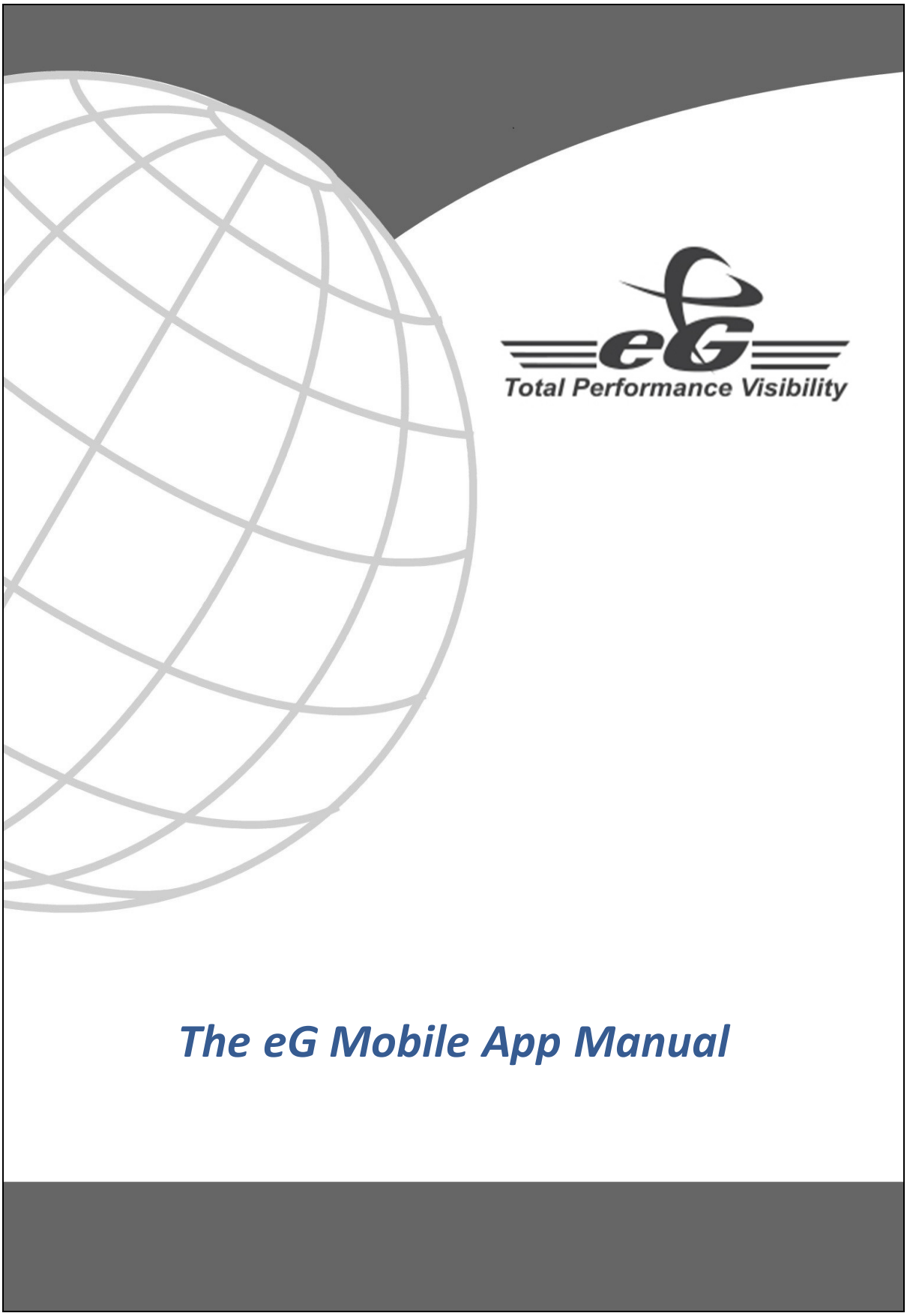

The eG Mobile App Manual

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Table of contents

CHAPTER 1: INTRODUCTION 1
1.1 Pre-requisites for Installing the eG Mobile App 1
1.1.1 Software Requirements 1
1.1.2 Hardware Requirements 2
1.1.3 Other Requirements 2
CHAPTER 2: HOW TO INSTALL THE EG MOBILE APP? 3
CHAPTER 3: CONFIGURING THE EG MOBILE APP 4
3.1 Configuring the eG Mobile App access for Internal and External Users 12
CHAPTER 4: HOME PAGE OF THE EG MOBILE APP 13
CHAPTER 5: ALARMS 16
CHAPTER 6: MONITORING COMPONENTS USING THE EG MOBILE APP 24
CHAPTER 7: HOW TO SYNCHRONIZE THE EG MANAGER WITH THE EG MOBILE APP? 31
7.1 Procedure to apply patch on Windows Manager 31
7.2 Effects of the Patch Deployment 35
CHAPTER 8: CONCLUSION 41

Table of Figures

Figure 3.1: Entering eG Manager URL 4
Figure 3.2: Login screen 5
Figure 3.3: Push Notification Registration 6
Figure 3.4: Push notifications displayed on the mobile device 7
Figure 3.5: Choosing the sharing application 9
Figure 3.6: Sharing the push notification message 10
Figure 3.7: The badge notification 11
Figure 4.1: Home screen 13
Figure 4.2: The list of component in a critical state 15
Figure 5.1: Alarms screen 16
Figure 5.2: Searching a particular alarm 17
Figure 5.3: Viewing alarm details 18
Figure 5.4: Additional alarm information 19
Figure 5.5: The graph of the Disk Busy measure 20
Figure 5.6: The detailed diagnosis of the Disk Busy measure 21
Figure 5.7: Acknowledged alarm 22
Figure 5.8: Acknowledging/deleting alarms by swiping on the alarms 23
Figure 6.1: All managed components of a particular type 24
Figure 6.2: Layer model of the Citrix XenApp component 25
Figure 6.3: Tests pertaining to the Citrix Users layer 26
Figure 6.4: Measures reported by the Citrix XA Sessions test 27
Figure 6.5: A graph indicating the variations that occurred in the Established Sessions measure 28
Figure 6.6: The detailed diagnosis of a measure 29
Figure 6.7: In-App message showing an alert generated due to more number of errors found in the event log 30
Figure 7.1: Acknowledging and deleting alarms 36
Figure 7.2: Viewing the thresholds in the measure graph 37
Figure 7.3: List of push notifications 38
Figure 7.4: Sharing the push notification message and the measure graph 39
Figure 7.5: The badge notification 39
Figure 7.6: In-App message 40

Chapter 1: Introduction

The eG Mobile App allows users the flexibility to monitor, diagnose, and fix performance issues from any mobile device running an Android, iOS, or Windows operating system. With this free app, you can:

- Be instantly notified of any impending events and errors on the go;
- Get instant push notifications for problem alerts.
- Slide on any alert to zoom into the problem area.
- View everything you monitor including web and Citrix applications, virtualization platforms, databases, Java applications, messaging servers, network devices, etc. in one single dashboard;
- Use color coding (green, yellow, red) in your dashboard to easily spot issues that need attention
- Zoom in for the details and zoom out for the big picture of all the infrastructure on your dashboard
- Use graphs to correlate historical data with ease for all your infrastructure tiers
- Share push notifications and graphs with others via the sharing applications on your mobile device.
- See number of unseen push notifications as a badge on the eG Mobile App icon.
- Get In-App messages that provide you instant notification about alerts generated due to the performance issues when the app is in use.

This document details the steps involved in installing, configuring, and navigating the eG mobile app.

1.1 Pre-requisites for Installing the eG Mobile App

The eG Mobile App can be installed on a mobile device configured with Android, iOS or Windows operating system. To install the mobile app on your mobile device, the following pre-requisites should be fulfilled.

1.1.1 Software Requirements

- A mobile phone or tablet powered by Android OS v5 (or above);
- An iPhone, iPad or iPod touch running iOS v8.0 (or above);
- A Windows mobile running Windows v8.0 (or above)

1.1.2 Hardware Requirements

- A mobile phone or tablet powered by Android OS should possess a minimum of 17 MB RAM
- An iPhone, iPad or iPod touch should be configured with at least 12 MB RAM
- A Windows mobile should posses a minimum of 8 MB RAM

1.1.3 Other Requirements

- The eG manager and the eG Mobile App should be able to communicate with each other; for that, you should enable WiFi or mobile data network connection on your mobile device.
- The eG Mobile App cannot establish connection with an eG manager that has been SSL-enabled using an untrusted SSL certificate. To avoid the SSL connection error, do either of the following methods:

    a. Enable SSL on the eG manager using a trusted SSL certificate only, or

    b. Configure the eG Mobile App with a non-SSL eG manager.

- If the mobile device is connected to both Private and Public networks, then you can access the eG manager using anyone of the networks.
- If the mobile device has only Private or Public network connection, then the eG manager can be accessed only through the corresponding network that is active on your mobile device.
- To receive the push notifications (on your mobile device), you need to configure the eG manager to communicate with the mail server in your environment. To configure the mail settings, login to the eG administrative interface as *admin*, and follow the menu sequence, *Alerts -> Mail Settings -> Server Settings*. Using the **MAIL SERVER SETTINGS** page that then appears, configure the IP address, port number, and access credentials (if authentication is required) of the SMTP mail server in your environment. For more details about configuring the mail server settings, refer to *Administering eG Enterprise* document.

Chapter 2: How to Install the eG Mobile App?

The eG Mobile App can be installed on a mobile device just the way you would install any free app on the device. To install the app on an Android device for instance, follow the steps below:

1. Go to **Play Store** app in your Android mobile device.
2. Enter the mobile app name i.e. eG Monitor, in the search box.
3. Select the **eG Monitor** from the search result list.
4. Touch the **Install** button and then click on the **Accept** button in the next screen that appears, for downloading the mobile app.
5. After successful installation, tap the **Open** button to explore the mobile app.

Likewise, download the eG mobile app for iPhone from Apple App Store and for Windows mobile from Windows Store.

Chapter 3: Configuring the eG Mobile App

Once the mobile app is installed successfully, you should configure it on your mobile device, so that the eG manager is able to send performance and problem data to it. For this, follow the steps below:

1. After installing the app, tap the **Open** button. This will prompt you to enter the eG manager URL as shown in Figure 3.1.

