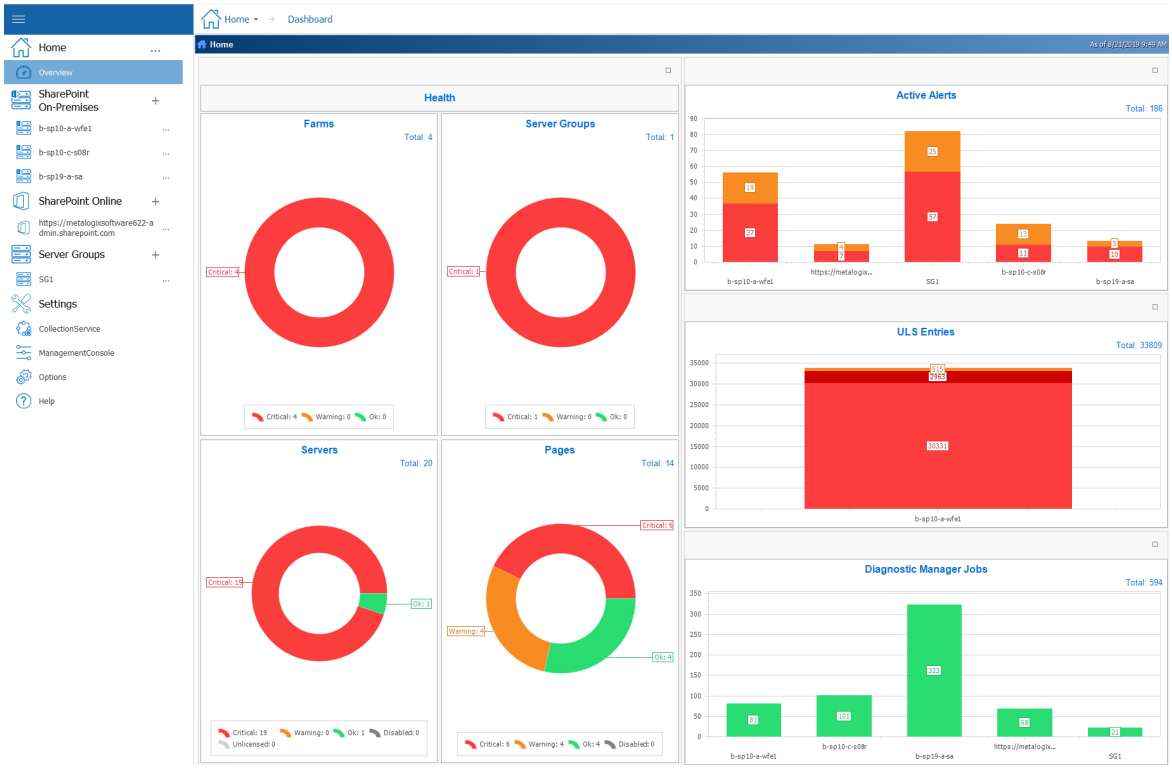
Getting Started

Use the following checklist to get started using Metalogix Diagnostic Manager.

Add one or more farms and/or Server Groups to monitor. See Adding a Farm to Monitor and Adding a Server Group
Add one or more pages to monitor. See Adding a Page to Monitor.
Configure the alerting thresholds. See Setting Alert Thresholds.
If you want to receive alert notifications through e-mail, configure the email settings. See Configuring e-mail Settings.
Configure Metalogix Diagnostic Manager to monitor Unified Logging System (ULS) See Enabling and Configuring ULS Log Entries (SharePoint 2010, 2013, and 2016).

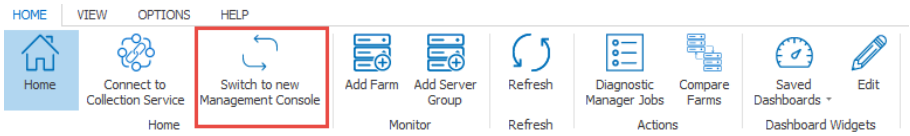
The Diagnostic Manager Home Page

The Metalogix Diagnostic Manager Home page is a customizable dashboard that provides a graphical representation of overall health and key metrics for SharePoint farms, O365 tenants, and Server Groups.

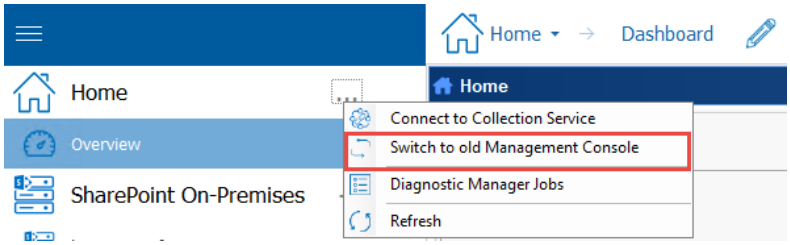


NOTE:

If you are using the older user interface to the new user interface (depicted above), select the **Switch To New Management Console** button, available in the ribbon.



If you would like to switch the new user interface back to the old interface, select the **Switch to Old Management Console** button available when you click the (**...**) next to Home.


Home
Dashboard
Home
Overview
SharePoint On-Premises
Home
Connect to Collection Service
Switch to old Management Console
Diagnostic Manager Jobs
Refresh

5

Configuring your Deployment

After initially installing and setting up Metalogix Diagnostic Manager, you can perform the following configuration activities:

- Managing licenses
- Configuring Web proxy settings for monitoring O365 Tenants and Web pages
- Connecting to the Collection Service
- Adding a farm to monitor
- Adding a Server Group
- Manually adding servers to a farm or Server Group
- Adding a monitored page
- Setting default alert thresholds
- Configuring e-mail settings
- Setting the Management Console preferences
- Enabling and Configuring ULS Log Entries

Managing Licenses

Metalogix Diagnostic Manager activates your license key during its installation by contacting a license server. Metalogix Diagnostic Manager will periodically refresh the activation as it runs.

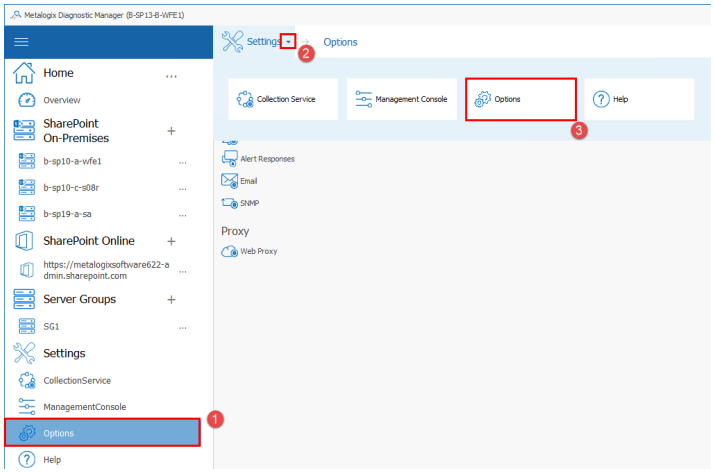
For customers without an Internet connection or who want to review the information, offline activation is available. Installations using offline activation must be manually refreshed every 365 days.

Your license is based on the number of servers and/or Office 365 tenants that you want to monitor within your farms. If a server or tenant does not have a valid license, Metalogix Diagnostic Manager does not collect data from it.

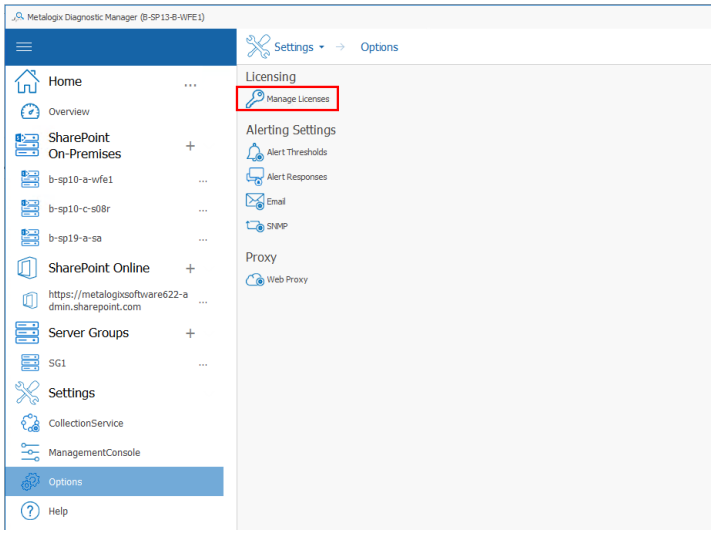
Use the Manage Licenses dialog box to view the servers and/or tenants that have licenses assigned to them. In the Manage Licenses dialog box, servers with licenses assigned have selected check boxes.

To access the Manage Licenses dialog:

In the Management Console right side ribbon, choose **Options**, then select **Settings** from the top tab, followed by **Options**, this will open the options page.

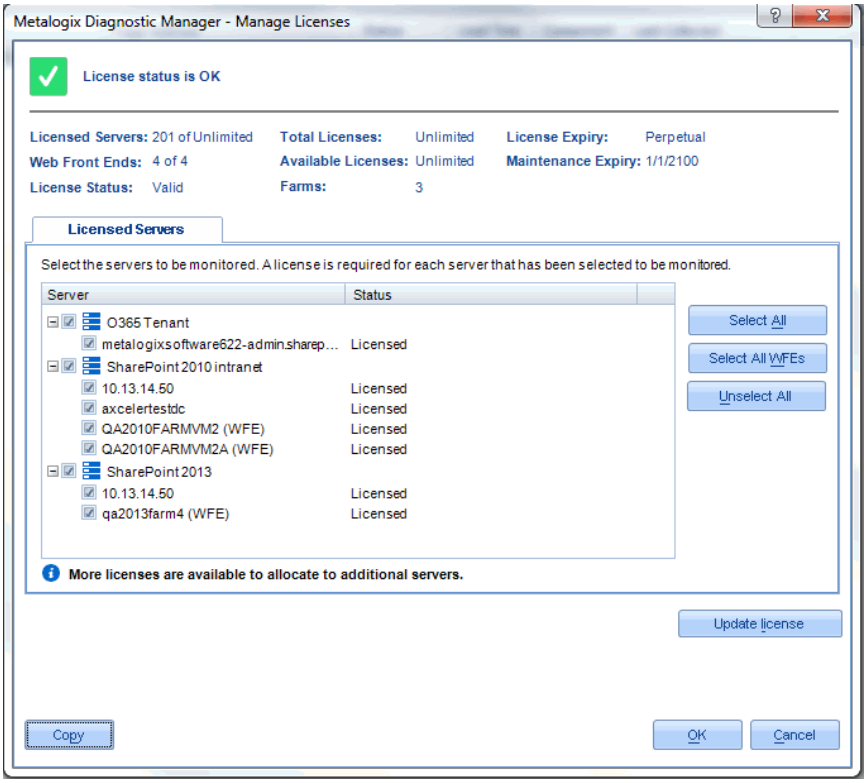


On the options page select **Manage Licenses**.



Normally, you license every server in your SharePoint farm. If the number of servers/tenants in exceeds the number of licenses, you must select the ones you want to license.

NOTE: When a server in a clustered or SQL AlwaysOn environment is added, all of the other servers in the cluster/availability group are automatically added to the Management Console. In order to be monitored, these servers must also be licensed.



To select the servers to license:

> NOTE: For licensing purposes, Metalogix Diagnostic Manager treats an Office 365 tenant's SharePoint Admin site as a "virtual" server.

In the Licensed Servers tab, do one of the following:

- Select the check box for each server to which you want to assign a license.
- Clear the check box to remove a license from a server.
- Click **[Select All]** to assign a license to all servers.
- Click **[Select All WFEs]** to assign a license to all Web front end (WFE) servers.
- Click **[Unselect All]** to clear the check boxes for all servers.

To copy a license key to the clipboard:

In the Manage Licenses dialog box, click **[Copy]**.

Now you can paste the license information into a different program to save the license data.

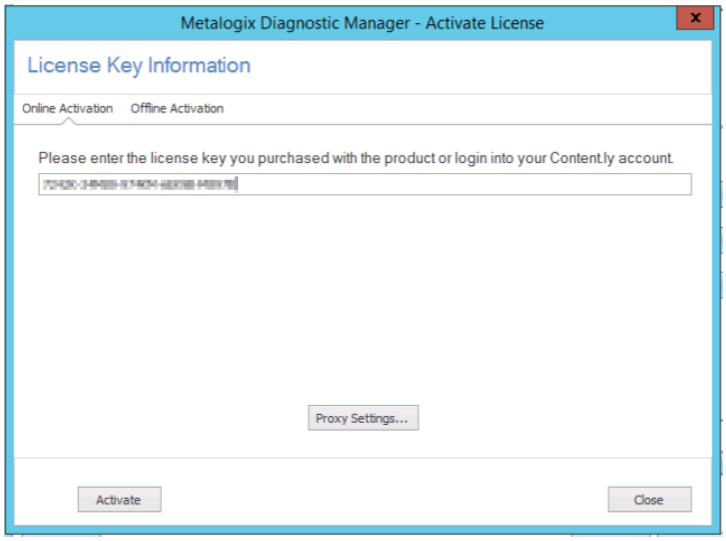
Updating a License

The Activate License dialog box lets you enter your new Metalogix Diagnostic Manager license key. You must have a valid license key equal to or greater than the number of SharePoint servers you want to monitor.

You may need to update a license when you increase the number of servers you want to monitor and you receive another license.

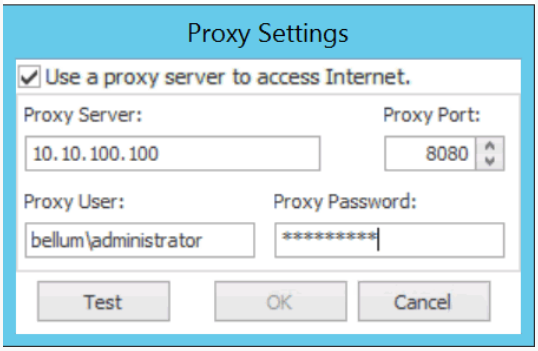
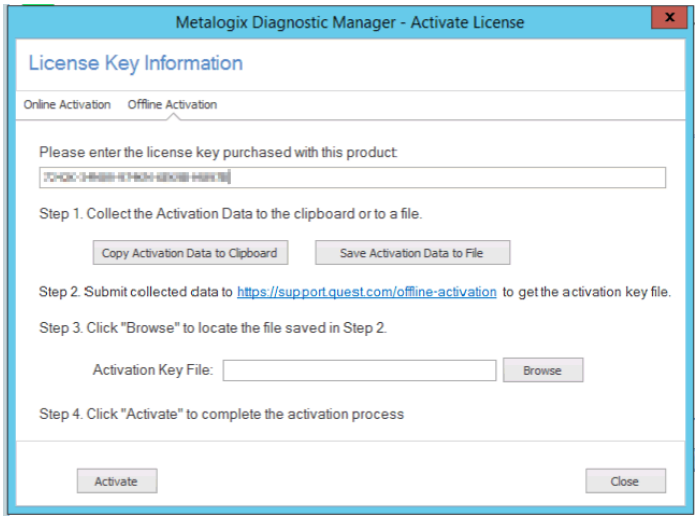
To update a license:

1. In the Management Console, choose **Options > Settings> Options> Manage Licenses**.
2. Click **[Update license]** to invoke the Activate License dialog.
3. In the Activate License dialog box, enter the license key.



4. Use the information in the following table to determine the appropriate option to use to activate the license.

If ...	Then ...
you want to activate the license online from the local machine	click **[Activate]**.
you want to activate the license online using a proxy	a) Make sure the **Use a proxy server to access Internet** box is checked b) Click **[Proxy Settings...]**. c) Make sure the **Proxy Settings** dialog has been completed with the following information: ▪ the **Proxy Server** name or IP address and **Proxy Port** or the **Proxy Server** url ▪ the credentials to be used when connecting to the internet. d) To verify connection to the proxy server, click **[Test]**.

If ...	Then ...
	 e) Click **[OK]** to dismiss the dialog.
you want to activate the license without internet access	a) Switch to the **Offline Activation** tab. b) On the Activate License dialog, enter the license activation key.  c) Follow the instructions that display in the dialog to complete the activation process: I. **Collect the Activation Data**. You have the option to either **Copy Activation Data to Clipboard** or **Save Activation Data to (text) File**. II. **Submit collected data.** Go to https://support.quest.com/offline-activation and follow the instructions for submitting your activation data. **NOTE:** When your activation key is returned, you have the option of copying it to the clipboard or saving it to a data file. Make sure that you choose the option to save to a data file as it is the only method that the Activate License

If ...	Then ...
	dialog allows. III. Upload the **Activation Key File** obtained from to the Activate License dialog. IV. Click **[Activate]**. d) When the License activation succeeded message displays in the lower-left corner of the dialog, click **[Close]**. **CAUTION**: Installations using offline activation must be manually refreshed every 365 days. If you originally activated your Metalogix Diagnostic Manager license offline and it has been active for more than 365 days, when you launch the Management Console the splash screen may display a message that your license has expired.

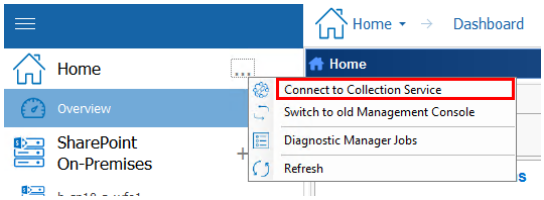
Connecting to the Collection Service

The Collection Service collects data from your SharePoint farms and Server Groups and stores it for the Management Console to access. You connect the Metalogix Diagnostic Manager Management Console to a Collection Service. The Management Console can connect to a single Collection Service at a time. If your network includes multiple Collection Services, you can connect to each in turn.

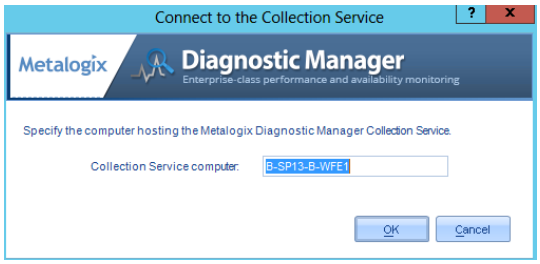
NOTE: If you run the Management Console on a computer that also hosts the Collection Service, then Management Console connects to the local Collection Service by default. You can manually select a different Collection Service.

To connect to the Collection Service:

1 In the Management Console ribbon, choose **Home> ... > Connect to Collection Service**.



2 In the Connect to the Collection Service dialog box, type the name or IP Address of the computer that hosts the Collection Service.



3 Click **OK**.

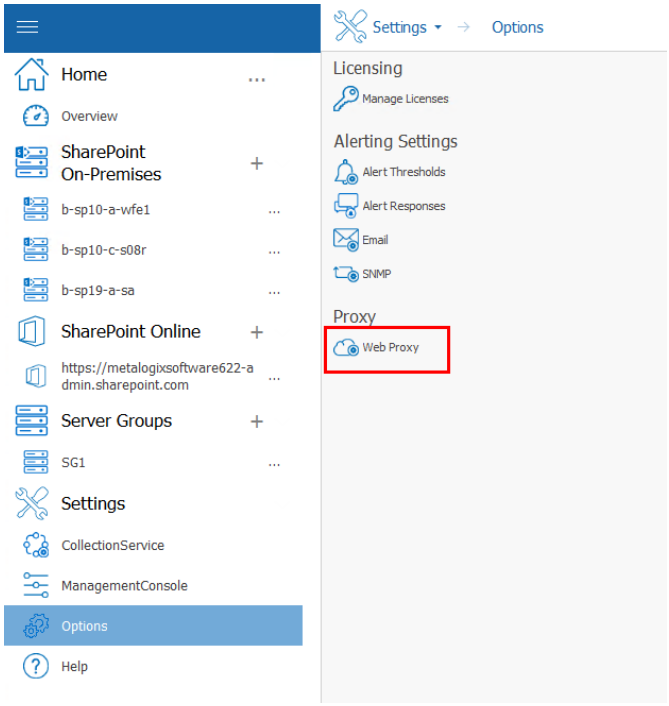
Configuring Web Proxy Settings for Monitoring O365 Tenants and Web Pages

If you want to monitor O365 tenants and public Web pages from a machine that does not have Internet access or you want to use a secure connection, you can specify a proxy server to use for connecting to the Internet.

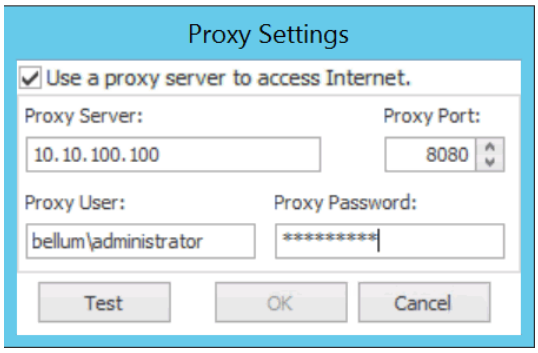
IMPORTANT: If you want to monitor an O365 tenant using a proxy, before you add the tenant to Metalogix Diagnostic Manager you must first configure the proxy in Internet Explorer. Otherwise, the message "Navigation to the Web page was canceled" will display when you attempt to add the tenant. Once the tenant has been successfully added, however, the proxy setting is no longer needed in Internet Explorer.

To configure web proxy settings:

1. From the Management Console **Options** tab, click **Web Proxy**.



2. On the **Proxy Settings** dialog, make sure the **Use proxy server to access Internet** box is checked and the dialog has been completed with the following information:
   - the **Proxy Server** name or IP address and **Proxy Port** or the **Proxy Server** url
   - the credentials to be used when connecting to the internet.
3. To verify connection to the proxy server, click the **[Test]** button.



4. Click **[OK]** to dismiss the dialog.

Adding a Farm to Monitor

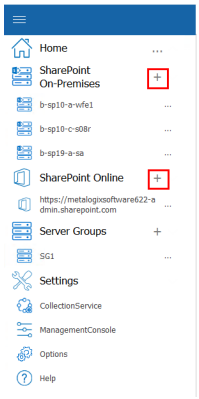
Metalogix Diagnostic Manager lets you monitor On-Premises SharePoint farms and/or Office 365 tenants. You first must add the farm to the Management Console before Metalogix Diagnostic Manager can provide you with data.

Before Adding a Farm to monitor:

Make sure the account(s) you will be using for data collection meet the requirements for Account(s) Used for Data Collection.

To add a farm to monitor:

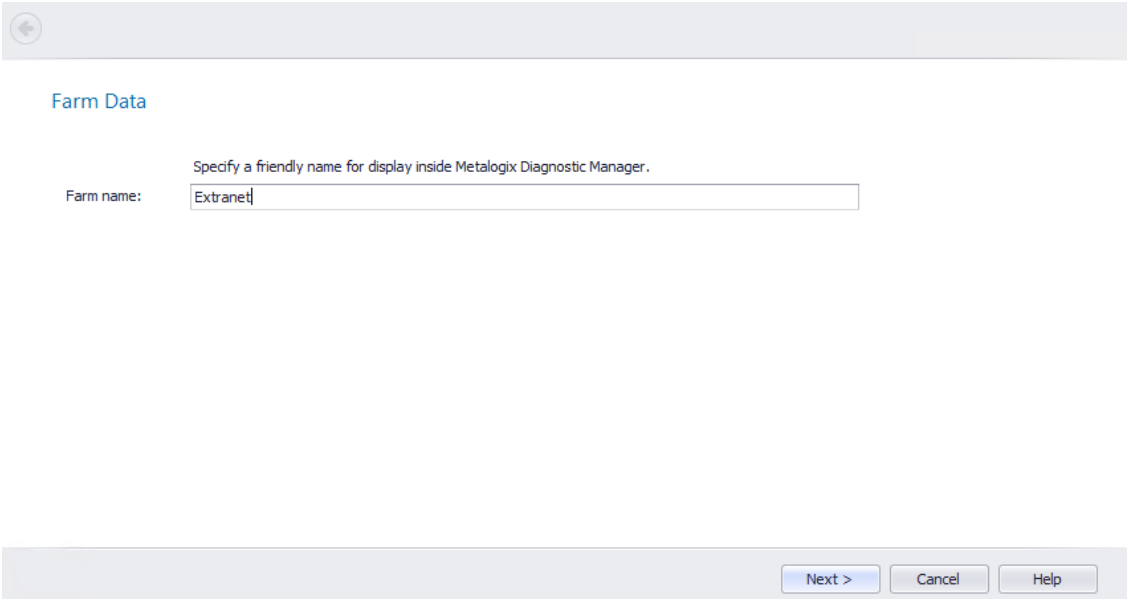
2 In the Management Console tree, select the (**+**) beside "SharePoint On Premises" or "SharePoint Online" in order to add a farm to each respective category.



3 For **Farm name**, enter a "friendly" name that you would like to have appear in the Management

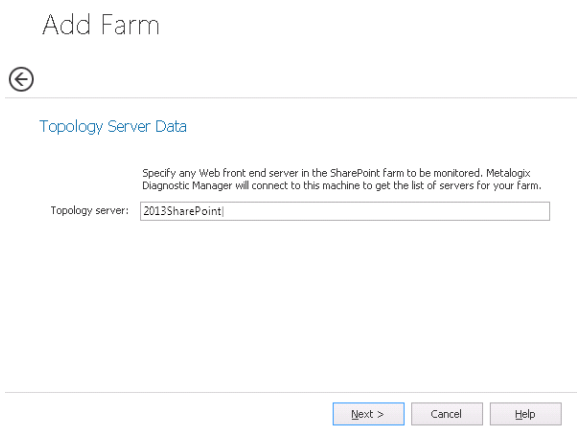
Console.

NOTE: This name appears only in Metalogix Diagnostic Manager and does not need to match any other name for the farm that is used outside the product.



4 Click **[Next]**.

5 Use the information in the following table to determine the appropriate action to take.

If you are adding ...	Then ...
a SharePoint On-Premises farm	for **Topology Server Data**, enter the name or IP address of any Web front end  **CAUTION:** The Collection Service contacts the server that you specify and uses information from the registry on the Topology Server to locate the SharePoint configuration database. The Collection Service then queries the configuration

If you are adding ...	Then ...
	database to determine the servers that make up the farm and the roles the servers play.

7 Click **[Next]**.

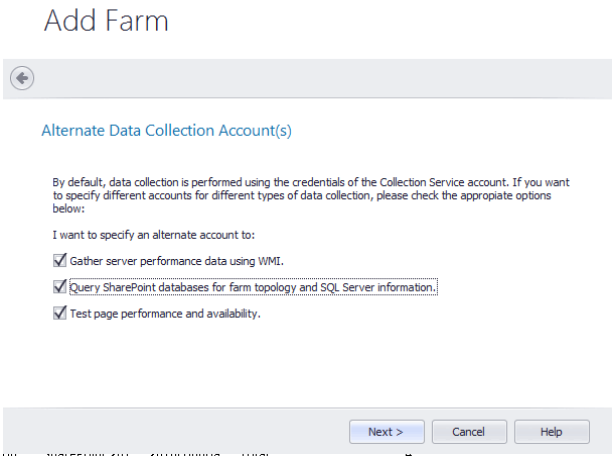
8 Use the information in the following table to determine the appropriate action to take.

If you are adding ...	Then ...
a SharePoint On-Premises farm	go to the next step.
an Office 365 Tenant	go to Step 10.

9 If you are adding a SharePoint On-Premises farm and want to collect data using credentials other than the Collection Service Account specified when the Collection Service was installed:

a) Check the appropriate option(s):

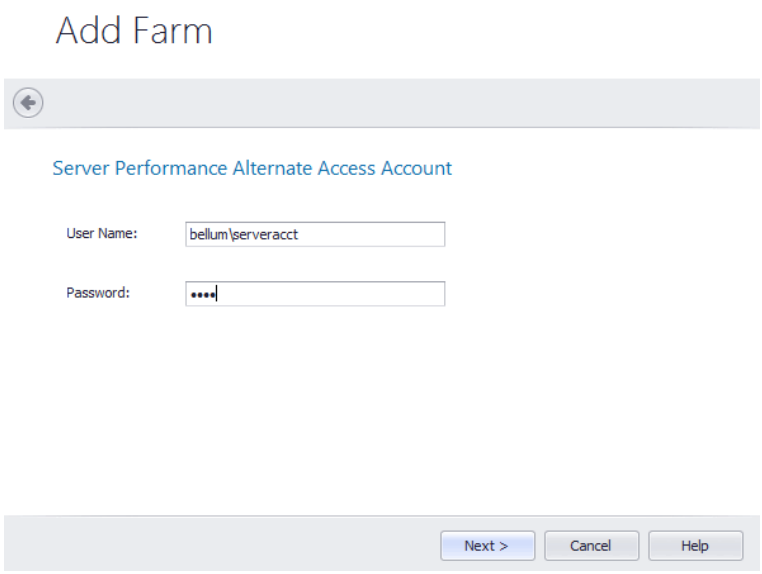
- **Gather server performance data using WMI**
- **Query SharePoint database for farm topology and SQL Server information**
- **Test page performance and availability**



b) Click **[Next]**.

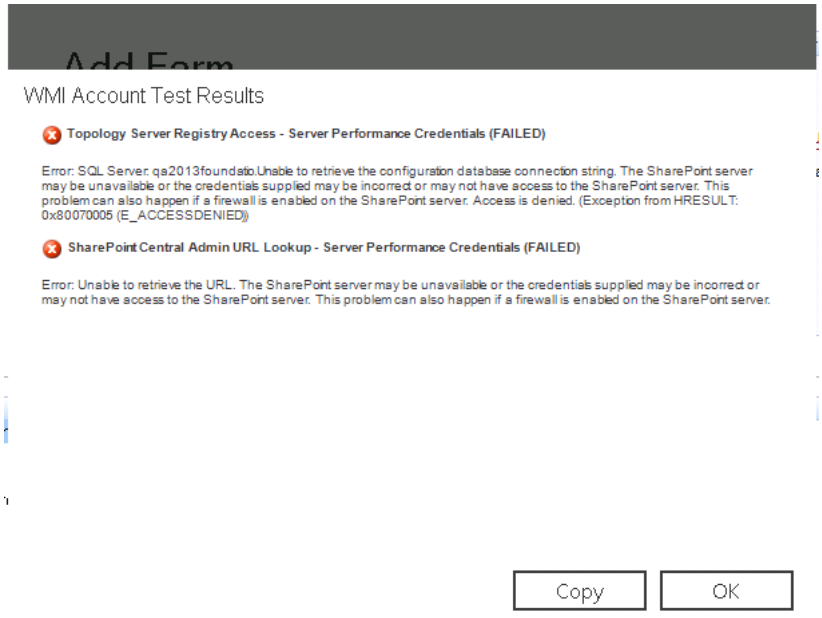
For each option you selected, you will be prompted to enter credentials for the alternate account.

c) Enter the **User Name** and **Password** for an account that has the appropriate permissions.



NOTE: Remember to enter the *full* account name (for example, domain\user name).

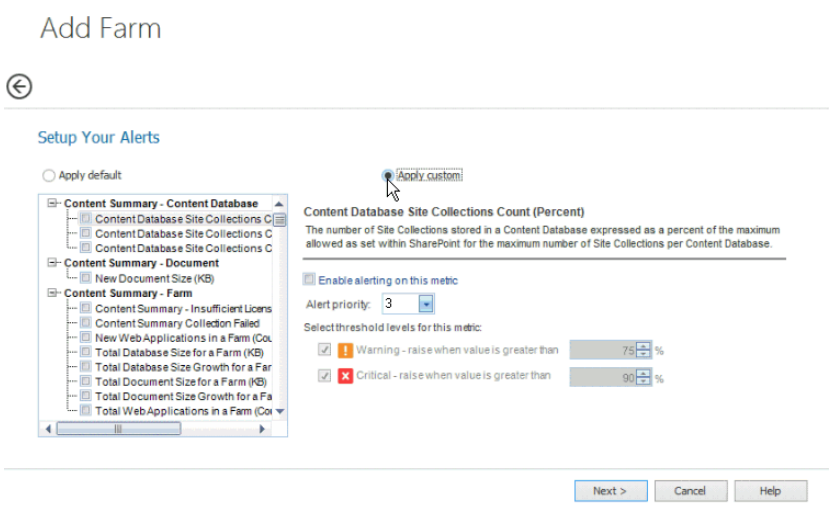
If an account fails validation, an error message displays in the Account Test Results dialog.



If you want to copy the text of the message to the clip board, click **[Copy]**. You can then paste the information into another program. Click **[OK]** to dismiss the dialog, then fix the issue and re-enter credentials. When credentials have been successfully validated, click **[Next]**.

10 For **Setup Your Alerts**, either **Apply default** or select **Apply custom** and select/deselect individual alerts and/or adjust the thresholds that you want to apply for the farm.

NOTE: If you change the **Alert priority**, you can sort the **Priority** column in the Alerts view according to relative importance.



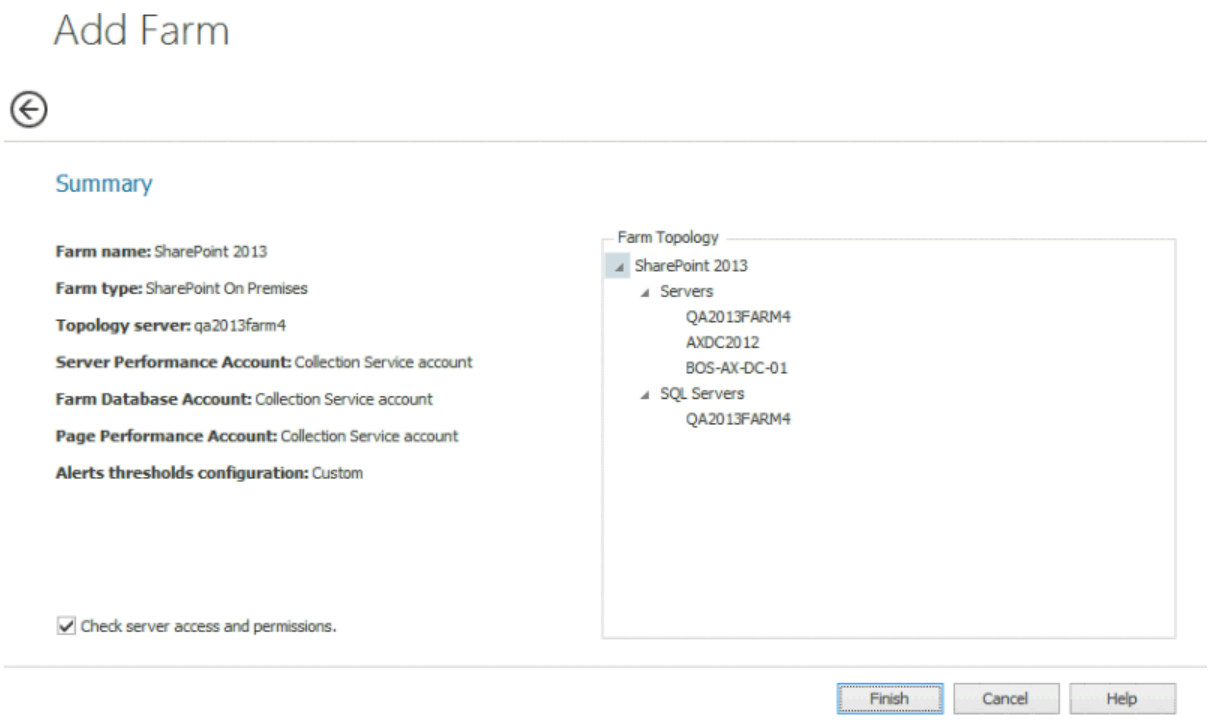
11. Click **[Next]**.

A Summary of the data you specified on the previous dialogs displays.

12 If you are adding a SharePoint 2010, 2013, or 2016 On-Premises farm and want to **Check server access and permissions** for all servers in the farm, check this box. (This option is unavailable for SharePoint 2007 farms).

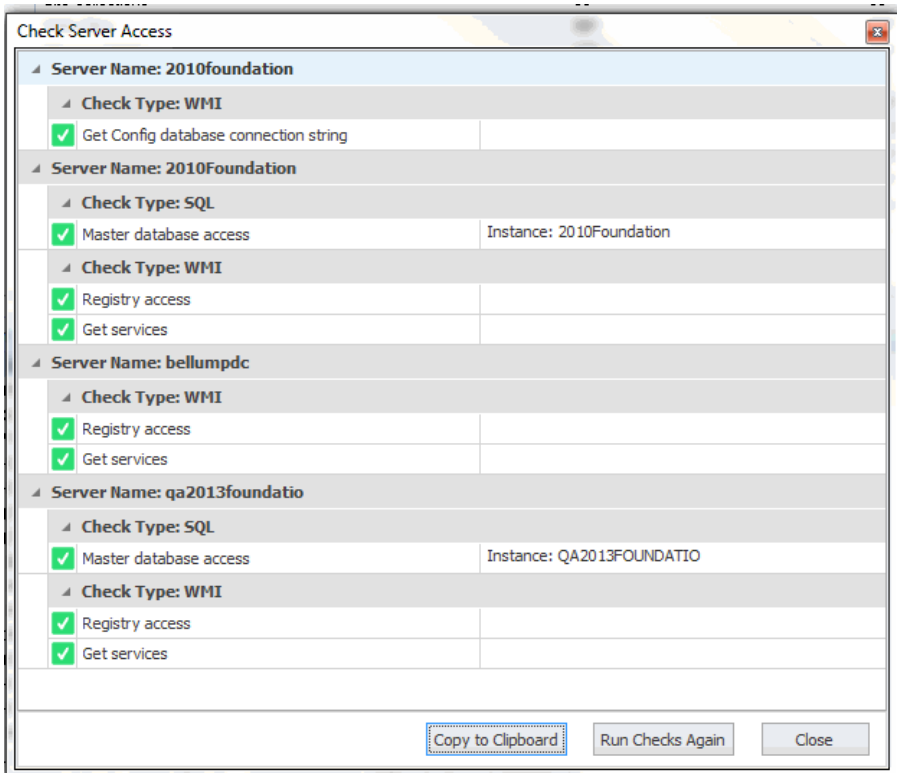
If you uncheck this box, the server access and permissions check will be skipped.

NOTE: You can perform this check at any time from within the Management Console using the **Check Server Access** option.



If **Check server access and permissions** was selected on the Summary dialog, when you click **[Next]**, the following information will display for each server in the farm:

- For a farm Topology server, access to the Config database connection string
- For each server in the farm:
  - WMI access to
  - Windows Registry, and
  - Windows Services
- access to the master database of each SQL Server instance.



If the account fails any of the server access and permissions checks, you can fix the issue on the affected server(s) then **[Run Checks Again]**.

12 Click **[Finish]** to add the farm to the Management Console tree

The Collection Service stores the list of monitored farms in the Repository. Any user of the Management Console can add farms to the Collection Service or review any of the collected data.

NOTE: If you want to be able to collect component analysis data for the farm, remember to install the Component Analysis solution in the farm. Refer to the *Metalogix Diagnostic Manager Advanced Installation Guide* for details.

Account(s) Used for Data Collection

On Premises Data Collection Account Requirements

For on premises SharePoint farms, data collection is by default performed using the credentials of the Collection Service account. However, whenever you add a farm to monitor, you have the option of specifying different accounts to use for the collection of different types of data.

Account requirements depend on the type of data being collected, as described in the following table.

For the collection of ...	Then the account must have ...
Farm Data	read access to the SharePoint Farm Configuration database.
Server Performance	access to the Windows Management Instrumentation (WMI) data for every Windows server and SQL server to be monitored. **NOTE:** Normally, this is a local administrator account. If it is not possible for the account to be a local administrator, several fine-grained-permissions must be granted instead. However, if the account is not a local administrator, you will be unable to start and stop application pools from within the Management Console. Contact Quest Support for details.
Page Performance and Availability	the following fine-grained SharePoint permissions to all areas of the farm (Web applications, site collections, sites, lists, and items): • **View items** • **View Application Pages** NOTE: These fine-grained permissions are, by default, included in the Web Application Permission Policy Level **Full Read**.
SQL Server Information	ideally, membership in the `sysadmin` role, which will provide the account with all of the permissions it needs to query the SQL server instance and all of its databases. **NOTE**: If it is not possible for the account to be a

For the collection of ...	Then the account must have ...
	sysadmin, several fine-grained-permissions must be granted instead. Contact Quest Support for details.
Content Summary Data	the **Site Collection Auditor** role for all site collections within a monitored Web application (which is, by default, included in the Web Application Permissions Policy Levell **Full Read**). **NOTE:** If you want to monitor the **Central Administration** Web application, the account must have the **Site Collection Administrator** role (which is, by default, included in the Web Application Permissions Policy Level **Full Control**).

Office 365 Tenant Data Collection Account Requirements

If you are monitoring one or more Office 365 tenants, the account used to collect data must be:

- an Office 365 global administrator

AND

- a site collection administrator for each SharePoint Online site collection to be monitored.

Editing a Monitored Farm

You can change the name, topology server, and/or access credentials for a monitored farm. When you edit the farm, you can specify a different name to use in Metalogix Diagnostic Manager. The new name does not appear in SharePoint itself.

> If you are upgrading from a version of Metalogix Diagnostic Manager older than 4.8 and are monitoring one or more O365 Tenants, you will receive an alert to provide Office 365 Authentication using the Edit Farm option.

You can also specify the name or IP address of a different server that the Collection Service should use as the Topology Server. The new Topology Server should be a member of the same farm.

The Collection Service contacts the server that you specify and uses information from the registry on the Topology Server to locate the SharePoint configuration database. The Collection Service then queries the configuration database to determine the servers that make up the farm and the roles the servers play.

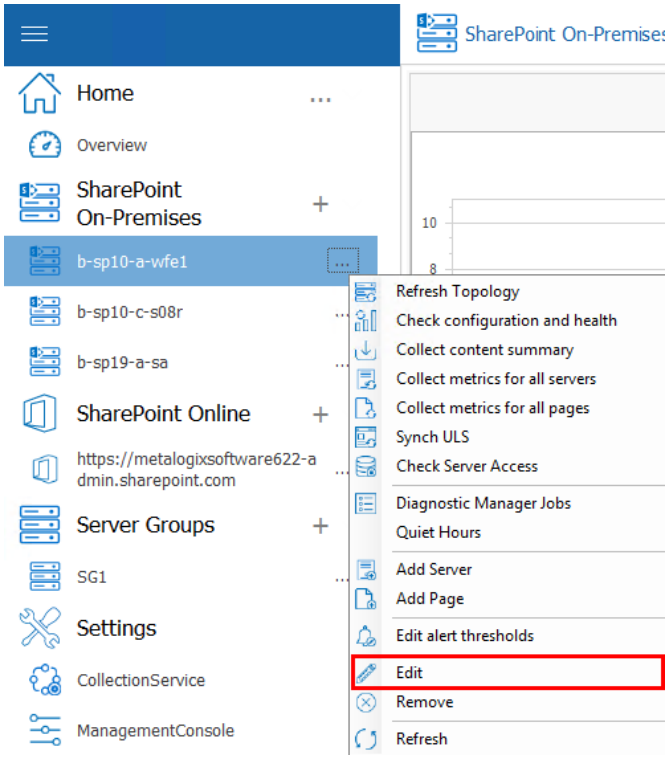
The Collection Service uses the Farm Data credentials that you specify to access the Topology Server.

If you want to replace one farm in the Management Console with a different farm, you should remove the existing farm, then add the new farm.

The Collection Service stores the list of monitored farms in the repository. Any user of the Management Console can add farms to the Collection Service, make changes to the farms, and review any of the collected data.

To edit a monitored farm:

1 In the Management Console tree, select the farm you want to edit, click the (**...**) button and choose **Edit**.



2 Update the appropriate fields on the Edit Farm dialog(s). (See also Adding a Farm to Monitor.)

3 Click **OK**.

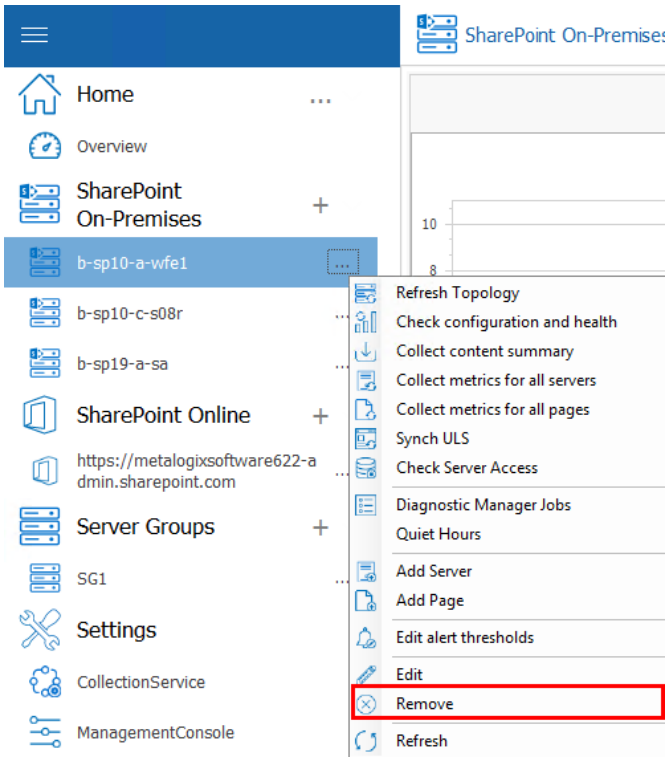
Removing a Monitored Farm

If required, you can remove a farm and stop monitoring it. When you remove the farm, all of the stored farm data, all of the alerts related to the farm, and all of the farm configuration information are deleted immediately. Metalogix Diagnostic Manager allows you to make changes to an existing farm. (See Editing Monitored Page Settings.)

When you no longer need to monitor a farm, you can remove it from the Management Console.

To remove a farm:

In the Management Console tree, select the farm you want to remove and click the (**...**) button next to it. Click **Remove**.



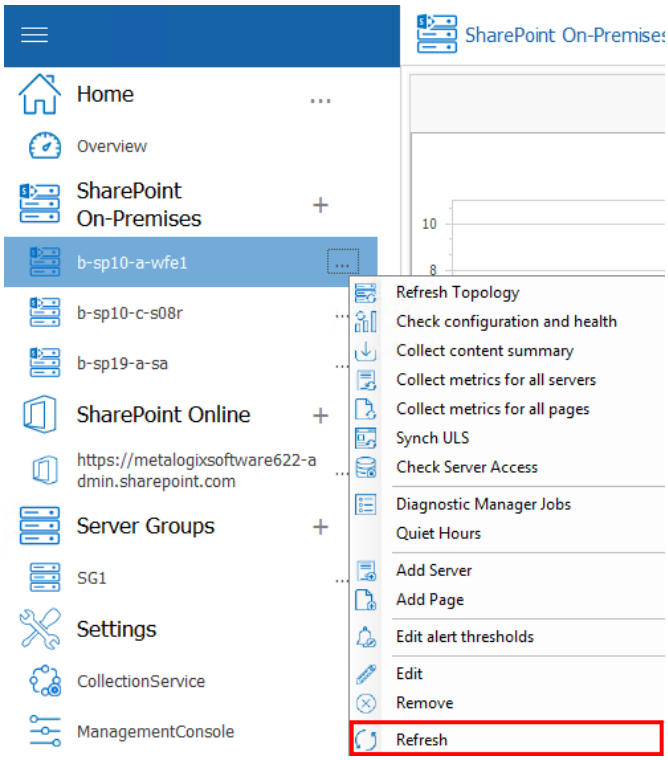
You will be prompted to confirm the action before continuing.

Refreshing the Farm List

When it starts, the Management Console collects a list of the farms monitored by the Collection Service. If needed, you can force it to refresh the list at any time.

To refresh the farm list in the Management Console:

In the Management Console ribbon, choose the farm or server list you wish to refresh, click the (**...**) button, and select **Refresh**.



The Management Console retrieves an up to date list of the monitored farms from the Collection Service and lists them in the tree.

Adding a Server Group

You can create a Server Group to monitor metrics for up to ten Windows servers and/or clients* that are not necessarily associated with a SharePoint farm. The metrics you can monitor include:

- Servers
- SQL Servers
- Monitored Web Pages
- Resources

NOTE: For Windows *clients*, Resources are the only metrics that can be monitored.

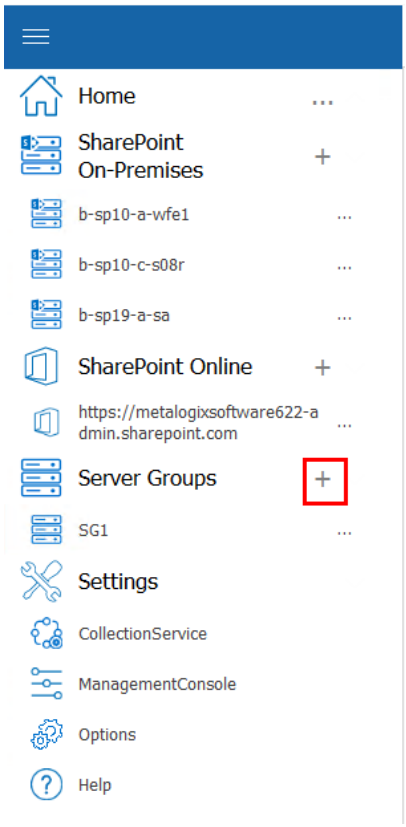
CAUTION: Note that a SharePoint node does not display in the Management Console tree for a Server Group, even if SharePoint is present. SharePoint can be monitored only via the Add Farm functionality.

Before adding a Server Group:

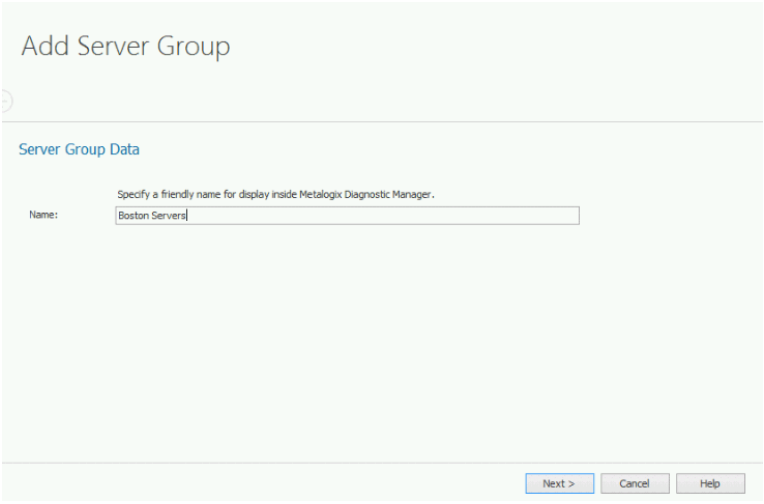
All servers and/or clients in a group share common accounts for data collection. Make sure the account(s) you will be using for data collection for the group meet the data collection requirements for server performance.

To add a Server Group:

1 In order to add a new server group, you must click (**+**) next to "Server Group" in the tree. This will open the Add Server Group Wizard.



2 For **Name**, enter a "friendly" name for the group that you would like to have appear in the Management Console tree.

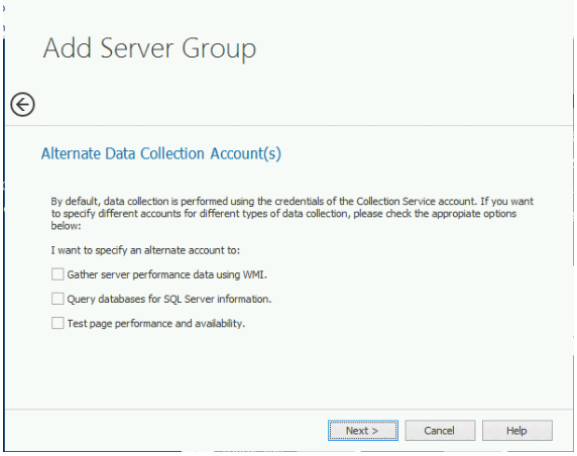


3 Click **Next**.

4 If you want to collect data using credentials other than the Collection Service Account specified when the Collection Service was installed:

a) Check the appropriate option(s):

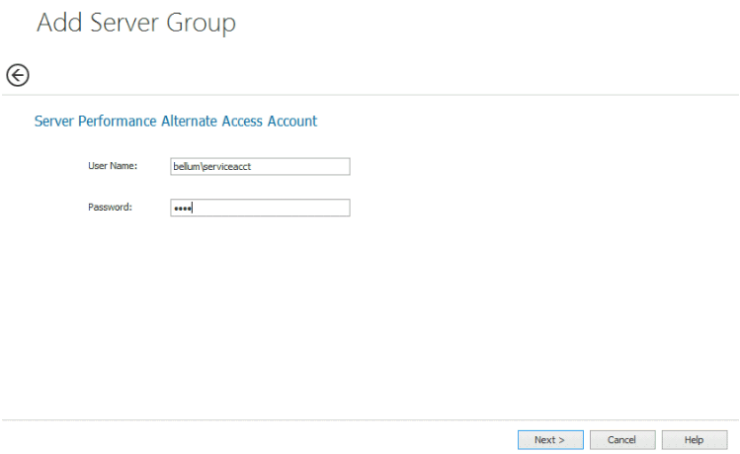
- **Gather server performance data using WMI**
- **Query databases for SQL Server information**
- **Test page performance and availability**



b) Click **Next**.

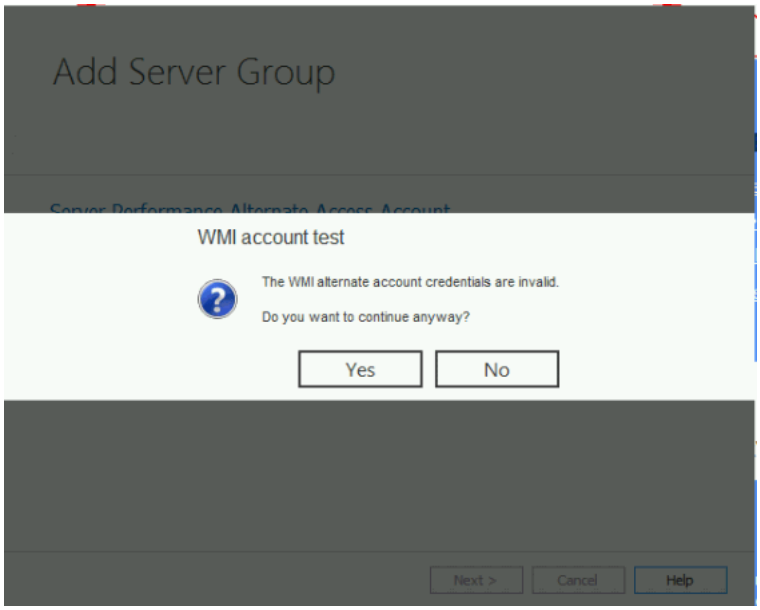
For each option you selected, you will be prompted to enter credentials for the alternate account.

c) Enter the **User Name** and **Password** for an account that has the appropriate permissions.



NOTE: Remember to enter the *full* account name (for example, domain\user name).

If an account fails validation, an error message displays.



You can either

- click **Yes** to ignore the warning and continue creating the server group with the specified account

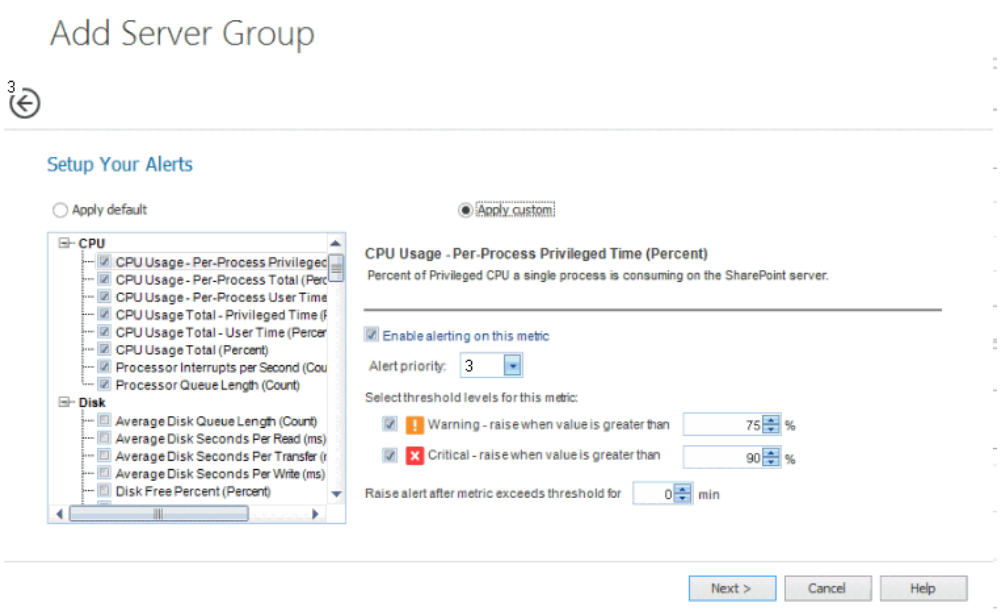
OR

- click **No** to fix the issue then re-enter credentials

5. Click **Next**.

6 For **Setup Your Alerts**, either **Apply default** or select **Apply custom** and select/deselect individual alerts and/or adjust the thresholds that you want to apply for the Server Group.

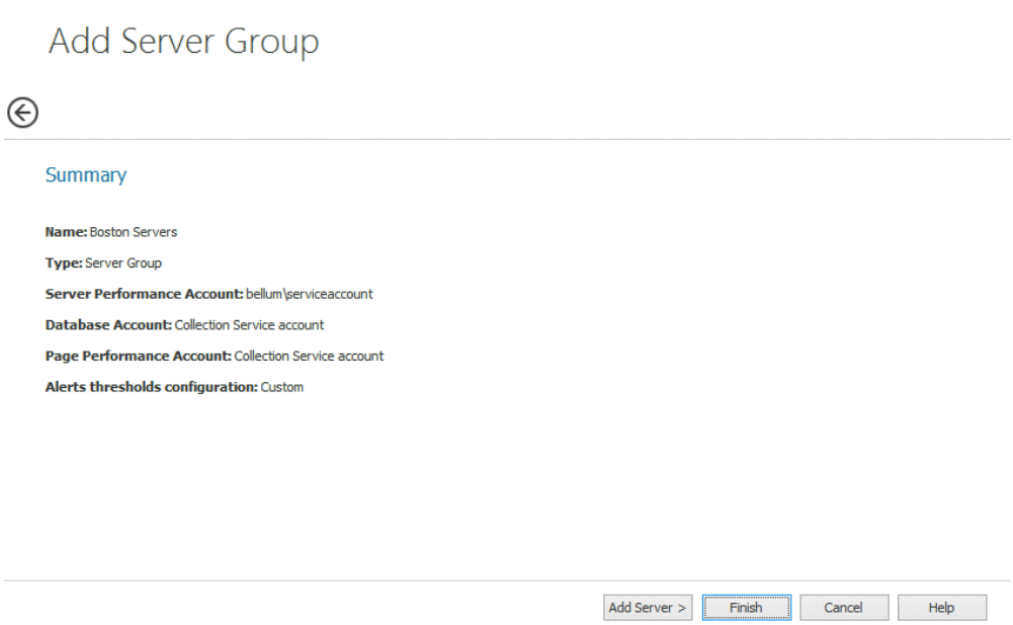
NOTE: If you change the **Alert priority**, you can sort the **Priority** column in the Alerts view according to relative importance.



NOTE: You can further customize alerts for individual servers within the Server Group after the Server Group has been added.

7. Click **Next**.

A Summary dialog displays.



8. If you want to add servers to the group (up to a maximum of 10):

a) click **Add Server**.

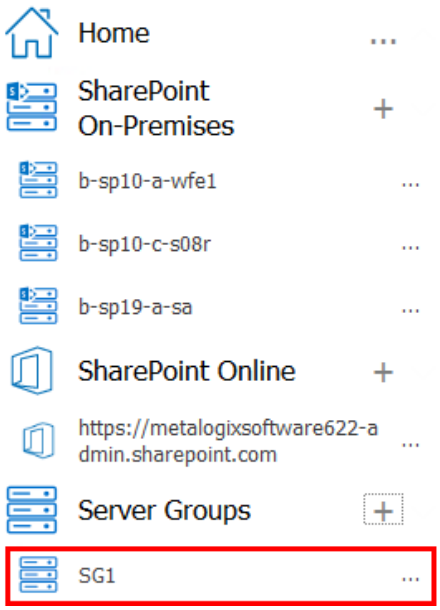
b) In the **Add Server** dialog box, enter the Server name.

NOTE: You can enter a machine name, IP address, or fully qualified domain name (FQDN).

c) Repeat substeps a) and b) for each server you want to add to the group.

9. Click **Finish**.

The server group now displays in the Management Console tree.



Now you can add monitored pages to the group.

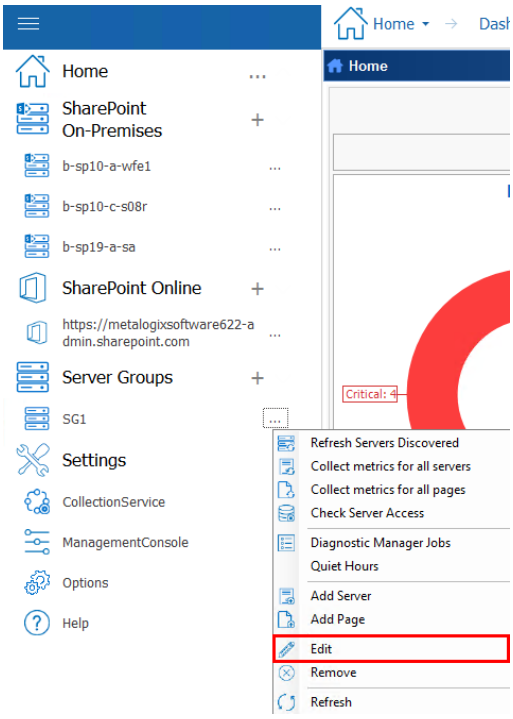
Editing a Server Group

You can change the name and/or access credentials for a Server Group.

If you want to add or remove servers within the group, use the procedure for Manually Adding and Removing Servers to Monitor.

To edit a Server Group:

1 In the Management Console tree, select the Server Group you want to edit, click (**...**) and then choose **Edit**.



2 Update the appropriate fields on the Edit Server Group dialog(s). (See also Adding a Server Group.)

3 Click **OK**.

Manually Adding and Removing Servers to Monitor

When you add a farm to Metalogix Diagnostic Manager, the Management Console automatically adds the servers that make up the farm to the Farm Server list. Periodically, the Management Console refreshes its list to keep it up to date.

You can also add servers manually that the farm depends on for information that are not part of the farm. You can also add new servers that you create or servers that are not automatically added. You can also add servers manually (up to a maximum of 10) to a Server Group.

