



## Features and Benefits

### Real-Time Portal Monitoring

Until now, managing portal performance has required rebuilding and load-testing of each portlet outside of the production environment. In contrast, Wily Portal Manager accurately monitors the complex, dynamic interactions taking place across the entire workflow and inside individual processes, and then presents that data in easy-to-use dashboards.

Wily's patented Blame™ technology delivers real-time visibility that enables you to address potential issues before they impact users, as well as quickly isolate the root cause of problems that do arise. It can even help identify whether a problem is coming from internal portal processes or external systems such as back-end databases and e-commerce servers.

### Automated Threshold Alerting

Wily Portal Manager also helps you stay on top of portal service level agreements (SLAs) and quality of service (QoS) goals. You can configure threshold limits and SmartTrigger™ alerts defined by a particular activity or usage metric — including average response time, interval count and stalled method count.

If a limit is exceeded, Wily Portal Manager automatically delivers a SmartTrigger alert via e-mail, SNMP traps or API command line. It enables you to spend your valuable time proactively fine-tuning and optimizing portal performance, rather than reactively managing crises and solving problems.

### Dashboard Views

Wily Portal Manager's effective monitoring capabilities leverage our extensive experience with portal infrastructures. Right out of the box, Wily Portal Manager simplifies the challenge of isolating portal problems.

Four pre-built dashboards — 1) Performance Overview, 2) Authentication & Authorization, 3) Engine and 4) Portlet Container & Portlet Services—summarize overall performance of the portal and identify key workflow areas. These dashboards display aggregate performance measurements via “traffic lights”, time-plots and “worst-performing” graphs help administrators determine at-a-glance where to focus their troubleshooting efforts. (Figures 2 and 3)

### Expandable Drilldown Views

Wily Portal Manager enables you to find and fix performance issues fast and put an end to finger-pointing. By thoroughly charting complex portal interactions, inside and outside the workflow, it helps end the blame game.

The explorer tree view (Figure 4) provides detailed information about individual portlets, their internal processes and most importantly, their connections with systems outside the portal framework. It logically guides you to the individual processes that are involved — such as authentication, authorization, engine, portlet container, portlet, service and cache.

Wily Portal Manager utilizes Blame technology to trace a portal transaction through all the relevant processes to identify the root cause of the problem. For example, if the “Stalled Alert of Perform Actions” indicator turns red on the Dashboard view, it is likely due to one or more specific portlets generating stalled requests above the acceptable performance threshold. Referring to the explorer tree in Figure 4, you can quickly trace the “blame path” starting with “Stalled Performed Actions” under the Portlets branch of the tree. In this case, the problem isolation path leads immediately to “portletA” as follows:

WebSphere Portal → Portlets → Stalled Perform Actions → portletA → Stalled Method Count

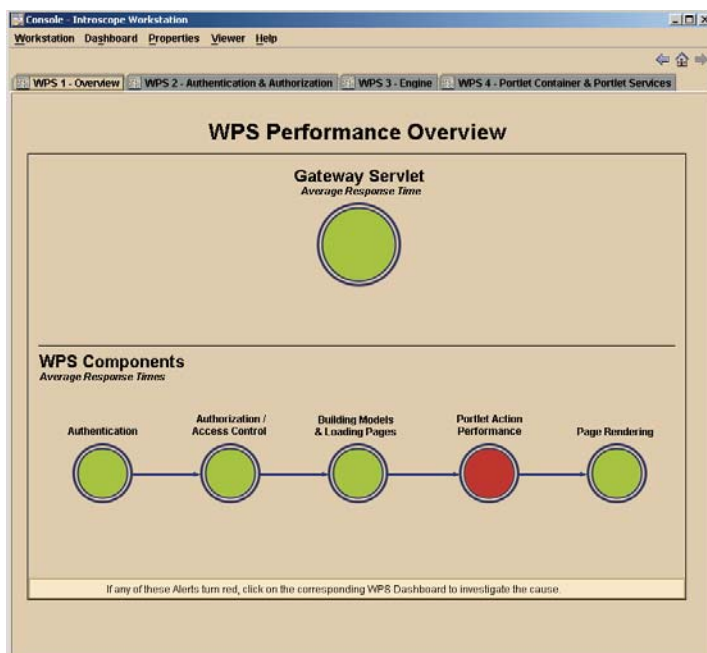


Figure 2. Unique monitoring dashboards indicate the overall performance of each internal portal workflow categories.