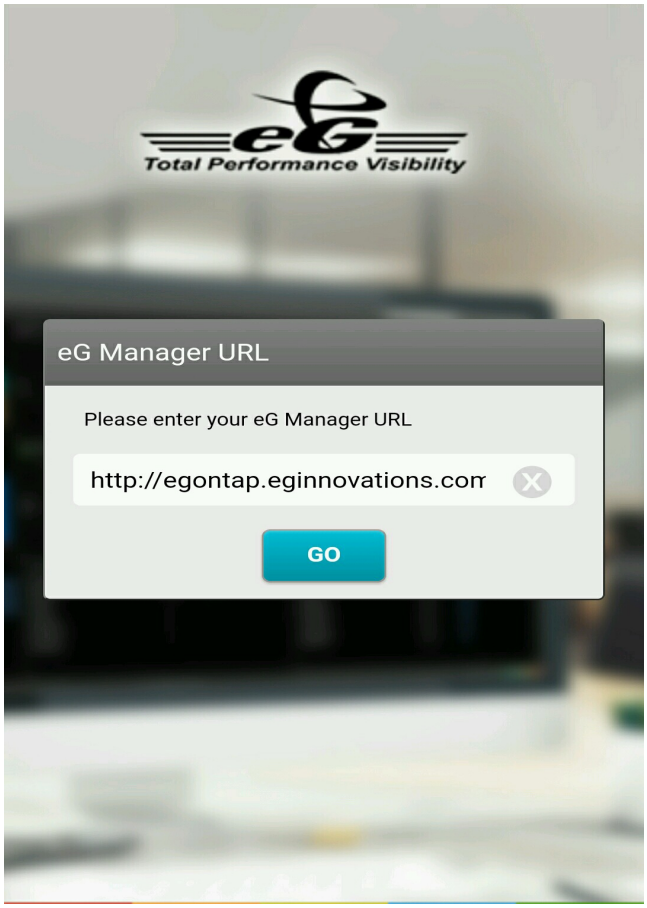

Figure 3.1: Entering eG Manager URL

2. Once you enter the URL, click on the **Go** button. The login screen will appear next.

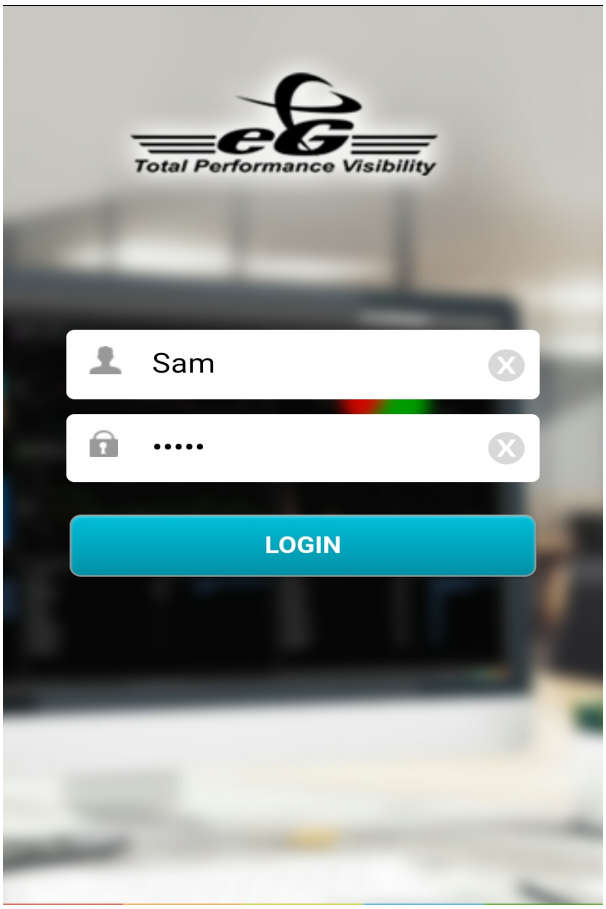

Figure 3.2: Login screen

3. In the login screen, enter the *Username* and *Password*, and click the **Login** button.

   Note:

   - Provide the credentials of a user who is registered with the eG Enterprise system.
   - The user can be a local or a domain user. In case of a domain user, Figure 3.2 will prompt you to pick the name of the domain to which that user belongs.

4. Then, the **Push Notification Registration** prompt will appear as shown in Figure 3.3. The push notifications alert you in real-time of performance degradations that your environment experiences, without requiring you to login to the mobile app.

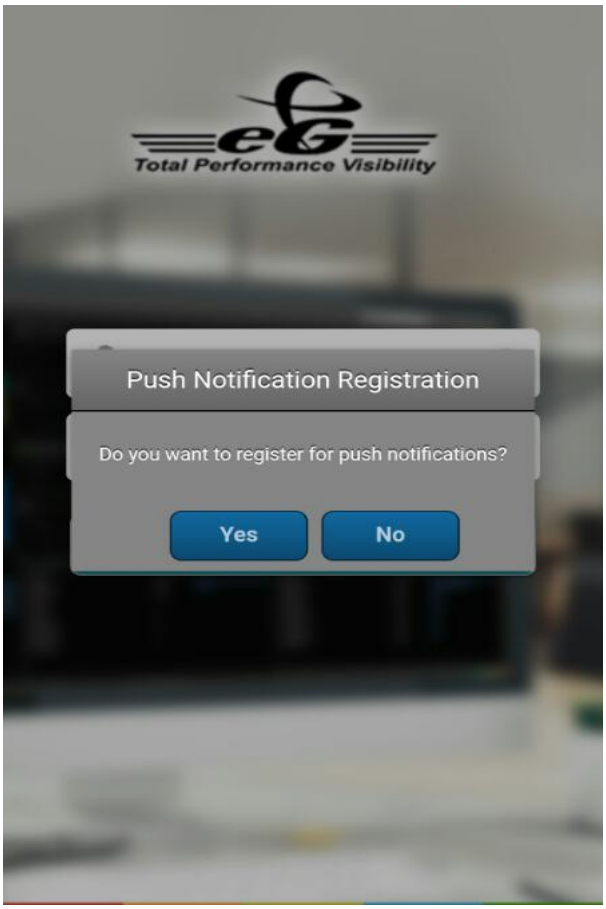

Figure 3.3: Push Notification Registration

5. If you want to enable the push notifications, click **Yes** in the prompt.

   Note:

   To receive the push notifications you should make sure that you have enabled the **EnablePushNotification** flag in the **eg_services.ini file**. To enable this capability do the following:

   - Edit the **eg_services.ini** flag in the <EG_INSTALL_DIR>\manager\config directory
   - In the **[MISC_ARGS]** section of this file, set the **EnablePushNotification** flag to **Yes**. By default, this flag is set to **No**.
   - Finally, save the file.

6. If you don't want to receive the notifications click **No.**
7. When the push notifications are enabled, the problem issues would be received as push notifications in the status bar of your mobile device. You can view these push notifications by pulling over the notification

drawer as shown in Figure 3.4

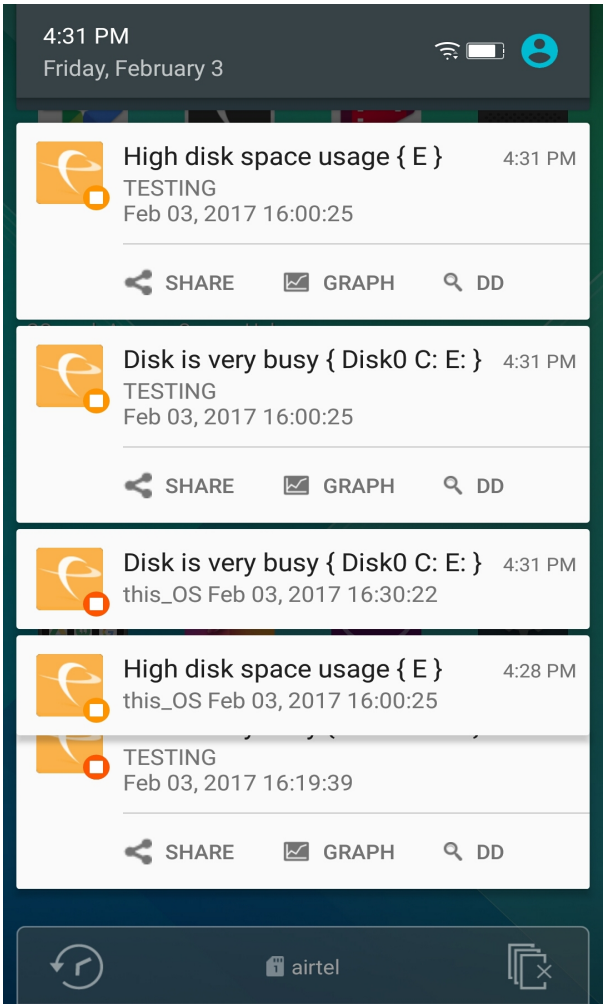

Figure 3.4: Push notifications displayed on the mobile device

By default, the push notifications are listed in the notification drawer (see Figure 3.4). The notifications are accompanied by the colored indicators that represent the alarm priority/severity. From the list of notifications, you can view any of the notifications of your interest by clicking on it. This directly leads you to the **Measurements** page where you can see the abnormal value of the measure that generated the alert.

Note:

By default, the received push notifications are displayed as a list (see Figure 3.4). Sometimes, you may want to see only one notification, which is currently received, at a time. For this purpose, change the **NotificationStyle** flag in the **eg_services.ini** file. You are allowed to do the changes

to this flag, only if you have assigned with the permissions to do so. To change the flag value, do the following:

- Edit the **eg_services.ini** file (in the <EG_INSTALL_DIR>\manager\config directory).
- Set the **NotificationStyle** flag in the **[MISC_ARGS]** section of the file to *replace*. By default, value of this flag is *List*.
- Save the file.

Once this is done, log out from the eG Mobile App and then log in again to make the change takes effect. This indicates that every time you receive new notification, the notification will be replaced by the new one and you will see only one notification at a time.

8. The received notifications include the alert messages and icons for sharing the notification and for viewing graph and detailed diagnosis, if enabled. By clicking on the SHARE icon, you can share the notifications with other users via the sharing applications such as Gmail, WhatsApp, etc., (see Figure 3.5) on your mobile device.

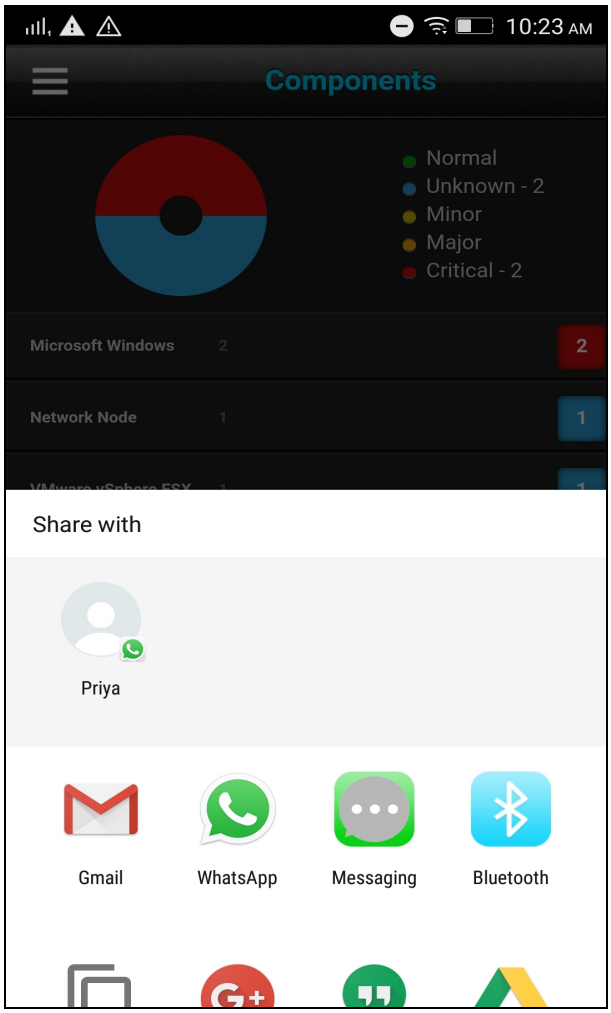

Figure 3.5: Choosing the sharing application

9. For instance, if you choose the WhatsApp, then the notification will be send as a WhatsApp message (see Figure 3.6). This message will contain the alert description, the component name, the component type, the layer name and the time stamp at which the alert was generated.

