

# Operational Analytics

Relevant to:

- Native iOS
- Native Android
- Native Windows Phone 8
- Native Windows 8 Universal
- Hybrid

## Overview

The MobileFirst Platform Operational Analytics Console is a web-based UI that is dedicated to the ongoing monitoring of the deployed applications, adapters, and servers.

## Agenda

- Introducing IBM MobileFirst Platform Operational Analytics
- Viewing the Analytics Dashboard - Configurations
- Capturing data
- Capturing data - Network Activities
- Capturing data - Notification Activities
- Capturing data - Server logs
- Capturing data - Client logs
- Analytics logs
- Sending data
- Creating a custom chart
- Alerts
- Migration

## Introducing IBM MobileFirst Platform Operational Analytics

MobileFirst Operational Analytics collects data about applications, adapters, devices, logs, and your own custom events to give a high-level view of the client interaction with the IBM MobileFirst Platform Server.



([http://developer.ibm.com/mobilefirstplatform/wp-content/uploads/sites/32/2014/07/mfp\\_operational\\_analytics.jpg](http://developer.ibm.com/mobilefirstplatform/wp-content/uploads/sites/32/2014/07/mfp_operational_analytics.jpg))

Starting with IBM MobileFirst Platform Foundation V7.0, MobileFirst Operational Analytics is delivered as an EAR file which contains two WAR files: `analytics.war` and `analytics-service.war`. You can deploy the EAR file to the following supported application servers:

- Liberty
- WebSphere® Application Server
- Tomcat

In MobileFirst Studio, the two WAR files are installed and available by default in the embedded Liberty server.

## Viewing the Analytics Dashboard - Configurations

The `wl.analytics.url` property must be set to send data to the Analytics server and the `wl.analytics.console.url` must be set to access the Analytics dashboard.

1. You can set these two properties in the `server.xml` file:

```
[code lang="xml"]
&lt;jndiEntry
jndiName=&lt;AppName/wl.analytics.url&lt;
value=&lt;http://localhost:10080/analytics-
service/data&lt;/&lt;
&lt;jndiEntry
jndiName=&lt;AppName/wl.analytics.console.url&lt;
value=&lt;http://localhost:10080/analytics/console&lt;/&lt;
[/code]
```

After the property is set, the **Analytics Dashboard** link appears in the MobileFirst Operations Console.



(<https://developer.ibm.com/mobilefirstplatform/wp-content/uploads/sites/32/2015/04/71ConsoleAnalytics.png>)

2. Click the **Analytics Dashboard** link to open up the dashboard in a new window.

# MobileFirst Analytics Console

Dashboard

Devices

Network

Servers

Security

Search

Administration

Overview

Push Notifications

Custom Charts

## Overview

Today

All Applications ▾

All Versions ▾

Refresh ↻

Total Sessions

Device Sessions

Web Sessions

2,121

2,121

0

### Sessions ⓘ

150



(<https://developer.ibm.com/mobilefirstplatform/wp-content/uploads/sites/32/2015/04/71AnalyticsSession.png>)

## Capturing data

Different types of analytics events are captured by the MobileFirst Operational Analytics server: network activities, notification activities, server logs, and client logs.

### Network activities

- Client interacting with the server

### Notification activities

- Push notifications

### Server Logs

- Server events
- Server stack traces

### Client Logs

- Debug logs
- Crashes

- Custom events
- Network latency information

## Capturing data - Network activities

When a network activity occurs, the event is captured automatically and forwarded to the MobileFirst Operational Analytics server.

- The following API call results in a *session hit* that is visualized on MobileFirst Operational Analytics:

```
[code lang="javascript"]
```

```
// a 'session hit' will be recorded upon a successful connection
```

```
WL.Client.connect();[/code]
```

- The following API call results in an *adapter hit* and a *session hit* that are visualized on the MobileFirst Operational Analytics dashboard:

```
[code lang="javascript"]
```

```
// an 'adapter hit' and a 'session hit' will be recorded upon a successful adapter invocation
```

```
WLResourceRequest.send();[/code]
```

