ARCTURUS
CONSTANT INNOVATION

APPLICARE 9.2.X

Getting Started

Architecture, key concepts, prerequisites and first installation.

Version 9.2

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Generated from the Applicare master documentation. 210 of 210 articles were migrated from earlier documentation and are pending technical review.
The latest version is always available at https://helpdesk.arcturustech.com/hc/en-us

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GETTING STARTED

Installation & Getting started with Applicare

Applicare 9.2 · Updated February 28, 2025 · controller, linux, windows · **Pending technical review**

Setting up Applicare monitoring is straightforward. Follow the steps below to get started:

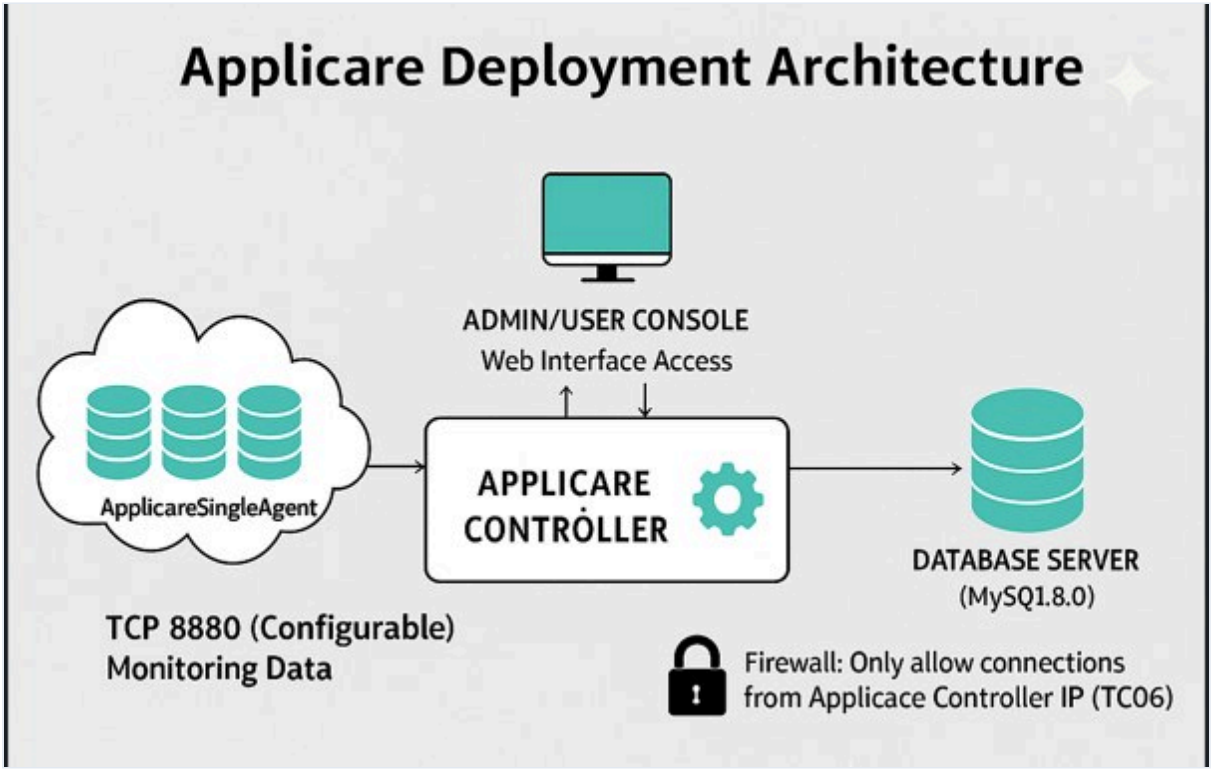
- Applicare Controller Installation
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Monitoring with Applicare

GETTING STARTED

Applicare Architecture and Components

Applicare 9.2 · Updated November 4, 2025 · controller · **Pending technical review**



This architectural diagram outlines the roles of the core Applicare components and their communication:

- **Applicare SingleAgent:** Deployed on monitored servers to **collect** performance metrics from diverse technologies.
- **Applicare Controller:** The **central hub** that receives, processes, and manages the data streamed from the SingleAgent.
- **Applicare Database:** The **storage layer** where all collected performance metrics are securely retained.
- **Applicare UI:** The user-facing tool for **visualization, analysis**, and configuration of your monitoring environment.

GETTING STARTED

Key Concepts

Applicare 9.2 · Updated September 13, 2024 · **Pending technical review**

What is IntelliSense?

IntelliSense proactively monitors, analyzes and notifies you of potential outage conditions.

IntelliSense monitors for patterns that could lead to an outage and provides warnings before they occur.