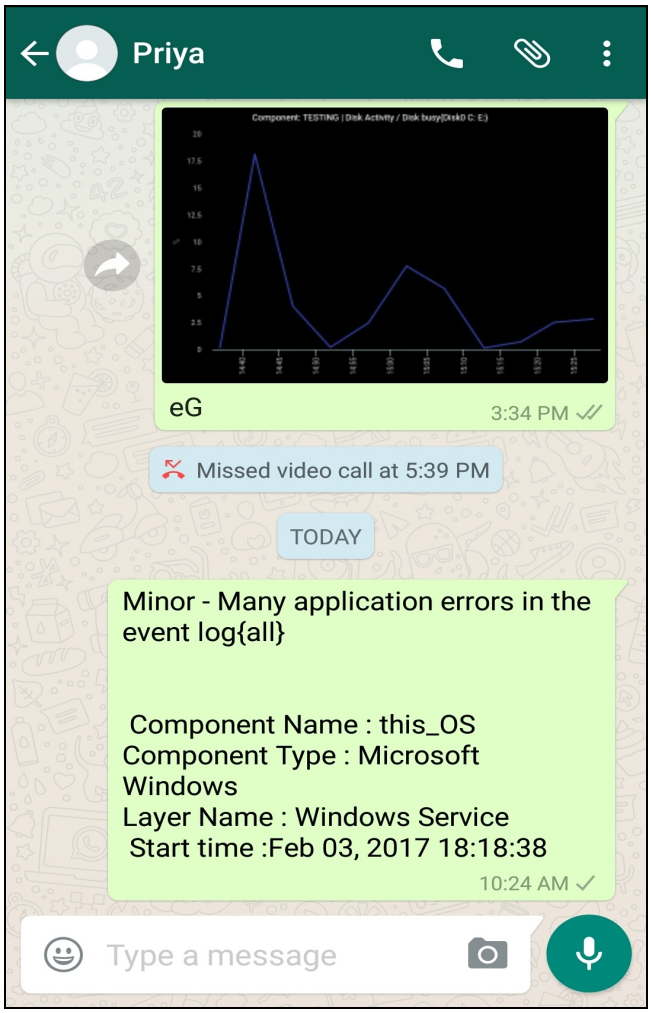

Figure 3.6: Sharing the push notification message

10. Click on the GRAPH and DD icons provided in the notifications to view the graph and the detailed diagnosis (if enabled) instantly for which the notification is received.

    Note:

    The push notifications received on the status bar of the IOS-powered mobile device will not contain the options for sharing the notifications and viewing the graph and detailed diagnosis.

11. The eG mobile app, now , allows you to see the number of notifications to be viewed by simply looking at the badge on the app icon (see Figure 3.7). This way, you can easily find out the number of notifications that are to be viewed without opening the mobile app.

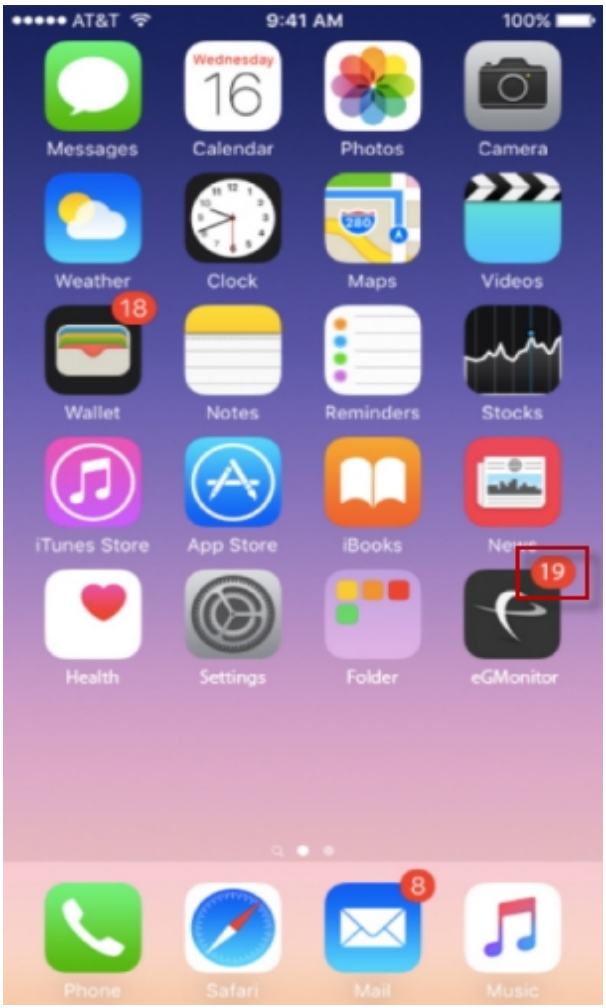

Figure 3.7: The badge notification

12. Once the push notification registration is done, the home page of the mobile app will then appear.

Note:

1. The mobile app is capable of sending the push notifications using **GCM** or **Urban Airship** as a messaging gateway. By default, the latest version of the mobile app uses the **Urban Airship** gateway for sending the push notifications. However, to ensure the backward compatibility, the eG Enterprise allows you to change the messaging gateway to **GCM**, if required. To achieve this, do the following;

   - Edit the **eg_services.ini** file (in the <EG_INSTALL_DIR>\manager\config directory).
   - Set the **PushGateway** flag in the **[MISC_ARGS]** section of the file to *GCM*. By default, value of this flag is *UrbanAirship*. The GCM, the messaging service, was utilized in the

previous version of the eG Mobile App. The GCM service is also supported in the newer version of the mobile app.

- Save the file.

Once this is done, log out from the mobile app and then log in again to make the change takes effect. Now, you will get notifications that are sent using the GCM messaging service.

2. **You will not receive any push notifications if you logged out from the mobile app**.

The home page contains **Home** and **Alarm** tabs. The chapters that follow will discuss the **Home** and **Alarm** tabs in detail.

3.1 Configuring the eG Mobile App access for Internal and External Users

To configure the mobile app for internal and external users do the following;

- For external users
  - Setup and configure Http proxy (Reverse) in DMZ which forwards the requests to the eG Manager.
  - Then, configure the Proxy URL as eG Manager URL and start to consume the services for the mobile app from eG Manager.
- For internal users
  - Configure the eG Manager URL, and can start to consume the services for the mobile App from the eG Manager.

Chapter 4: Home Page of the eG Mobile App

In this section, we will discuss the **Home** tab of the mobile app. Upon clicking the **Home** tab, Figure 4.1 will appear. A single glance at Figure 4.1 will provide an overview of the health of the target environment.

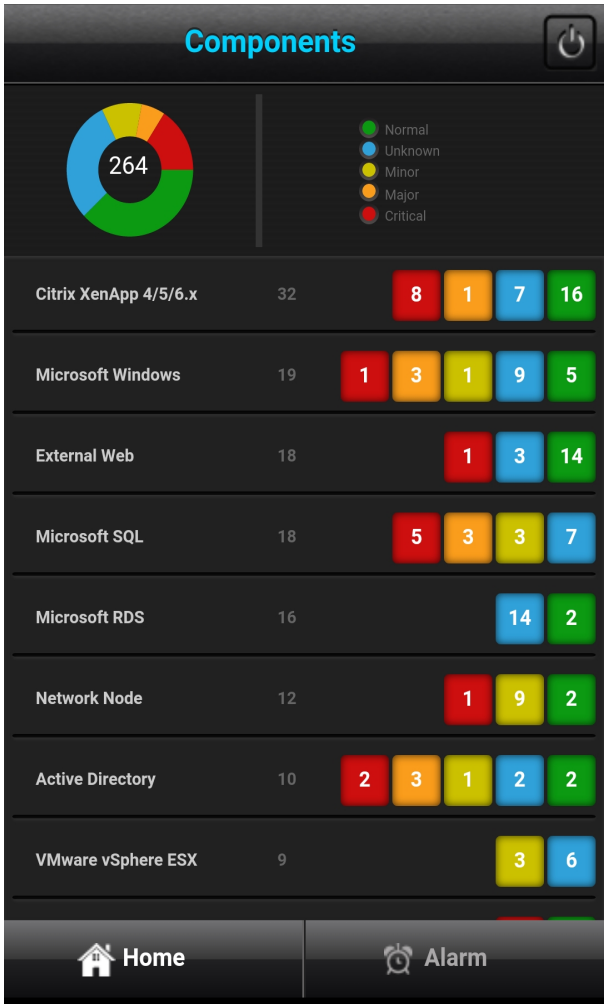

Figure 4.1: Home screen

The donut chart on top reveals the total number of components managed. The slices of the chart indicate the different states in which the managed components are currently. Use the legend next to the donut chart to understand what state each color represents. The table below describes the legend:

State	Color
Normal	Green
Critical	Red
Major	Orange
Minor	Yellow
Unknown	Blue

From the size of the slices of the donut chart, you can instantly understand how healthy/unhealthy the target environment currently is.

Below the donut chart, you will find the complete list of component types that are managed in the target environment, and the number of components of each type that are presently monitored. Alongside, you will also find colored boxes indicating how many components of a type are in which state currently. From this graphical representation, you can quickly identify those types of components that are error-prone.

To know which components of a type are in a particular state presently, click on the box representing that state alongside the component type (as shown in Figure 4.1. Then, the list of components in that particular state will be displayed as shown in Figure 4.2.

