Monitoring PTC Windchill Performance Using the PTC System Monitor

Overview

Course Length | 8 Hours

In this course, you will learn how to use PTC System Monitor to manage and troubleshoot Windchill system performance. You will focus on managing business transactions, tracking users, and identifying and resolving incidents. You will also learn how to implement dashboards, reporting and diagnostic capabilities to improve issue resolution times, and technical support efficiency. In addition, you will gain an understanding of the overall installation and configuration process.

This course has been developed using Windchill and PTC System Monitor 5.0.
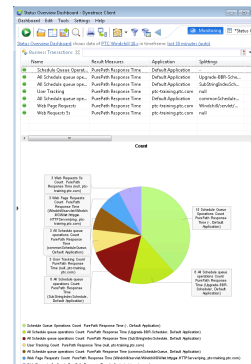
SMART

CONNECTED

COMPLETE

FLEXIBLE

Course Objectives

- Identify the fundamentals of the PTC System Monitor.
- Understand PTC System Monitor architecture and deployment planning.
- Understand the installation and configuration process.
- Understand basic client navigation.
- Review health dashboards.
- Access and understand monitoring and diagnostic dashboards.
- Understand Dynatrace terminologies.
- Identify business transactions and their types.
- Search and analyze business transactions.

- Conduct end use tracking.
- Understand diagnostic capabilities.

- Perform Windchill cache and queue monitoring.
- Understand host infrastructure monitoring.

- Manage incidents and alerts.
- Manage Incident rules.

- Configure e-mail notification for system alerts.
- Review common diagnostic scenarios.

- Identify application performance problems.
- Identify database problems.
- Create stored sessions.
- Export sessions and transactions.
- Configure and generate reports.

Prerequisites

- Familiarity with the Windchill PDMLink user interface.

- Some experience in administering the Windchill system environment.

Audience

- This course is intended for System Administrators and Application Developers. People in related roles will also benefit from taking this course.

Agenda

Day 1

Module	1	Introduction to the PTC System Monitor Environment
Module	2	Installation and Configuration Overview
Module	3	Accessing and Understanding Dashboards
Module	4	Tracking Business Transactions and Users
Module	5	Managing Incidents and Alerts
Module	6	Exploring Common Diagnostic Scenarios
Module	7	Managing Sessions and Generating Reports