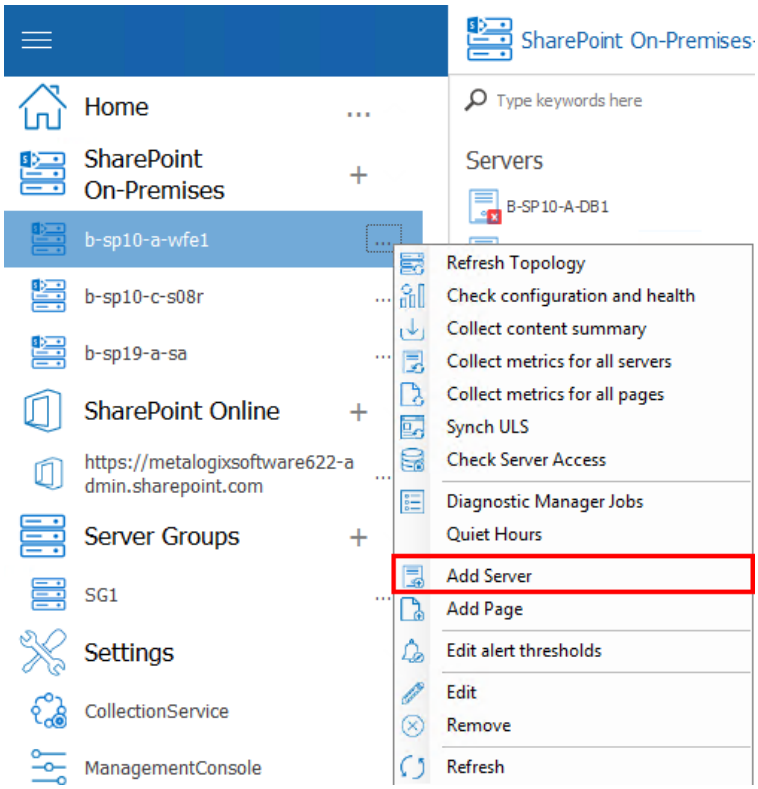
After you manually add a server, Metalogix Diagnostic Manager does not make a distinction between it and any servers added automatically. Metalogix Diagnostic Manager uses the same credentials to access the servers that were added both manually and automatically.

A server must be available to add it manually. If the server is not available, you cannot add it.

After you add a server, you cannot change the server name or farm. You can remove the server from Metalogix Diagnostic Manager or disable it (see Temporarily Suspending Data Collection). When you delete a server, Metalogix Diagnostic Manager deletes the historical data for the server.

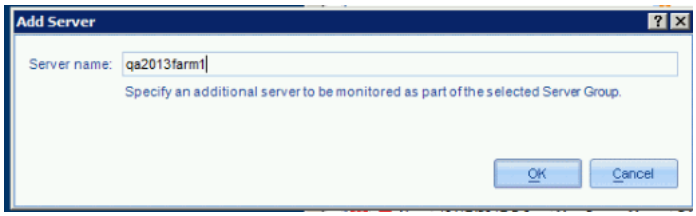
To add a server manually:

1. In the Management Console tree, select a farm node, server node, or Server Group.
2. Select the (**...**) next to the farm, server, or server group, and select **Add Server**.



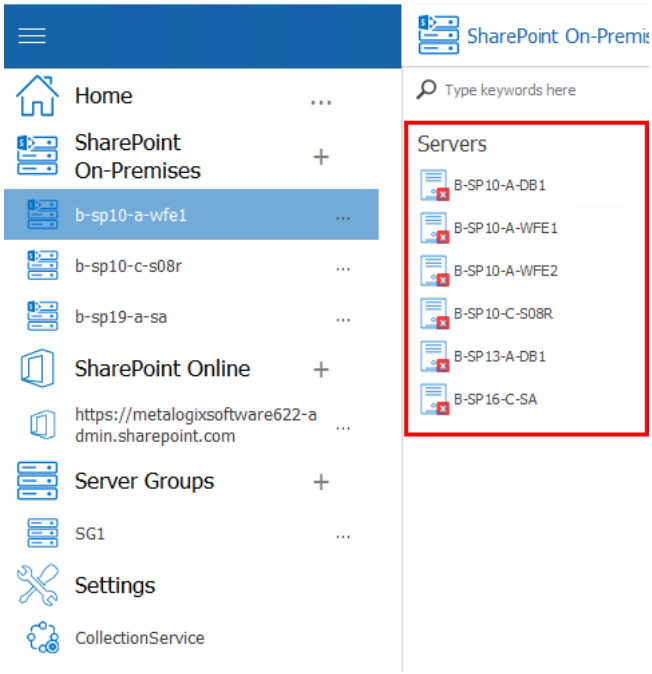
3. In the **Add Server** dialog box, enter the **Server name**.

NOTE: You can enter a machine name, IP address, or fully qualified domain name (FQDN).



4. Click **OK**.

5. The server and its components are now displayed when you double click on the Farm or Server Group node, and select Servers from the top ribbon.



Note that:

- If the server you added is part of a cluster and/or SQL AlwaysOn availability group, all other servers in the cluster/availability group will be added to the Management Console automatically. In order to actually be *monitored*, however, these servers must also be licensed.
- If you added a Windows *client* to a Server Group, the only associated component is **Resources**.

To remove a manually-added server:

NOTE: You can only remove servers that were added manually. You cannot remove servers that Metalogix Diagnostic Manager discovers automatically. (In the case of a server that was discovered as part of a cluster or SQL AlwaysOn availability group, If you attempt to remove it, it will be re-discovered.) You can, however, disable data collection from automatically-added servers.

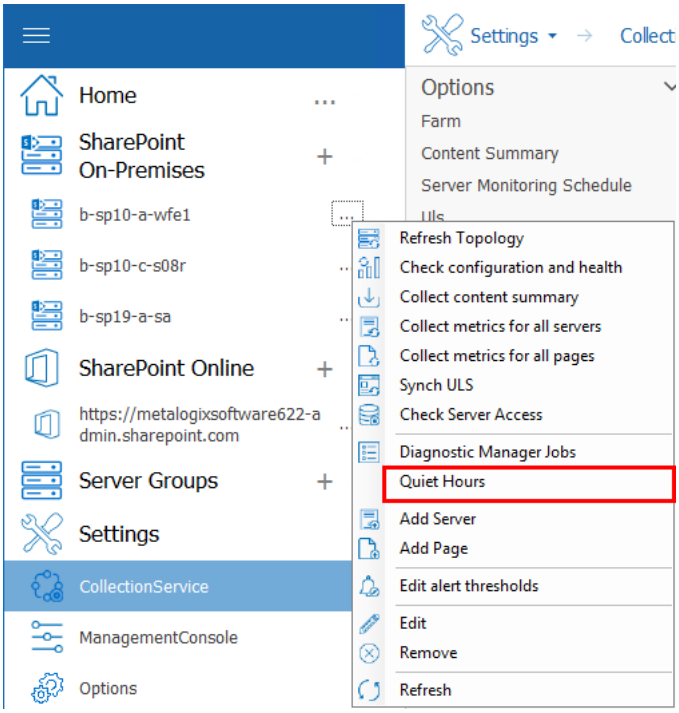
In the Management Console tree, select the manually-added server that you want to remove, select the (**...**) next to it, and select **Delete**.

Setting Farm or Server Group "Quiet Hours"

By default, Metalogix Diagnostic Manager provides continuous, 24/7 monitoring of your SharePoint farms and any Server Group(s) you have added. You can, however choose to set regular "Quiet Hours" during which time monitoring, data collection, and alert processing is suspended for all objects modified in the farm or Server Group.

To set "Quiet Hours" for a farm or Server Group:

1 In the Management Console tree, select the farm (or Server Group) for which you want to set Quiet Hours, click the (...) and select **Quiet Hours**.



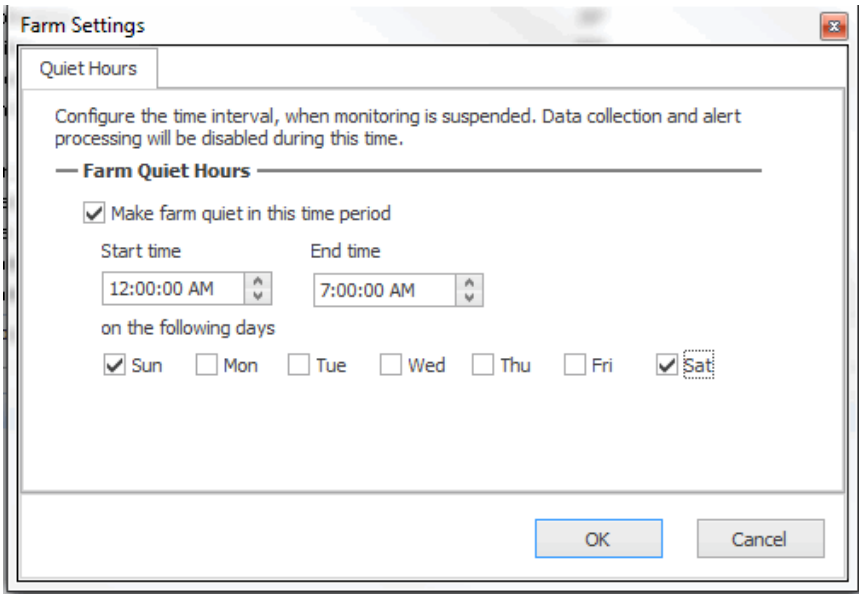
3 Check the **Make Farm quiet in this time period** (or **Make Server Group quiet in this time period)** box to enable remaining fields.

4 To specify **Quiet Hours**:

- Select the **Start time** and **End time** for which you want monitoring, data collection, and alerts to be suspended.

  NOTE: The time interval you select reflects the local time of the Management Console machine where the Quiet Hours are set.

- Check each of the days for which you want the Quiet Hours to apply.



5 When you have finished setting Quiet Hours, click **OK**.

Configuring e-mail Settings

Metalogix Diagnostic Manager uses email settings:

- to send e-mail notifications when warning or critical conditions you define occur

AND

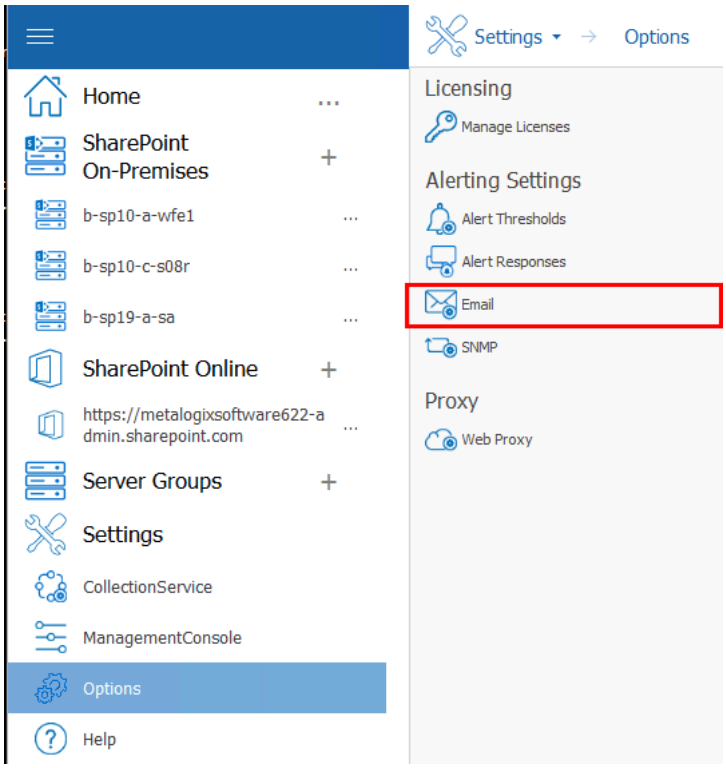
- for the distribution of scheduled reports.

You use the Alert Thresholds dialog to specify when Metalogix Diagnostic Manager generates an alert. You use the Alert Responses dialog to configure how Metalogix Diagnostic Manager responds to the alert, including when Metalogix Diagnostic Manager sends email notifications.

NOTE: Metalogix Diagnostic Manager only sends an e-mail when an alert changes status, not when an alert remains in the same state.

To configure the e-mail settings:

1. In the Management left hand panel select **Options** and then in the options section, choose **Email**.



2. Complete the **Email Information** section as describe in the following table.

Field	Data to Enter
Sender Address	The e-mail address that appears as the sender of the e-mail.
Reply-to Address	The e-mail address that appears as the reply-to address. All replies to the message are sent to the address you specify. You must specify a reply-to address to receive replies to the email.
Message Footer	Text that you want to appear in the footer of the e-mails Metalogix Diagnostic Manager sends. Metalogix Diagnostic Manager includes the text that you specify in every alert email that it sends.

3. Complete the **Outgoing Mail Server Information** section as described in the following table.

Field	Data to Enter
SMTP Server Address	The name or Internet Protocol (IP) address of your SMTP mail server.

Field	Data to Enter
SMTP Server Port	The IP port that the SMTP mail server uses. (The default SMTP port is port 25.) If you want Metalogix Diagnostic Manager to use SSL encryption to connect to the mail server, check **Use an SSL encrypted connection**.
SMTP Server required authentication	If your SMTP server requires authentication: • check this box AND • specify a valid user name and password that Metalogix Diagnostic Manager can use to access the mail server.

4. To use the settings you specified to send a test message click **Test Email Settings**.

NOTE: Metalogix Diagnostic Manager prompts you for the email address to which you want to send the test message.

5. Click **OK**.

Configuring the SNMP Settings

You can use the Metalogix Diagnostic Manager to generate Simple Network Management Protocol (SNMP) Traps in response to Alerts. The traps generated by Metalogix Diagnostic Manager comply with version 1 of the SNMP standards. You can use the Management information base (MIB) file and the generated traps in conjunction with your SNMP management software to respond to alerts.

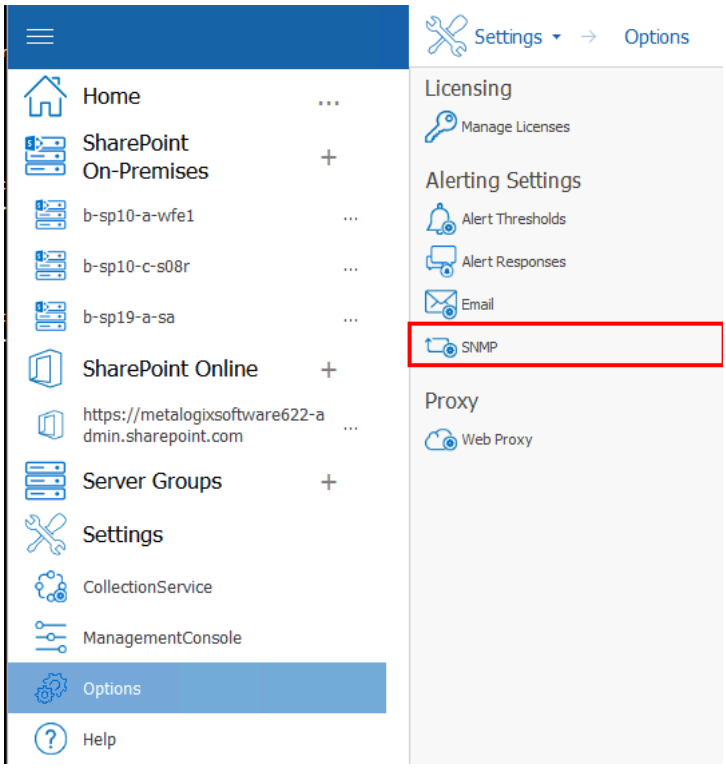
NOTE: Metalogix Diagnostic Manager only generates SNMP traps in response to Metalogix Diagnostic Manager alerts and does not act as an SNMP agent.

Metalogix Diagnostic Manager includes an MIB file that is installed on the computer that hosts the Management Console. The file name is .mib. The file is installed at the top level of the installation directory.

You can use the MIB file with your SNMP management software to collect the SNMP traps that Metalogix Diagnostic Manager generates. See your SNMP management tool or consult your SNMP administrator for information about installing and using the MIB file.

To configure the SNMP settings:

1. In the Management Console left hand panel, choose **Options** then select **SNMP**.



2. Complete the SNMP Settings dialog as described in the following table.

NOTE: The administrator of your SNMP management tool should be able to provide this information

Field	Description
SNMP Server Address	The IP Address or the name of the SNMP server to which generated traps should be sent.
Port	The Port on which the SNMP management software listens.
Community	The name of any SNMP community to use for the provider

3. To use the settings you specified to send a test message click **Test SNMP Settings**.
4. Click **OK**.
5. In your SNMP management tool, verify that the trap was received correctly.

Enabling and Configuring the Collection of ULS Log Entries (SharePoint 2010, 2013, and 2016 On Premises)

You can use Metalogix Diagnostic Manager to collect ULS log entries from SharePoint then to sort, filter, and group by a variety of criteria to further monitor the health of your SharePoint environment and diagnose potential issues. From the **Collection Service Options - ULS** tab, you can enable the collection of ULS log entries from SharePoint (synchronized across all monitored farms), specify what level of log entry you want to be collected, how often you want them to be collected, and how long you want them to be retained.

NOTE: This feature is not available for SharePoint 2007 or Office 365 tenants.

Prerequisites

- For the SharePoint timer job to collect ULS log data, usage and health data collection must be enabled in SharePoint. For details, refer to the applicable Microsoft TechNet article:

  For SharePoint 2016

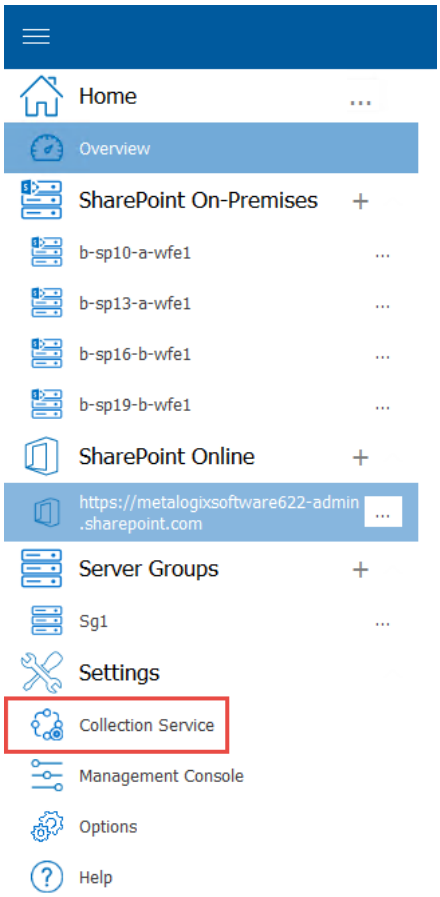
  For SharePoint 2013

  For SharePoint 2010

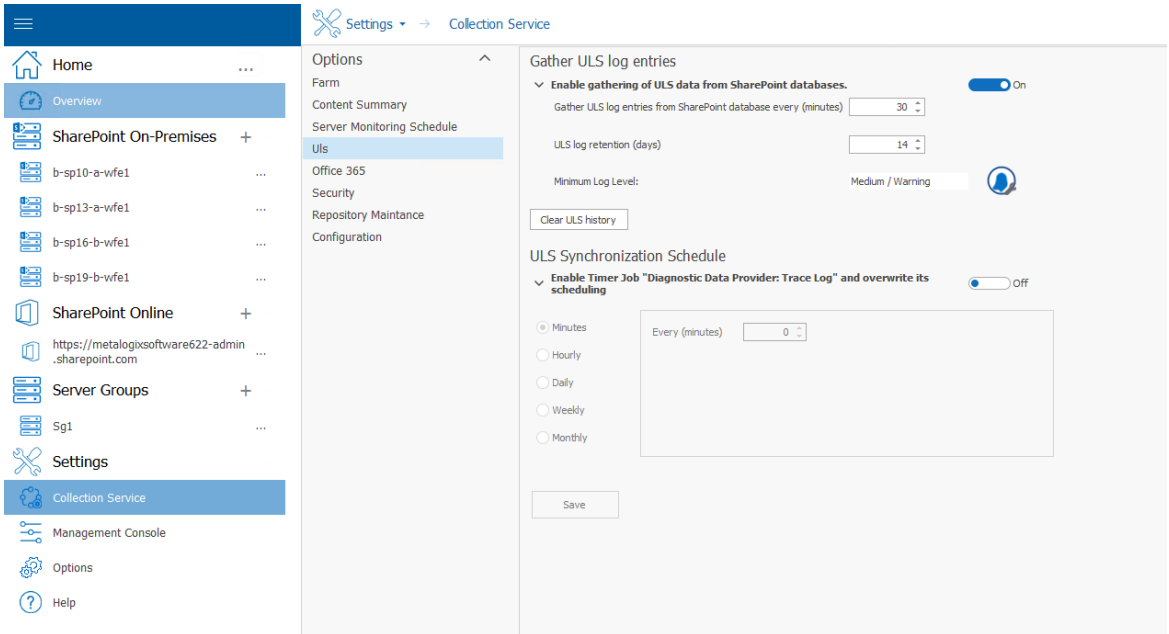
- In order to use the Metalogix Diagnostic Manager ULS Log Viewer:
  - The latest version of the Metalogix Diagnostic Manager Component Analysis Solution must be installed and deployed to every farm whose ULS log entries you want to view.
  - The Metalogix Diagnostic Manager ULS Synchronizer must be activated. (This feature is initially activated as part of the Component Analysis installation).
- Remember that the Collection Service account must have the appropriate VIEW permissions to the SharePoint Logging database. See the Account Requirements topic in the *Metalogix Diagnostic Manager Advanced Installation Guide* for complete Collection Service account requirements.

To enable and configure the collection of ULS log entries:

1 In the Management Console left hand panel, select **Collection Service**.



2 Click the **ULS** tab.

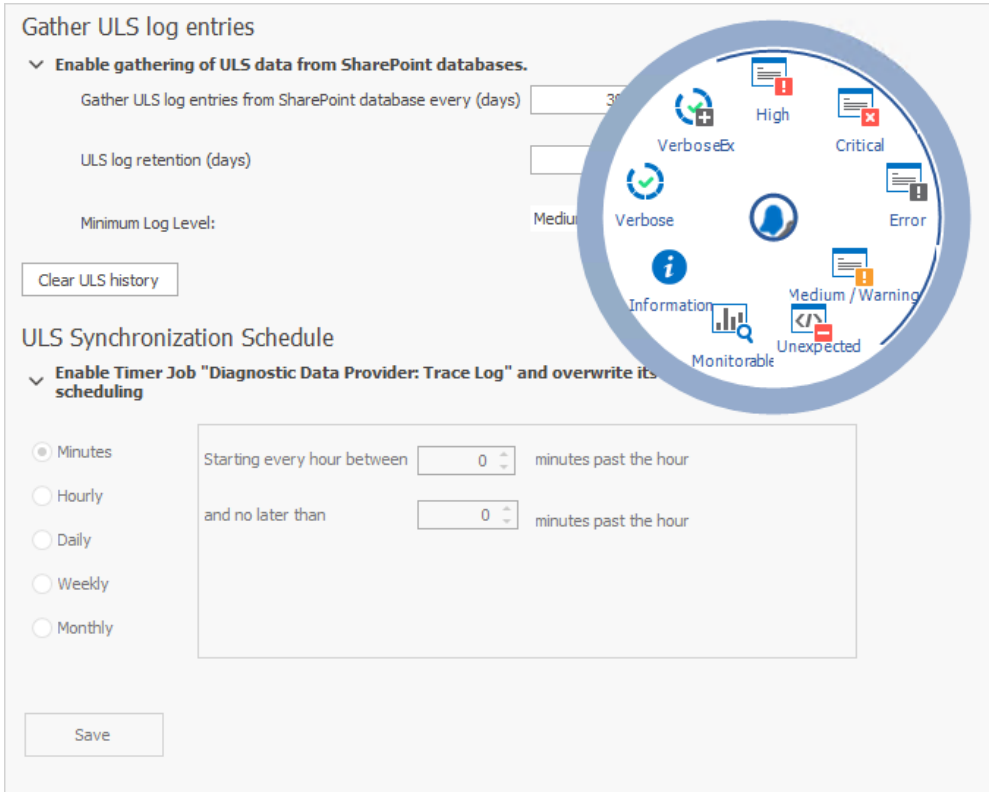


3 The **ULS** tab contains the following options.

Option	Description
Enable gathering of ULS data from SharePoint databases	When this box is checked, Metalogix Diagnostic Manager will be permitted to gather ULS data from SharePoint *once the ULS Synchronization Schedule has been enabled and set*.
Gather ULS log entries from SharePoint Database	How often the Collection Service should gather ULS log entries from SharePoint.
ULS log retention	The number of days Metalogix Diagnostic Manager should retain ULS log entries in the Repository database.
ULS Synchronization Schedule	Enables the SharePoint Timer Job Diagnostic Data Provider: Trace Log and overrides the schedule set in Central Administration for all monitored farms and servers. **CAUTION**: If the Diagnostic Data Provider: Trace Log timer job has never been enabled in SharePoint or has not been run recently, the synchronization of what may be a significant amount of accumulated log data across multiple servers and/or farms is required. Therefore, the time it takes to complete the initial synchronization may range from several minutes to several hours. Subsequent synchronizations are performed incrementally, and therefore can be completed in much less time.
Minimum Log Level	The minimum level of severity for which Metalogix Diagnostic Manager will gather ULS log entries. (That is, Metalogix Diagnostic Manager will gather only log entries that are of the severity you specified and higher.) Click the icon to display the options from which to select. See "Minimum Log Entry Level Values," following for descriptions and rankings of log entry severity levels.

Minimum Log Level Values

The following table describes the available **Minimum Log Level** values, listed from highest to lowest severity.



Level	Definition
High	General functional detail for the high priority events that happen in the environment. Examples include global configuration modifications, service start and stop, timer jobs completed, and so on.
Critical	Events that demand the immediate attention of the system administrator. They are generally directed at the global (system-wide) level, such as System or Application. They can also be used to indicate that an application or system has failed or stopped responding.
Error	Events that indicate problems, but in a category that does not require immediate attention.
Medium/Warning	Events that provide forewarning of potential problems. Although not a response to an actual error, a warning indicates that a component or application is not in an ideal state and that some further actions could result in a critical error.

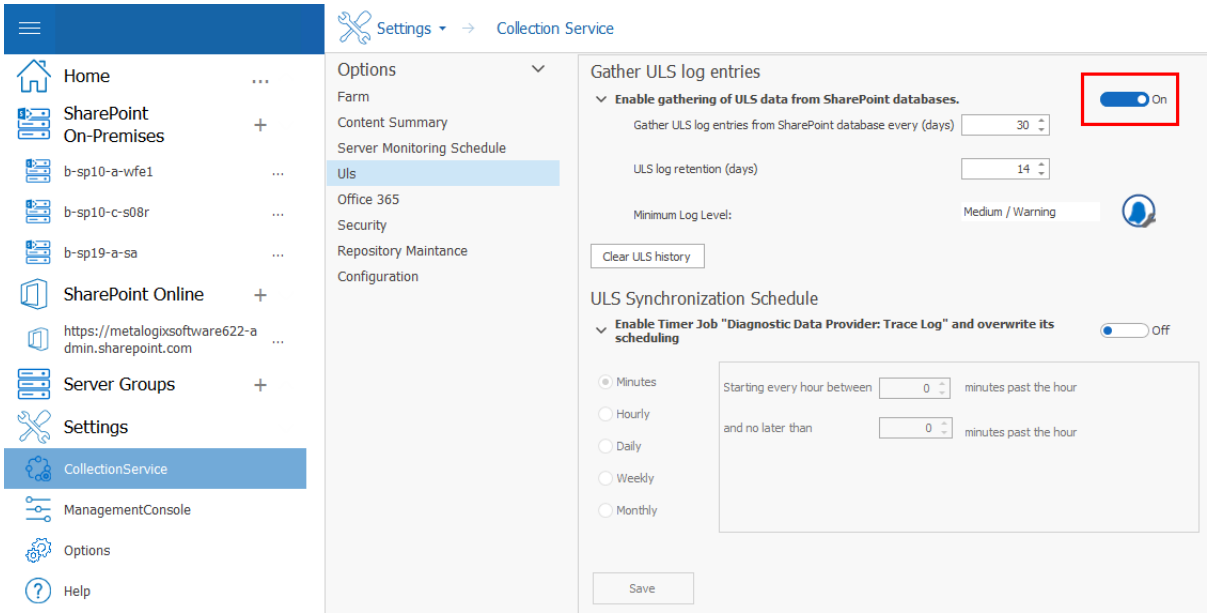
Level	Definition
Unexpected	A logic check failed that is not typical, or the message returns an unexpected error code. These generally represent code bugs that should be investigated and fixed.
Monitorable	Traces that indicate a problem, but do not need immediate investigation. The intent is to collect data and analyze it over time, looking for problem trends.
Information	Events that pass noncritical information to the administrator, similar to a note that says: "For your information."
Verbose	Verbose status, such as progress or success messages.
VerboseEx	Useful for traces that are likely to be high volume, especially information that is not needed for all debugging scenarios. Examples of situations where you should use the VerboseEx setting are method entry and exit events, tracing in loops, or to relay information that is not useful to developers outside your team.

Disabling the Gathering of ULS Log Data and Clearing ULS Log History

To disable the gathering of ULS data by Metalogix Diagnostic Manager:

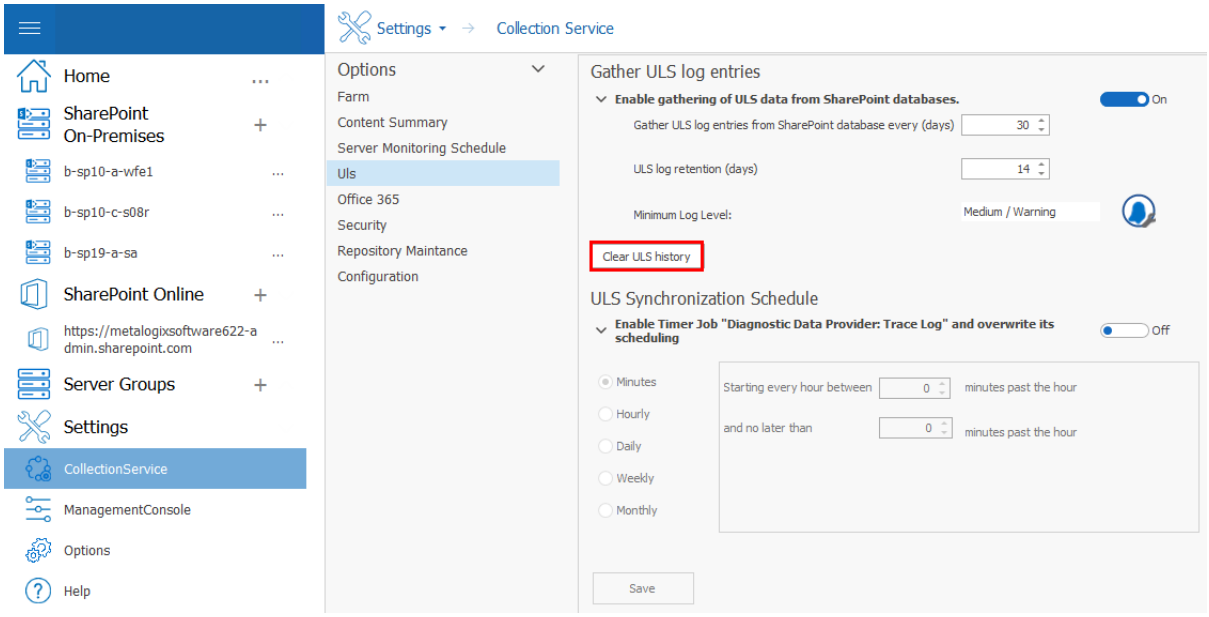
NOTE: The disabling of ULS data gathering by Metalogix Diagnostic Manager does not disable—nor does it change the current schedule of—the Diagnostic Data Provider: Trace Log timer job in SharePoint. If you want to disable the timer job itself, you can do so via SharePoint Central Administration.

On the Collection Service Options - ULS tab, move the **Enable Gathering of ULS data from SharePoint databases** toggle to off box.



To clear ULS Log History from the Metalogix Diagnostic Manager Repository database:

On the Collection Service Options - ULS tab, click **Clear ULS History**.



6

Using Alerts

You can use Metalogix Diagnostic Manager alerts to help you monitor your SharePoint farms, Server Groups, and Office 365 tenants.

You specify the conditions that trigger Warning and Critical alerts. When the Collection Service detects these conditions, it generates an alert. You can set default conditions or set conditions on a per-server and per-page basis.

You can specify comments that Metalogix Diagnostic Manager includes in alerts. You define the alert comments for each metric separately. You can set a default comment for all alerts for a particular metric. You can also customize comments for server and monitored page alerts.

When an alert is generated, it is an active alert. When the alert is superseded or no longer applies, it is no longer an active alert. You can choose to view all alerts or only active alerts. You can specify if alerts are written to the event log or if an email is sent.

You also have the option of clearing an alert. A cleared alert no longer appears in the Management Console and does not impact the status of the page, server, or farm that used it.

About Alerts

When the conditions that triggered an alert change, Metalogix Diagnostic Manager can generate a new alert.

Not all alerts are of the same importance. Depending on their importance, each alert can be a Warning Alert or a Critical Alert. You can use the Alerts view to filter alerts based on the alert importance.

The alert status for any monitored page, server, or farm is based on the most recently generated alert status for each of the elements that make up the component. The most serious alert status for any element dictates the alert status for the component as a whole. When you review the alerts for the component, you can see the alerts for the elements that make up the component. When Metalogix Diagnostic Manager calculates the status of a page, server, or farm, metrics with cleared alerts are treated as if their status was OK. A cleared alert does not cause a Warning or Critical component status.

When you disable data collection for any monitored page or server, the alert status for that component is set to OK. When you enable data collection again, the status remains OK until new data is collected.

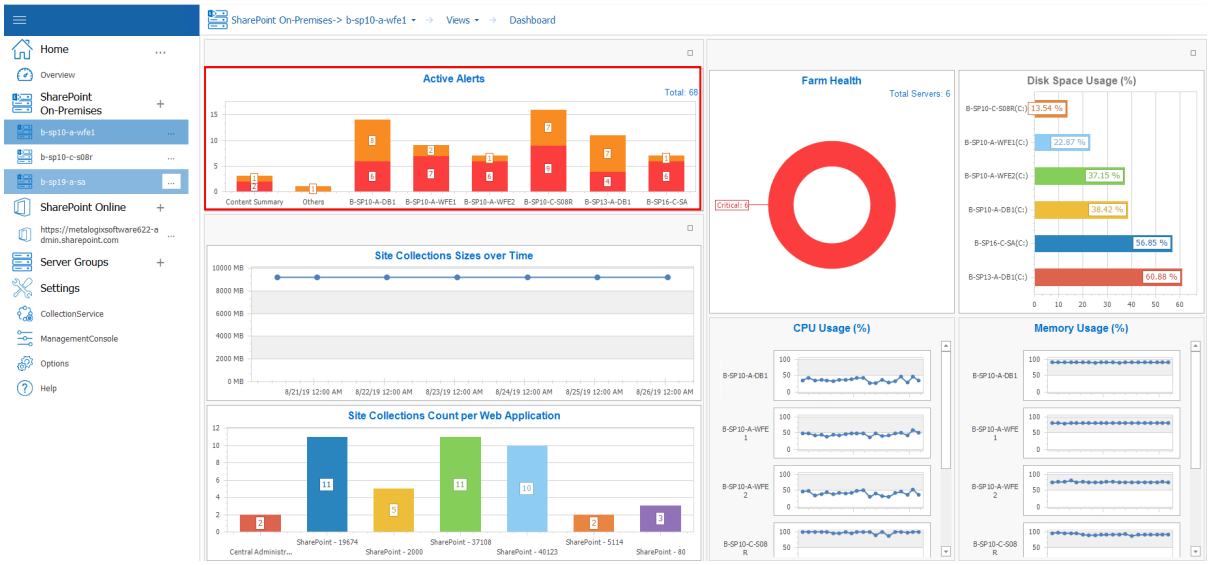
In the same way, if you disable Page Load Time testing or Page Component Analysis, the alert status for the disabled test is set to OK. When you enable the test, the status remains OK until new data is collected.

Viewing Alerts

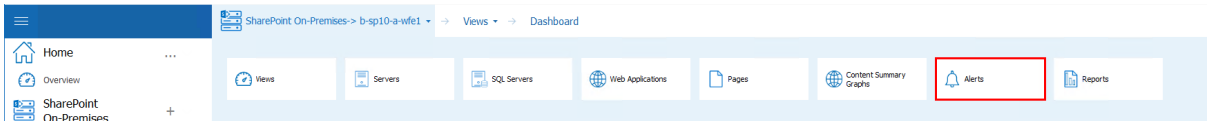
The means by which you access Active Alerts depends on which node you select in the Management Console tree.

How to View Alerts:

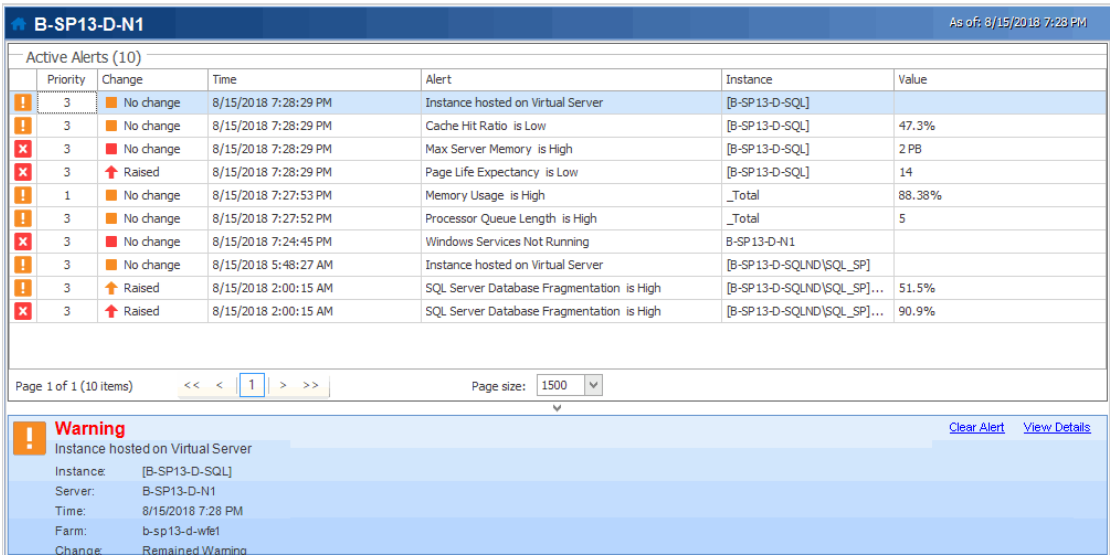
You can view alerts for a monitored farm or Server Group by double-clicking a bar in the Active Alerts graph on the Overview page of a farm or server group.



You can also access alerts by double clicking the farm, and then selecting its name in the top navigation, this opens a sub panel, where you can select **Alerts** in order to view the alerts.



The following information appears in the list of active alerts:



Information	Description
Alert severity	An icon indicating the severity level of the alert.
Priority	The relative importance of the alert. You can sort this column to group alerts by priority. The default value for Priority is 3, but you can change this value when you edit alert thresholds.
Change	The way that the alert reached the current level.
Time	The date and time when the alert was generated.
Alert	The name of the metric that generated the alert.
Farm / Group	The farm or Server Group where the selected server resides.
Server	The server the alert affects.
Instance	The instance that the alert affects. For some metrics, more than one instance of the source of the metric can exist for a given server or page.
Value	The actual value of the metric that is the source of the alert.

Viewing Alert Details

To view alert details:

In the Alerts view, select the alert whose details you want to view.

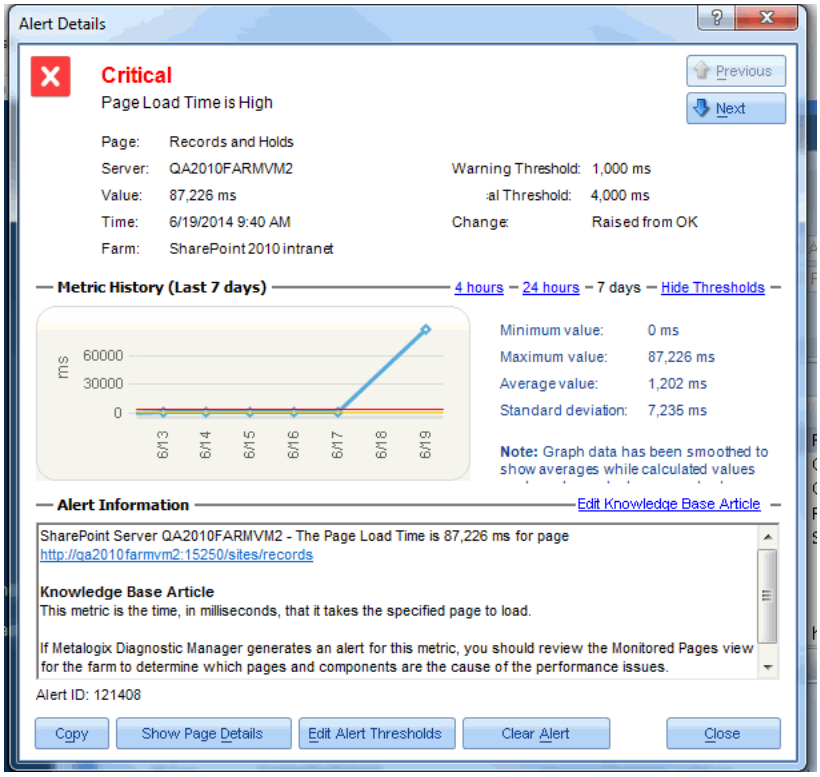
Now you can either:

- review the information in the Details section at the bottom of the pane (if available)

OR

- double-click the alert or right-click and choose **View alert details** to open the detail in a separate window.

The information that appears in the alert details can vary, depending on the metric to which the alert applies. The following information can appear in the alert details:



Information	Description
Severity	The severity of the alert.
Metric	The type of condition that generated the alert.
Instance	The instance name, if any, that generated the alert. The instance appears only for applicable alerts.

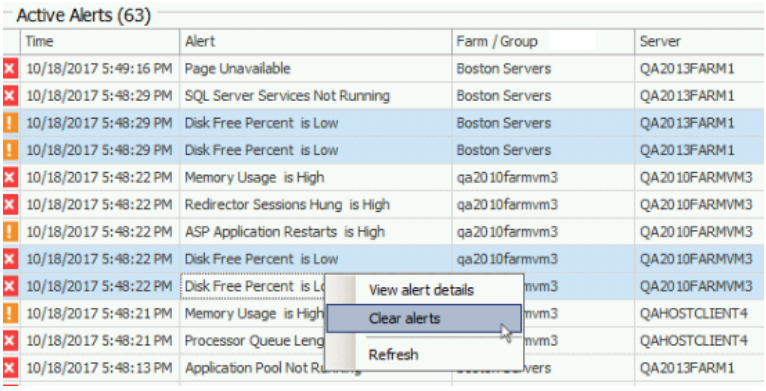
Information	Description
Server	The server that generated the alert.
Value	The actual value of the metric that is the source of the alert.
Time	The time that an event generated the alert.
Farm	The SharePoint farm or Server Group that generated the alert.
Change	The change that the alert represents.
Page (if applicable)	The page for which the metric generated the alert. If the alert is for a server, then Metalogix Diagnostic Manager does not display a page.
Warning Threshold	When a metric value meets the specified threshold, Metalogix Diagnostic Manager creates an alert with the warning severity. You can edit your alert thresholds by clicking **[Edit Alert Thresholds]**. Metalogix Diagnostic Manager displays this button only if the alert threshold is editable.
Critical Threshold	When a metric value meets the specified threshold, Metalogix Diagnostic Manager creates an alert with the critical severity. You can edit your alert thresholds by clicking **[Edit Alert Thresholds]**. Metalogix Diagnostic Manager displays this button only if the alert threshold is editable.
Details	Details about the alert condition.
Comments	Any comments that you included in the alerts. You specify the comments to include when you define the alert condition.
Metric History	The history of the alert over a specified period. This information appears only for alerts containing a numeric component.
Alert Information	Information about the significance of the metric from the Metalogix Diagnostic Manager Knowledge Base. You can add custom information about the metric as it applies to your SharePoint farm by clicking **[Edit Knowledge Base]**. See also Customizing the Knowledge Base.

Clearing an Alert

If you clear a warning alert and the condition becomes more serious, Metalogix Diagnostic Manager generates a critical alert. If you clear a warning alert or a critical alert and the condition becomes less serious then becomes more serious again, Metalogix Diagnostic Manager generates a new warning or critical alert.

To clear alerts in any view:

In any view where an alert appears, select the alert or group of alerts (using the **[Ctrl]** key to multi-select), right-click then choose **Clear alerts**.



NOTE: While the alert is cleared, the metric it represents is treated as if it was OK when Metalogix Diagnostic Manager rolls up the metric into the status of a component. That is, no component can have a warning or critical status as a result of a cleared alert.

Editing Alert Thresholds

You can specify the conditions on monitored SharePoint farms, Server Groups, servers, and pages that trigger alerts. You can specify the type of alert generated and how Metalogix Diagnostic Manager responds to alerts. For certain alerts, you can choose to wait a specified period of time before Metalogix Diagnostic Manager raises the alert. Other alerts allow you to exclude certain server instances from the alert.

NOTE: When you specify the alert settings, you can create Warning Alerts and Critical Alerts. The trigger for the Critical Alert is always more serious than the trigger for the Warning alert.

Note that for some alerts, a lower value is more serious than a higher value. These alerts include:

- Free Physical Memory (KB)
- Free Virtual Memory (KB)

- Disk Free Space (MB)
- Disk Free Percent (%)

Disk metrics include all mounted disks and mount points. For some metric types, you can exclude some data sources. For example, in some disk metrics, you can exclude volumes from the alerts. You can exclude items at the default level, or for individual objects in the farm.

Default Thresholds vs. Object-Specific Thresholds

Default alert thresholds are those that apply to all new farms, Server Groups, servers, and pages that are added to Metalogix Diagnostic Manager. Initially, these alert thresholds are specified for only the most common SharePoint needs. You can, however, change them to optimize Metalogix Diagnostic Manager for the needs of your environment.

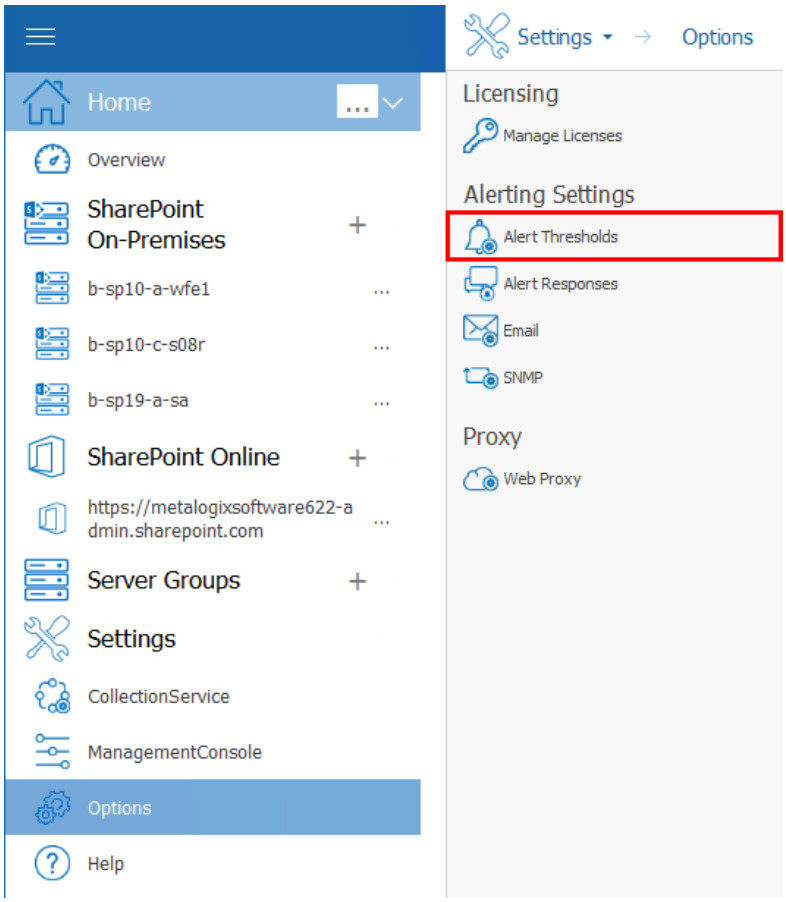
You can also set alert thresholds that are specific to individual objects, such as farms, servers, and monitored pages.

NOTE: Currently you can only set SharePoint-specific alert thresholds at the individual farm level. The option is disabled for Server Groups.

Excluding Server Instances from Alerts

Metalogix Diagnostic Manager allows you to exclude some server instances from alerting on some metrics. Currently, metrics that allow you to exclude are included in the Disk and SQL Server Database sections of the Alert Thresholds dialog box. The **Do not raise alerts for the following disks** and **Do not raise alerts for the following databases** options allow you to type the name of one or more disks or databases you do not want included in that alert.

To access these options, click on **Options** under the Settings portion of the left hand panel, and select **Alert Thresholds**.



To specify the conditions that trigger alerts

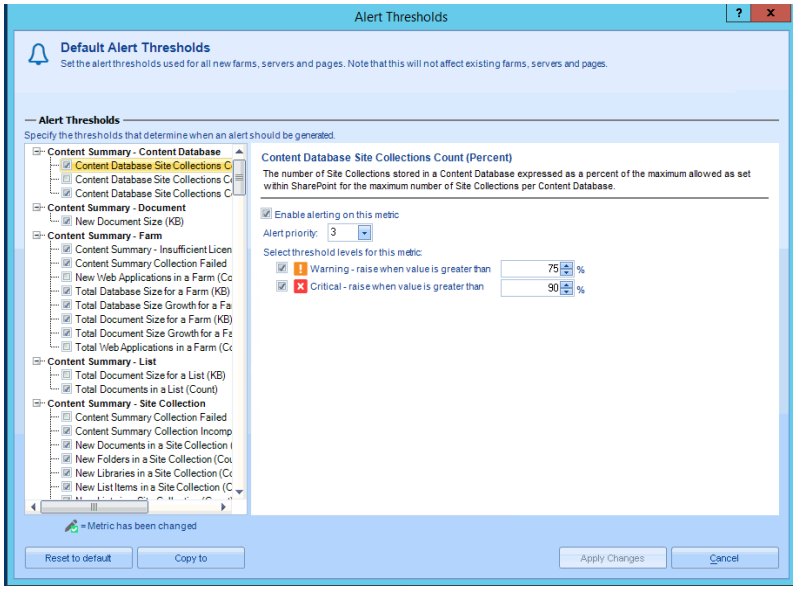
1. Use the information in the following table to determine the appropriate action to take.

If you want to set ...	Then ...
default (global) alert thresholds	In the Management Console ribbon, choose **Options > Default Alert Thresholds**.
alert thresholds for a specific farm	• From the Management Console tree, select the farm or the **Content Summary** node of the farm for which you want to set alert thresholds. • Use one of the following options: ▪ right-click then choose **Edit alert thresholds for Farm**. ▪ in the Content Summary section of the ribbon, choose **Content > Edit alert thresholds for farm**. ▪ in the Farm section of the ribbon, choose **Alerting > Edit Alert Thresholds for farm**.

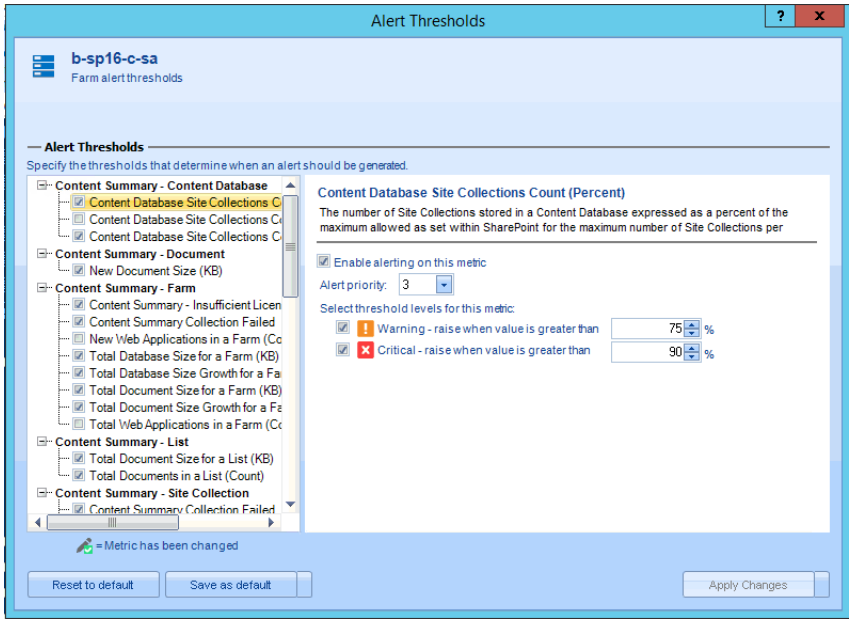
If you want to set ...	Then ...
alert thresholds for a specific server	• From the Management Console tree, select the server for which you want to set alert thresholds. • Use one of the following options: ▪ right-click then choose **Edit alert thresholds for Server.** ▪ in the Server section of the ribbon, choose **Alerting > Edit Alert Thresholds**.
alert thresholds for all monitored pages in a farm	• From the Management Console tree, expand the applicable farm's **Monitored Pages** node. • Use one of the following options: ▪ right-click then choose **Edit alert thresholds** ▪ in the Monitored Pages section of the ribbon, choose **Edit Alert Thresholds**.

2. In the Alert Thresholds dialog box, select a metric that should trigger an alert. Make sure the box is checked, to enable editing.

Default Alert Thresholds dialog



Object-specific Alerts Thresholds dialog



3. Specify the conditions that trigger the alert.

NOTE: If you change the **Alert priority**, you can sort the **Priority** column in the Alerts view according to relative importance.

4. If the alert lets you specify a waiting period, you can use the **Raise alert after metric exceeds threshold** field or the **Raise alert after metric is in this state** field to specify the number of minutes after the threshold has been exceeded before Metalogix Diagnostic Manager generates the alert.

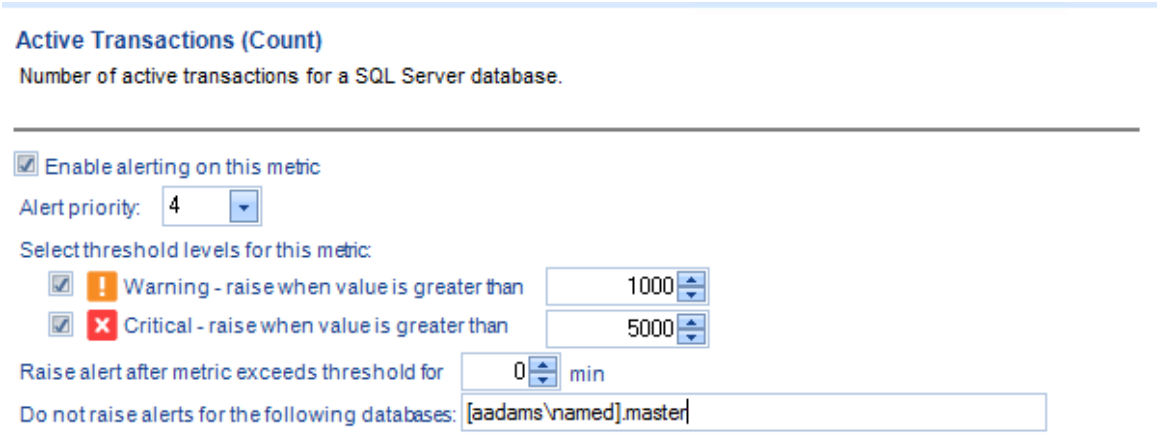
5. If the alert lets you specify items to exclude, you can specify the objects to exclude in the **Do not raise alerts** field.

Use the format c: or c:\mount when specifying your disk or SQL Server database. Note that the instance name entered must match the instance name displayed in the alert. For example:

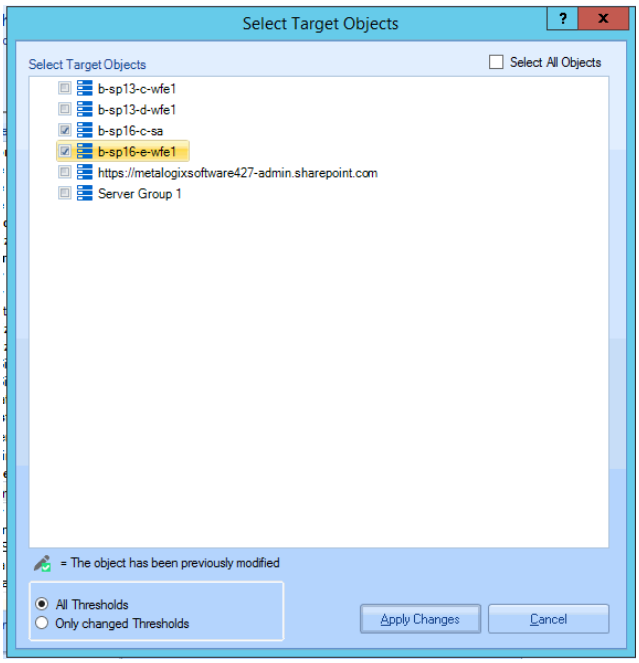
SQL Server: aadams\named

Database: master

Entry necessary to exclude: [aadams\named].master



6. Use the information in the following table to determine the appropriate action to take.

If you want to	Then ...
For Default (global) alert thresholds	
reset all alert thresholds to their initial status	click **[Reset to default]**.
select additional objects to which you want to apply some or all of the threshold settings	Click **[Copy To]**. a) In the Select Target Objects dialog, check the objects to which you want to apply the thresholds (or check **Select All Objects**). **NOTE**: By default, default values for **All Thresholds** will be applied to the selected object. You can however, choose to apply **Only changed Thresholds**.  b) Click **[Apply Changes]**.
For object-specific alert thresholds only	
reset the object's thresholds to the global default thresholds	click **[Reset to default]**.
set the global default thresholds to the object's current thresholds	click **[Save as default]**.

7 Click **[Apply Changes]** to save the changes and close the dialog box

Configuring the Alert Responses

You can configure how Metalogix Diagnostic Manager responds to alerts. For example, when an alert threshold is met you can have Metalogix Diagnostic Manager

- send an email
- write an event log entry, and/or
- generate an SNMP trap.

You can set up a unique response to every alert condition or use the same response to the same change in more than one metric. You can also specify the objects to which the response applies.

Alert Response Emails

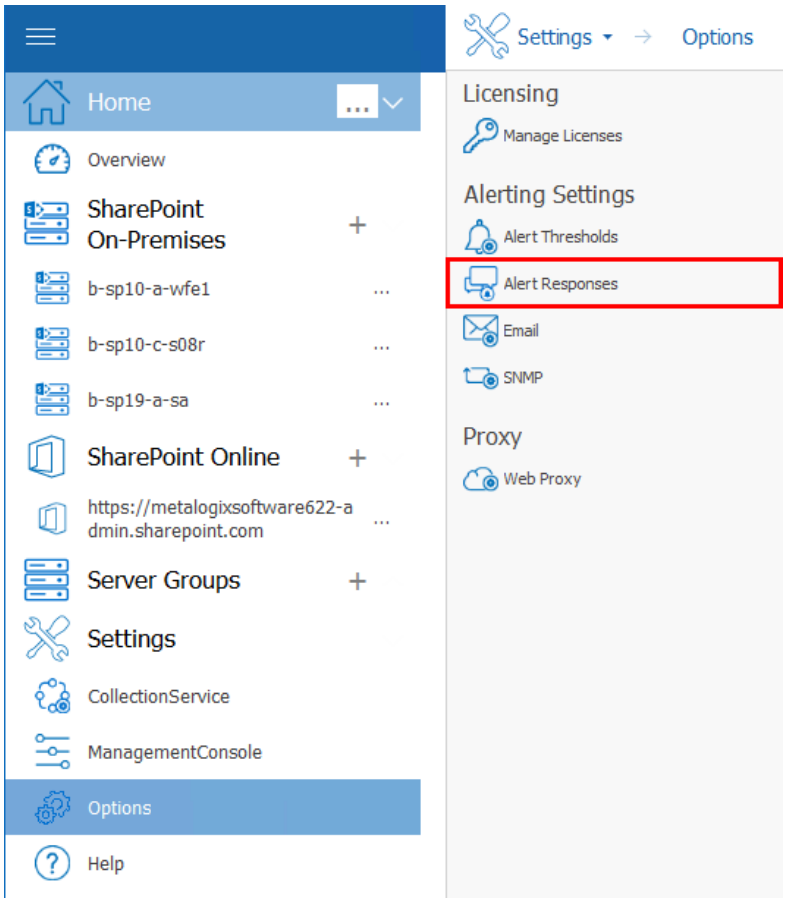
As of version 4.14, if you configure an alert response to send an email, the email will be sent with an importance that corresponds to the priority of the alert. That is:

- if the priority of the alert is 1 or 2, the email sent is High importance
- if the priority of the alert is 3, the email is sent as normal
- if the priority of the alert is 4 or 5, the email sent is low importance

If an email is sent for multiple alerts with varying priorities, its importance will correspond to the alert(s) with the highest-priority. (The priority of each individual alert will be included in the body of the email.)

To access the Alert Responses dialog:

In the Management Console left hand panel, select **Options**, and choose **Alert Responses**.