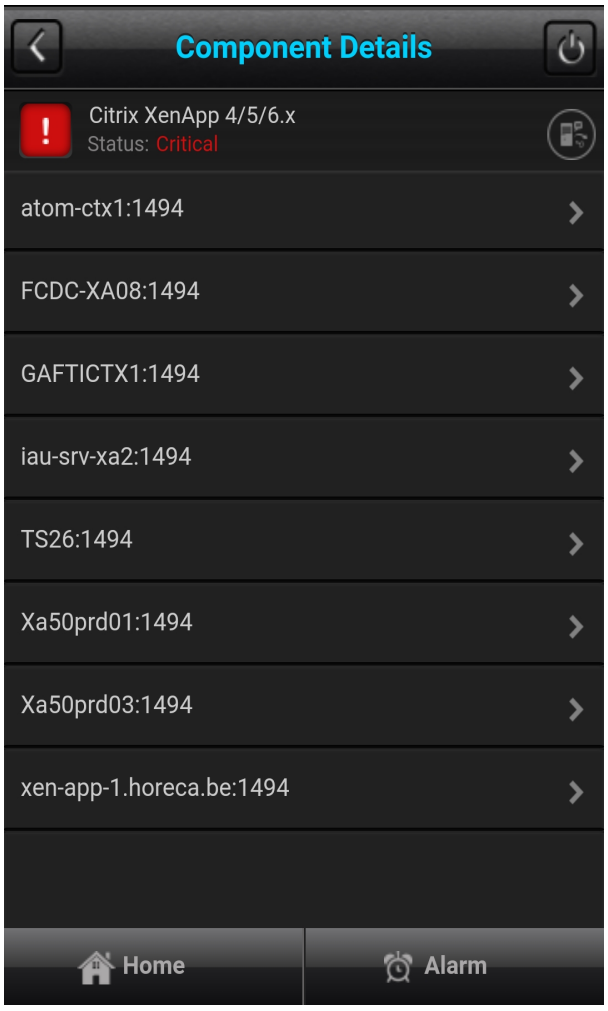

Figure 4.2: The list of component in a critical state

Chapter 5: Alarms

When the **Alarm** tab is clicked, Chapter 5 will appear listing all the currently open alarms in the target environment.

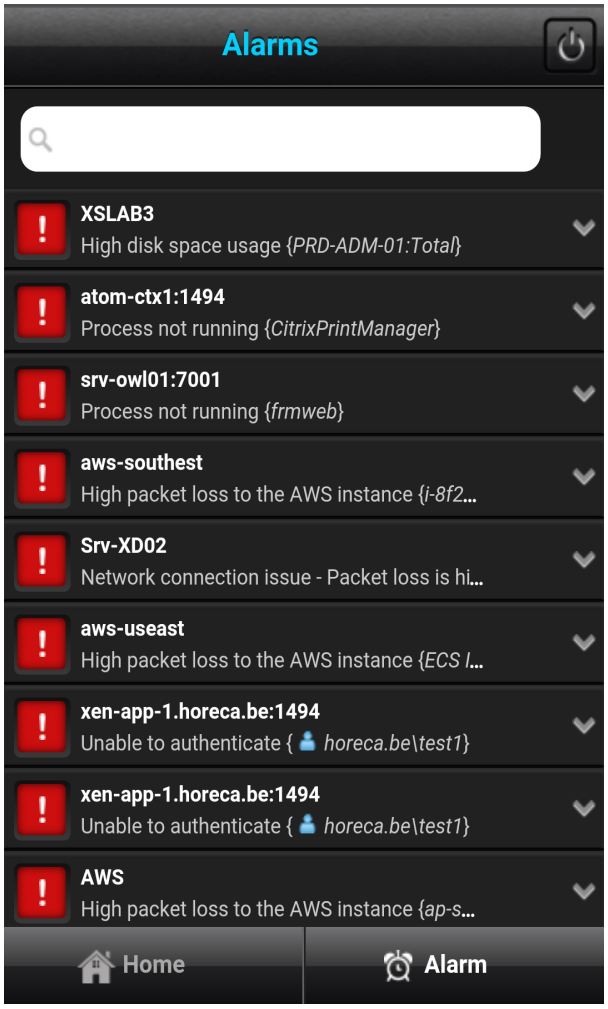

Figure 5.1: Alarms screen

Each alarm is accompanied by a colored indicator that represents the alarm priority/severity. The color Red denotes a Critical issue that requires immediate attention. The color Orange indicates a Major issue, and Yellow indicates a Minor problem. The alarms are sorted in the descending order of their priority - starting with the Critical to the Minor.

If your display is crowded by a multitude of alarms, you can use the **Search** text box to locate a particular alarm / alarms of interest to you. For that, just type a part of the problem component name

or alarm description in the **Search** text box and tap the icon. Only those alarms that contain the specified **Search** string in its component name and/or alarm description will then be displayed in the **Alarms** screen as shown in Figure 5.2.

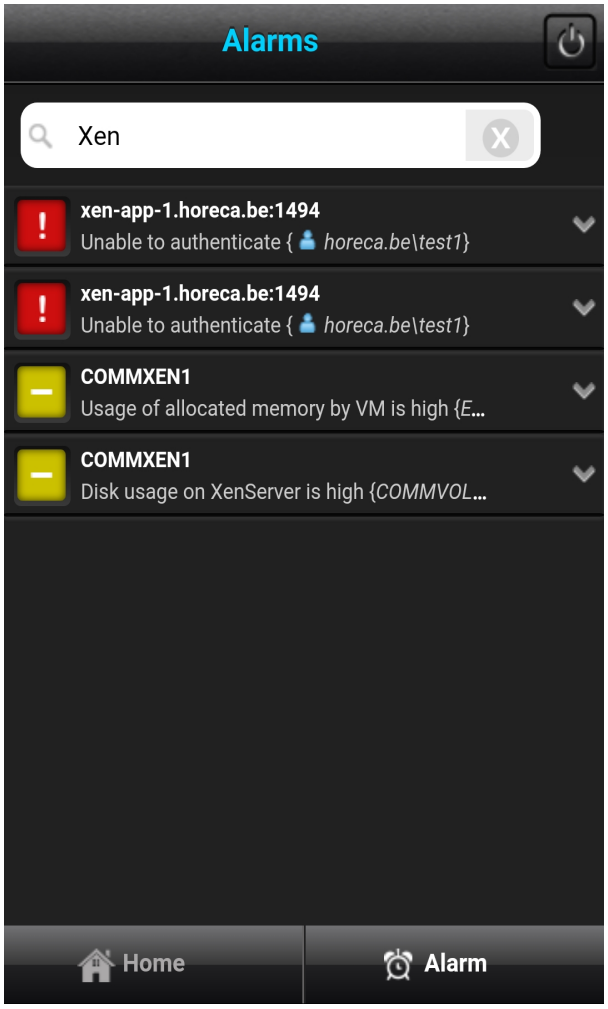

Figure 5.2: Searching a particular alarm

Upon clicking on an alarm, the drop-down appears showing the Component Type, Component Name, Layer and Start Time as shown in Figure 5.3. If multiple alerts have been generated for the same layer, then, details of these alerts are clubbed together. The button in the drop-down lets you to view the list of the clubbed alerts and know more about the exact nature of the problems raised by the alarm. For each alarm, additional alarm information includes a brief description of the problem, the test that detected the problem, the services (if any) that has impacted and the name of the host system. Clicking on the alarm details, lead you to the layer model page where you can see the measure value, the detailed diagnosis of the measure, if enabled and the graph.

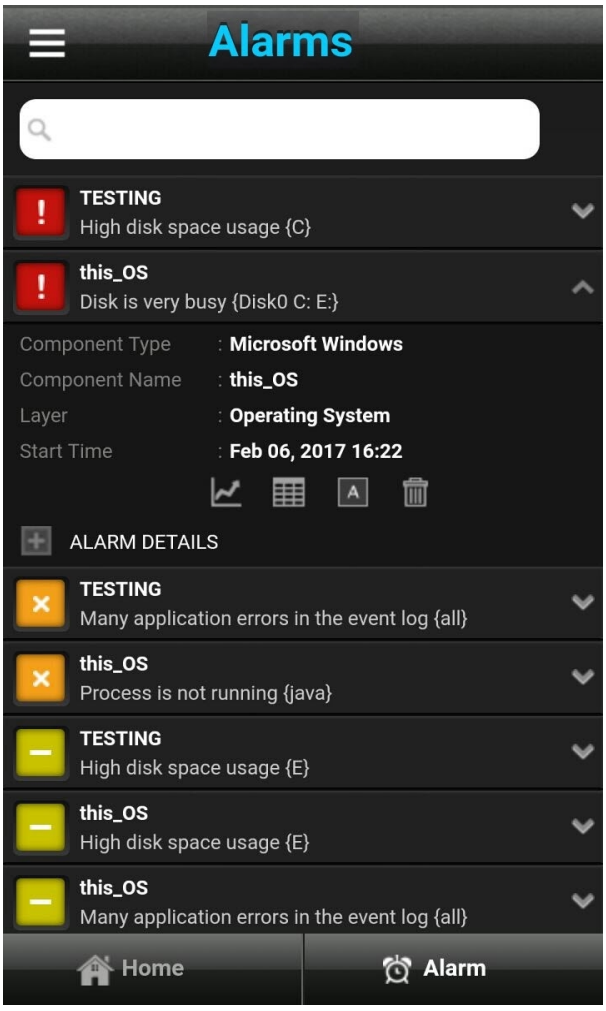

Figure 5.3: Viewing alarm details

For instance, Figure 5.4 reveals a clubbed alarm in which two alerts were clubbed. The alerts were generated due to unexpected increase in *Disk Busy* measure of the **Disk Activity** test and the *Disk Space Usage* measure of the **Disk Space** test. The Disk Activity test and the Disk Space test are mapped to the **Operating System** layer of the **Microsoft Windows** component such that the alerts were clubbed and listed under a single alarm.

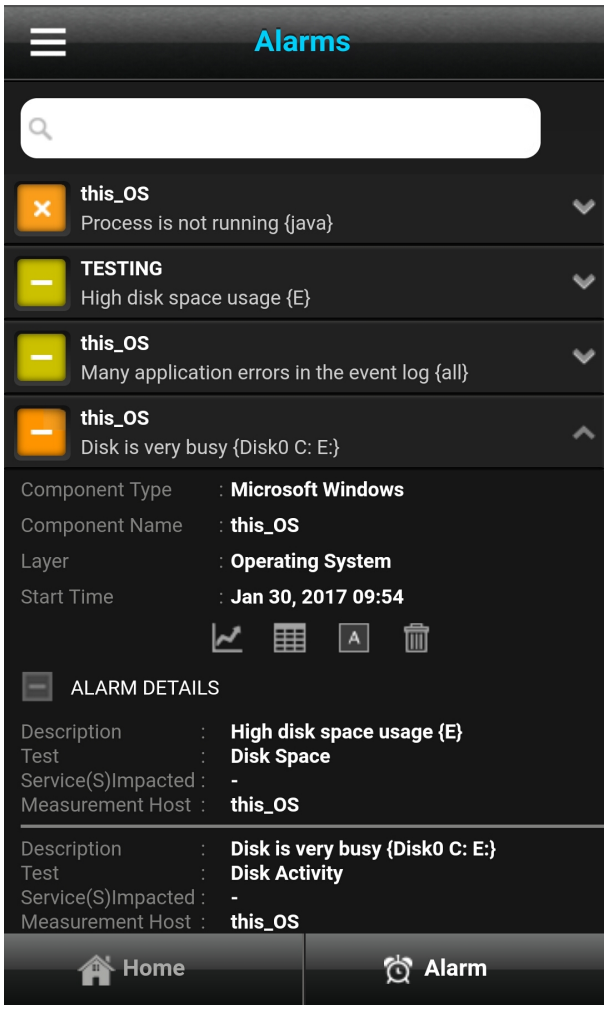

Figure 5.4: Additional alarm information

The alarm details drop-down contains the icon, which when clicked, allows you to view the graph of the corresponding measure for the last one hour by default. Now, you can view measure graphs for a timeline of upto 1 month. Using the time period drop-down provided in the bottom-left corner of the **Graph** window (see Figure 5.5), the graph of alarms that was generated at anytime can be viewed.