Total Sessions

2,048

Device Sessions

2,048

Web Sessions

0

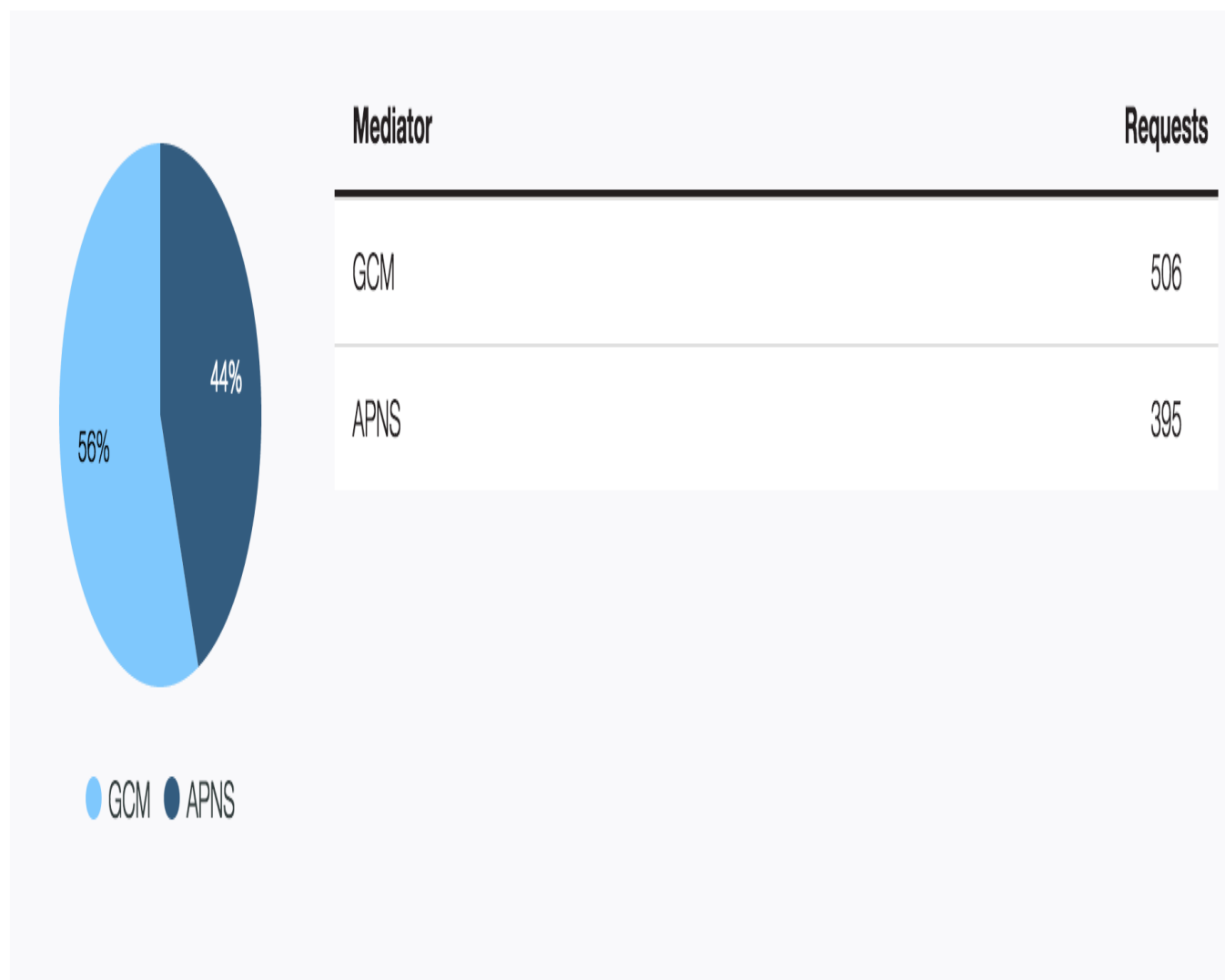
Sessions ⓘ



## Capturing data - Notification Activities

When a push notification occurs, the event is captured automatically and forwarded to the MobileFirst Operational Analytics server.

### Notifications By Mediator



## Capturing data - Server Logs

The log data that is generated by MobileFirst Server is automatically forwarded to the MobileFirst Operational Analytics server, where the data can be searched and downloaded.