With IntelliCheck, there's no need to set thresholds manually. IntelliCheck leverage a built-in knowledge base to identify conditions that could lead to outages or performance degradation.

IntelliSense automates root-cause analysis. Applicare automatically detects server failures in production, performs an analyzes of the server state, and generate a root-cause analysis report instantly. IntelliSense will generate an email that not only informs you of what failed but explains why it happened.

This ensure you have all the necessary information, even if the incident occurred happened in the middle of the night while you were asleep. Applicare quickly analyzes thousands of matrices and delves into transaction-level details to determine the root-cause. It identifies the culprit transactions, exact code and/or SQLs.

On top of it, IntelliSense is extremely un-intrusive way to monitor. The IntelliSense technology reduces overhead, because it is designed from ground up with high performance and least impact in mind. The overhead in most cases is so low that it is almost immeasurable.

What is an Analyzer?

Analyzers provide historical views of crucial monitored objects state information.

Applicare automatically stores crucial information about the state of monitored objects for historical analysis. It provides you with intuitive and extremely easy-to-use data-mining capabilities. Starting with a 1-day view of a server's performance, you can drill down to a particular time frame in a matter of seconds

What is an Explorer?

Explorers make JMX, SNMP and other external information easily accessible directly within the Applicare Console.

While servers provide a wealth of useful data through JMX, it is not in an easy-to-use format. Applicare provides an easy-to-use interface for browsing MBeans information. Applicare explorers make JMX information of all monitored servers accessible directly within Applicare Console, without causing you to have to browse through many JSP pages to obtain the same.

What is a Sensor?

Sensors save JMX, SNMP and other external information values for graphical analysis, reporting and alerting over time.

Applicare enables you to create sensors on any property_._ A sensor is a property whose value is recoded at specified intervals. Applicare provides an easy-to-use interface to graphically analyze data accumulated by Applicare sensors.

Monitoring with Applicare

GETTING STARTED

Applicare APM Deployment: Infrastructure Pre-requisites for POC

Applicare 9.2 · Updated December 19, 2025 · controller · **Pending technical review**

Applicare requires one machine deployment setup for performance.

Hardware & Software requirements for Applicare Controller machine:

Applicare installer	**Downloadable from the Applicare support site.**
Disk Space	200GB SSD
RAM	32 GB
CPU	Intel i7 6-core equivalent or higher
Java	Java 25 or any supported version
OS	Windows 10 or later / Windows Server 2012 or newer. (OR) Red Hat Enterprise Linux 6.x or newer (RHEL 8 recommended).
Permission	Login user must have administrative (Windows) or root/sudo (Linux) privileges.
Web Browser	Google Chrome (stable version recommended for Windows)

Port and Network Requirements

- **Agent to Applicare Controller:** Agents must be able to reach the **Applicare Controller's IP and Port**.
  - **Default Port: 8880** (Can be modified).
  - The Controller's VM IP address must be accessible to all agents.

Note:

The above hardware requirements are subject to revision, particularly when moving to a live or production environment, which will necessitate an increase in VM and resource allocation

GETTING STARTED

Applicare APM Deployment: Infrastructure Pre-requisites for Production monitoring

Applicare 9.2 · Updated December 19, 2025 · controller · **Pending technical review**

Applicare requires a two-machine deployment setup for **security** and **performance**:

- **Applicare Controller:** This machine hosts the Applicare controller.
- **Database Server:** This machine hosts the Applicare controller data store.

Security: Only the **Applicare Controller** is permitted to connect to the **Database Server**. All **Agents** communicate exclusively with the **Applicare Controller**, preventing direct agent-to-database connections and enhancing system security.

Hardware & Software requirements for Applicare Controller machine:

Applicare installer	**Downloadable from the Applicare support site.**
Disk Space	100GB SSD
RAM	32 GB
CPU	Intel i7 6-core equivalent or higher
Java	Java 25 or any supported version
OS	Windows 10 or later / Windows Server 2012 or newer. (OR) Red Hat Enterprise Linux 6.x or newer (RHEL 8 recommended).
Permission	Login user must have administrative (Windows) or root/sudo (Linux) privileges.
Web Browser	Google Chrome (stable version recommended for Windows)

Hardware & Software requirements for Applicare database machine:

Mysql	***MySQL Server 8.0***
Disk Space	1 TB SSD or higher (**Critical: Higher capacity recommended for production monitoring**).
RAM	64 GB or higher.
CPU	Intel i7 6-core equivalent or higher.
Supported OS	Windows 10 or later / Windows Server 2012 or newer. (OR) Red Hat Enterprise Linux 6.x or newer (RHEL 8 recommended).
Permission	Login user must have administrative (Windows) or root/sudo (Linux) privileges.