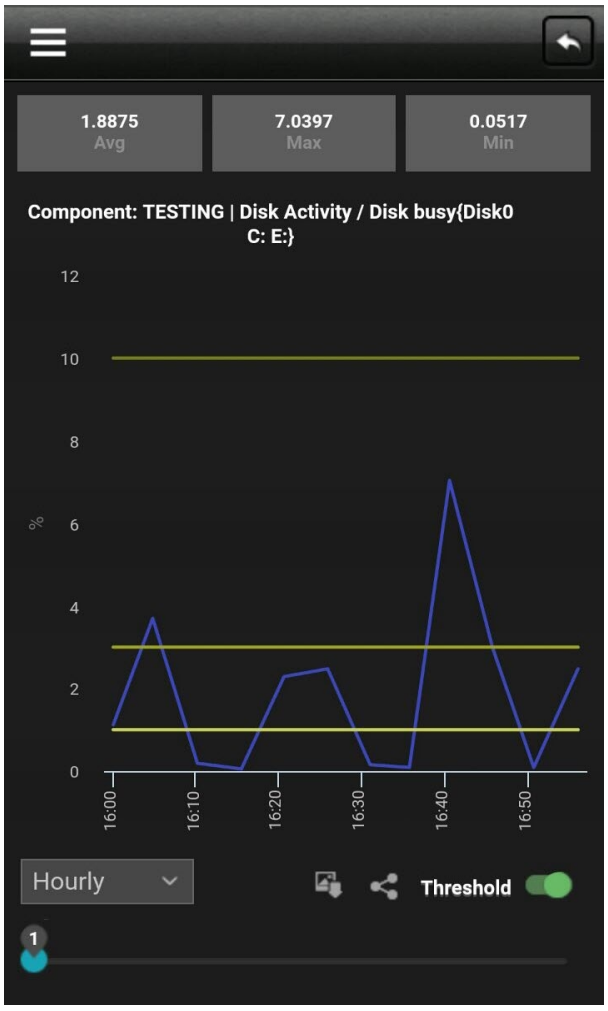

Figure 5.5: The graph of the Disk Busy measure

If you wish to share the graph with others, you can do so by clicking the icon in the **Graph** window. When this icon is clicked, the list of sharing applications such as Facebook, WhatsApp, etc., on your mobile device will be displayed. From the list, you can select anyone of the applications of your choice and can share the graph. You can also download and can save the graph as an image using the icon.

Using the Threshold on/off slider in the bottom-right corner of the **Graph** window, you can view the preset threshold levels on the graph, if any (see Figure 5.5) . Likewise, you can disable it using the on/off slider when you don't want to see the threshold lines on the graph.

If the detailed diagnosis capability has been enabled for the test, then problem measures for which detailed diagnosis is available will be displayed when the icon in Figure 5.3 is clicked. The detailed diagnosis of the measure will appear as shown in Figure 5.6, throwing greater light on the problem

condition. In case of clubbed alarms, the detailed diagnosis of the measure, for which the alert was generated recently, will be displayed by default in the detailed diagnosis screen if available.

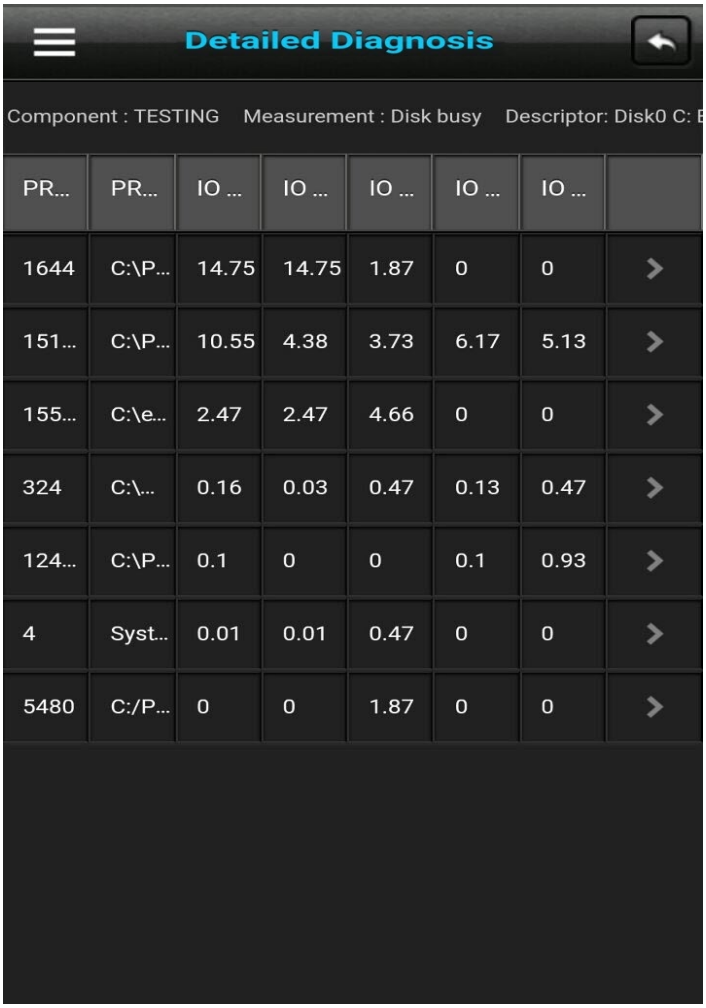

Figure 5.6: The detailed diagnosis of the Disk Busy measure

The alarm details drop-down includes the A icon for acknowledging the alarms. Note that, this icon will appear only if you are logged in as a user with the privilege to acknowledge the alarms. By acknowledging a particular alarm, you can indicate to other users that the issue raised by that alarm is being attended to. To do so, click on the A icon and provide the acknowledgment description (if any) in a message box that appears. Then, click the **Submit** button and give confirmation to save the acknowledgment. Now, the acknowledged alarm will be accompanied by an acknowledgment badge as shown in the Figure 5.7.

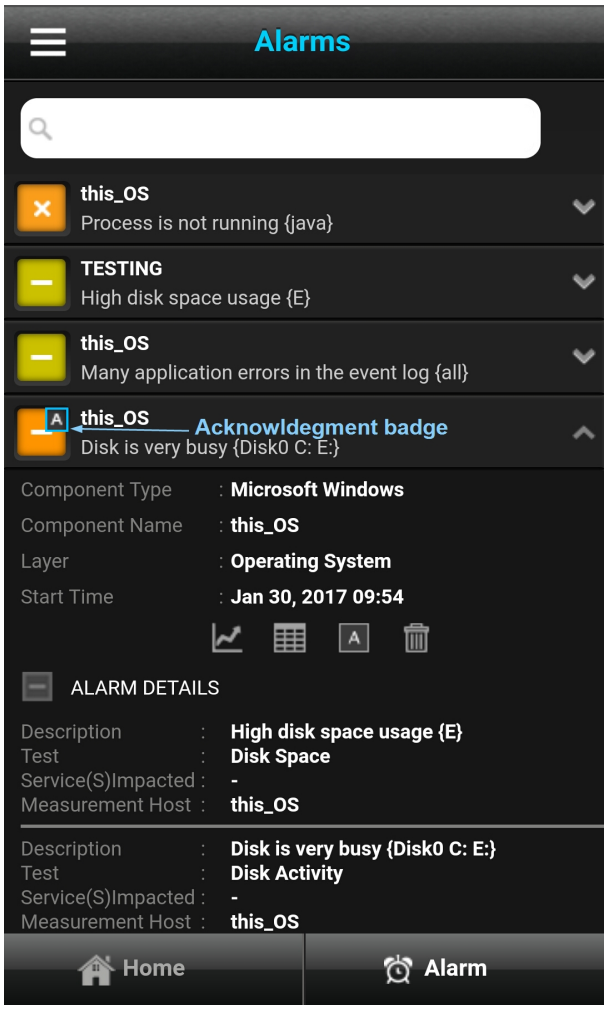

Figure 5.7: Acknowledged alarm

To delete an alarm, just click on the icon in the drop-down. A message box will then appear requesting you to specify comments, if any, and then confirmation to delete the alarm. Click the **OK** button in the message box to confirm deletion. Otherwise, click on the **Cancel** button. Note that the icon will appear only if you are logged in as a user with a privilege to delete the alarms.

Besides, you can simply swipe on the alarms to acknowledge and delete without opening the alarm details. When you swipe on a particular alarm, options for acknowledging and deleting the alarm will appear as shown in Figure 5.8. Note that these options will appear only if you logged in as a user with privileges to acknowledge or delete the alarms.

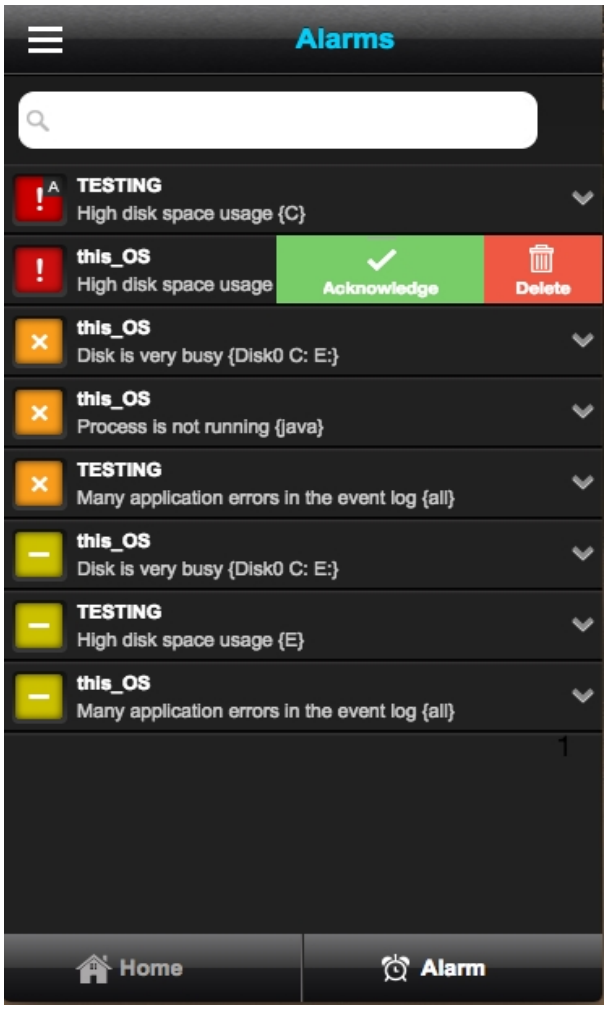

Figure 5.8: Acknowledging/deleting alarms by swiping on the alarms

Chapter 6: Monitoring Components using the eG Mobile App

To zoom into the status of a component, first click a particular component-type in the **Home** tab screen. Upon clicking the component type, the list of managed components of that particular type will be displayed as shown in Figure 6.1.