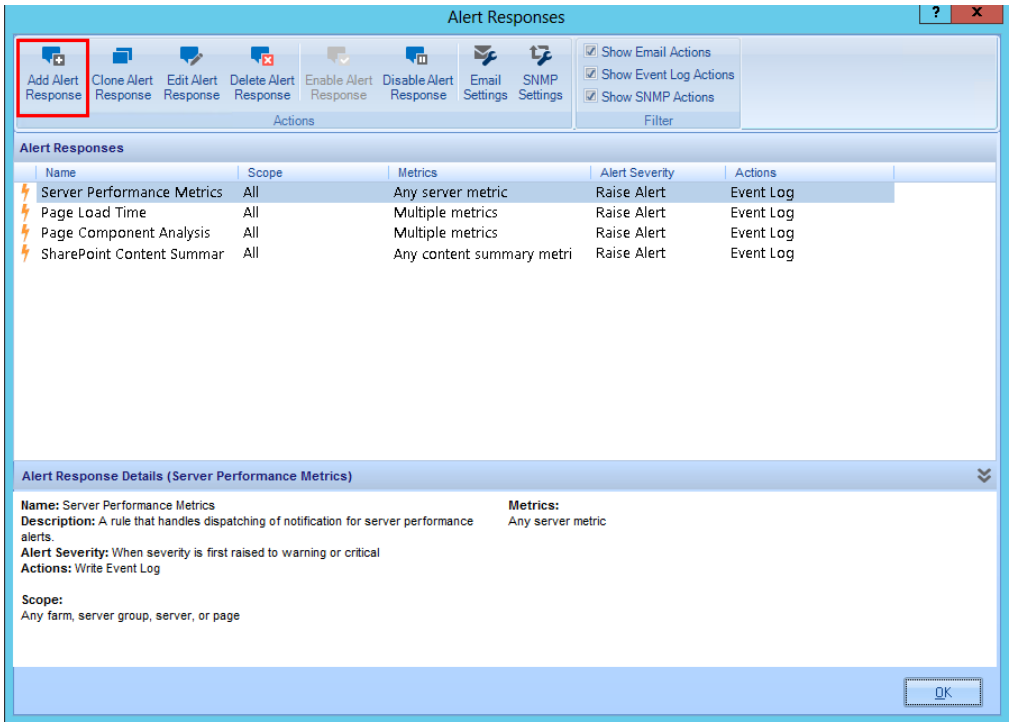
Now you can:

- add a new alert response
- clone an existing alert response
- edit an existing alert response
- enable/disable an alert response

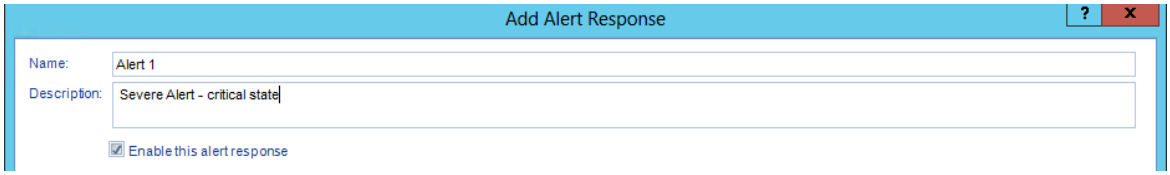
Adding an Alert Response

To add an alert response:

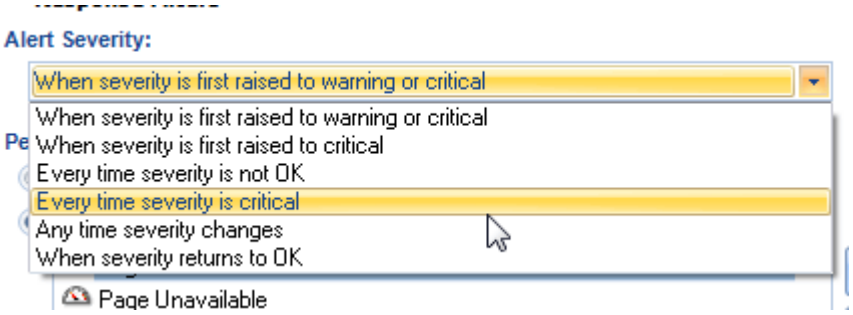
1 In the Alert Responses dialog ribbon, choose **Add Alert Response**.



2 In the Add Alert Response dialog box, specify a **Name** for the alert response. You can also enter a **Description** for the alert response. The description is for your benefit. Metalogix Diagnostic Manager does not use the description that you enter. If you leave the **Enable this alert response** check box selected, the alert response is enabled.

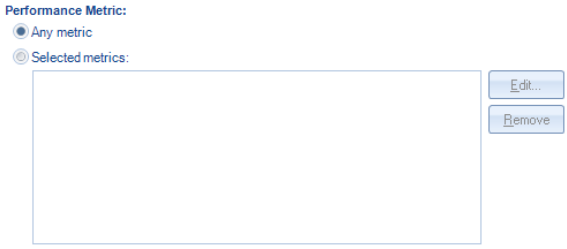


3 From the **Alert Severity** drop-down, select the condition that triggers the response.

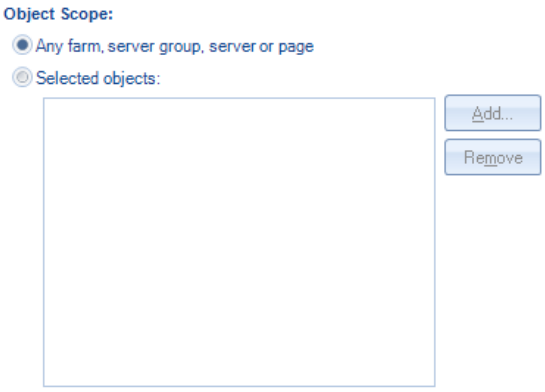


4 For **Performance Metric**, you can click **Any metric** if you want any metric to trigger the response. You can click Selected metrics and then click **[Edit]** to choose one or more metrics if you want a

subset of the metrics to trigger the response.



5 For **Object Scope**, you can click **Any farm, server, or page** if you want any object to trigger the response. You can click **Selected objects** and then click **[Edit]** to choose one or more objects if you want a subset of the objects to trigger the response.



6 For **Response Actions**, select what happens when an alert triggers the response. You can select one or more of the following:

- **Send Email to**, then specify one or more recipients (see also Configuring e-mail Setting)

CAUTION: Email settings are common across Metalogix Diagnostic Manager operations. For example, any changes made to email settings initiated from the Alert Responses dialog will also impact Scheduled Reports.

- **Write Event Log Entry**
- **Generate SNMP Trap** (see also Configuring the SNMP Settings)

7 Click **[OK]** to save the settings for the alert response.

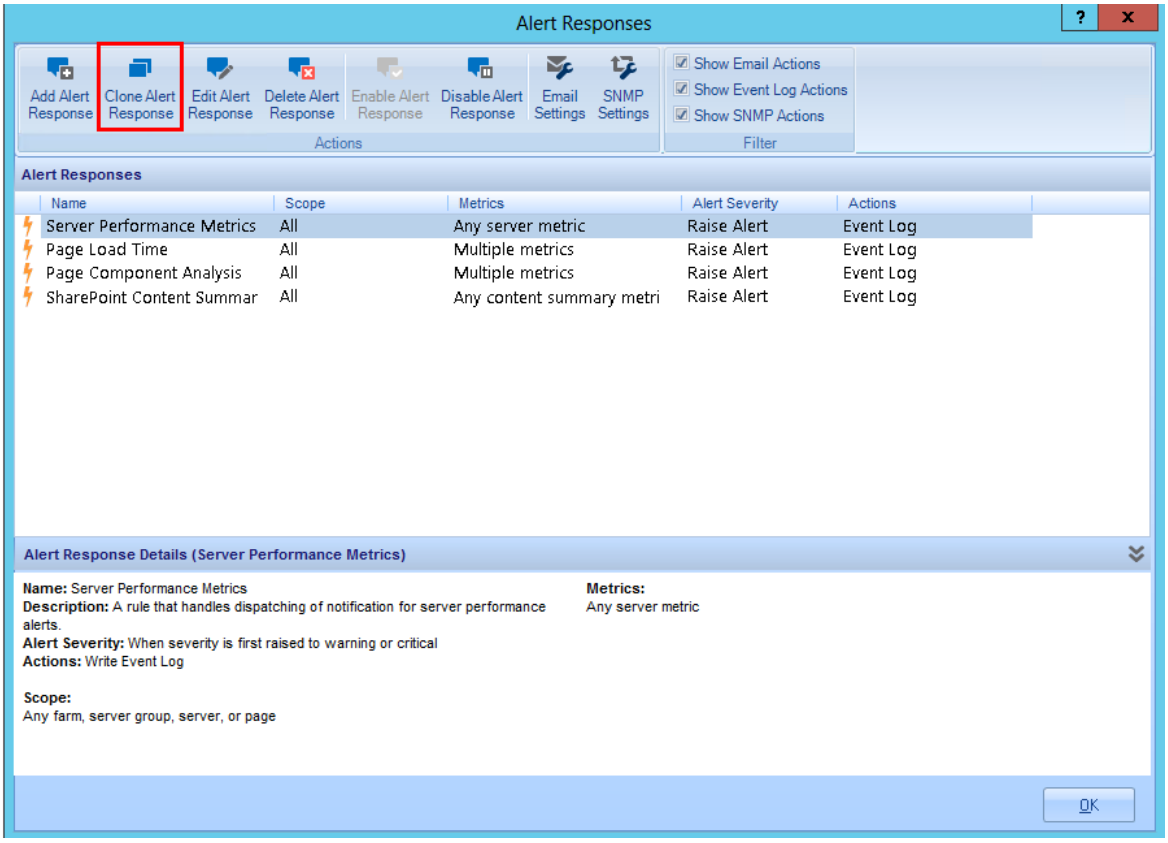
Cloning an Alert Response

You can create a new alert response based on existing one using the **Clone Alert Response** option.

To clone an alert response:

1 In the Alert Responses dialog, click the alert response on which you want to base the new one.

2 In the ribbon, click the **Clone Alert Response** icon.



3 Enter a new **Name** for the alert response. (By default, the name of a cloned alert response is the same as that of the existing one with "- Copy" appended to the end of the name.)

4 Edit the remaining fields in the dialog as needed.

5 Click **[OK]** to save the new alert response and close the dialog.

Customizing the Knowledge Base

Metalogix Diagnostic Manager includes a Knowledge Base with information about each of the individual metrics that it can track for the servers and pages in your SharePoint farm. When Metalogix Diagnostic Manager generates an alert, it includes the text of the Knowledge Base article.

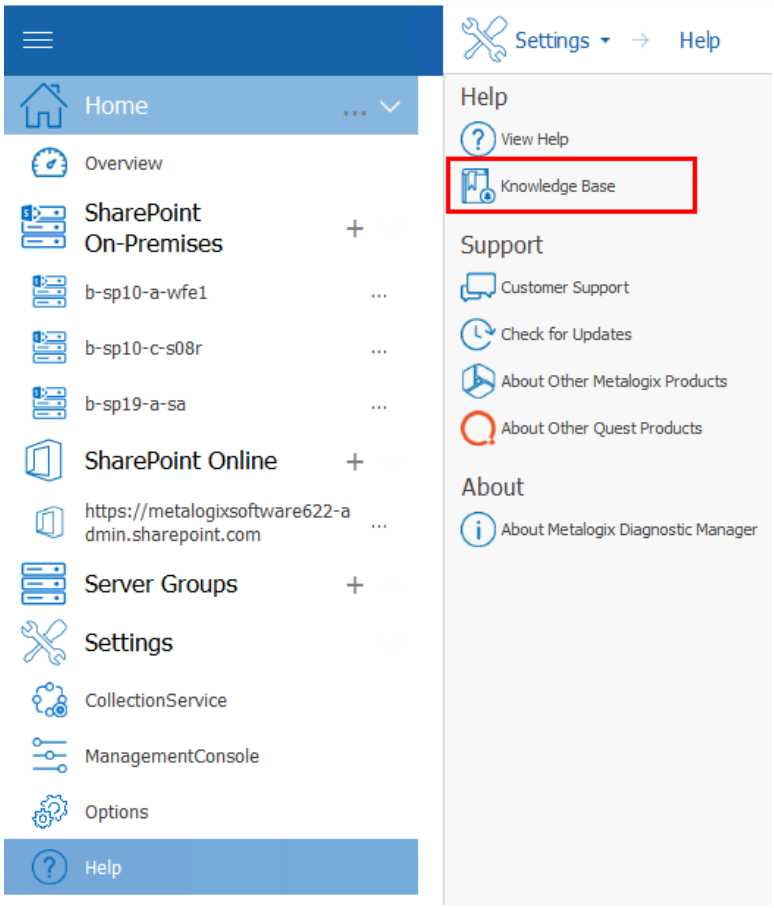
The Knowledge Base article includes information about each metric. You can also add a custom article to the Knowledge Base for each metric. As with the built-in Knowledge Base, this custom article is included in each Alert generated for the metric. The custom article is included when an Alert is sent via email or as a Simple Network Management Protocol (SNMP) trap.

You can use the custom Knowledge Base article to specify information about your particular SharePoint environment and how alerts should be handled.

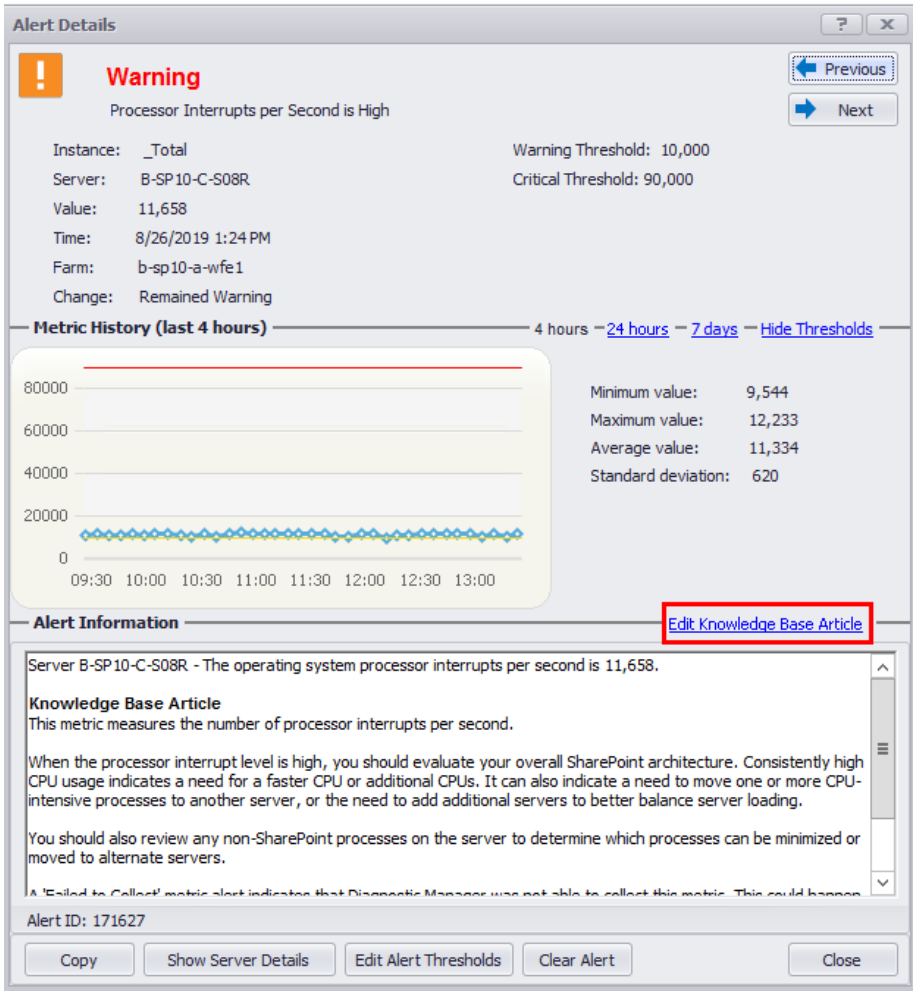
To access a Metric Knowledge Base article

1 Use one of the following options:

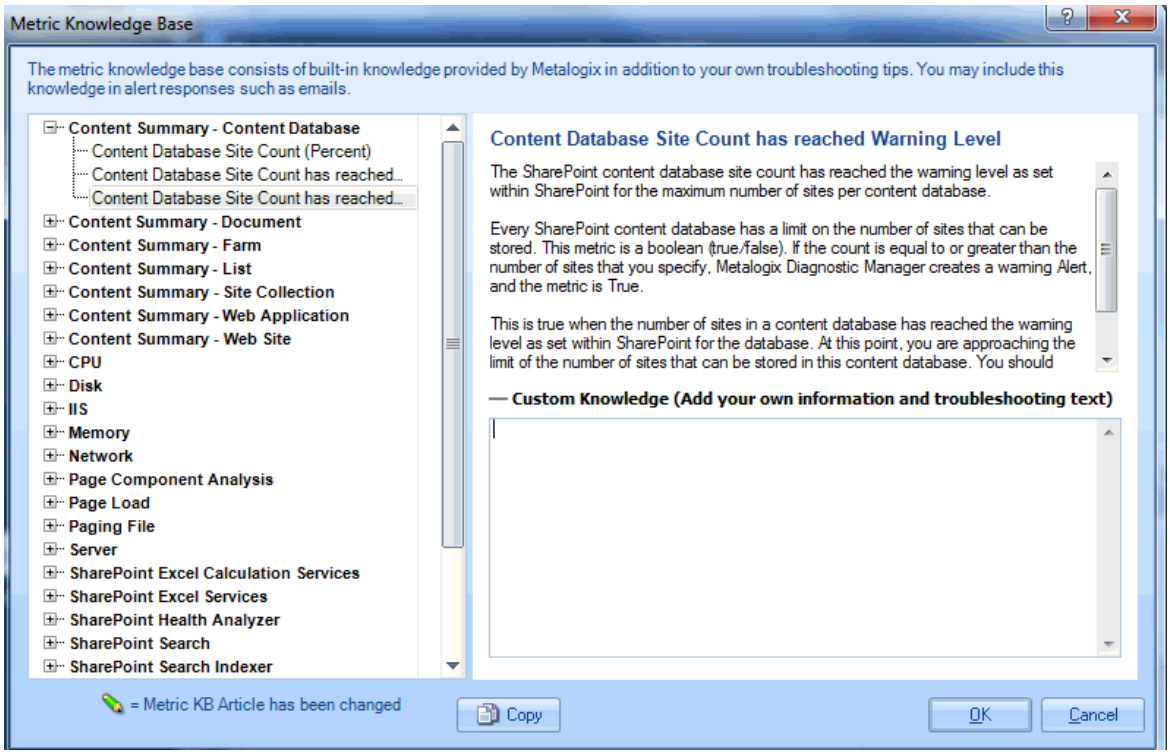
- In the Management Console left hand panel, select **Help**, and then select **Knowledge Base**.



- In the Alert Details dialog box for a specific alert (see "Viewing Alerts"), click the **Edit Knowledge Base Article** hyperlink.



2 In the Metric Knowledge Base dialog, select the metric whose Knowledge Base article you want to customize. You can click the plus (+) symbol beside a metric group to expand it.



To customize the Knowledge Base:

1 In the **Custom Knowledge** field, type or paste the information that you want to include in the custom Knowledge Base article.

2 Click **[OK]** to close the dialog box and save the changes.

To copy a Metric Knowledge Base article to the clipboard:

1 Select the metric whose Knowledge Base article you want to copy.

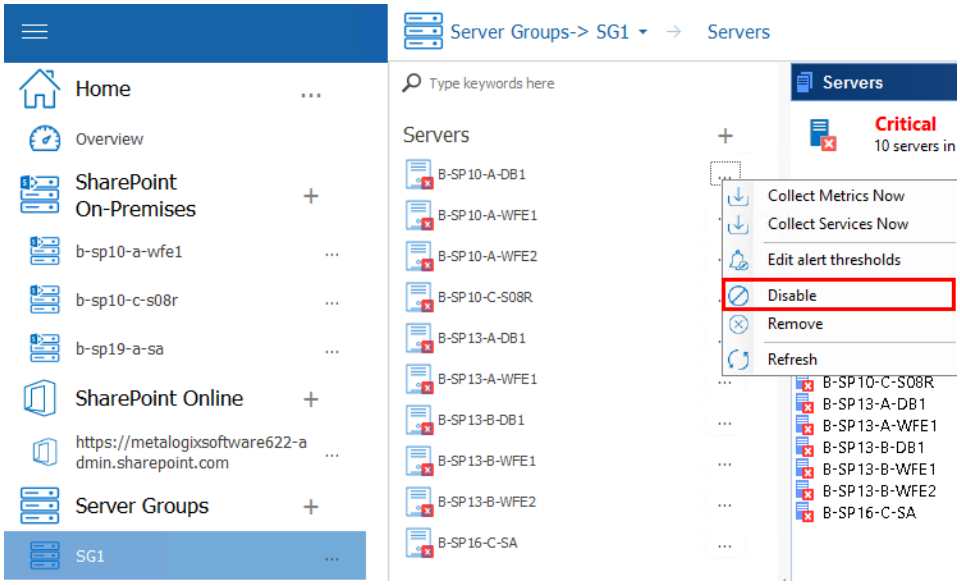
2 Click **[Copy]**.

Stopping Alerts During Maintenance Mode

To stop alerts during maintenance mode, you must disable monitoring of the respective server and the alerts for that server are automatically stopped.

To disable monitoring of a server:

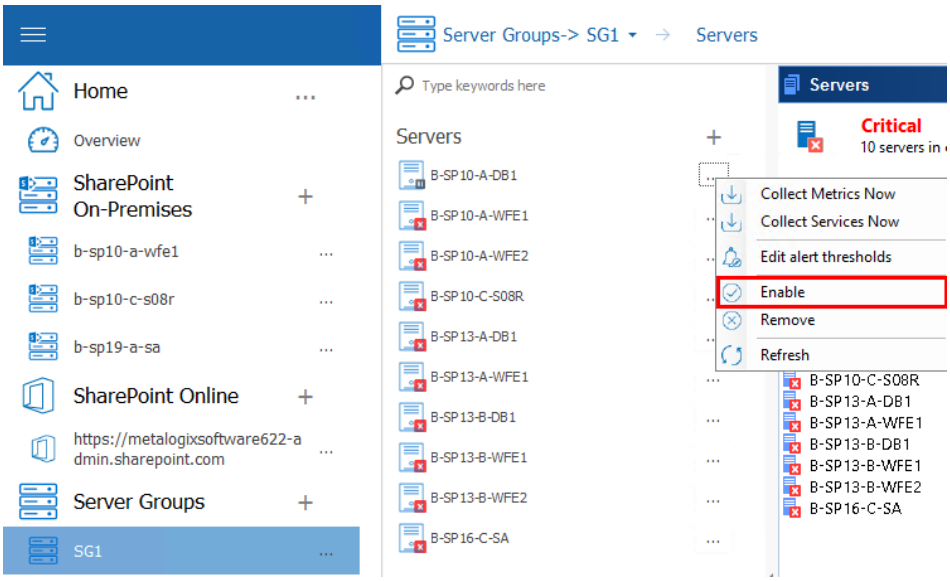
In the multiple servers view, select the (**...**) next to the server(s) for which you want to disable monitoring. Select **Disable** from the drop down menu.



When a server is disabled, all alerts related to this server are automatically stopped.

To enable monitoring of a disabled server:

In the multiple servers view, select the (**...**) next to the server(s) for which you want to enable monitoring. Select **Enable** from the drop down menu.



The Management Console enables data collection for the server. When the disabled server is enabled, the respective alerts are reinstated.

7

Viewing and Reporting on the Performance of SharePoint Farms, Server Group, and Office 365 Tenants

Metalogix Diagnostic Manager lets you view and report on the availability of your SharePoint farms, the servers in SharePoint farms and Server Groups, and the web pages in the SharePoint sites, as well as public and Cloud Services web pages. You can view the status of individual farms, servers, or pages, locate performance issues, and correct them.

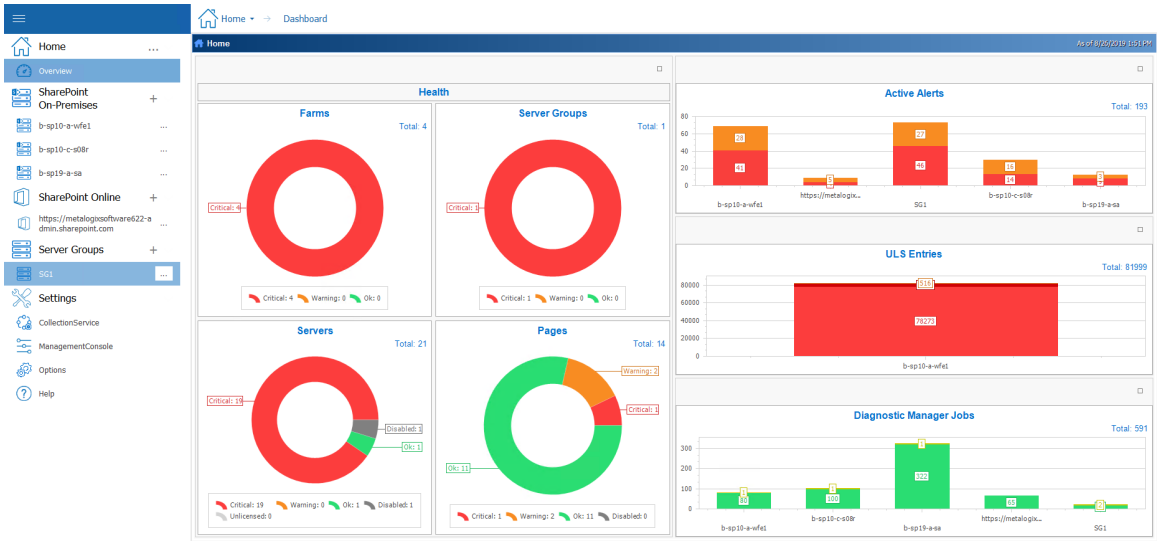
For Office 365 tenants, you can view the latest status of Office 365 services and their features.

Viewing Dashboards and Overviews

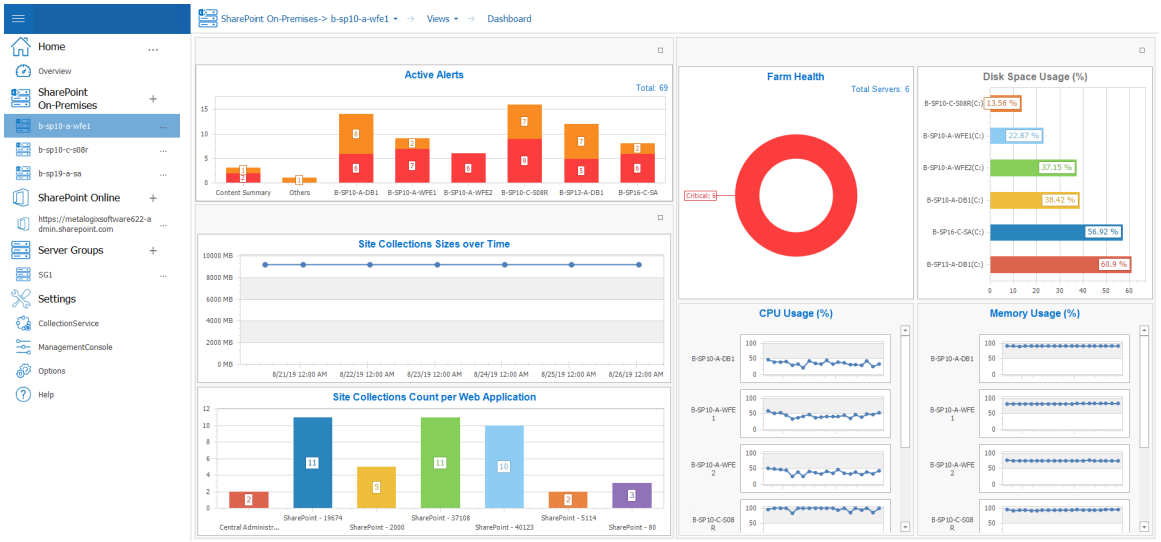
When you select the top node of a monitored SharePoint farm, Server Group, or O365 tenant, a default dashboard displays, which provides a graphical representations of the environment's overall health and various key metrics.

NOTE: You can also return to the dashboard from another location by choosing **Home > Overview**.

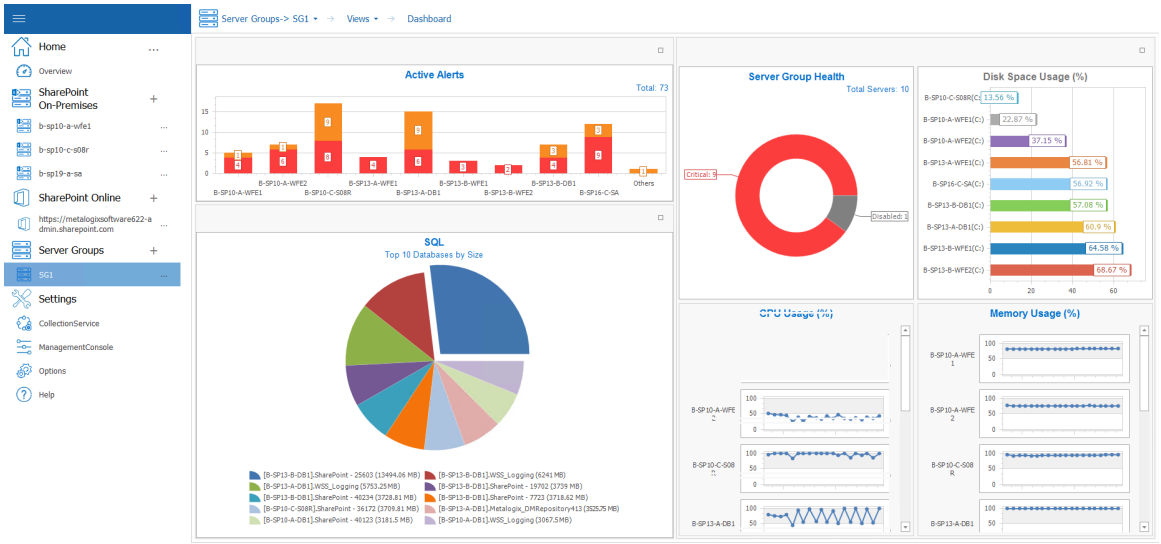
Default Home Page Dashboard



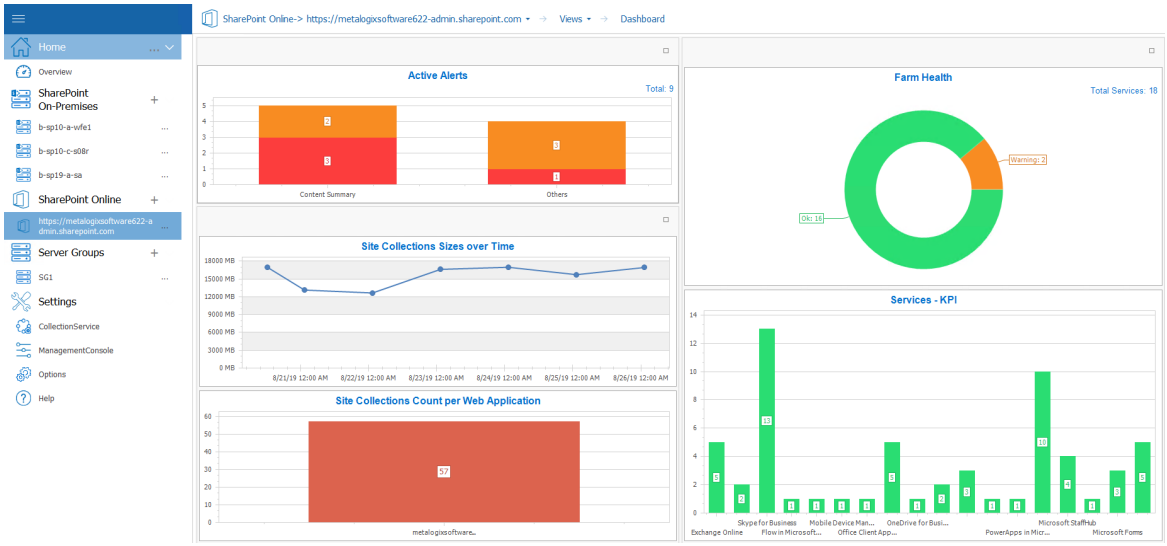
Default On Premises SharePoint Farm Dashboard



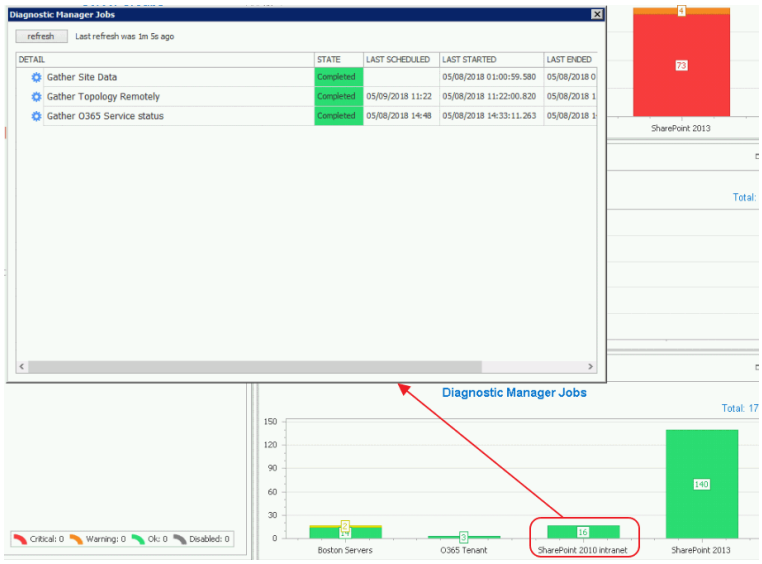
Default Server Group Dashboard



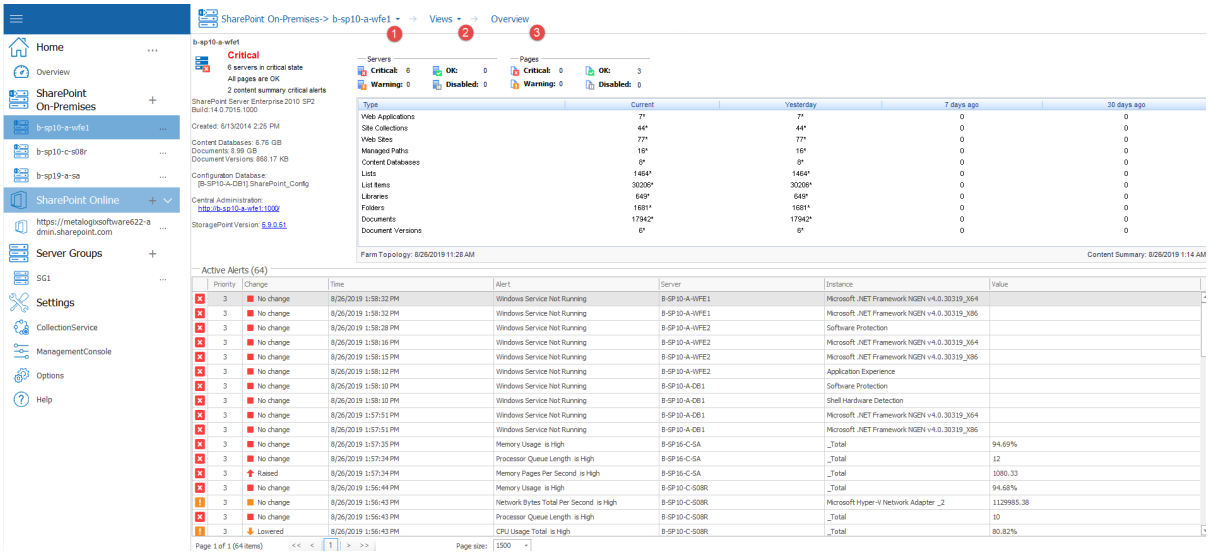
Default O365 Tenant Dashboard



You can double-click on a statistic within a widget to drill down to more detail about the underlying data set.



For a more detailed overview, including a list of all monitored pages and active alerts, double click the SharePoint on-premises farm or sharepoint online farm. Click on the farm name, select **Views**, and then click views and select **Overview**.



Customizing Dashboards

You can customize the dashboards that display on the home page and for each SharePoint farm, Server Group, and O365 tenant. You can also create additional custom dashboards.

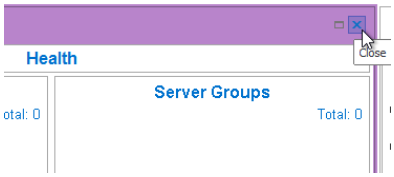
NOTE: created, additional dashboards can be selected from the **Saved Dashboards** drop-down.

To customize a dashboard:

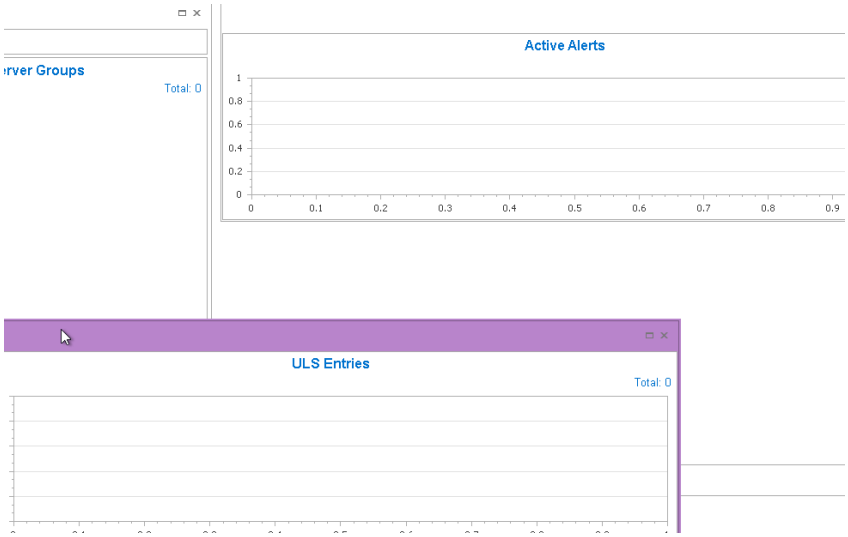
1. From the **Overview** tab select the pencil 'edit' symbol (Home, SharePoint farm, Server Group, or O365 tenant).

Now you can:

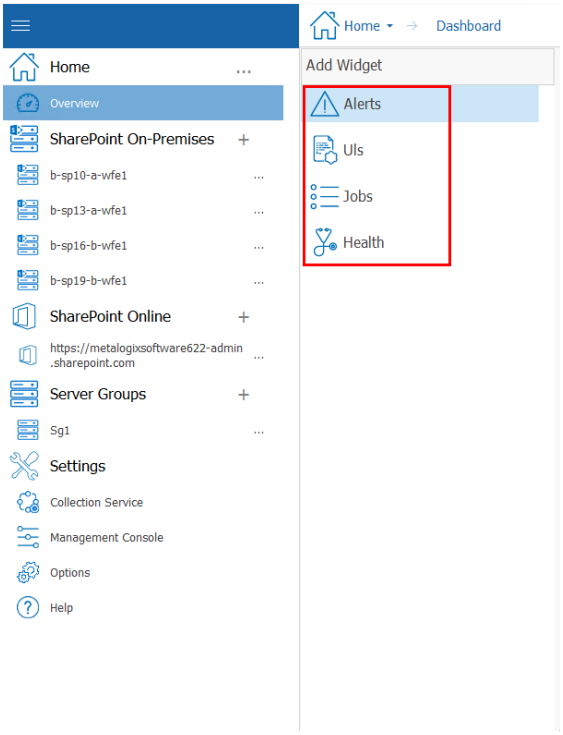
- click the X in the upper right corner of a widget to remove it from the dashboard



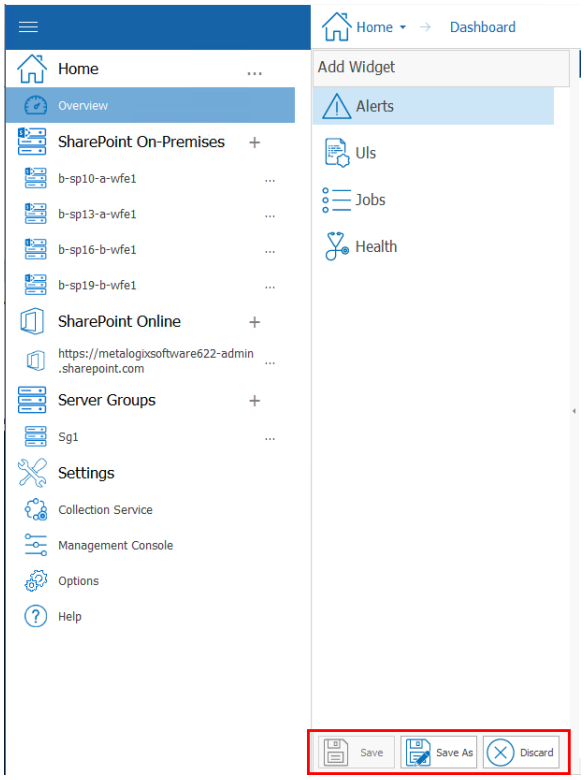
- drag and drop to reposition or resize a widget



- add a widget from the left hand pane by double clicking on it.



When you finish editing, you can **Save** the changes to the dashboard, **Save As** a new dashboard, or **Discard Changes**.



Viewing the Status of Office 365 Services

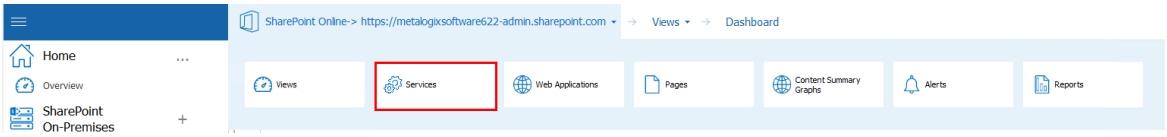
If your Metalogix Diagnostic Manager deployment includes one or more Office 365 tenants, you can view the latest status of Office 365 services and their features.

NOTE:

- Metalogix Diagnostic Manager retrieves server status according to the schedule specified on the Collection Service Options - Office365 tab (which is every 15 minutes by default). You can also force the Collection Service to update status information immediately.
- If you want to monitor O365 services on a machine without Internet access, you can configure web proxy settings.

To view the health of Office 365 Services:

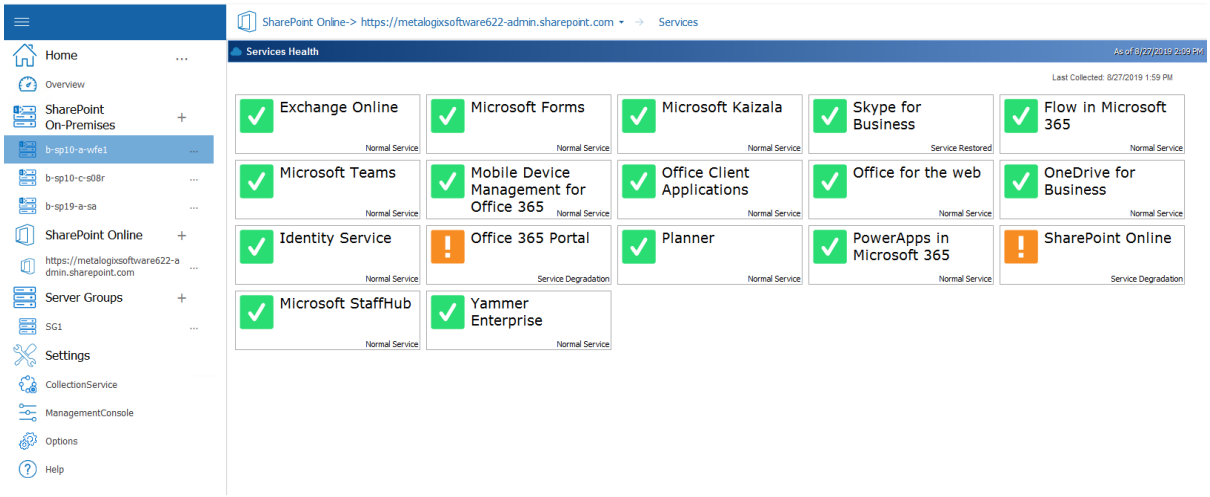
1. In the Management Console tree, select the node the Office 365 tenant whose health you want to view. Once it opens in the viewing pane, select the name of the tenant, select **Services**.



Tiles representing all of the active services in your Office 365 tenancy display, along with one of the following status icons:

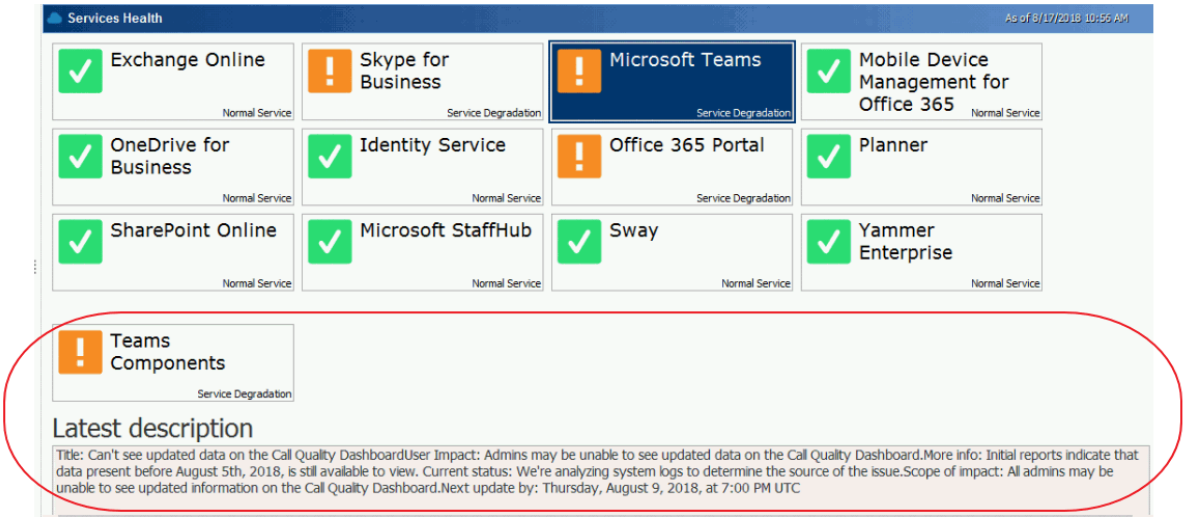
	OK
	Warning
	Critical

The right bottom corner of the tile provides a brief description of the current status.



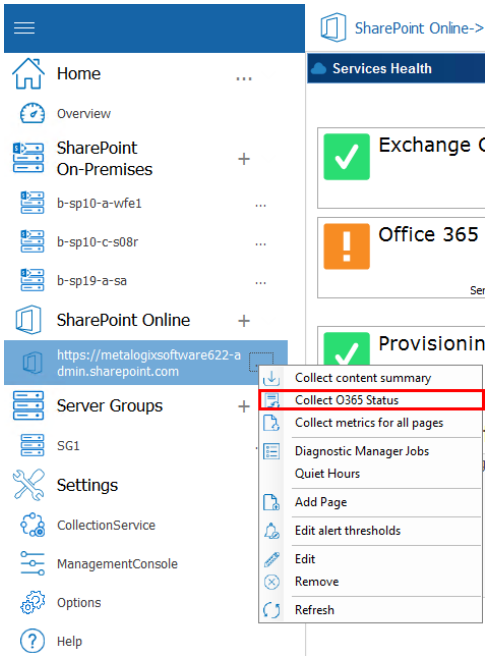
2. To view the status of a service's features, click on the service tile.

If you select a feature with a status of **Warning** or **Critical**, **Latest description** text provides additional information.



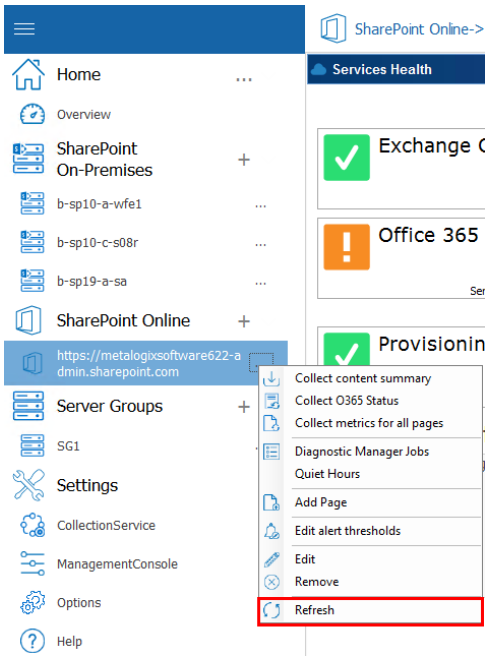
To collect Service status data immediately:

From the Management Console tree, select the Services node, click the (**...**) next to the name, and choose **Collect Farm O365 status**.



To refresh displayed Service status data in the Management Console:

From the Management Console tree, select the Services node, click the (**...**) next to the name, and choose **Refresh**.

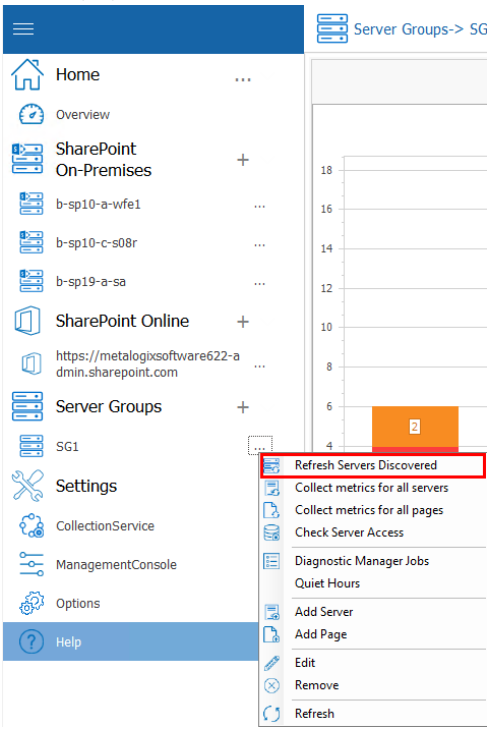


Refreshing Server Group Properties

The Metalogix Diagnostic Manager Collection Service automatically refreshes the properties of a Server Group. By default, this data is collected every 24 hours, at the same time Farm Topology is refreshed. You can also force the Collection Service to refresh the properties of servers in the group at any time to reflect any changes have been made since the last data collection (for example, a SQL server instance has been added or removed).

To refresh Server Group properties:

1. In the Management Console tree, select the Server Group whose properties you want to refresh, select (**...**) and **Refresh Servers Discovered**.

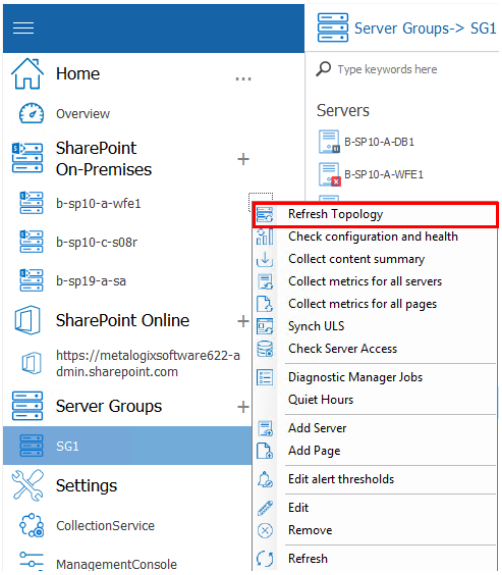


Refreshing Topology

The Metalogix Diagnostic Manager Collection Service automatically refreshes its list of servers and other topology data within a SharePoint farm. By default, this data is collected every 24 hours. You can also force the Collection Service to refresh this data immediately if you choose.

To refresh topology for a single SharePoint farm immediately:

1. In the Management Console tree, select a farm or its servers node for the farm whose topology you want to refresh,
2. Click the (**...**) next to the farm or server name, and select **Refresh Topology** from the drop down menu.



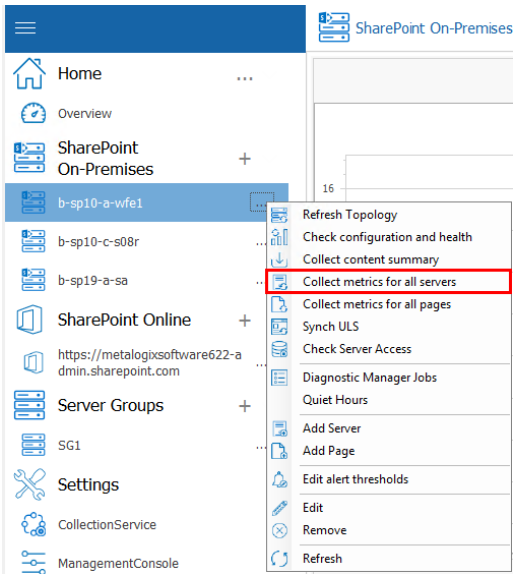
Collecting Metrics for All Servers or Pages Immediately

Normally, Metalogix Diagnostic Manager collects server metrics from the servers that make up your SharePoint farm or Server Group on a schedule you specify (see Setting the Collection Service Options). If necessary, you can also collect the metrics immediately.

To collect server metrics in real time:

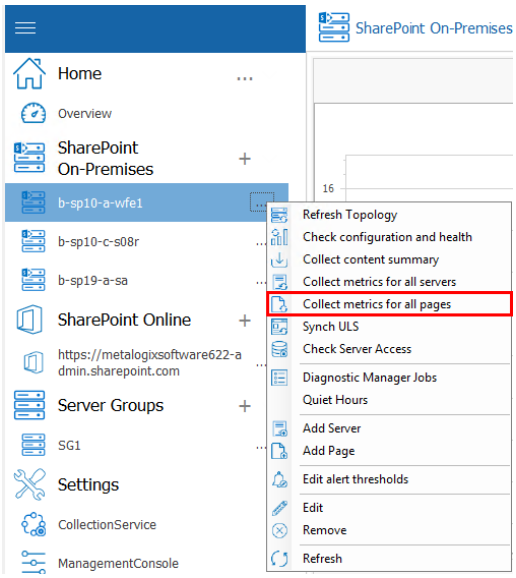
1. In the Management Console tree, select the farm or Server Group from which you want to collect metrics and click the (**...**) next to its name. Select **Collect Metrics for all Farm** (or **Server Group**)

servers.



To collect monitored page metrics in real time:

1 In the Management Console tree, select the farm or Server Group for which you want to collect page metrics, click the (**...**) next to it, and select **Collect metrics for all farm** (or **Server Group**) **pages**.



Viewing Server Detail

You can use Metalogix Diagnostic Manager to view the status of all servers or individuals servers, within a farm or Server Group, as well as customize the graphical view of server data.

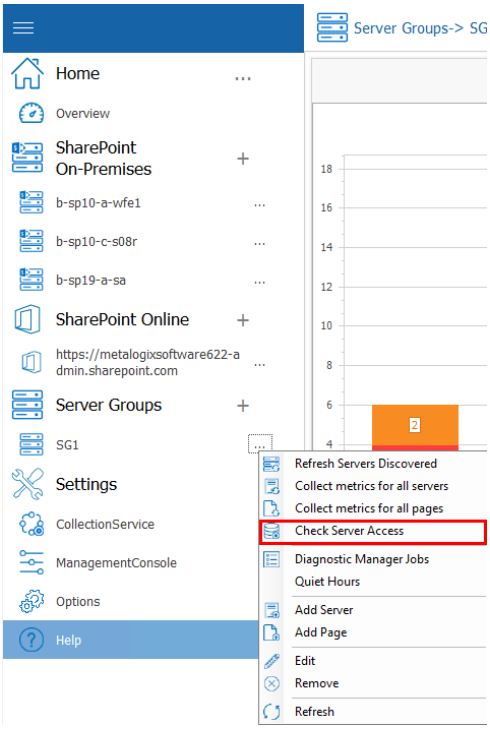
Checking Server Access

If you are experiencing issues with data collection, you can check that the account(s) used for data collection have the appropriate access and permissions to all servers in the farm using the **Check Server Access** feature.

To check server access:

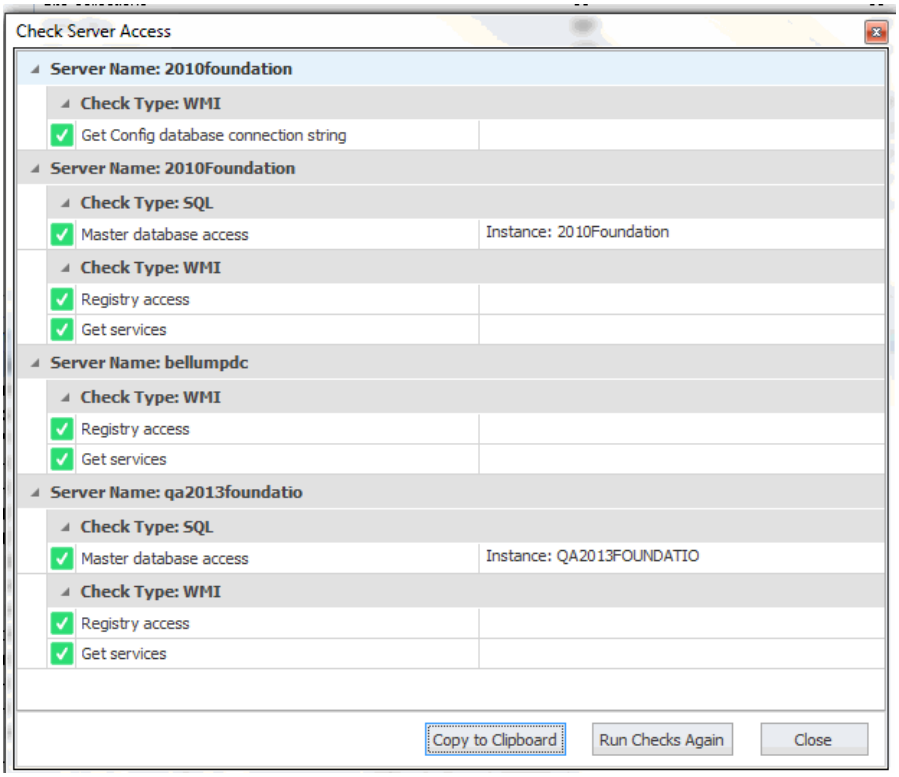
1 In the Management Console tree, select the farm or Server Group whose server access you want to check.

2 Select the (**...**) next to the farm or server group, and select **Check Server Access** from the drop down menu.



Metalogix Diagnostic Manager performs the following checks:

- For a farm Topology server, access to the Config database connection string
- For each server in the farm:
  - WMI access to
  - Windows Registry, and
  - Windows Services
- access to the master database of each SQL Server instance.



If the account fails any of the server access and permissions checks, you can fix the issue on the affected server(s) then **[Run Checks Again]**.

Viewing the Status of All the Servers in a Farm or Server Group

In the Servers view, Metalogix Diagnostic Manager provides a summary of the status of the servers that make up the farm, Server Group, or selected SQL Server Cluster Virtual Server. Metalogix Diagnostic Manager also provides for each server within the farm, Server Group, or virtual server:

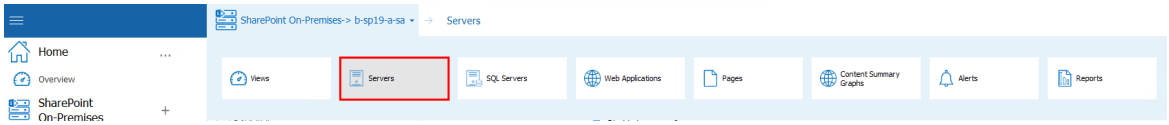
- Server name
- Server type, such as physical or virtual
- Server status
- Number of critical alerts and warning alerts triggered from that server
- Status of the subsystems on that server

If you select a single farm, Metalogix Diagnostic Manager displays the following additional information:

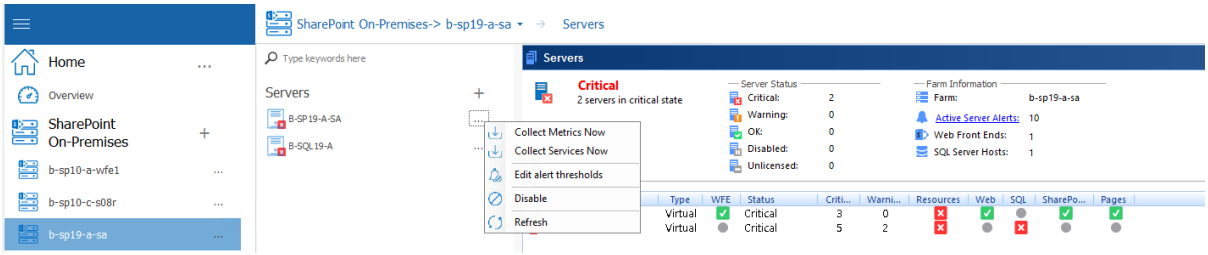
- Information about the selected farm or Server Group, including the number of active alerts
- The servers configured as Web front end (WFE) servers.

To view the status of all of the servers in a farm, Server Group, or virtual server:

1. In the Management Console left hand pane, select the farm or Server Group whose servers you want to view. This will open the overview for that farm or server.
2. Select the farm or server name on top of the overview pane, and select **Servers**.



The multiple servers view lets you do the following:



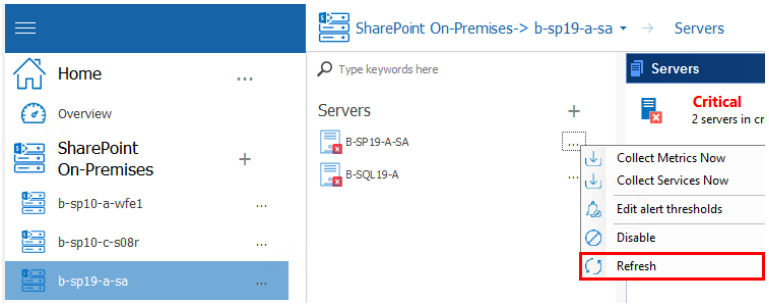
- Refresh the server list.
- Add a server.
- Disable a server.
- Enable a disabled server.
- View server details.

If you are viewing all of the servers in a farm or Server Group, you can also do the following:

- Refresh the farm topology or "Servers Discovered" properties.
- View the active alerts for the farm or Server Group.
- Force immediate collection of the server metrics.

To refresh the server list:

Select the (**...**) next to the server you wish to refresh, and click **Refresh**.

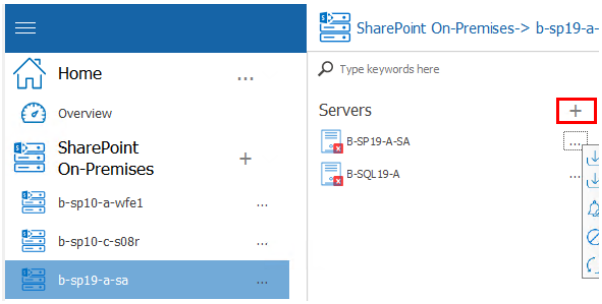


The Management Console refreshes the multiple servers view with the most recent information about the server status and alerts.

NOTE: When you refresh the multiple servers view, only the servers for the selected farm, Server Group, or virtual server are refreshed.

To add a server to monitor:

1. In the Servers section of the screen, choose **+** next to "Server" to add a new server.



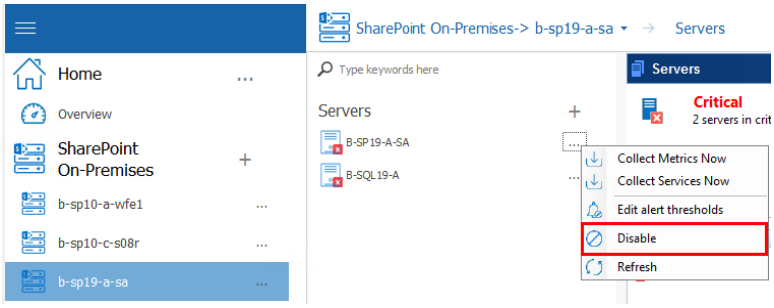
2. In the Servers dialog box, enter the name of the server to add, then click **[OK]**.

NOTE: Metalogix Diagnostic Manager uses the credentials of the account that was specified for data collection at the farm/Server Group level.