Port and Network Requirements

- **Agent to Applicare Controller:** Agents must be able to reach the **Applicare Controller's IP and Port**.
  - **Default Port: 8880** (Can be modified).
  - The Controller's VM IP address must be accessible to all agents.
- **Applicare Controller to Database Server:** The Applicare Controller must be able to reach the **Database Server's IP and Port**.
  - **Default Port: 3306** (MySQL default).

Note: The existing hardware requirements may undergo changes in the future. The addition of new agents or features could lead to revisions in the hardware requirements.

GETTING STARTED

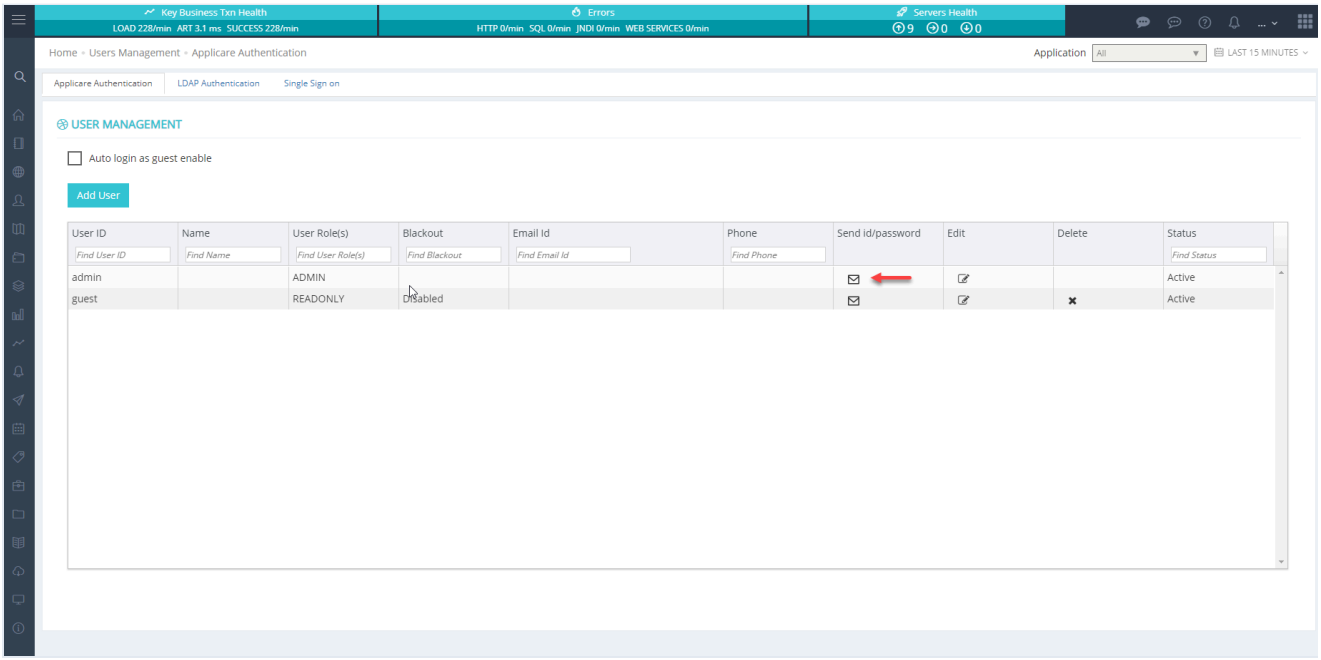
Applicare Configuration

Applicare 9.2 · Updated September 13, 2024 · controller · **Pending technical review**