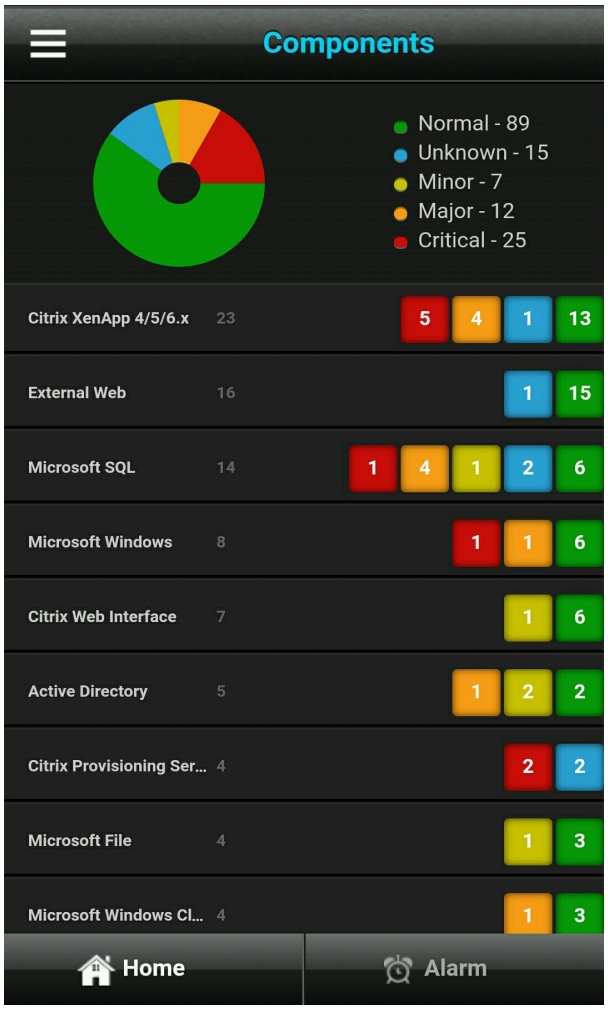

Figure 6.1: All managed components of a particular type

Clicking on a specific component of a type will lead you to a **Layers** screen that displays the layer model pertaining to the Citrix XenApp component as shown in the Figure 6.2. eG represents every component it monitors as a set of hierarchical layer. Each layer of the layer model is mapped to tests that measure the health of that layer. Figure 6.2 reveals the layer model of a Citrix XenApp component.

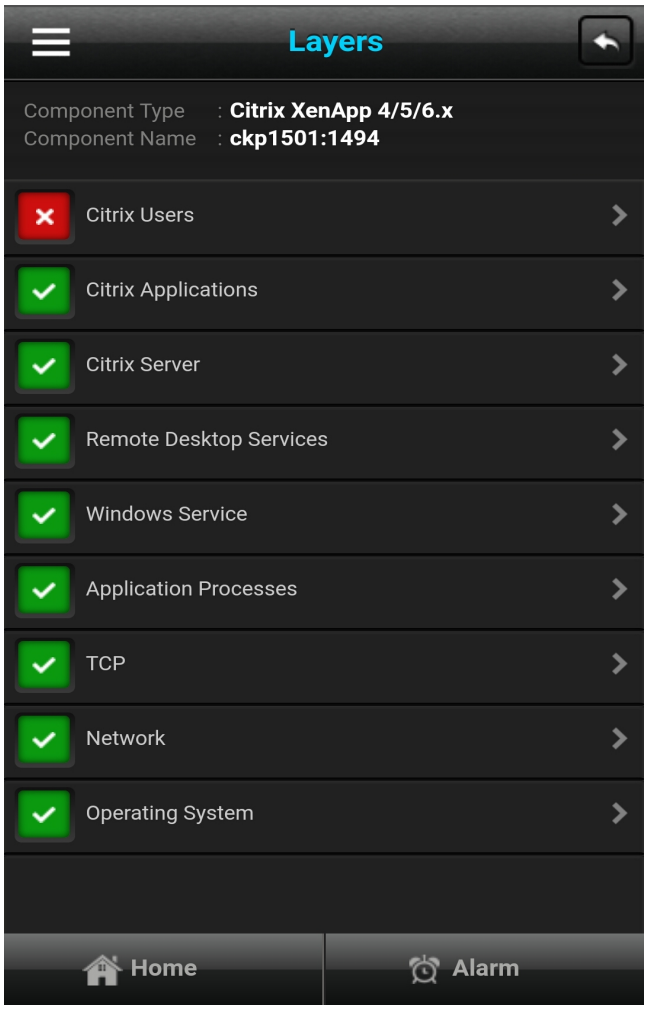

Figure 6.2: Layer model of the Citrix XenApp component

The state of each layer is determined by the state of the tests that are associated with it and the state of the measures that the tests report. Here, you will have to click on each layer to view the tests associated with it.

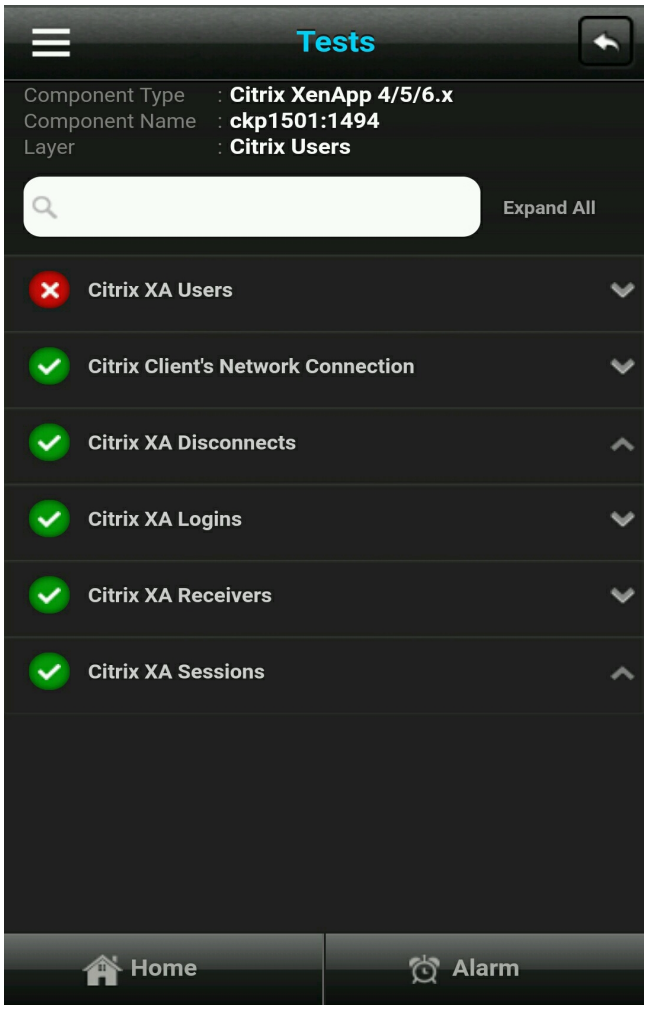

Figure 6.3: Tests pertaining to the Citrix Users layer

Next, clicking on the test name will list the measures reported by that test as shown in the Figure 6.4.

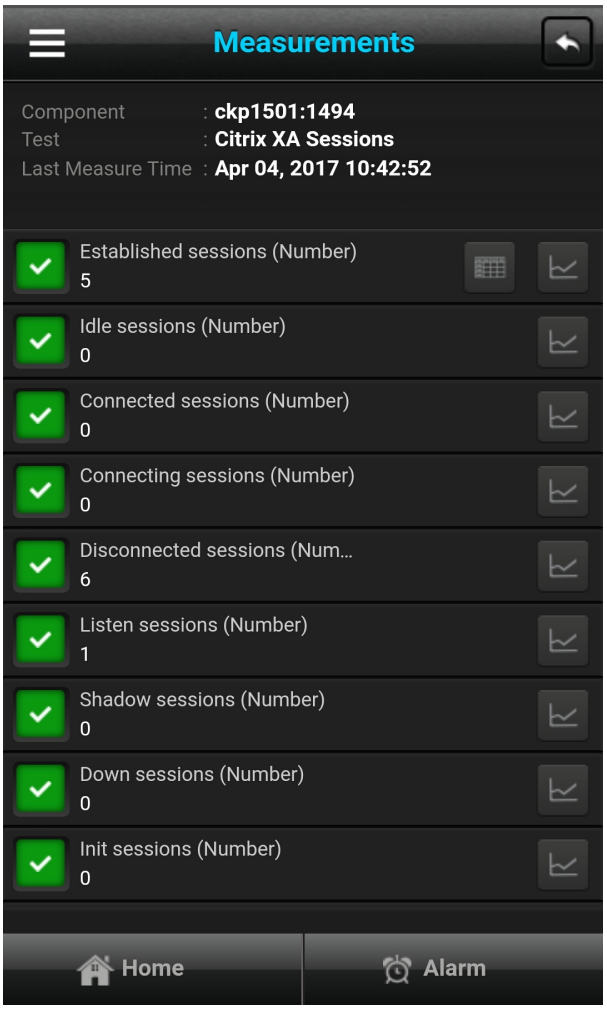

Figure 6.4: Measures reported by the Citrix XA Sessions test

While the **Measurements** screen reports the current state of each measure, you can also quickly analyze the historical performance of a measure by invoking a time-of-day graph of that measure. The graph can be launched by clicking on icon provided alongside the measure name (see Figure 6.4). By default, the graph plots the values registered by that measure during the last hour as shown in Figure 6.5. You can also change the time duration for plotting the graph by choosing options from the drop-down provided at the left corner of the graph window. The **Graph** window also contains with the icons for sharing the graph and downloading the graph as an image.