To disable data collection for a server:

1. In the multiple servers view, select the server you want to disable (see Temporarily Suspending Data Collection).

2. Select the (**...**) next to the server name, and select Disable from the drop down list.

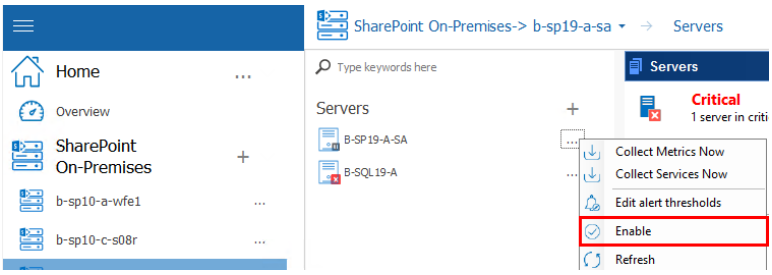


You will be prompted to confirm the action before continuing.

To enable data collection for a disabled server:

1. In the multiple servers view, select the disabled server you want to enable.

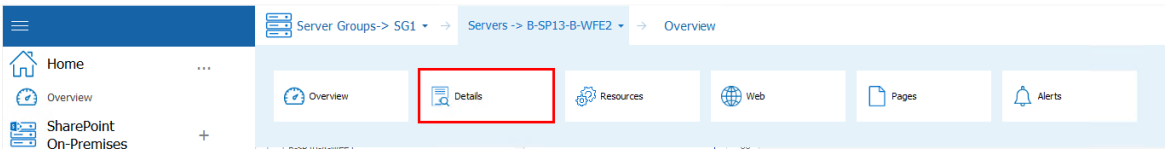
2. Select the (**...**) next to the server name, and select Enable from the drop down list.



The Management Console enables data collection for the server.

To view the details of a server:

1. In the multiple servers view, select the server whose details you want to view.
2. Select the server name on top of the overview pane and select **Details.**

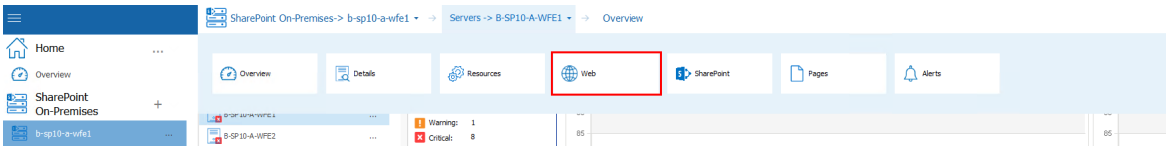


Stopping and Starting Application Pools

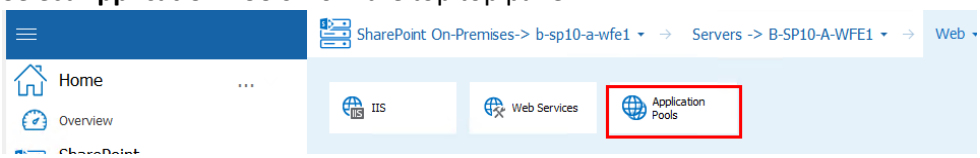
You can stop and start application pools for a monitored server as long as the Collection Service is installed on a machine that has IIS installed and the Collection Service account has local administrator privileges.

To stop or start an application pool:

1. From the Management Console, open the servers for the farm or server group that contains the server that contains the application pool you want to stop or start.
2. Select the server that contains the application pool you want to stop or start, then click on its name above the overview pane, and select **Web** from the ribbon.



3. Select **Application Pools** from the top top pane.



4. Select the application pool you wish to start or stop, right-click and choose **Start Application Pool** or **Stop Application Pool**.

Viewing the Status of Individual Servers in a Farm or Server Group

You can use Metalogix Diagnostic Manager to view the status of each of the servers that make up your SharePoint farm or Server Group. The Server Overview displays the status of the components that the server hosts, including Internet Information Server (IIS) components.

Metalogix Diagnostic Manager provides the following information in the Server Overview view:

- the total number of warning and critical **Active Alerts** for the selected server
- the **Status by Area** for each server component that Metalogix Diagnostic Manager monitors.
- **Configuration** data, which includes information about the operating system, processors, memory, and other software installed on the selected server. This area also displays whether the server is a physical or virtual server.
- A graphical view of **Recent Trends** for the selected server
- Overall metrics for **Resources**, **SQL Server**, SharePoint, and **Network/ IIS / Web Services**

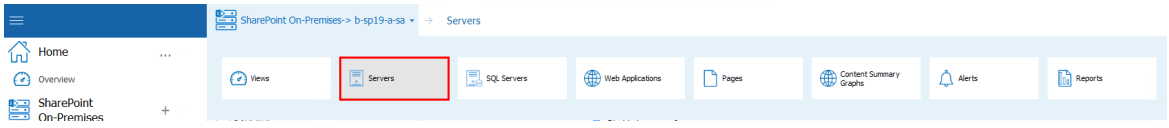
When Server Data is Collected

The Metalogix Diagnostic Manager Collection Service retrieves data from a server on a schedule that you specify in the Collection Service Options dialog. By default, the Collection Service retrieves data every six minutes.

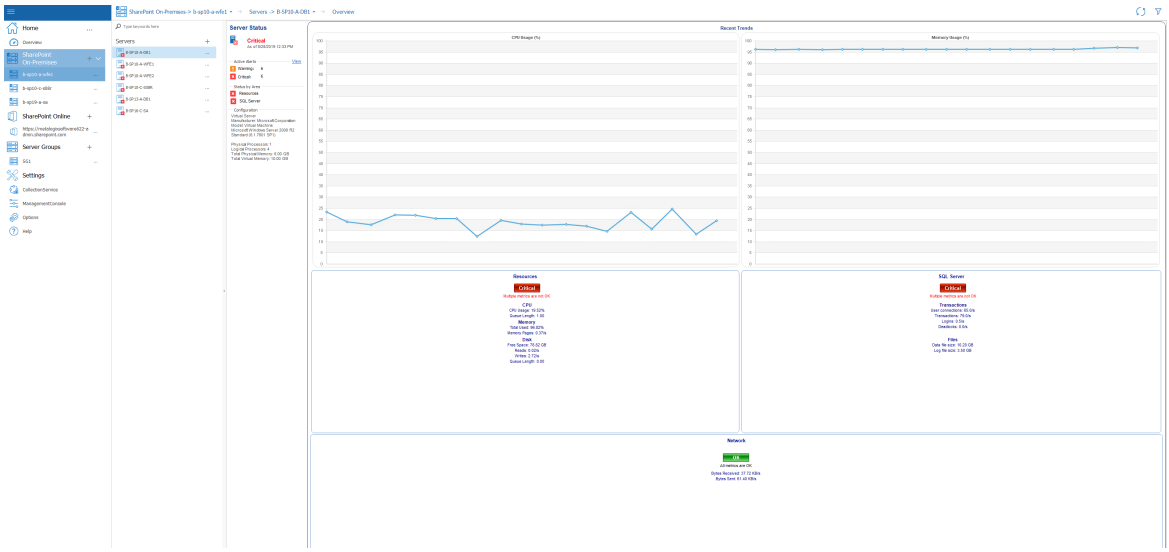
Viewing the Server Dashboard

To view the Server Dashboard

1 In the Management Console select the farm or server group that contains the server dashboard you want to view. Select its name above the viewing pane, and select **Servers**.



2 Double click the name of the server you want to view, this will bring up the Overview Dashboard.



Server Component Status Information

When you view the Server Dashboard, the Management Console lists the components that make up the selected server. The components that appear vary, depending on the services on the server that you select. Depending on the selected server, some or all of the following items appear:

Information	Description
CPU Usage (%)	A graph of the CPU usage.
Memory Usage (%)	A graph of the memory utilization on the server.
ASP App Requests	A graph of the ASP App Requests for the server. This graph only appears if the server hosts IIS components.
Resources	Lists information about the CPU, memory, and disk space metrics on the selected server. Disk metrics include all mounted disks and mount points.
SharePoint	In the case of a SharePoint farm, lists information about the SharePoint server role. If the server hosts any monitored pages, this includes information about the Monitored Pages.
Network/IIS Web Services	The name of this item varies. If the selected server hosts IIS, the item is Network/IIS/Web Services. If the selected server does not host IIS, the item name is Network. The item summarizes the network and IIS metrics.

Each item lists relevant metrics and includes one or more status buttons. The status buttons roll up multiple metrics into a single status for rapid review.

You can click any metric or any status button for more details.

When you click a metric, you can review information about the metric. You can also link to the metric details and edit the alert threshold of the selected metric for the selected server.

When you click a status button, you can review the metric or metrics that make up the status. You can use the dialog box that appears to view the metric details or to edit the metric alert threshold.

The recent trend graphics show the previous two hours of performance data. To refresh these graphics the dashboard must be refreshed via the Management Console Preferences dialog.

Viewing Server Resource Graphs

The Resources tab of the Server view lets you review the CPU, memory, disk space, and network status of the selected server. The data appears in graphical format, letting you easily review the status of the server and see patterns in your server behavior. Disk metrics include all mounted disks and mount points.

You can also view the status and properties of all of the Windows Services on the server as well as start and stop these Services.

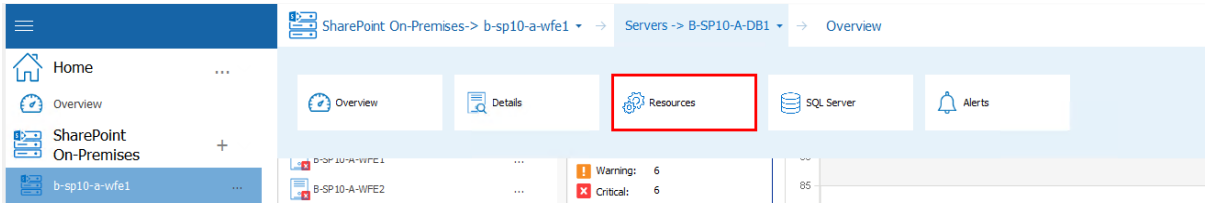
When you select the Resources tab, you can select the amount of time represented by each graph. You can also choose to display current data or historical data from a time that you specify. When the Management Console displays the graph, it averages the data in the graph. The time period used for the average depends on the duration that the graph represents.

When data is collected for the server

The Metalogix Diagnostic Manager Collection Service retrieves data from a server on a schedule that you specify in the Collection Service Options dialog. By default, the Collection Service retrieves this data every six minutes.

To view Server Resource graphs:

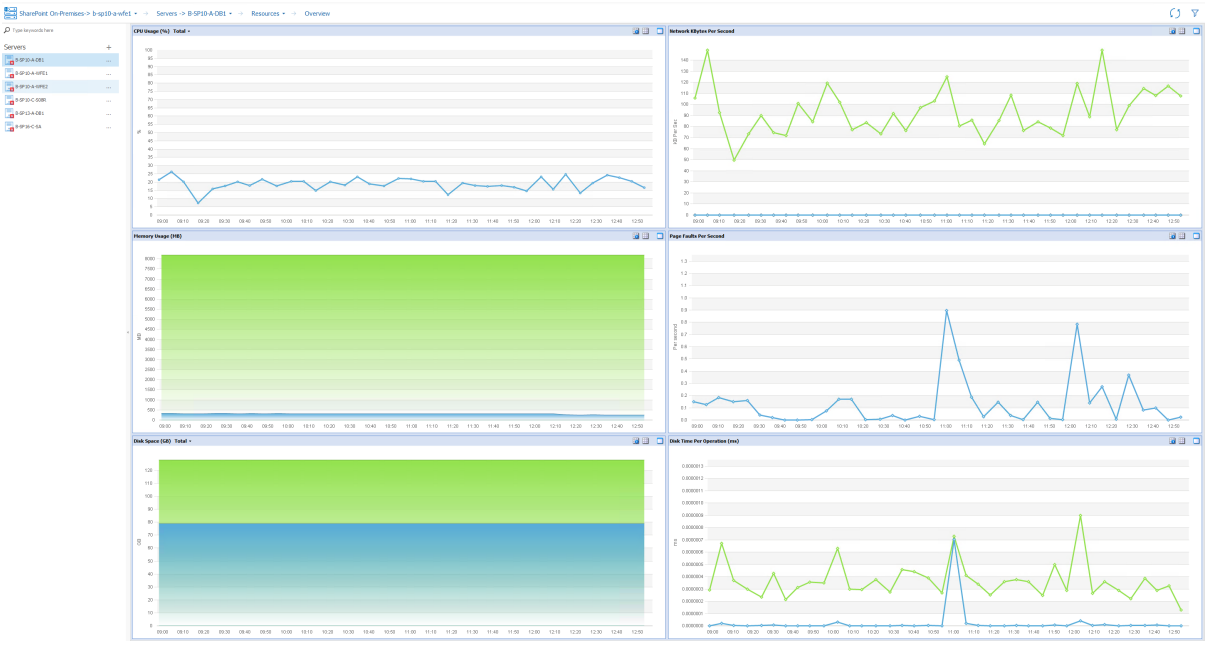
Select the server so that it is displayed in the overview pane. Select its name, above the overview pane, and select **Resources** from the dropdown panel.



Available Resource Graphs:

Selecting **Resources** allows you to choose the following resource views from the drop down panel.

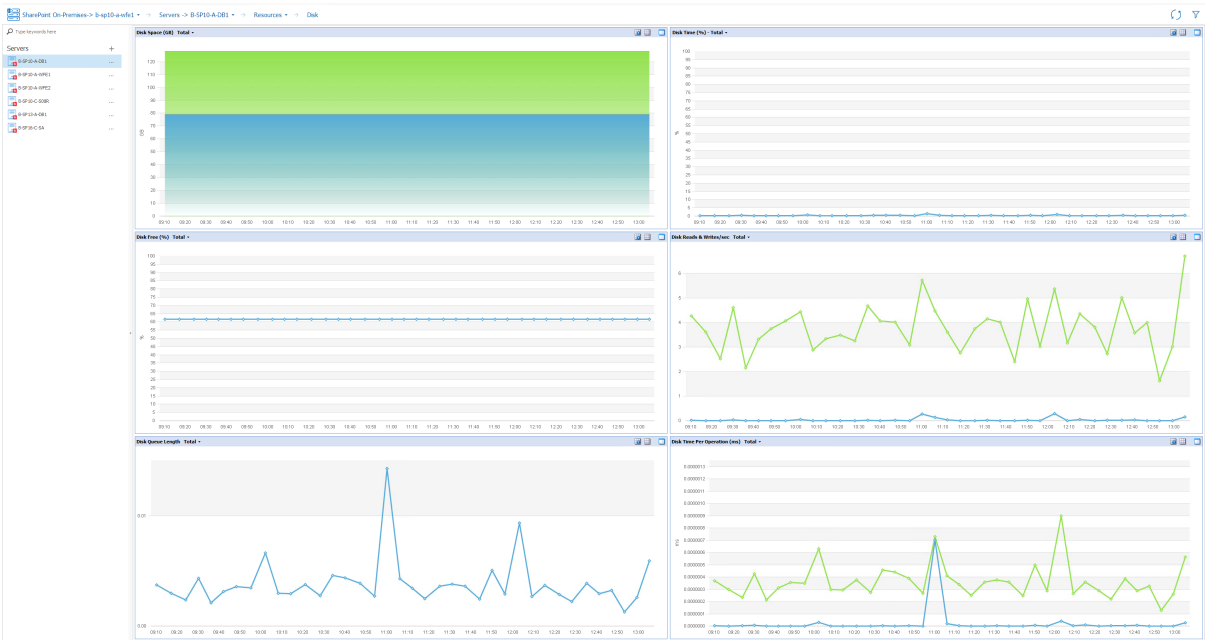
- **Overview**: A high-level overview of the most important server components.



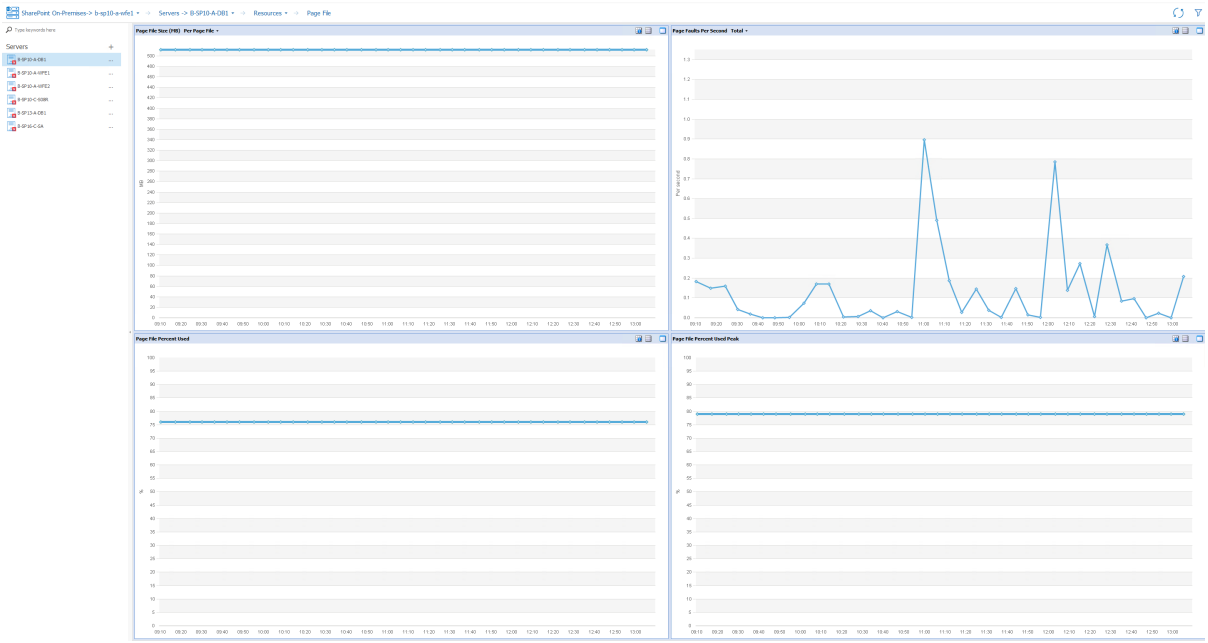
- **CPU:** Information about the CPU for the selected server.

- **Memory:** Information about memory usage on the selected server

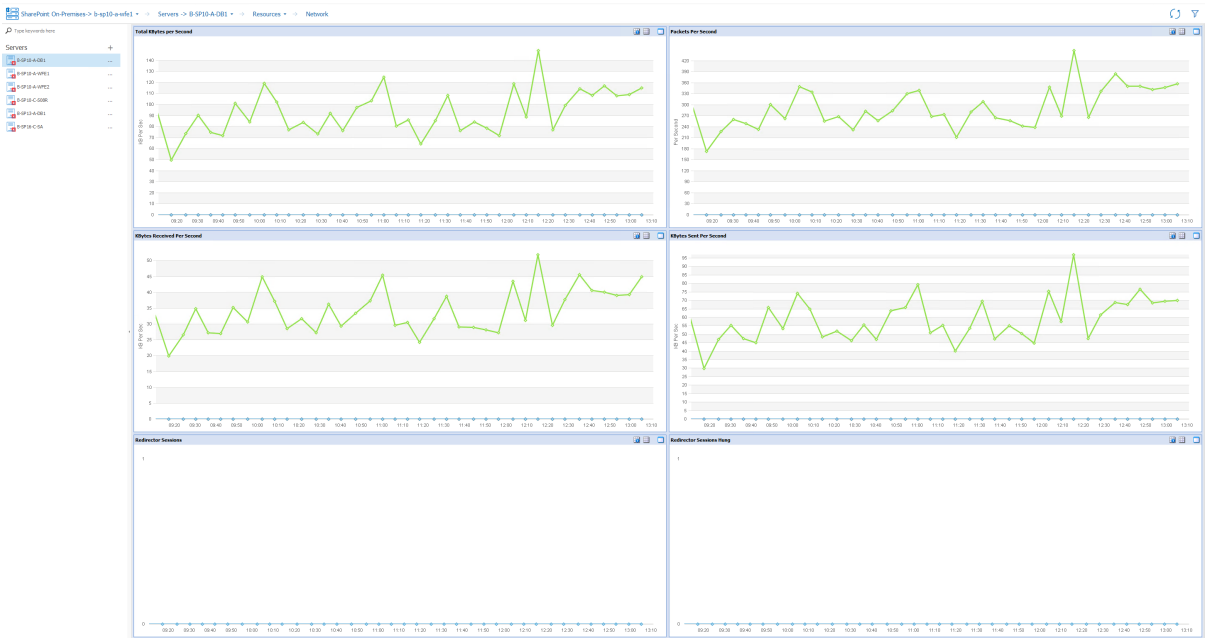
- **Disk**: Information about the Disk usage on the selected server.



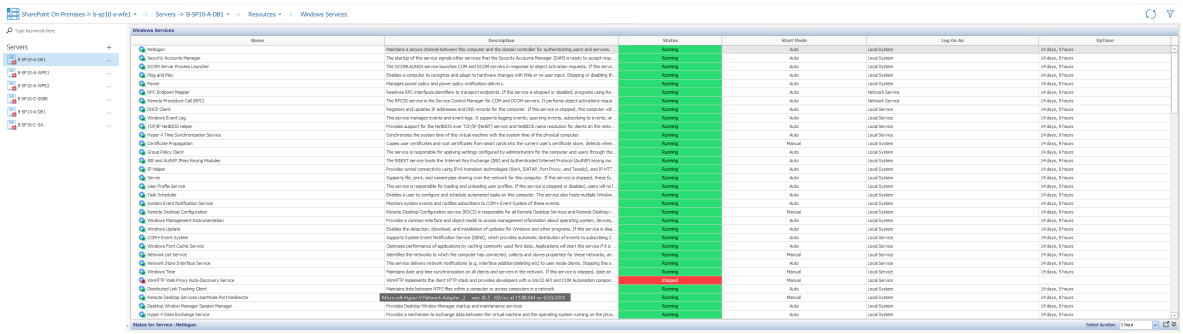
- **Page File**: Information about the page files in use on the selected server.



- **Network:** Information about the network usage for the selected server.



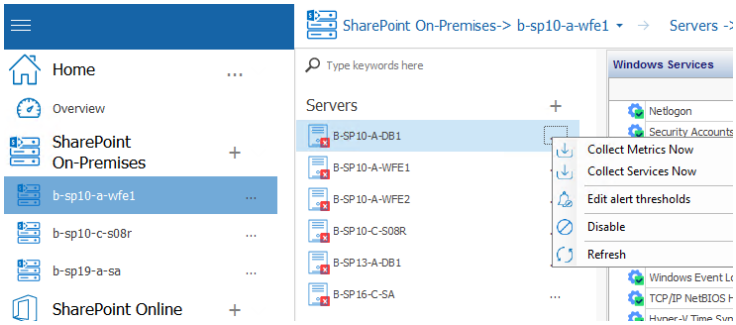
- **Windows Services**: provides an overview of the windows services for the selected server.



See also Working with Graphical Server Data.

To force immediate data collection:

In the Server section of the ribbon, choose the (**...**) beside the server for which you would like to collect data, and select **Collect Metrics Now** from the drop down menu.



To make changes to the Alert Thresholds for the server metrics:

See Setting Alert Thresholds.

Viewing the Status of Windows Services

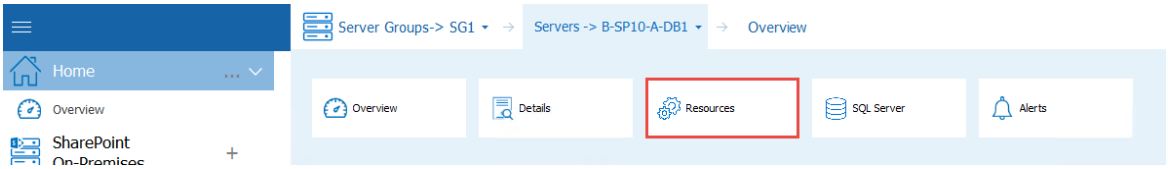
From the Resources tab of the Server view, you can view the status and properties of Windows Services on a selected server. You can also act on Services from within the Management Console.

When data is collected for Windows Services

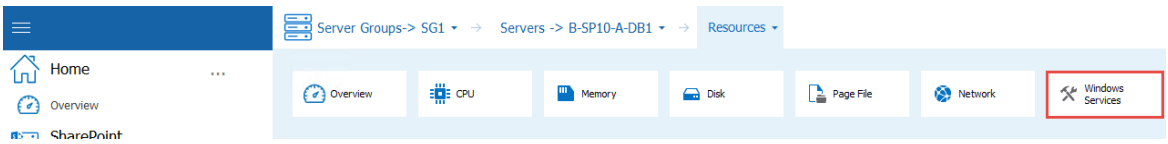
The Metalogix Diagnostic Manager Collection Service retrieves Window Service status information on a schedule that you specify in the Collection Service Options dialog. By default, the Collection Service retrieves this data every six minutes.

To view the status of Windows Services on a server:

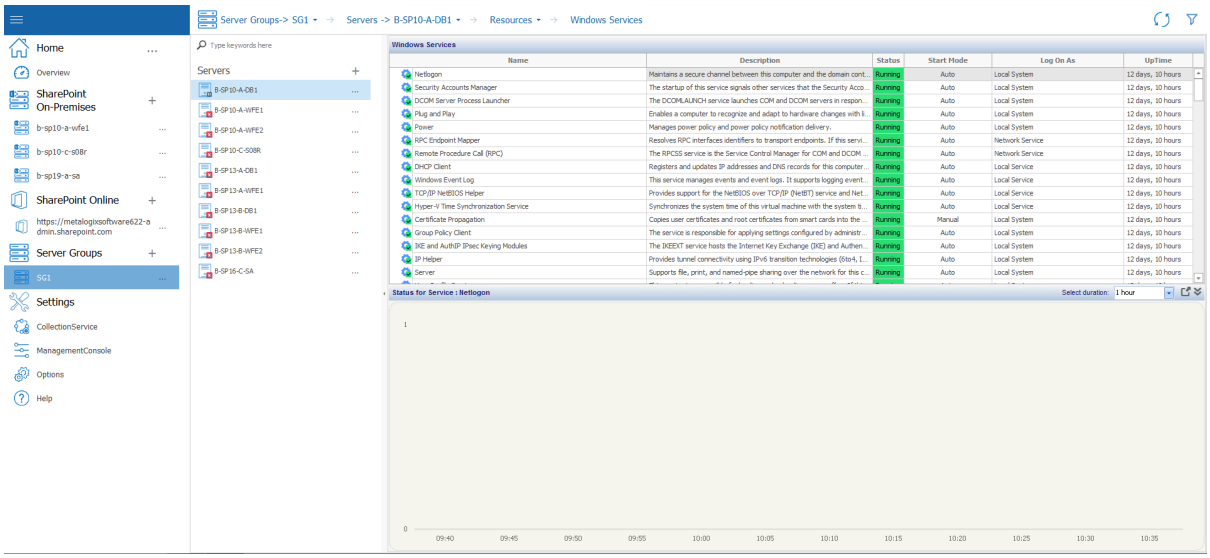
1. Double click on the server for which you want to see the resources, this will open the overview pane for that server.
2. Select the Server name above the overview pane, this will produce a drop down panel, select **Resrouces** from this panel.



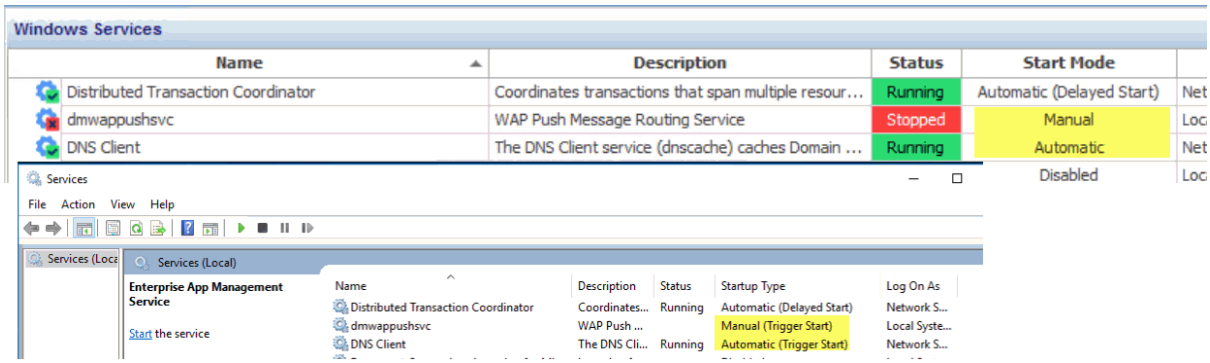
3. In the Resources section of the ribbon, select **Windows Services**.



Details about each service on the server displays, including the number of hours of **UpTime** since the last time the service was started. The columns are sortable.



NOTE: When a Windows Service's Status includes (Trigger Start), that designation does not display in the Management Console for any server, regardless of its version.



Acting on Windows Services

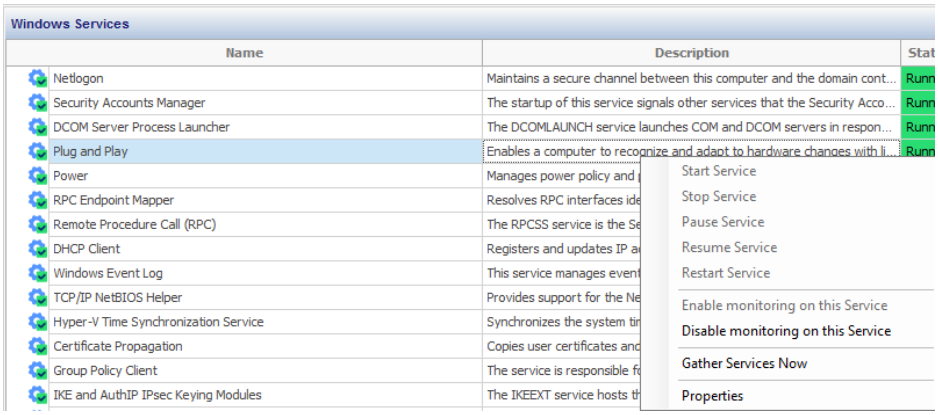
From the Management Console, you can perform the same actions on Windows Services that you can from the server on which the Services reside. You can also enable/disable monitoring and collect Service data immediately.

To act on a Windows Service:

1. In the Windows Services grid, select the service you want to act on.
2. Right-click and choose the action you want to perform. Options are:

- **Start Service** (if the Service is currently Stopped)
- **Stop Service** (if the Service is currently running)
- **Pause Service** (if allowed for the Service)
- **Resume Service** (if the Service is Currently Paused)

- **Restart Service**
- **Enable monitoring on this Service**
- **Disable monitoring on this Service**
- **Gather Services Now**
- **Properties**



Viewing the Status of Server Web Components

The Web tab of the Server section of the ribbon lets you review the status of the Internet Information Services (IIS) and Web Services components of the selected server. The data appears in graphical format, letting you easily review the status of the server and see patterns in your server behavior.

When you view the Web tab, you can select the amount of time represented by each graph. You can also choose to display current data or historical data from a time that you specify.

NOTE: The Web tab only appears if the selected server has IIS and Web Services installed and active.

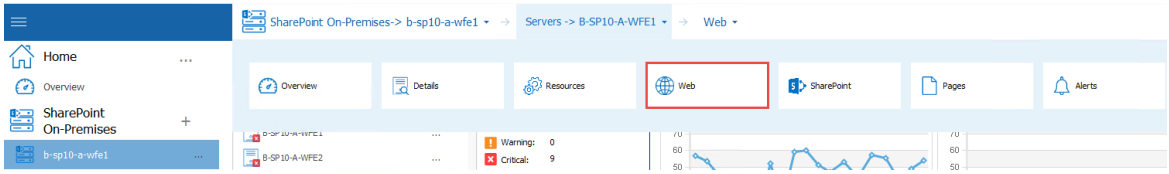
When Server Data is Collected

The Metalogix Diagnostic Manager Collection Service retrieves data from a server on a schedule that you specify in the Collection Service Options dialog box (see Setting the Collection Service Options). By default, the Collection Service retrieves this data every six minutes.

To view the status of server Web components:

1. In the Management Console select a server (that has IIS and web services installed) to open the overview for that server.

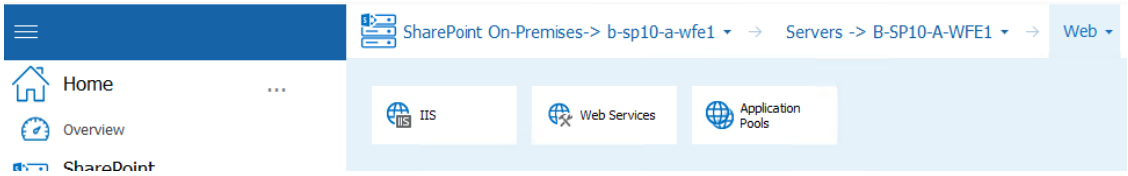
2. Select the server name to open the drop down options tab - select **Web**.



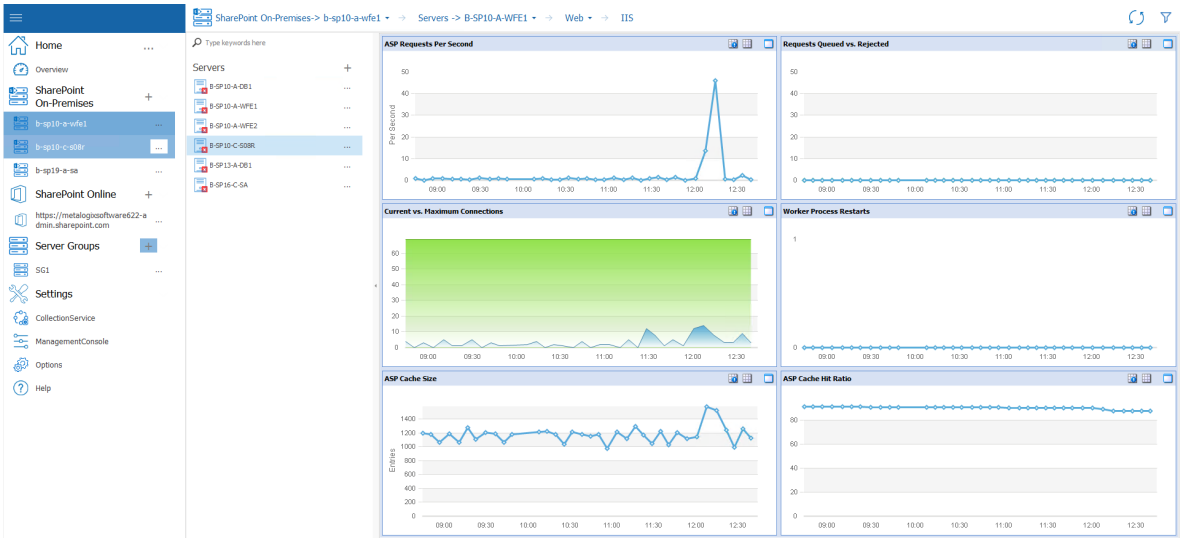
3. You can now choose between IIS, Web Services, and Application Pools.

Available Status Information

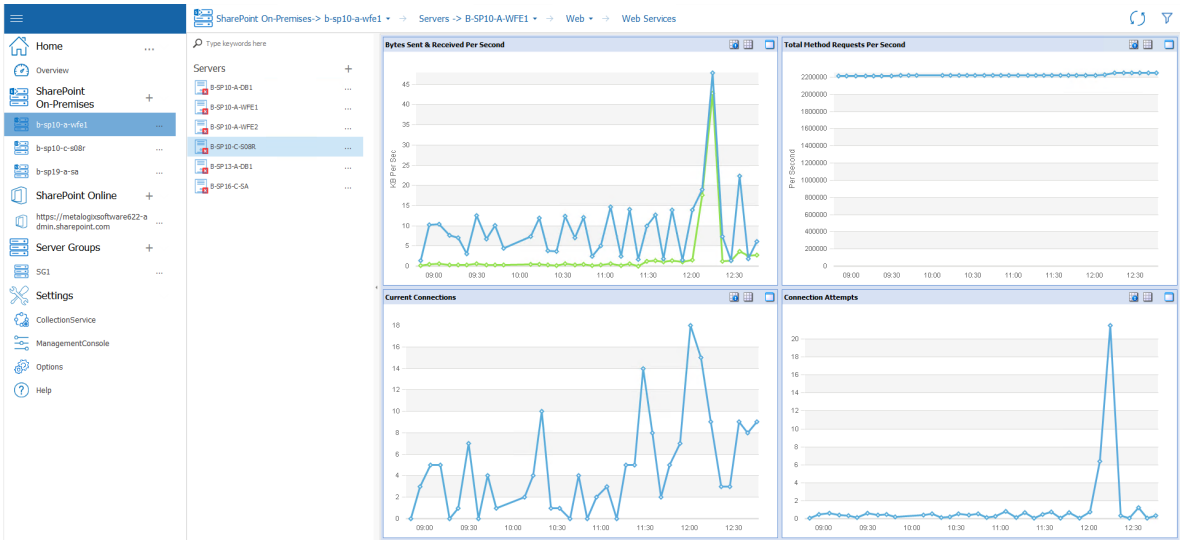
The Server Web tab includes the following information:



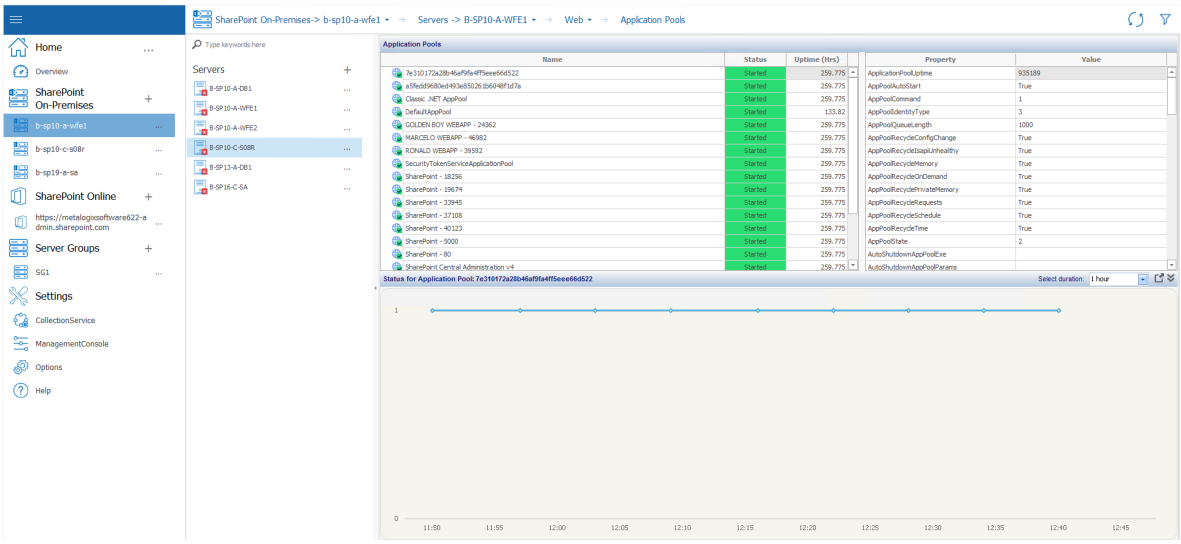
- Statistics about the **IIS** on the selected server



- Statistics about the **Web Services** on the selected server.



- The configuration and status of **Application Pools** on the selected server.



See also [Working with Graphical Server Data](#).

Viewing the Status of Server SharePoint Components

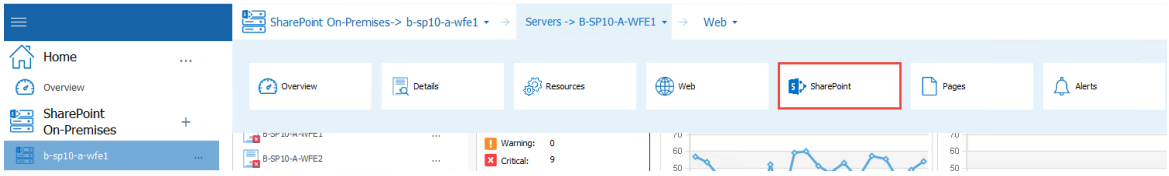
The SharePoint tab of the Server view lets you easily review the status of a farm server and the SharePoint components that it hosts.

NOTE: The SharePoint tab only appears if the selected server has SharePoint components installed and active.

To view the status of Server SharePoint components

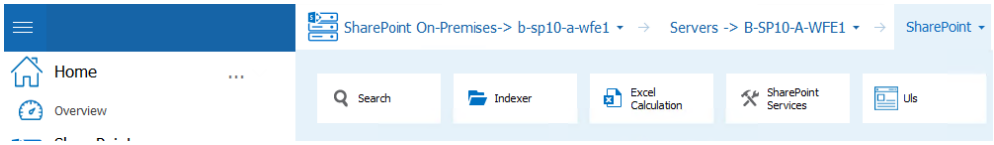
1 In the Management Console select the farm server (which has SharePoint components installed) whose SharePoint components you want to view.

2 Select the farm server name above the overview pane, a panel will appear, select **SharePoint**.

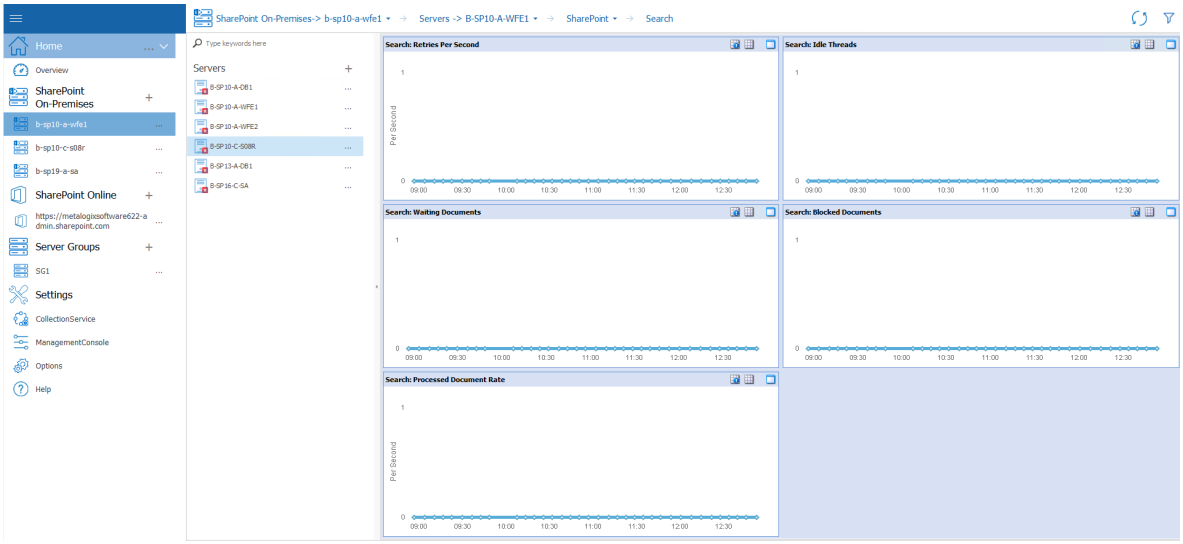


3 You can now choose between Search, Indexer, Excel Calculation, SharePoint Services, and ULS.

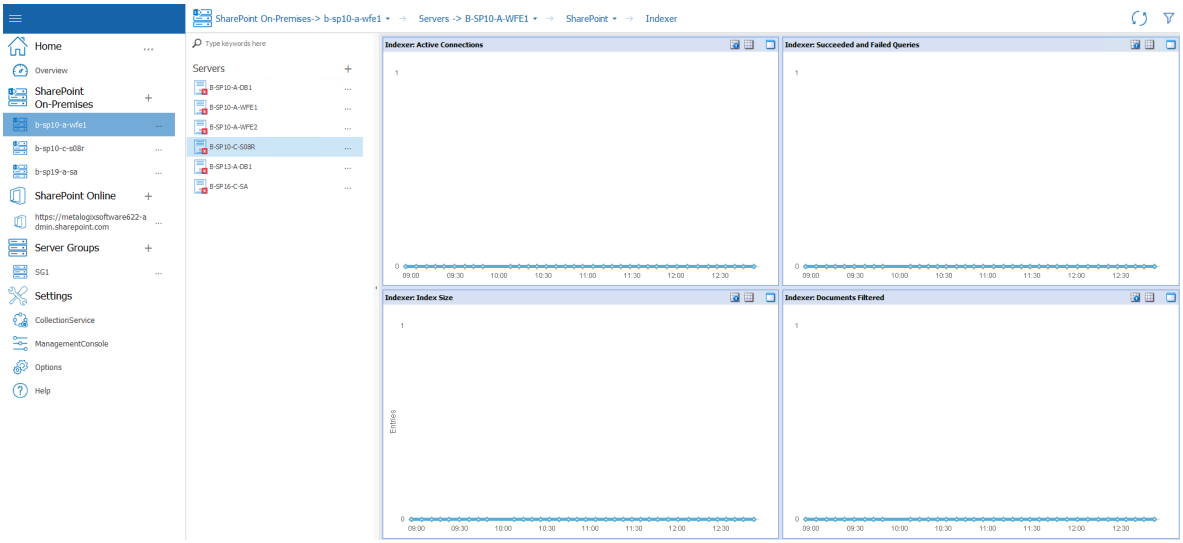
The SharePoint tab includes:



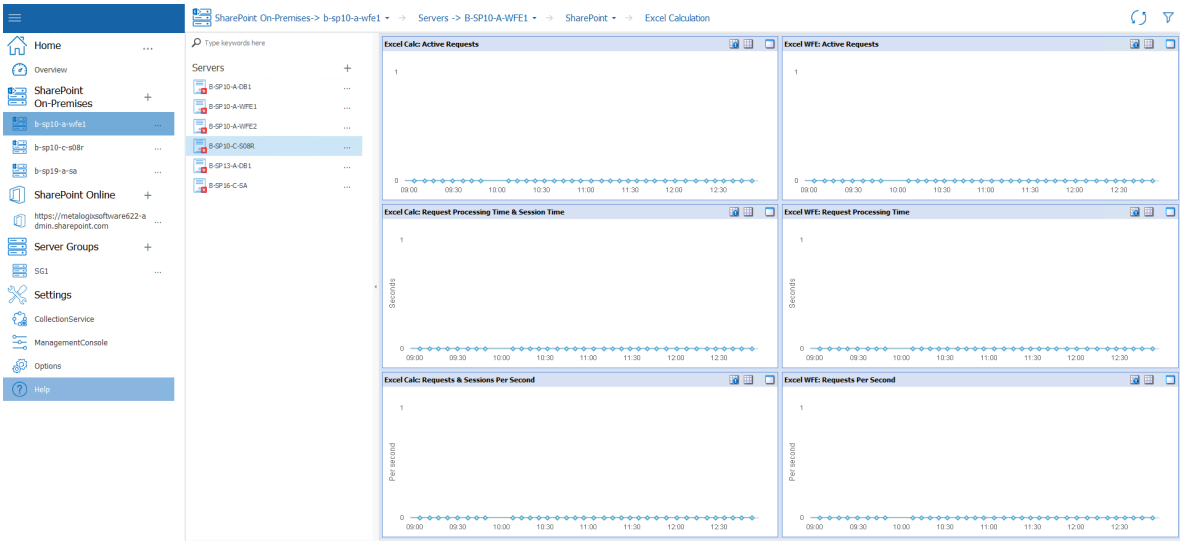
- Statistics about the **Search** (SharePoint search) on the selected server.



- Statistics about the **Indexer** (SharePoint indexing services) on the selected server

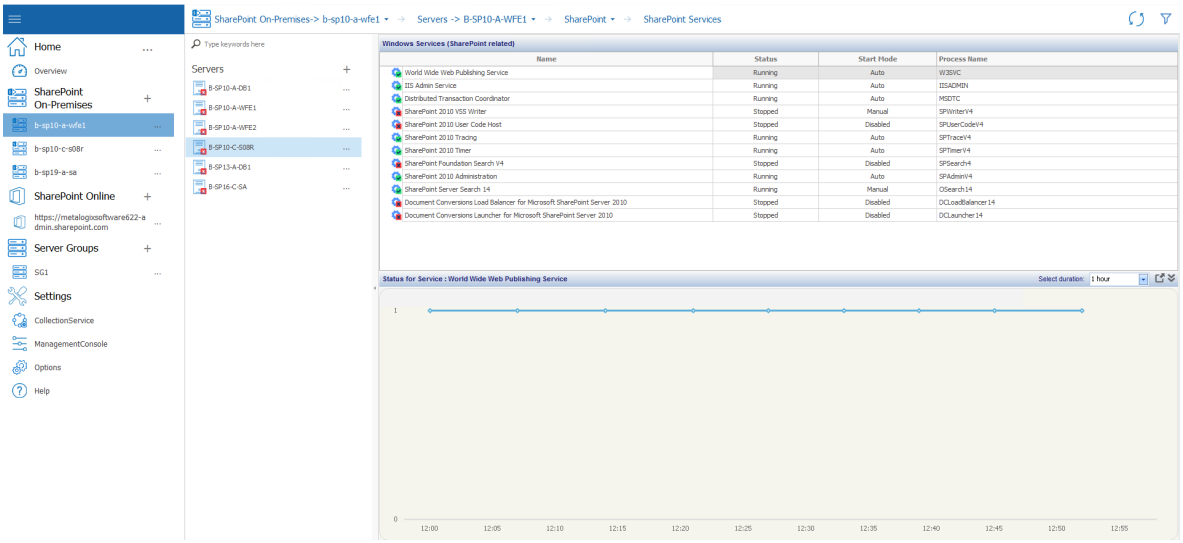


- Statistics about the **Excel calculation** on the selected server.

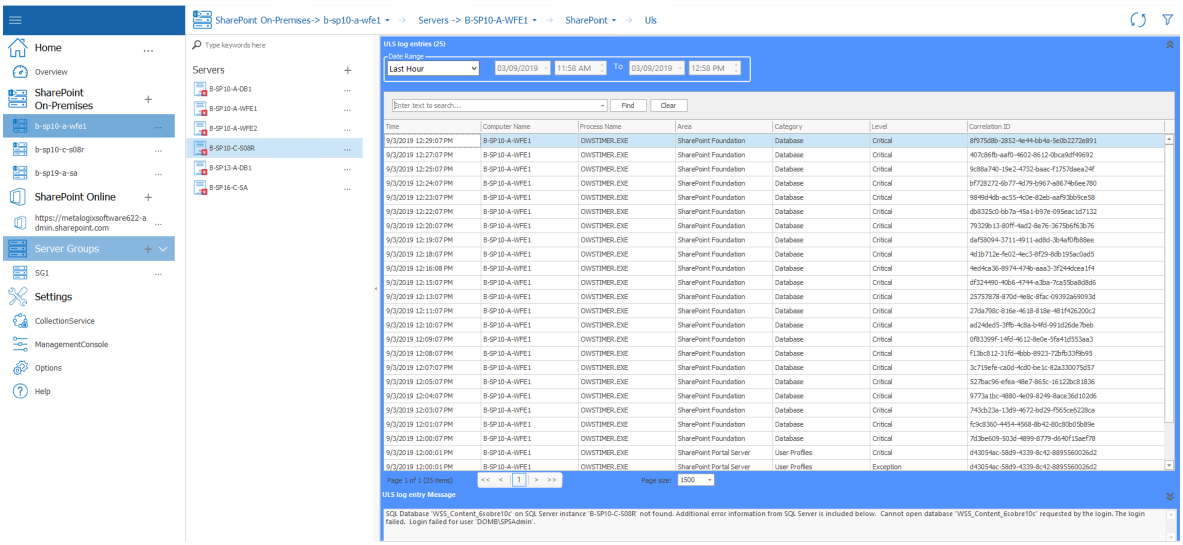


See also Working with Graphical Server Data.

- Information about **SharePoint Services** on the selected server, including a graphical representation of the **Status** of a selected timer job for a specified duration.



- A link to the **ULS** log entry viewer with entries for the selected server.



See also Viewing ULS Log Entries for a Farm.

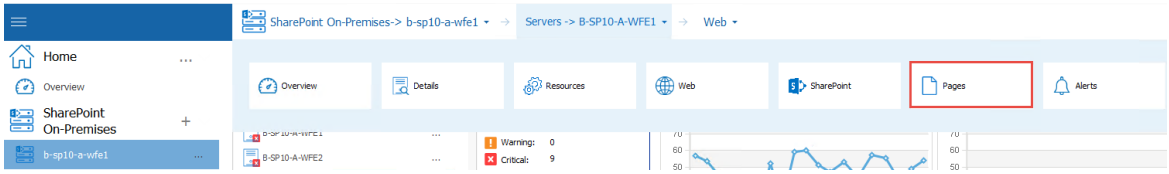
Viewing the Status of Monitored Pages

The Server - Pages view lets you review the status of the monitored pages on the selected server.

To access the Server Pages view:

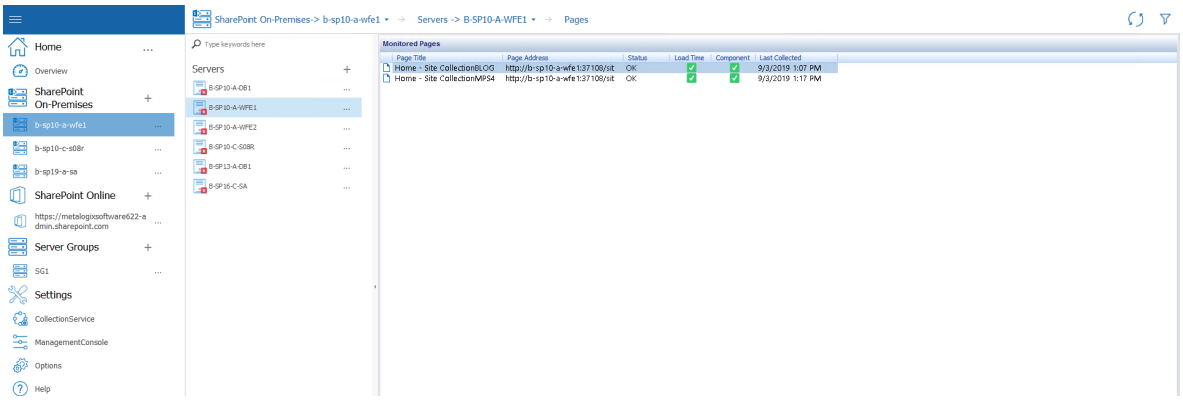
1 In the Management Console select the server whose monitored pages you want to view. Double click it so that the overview pane for it opens up.

2 Select the server name above the overview pane. This will produce a drop down panel, select **Pages**.



The Server Pages view includes the following information about each page on the selected server:

- the **Page Title** and **Page Address**
- the current **Status** of the page
- the alert status of the **Load Time**
- the alert status of the page **Component**.
- and the time when it was **Last Collected**.



To view Statistics for a monitored page:

Double-click the page whose statistics you want to view.

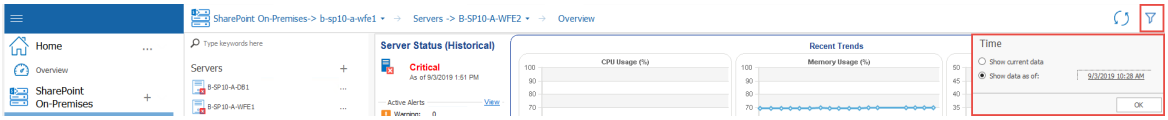
Working with Graphical Server Data

When data about servers includes a graphical component you can:

- change the time and duration of displayed data, and
- view more details

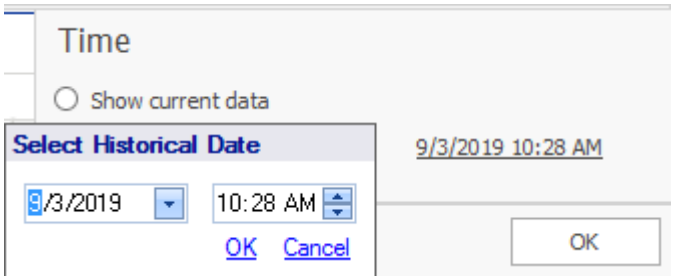
To view data from a specified date and time:

1 While viewing server statistics, select the Filter button in the right hand corner. This will open the Time filtration options.



2 In the Time tab, select **Show data as of**:

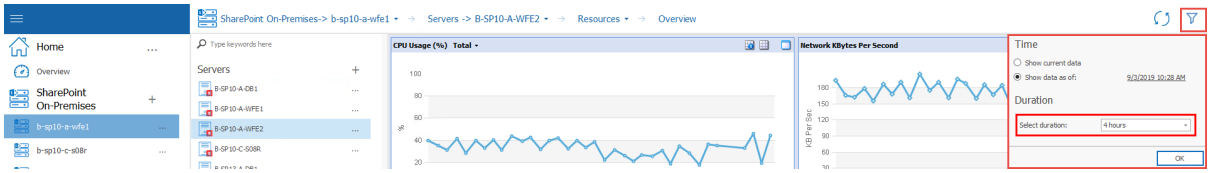
3 Click the date and time hyperlink. In the **Select Historical Date** dialog, select the date and time to show data from, then click **OK,** and **OK** once more.



To change the duration represented in the graph:

When looking at the Resources Overview, you can also filter for duration.

To do so select a value from the **Select duration** drop-down, accessed through the Time Filter.



Select a duration from the **Select duration** drop-down list.

If you want to view more detail about a single graph, click one or more of the icons in the graph's top right corner:

- Show legend ( )
- Show tabular data ( )
- Maximize graph ( )

Viewing SQL Server Detail

The SQL Servers object in the farm or Server Group includes a separate page for every SQL Server being monitored. You can click the page for the server in the SQL Servers group to view additional information about the server (see Viewing the Status of a Single SQL Server).

NOTE: By default, the Collection Service monitors only content databases and system databases in a SharePoint farm. You can, however, change the Farm & Page Monitoring Scheduled Options to have it monitor ***ALL*** databases. (The Collection Service always monitors all databases in a Server Group.)

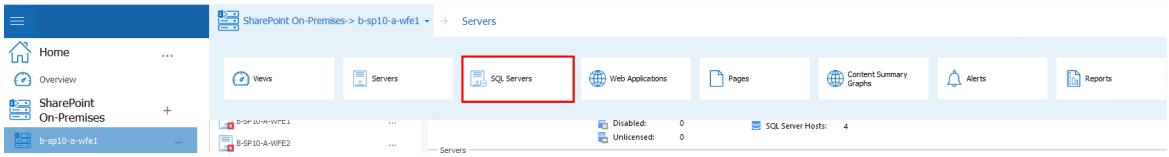
Viewing the SQL Servers Status Overview

The SQL Servers Dashboard provides the status of the SQL Server hosts and gives you an idea of how well you are utilizing SQL Server. This overview helps you focus on any SQL Server configuration or performance issues.

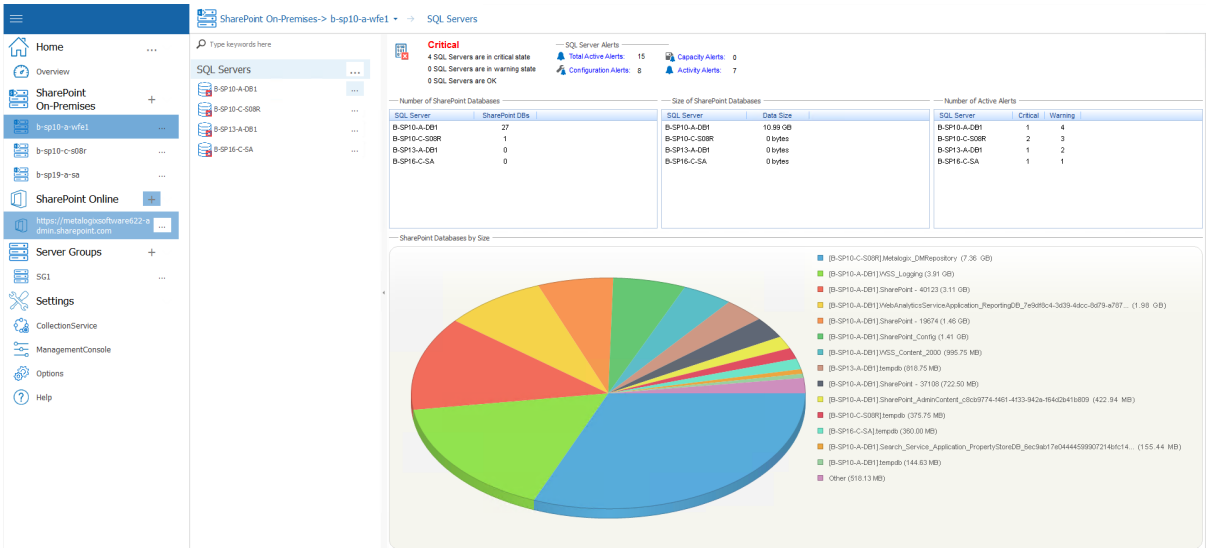
To view the SQL Servers Dashboard

1 In the Management Console tree, select the farm whose SQL Servers you want to view.

2 Select the name of the farm above the overview pane, this will provide a drop down panel, select **SQL Servers**.



The SQL Servers Dashboard provides the following information:



- the state of each server hosting SQL Server components
- the total number of **SQL Server Alerts**, and the number of alerts by type (Configuration, Capacity, and Activity)
- the **Number of Databases** on each SQL Server instance
- the **Size of Databases** on each SQL Server instance
- the **Number of Active Alerts** (Critical and Warning) for each SQL Server instance
- a pie chart that depicts **Databases by Size** on the SQL Server instances

NOTE: Metalogix Diagnostic Manager displays the maximum and minimum server memory statistics in the SQL Server instance details area of the Overview tab. Note that the Min Server

Memory field displays the running SQL Server configuration value rather than the value configured in the Server Properties dialog box.

The Metalogix Diagnostic Manager Collection Service retrieves data from the farm on a schedule that you specify (see Setting the Collection Service Options) in the Collection Service Options dialog box. By default, the Collection Service retrieves data every six minutes.

When you select a server, the Collection Service retrieves live data from the server while it is selected. Live data collection is identical to normal data collection, except that rather than happening at the regular interval you specify for every server, data is collected for the single server at a short interval. By default, live data is collected for the server every 30 seconds. If you need to, you can change the live data collection interval (see Setting the Management Console Options).

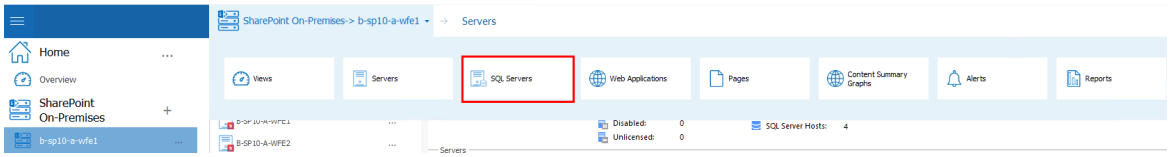
Viewing the Configuration of Your SQL Servers

Metalogix Diagnostic Manager provides a glimpse into the configuration of the SQL Server hosts in your SharePoint farm or Server Group. Being able to view configuration information in this view allows you to quickly see how to address alerts concerning a SQL Server host.