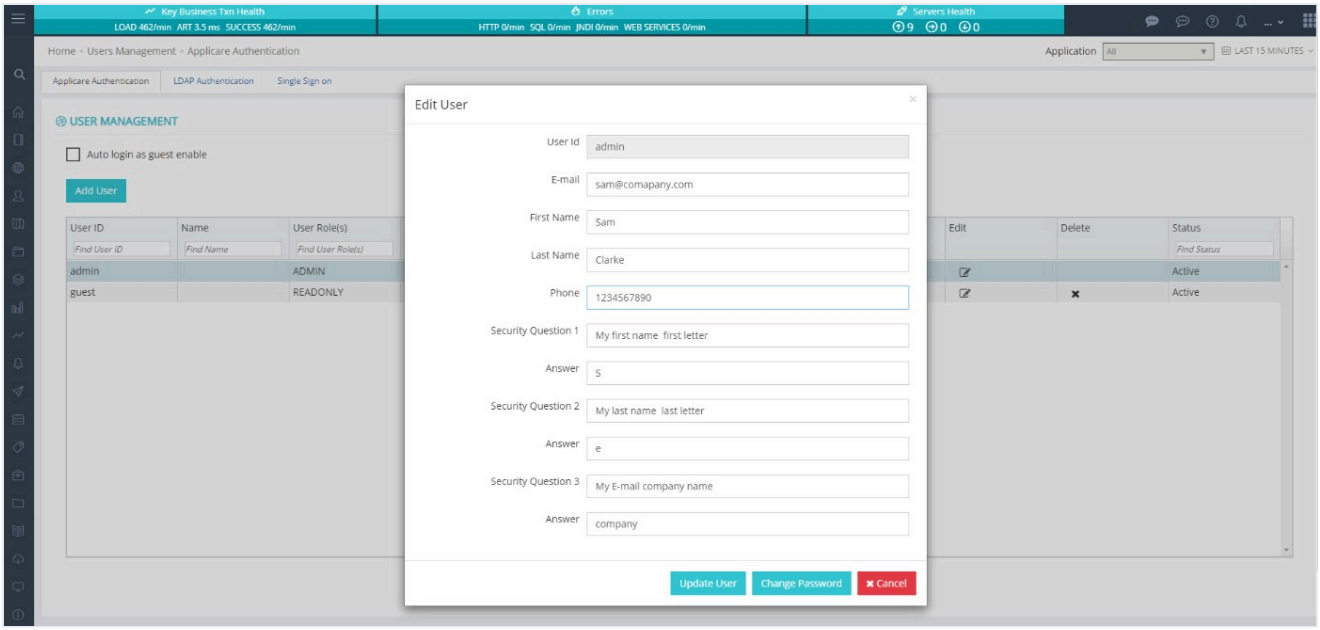
To start with Applicare, You'll need to update the default admin user password and configure the SMTP server settings.

To Change the admin Password

Go to Configuration -> User Management -> Applicare Authentication and choose "edit" for the 'admin' user.

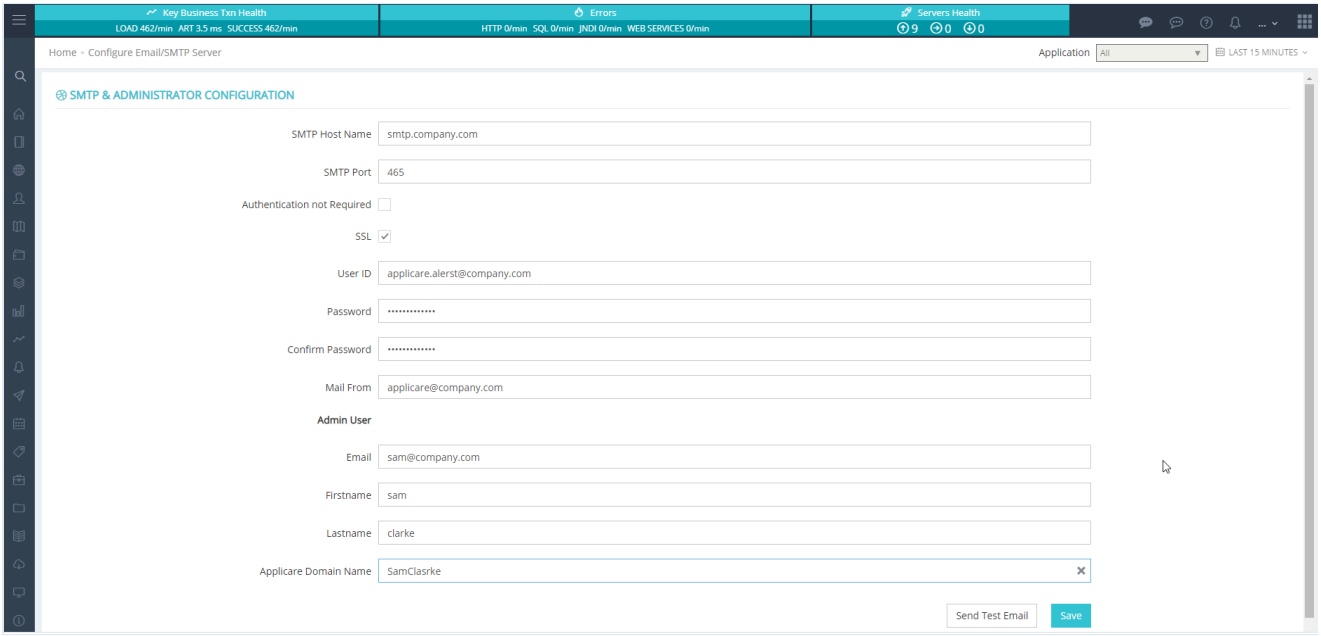


In the edit user details section, you can update the password along with other user information.



SMTP Parameters

This tab lets you set up the SMTP server settings. The Admin User email is where all alerts are sent, so choose this address carefully.



Monitoring with Applicare