### Weekly Log Severities



## Server Logs

| Date                            | Severe | Warn | Info | Fine | Download                 |
|---------------------------------|--------|------|------|------|--------------------------|
| Tuesday, Jun 23, 2015, 12:00 AM | 0      | 116  | 53   | 0    | <a href="#">Download</a> |
| Tuesday, Jun 23, 2015, 1:00 AM  | 0      | 100  | 30   | 0    | <a href="#">Download</a> |



|                                |   |     |    |   |                   |
|--------------------------------|---|-----|----|---|-------------------|
| Tuesday, Jun 23, 2015, 2:00 AM | 0 | 89  | 45 | 0 | <a href="#">↓</a> |
| Tuesday, Jun 23, 2015, 3:00 AM | 0 | 137 | 67 | 0 | <a href="#">↓</a> |
| Tuesday, Jun 23, 2015, 4:00 AM | 0 | 149 | 54 | 0 | <a href="#">↓</a> |
| Tuesday, Jun 23, 2015, 5:00 AM | 0 | 127 | 56 | 0 | <a href="#">↓</a> |
| Tuesday, Jun 23, 2015, 6:00 AM | 0 | 111 | 56 | 0 | <a href="#">↓</a> |

(<https://developer.ibm.com/mobilefirstplatform/wp-content/uploads/sites/32/2015/04/71AnalyticsServer.png>)  
 To disable this behavior, set the `wl.analytics.logs.forward` property to `false`.

## Capturing data - Client Logs

You can instrument a MobileFirst application with client logs to record client debugging information and events.

You can use the following APIs to create client logs which are then forwarded to the MobileFirst Operational Analytics server, where they can be searched and downloaded.

```
[code lang="javascript"]
// Set the log level to trace so that all logs are captured
WL.Logger.config({&amp;amp;quot;level&amp;amp;quot;:
&amp;amp;quot;TRACE&amp;amp;quot;});

// Create a client side log that is persisted locally until it is sent to the server
WL.Logger.trace(&amp;amp;quot;Create a client log at the TRACE level.&amp;amp;quot;);
WL.Logger.debug(&amp;amp;quot;Create a client log at the DEBUG level.&amp;amp;quot;);
WL.Logger.info(&amp;amp;quot;Create a client log at the INFO level.&amp;amp;quot;);
WL.Logger.warn(&amp;amp;quot;Create a client log at the WARN level.&amp;amp;quot;);
WL.Logger.error(&amp;amp;quot;Create a client log at the ERROR level.&amp;amp;quot;);
WL.Logger.fatal(&amp;amp;quot;Create a client log at the FATAL level.&amp;amp;quot;);[/code]
```

## Analytics Logs

Client-side logs are captured based on the logging level that is set on the client. If you want to create analytics logs that are always captured regardless of the logging level, you can use the `WL.Analytics` API.

```
[code lang="javascript"]
// Create an analytics log message
WL.Analytics.log(&amp;amp;quot;Analytics log message&amp;amp;quot;);
```

```
// Create a custom activity
WL.Analytics.log({_activity: '&&&quot;customActivity&&&quot;});

// Create a custom activity with a log message
WL.Analytics.log({_activity: '&&&quot;customActivity&&&quot;},
&&&quot;Analytics log message&&&quot;});
[/code]
```

## Sending data

Logs that are captured by the client-side logging APIs and the `WL.Analytics` APIs are sent to the server automatically upon a successful server connection or a successful adapter call.

```
[code lang="javascript"]

// Logs sent upon successful connection
WL.Client.connect();

// Logs sent upon successful adapter invocation
WL.ResourceRequest.send();[/code]
```

You can disable this automatic behavior by using the following call:

```
[code lang="javascript"]

// Disable automatic sending of client and analytics logs
WL.Logger.config({autoSendLogs: false});[/code]
```

If you want to send this data more frequently, you can use the following API calls:

```
[code lang="javascript"]

// Send client debug logs
WL.Logger.send();

// Send analytics logs
WL.Analytics.send();[/code]
```

## Custom charts

Custom charts are a new feature of MobileFirst Platform Operational Analytics 7.0 and later. By using custom charts, you can take data that is already collected, like device ID, device model, device OS, etc., or log your own custom data and create charts. To understand how to log and send data, see [Analytics logs](#) and [Sending data](#).