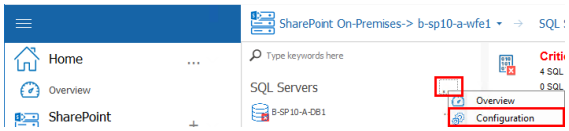
To view configuration for your SQL Server hosts:

1 In the Management Console tree, select the farm whose SQL Servers you want to view.

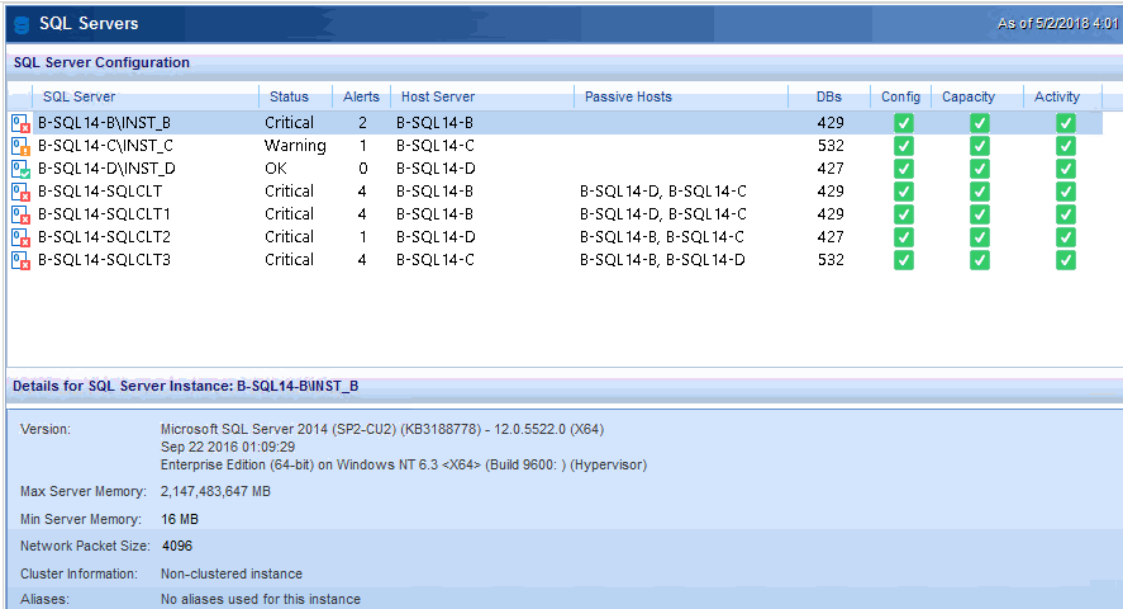
2 Select the name of the farm above the overview pane, this will provide a drop down panel, select **SQL Servers**.



3 Next to "SQL Servers", select the (**...**) button, and select **Configuration** from the drop down menu.



The SQL Servers Configuration view provides a list of your SQL Servers and the following information:



- The name of the **SQL Server** host.
- The current **Status** of your SQL Server host.
- The total number of active configuration, and performance **Alerts** for the selected host
- The name of the **Host Server** for the SQL server instance
- If the host server is in a cluster or SQL AlwaysOn Availability Group, the name of any **Passive Hosts**
- The total number of databases on the host that support SharePoint (**SPDBs**)
- The total number of SharePoint content databases (**Content DBs**) on the host
- The current status of **Config**, Storage **Capacity**, and **Activity** on the host
- **Details for SQL Server Instance**, which includes:
  - Version
  - Max/Min Server Memory
  - Packet Size
  - whether the host is in a cluster
  - any aliases

SQL Server Data Collection

The Metalogix Diagnostic Manager Collection Service retrieves data from the farm on a schedule that you specify (see Setting the Collection Service Options) in the Collection Service Options dialog box. By default, the Collection Service retrieves data every six minutes.

When you select a server, the Collection Service retrieves live data from the server while it is selected. Live data collection is identical to normal data collection, except that rather than happening

at the regular interval you specify for every server, data is collected for the single server at a short interval. By default, live data is collected for the server every 30 seconds. If you need to, you can change the live data collection interval (see Setting the Management Console Options).

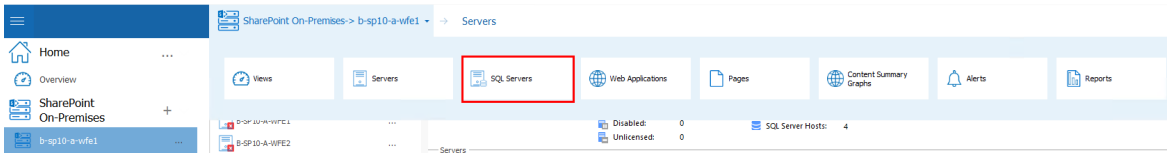
Viewing the Active Alerts for Your SQL Servers

Metalogix Diagnostic Manager provides you with an overall view of the active alerts on all of the SQL Server instances in your farm. You can filter the alerts by using the Filter options, and restrict the results to only a specific type of alert.

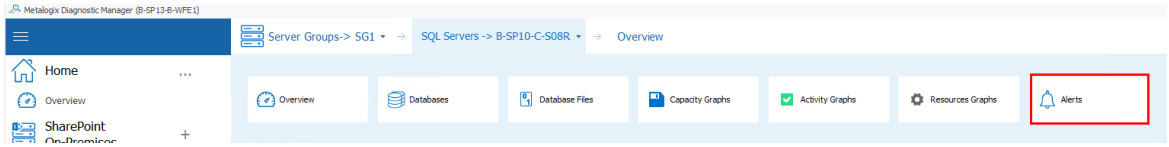
To view the active alerts for all of your SQL Server instances

1 In the Management Console tree, select the farm whose SQL Servers you want to view.

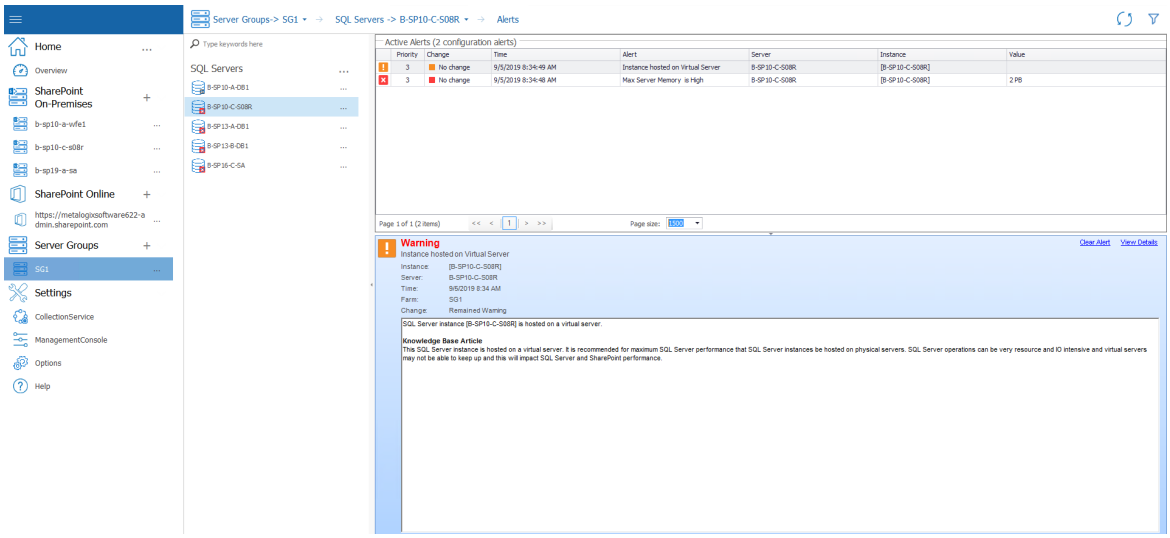
2 Select the name of the farm above the overview pane, this will provide a drop down panel, select **SQL Servers**.



3 Select the name of the sql server for which you would like to see active alerts. Select the name above the overview pane, and from the dropdown panel select **Alerts**.



4 This will open the Alerts overview page.



See also Using Alerts.

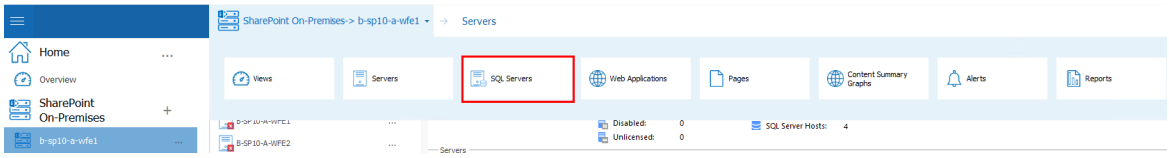
Viewing the Status of a Single SQL Server

You can use the Metalogix Diagnostic Manager Management Console to view the status of individual SQL Servers in your SharePoint farm. In addition to SharePoint databases, you can monitor SQL System databases (master, tempdb, model, and msdb) as well as the Metalogix Diagnostic Manager Repository Database. You can also monitor SQL instances on manually added servers, regardless of whether they are associated with a SharePoint farm.

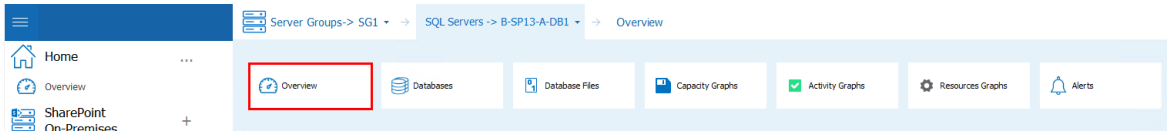
To view the SQL Server instance Dashboard

1 In the Management Console tree, select the farm whose SQL Servers you want to view.

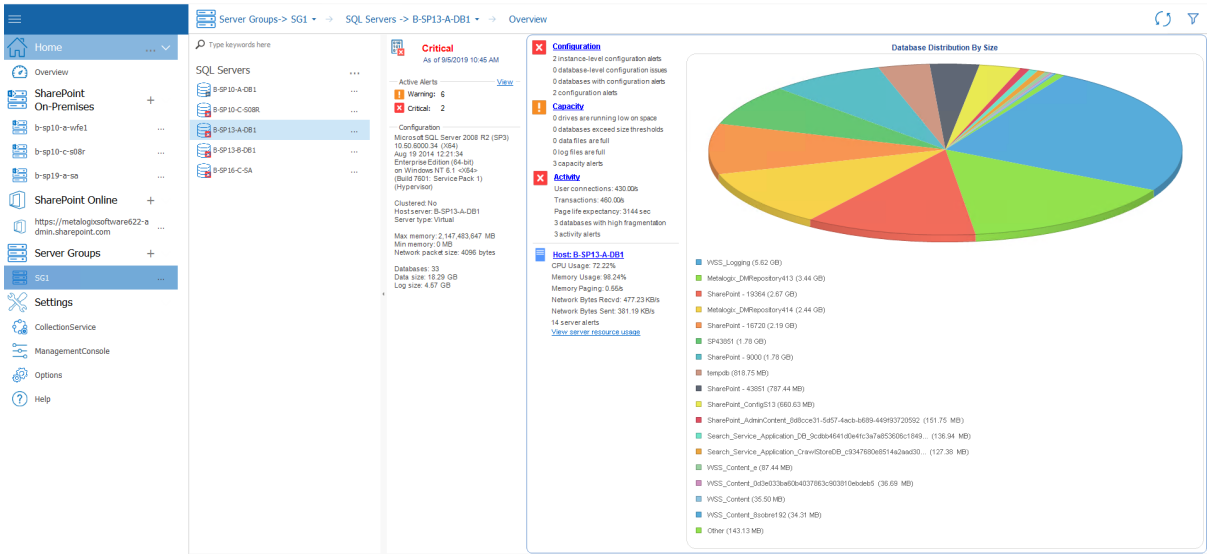
2 Select the name of the farm above the overview pane, this will provide a drop down panel, select **SQL Servers**.



3 Double Click on the SQL Server whose dashboard you want to view. If a view other than the overview pane opens, select the SQL Server's name above the viewing pane, and select **Overview** from the drop down panel.



The SQL Server dashboard contains the following information:



- The state of the selected server hosting SQL Server components.
- The total number of warning and critical **Active Alerts** for the selected server.
- **Configuration** information about the operating system, processors, memory, cluster status, and databases on the selected server.

- A dashboard view of the SQL Server. You can review the **Configuration**, **Capacity**, and **Activity** of the server.
- A view of the status of the **Host** server
- A pie chart that lets you visualize the **Distribution of Databases by Size** on the SQL Server.

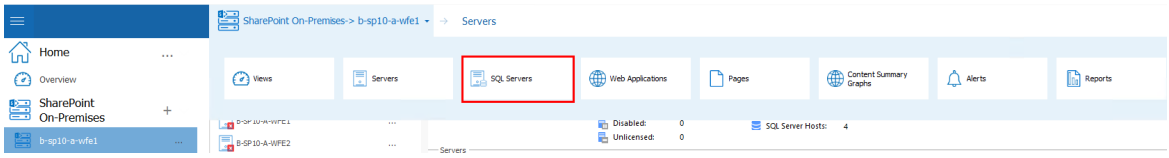
Viewing the SharePoint Databases of a Single SQL Server

You can use the Metalogix Diagnostic Manager Databases to review information about the databases that the SQL Server instance hosts. The SharePoint databases table lists basic information about all of the databases.

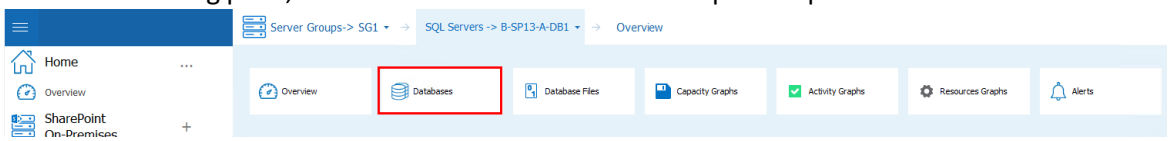
To view SQL Server Database information:

1 In the Management Console tree, select the farm whose SQL Servers you want to view.

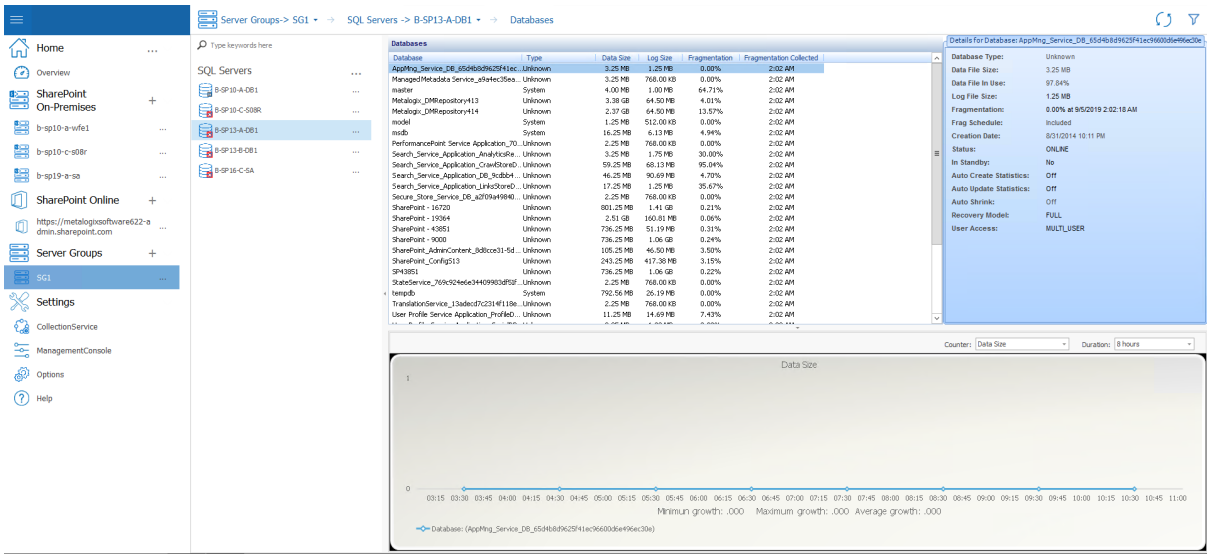
2 Select the name of the farm above the overview pane, this will provide a drop down panel, select **SQL Servers**.



3 Double Click on the SQL Server whose dashboard you want to view. Select the SQL Server's name above the viewing pane, and select **Databases** from the drop down panel.



The SQL Server Database view provides the following information about SharePoint databases on that server:

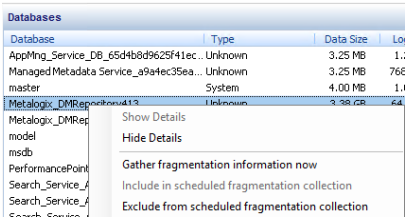


- Name of the **Database** as it appears in the SQL Server Management Studio.
- Database **Type**, such as Content, System, or Web Analytics.
- **Data Size** (the amount of memory used by the database)
- **Log Size** (the amount of memory used by the database log file)
- Percentage of database **Fragmentation** as of the **Fragmented Collected** timestamp.
- Date and time of the most recent database **Fragmentation Collected.**
- Total number of SharePoint **Sites t**hat store content in the database**.**
- For a selected database in the list:
  - Additional database properties.
  - A graphical view of growth for a selected database metric over a specified duration.

To exclude databases from the scheduled fragmentation statistics collection:

Select the appropriate database, right-click then choose **Exclude from scheduled fragmentation collection**.

You can have the database returned to the scheduled collection by choosing **Include in scheduled fragmentation collection**.



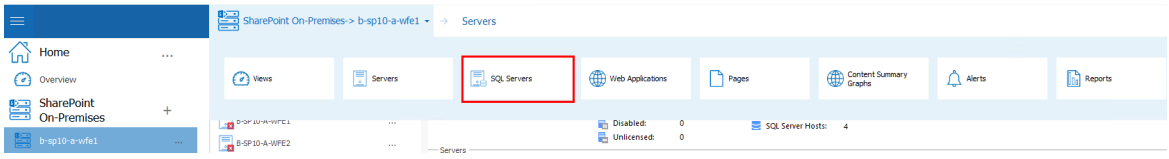
Viewing the Database Files of a Single SQL Server

The Metalogix Diagnostic Manager Database Files view lets you review individual files within the databases that the selected SQL Server instance hosts. The list includes all of the database files that the server hosts.

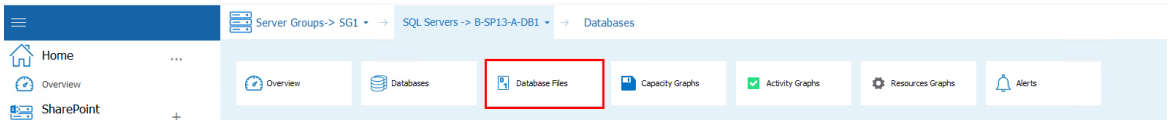
To view SQL Server Database Files:

1 In the Management Console tree, select the farm whose SQL Servers you want to view.

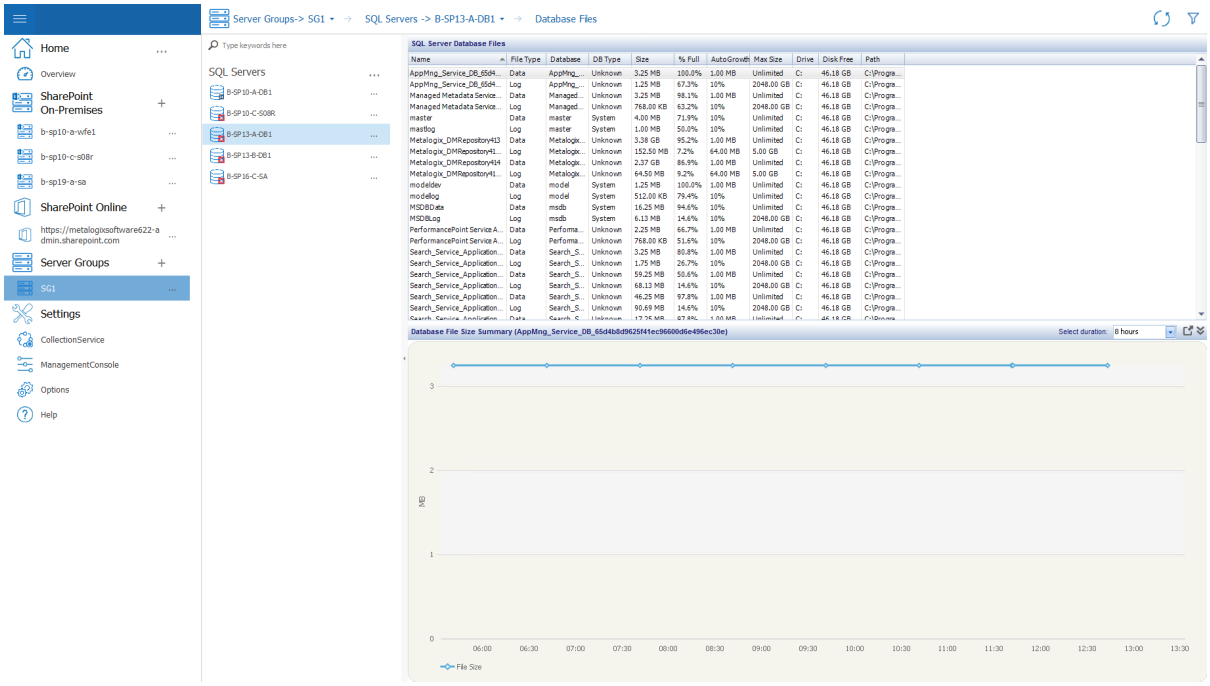
2 Select the name of the farm above the overview pane, this will provide a drop down panel, select **SQL Servers**.



3 Double Click on the SQL Server whose dashboard you want to view. Select the SQL Server's name above the viewing pane, and select **Database Files** from the drop down panel.



The Database Files view includes the following information:



- **Name** of the database file
- **Database File Type**, such as data or log
- Name of the **Database** where the associated database file resides
- **DB Type**, such as Content, System, or Web Analytics
- Name of the SharePoint **Web App** for which this database file stores data
- File **Size**
- **% Full** (the percentage of the allotted memory used by the database file)
- Increment by which the database file grows if you enable **Auto Growth** for the database.
- **Max Size** allowed for the database file.
- Name of the **Drive** where the database file resides.
- Total amount of **Disk Free** space where the database file resides.
- Database file **Path** on the drive where the file resides.
- A graphical **Database File Size Summary** for a specified duration.

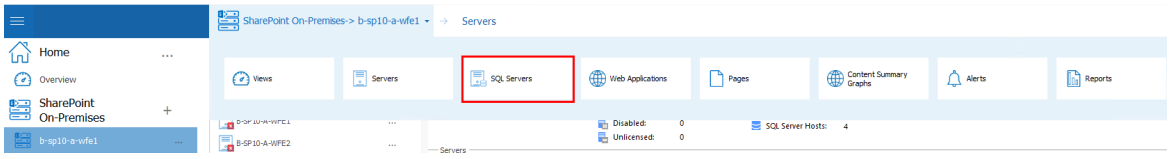
Viewing the Active Alerts for a Single SQL Server

Metalogix Diagnostic Manager allows you to see the active alerts for all of your SQL Server instances at once, or the alerts for a single SQL Server instance when necessary.

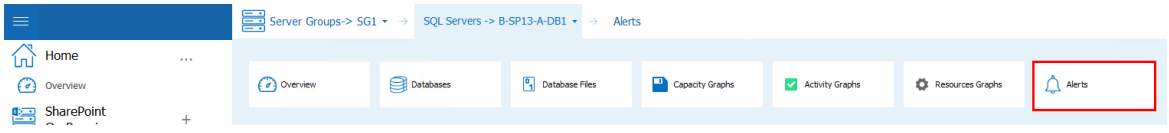
To view the active alerts for a server:

1 In the Management Console tree, select the farm whose SQL Servers you want to view.

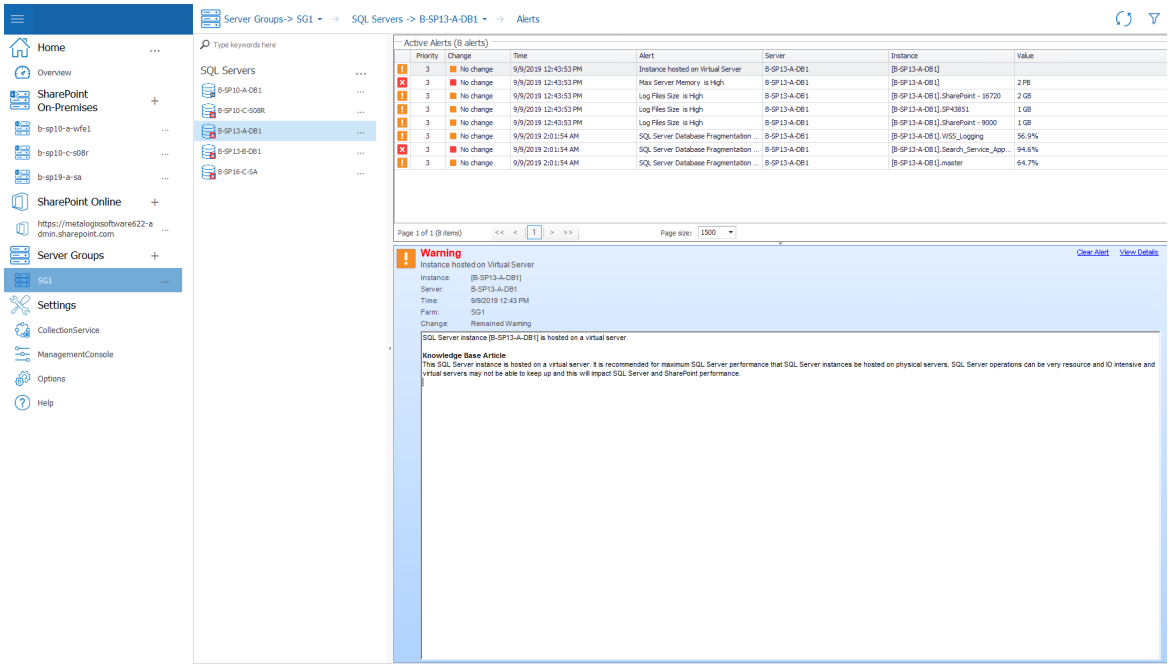
2 Select the name of the farm above the overview pane, this will provide a drop down panel, select **SQL Servers**.



3 Double Click on the SQL Server whose dashboard you want to view. Select the SQL Server's name above the viewing pane, and select **Alerts** from the drop down panel.



4 This will open the Active Alerts window.



See also Using Alerts.

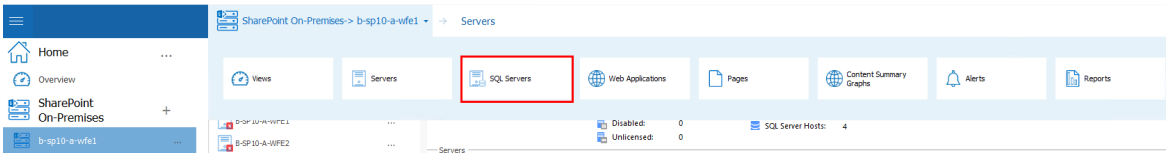
Viewing the Performance of a Single SQL Server

To view graphical performance data for a single SQL server:

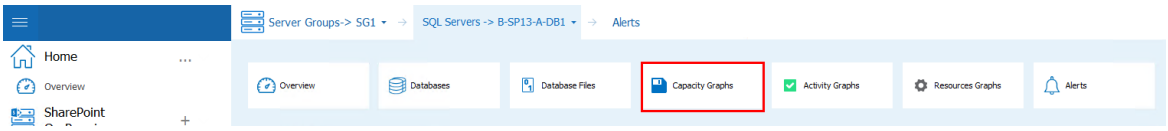
NOTE: In the case of SQL AlwaysOn, some performance data will be collected for *active* nodes only.

8 In the Management Console tree, select the farm whose SQL Servers you want to view.

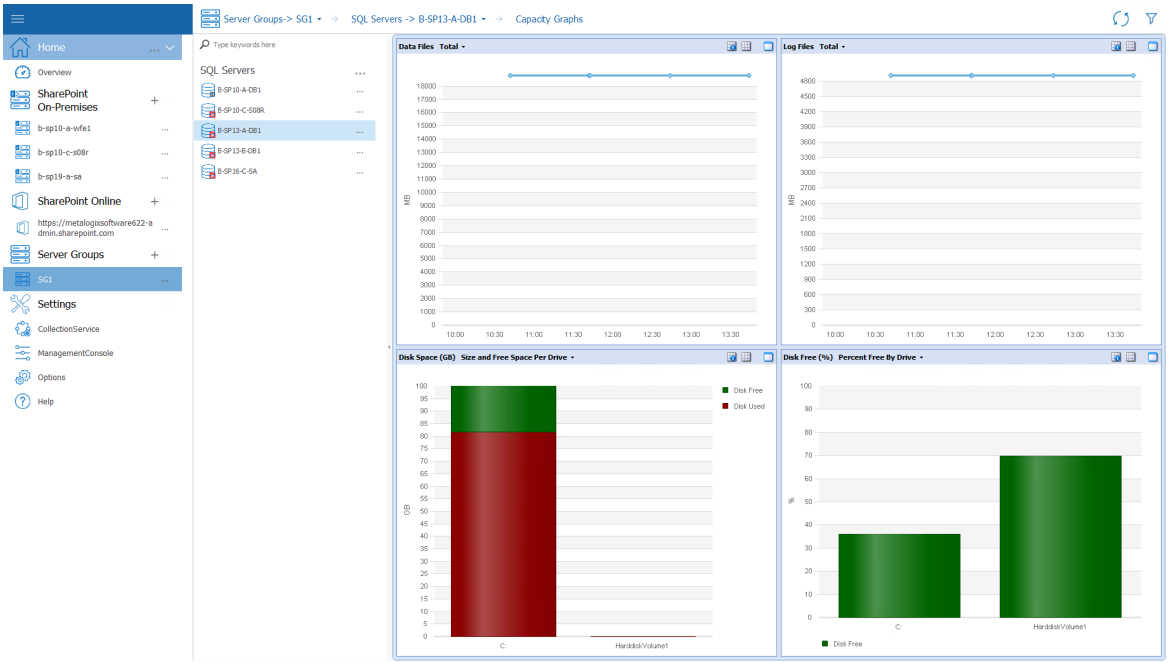
9 Select the name of the farm above the overview pane, this will provide a drop down panel, select **SQL Servers**.



10 Double Click on the SQL Server whose dashboard you want to view. Select the SQL Server's name above the viewing pane, and select **Capacity Graphs** from the drop down panel.



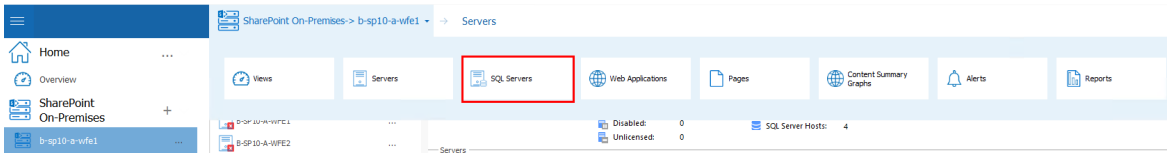
11 This will open the Capacity Graphs Page.



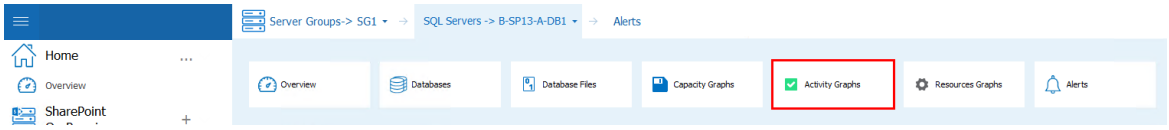
To View Activity Graphs for a single SQL Server:

1. In the Management Console tree, select the farm whose SQL Servers you want to view.

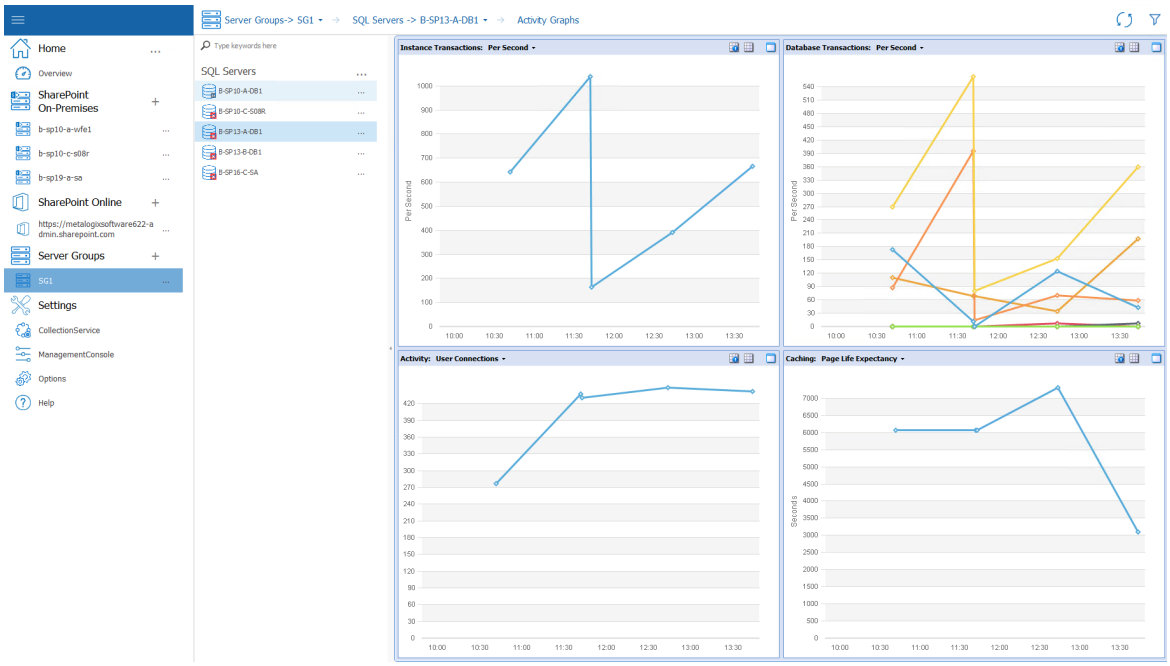
2. Select the name of the farm above the overview pane, this will provide a drop down panel, select **SQL Servers**.



3. Double Click on the SQL Server whose dashboard you want to view. Select the SQL Server's name above the viewing pane, and select **Activity Graphs** from the drop down panel.

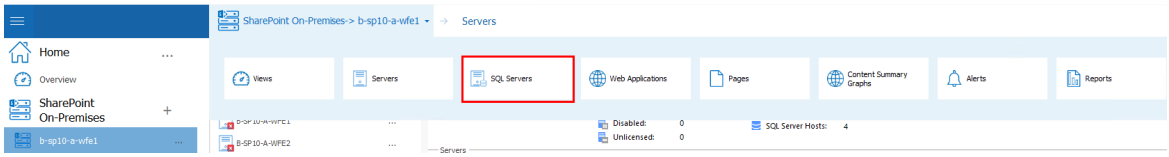


4. This will open the Activity Graphs Page

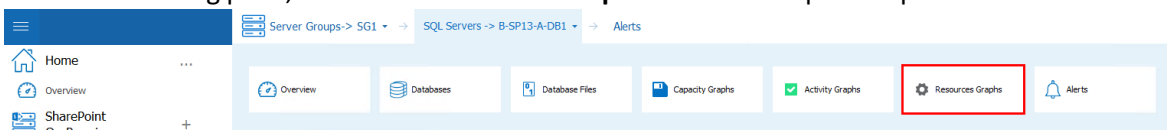


To View Resources Graphs for a single SQL Server:

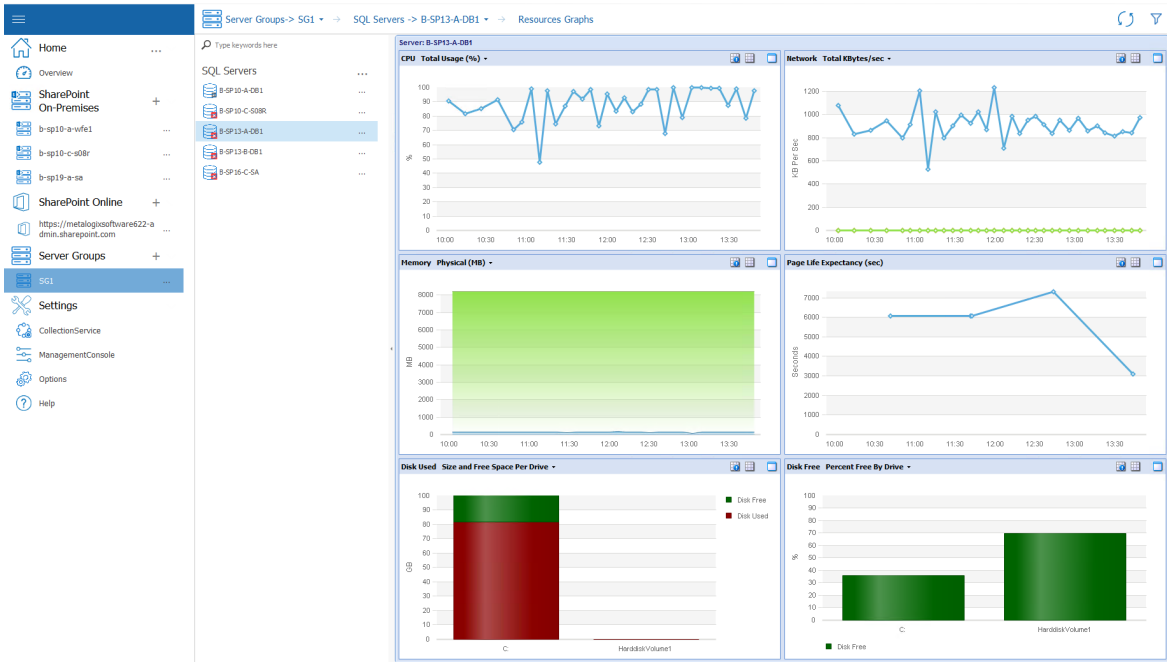
1. In the Management Console tree, select the farm whose SQL Servers you want to view.
2. Select the name of the farm above the overview pane, this will provide a drop down panel, select **SQL Servers**.



3. Double Click on the SQL Server whose dashboard you want to view. Select the SQL Server's name above the viewing pane, and select **Resources Graphs** from the drop down panel.



4. This will open the Resources Graphs Page.



The data that populates these graphs is collected by Server Performance data collection (which, by default, runs every six minutes). The graphics will be refreshed according to the auto-refresh schedule specified in the Management Console Preferences dialog.

Now you can:

- change the time and duration of displayed data, and
- view more details.

See Working with Graphical Server Data for details.

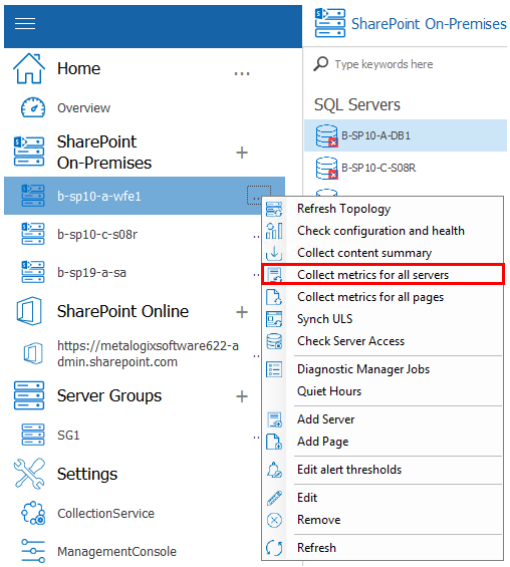
Collecting Server Metrics Immediately

Metalogix Diagnostic Manager lets you immediately collect server performance metrics for all of the servers in a monitored farm.

To collect server performance metrics for all servers in a farm immediately:

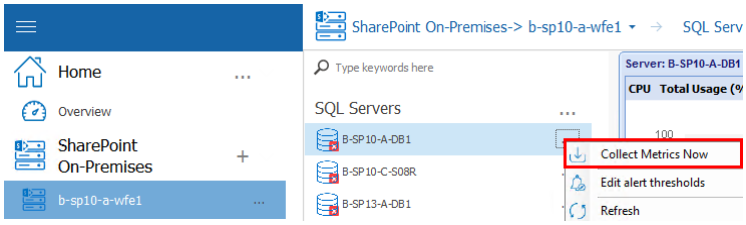
1 In the Management Console select the farm whose server metrics you want to collect.

2 Click the (**...**) next to the name and select **Collect metrics for all servers**.



To collect server performance metrics for all servers in a farm immediately:

1. In the Management Console select the farm whose server metrics you want to collect, and the specific server for which you want to collect metrics.
2. Click the (**...**) next to the name and select **Collect metrics now**.



8

Monitoring SharePoint and Web Pages

Metalogix Diagnostic Manager helps you monitor the availability and load times of individual SharePoint pages, public Web pages, and—if you are registered with Cloud Services— Cloud pages. You can use alerts to help you find when a page needs your attention. You can set default alert thresholds for all pages or individual pages.

NOTE: For SharePoint on-premises pages, you can also monitor the components that make up the pages.

To monitor a page, you first add a SharePoint on-premises farm or Server Group to Metalogix Diagnostic Manager. You can then add a page to monitor. After you have added a page, you can edit the monitored page settings as needed.

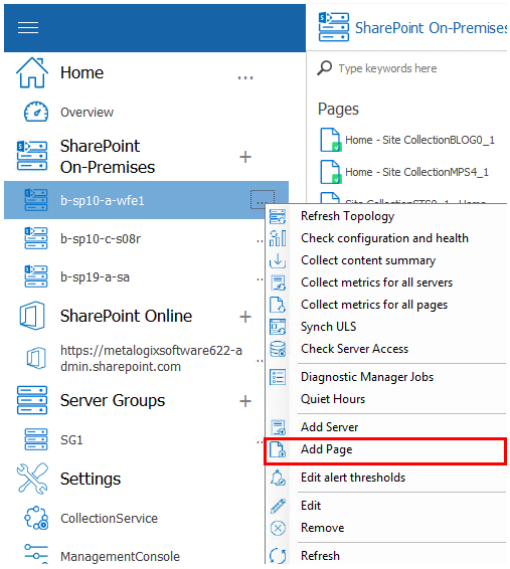
If you want to monitor Web pages from a machine that does not have internet access or if you want a secure connection, you can configure Web proxy settings.

Adding a Page to Monitor

To add a page to monitor:

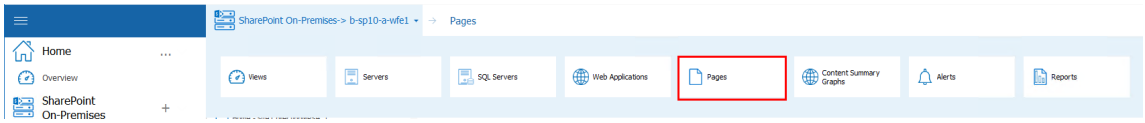
1. Use one of the following options:

- In the Management Console tree, select the (**...**) next to the farm or server where you wish to add a page to monitor, and select **Add Page**.

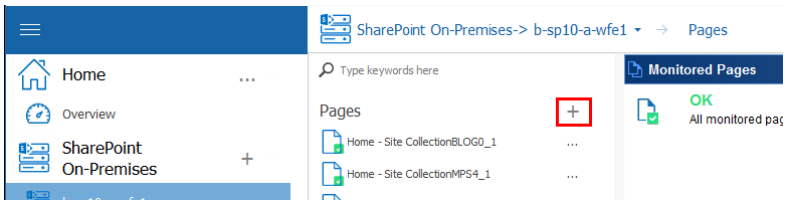


OR

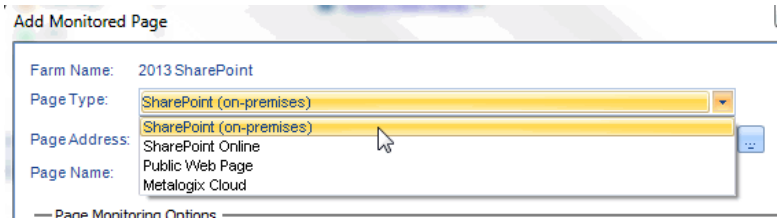
- In the Management Console tree, select the farm or server you wish to add a page to monitor to, once the overview pane for that farm opens, select the farm name above the pane, from the drop down panel, select Pages.



On this Page select the (**+**) symbol next to Pages, in order to add a page.



2. Select a **Page Type**:
   - **SharePoint (on-premises)**
   - **SharePoint Online**
   - **Public Web Page**
   - if you are registered for Cloud Services, **Cloud**.



3. For **Page Address,** either:

- Enter the full URL to the page you want to monitor.

OR

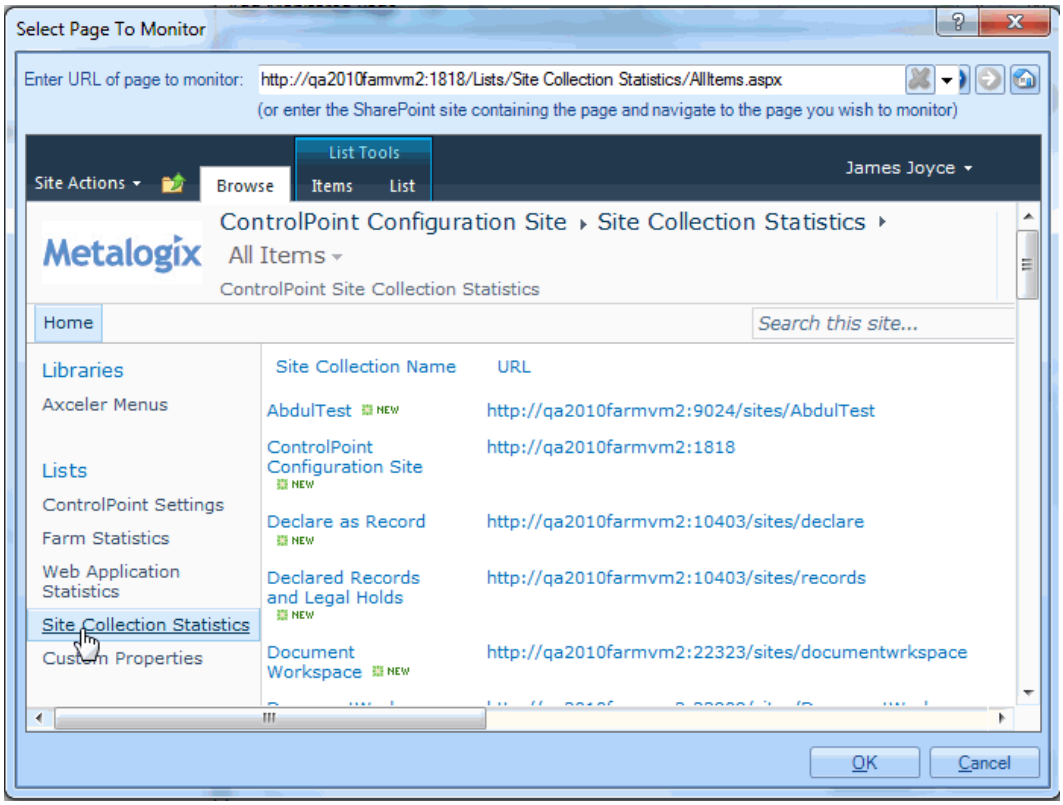
- Browse to the page as follows:

a) Enter the **URL** to the site that contains the page you want to monitor.

b) Click **[...]**.

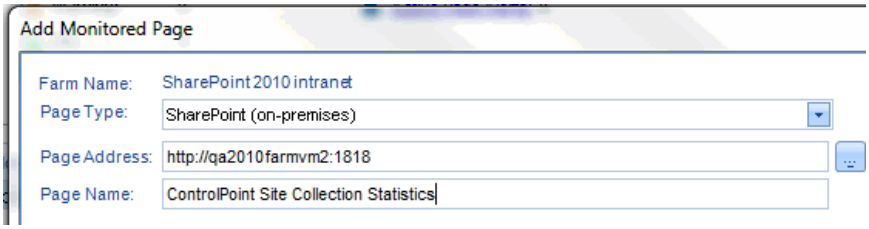
c) Click **[Load Page]** to display the Select Page To Monitor dialog.

d) Navigate to the page you want to monitor.



e) Click **[OK]**.

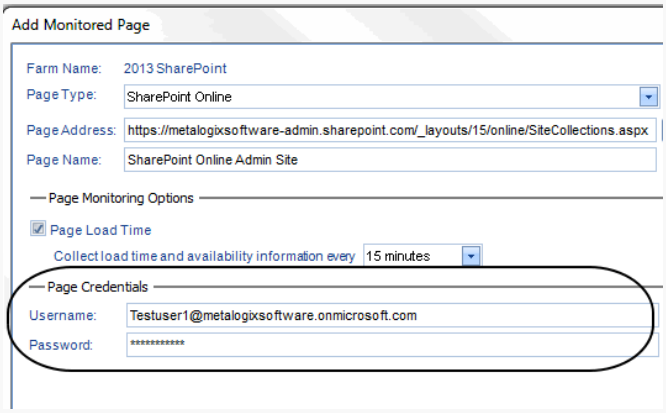
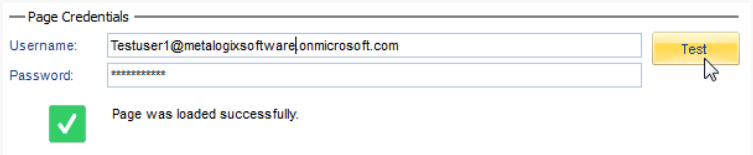
4. In the Add Monitored Page dialog box, specify the **Page name** the Management Console should use for the page. If you used the browse option to locate the page, the page title is the default page name. You can change this default title, if necessary.



5. For **Page Load Time**, make sure the option is checked and, if different from the default (every 15 minutes), select the interval at which you want Metalogix Diagnostic Manager to check load time.

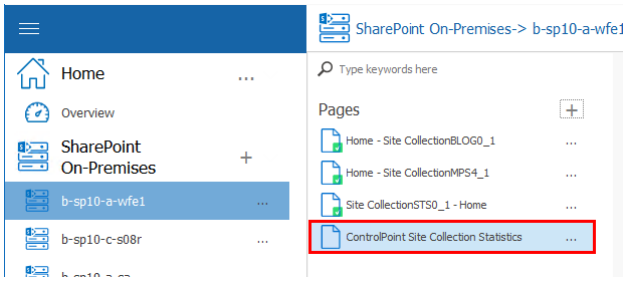
NOTE: You can check load time every minute, 15 minutes, or 60 minutes.

6. Use the information in the table below to determine the appropriate next step.

If you are adding ...	Then ...
a page from a **SharePoint On-Premises** monitored farm	specify additional Page Monitoring options. **NOTE:** Currently, you can only monitor Page Load Time for SharePoint Online, Public, and Cloud pages.
a **SharePoint Online** or **Cloud** Web page	complete the **Page Credentials** section with the **Username** and **Password** you want Metalogix Diagnostic Manager to use to check page load time.  If you want to validate the connection before adding the page, click **[Test]**. 

7. Click **[OK]**.

The page now displays in the Pages section.



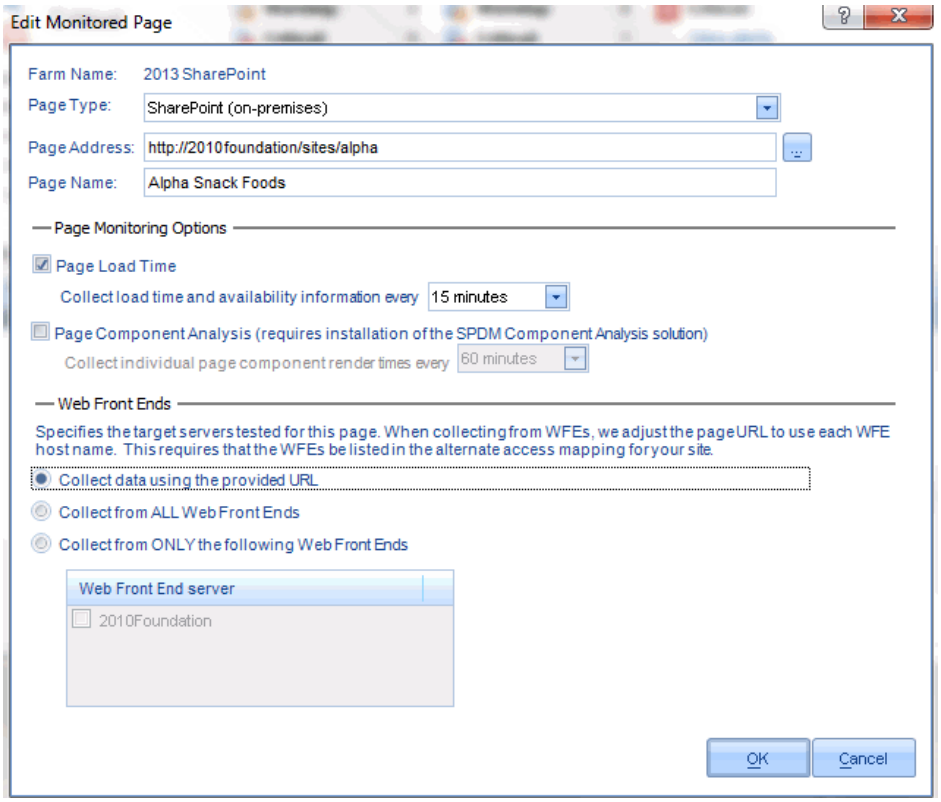
Setting SharePoint Monitored Page Component Analysis and Web Front End Options

When you add a SharePoint on-premises page to monitor, you can configure the data that Metalogix Diagnostic Manager collects. You can also control which Web front end (WFE) servers the Collection Service uses to collect data. By default, the Collection Service uses the URL you supply to collect data.

NOTE: If you collect data from select or all WFEs, alternate access mapping, it is no longer required if you are going to monitor pages hosted on a Network Load Balancer, using a Host Header or HostNamed Site Collection. In other scenarios Alternate Access Mapping is still required if you want to use the select or all WFEs options.

REMINDER: For SharePoint Online, public Web pages and Cloud pages, you can only monitor Page Load Times.

From the **Add** (or **Edit**) **Page** dialog you can choose one or more of the following additional options for monitoring SharePoint on-premises pages:



Option	Description
Page Component Analysis	When checked, Metalogix Diagnostic Manager checks the server-side render times for each component on the monitored page. Monitoring the render times lets you to examine the impact of each component that makes up the page on the page performance. You can control how often the component analysis is performed. You can perform component analysis every 15 minutes, 60 minutes, or 4 hours (240 minutes). The default is to check every 60 minutes. If the Metalogix Diagnostic Manager solution is not installed on the farm, you cannot collect page component analysis information. **NOTE**: If the Component Analysis solution is not installed on a farm and you select Page Component Analysis, Metalogix Diagnostic Manager displays critical alerts for the page. The alerts indicate that the solution is not installed.

Option	Description
Collect data using...	When you monitor a page, you can specify what sources that the Collection Service uses when it retrieves page load time or component analysis information from the SharePoint farm. By default, the Collection Service uses the URL that you specify to collect the page load time data from the farm. You can also collect data from all WFEs or from specific WFEs that you select.

To set the page component analysis data collection schedule:

1. In the Add Monitored Page dialog box, Page Monitoring Options section, select the **Page Component Analysis** check box.
2. Select how often you want to collect the data from the Collect individual page component render times every x minutes/hours drop-down list.

To change "Collect" options:

Use the information in the following table to determine the appropriate option(s) to select.

If you want to collect data ...	Then ...
using the exact URL that you specify	select **Collect data using the provided URL** **NOTE**: If no additional data collection (WFE) option is specified, the SharePoint farm assigns a WFE to service the request. Any WFE in the farm can respond.
from all Web Front End servers in the farm	select **Collect from ALL Web Front Ends**.
from specific Web Front End servers in the farm	• select **Collect from ONLY the following Web Front Ends** AND • check the box to the left of each Web Front End from which you want to collect data.

You can also use data collection options in combination. For example, if your environment uses a load balancer, selecting *both* URL and Web Front End options will allow you to monitor both the load balancer and the Web Front Ends that use it.

Viewing Page Status

Metalogix Diagnostic Manager lets you view the status of the pages that you specify on your SharePoint farm or Server Group. For each page, you can monitor a variety of data points. You can use this information to identify problems in your deployment. Once you have identified the existence of issues, you can then enable component analysis and isolate those components that interfere with optimal performance.

You can monitor pages for availability and load time at all times or only when you suspect a problem. When you discover a problem in a SharePoint farm, you enable Page Component Analysis on the affected page and then review the details for the affected page. When you perform a Page Component Analysis, the Collection Service uses the Metalogix Diagnostic Manager Component Analysis solution to analyze the page on the WFE server. The analysis lets you review the performance of each component that makes up the page and the impact that each component has on the overall load time.

You can also choose to analyze page and component load times and availability on all Web front end (WFE) servers or only on a subset of the WFE servers. Alternatively, you can choose to analyze components and load times on whatever WFE is assigned by the load balancing inherent in your SharePoint farm.

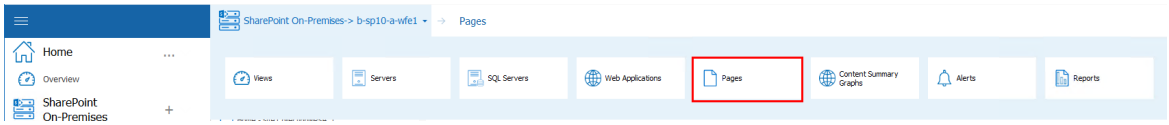
Viewing the Status of All Monitored Pages in a Farm

The Monitored Pages view lets you see the status of all the monitored pages for a single farm or Server Group.

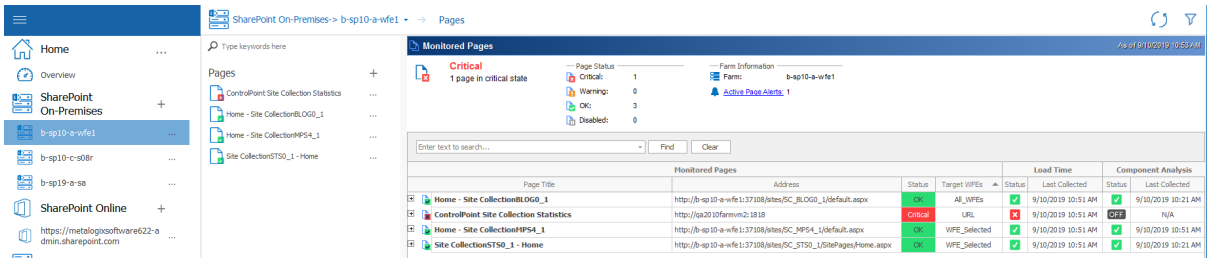
To view the status of all of the monitored pages in a farm:

1 In the Management Console tree, double click on the farm or Server Group whose monitored pages you want to view.

2 Select the farm's name above the overview pane, and from the drop down panel click **Pages**.



The Pages view contains the following information:



The Top of the Monitored Pages view contains the following information:

- A summary of the monitored pages on the farm or Server Group.
- Information about the farm or Server Group itself, including the number of active alerts.

The Monitored Pages list shows each page being monitored along with the following information:

- **Target WFEs** (that is, the source the Collection Service uses to collect page data, which is one of the Page Monitoring Options)
- the overall page **Status**
- the **Load Time Status** and date/time this information was Last Collected.
- If the Component Analysis solution has been deployed, the **Component Analysis Status** and date/time this information was **Last Collected**.

Expand a page to display the source(s) used for page data collection.

NOTE: If you want to expand all pages in the list, right-click in the grid and choose Expand All.

Monitored Pages				Load Time		Component Analysis	
Page Title	Address	Status	Target WFEs	Status	Last Collected	Status	Last Collected
Home - Site CollectionBLOG0_1	http://b-sp10-a-wfe1:37108/sites/SC_BLOG0_1/default.aspx	OK	All_WFEs	✓	9/10/2019 10:51 AM	✓	9/10/2019 10:21 AM
B-SP10-A-WFE2		OK	WFE	✓	9/10/2019 10:51 AM	✓	9/10/2019 10:21 AM
B-SP10-A-WFE1		OK	WFE	✓	9/10/2019 10:51 AM	✓	9/10/2019 10:21 AM
ControlPoint Site Collection Statistics	http://qa2010farmvm2:1818	Critical	URL	✗	9/10/2019 10:51 AM	OFF	N/A
qa2010farmvm2 (URL Host)		Critical	URL	✗	9/10/2019 10:51 AM	OFF	N/A
Home - Site CollectionMPS4_1	http://b-sp10-a-wfe1:37108/sites/SC_MPS4_1/default.aspx	OK	WFE_Selected	✓	9/10/2019 10:51 AM	✓	9/10/2019 10:51 AM
B-SP10-A-WFE1		OK	WFE	✓	9/10/2019 10:51 AM	✓	9/10/2019 10:51 AM
Site CollectionSTS0_1 - Home	http://b-sp10-a-wfe1:37108/sites/SC_STS0_1/SitePages/Home.aspx	OK	WFE_Selected	✓	9/10/2019 10:51 AM	✓	9/10/2019 10:21 AM
B-SP10-A-WFE2		OK	WFE	✓	9/10/2019 10:51 AM	✓	9/10/2019 10:21 AM

You can also use the search box to locate all instances of a text string within the list.

From the Monitored Pages ribbon, you can choose to:

- Filter results by selecting/deselecting check boxes
- View either All Pages or By Status.
- Add a page.
- Remove a page
- Edit the settings for a monitored page

- Disable a page.
- Enable a disabled page.
- Edit the page alert thresholds
- View the active alerts for the monitored pages
- Collect page load metrics immediately
- Refresh the monitored page list
- View details of a single monitored page

Viewing the Status of a Single Monitored Page

The Page Status view provides an in-depth view of the status of a single monitored page. You can also review configuration and page performance information using this view.

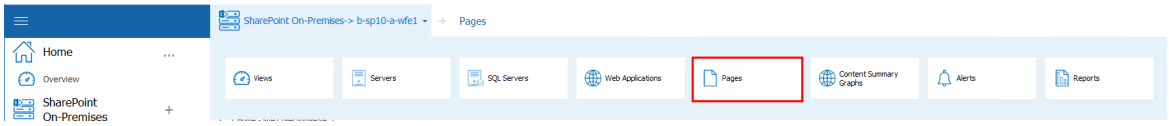
If data collection is disabled for a page, Metalogix Diagnostic Manager displays only the Summary tab.

NOTE: that the information may be out of date as the data on the tab is current as of the time of the last data collection.