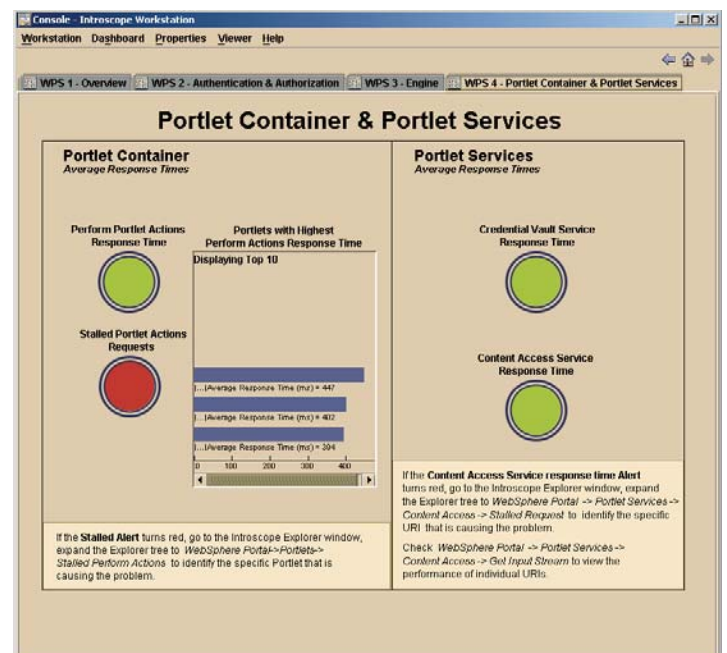


Figure 3. The dashboards display overall portal health via traffic-light indicators, time-plots and “worst-performing” graphs.

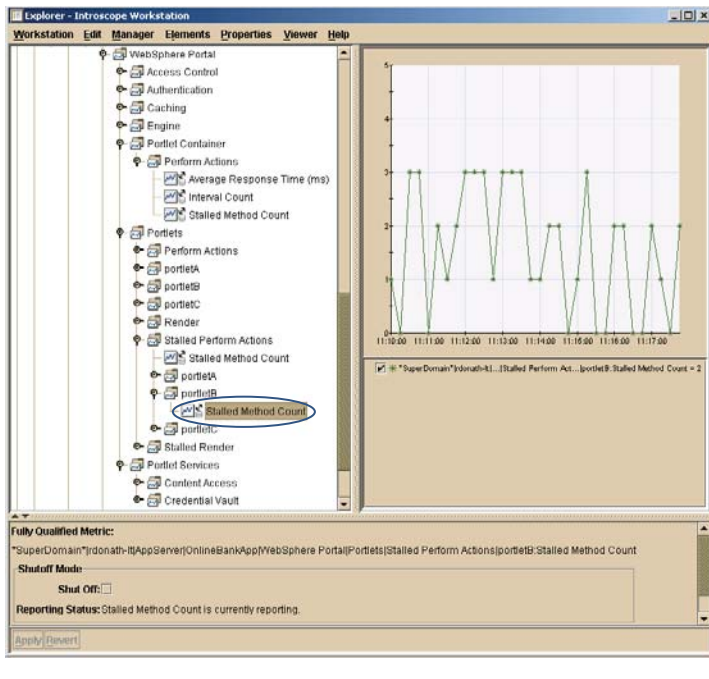


Figure 4. The explorer-tree view drills down deep into the workflow and correlates key diagnostic data.

## Key Performance Metrics

Wily Portal Manager delivers key performance metrics by correlating the performance of portal and its connections to critical back-end systems with portal workflow interactions. These real-time metrics enable you not only to quickly and accurately pinpoint the source of portal problems but also serve as reference points for configuring threshold limits and automated alarms. Table 1 below lists the performance metrics available for each process.

Portal Process	Performance Metrics
Authentication	User Login
Authorization/ Access Control	Load User Load User Group Load Resource Load Roles
Engine	Gateway Servlet Build Models Load Pages Render Pages
Portlet Container	Perform Portlet Actions
Individual Portlet	Perform Actions Rendering
Portlet Services	Credential Vault API Content Access API
Individual Cache	Hit & Miss Count

Table 1. Portal Performance Metrics

## Open-Standards Architecture

Like all of our Wily 4 solutions, Wily Portal Manager is designed to leverage your existing administrative knowledge, including Java and enterprise application integration (EAI) technologies. In addition to internal portal processes, this standards-based solution monitors external application servers, databases and back-end transactional systems.