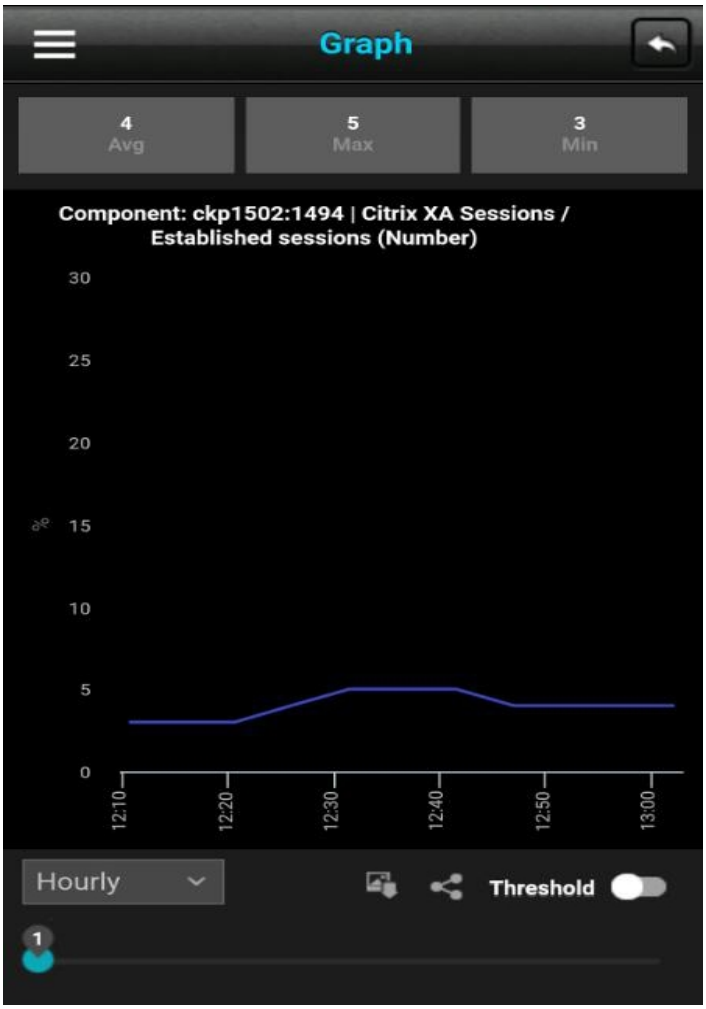

Figure 6.5: A graph indicating the variations that occurred in the Established Sessions measure

If you wish to share the graph with others, you can do so by clicking the icon in the **Graph** window. When this icon is clicked, the list of sharing applications such as Facebook, WhatsApp, etc., on your mobile device will be displayed. From the list, you can select anyone of the applications of your choice and can share the graph. You can also download and can save the graph as an image using the icon.

Using the Threshold on/off slider in the bottom-right corner of the **Graph** window, you can view the preset threshold levels on the graph, if any (see Figure 6.5) . Likewise, you can disable it using the on/off slider when you don't want to see the threshold lines on the graph.

If the detailed diagnosis capability has been enabled for a test, you can also instantly access the detailed metrics reported by that test and thus identify the root cause of a problem reported by that test. You can view the detailed diagnosis of a measure (see Figure 6.6) by clicking the icon. For instance, Figure 6.6 reveals the detailed diagnosis of the *Established Sessions* measure for a Citrix

XenApp 4/5/6.x server. As a part of detailed diagnosis, eG lists the active and idle sessions on the Citrix server.

Figure 6.6: The detailed diagnosis of a measure

The eG Mobile App not only sends the performance issues as push notifications but also sends the alerts as **In-App messages** instantly when the mobile app is in use. The In-App messages notify you the problem issues within minutes of their occurrence. For instance, Figure 6.7 shows the In-App message received for the alert generated due to the more number of application errors found in the event log of the Windows component.

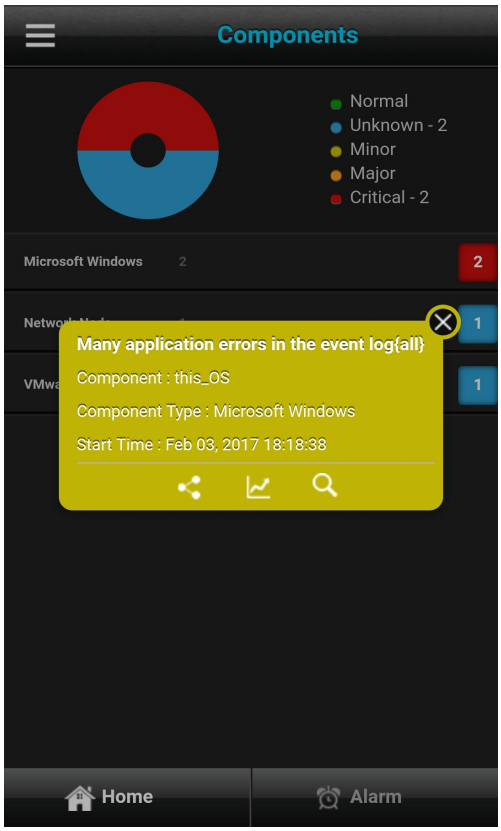

Figure 6.7: In-App message showing an alert generated due to more number of errors found in the event log

The In-App message displays the alert message, the component name, the component type, and the time stamp at which the alert was generated. The In-App message prompt contains the icons for sharing the alert information with others and for viewing the graph instantly. You can also view the detailed diagnosis of the measure by clicking on the magnifying glass icon.

Chapter 7: How to Synchronize the eG Manager with the eG Mobile App?

The latest version of the eG Mobile App is bundled with a plenty of features that include instant sharing of push notifications and graphs, acknowledging and deleting the alarms, showing alerts as In-App messages when the app is in use, etc. These features are available by default if the mobile app is in sync with eG Enterprise v6.2.1. Sometimes, users may be using a lower version of eG Enterprise Suite and may miss out some features on the mobile app. To provide backward compatibility with previous versions of the eG Enterprise and help users avail the additional features on the mobile app, this patch should be applied on the eG manager.

Note:

- This patch should be applied on the eG manager v6.1, v6.1.2 and v6.2.
- It is mandatory to apply this patch on top of eG manager v6.2.1, if the eG manager is installed with JDK version below 1.7.

Platforms Supported:

This patch is applicable to Windows platforms.

7.1 Procedure to apply patch on Windows Manager

1. Login to the eG manager host.
2. Take a backup of the <EG_INSTALL_DIR>\manager folder on the eG manager host.
3. Download the **eG_Patch.zip** and **eG_Patch.bat** files from the following URL locations according to the version of eG Enterprise that has been installed in your environment;
   - For eG Enterprise v6.1, download the files from the URL, *http://www.eginnovations.com/eval610/Patches/Mobile App Patch*
   - For eG Enterprise v6.1.2, download the files from the URL, *http://www.eginnovations.com/eval612/Patches/Mobile App Patch*
   - For eG Enterprise v6.2, download the files from the URL, *http://www.eginnovations.com/eval620/Patches/Mobile App Patch*
4. Stop the eG manager.
5. Then, go to the command prompt as an administrator, switch to the location that contains the

downloaded files, and then issue the following command to apply the patch:

eG_Patch.bat

6. The program will request you to choose from the following options:

```
WELCOME TO EG PATCH PROCESS

============================

Enter Your Option :

[A - Apply R - Revert C - Commit E - Exit] ?
```

A - to apply the patch

R - to revert to the previous version of the manager

C - to commit the manager upgrade changes

E – to exit the main menu.

7. To trigger the patch deployment process, enter **A**.
8. The following messages will then appear.

```
WELCOME TO UPGRADE PROCESS

============================

*********************************************************

Upgrade process might take several minutes to complete.

PLEASE DO NOT INTERRUPT THIS PROCESS.

*********************************************************

Extracting the files required for Upgrade...

Starting upgrade of the eG Manager ...

Stopping the eG Manager...

************************************

The eGMon service stopped..

************************************
```

```
****************************************

The eGurkhaTomcat service stopped...

****************************************

**********************************************

The eG Manager has been successfully stopped.

**********************************************

Backup of the eG Manager started ...

Backup of the eG Manager completed

Upgrading the eG Manager configuration ...

Upgrading necessary config files...
```

9. If patch application is successful, the following messages will appear:

```
*****************************************************************

The eG Manager upgrade has been completed successfully!!!

Execute the command C:\eGurkha\lib\start_manager to start the eG Manager.

*****************************************************************
```

10. Then, start the eG manager.
11. If, for some reason, you want to roll-back the changes introduced by the patch and return to the previous version of the eG manager, run the eG_Patch.bat command once again. This time however, pick the **R** option.
12. If reverting is successful, the following messages will appear:

```
WELCOME TO REVERT OPERATION

==========================

Reverting the eG Manager to its original configuration.

**************************************************

Revert process might take several minutes to complete.

PLEASE DO NOT INTERRUPT THIS PROCESS.
```

```
*****************************************************

Stopping the eG Manager ...

************************************

The eGMon service stopped..

************************************

****************************************

The eGurkhaTomcat service stopped...

****************************************

*********************************************

The eG Manager has been successfully stopped.

*********************************************

Stopping the eG Agent ...

The eGAgentMon service is not started.

More help is available by typing NET HELPMSG 3521.

*********************************

The eGAgentMon service stopped..

*********************************

***********************************

The eGurkhaAgent service stopped...

***********************************

*********************************************

The eG Agent has been successfully stopped.

*********************************************

Reverting Database...

************************************************************

Successfully reverted the eG Manager to the previous version!
```

```
Please execute the command C:\egurkha\lib\start_manager

and C:\eGurkha\lib\start_agent to start the eG Manager and eG Agent.

************************************************************
```

13. On the other hand, if you want to commit the patch-induced changes and make them permanent, then execute the eG_Patch.bat command yet again, and select the option **C** this time.
14. Upon successful completion of the commit, the following messages will appear:

```
This option will commit the eG Manager changes and setup

*********************************************

Successfully committed the eG manager changes.

*********************************************
```

Note:

- It is not possible to revert the eG manager, once the manager upgrade is committed.
- Prior to accessing the functionality provided by this patch from the eG administrative interface, ensure to clear your entire browser history.

7.2 Effects of the Patch Deployment

Once the patch is deployed, the eG mobile app offers improved services to users on the go. Using the improved mobile app, users can:

- Acknowledge and delete the generated alarms.

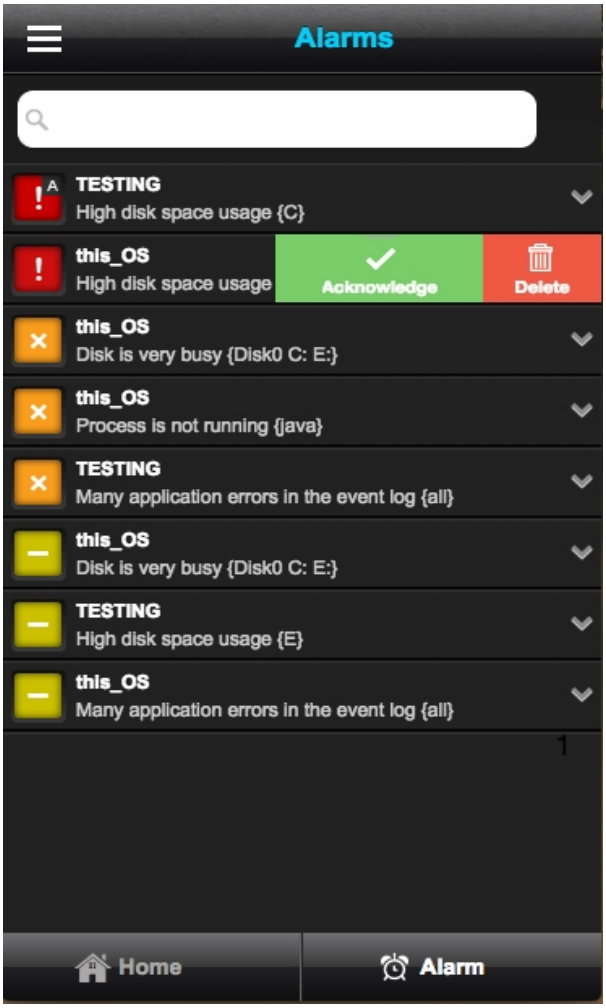

Figure 7.1: Acknowledging and deleting alarms

- View measure graphs for a timeline of upto 1 month and view thresholds for the measures within the eG mobile app.