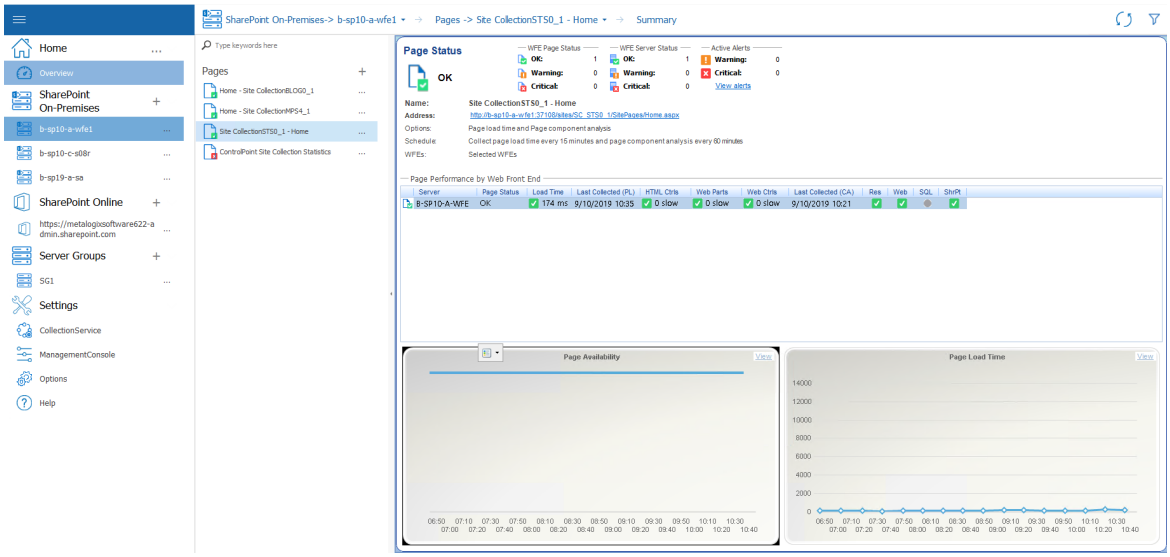
To view the status for a single monitored page:

1 In the Management Console tree, double click on the farm or Server Group whose monitored pages you want to view.

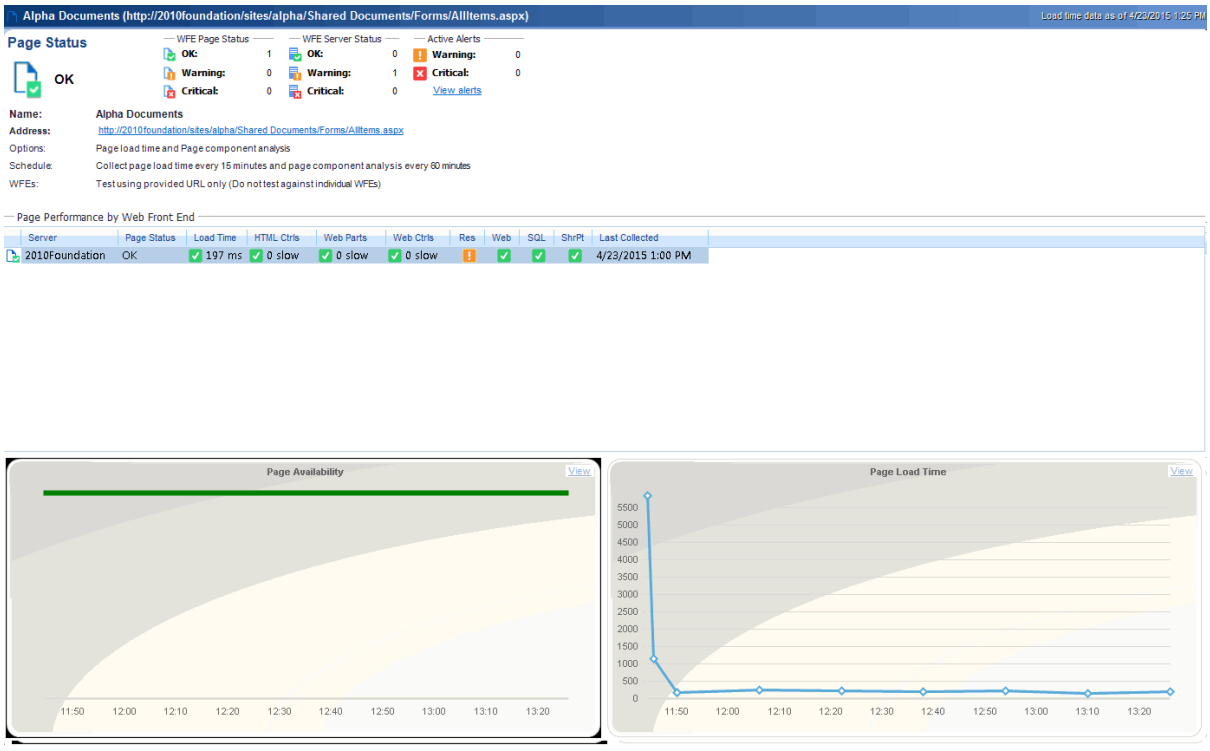
2 Select the farm's name above the overview pane, and from the drop down panel click **Pages**.



3 Double click the page whose status you would like to view/monitor.



The following information is available in the Page Status view:

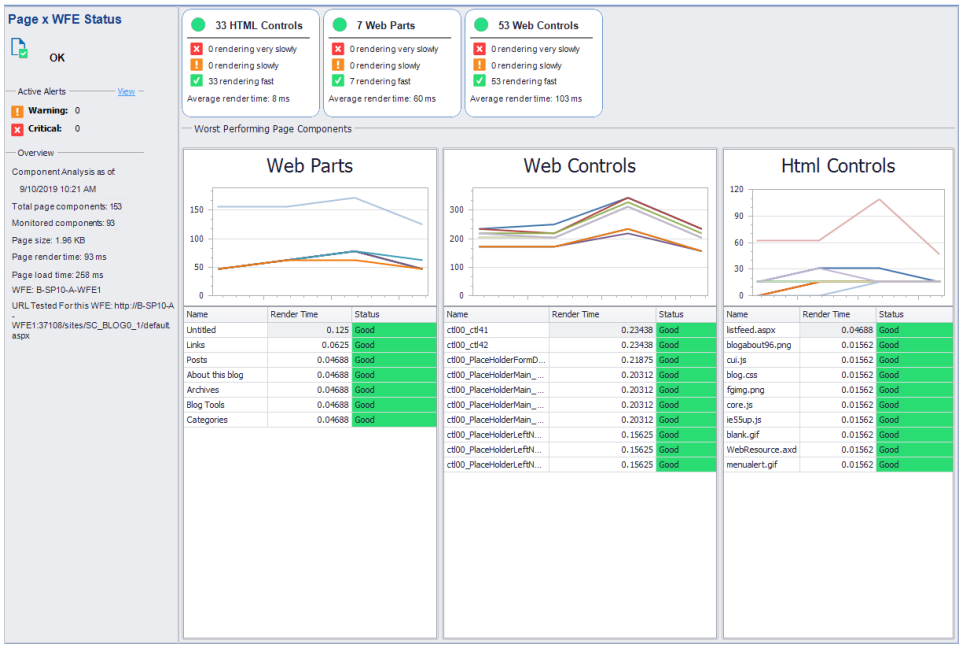


- The status of the page on each monitored Web front end (WFE) **Server**. If the page is a URL-only page, the server is listed as a URL Host.
- The number of currently-**Active Alerts** for the page, categorized by type.
- The **Page Name** that was assigned when the page was added.
- The **Page Address** (URL) in the SharePoint farm.
- The **Schedule** used by the Collection Service to retrieve the page information.
- Which **Web Front Ends** (WFEs) the page information is collected from.

Note that status information captured depends on the server role. For example, a load balancer will not have data for Web, SQL, or SharePoint

To view page details by Web front end:

In the Page Status Summary view, double-click a Web front end server.

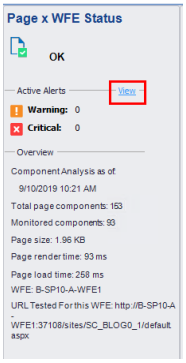


The Page Details by Web Front End tab includes information about the page as loaded from a particular WFE server.

To view more details about graphs:

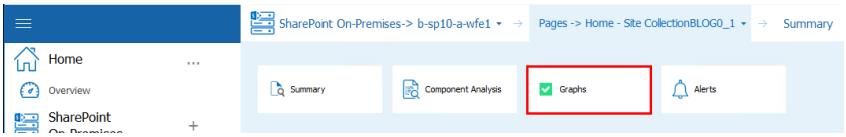
In the Page Status view, either:

- Click the **View** hyperlink within an available graph.

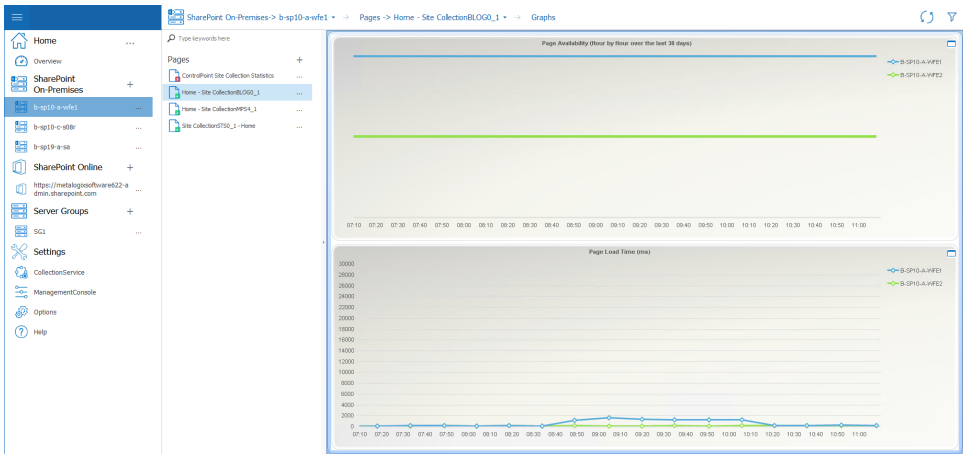


OR

- Select the **Graphs** tab, avialable when you select the Monitored Page name above the overview, which then produces a drop down panel.



The **Graphs** tab includes detailed versions of the graphs on the Summary tab.



Viewing Component Analysis Information for a Single Monitored Page

If the Component Analysis solution is installed and deployed for an on-premises SharePoint farm, you can review component loading on a monitored page.

NOTE: If Component Analysis is not enabled for a page, the Page Details view includes only the information that is available in the Summary view.

The Component Analysis view lets you:

- The **Web front End** (WFE) that the data was collected from.
- The number of **Active Alerts** for the page, arranged by category.
- A **Page Overview**, including the time the analysis took place, the components, the page size, the page render time the page load time, the WFE name, and the URL the Collection Service used to retrieve the data.
- Information about the **HTML Controls** on the page, including the overall status of the HTML controls.
- Information about the solutions on the page, including the overall status of the **Solutions**.
- Information about the **Web Controls** on the page, including the overall status of the Web Controls.
- A list of the **Worst Performing Page Components**; that is, components that take the longest to render on the WFE. You can use this list to optimize the page load time.
- A graph of the **Page Availability** on the WFE. If the Page Load Time option is selected for this page, this graph appears.

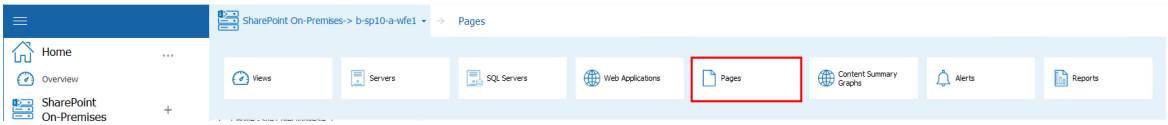
- A graph of the **Page Load Time** on the WFE, measured in milliseconds (ms). If the Page Load Time option is selected for this page, this graph appears.

NOTE: status information captured depends on the server role. For example, a load balancer will not have data for Web, SQL, or SharePoint

To view a Component Analysis Summary for a single monitored page:

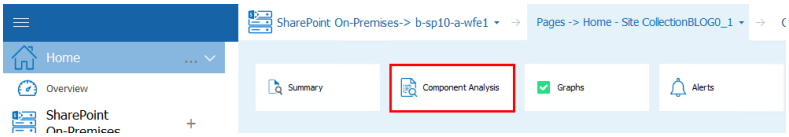
1 In the Management Console tree, double click on the farm or Server Group whose monitored pages you want to view.

2 Select the farm's name above the overview pane, and from the drop down panel click **Pages**.

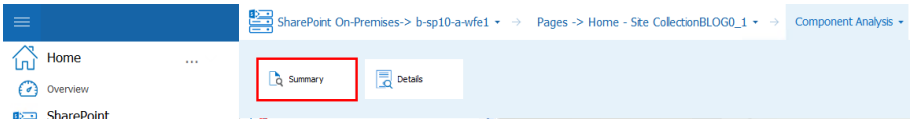


3 Double click the page you would like to see the component analysis for.

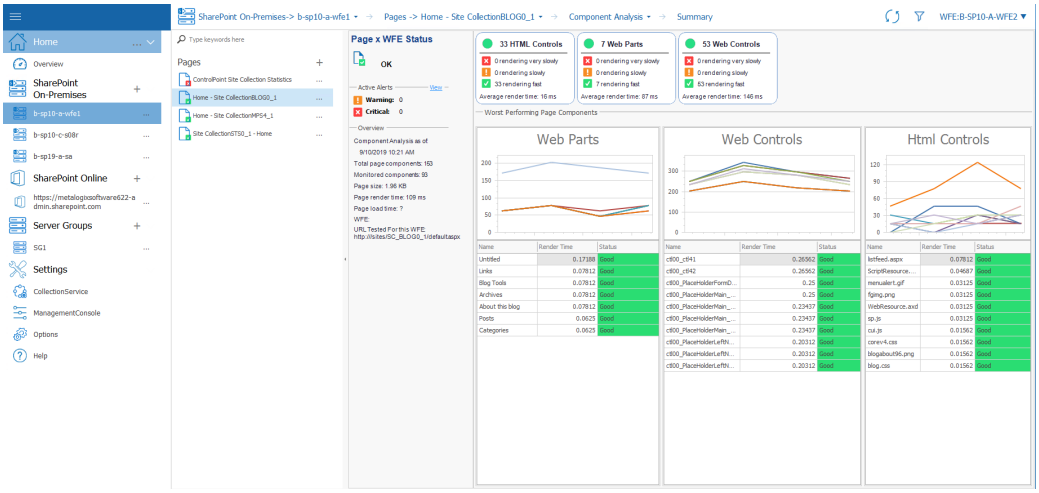
4 Select the page's name, above the overview panel for that page. This will produce a drop down panel, click **Component Analysis**.



5 Select **Summary** from the next drop down panel.

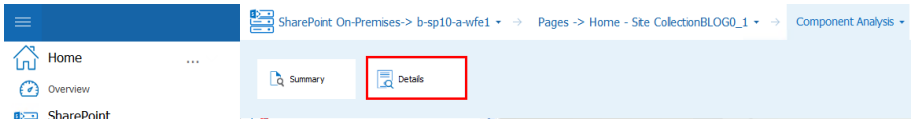


6 This will open a summary of the component analysis for that page.

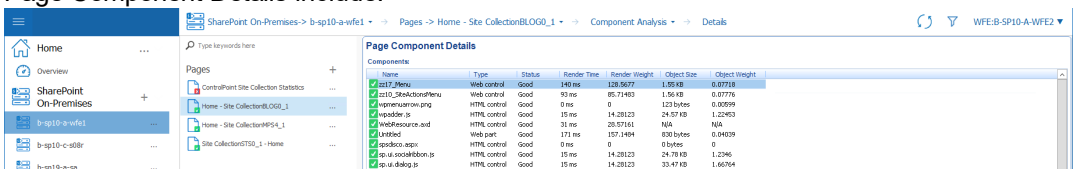


To view Component Analysis detail:

Select Component Analysis next to the Page's name above the overview, this will produce the drop down menu from step 5 above, select **Details**.



Page Component Details include:

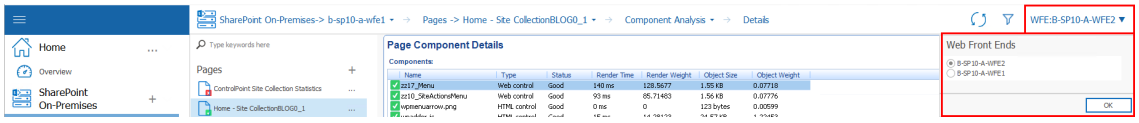


- The **Name** of the page component.
- The **Type** of component.
- The **Status** of the component.
- The **Render Time**; or time required for the Internet Information Server (IIS) on the WFE to render the component, measured in milliseconds.
- The **Render Weight**, or relative importance of the component in relation to the whole page.
- The **Object Size** of the component, measured in bytes.
- The **Object Weight**, or amount of weight the Management Console assigns to the component when assigning the alert status.

NOTE: The Page Status area lists the Total Components and Monitored Components for the page. For many pages, these values do not match. This is because Metalogix Diagnostic Manager does not monitor components that do not have a bearing on the overall performance of the page in favor of a focus on components that do impact the page performance. For example, simple text components are omitted from the monitored components.

To Switch to the Component Analysis for a different WFE:

Select a different WFE from the WFE drop down in the top right hand corner.



Collecting a Page Component Analysis Immediately

Metalogix Diagnostic Manager refreshes the Component Analysis for a monitored page on a schedule you specify which, by default, is every 60 minutes. (See Setting Monitored Page Options and Web Front Ends.) You can, however, immediately collect page component information for:

- all monitored pages in the selected farm

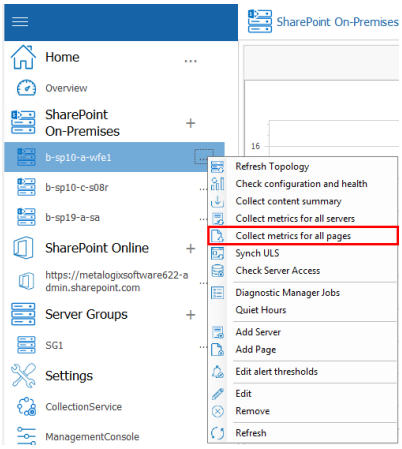
OR

- a single monitored page.

NOTE: For this information to be collected, the Page Component Analysis option must be enabled for the page. See also Editing Monitored Page Settings.

To collect component analysis data for all monitored pages:

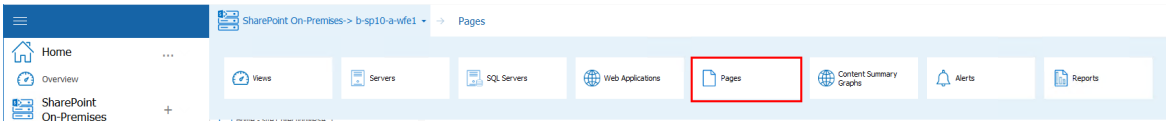
1 In the Management Console, select the (**...**) next to the farm or server for which you want to collect component data. Select **Collect Metrics for all Pages**.



To collect component analysis data for a single monitored page:

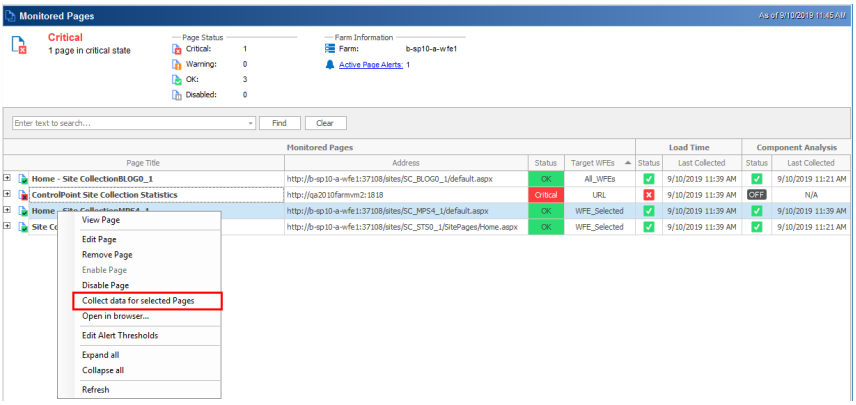
1 In the Management Console tree, double click on the farm or Server Group whose monitored pages you want to view.

2 Select the farm's name above the overview pane, and from the drop down panel click **Pages**.



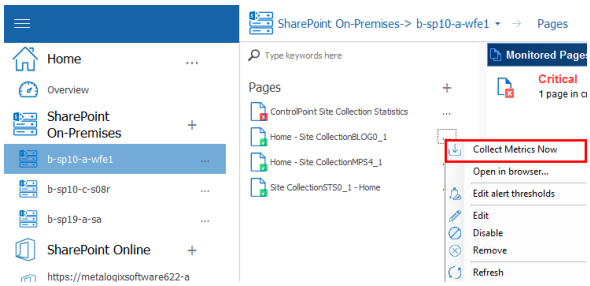
3 Do one of the following:

Select the page for which you want to collect data, right-click and choose **Collect data for selected pages**.



or

Select the (**...**) next to the page name, and select **Collect Metrics Now** from the drop down menu.



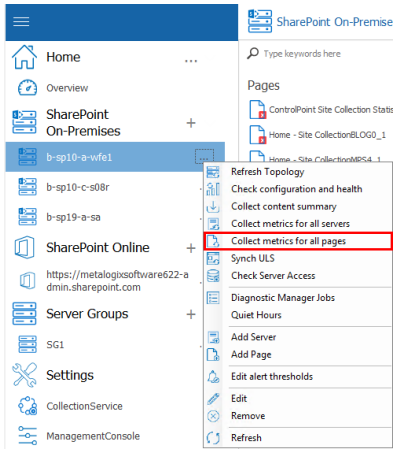
Collecting Page Load Metrics Immediately

Metalogix Diagnostic Manager lets you immediately collect page load metrics for all of the monitored pages in a single farm for which the Page Load Time option has been checked. (See also Editing Monitored Page Settings.)

When you collect Page Load metrics, the Collection Service collects the metrics for all monitored pages in the farm, not for a single page.

To collect page load metrics immediately:

In the Management Console, select the (**...**) next to the farm whose page load metrics you want to collect, and select **Collect metrics for all pages**.



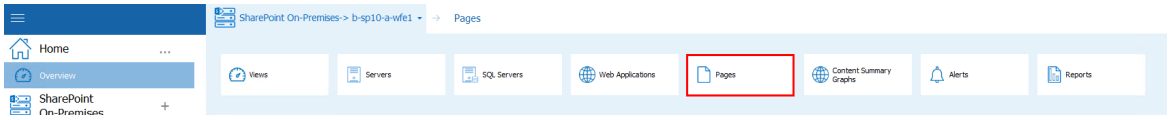
Opening a Monitored Page

From the Management Console tree, you can open a monitored page in a browser.

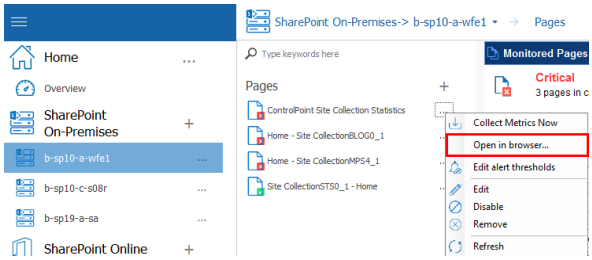
To open a monitored page:

1 In the Management Console, select the farm that contains the monitored page you want to open.

2 Select the farm name above the overview pane, and select **Pages** from the drop down panel.



3 In the pages column, select the (**...**) next to the page you want to view, and click **Open in Browser** from the dropdown menu.



Editing Monitored Page Settings

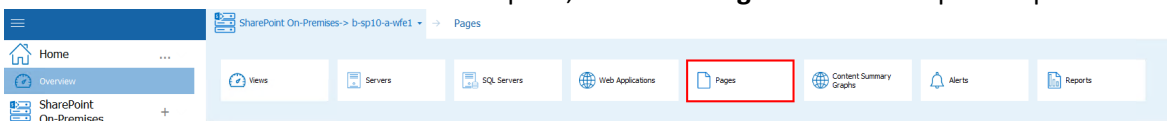
You can change the options you have set for a monitored page. You can change the page name or any of the page monitoring options. You can also change the page URL. If you change the URL to an unrelated page, the historical data is meaningless and it is automatically deleted. You should only change the URL if the page itself has a changed URL.

NOTE: If you need to replace a page completely, you should remove the page and then add the new page.

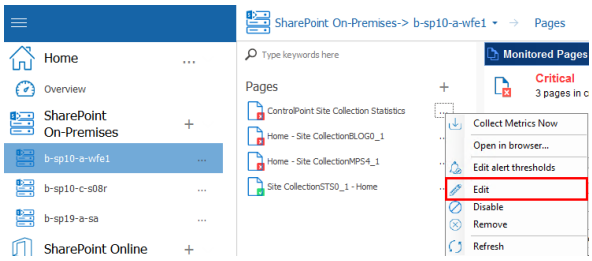
To edit the settings for a monitored page:

1 In the Management Console, select the farm that contains the monitored page you want to open.

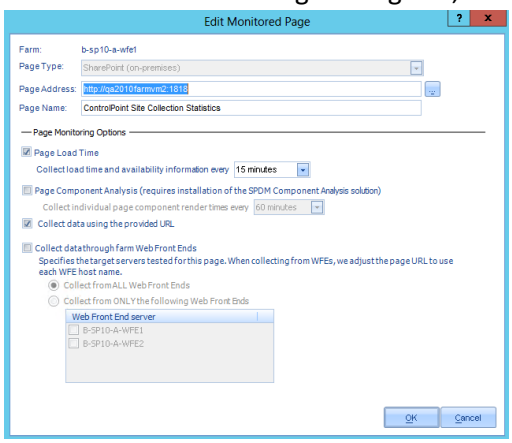
2 Select the farm name above the overview pane, and select **Pages** from the drop down panel.



3 In the pages column, select the (**...**) next to the page you want to view, and click **Edit** from the dropdown menu.



4 In the Edit Monitored Page dialog box, make the necessary changes.



5 In the Page Monitoring Options area, specify the page options.

6 Click **OK**.

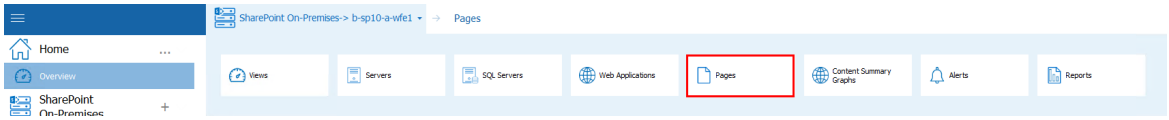
Removing a Monitored Page

You can remove a monitored page when you no longer need to monitor it.

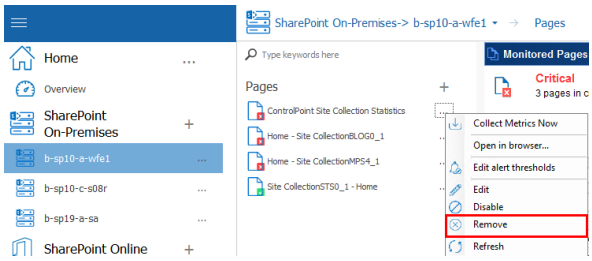
To remove a monitored page:

1 In the Management Console, select the farm that contains the monitored page you want to open.

2 Select the farm name above the overview pane, and select **Pages** from the drop down panel.



3 In the pages column, select the (**...**) next to the page you want to view, and click **Edit** from the dropdown menu.



4 You will be prompted to confirm the action before continuing.

9

Viewing the Health of a Farm

Metalogix Diagnostic Manager includes the following two features that enable you to check the configuration and health of a monitored SharePoint 2010, 2013, or 2016 farm:

- The **Health Analyzer** lets you view any issues with your SharePoint farm performance as of the last Collection Service run. Metalogix Diagnostic Manager compares your configuration with the set of best practices checked by SharePoint Health Analyzer. The Issue Details pane of this view allows you to view the details of an issue found by the SharePoint Health Analyzer.

NOTE: The Metalogix Diagnostic Manager Health Analyzer feature is not available for SharePoint 2007 farms.

If your SharePoint Credentials let you access the Central Administration page for the farm, you can access the Health Analyzer directly. You can click View Health Analyzer problems and solutions to open the SharePoint Central Administration problems and solutions page. You can click View Health Analyzer rules to open the SharePoint Central Administration Health Analyzer Rule Definitions page.

- The **Farm Configuration and Health Checker**, sends a request to the Collection Server to immediately update farm configuration and Health Analyzer data.

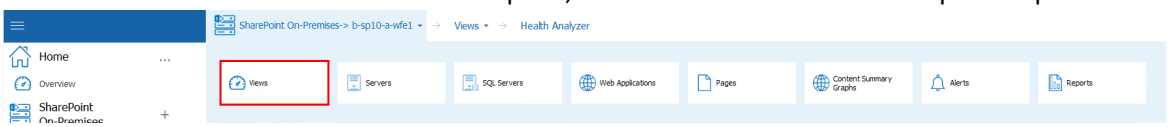
Reviewing the SharePoint Health Analyzer Content for the Farm

You can use the Metalogix Diagnostic Manager Management Console to review content from the SharePoint Central Administration Health Analyzer pages, including details for the issues the Health Analyzer finds. If your SharePoint credentials allow you to do so, you can open the Health Analyzer problems and solutions page or the Health Analyzer rules page from the Management Console.

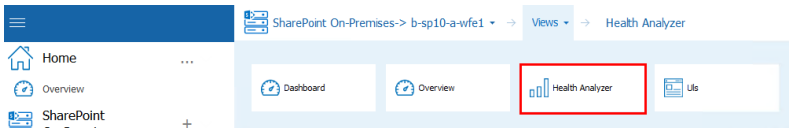
To review the Health Analyzer content for the farm

1 In the Management Console, select the farm whose Health Analyzer you would like to view.

2 Select the farm name above the overview pane, and select **Views** from the drop down panel.

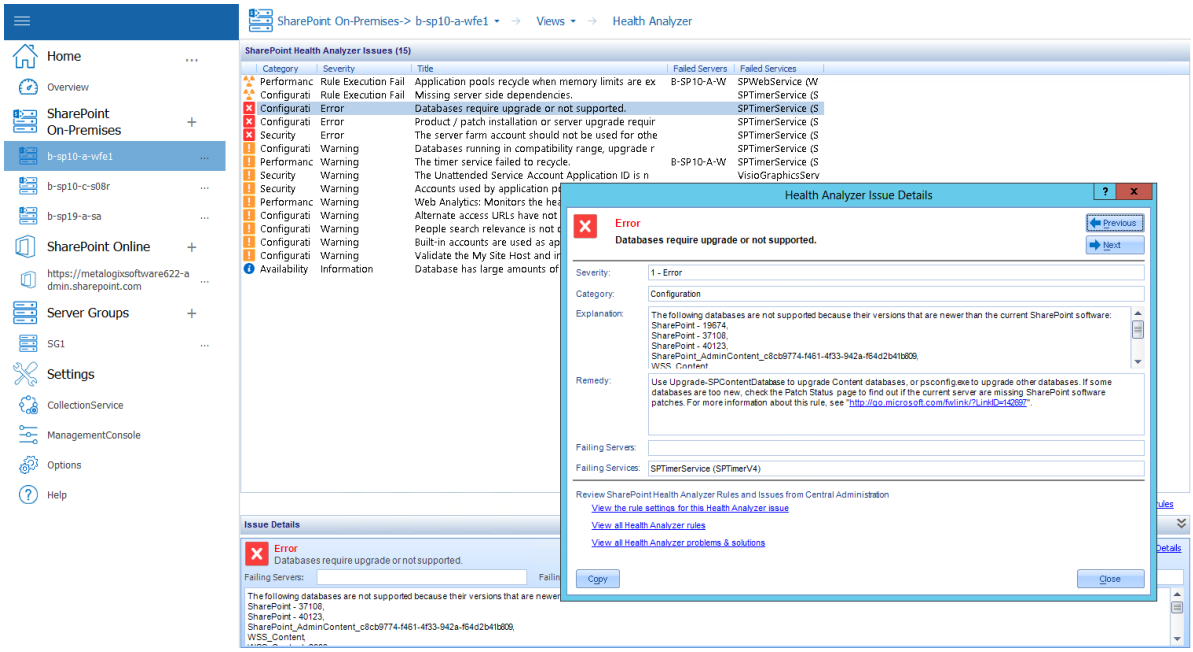


3 Select Views, this will open another drop down panel, select **Health Analyzer**.



To view more detailed information about a Health Analyzer Issue

Double-click the issue to display the Health Analyzer Issues dialog.

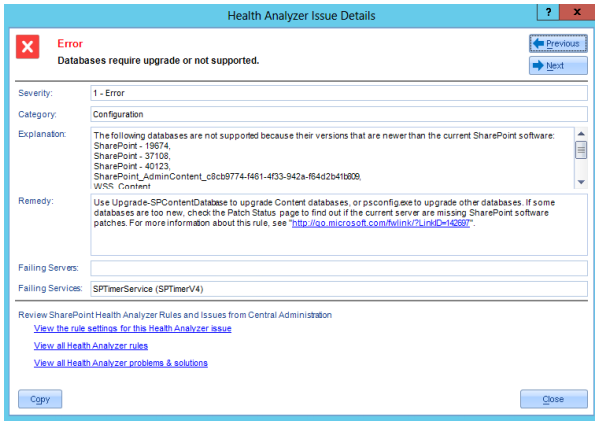


Health Analyzer Issue Details

You can view additional details for the issues discovered by the SharePoint Health Analyzer, view problems and solutions, and view the Health Analyzer rules using Metalogix Diagnostic Manager. The Health Analyzer measures your current configuration against recommended best practices.

While the list view on the Health Analyzer page includes the issue severity, category or issue type, severity, title, and the associated failed servers and services, the Health Analyzer Issue Details dialog box includes the following items:

- Expanded explanation of the issue
- Remedy for the issue



Click **Next** or **Previous** to scroll through the details for all of your issues.

The following links in the Health Analyzer Issue Details dialog take you to other views within SharePoint:

- **View the rule settings for this Health Analyzer issue**. Accesses the specific Health Analyzer Rule Definitions page on the Central Administration site for the selected rule.
- **View all Health Analyzer rules**. Accesses the Health Analyzer Rule Definitions page for all rules on the Central Administration site.
- **View all Health Analyzer problems & solutions**. Accesses the Review problems and solutions page for all reports on the Central Administration site.

To copy all of the issue details to your clipboard for additional use:

Click **Copy**.

10

Monitoring StoragePoint Timer Job Performance

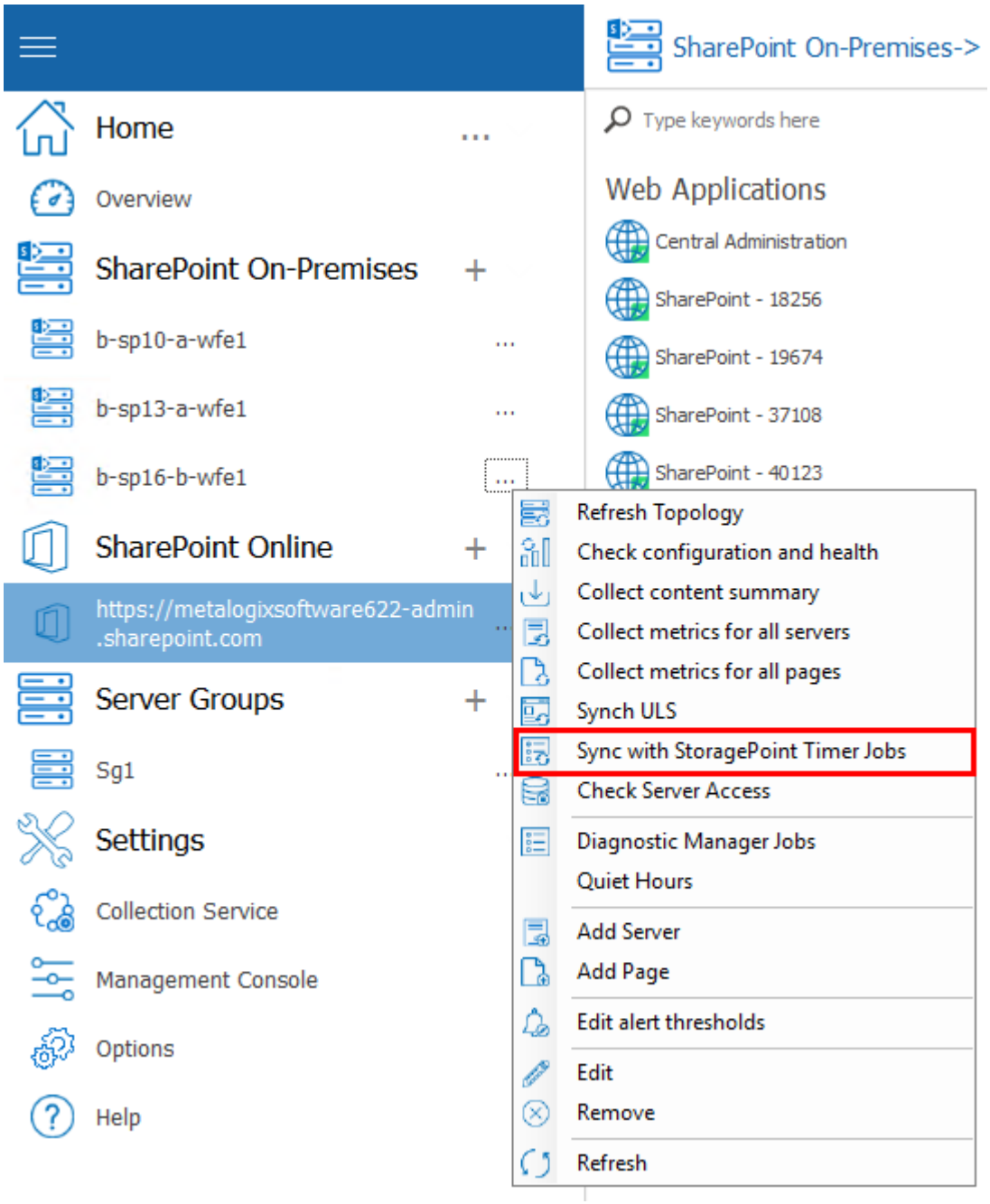
If Metalogix Diagnostic Manager detects that StoragePoint is deployed on a monitored farm, it will also monitor the performance of the StoragePoint timer job. By default, an alert will be triggered for the following events:

- Storage Point timer job execution time exceeds the alert threshold
- the collection of StoragePoint timer job data fails
- a StoragePoint timer job execution error occurs

StoragePoint Timer Job Data Collection

By default, Metalogix Diagnostic Manager collects StoragePoint timer job data every thirty (30) minutes. To collect this data immediately, select the (**...**) next to the farm in question, and select

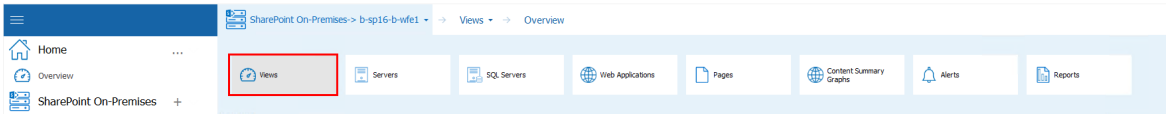
Sync With StoragePoint Timer Jobs.



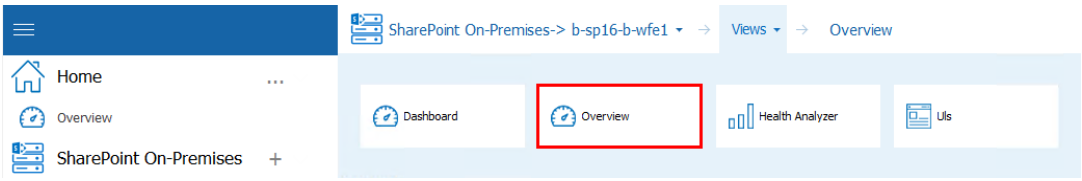
NOTE: the synchronization may not be immediate, since it may take time for the SharePoint timer job to complete the collection of log entries from all servers in the SharePoint farm.

To open the StoragePoint Dashboard in SharePoint Central Administration:

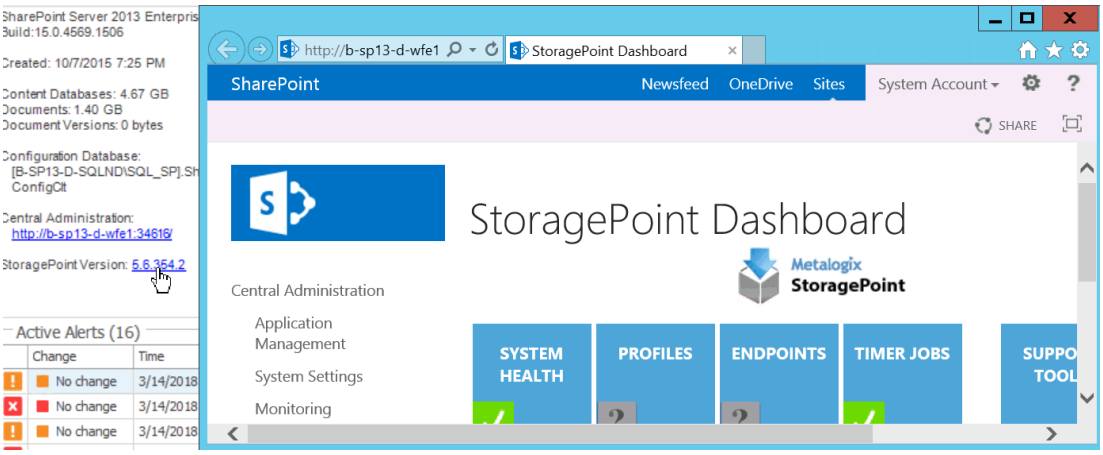
1. In the Management Console tree, double click the farm where StoragePoint is deployed.
2. Select the farm name, above the overview pane, and select **Views** from the drop down.



3. Click **Views** and select **Overview** from the drop down menu.



4. On the Farm Overview page, click the **StoragePoint Version** link.



11

Viewing ULS Log Entries for a Farm

Metalogix Diagnostic Manager offers a built-in viewer that lets you review ULS log entries for SharePoint 2010, 2013, and 2016 On-Premises farms.

NOTE: This feature is not available for SharePoint 2007 farms or SharePoint Online tenants.

To start using the Metalogix Diagnostic Manager ULS Log Viewer, the Diagnostic Data Provider: Trace Log timer job must be enabled in SharePoint Central Administration. You can enable the job and synchronize the schedules of all monitored farms via the Metalogix Diagnostic Manager Collection Service Options dialog (see Enabling and Configuring ULS Log Entries). In this dialog you can specify the frequency with which the Collection Service should gather ULS log data as well as how long ULS log data should be retained in the Metalogix Diagnostic Manager Repository database. You can also specify the maximum number of ULS Log entries to display in the Management Console via the Management Console Preferences dialog.

You also have the option of clearing ULS log entry history from the Repository database.

Prerequisites

- For the SharePoint timer job to collect ULS log data, usage and health data collection must be enabled in SharePoint. For details, refer to the applicable Microsoft Technet article:

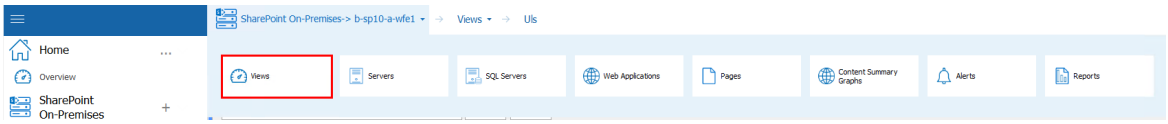
  For SharePoint 2016
  For SharePoint 2013
  For SharePoint 2010

- In order to use the Metalogix Diagnostic Manager ULS Log Viewer:
  - the latest version of the Metalogix Diagnostic Manager Component Analysis Solution must be installed and deployed to every farm whose ULS log entries you want to view
  - the Metalogix Diagnostic Manager ULS Synchronizer must be activated. (This feature is initially activated as part of the Component Analysis installation).
- Remember that the Collection Service account must have the appropriate VIEW permissions to the SharePoint Logging database. See the Account Requirements topic in the *Metalogix Diagnostic Manager Advanced Installation Guide* for complete Collection Service account requirements.

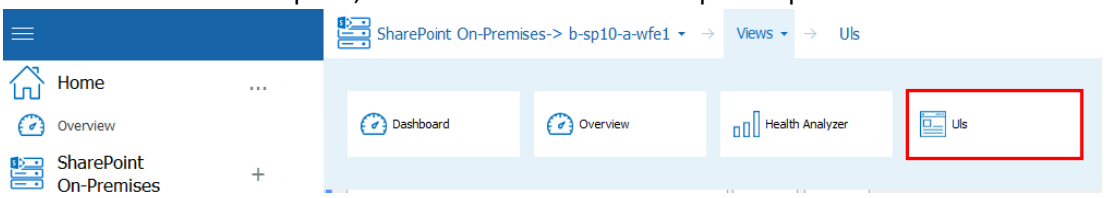
To view ULS log entries in Metalogix Diagnostic Manager:

1. In the Management Console, double click the farm whose ULS logs you want to view.

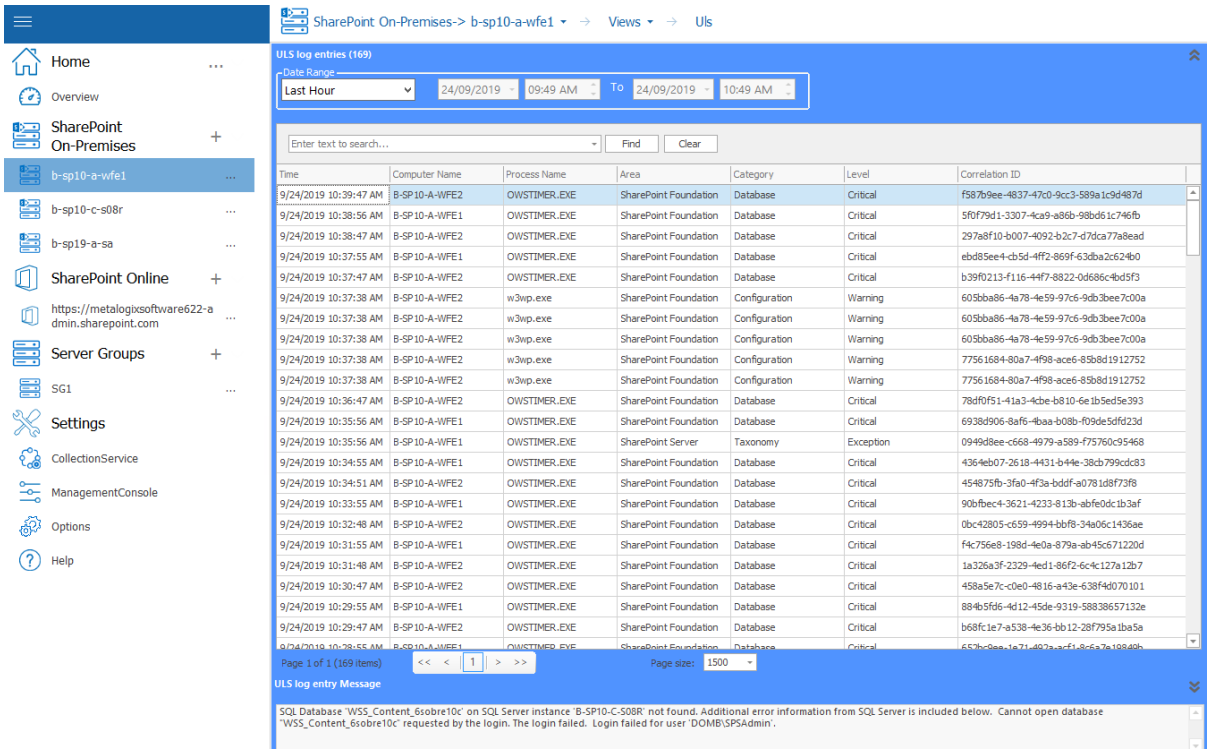
2. Select the name above the overview pane and from the drop down panel select **Views**.



3. Select Views from the top tab, and select **ULS** from the dropdown panel.



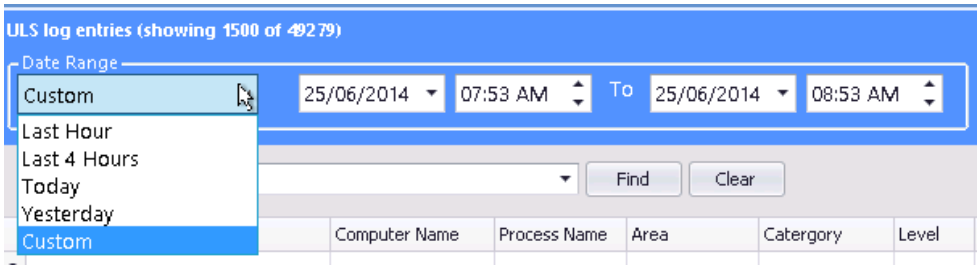
Note that when an entry is selected, the corresponding **ULS log entry Message** displays in the bottom panel.



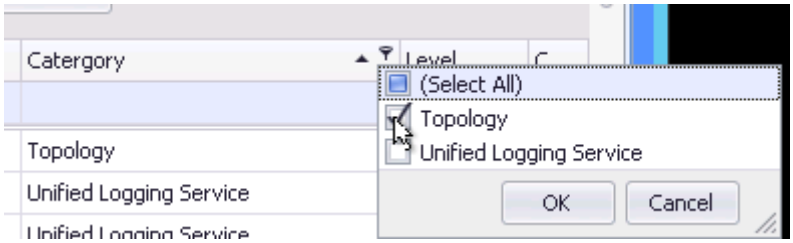
Now you can:

- filter entries by **Date Range**

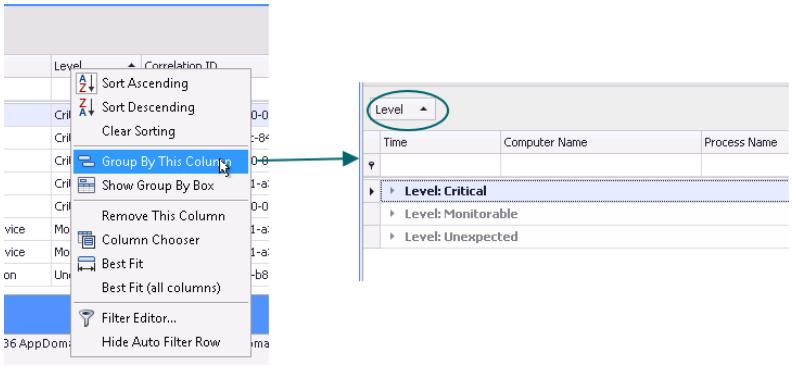
NOTE: Filter dates always display in the format dd/mm/yyyy, whereas dates in the **Time** column display in the format specified for the machine on which the Management Console is installed.



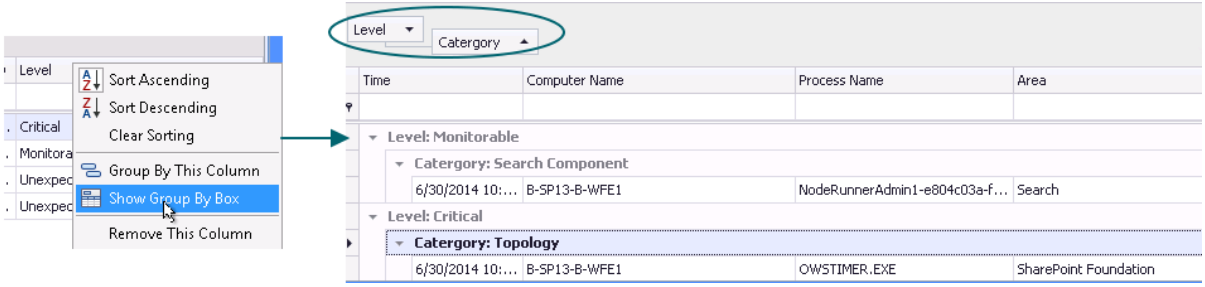
- sort and filter entries by any of the column headers.



- group entries by a single column by right clicking and selecting **Group by This Column**.

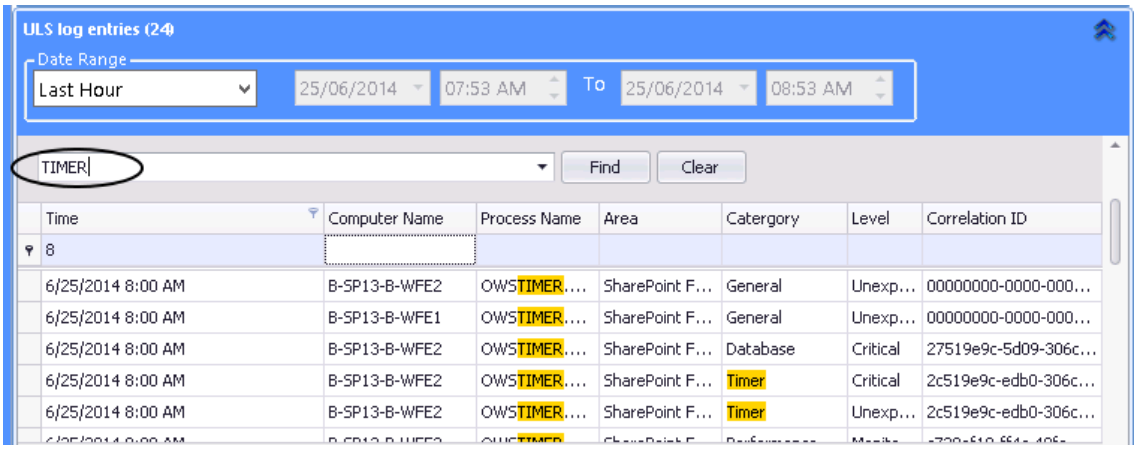


- group entries by multiple columns by selecting any column, right clicking and choosing **Show Group By Box**, then dragging each of the columns by which you want to group to the area above the column headers.



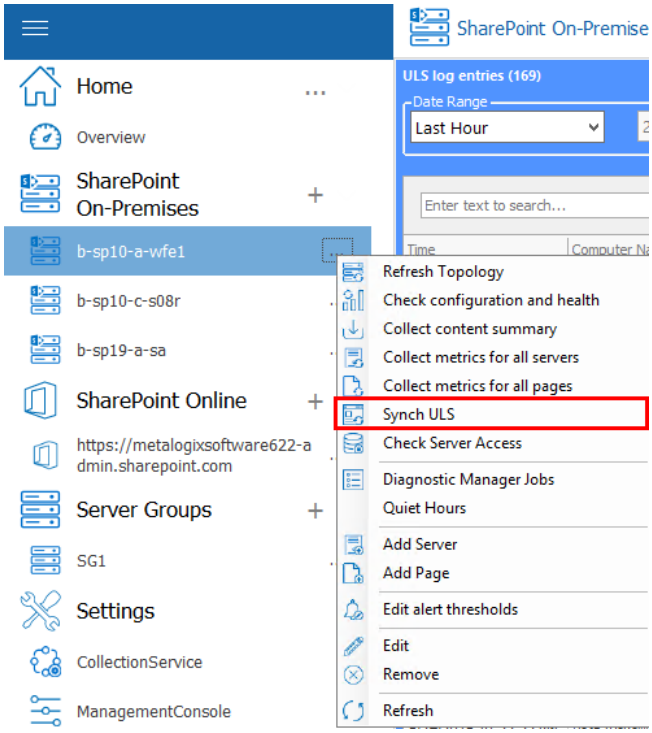
- search on a text string by typing the string in the blank box and clicking **[Find]**.

Note that you can use combinations of search, sorting, and filtering to help identify potential problems in SharePoint, as shown in the example below which uses filtering on date range and grouping by Correlation ID and Warning Level.



To initiate the immediate synchronization/gathering of ULS data for the selected farm:

Select the (**...**) next to a farm name, and select **Sync ULS**.



Note that the synchronization may *not* be immediate, since it may take time for the SharePoint timer job to complete the collection of log entries from all servers in the SharePoint farm.

NOTE: The regularly-scheduled synchronization and gathering of ULS log entries for all monitored farms is specified in the Collection Service Options dialog.

12

Viewing the Status of Data Collection Jobs

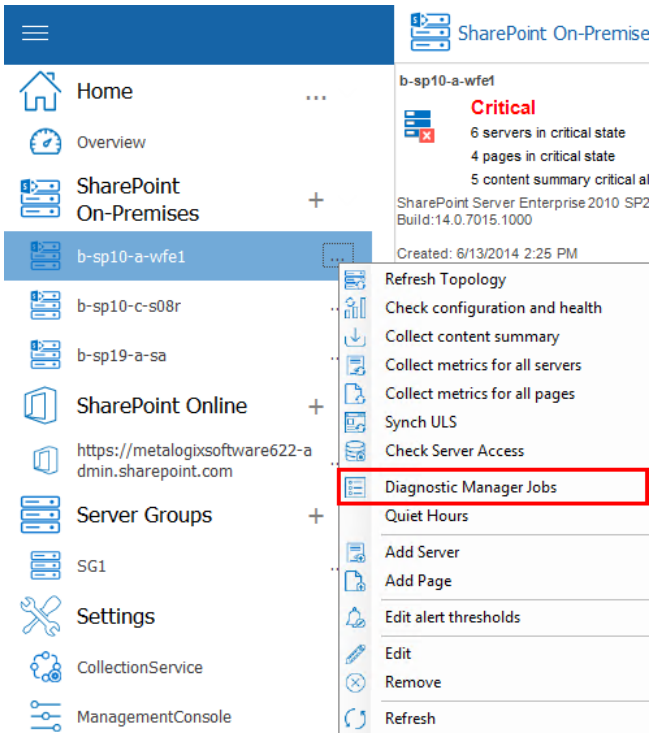
You can view the current status of all active data collection jobs in one or more farms including whether the job is currently Running, is Completed, or is Scheduled to run for the first time.

To view the status of data collection jobs:

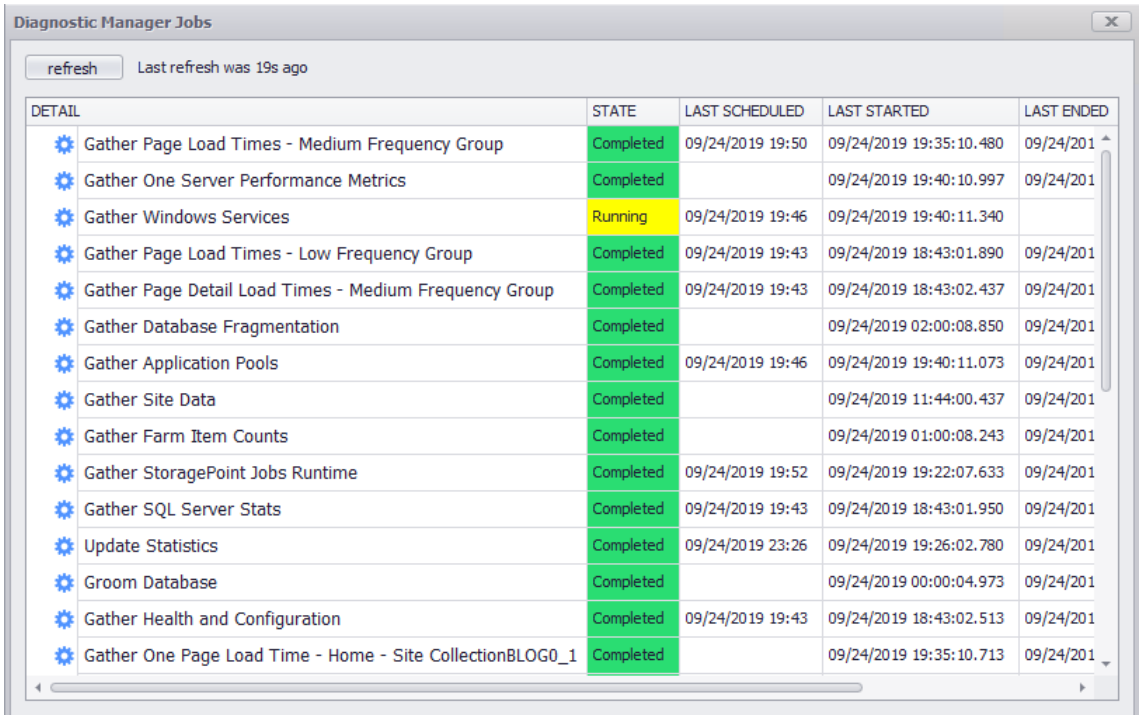
1. In the Management Console select the (**...**) next to either the Home section (to view all the Diagnostic Manager Jobs) or next to the farm whose specific Diagnostic jobs you want to view.

NOTE: If you want to view the status of *all* monitored farms, select the Home Page node.

2. Select **Diagnostic Manager Jobs** from the drop down menu.



3. This will open the Diagnostic Manager Jobs window.



DETAIL	STATE	LAST SCHEDULED	LAST STARTED	LAST ENDED
Gather Page Load Times - Medium Frequency Group	Completed	09/24/2019 19:50	09/24/2019 19:35:10.480	09/24/201
Gather One Server Performance Metrics	Completed		09/24/2019 19:40:10.997	09/24/201
Gather Windows Services	Running	09/24/2019 19:46	09/24/2019 19:40:11.340	
Gather Page Load Times - Low Frequency Group	Completed	09/24/2019 19:43	09/24/2019 18:43:01.890	09/24/201
Gather Page Detail Load Times - Medium Frequency Group	Completed	09/24/2019 19:43	09/24/2019 18:43:02.437	09/24/201
Gather Database Fragmentation	Completed		09/24/2019 02:00:08.850	09/24/201
Gather Application Pools	Completed	09/24/2019 19:46	09/24/2019 19:40:11.073	09/24/201
Gather Site Data	Completed		09/24/2019 11:44:00.437	09/24/201
Gather Farm Item Counts	Completed		09/24/2019 01:00:08.243	09/24/201
Gather StoragePoint Jobs Runtime	Completed	09/24/2019 19:52	09/24/2019 19:22:07.633	09/24/201
Gather SQL Server Stats	Completed	09/24/2019 19:43	09/24/2019 18:43:01.950	09/24/201
Update Statistics	Completed	09/24/2019 23:26	09/24/2019 19:26:02.780	09/24/201
Groom Database	Completed		09/24/2019 00:00:04.973	09/24/201
Gather Health and Configuration	Completed	09/24/2019 19:43	09/24/2019 18:43:02.513	09/24/201
Gather One Page Load Time - Home - Site CollectionBLOG0_1	Completed		09/24/2019 19:35:10.713	09/24/201

CAUTION: This feature is primarily intended for use by Quest Support for troubleshooting purposes.

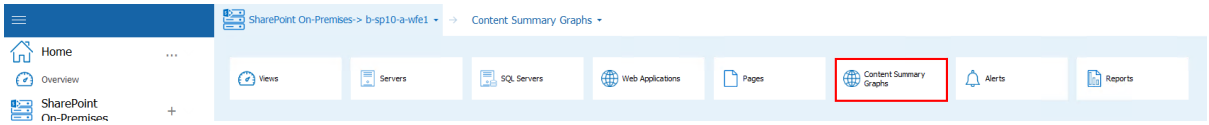
13

Viewing a Content Summary

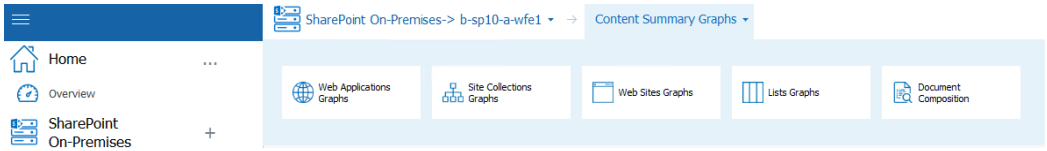
You can use the Metalogix Diagnostic Manager Management Console to view a summary of the content on a monitored SharePoint farm. The Content view summarizes the content within the farm, Web application, and Site Collection. The Pages view lets you quickly review the monitored pages on the farm.