### Chart types

- Bar Graph
- Flow Chart
- Line Graph
- Metric Group
- Pie Chart
- Table

## Creating a custom chart

Creating a custom chart is simple. The following example walks you through creating a pie chart, based on the user pressing three buttons.

The messages that are logged to the Operational Analytics server in this example are hard-coded buttons. Those messages look like this:

```
[code lang="javascript"]
WL.Analytics.log({buttonPress: '&&&quot;buttonA&&&quot;',
&&&quot;press&&&quot;});
WL.Analytics.log({buttonPress: '&&&quot;buttonB&&&quot;',
&&&quot;press&&&quot;});
WL.Analytics.log({buttonPress: '&&&quot;buttonC&&&quot;',
&&&quot;press&&&quot;});
[/code]
```

To create a chart, follow these steps.

1. Go to the **Custom Charts** tab and click **Create Chart**.



The following will appear.

## Custom Charts

General Settings

Chart Title:

Custom Chart

Event Type:

Select Event Type ▼

Save

Next

Cancel

### Custom Chart

Missing event type

As you fill out your information, more input fields are displayed.

2. Enter a **Chart Title**
3. Select **Custom Data** as the **Event Type**
4. Select a **Chart Type**. This example uses a **Pie Chart**.

## Custom Charts

**General Settings**

Chart Title:

Custom Chart

Event Type:

Custom Data ▼

Chart Type:

Select Chart Type ▼

Select Chart Type

Bar Graph

Flow Chart

Line Graph

Metric Group

Pie Chart

Table

Save

Next

Cancel

**Custom Chart**

Missing chart type

5. Click on the **Chart Definition** tab.

## Custom Charts

**General Settings** Chart Definition

Chart Title:

Custom Chart

Event Type:

Custom Data ▼

Chart Type:

Pie Chart ▼

Save

Next

Cancel

6. Select a **Property**. This example uses `buttonPress`.

### Custom Charts

General Settings

Chart Definition

Pie Chart Configuration

Property:

Select Property

Select Property

Application Version

mykey

Device OS Version

Application Name

Device Id

Device Model

buttonPress

Device OS

Save

Next

Cancel

Custom Chart

Pie chart missing property

7. Click **Save**. The chart is saved under the **Custom Charts** tab in the main dashboard.



## Alerts

If you are using the latest interim fix of MobileFirst, you can set thresholds in alert definitions in the IBM MobileFirst™ Platform Operational Analytics Console to better monitor your activities.

You can configure thresholds, which if exceeded, trigger alerts to notify the MobileFirst Operational Analytics Console monitor. The triggered alerts can be visualized on the console, or the alerts can be handled by a custom webhook. This feature provides a proactive means of detecting client log errors, server log errors, extended periods of network latency, and authentication failures. Reactive thresholds and alerts keep you from having to sift through your data and set thresholds at a wide spectrum of granularity.

## Navigating Alerts

To navigate to the Alert's dashboard there is a button with a bell in the top right corner as indicated in the picture below. The button may have a number associated, like in the image below. This number represents the number of alerts that have gone off since the last time last time a user has marked that they were notified of the alerts.



The screenshot shows the MobileFirst Analytics Console interface. The top navigation bar is dark blue with the 'MobileFirst Analytics Console' logo on the left. On the right side of the top bar, there is a bell icon with a red circle containing the number '8' next to it. A red arrow points from the text 'Alert's Dashboard' to this bell icon. Below the top bar, there is a left sidebar with a light blue background containing several menu items: 'Dashboard' (with a checkmark icon), 'Devices' (with a smartphone icon), 'Network' (with a network icon), 'Servers' (with a server rack icon), 'Security' (with a padlock icon), 'Search' (with a magnifying glass icon), and 'Administration' (with a calendar icon). The main content area has a light blue header with 'Alert Log' and 'Alert Management' tabs. Below the tabs, the 'Alert Log' is displayed as a table. The table has four columns: 'Count', 'Date', 'Alert Name', and 'Event Type'. There are three rows of data in the table. A red arrow points from the text 'Alert's Dashboard' to the bell icon in the top right corner.