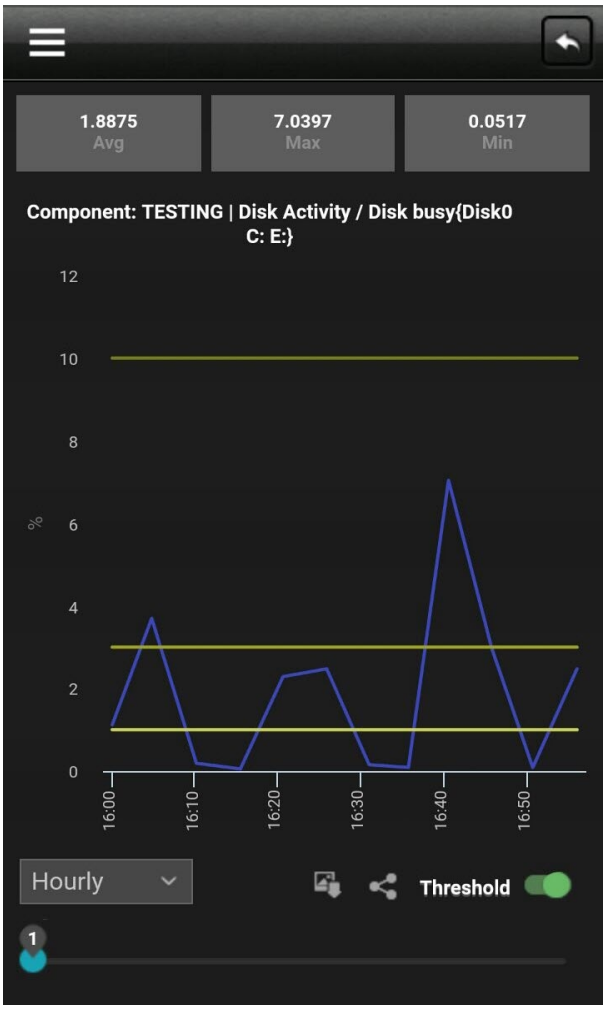

Figure 7.2: Viewing the thresholds in the measure graph

- Download and save measure graphs as images.
- Share measure graphs with the external world via SHAREit, WhatsApp, FaceBook Messenger, Snapchat etc.
- Additionally, the look and feel of push notifications has been enhanced in this version. These notifications are accompanied by the colored indicators that represent the alarm severity. Notifications can also be shared with other users. You can also view the measure graph and detailed diagnosis of the measure for which the notification is received.

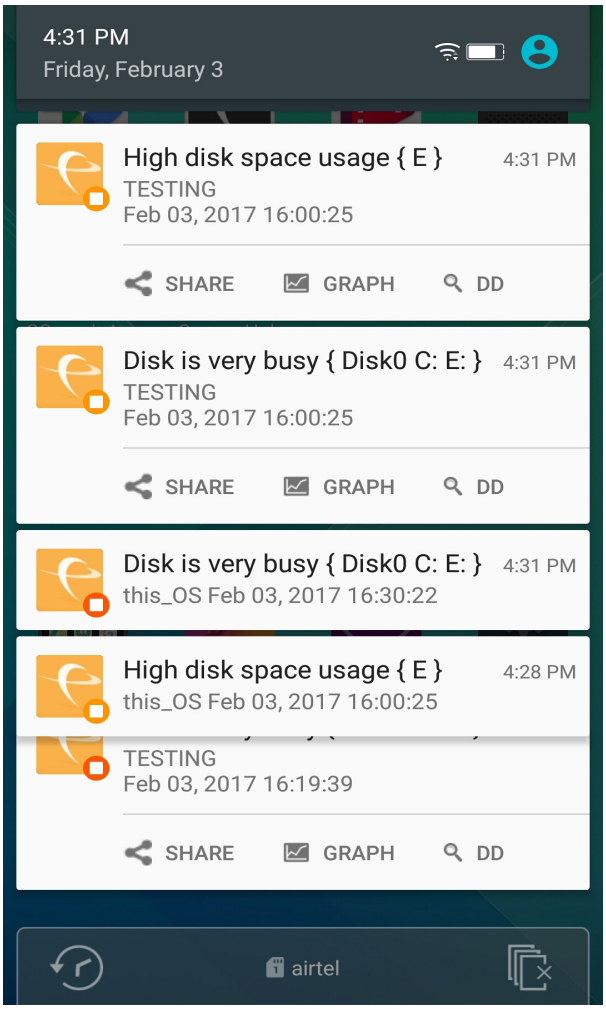

Figure 7.3: List of push notifications

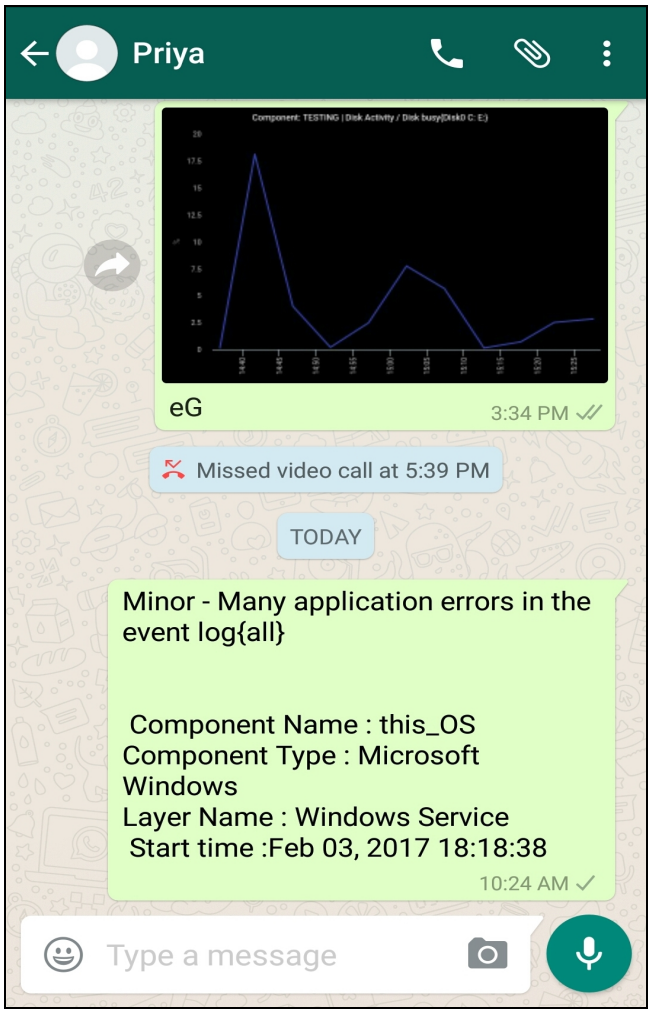

Figure 7.4: Sharing the push notification message and the measure graph

- If multiple notifications are received by the user at the same time and to be viewed by the user, then, the number of notifications is now displayed as a badge on the eG mobile app icon.

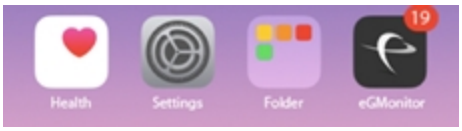

Figure 7.5: The badge notification

- In-App messages to notify you the alerts instantly when the app is in use.

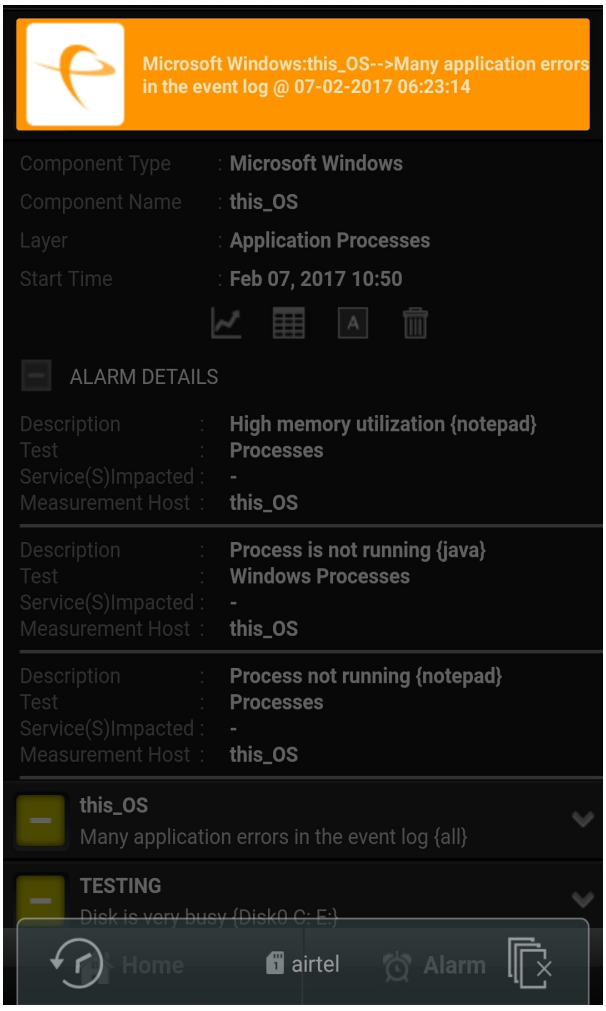

Figure 7.6: In-App message

Chapter 8: Conclusion

eG Enterprise of products has been specially designed keeping in mind the unique requirements of IT infrastructure operators. For more information on the eG family of products, please visit our web site at www.eginnovations.com.

This document has described the administration, and usage of eG Enterprise that enables IT infrastructure operators monitor their web infrastructure efficiently and effectively. It has gone a long way in clarifying concepts in various aspects of using eG Enterprise.

For more details regarding the eG architecture and the details of the metrics collected by the eG agents, please refer to the following documents:

A Virtual, Private Monitoring Solution for Multi-Domain IT Infrastructures

- The eG Installation Guide
- The eG Measurements Manual
- The eG Quick Reference Guide
- The eG Customization Manual

We recognize that the success of any product depends on its ability to address real customer needs, and are eager to hear from you regarding requests for enhancements to the products, suggestions for modifications to the product, and feedback regarding what works and what does not. Please provide all your inputs as well as any bug reports via email to support@eginnovations.com.