To view a Content Summary:

In the Management Console, select the farm whose content summary you want to view. Select the name above the overview pane and select **Content Summary Graphs.**

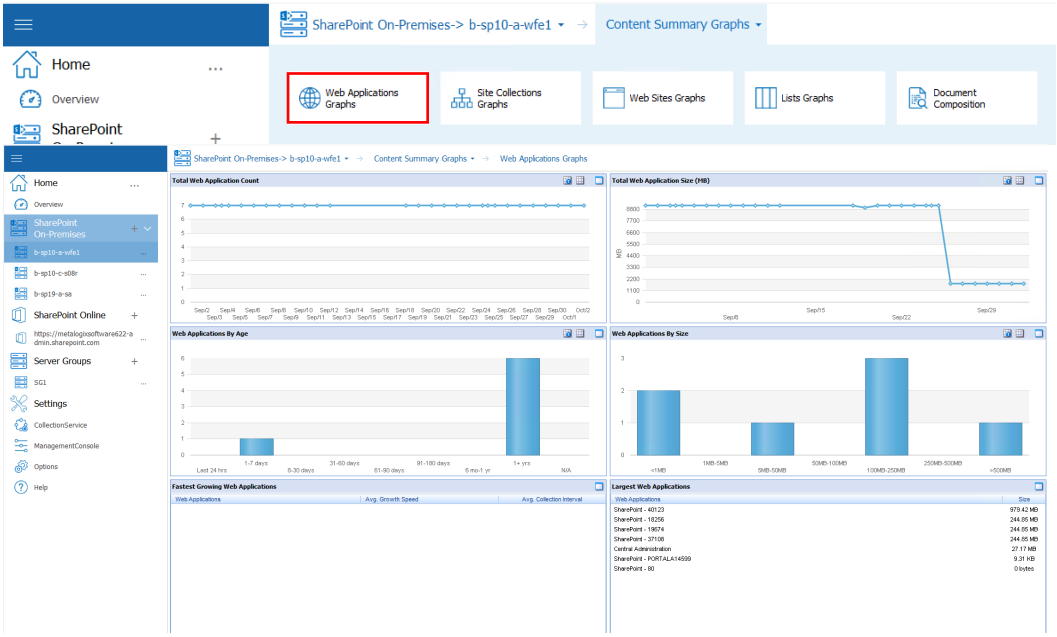


Now you can view a Content Summary for the Web Application, site collections, web sites, lists, and document composition.

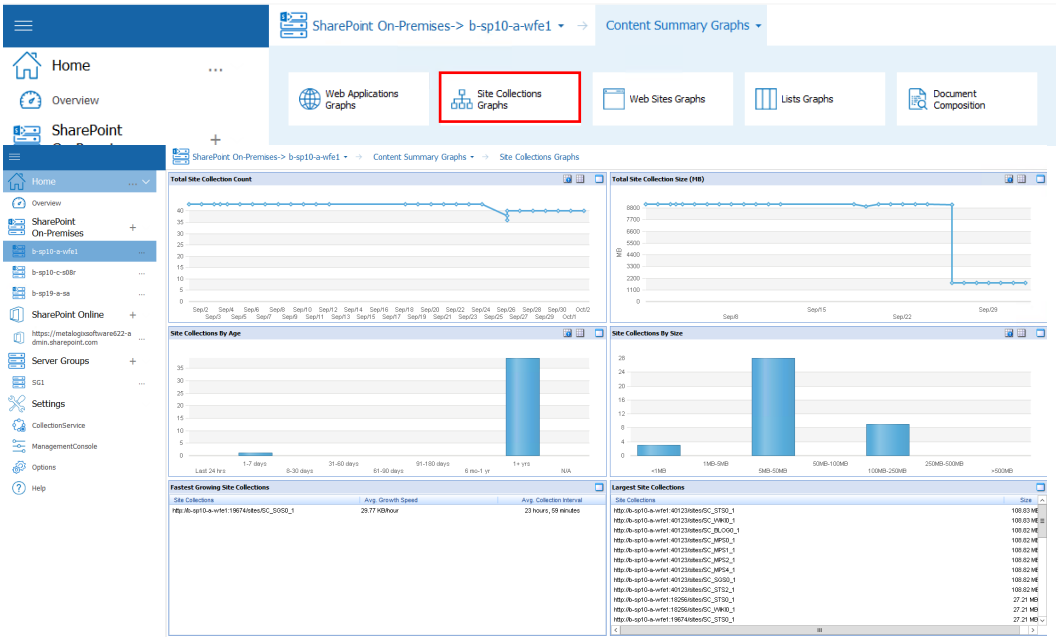


Viewing a Content Summary for Individual SharePoint Objects

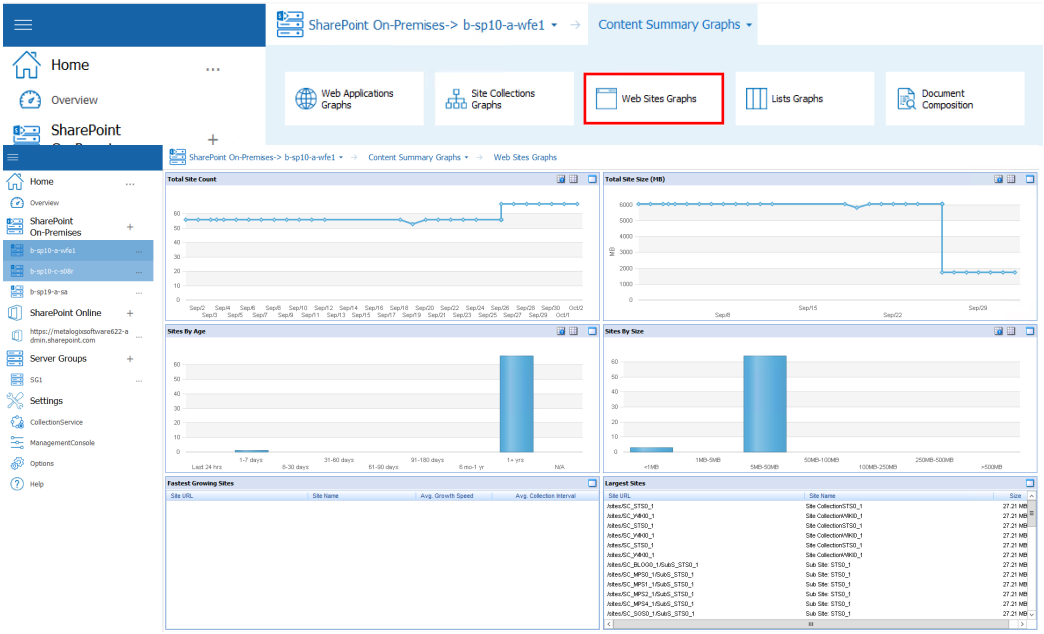
- If a farm was selected, summary information and statistics about the **Web Applications** that the farm hosts.



- If a farm or Web application was selected, summary information and statistics about the **Site Collections** that the farm or Web application hosts.



- Summary information and statistics about the **Sites (Webs)** that the SharePoint object hosts.

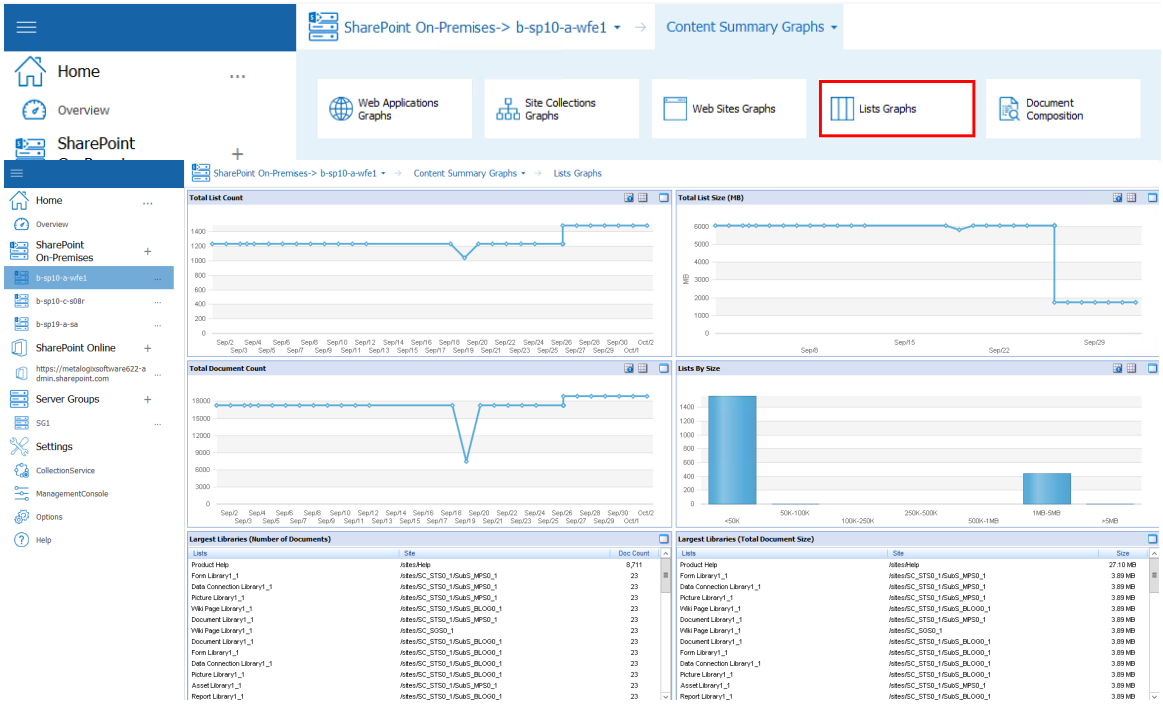


NOTE: Some users may receive an access denied message when attempting to use a content summary function on some sites. If this message appears, set up a Web application policy to grant global access to Metalogix Diagnostic Manager. This step allows you to override explicit security on the objects and grant read only access to the other service account used by Metalogix Diagnostic Manager. For more information about the Metalogix Diagnostic Manager permission requirements, see the *Metalogix Diagnostic Manager Advanced Installation Guide*.

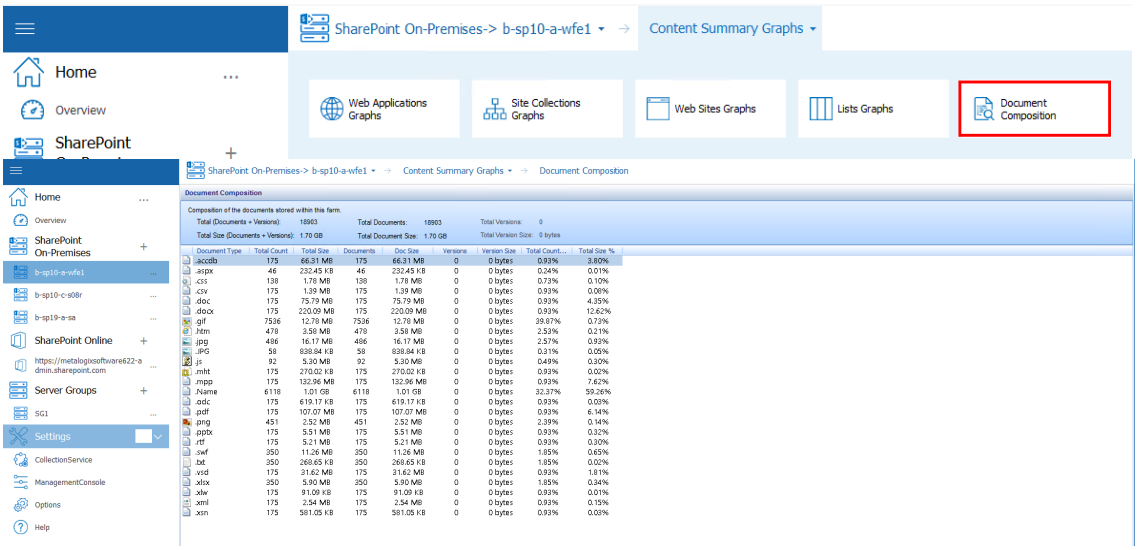
- Summary information and statistics about the **Lists** that the farm hosts.

NOTE:

- Currently, Metalogix Diagnostic Manager collects content summary statistics about document libraries only, not other types of lists or files such as web parts and aspx pages. For improved performance, attachments and hidden libraries are excluded from data collection by default. You can, however, enable the collection of hidden lists and attachments. (See Content Summary Options.)
- Metalogix Diagnostic Manager does not collect data for external lists (that is, lists for which features are built into SharePoint but data is stored in an outside source, like a database).



- Summary information about **Document Composition** (that is, the documents stored within the selected SharePoint object).



NOTE: If a document includes multiple versions, the latest version is counted as the document. Prior versions count as versions.

For a farm-level Content Summary you can also:

- request immediate collection of farm content summary data
- edit alert thresholds for the farm.

Viewing a Content Summary for Monitored Pages

The Content Summary Pages tab contains information about the monitored pages on the selected SharePoint object, including:

- **Page Title**
- **Page Address** (URL)
- The current **Status** of the page.
- The alert status of the **Load Time**
- The alert status of the page **Components**

To filter pages by alert status:

In the Content Summary Pages tab, in the Filter area, click one or more of the following to display pages with that status:

- OK
- Warning
- Critical
- Disabled

To view page details:

1 Select the page whose details you want to view.

2 In the Content Summary section of the ribbon choose **Pages >View Page Details**.

Refreshing the Content Summary

Metalogix Diagnostic Manager refreshes the Content Summary on a schedule you specify (see Setting the Collection Service Options). If necessary, you can request a content summary update.

When it performs a content summary operation, the Collection Service examines the entire SharePoint farm and counts every object in the farm. The content summary operation is time consuming and can impact your farm performance. By default, the Collection Service only performs a content summary operation one time per day at 1:00 AM according to the server clock. When you

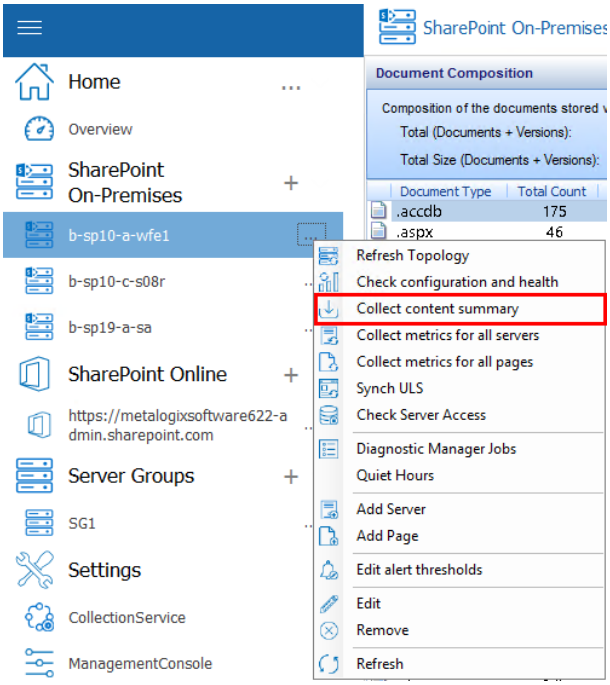
manually start a content summary operation, the Collection Service starts the content summary operation immediately. The results may not appear in the Management Console until the content summary operation is complete, which may take several minutes or more. You can also request a more targeted (and less resource-intensive) content summary update for a single Web application or site collection.

When you request a content summary update, the Collection Service automatically refreshes the farm topology information.

To refresh the Content Summary for the entire farm:

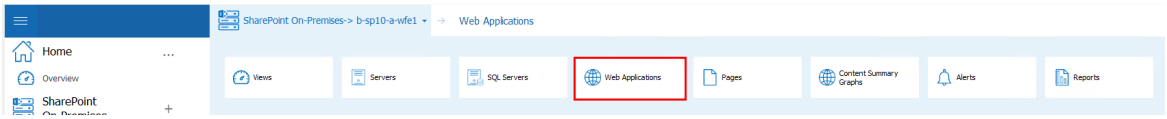
Use one of the following options:

- In the Management Console, select the (**...**) next to the farm you want to update the content summary for, select **Collect Content Summary** from the drop down menu.

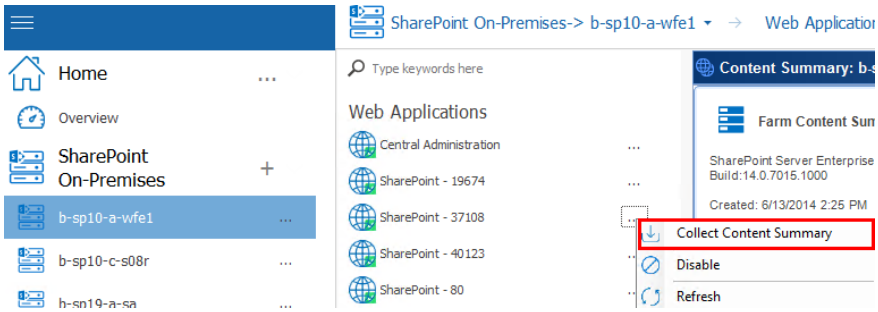


To refresh the Content Summary for a single Web application:

1 From the Management Console, select a farm, and select **Web Applications**.

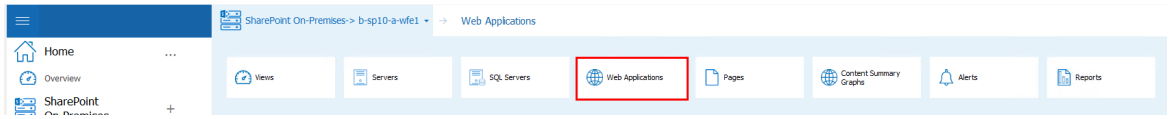


2 Next to the web application you want to collect content data for, select (**...**) and select **Collect Content Summary**.



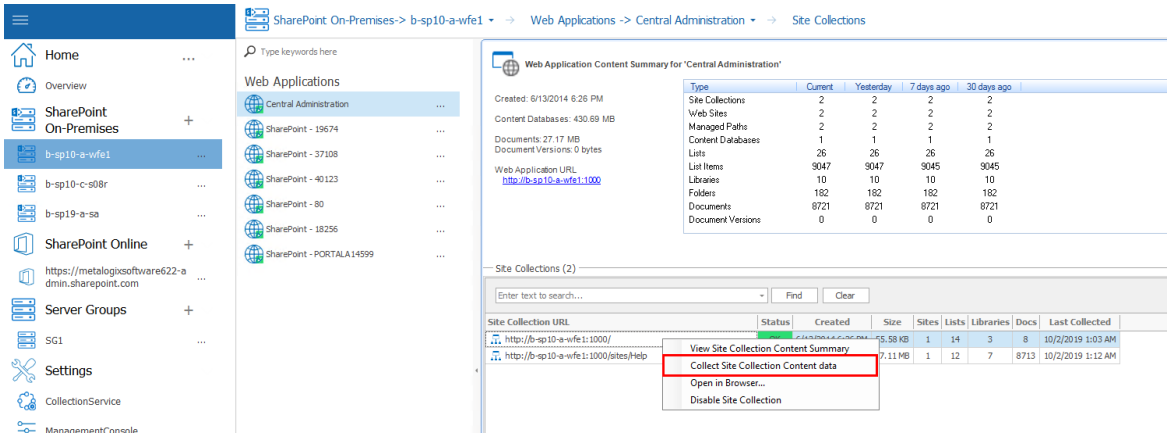
To refresh the Content Summary for a single site collection:

1 From the Management Console, select a farm, and select **Web Applications**.



2 Double click on the web application that contains the site collection you want to refresh.

3 Select the site collection you want to refresh, right-click and choose **Collect site collection content data**.



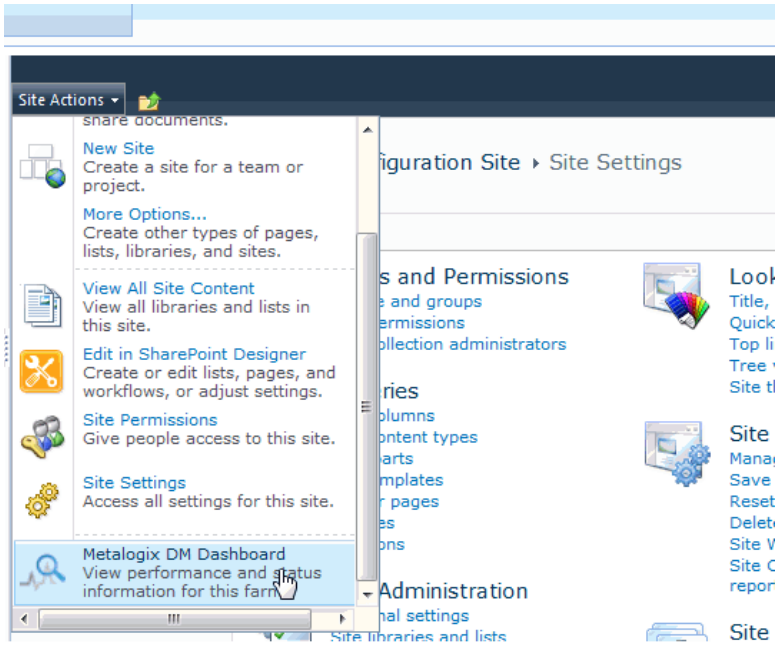
14

Using the Web Dashboard to View Performance Data from Within a SharePoint Site

Metalogix Diagnostic Manager offers a Web Dashboard for a quick glance at the performance data collected by Metalogix Diagnostic Manager to help you monitor your SharePoint farms and pages. While this optional Dashboard is not installed with Metalogix Diagnostic Manager, it is provided in the SharePoint solution files located in the folder where Metalogix Diagnostic Manager was installed (by default C:/Program Files (x86)/Metalogix/Diagnostic Manager/WebDashboard.

To start using the Metalogix Diagnostic Manager Dashboard, you must install the Dashboard to your farm using STSADM or PowerShell. Next, deploy the Dashboard to every Web application where you want to use the Dashboard. Finally, activate the Dashboard on all of the appropriate site collections.

Once deployed and activated, the Dashboard is available as an option on the Site Settings menu.



Information in the Diagnostic Manager Web Dashboard

The Metalogix Diagnostic Manager Dashboard provides you with a single location to view the performance data of your current farm and server status including your active alerts for a selected site. You can view the Metalogix Diagnostic Manager Dashboard for any page in your site collection where the Dashboard is active.

NOTE: As this is a Dashboard view, there are limited actions available on this page.

You can use the Metalogix Diagnostic Manager Dashboard to quickly review the status of a SharePoint farm. Metalogix Diagnostic Manager also lists the monitored pages and active alerts on the selected farm along with the following details.

Information	Description
Farm Status	The current alert state for the farm, plus the number of servers and pages in each state within the farm.
Server Status	The current alert status for each server within the farm, plus whether the server is a Web front end (WFE) or hosts a SQL Server instance.
Active Alerts	The current active alerts for the farm. Click the alert summary to open the Alerts Details page and view details about your alerts.

Changing Web Dashboard Configuration Settings

The Collection Service collects data from your SharePoint farms and stores it for the Management Console to access. You connect the Metalogix Diagnostic Manager Management Console to a Collection Service. If your network includes multiple Collection Services, you can connect to each in turn.

NOTE: If you run the Management Console on a computer that also hosts the Collection Service, then Management Console connects to the local Collection Service by default. You can manually select a different Collection Service.

To change Web Dashboard configuration settings:

1 Open the Site Settings Page for the site where you want to configure dashboard settings

2 In the Site Actions menu, choose **DM Dashboard**.

3 Click **Configuration**.

4 In the Configuration page, type the name or IP Address of the computer that hosts the Collection Service.

5 Type the port number where the collection service is assigned. The default port number is 5294.

6 Click **[Update]**.

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Reporting

Metalogix Diagnostic Manager Reports functionality helps you to monitor your SharePoint deployments, analyze performance and problems, and plan for the future. You can choose from several pre-defined reports, and create custom reports consisting of individual metrics that Metalogix Diagnostic Manager collects.

Reports can be run immediately or scheduled to run later and/or on a recurring basis, and results can be printed or exported as an Excel or .PDF (and for scheduled reports, .CSV) file for distribution and further analysis outside of the Metalogix Diagnostic Manager Management Console.

Information Contained in Pre-Defined Reports

Metalogix Diagnostic Manager includes pre-defined reports in the following categories:

- Farm/Group Reports
- Server Reports
- Content Summary Reports
- Page Reports
- Office 365 Reports

Farm/Group Reports

Report	Description
Active Alerts (Farm/Groups)	All of the active alerts. You can limit the report to one farm or Server Group or include all that are being monitored.
Alert History (Farm/Group)	Alert history for monitored servers in a single farm or Server Group. You can control the time period for the alerts that the report includes.
Content Database Summary	A summary of the content databases used by the selected SharePoint farm sorted by database size.

Farm/Group Capacity Summary	The disk usage for each server in the SharePoint farm and/or Server Group.
Farm/Group Summary	A summary of the health of a selected SharePoint farm or Server Group, including a high-level view of the health and status of the servers that make up the farm or Server Group.
SQL Server Inventory	An inventory of the SQL Server instances and databases that are included in the selected SharePoint farm.

Server Reports

Report	Description
Active Alerts (Servers)	All of the active alerts. You can limit the report to one SharePoint farm or include all monitored SharePoint farms. You can include all servers, all servers in a single farm, or a single server.
Alert History (Servers)	The alert history for monitored servers in one SharePoint farm/Server Group or in all monitored SharePoint farms and Server Groups. You can include a single server, or all servers from the included farms/groups. You can control the time period for the alerts that the report includes.
Application Pools Summary	An overview of the configuration and status of Application Pools for one or more selected SharePoint farms/Server Groups.
Current Services Status	A summary of the status—as of the last collection of server performance metrics—of key Windows Services running on one or more SharePoint farm or Server Group servers.
Historical Service Status	A graphical representation of the status of a selected Windows Service on a SharePoint farm or Server Group server over a specified time period. You also have the option of displaying a tabular view of this data.
CPU Statistics	CPU usage statistics for a single monitored server. You can specify the time period that the report includes. You can specify the time period over which the report averages data. If needed, you can include tables of the data that the report is based on.
Disk Statistics	Disk usage statistics for a single monitored server. You can specify the time period that the report includes. You can specify the time

Report	Description
	period over which the report averages data. If needed, you can include tables of the data that the report is based on.
Memory Statistics	Memory usage statistics for a single monitored server. You can specify the time period that the report includes as well as the period over which the report averages data. If needed, you can include tables of the data that the report is based on.
Network Status	A summary of network metric alerts that were raised for servers within one or more selected SharePoint farms/Server Groups over a specified time period.
Server Capacity Summary	Disk usage for each of the servers that makes up a single SharePoint farm or Server Group.
Server Summary	A summary of a single monitored server, including the server properties, configuration, and trends.
Top Servers	A list of the worst-performing servers from a single farm/Server Group or from all farms/Server Groups. You can control the time period the report includes. You can also control the number of servers that the report includes. By default, the report includes five servers. The list is based on the following criteria: • Number of active alerts. • CPU usage. • Memory usage. • Disk activity.

Content Summary Reports

Report	Description
Active Alerts (Content Summary)	All of the active content summary alerts. You can limit the report to one SharePoint farm or tenant or include all monitored SharePoint farms and tenants.
Alert History (Content Summary)	The alert history for the content summary in one SharePoint farm/tenant or in all monitored

Report	Description
	SharePoint farms and tenants. You can control the time period for the alerts that the report includes.
Content Summary Errors	A summary of errors that may have occurred during data collection.
Farm Content Summary	A summary of the content of a selected SharePoint farm. You can control the time period the report includes. If needed, you can include tables of the data that the report is based on.
Farm Document Composition	The types of documents that a specific SharePoint farm includes.
Farm Growth	A summary of the growth of the content databases and database files that make up the SharePoint farm. You can control the time period the report includes.
Site Collection Document Composition	The types of documents included in a selected Site Collection.
Site Collection Growth	A summary of the growth of the content, databases and database files that make up a Site Collection that you select. You can control the time period the report includes.
Site Collection Summary	A summary of the contents of a Site Collection that you select in a SharePoint farm. You can control the time period the report includes.
Top Site Collections	A summary of the largest Site Collections and the fastest growing Site Collections in your SharePoint farm.
Top Sites	A summary of the largest Sites and the fastest growing Sites in your SharePoint farm
Top Web Applications	A summary that includes a list of the largest Web applications and the fastest growing Web applications. You can include Web applications from all monitored SharePoint farms or from a specific farm that you select.

Report	Description
Web Application Document Composition	The types of documents within a selected Web application.
Web Application Growth	A summary of growth of the content, databases and database files that make up a selected Web application. You can control the time period the report includes.
Web Application Summary	A summary of the contents of a selected Web application. You can control the time period the report includes. If needed, you can include tables of the site collection data and content database data that the report is based on.

Page Reports

Reports	Description
Active Alerts (Pages)	All of the active page alerts. You can limit the report to one SharePoint farm or Server Group or include all monitored SharePoint farms/Server Groups. You can include all pages from the included farms/Server Groups or a single page that you specify.
Alert History (Pages)	The alert history for monitored pages on SharePoint farm or Server Group or on all monitored SharePoint farms/Server Groups. You can include a single page, or all pages from the included farms/Server Groups. You can control the time period for the alerts that the report includes.
Page Component Analysis	Performance details of the individual components that make up a SharePoint page.
Page Statistics	A summary of the page statistics for a single monitored page. You can specify the period included in the report. You can also specify the time period over which the report averages data. If needed, you can include tables of the data that the report is based on.
Page Uptime	A summary of the availability and performance for a single monitored page that you specify.

Reports	Description
Page Uptime Summary	A summary of the availability and performance data for all of the monitored pages in a selected farm or Server Group. You can specify the period included in the report. You can also specify the time period over which the report averages data.
Top Pages	A list of the worst-performing monitored pages. You can include pages from a single farm or Server Group or from all farms/Server Groups. You can control the time period the report includes. You can also control the number of pages that the report includes. By default, the report includes five pages. The list is based on the following criteria: • Number of active alerts. • Average load time. • Total downtime.
Page Status	The following status information for one or more Monitored Pages • Server Status • Load Time • Thresholds • Date and time data was collected • Summary of http Status code and message, (e.g., OK; Access Denied)

Office 365 Reports

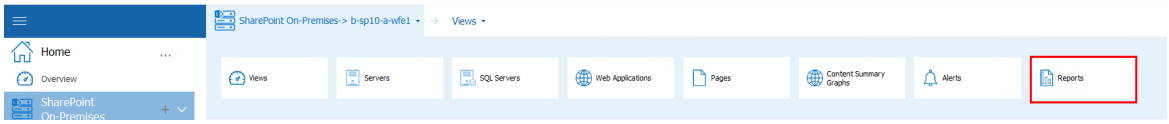
Reports	Description
Current Traffic Analytic	For one or more selected SharePoint Online sites, the number of site visits and unique views: • for the last seven days AND • over the lifetime of the site.

Viewing Pre-Defined Report Definitions

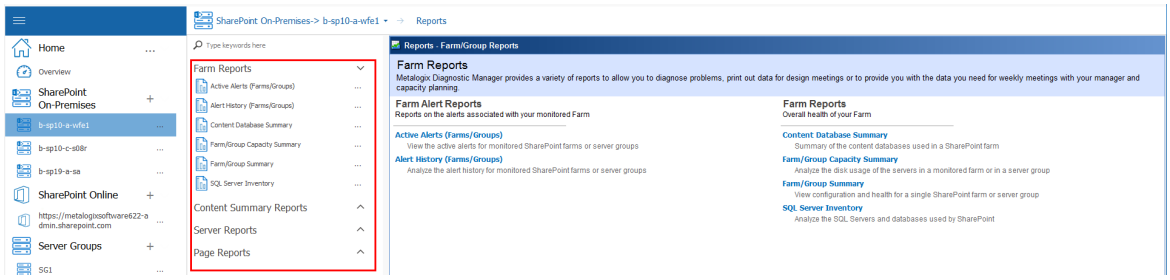
To view a pre-defined report definition:

Use one of the following options:

1. In the Management Console, select either Overview, or a farm whose reports you wish to see.
2. Click the farm name, above the overview area, and select **Reports** from the drop down pane.



3. From the left hand pane, select the report that you would like to view.



- The reports are grouped by subject matter, selecting the \/ next to the group name will expand the list of available reports within that category.

The Reports view displays the report that you selected. The Reports view includes additional information about the report and the information that the report contains.

After you select the appropriate parameters, you can you can run the report.

Creating and Using Metric Status Reports

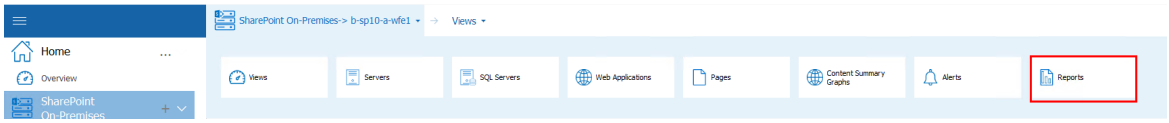
You can create a report for a single metric for which Metalogix Diagnostic Manager collects data. You can select from almost 200 metrics, and include multiple farms, Server Groups, and servers in the report.

NOTE: Only one report can be created per metric.

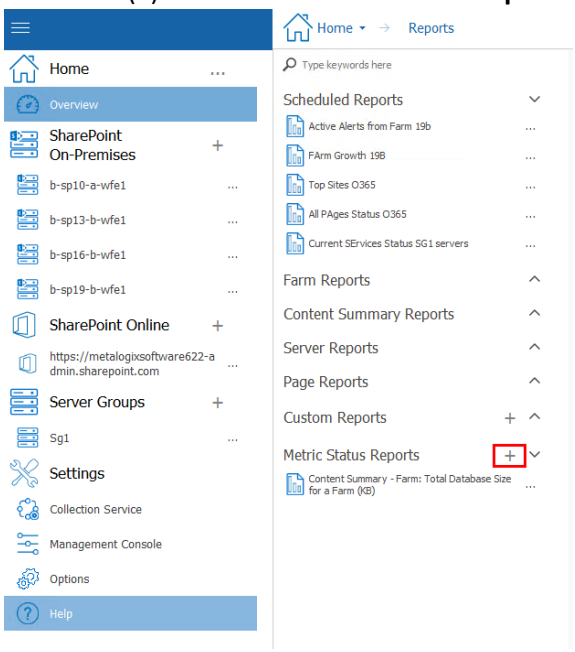
To create a Metric Status Report:

1. In the Management Console, select either Overview, or a farm whose reports you wish to see.

2. Click the farm name, above the overview area, and select **Reports** from the drop down pane.

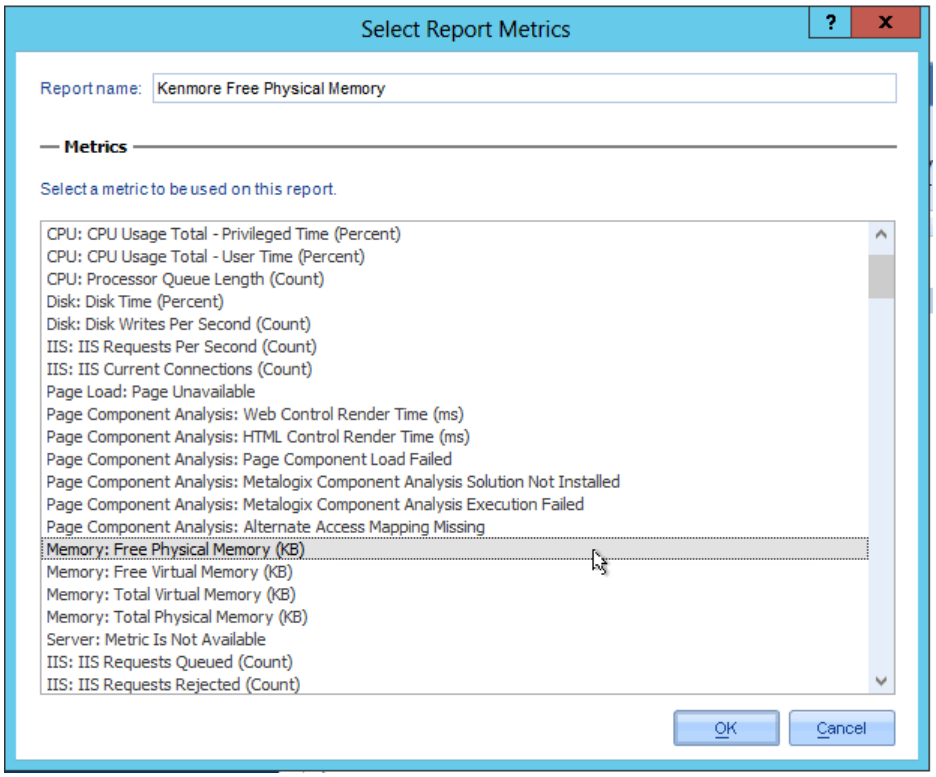


3. Select the (+) next to the **Metric Status Reports** section.



4. In the Select Report Metrics dialog box, enter a unique name for the report in the Report name field.

5. Select the metric for whose status you want to report.

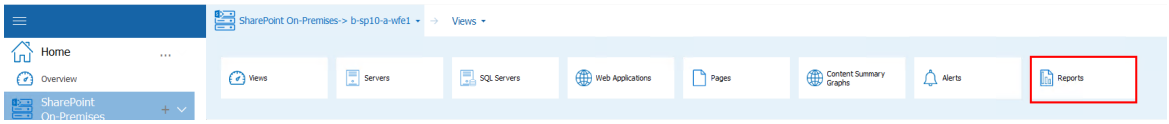


6. Click **OK**.

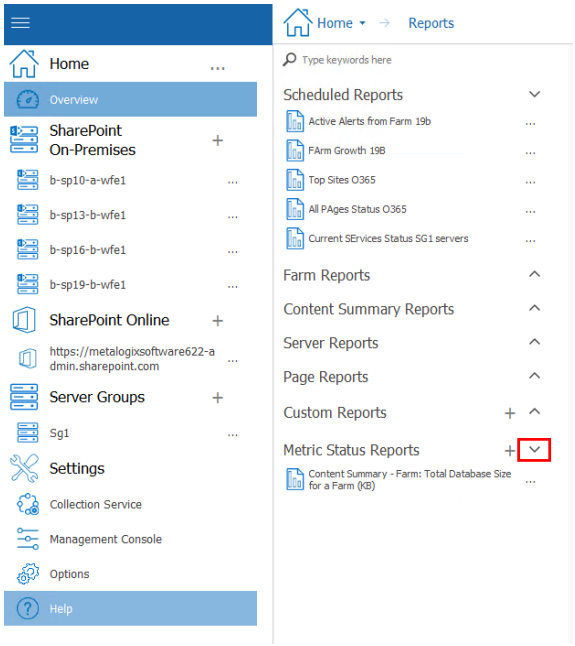
The new report displays in both the Management Console tree and the Reports - Metric Status Reports view.

To run a Metric Status Report:

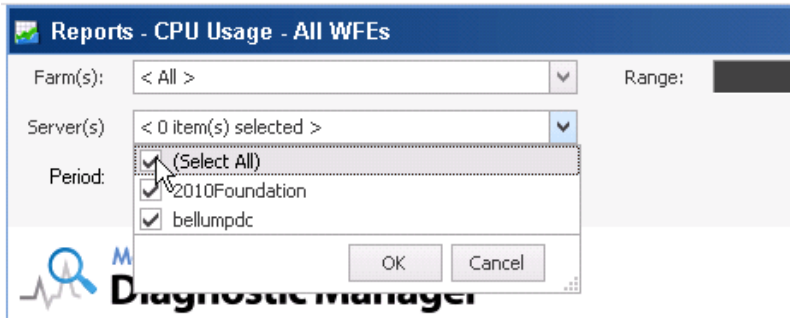
1. In the Management Console, select either Overview, or a farm whose reports you wish to see.
2. Click the farm name, above the overview area, and select **Reports** from the drop down pane.



3. Select the (\/) next to the **Metric Status Reports** section, and double click on the report you wish to run.



4. In the Report view, select the report filters from the drop-down lists.

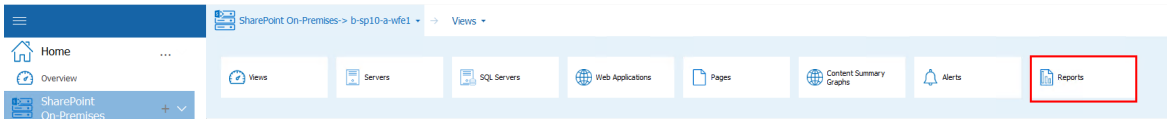


5. Now you can run the report.

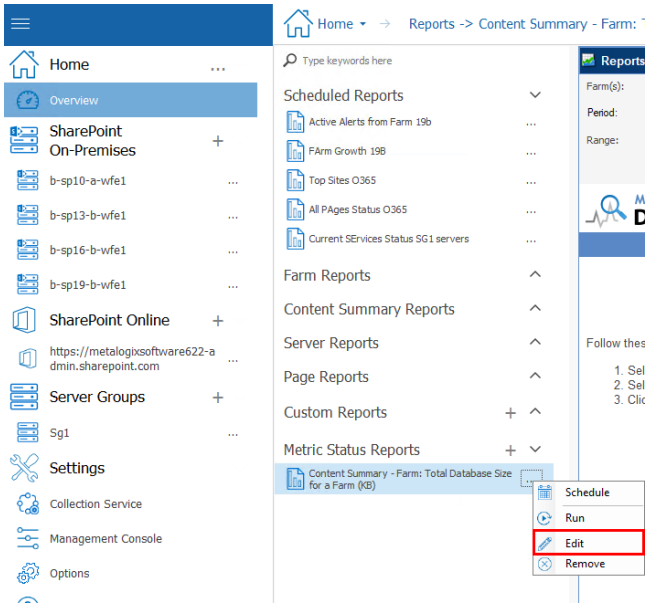
To edit a Metric Status Report name:

1. In the Management Console, select either Overview, or a farm whose reports you wish to see.

2. Click the farm name, above the overview area, and select **Reports** from the drop down pane.



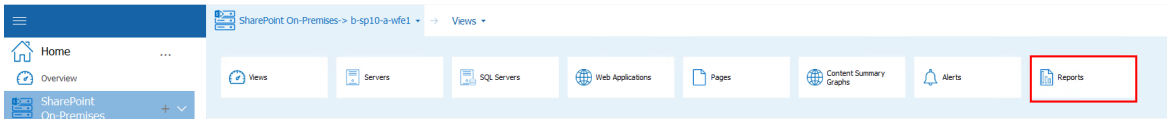
3. Select the (\/) next to the **Metric Status Reports** section, and select the (...) next to the report which you would like to run, and select **edit** from the drop down menu.



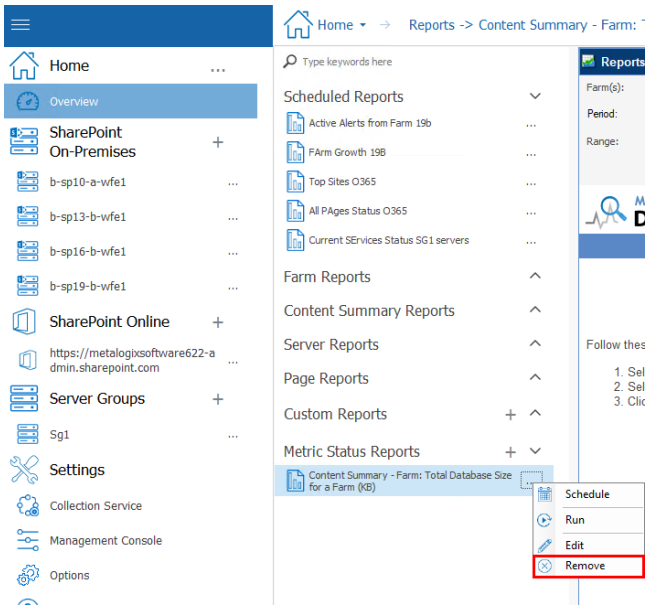
4. In the Select Report Metrics dialog, update the **Report name** then click **OK**.

To delete a Metric Status Report:

1. In the Management Console, select either Overview, or a farm whose reports you wish to see.
2. Click the farm name, above the overview area, and select **Reports** from the drop down pane.



3. Select the (⋁) next to the **Metric Status Reports** section, and select the (...) next to the report which you would like to run, and select **Remove** from the drop down menu.



Creating and Using Custom Reports

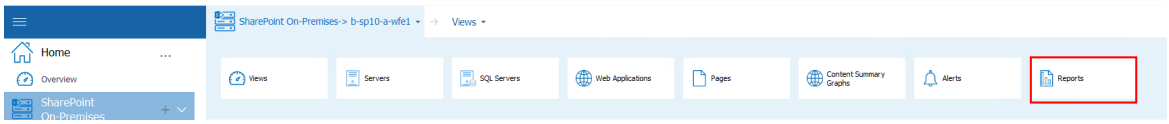
Every environment has unique reporting needs. If the standard reports that Metalogix Diagnostic Manager provides do not meet your needs, you can create custom reports.

A custom report can include up to 10 metrics, each of which is presented in its own line chart. You can include any combination of metrics. When you run the report, you specify the server to include in the report, along with the range of data to include and the granularity of the data. You can also choose to include or omit the tabular data that makes up the chart in the report.

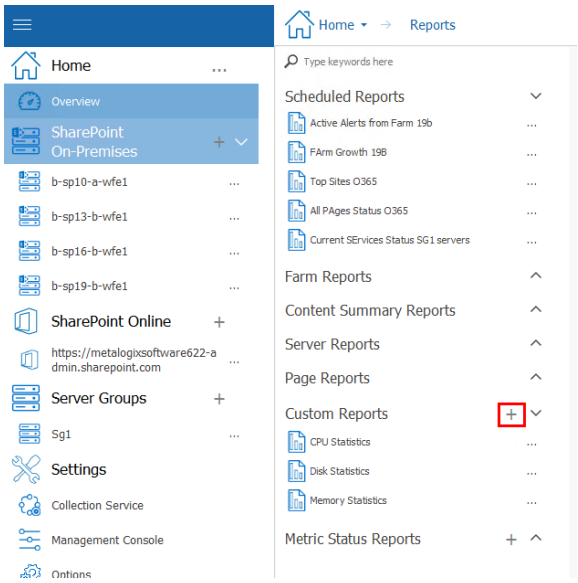
NOTE: Currently, you cannot schedule custom reports nor export them to CSV.

To create a custom report:

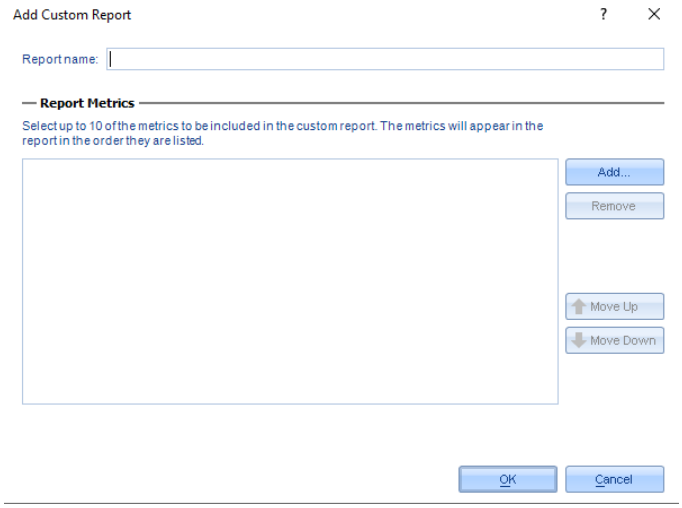
1. In the Management Console, select either Overview, or a farm whose reports you wish to see.
2. Click the farm name, above the overview area, and select **Reports** from the drop down pane.



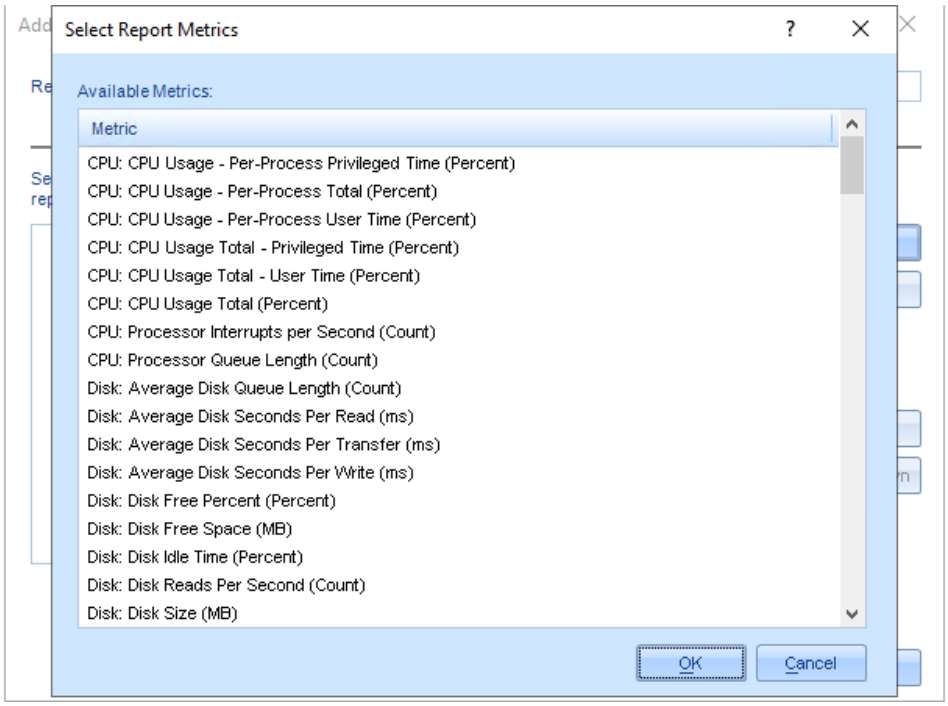
3. Select the (+) next to the **Custom Reports** section.



4. In the Add Custom Report dialog, enter a unique name for the report in the **Report name** field.



5. Select **Add,** the select report metrics window will open, you can Control-Click to select multiple metrics.



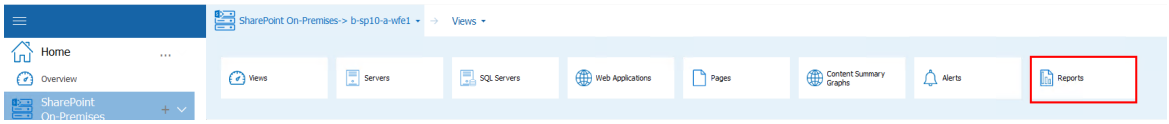
6. When you have selected the metrics to include, click **OK**.

The new report displays in the Management Console tree and the Reports -Custom Reports view.

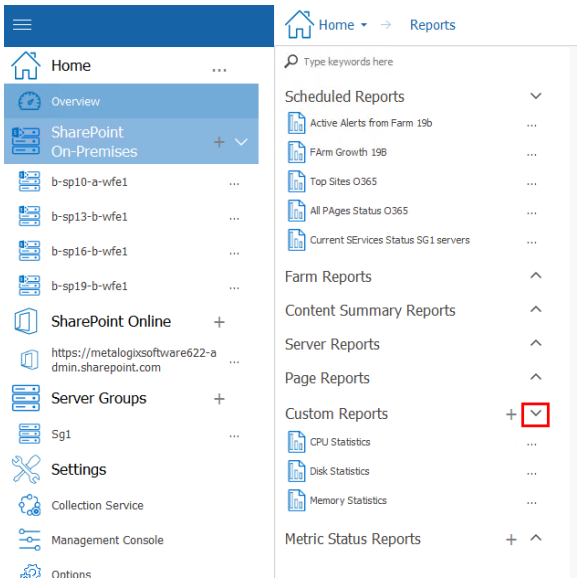
To run a custom report:

1. In the Management Console, select either Overview, or a farm whose reports you wish to see.

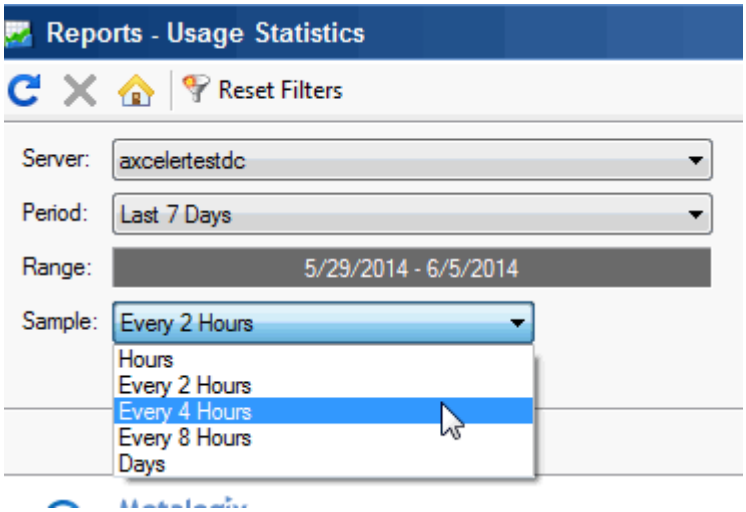
4. Click the farm name, above the overview area, and select **Reports** from the drop down pane.



5. Select the (\/) next to the **Custom Reports** section.



6. In the Custom Reports view, select the report filters from the drop-down lists.

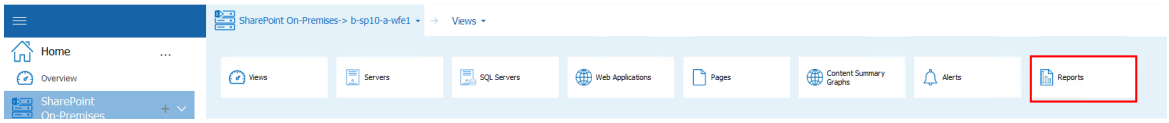


NOTE: Use the **Sample** filter to specify the intervals at which data should be mapped. If you want to **Show Tabular Data** along with the chart(s), check this box.

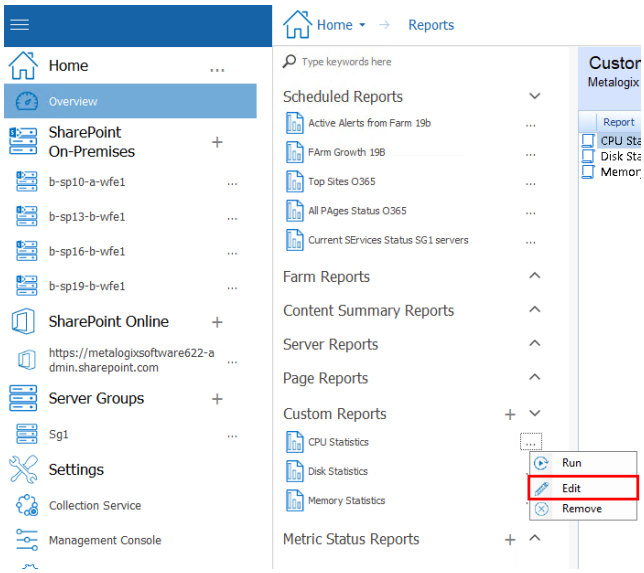
7. Now you can run the report.

To edit a custom report definition:

1. In the Management Console, select either Overview, or a farm whose reports you wish to see.
2. Click the farm name, above the overview area, and select **Reports** from the drop down pane.



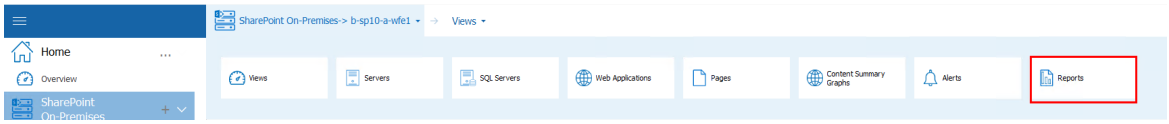
3. Select the (\/) next to the **Custom Reports** section, and select the (...) next to the report which you would like to run, and select **edit** from the drop down menu.



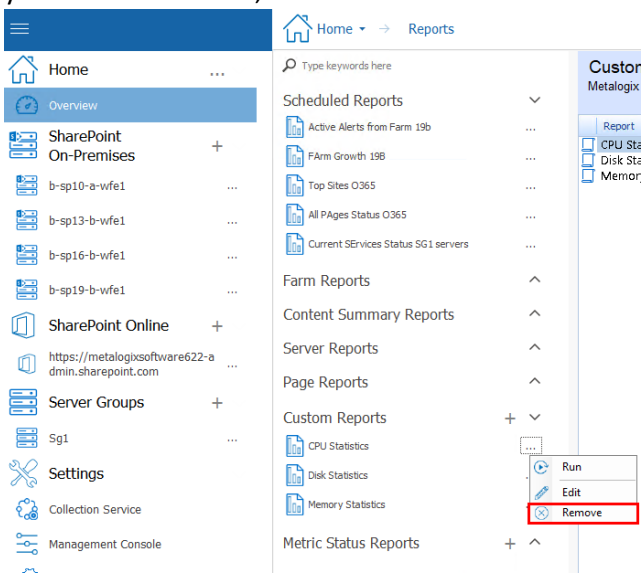
4. Now you can update the Report name**,** change the order in which metrics are displayed in the report, and/or add/remove metrics, and click **Ok.**

To delete a custom report:

1. In the Management Console, select either Overview, or a farm whose reports you wish to see.
2. Click the farm name, above the overview area, and select **Reports** from the drop down pane.



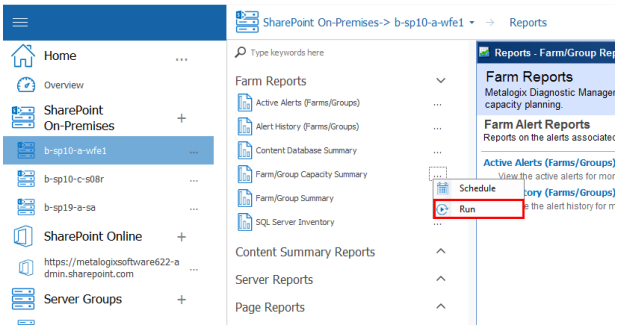
3. Select the (\/) next to the **Custom Reports** section, and select the (...) next to the report which you would like to run, and select **Remove** from the drop down menu.



Running a Report

Once you have created a report and selected filters, you can:

- run the report immediately by clicking the (**...**) next to the report you wish to run, and selecting **Run** from the drop down menu.



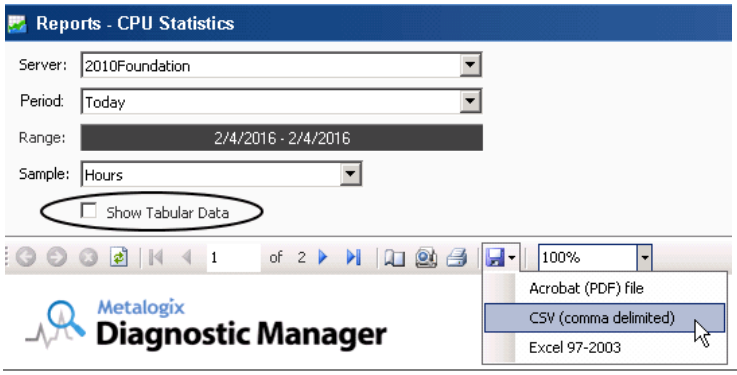
OR

- schedule the report to run at a later time and/or on a recurring basis.

If you chose to run the report immediately, from Report results you can do the following:

- Click the First Page, Previous Page, Next Page, and Last Page buttons to view the report pages.
- Click the Refresh icon ( ) to refresh the report.
- Click the Print icon ( ) to print the report.
- Click the Print Layout icon ( ) to view the print layout for the report.
- Click the Page Setup icon ( ) to change the page size, orientation, margins, and paper source in the printer.
- Click the Export icon ( ) to export the report as an Excel, PDF, or CSV file.

NOTE: If you select the **CSV** option, only tabular—not graphical—data will be output. For reports that include graphical data (such as Statistics or certain Summary reports) that you want to output to CSV, tabular data will be included *regardless of whether the* ***Show Tabular*** *Data box is checked*.

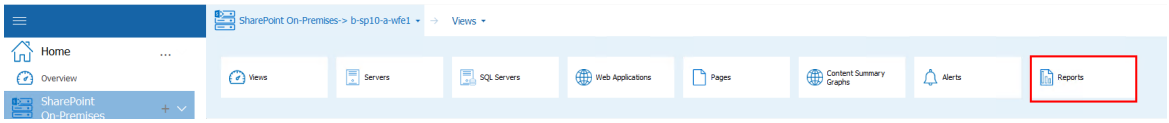


Scheduling a Report

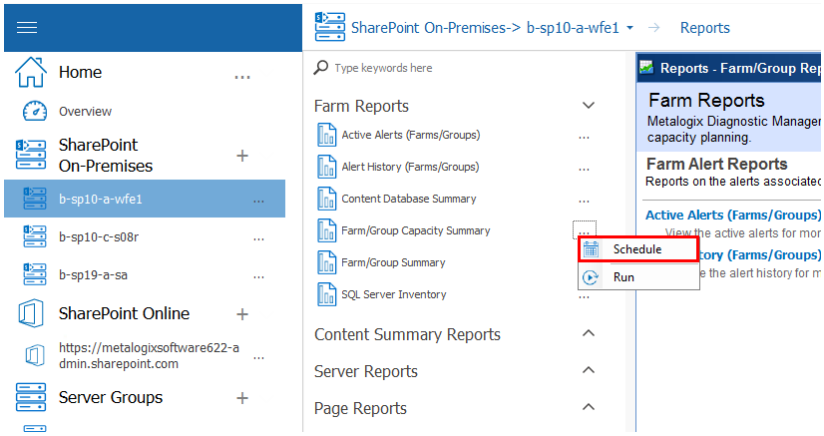
The Metalogix Diagnostic Manager Scheduled Reports feature lets you set up reports to run in the background at a specified date and time, either once or on a recurring basis.

To schedule a report do the following:

1. In the Management Console, select a farm whose reports you wish to see.
2. Click the farm name, above the overview area, and select **Reports** from the drop down pane.



3. From the left hand pane, select (**...**) next to the report that you would like to schedule, and select **Schedule** from the drop down list.