Our Blame technology delivers clear visibility into the entire Java application environment, beyond the portal infrastructure. This allows you to identify whether performance problems are coming from inside the application itself, application server or back-end transactional and supporting systems. With Wily Portal Manager, you can locate bottlenecks in the whole application that is outside the portal framework — all the way down to individual servlets, JSPs, EJBs, classes, methods and more. It also utilizes Introscope Transaction Tracer™ to track and isolate individual application transactions problems connected to your portal environment allowing you to correlate performance of portal components and the application.

Wily Portal Manager helps integrate portal monitoring and management with your other administrative controls as well. Its extensible architecture interoperates with standard management platforms, such as IBM Tivoli, HP OpenView and MIB-enabled platforms.

## The Right Business Solution

Wily helps you to effectively manage your portal environment while focusing on the continued success of your business. Wily Portal Manager provides a powerful and cost effective means to manage the performance of your portal through a single comprehensive solution. With out-of-the-box functionality, Wily Portal Manager makes it possible to help you meet your unique business requirements by allowing you to: monitor and troubleshoot your entire portal environment in real-time, detect failing performance before it reaches a crisis, correlate usage and activity data between specific processes, and view databases, e-commerce servers, mainframes and other systems beyond the portal.

## Specifications

### System Requirements

- IBM WebSphere Portal, Version 5

### Application Server Support

- IBM WebSphere Application Server, Version 5

### Platform Support

- AIX, Linux, Solaris, Windows 2000

### Suite Contents

- Introscope® 4.2, Introscope SQL Agent™, Introscope PowerPack™ for IBM WebSphere Application Server, Wily Portal Manager Extension for IBM WebSphere Portal Server 5.0

## For More Information

For more information about Wily Portal Manager — including case studies, solution scenarios, white papers, and FAQs — please visit [www.wilytech.com](http://www.wilytech.com) or contact one of our worldwide offices.

Wily Portal Manager is part of Wily 4, a comprehensive family of products and services for maximizing the performance, availability and control of your enterprise deployments. Used by enterprises worldwide to monitor production applications, Wily 4 is proven, mature and enterprise ready. Its flexibility allows it to meet the management needs of any unique Java application environment. It fits both your management process and your management framework. Wily 4 facilitates inter-departmental communication by bridging the functional silos in your IT organization. This allows problems to be identified and solved quickly. Wily 4 delivers payback on your corporate IT investment and more importantly, on the investment you make in your customers.

If you would like to find out more about Wily Portal Manager, or any of our industry leading Wily 4 performance-management solutions, or if you would like to arrange an on-site evaluation, please visit [www.wilytech.com](http://www.wilytech.com) or contact one of our worldwide offices.

## About Wily

Wily Technology has become the leader in enterprise Java application management by helping its customers keep their applications running at peak performance. Wily's comprehensive solution gives customers visibility into their new-generation Java applications; integrates into existing IT systems management processes; and when combined with Wily's best practices, helps enterprise IT personnel become world-class managers of Java applications. Wily's patented Introscope® software monitors large-scale Java applications in real-time production environments, isolating bottlenecks and minimizing downtime. Wily has established strategic partnerships with industry leaders such as BEA Systems, Fujitsu, Hewlett-Packard, IBM, Oracle, and Sun Microsystems. Based on the strength of its innovation, partnerships, and solid customer base, Gartner, Inc. recently placed Wily in the leader quadrant in the J2EE Application Server Management Magic Quadrant.

## Wily Services

Innovative and unique, Wily enterprise application performance management solutions come as the result of extensive experience working with our industry-leading partners, including IBM and BEA. Wily Services offerings allows you to leverage Wily's knowledge, skills and expertise so that your IT staff can become world-class managers of Enterprise Portal applications and better ensure high Quality of Service. Your company can reap the benefits of our Portal management knowledge through our Professional and Education Services:

- Wily Professional Services enable your IT teams to leverage Wily's expertise in Java management.
- Wily Education Services train your IT personnel to become world-class Java application managers.



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