| Count | Date         | Alert Name                          | Event Type           |
|-------|--------------|-------------------------------------|----------------------|
| 2     | Sep 21, 2015 | challenge issued alert_>=5 in 1 min | Network Transactions |
| 3     | Sep 21, 2015 | challenge issued alert_>=5 in 1 min | Network Transactions |
| 5     | Sep 18, 2015 | authfail                            | Network Transactions |

|                          |   |              |       |             |
|--------------------------|---|--------------|-------|-------------|
| <input type="checkbox"/> | 4 | Sep 18, 2015 | Fatal | Client Logs |
| <input type="checkbox"/> | 2 | Sep 18, 2015 | Fatal | Client Logs |
| <input type="checkbox"/> | 3 | Sep 17, 2015 | Fatal | Client Logs |
| Prev                     | 1 | Next         |       |             |

(<https://developer.ibm.com/mobilefirstplatform/wp-content/uploads/sites/32/2015/09/AlertsDashboard.jpg.png>)

The initial page to the Alert's dashboard is the Alert's log page. In the Alert's log page you can see previous alerts that you were alerted about. If an alert has not been marked as viewed, then you will see a red circle over the alert count. To mark this as viewed, just press on the red circle.

## Alert Management

[Create Alert](#)

| Name                                | Event Type           | Property       | Enabled                             | Actions   |
|-------------------------------------|----------------------|----------------|-------------------------------------|---|
| challenge issued alert_>=5 in 1 min | Network Transactions | validationCode | <input checked="" type="checkbox"/> |          |
| RegistrationSLAAlert                | Network Transactions | roundTripTime  | <input checked="" type="checkbox"/> |    |
| authfail                            | Network Transactions | authSuccess    | <input checked="" type="checkbox"/> |    |

(<https://developer.ibm.com/mobilefirstplatform/wp-content/uploads/sites/32/2015/09/AlertsManagment.jpg.png>)

If you navigate to the 'Alert Management' tab, you can see the previous alerts that have been created. Here you can enable the alerts, copy the alerts for a starting point when creating a new alert, edit an existing alert, delete an existing alert, or create a new alert.

### Creating an Alert

To create an alert, press the 'Create Alert' button under the 'Alert Management' tab in the Alert's dashboard. When creating an alert, the alert's information will populate as you are filling in information because not every alert will take the same values. Below you can see an alert with information already filled in.

## Alert Management



Alert Name \*

Slow Roundtrip

Method \*

- ☒ Analytics Console Only
- ☐ Analytics Console and Network Post

Query Frequency \*

10

Minutes

Message \*

Checking to see if average roundtrip time is slower than 500 ms.

Event Type \*

Network Transactions

Network Transaction Type \*

- ☒ All Network Requests
- ☐ All Adapter Requests
- ☐ Specific Adapter Requests

Property \*

Roundtrip Time

Threshold \*

Average

is greater than (>)

500

ms



(<https://developer.ibm.com/mobilefirstplatform/wp-content/uploads/sites/32/2015/09/Screen-Shot-2015-09-22-at-11.48.27-AM.png>)

## Migration

MobileFirst Platform Foundation Analytics now has a simple migration tool for users who are on an earlier version of Operational Analytics than MobileFirst Platform Foundation 7.1.0. This feature is needed because some of the search mappings in previous versions of IBM MobileFirst Platform Foundation that are necessary to populate the Analytics console have been changed.

To run this search, go to the **Administration** tab on the left side of the console. After the administration console loads, click the **Migration** tab on the top tab bar. You can then see how many documents you have to migrate and the progress of the migration. You can perform a migration by pressing the **Perform Migration** button. After the migration process, all your data is migrated to IBM MobileFirst Platform Foundation 7.1.0 with all the correct mappings. You can see an example of the migration tab below.



Dashboard



Devices



Network



Servers



Security



Search



Administration

Cluster and Node

Update Settings

Export Data

Migration

## Migration

### Migrate Data

Indices to migrate

Documents

worklight

1669258

Total number of documents to migrate: 1669258

Perform Migration