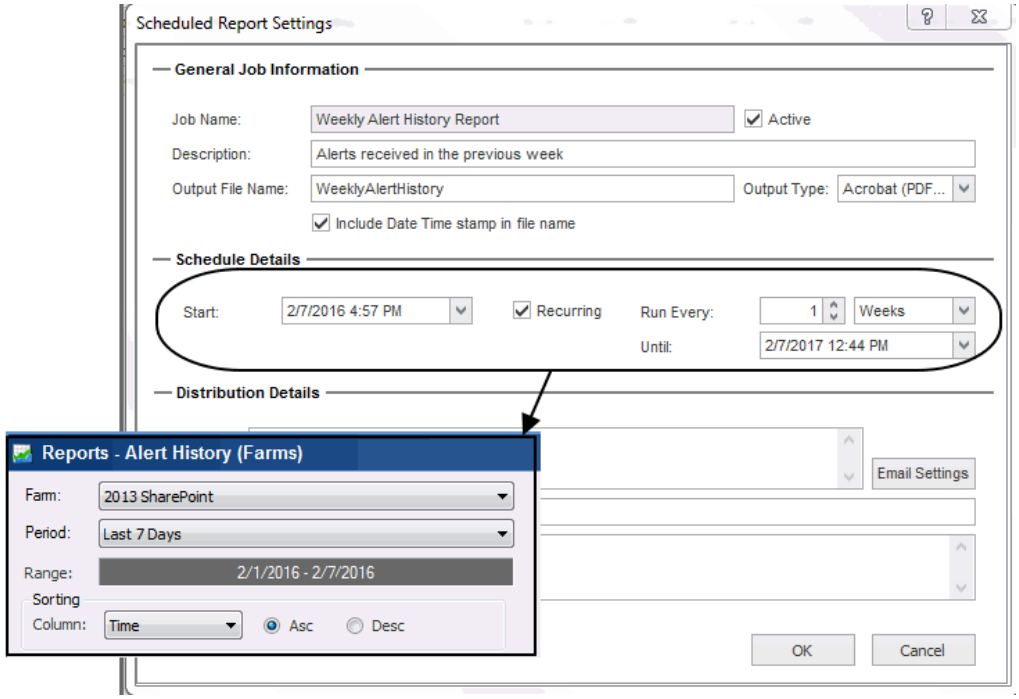
This feature is especially useful for reports that you want to run and distribute on a regular basis.

NOTE: Currently, you cannot schedule a custom report or a report that includes a custom date range.

Scheduling a Recurring Report for Which a Specific Time Period was Selected

When report parameters specify a fixed time period (for example, "Today" or "Last [*x*] Days (or Hours)," the Metalogix Diagnostic Manager scheduler will interpret it as a *relative* date range (that is, relative to the date when the scheduled job is run). Whenever the job runs, the report will cover the specified time period, as of the run date.

EXAMPLE: If you initiate an Alert History Report for a date range that covers the past 7 days, then schedule it to run every week, beginning in the first week of February:



- the first time the scheduled job runs, results will include data for the week specified in the report parameters:

Metalogix Diagnostic Manager

Alert History (Farms)

The Alert History report lets you review the alerts that Metalogix Diagnostic Manager has raised for the selected SharePoint farm.

Farm:	2013 SharePoint
Date Range:	2/1/2016 - 2/7/2016
Alert Count:	572

- the second time the scheduled job runs (the following week), results will include data for the second week of February.

Metalogix Diagnostic Manager

Alert History (Farms)

The Alert History report lets you review the alerts that Metalogix Diagnostic Manager has raised for the selected SharePoint farm.

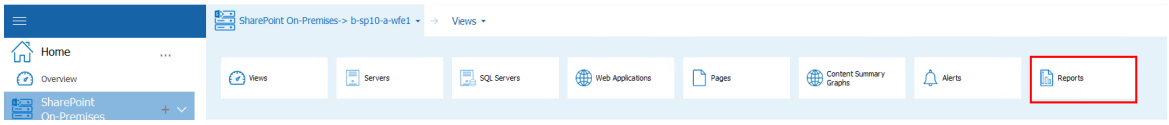
Farm:	2013 SharePoint
Date Range:	2/8/2016 - 2/15/2016
Alert Count:	959

Creating a Scheduled Report

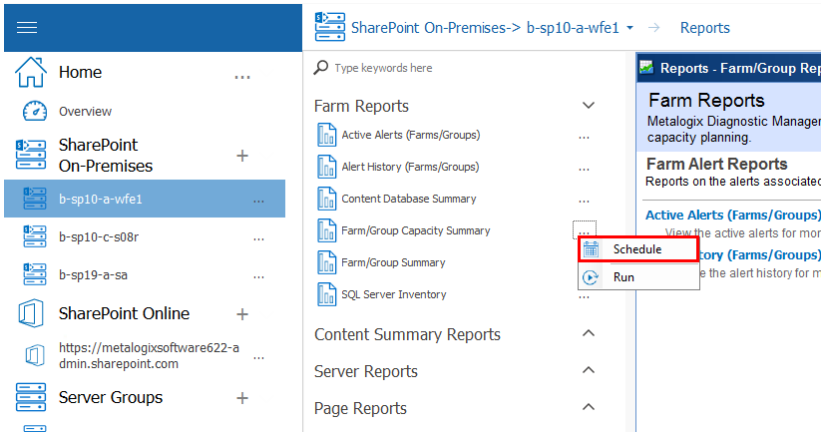
NOTE: Currently, you cannot schedule a custom report or a report that includes a custom date range.

To create a Metalogix Diagnostic Manager Scheduled Report job:

1. In the Management Console, select a farm whose reports you wish to see.
2. Click the farm name, above the overview area, and select **Reports** from the drop down pane.



3. From the left hand pane, select (**...**) next to the report that you would like to schedule, and select **Schedule** from the drop down list.



4. Complete the **General Job Information** section as follows:

   a) Enter a **Job Name** and **Description**.

NOTE: Choose a brief but descriptive name that uniquely identifies the job. This will make it easier for you to identify it in the Scheduled Reports grid.

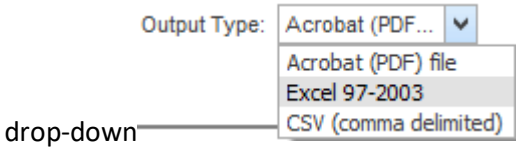
   b) If you want the job to be active, make sure the **Active** box is checked.

NOTE: Once a scheduled job has been added, it can be activated or deactivated as needed.

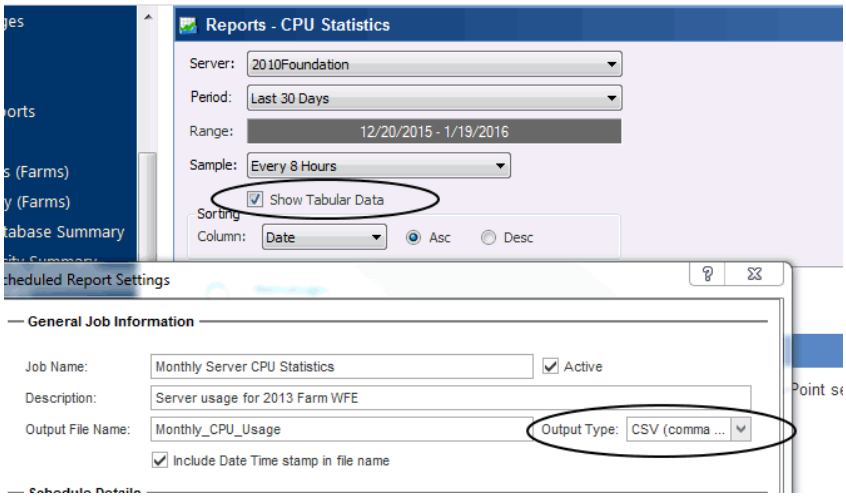
   c) Enter an **Output File Name**.

NOTE: It is not necessary to enter a file extension; it will be applied automatically based on the selected **Output Type**.

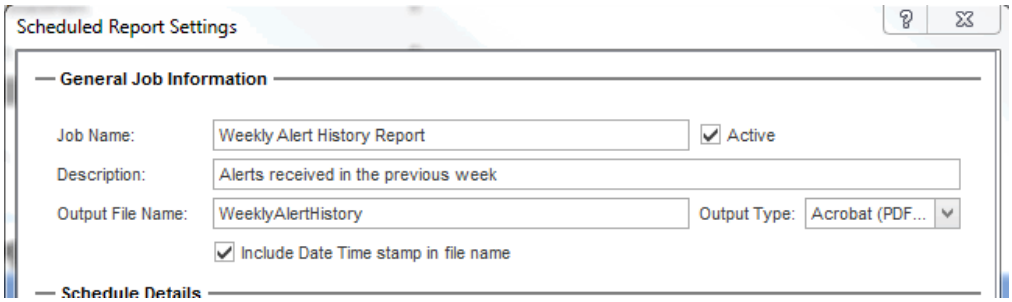
   d) Select an **Output Type** (Acrobat (PDF), Excel 97-2003, or CSV (comma delimited) from the drop-down



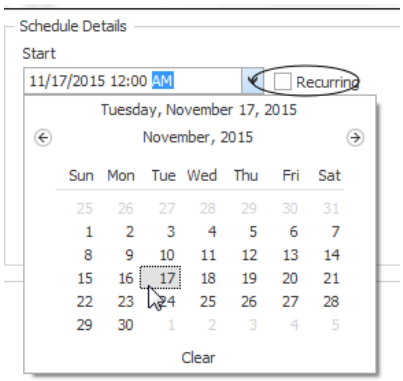
NOTE: If you select the **CSV** option, only tabular—not graphical—data will be output. For reports that include graphical data (such as Statistics or certain Summary reports) that you want to output to CSV, tabular data will be included *regardless of whether the* ***Show Tabular*** *Data box is checked*.

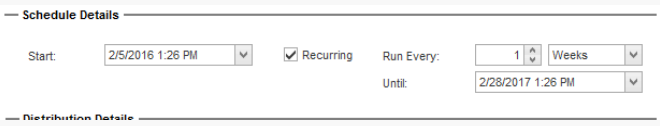


e) If you want the date and time that the job is run to be appended to the file name, click the **Include Date Time stamp in the file name** box. (This will enable you to retain a historical record of report results.)



5 Complete the **Schedule Details** as follows:

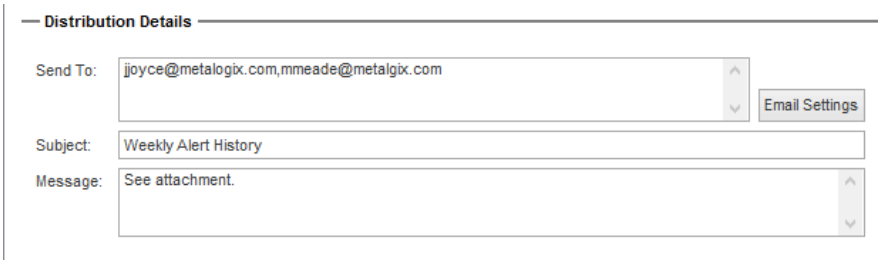
If you want to ...	Then ...
run an operation one time only	a. Enter or select a **Start** date and time. b. Uncheck the **Recurring** box. 

If you want to ...	Then ...
run an operation at regular intervals	a. For **Start**, enter or select the first date and time that you want the job to run. b. Make sure the **Recurring** box is checked. c. For **Run every:** • Enter or select the interval (as a positive integer) at which you want the job to run. • Select an interval type (Weekly, Hourly, Daily, or Monthly). d. For **Until,** enter or select the last date and time that you want the job to run. 

NOTE: Dates and times correspond to those of the server on which the Metalogix Diagnostic Manager scheduler is running.

6 For **Distribution Details**:

- Complete the **Send to**:, **Subject**, and **Message** fields. (Note that you can enter multiple email addresses (separated by commas) in the Send to field.



- If you want to configure email settings, click the **[Email settings]** and follow the instructions for Configuring e-mail Settings.

CAUTION: Email settings are common across Metalogix Diagnostic Manager operations. For example, any changes made to email settings initiated from the Scheduled Report dialog will also impact Alert Responses.

7 To save the job, click **[OK]**.

Once a scheduled job has been created, it can be accessed via the Scheduled Reports grid.

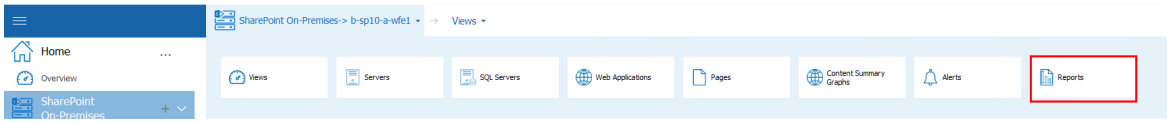
Managing Scheduled Reports

From the Scheduled Reports grid, you can view the status of scheduled jobs. You can also:

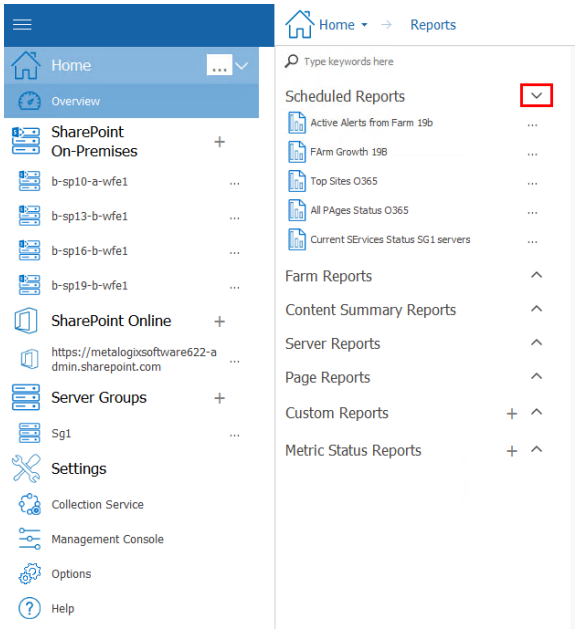
- view the report's parameters
- edit scheduled report settings
- delete scheduled jobs
- run a scheduled report immediately

To access the Scheduled Reports grid:

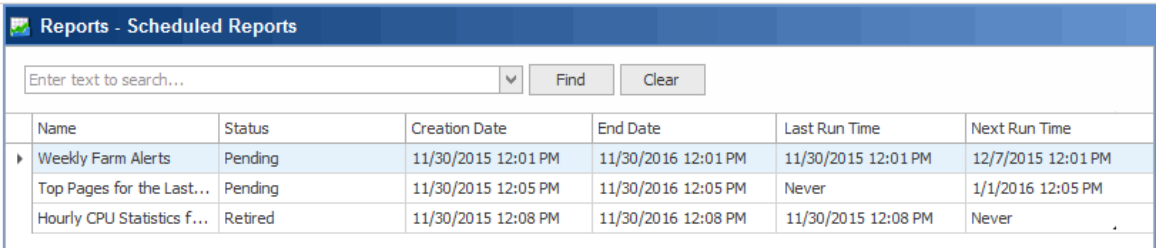
1. In the Management Console, select the farm whose reports you want to view, select the name above the viewing pane and click **Reports** from the drop down panel.



2. Select the (⋁) next to the Scheduled Reports section.



3. The Scheduled Report grid displays the following information for each scheduled job:



- Job Name

- One of the following Schedule **Status** values:

Status	Description
Pending	All jobs that are scheduled to run within the specified date range. Pending jobs include: • one-time jobs that have not yet run AND • recurring jobs that have not yet reached their End Date.
Running	All scheduled jobs that are currently running (as long as the specified date range includes the current date).
Inactive	Jobs that are not currently active but were created or last ran during the specified date range.
Retired	Jobs that finished running within the specified date range. Retired jobs include: • one-time jobs that have already run AND • recurring jobs that have reached their End Date.

- **Creation Date** and time
- **End Date** and time (which, for recurring jobs, displays the *last* date and time that the job is scheduled to run)
- **Last Run Time**

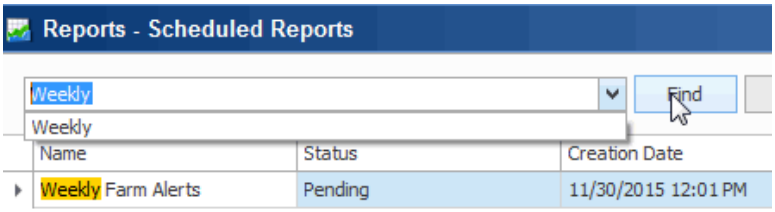
  NOTE: If a job has not yet run for the first time, the Last Run Time displays as "Never."

- **Next Run Time**, which identifies:
  - the next date/time a Pending job is scheduled to run
  - the last date/time a Retired or Inactive job ran
  - the start date/time that an in-process job started running.

  NOTE: If a job has reached its End Date and time, the Next Run Time displays as "Never."

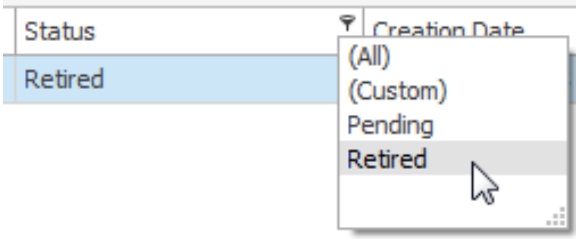
If you want to narrow displayed results, you can:

- search for a specific text string



AND/OR

- filter by one or more column headers.



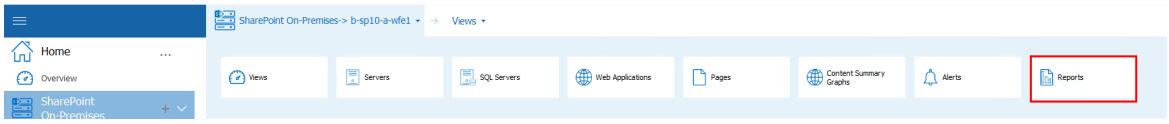
Viewing Scheduled Report Parameters

From the Scheduled Reports grid you can view a scheduled report's parameters.

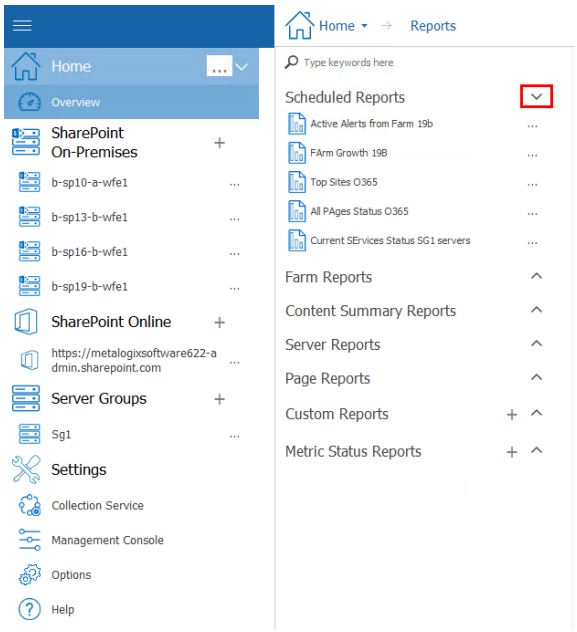
NOTE: Currently, you can view, but not edit, scheduled report parameters.

To view a scheduled report's parameters:

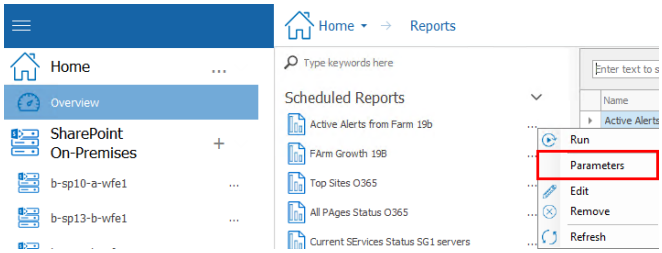
1 In the Management Console, select the farm whose reports you want to view, select the name above the viewing pane and click **Reports** from the drop down panel.



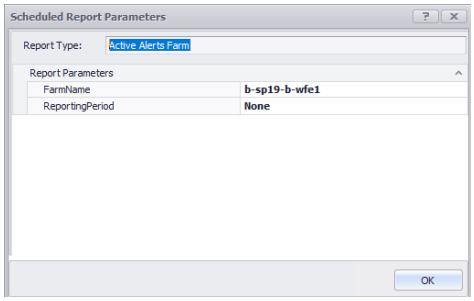
2 Select the (⋁) next to the Scheduled Reports section.



3 Next to the report whose parameters you wish to see, select the (**...**), and from the drop down menu select **Parameters**.



4 this will open the Scheduled Report Parameters window.

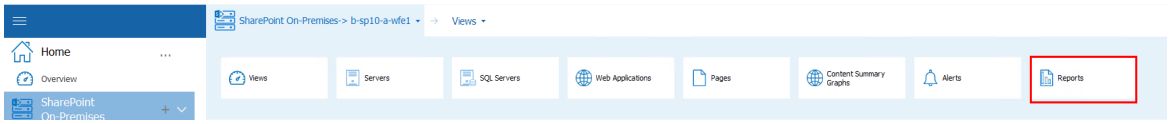


Editing Scheduled Report Settings

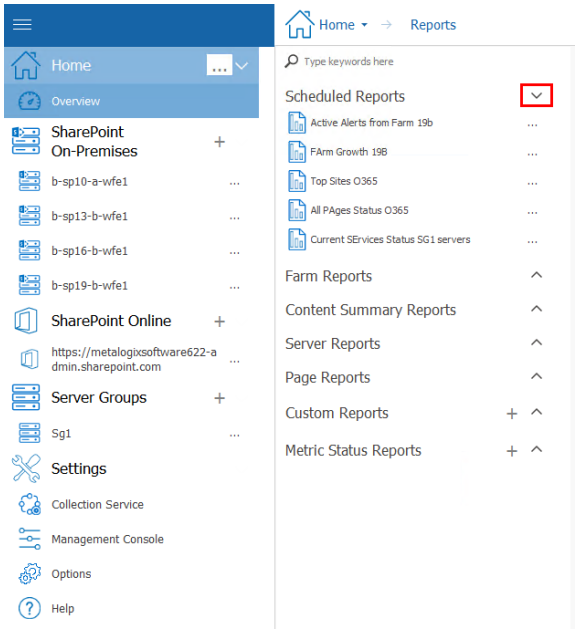
From the Scheduled Reports grid, you can edit the details of a report's schedule.

To edit Scheduled Report settings:

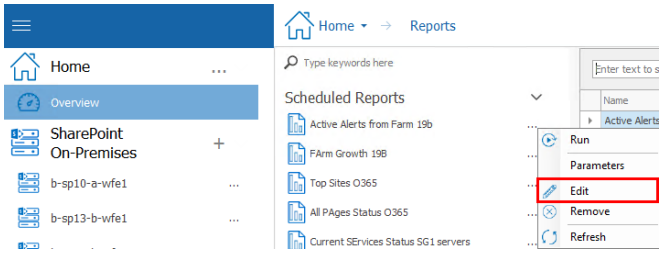
1 In the Management Console, select the farm whose reports you want to view, select the name above the viewing pane and click **Reports** from the drop down panel.



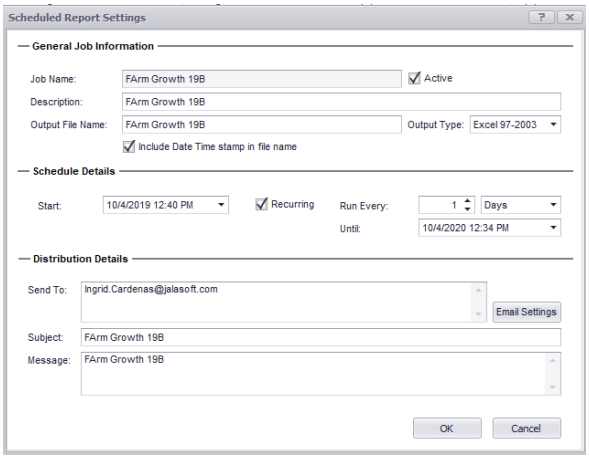
2 Select the (⋁) next to the Scheduled Reports section.



3 Next to the report whose parameters you wish to see, select the (**...**), and from the drop down menu select **Edit**.



3. Update the appropriate fields, as described in the topic Creating a Scheduled Job.



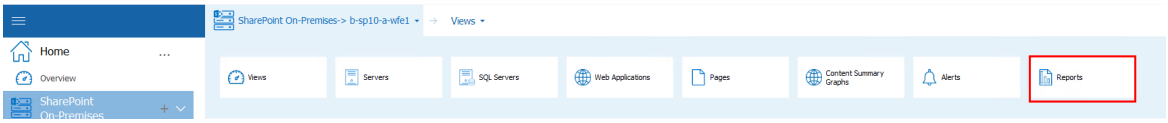
NOTE: You can edit any field on this dialog except the Job Name.

Deleting a Scheduled Report Job

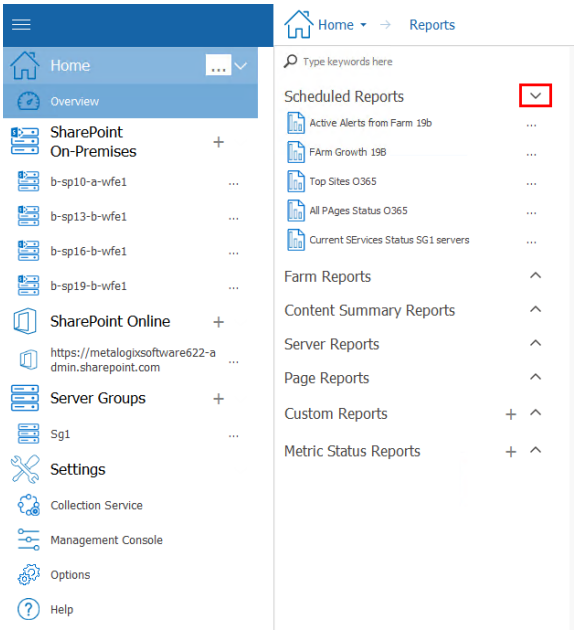
NOTE: Currently, you can only delete one scheduled job at a time.

To delete a Scheduled Report job:

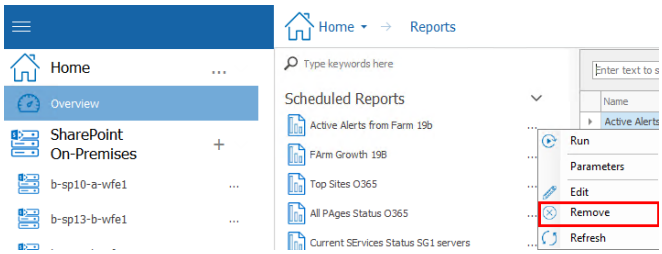
1 In the Management Console, select the farm whose reports you want to view, select the name above the viewing pane and click **Reports** from the drop down panel.



2 Select the (⋁) next to the Scheduled Reports section.



3 Next to the report whose parameters you wish to see, select the (**...**), and from the drop down menu select **Remove**.



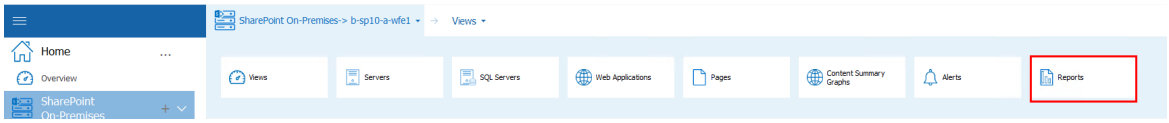
Running a Scheduled Report Immediately

From the Scheduled Reports grid, you can initiate an immediate, one-time run of the report, using the parameters and distribution details specified in the Scheduled Report Settings.

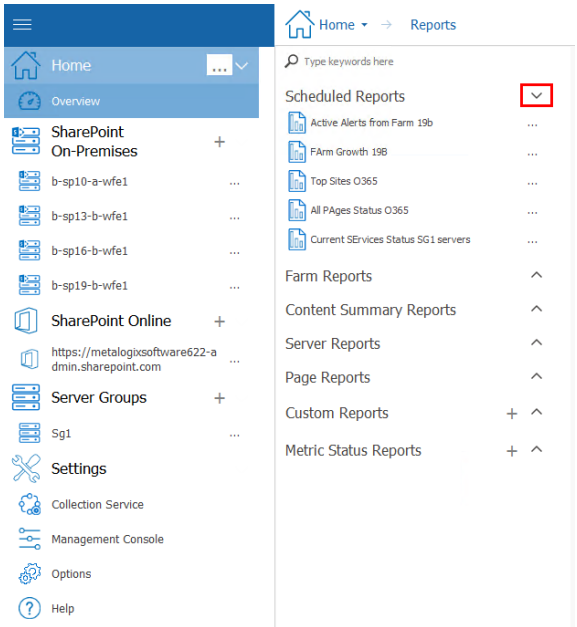
NOTE: Initiating a one-time report run will not impact the job's schedule. For example, a Pending job will still run at the Next Run Time displayed in the grid. You can also run a Retired job.

To run a scheduled report immediately:

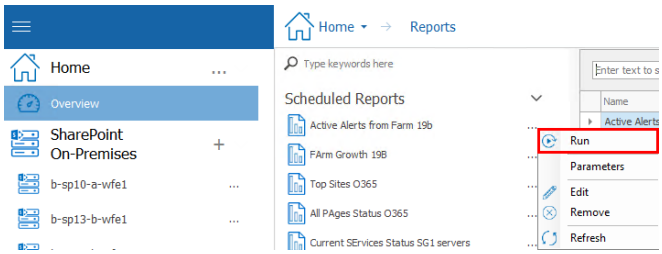
1 In the Management Console, select the farm whose reports you want to view, select the name above the viewing pane and click **Reports** from the drop down panel.



2 Select the (⋁) next to the Scheduled Reports section.



3 Next to the report whose parameters you wish to see, select the (**...**), and from the drop down menu select **Run**.



16

Managing Metalogix Diagnostic Manager

You can specify the options for the Management Console and Collection Service, including the Repository. You can also force Metalogix Diagnostic Manager to collect data from servers and pages or even suspend data collection.

Temporarily Suspending Data Collection

You may want to temporarily stop collecting data from part of your SharePoint deployment. With Metalogix Diagnostic Manager, you can choose to temporarily stop collecting data from any server, Web application, or monitored page.

Disabling Data Collection for a Server

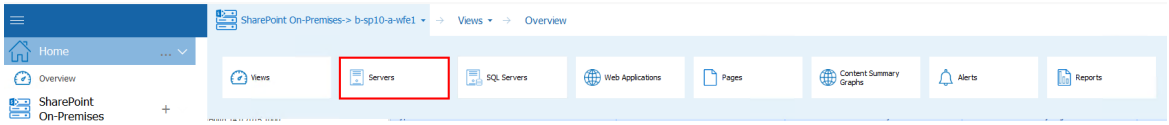
If you disable data collection for a server, the Collection Service no longer retrieves information about the memory, CPU, or disk states on any server type. On Web front end (WFE) hosts, the Collection Service also stops retrieving information about Internet Information Server (IIS). Finally, the Collection service stops monitoring pages on disabled servers. If the disabled server is the only WFE you use to monitor the page, then no data is collected for the page. If you collect data about the page from another WFE and the other WFE is enabled, the Collection Service continues to monitor the page on the enabled WFE. If you monitor a page on all WFEs, the Collection Service excludes the disabled server when it monitors the page. In addition, the Collect Metrics Now option in the ribbon in the Server Dashboard view becomes disabled.

NOTE: When you disable data collection for a server, any historical data is retained in the Repository. You can continue to use the Management Console to review any stored data about the server, but no new data is collected.

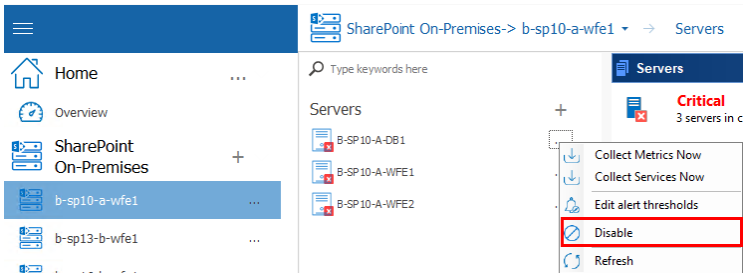
To temporarily disable data collection for a server:

1. In the Management Console, double click on the farm which contains the server you wish to disable data collection form.

2. Select the farms' name above the view pane, and select **Servers** from the drop down pane.



3. Select the (**...**) next to the server for which you would like to disable data collection, select **Disable** from the drop down menu.

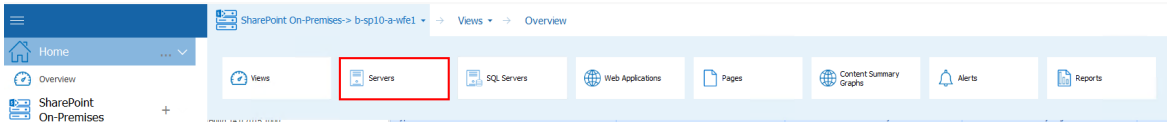


NOTE: A disabled server will display in the tree with a icon.

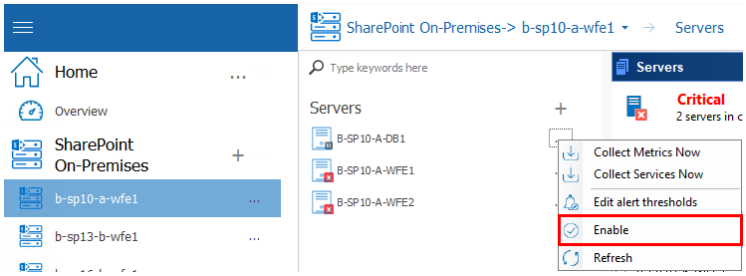
To enable data collection for a server:

4. In the Management Console, double click on the farm which contains the server you wish to disable data collection form.

5. Select the farms' name above the view pane, and select **Servers** from the drop down pane.



6. Select the (**...**) next to the server for which you would like to disable data collection, select **Enable** from the drop down menu.



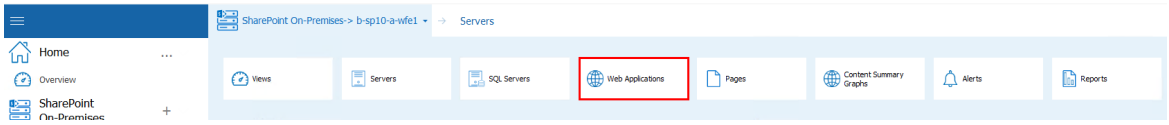
Disabling Data Collection for a Web Application

If you disable data collection for a Web application, the Collection Service no longer retrieves information about the Web application or any of the site collections within it.

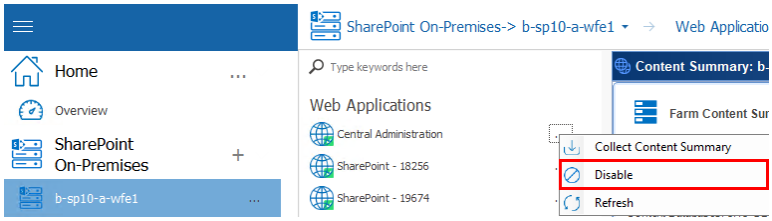
NOTE: When you disable data collection for a Web application, any historical data for the Web application and the site collections it hosts is deleted from the Repository. However, any monitored pages within the Web application that were manually added to Metalogix Diagnostic Manager will continue to be monitored.

To temporarily disable data collection for a Web application:

1. In the Management Console, double click on the farm which contains the server you wish to disable data collection form.
2. Select the farms' name above the view pane, and select **Web Applications** from the drop down pane.



3. Select the (**...**) next to the web application for which you would like to disable data collection, select **Disable** from the drop down menu.



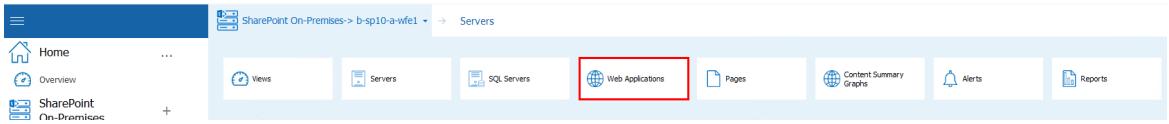
4. You will be prompted to confirm the action before continuing.

NOTE: A disabled Web application will display in the tree with a icon.

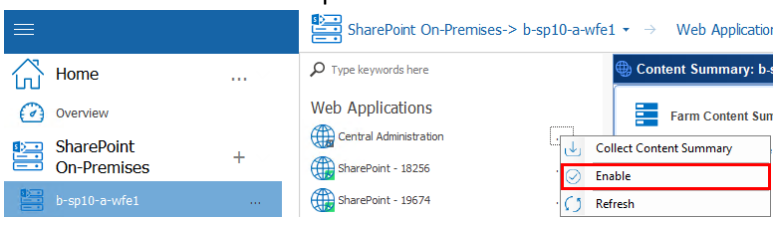
Note that, when a Web application is disabled, the site collections it hosts will no longer be visible in the Management Console tree.

To re-enable data collection for a Web application:

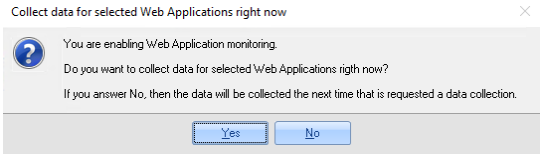
5. In the Management Console, double click on the farm which contains the server you wish to disable data collection form.
6. Select the farms' name above the view pane, and select **Web Applications** from the drop down pane.



7. Select the (**...**) next to the web application for which you would like to disable data collection, select **Enable** from the drop down menu.



8. You will be prompted to choose whether you want to:
   collect data for the Web application immediately
   OR
   wait until the next time a data collection is requested.



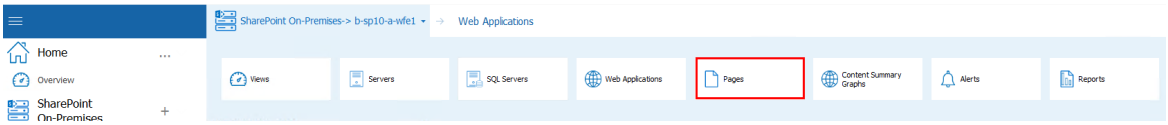
Disabling Data Collection for a Monitored Page

If you disable data collection for a monitored page, the Collection Service no longer retrieves information about the page.

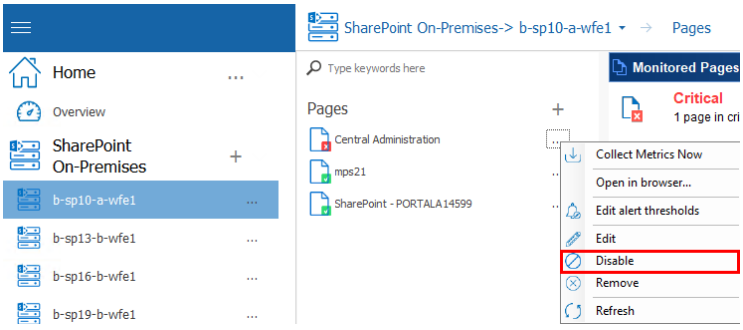
NOTE: When you disable data collection for a page, any historical data is retained in the Repository. You can continue to use the Management Console to review any stored data about the page, but no new data is collected.

To temporarily disable data collection for a page:

1. In the Management Console, double click on the farm which contains the server you wish to disable data collection form.
2. Select the farms' name above the view pane, and select **Pages** from the drop down pane.



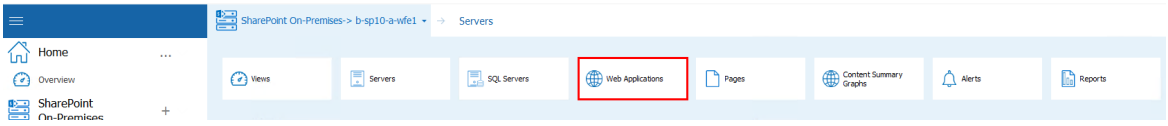
3. Select the (**...**) next to the page for which you would like to disable data collection, select **Disable** from the drop down menu.



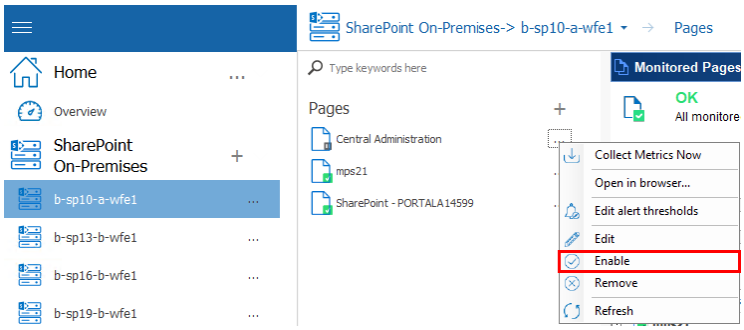
NOTE: A disabled page will display in the tree with a icon.

To re-enable data collection for a page

1. In the Management Console, double click on the farm which contains the server you wish to disable data collection form.
2. Select the farms' name above the view pane, and select **Web Applications** from the drop down pane.

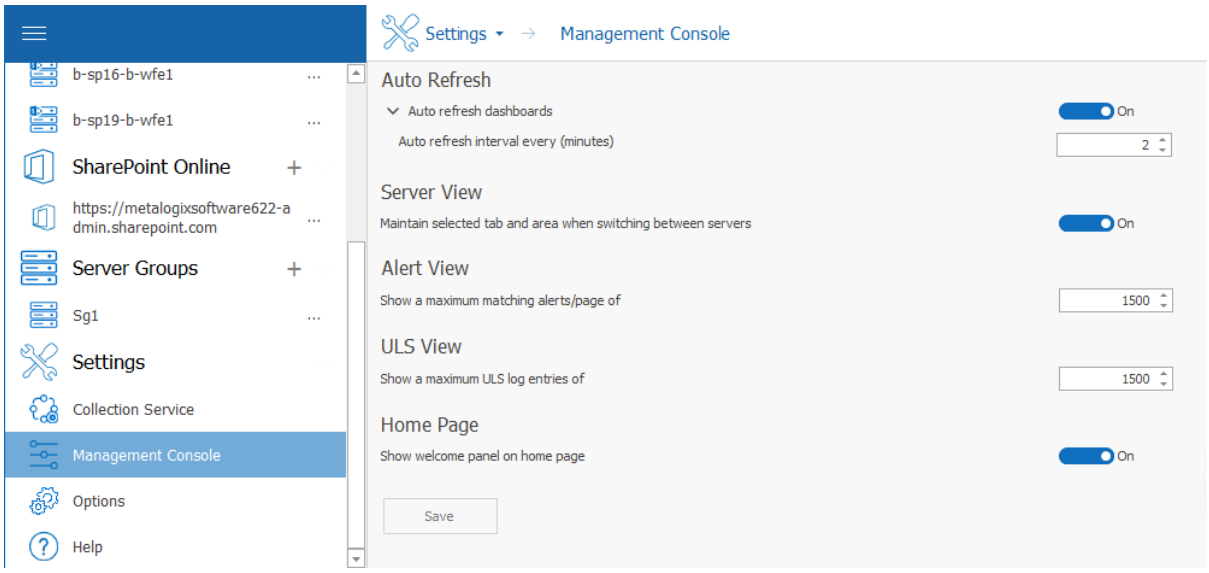


3. Select the (**...**) next to the web application for which you would like to disable data collection, select **Enable** from the drop down menu.



Setting the Management Console Preferences

You can make changes to the following Management Console preferences:

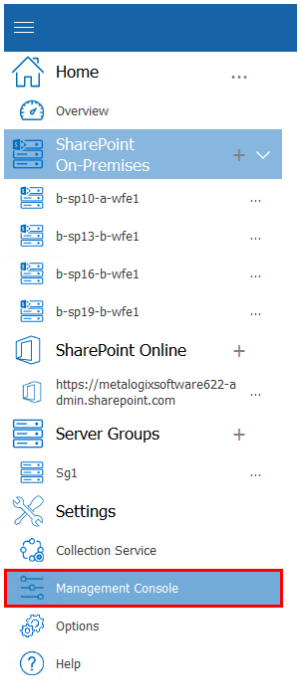


For the following preference ...	You can specify ...
Auto Refresh	whether to disable or enable the dashboard auto refresh for a specific time interval.
Server View	whether to maintain the selected tab and area when switching between servers.
Alert View	the maximum number of alerts to display per page.
ULS View	the maximum number of ULS log entries to display in the list.

Home Page	whether to display or hide the Welcome panel on the Home page.

To set the Management Console preferences:

1 From the Management Console left hand panel, choose **Management Console**.



2 In the Management Console Preferences dialog box, make any desired changes to the options.

3 Click **Save** to close the dialog box and save the changes.

Moving your Repository to a Different SQL Server Instance

You can move your Metalogix Diagnostic Manager repository database from one SQL Server instance to another if necessary. It is important that you first stop the Collection Service before migrating the data between the instances.

To move your repository from one SQL Server instance to another

1 Stop the Collection Service.

2 Use the following steps to move the database:

a) Detach from the source SQL Server instance.

b) Copy the database to the target SQL Server instance.

c) Attach the database in the target SQL Server instance.

3 Update the CollectionService.exe.config file, usually located at c:\Program Files (x86)\\Metalogix Diagnostic Manager\CollectionService\. The value RepositoryHost specifies the name of the SQL Server instance hosting the repository.

4 Restart the Collection Service.

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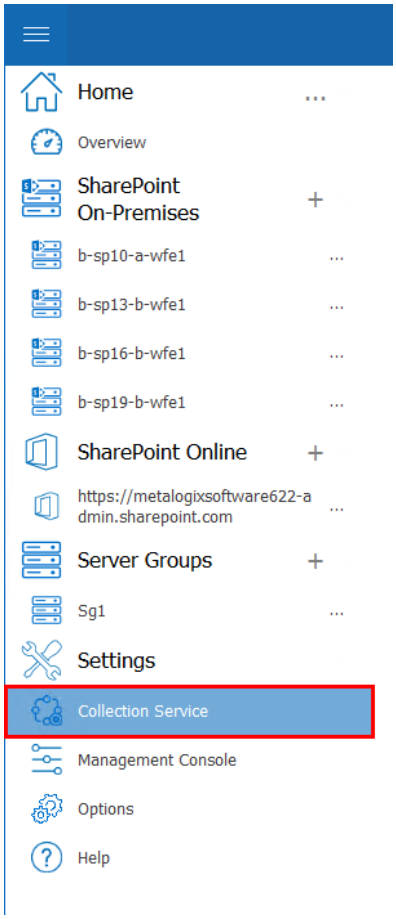
Setting the Collection Service Options

Metalogix Diagnostic Manager lets you specify how the Collection Service behaves. You can also view information about the Collection Server service host, version, and other configuration information.

NOTE: The time at which a job is scheduled to run reflects the local time of the server on which the Collection Service was installed.

To access the Collection Service Options dialog:

From the Management Console choose **Collection Service Options**, found within the Settings section.



Farm & Page Monitoring Scheduling Options

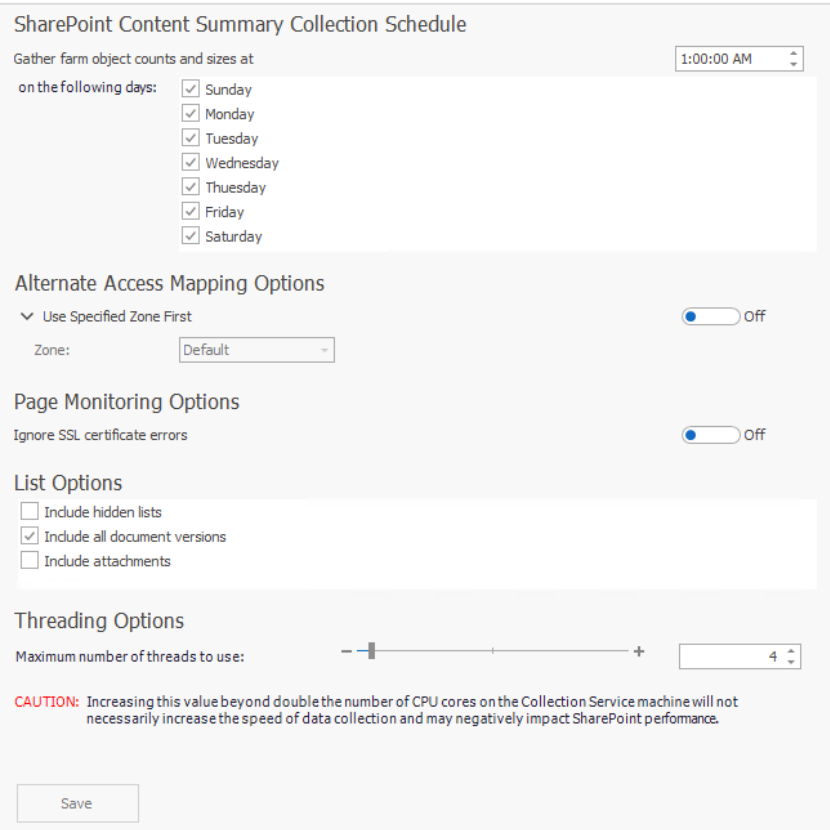
The Collection Service Options - Farm & Page Monitoring Schedule tab contains the following options:

Option	Description
Farm Topology	How often the Collection Service refreshes the list of servers that make up the SharePoint farms and Server Groups.
Configuration	How often the Collection Service checks the configuration and SharePoint Health Analyzer reports for the servers that make up the SharePoint farm.
Farm Databases	The option to **Monitor All DBs** within SharePoint farms or **Monitor Content DBs and System DBs** only
StoragePoint	If you use StoragePoint to manage Remote BLOB Storage (RBS) in you SharePoint environment, how often the Collection Service collects StoragePoint jobs execution.

Content Summary Options

Content Summary Tab

The Collection Service Options - Content Summary tab contains the following options:



Option	Description
SharePoint Content Summary Collection Schedule	The time of day and the days of the week that the Collection Service collects farm object counts and sizes. By default, the Collection Service retrieves this information every day at 1:00 AM.
Alternate Access Mapping Options	If your SharePoint environment uses Alternate Access Mappings, the zone whose url you want the Collection Service to use first for Content Summary data collection. **NOTE**: If you do not enable this option, the Collection Service always uses the Default zone first.
Page Monitoring Options	Select whether you want to Ignore SSL Certificate errors.
List Options	An indication of whether the Collection Service should, in Content Summary data collection: • **Include hidden lists** • **Include all document versions**, and/or • **Include attachments**.

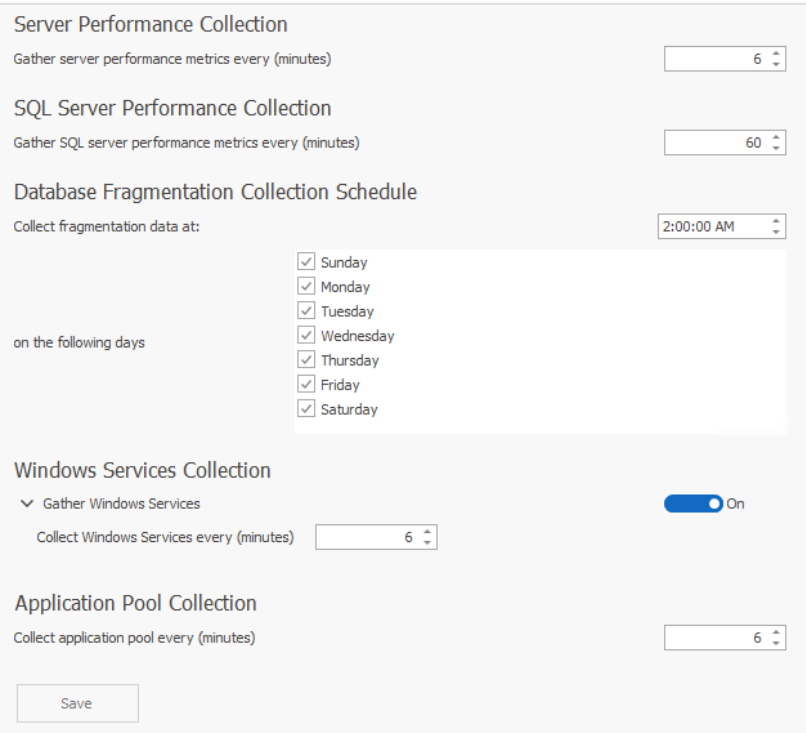
Option	Description
	NOTE: If your environment includes a large number of hidden lists and/or document versions, including them could noticeably increase the duration of the data collection operation.
Threading Options	The maximum number of threads the Collection Service should use when performing a Content Summary data collection. By default, this value coincides with the number of processing cores on the machine where the Collection Service runs. It can, however, be adjusted. **CAUTION**: Increasing this value beyond double the number of cores on the Collection Service machine will not necessarily increase the speed of data collection and may negatively impact SharePoint performance.

NOTE: The options on this tab except for Threading Options, apply to SharePoint On-Premises farms only. (Threading Options apply to both On-Premises farms and Office 365 tenants.) Other Collection options for Office 365 tenants are specified on the Office365 tab.

Server Monitoring Schedule Options

Server Monitoring Schedule tab

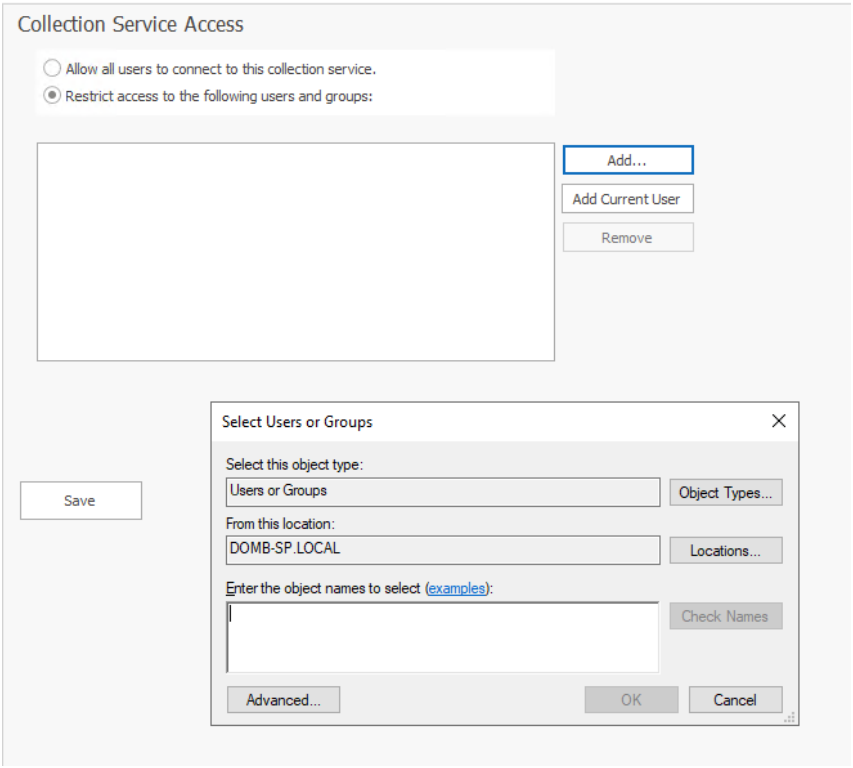
The Collection Service Options - Server Monitoring Schedule tab contains the following options:



Option	Description
Server Performance Collection	How often the Collection Service retrieves performance information from the monitored (Windows) servers.
SQL Server Performance Collection	How often the Collection Service retrieves performance information from the SQL servers.
Database Fragmentation Collection Schedule	The time of day and the days of the week that the Collection Service collects information about the database index fragmentation. By default, the Collection Service retrieves this information every day at 2:00 AM.
Windows Services Collection	How often the Collection Service collects Windows Services status information.
Application Pool Collection	How often the Collection Service retrieves Application Pool status and configuration information from WFE servers.

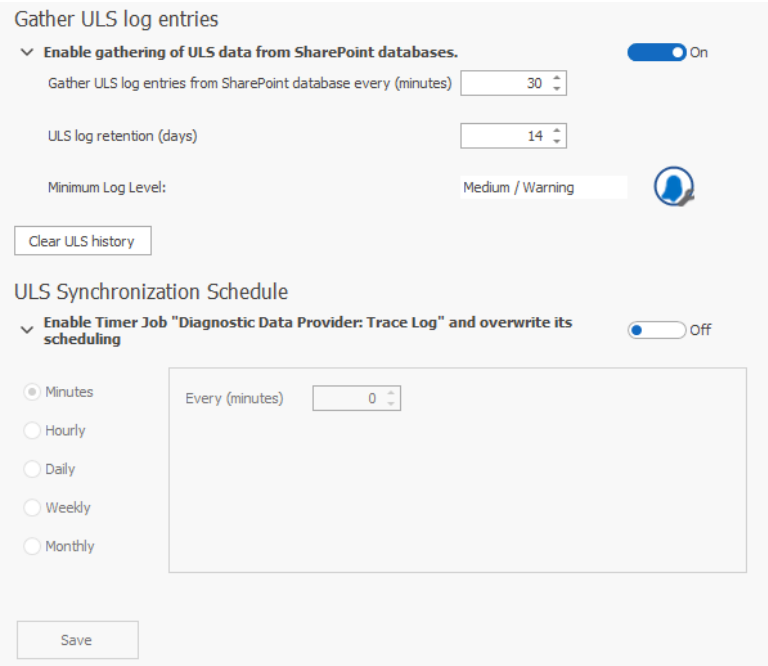
Security Options

The Collection Service Options - Security tab allows you to specify users you can connect—or are restricted from connecting—to the Collection Service.



ULS Options

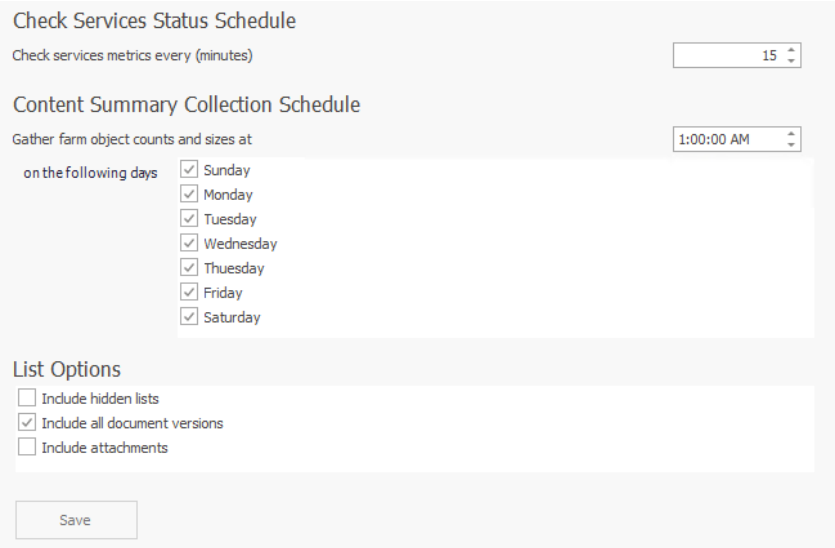
The **Collection Service Options - ULS** tab contains options for enabling the collection of ULS Log entries from SharePoint (synchronized across all monitored farms), specifying what level of log entry you want to be collected, how often you want them to be collected, and how long you want them to be retained. You can also clear ULS history from the Repository database.



See Enabling and Configuring ULS Log Entries for details.

Office365 Options

The Collection Service Options - Office365 tab contains the following options:



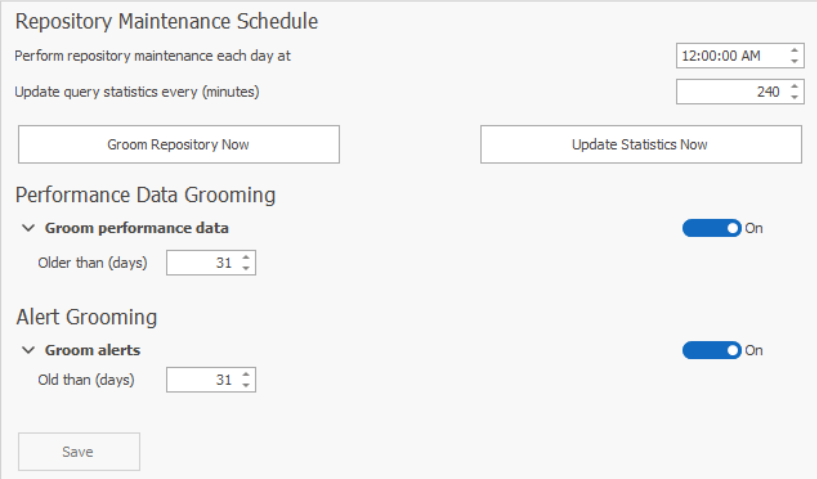
Option	Description
Check Services Status Schedule	How often the Collection Service checks for the status of Office 365 services. By default, the Collection Service retrieves this information

	every 15 minutes.
Content Summary Collection Schedule	The time of day and the days of the week that the Collection Service collects tenant object counts and sizes. By default, the Collection Service retrieves this information every day at 1:00 AM.
List Options	An indication of whether the Collection Service should, in Office 365 data collection: • **Include hidden lists** • **Include all document versions**, and/or • **Include attachments**. **NOTE**: If your environment includes a large number of hidden lists and/or document versions, including them could noticeably increase the duration of the data collection operation.

NOTE: Threading Options, which apply for both On-Premises SharePoint farms and Office 365 tenants, are specified on the Content Summary tab.

Repository Maintenance Options

The Collection Service Options - Repository Maintenance tab contains the following options:



Option	Description
Repository Maintenance Schedule	What time the Collection Service should perform required maintenance on the Repository.

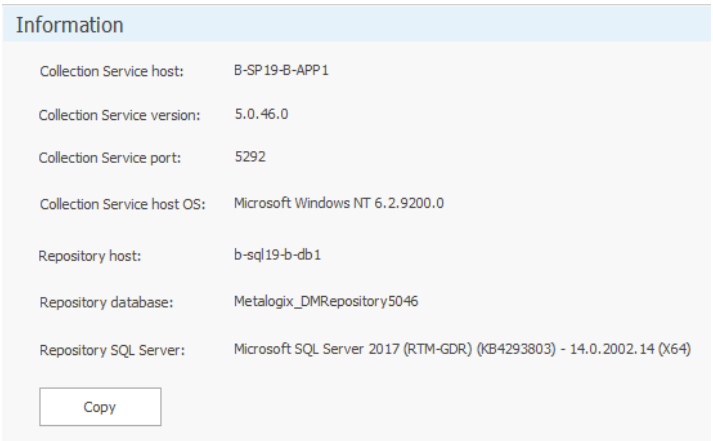
Option	Description
Performance Data Grooming	The Collection Service can groom performance data older than the age you specify. You can also choose to disable performance data grooming.
Alert Grooming	The Collection Service can groom alerts older than the age you specify. You can also choose to disable alerts grooming.

In addition to setting the Collection Service preferences, you can use the Collection Service Options dialog box to take the following immediate actions:

- **Groom Repository Now immediately** starts to groom the data Repository.
- **Update Statistics Now immediately** collects and updates the Metalogix Diagnostic Manager Repository database statistics.
- To immediately start grooming the data Repository, click **[Groom Repository Now].**
- To immediately start collecting and updating the Metalogix Diagnostic Manager Repository database statistics, click **[Update Statistics Now]**.

Configuration Details

The Collection Service Options- Configuration tab displays details about your Collection Service configuration. You can also copy the information to the Windows clipboard.



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About Us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation™.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece — you — to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit www.quest.com/contact.

Technical Support Resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at https://support.quest.com

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product