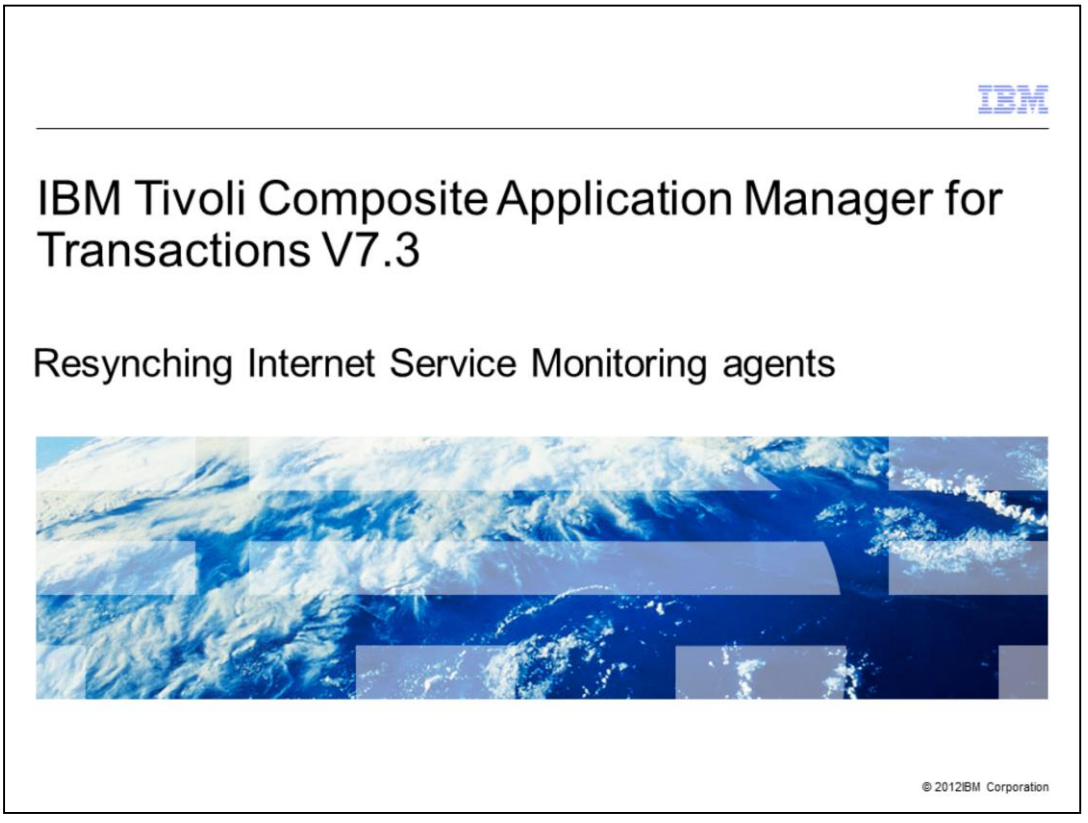


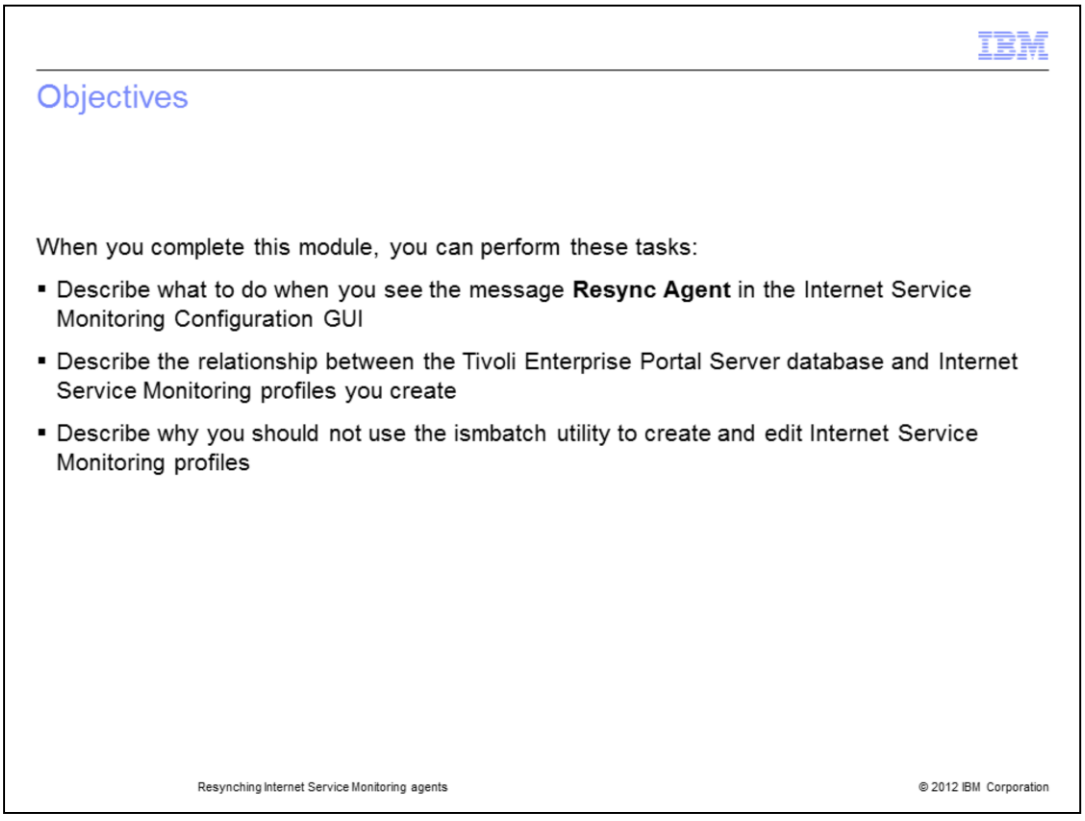
IBM Tivoli® Composite Application Manager for Transactions V7.3, Resynching Internet Service Monitoring (ISM) agents.

This IBM Education Assistant module is for users who have deployed the Internet Service Monitoring agent in IBM Tivoli Composite Application Manager for Transactions V7.1, 7.2, or 7.3.

ISM is an abbreviation for the Internet Service Monitoring application.

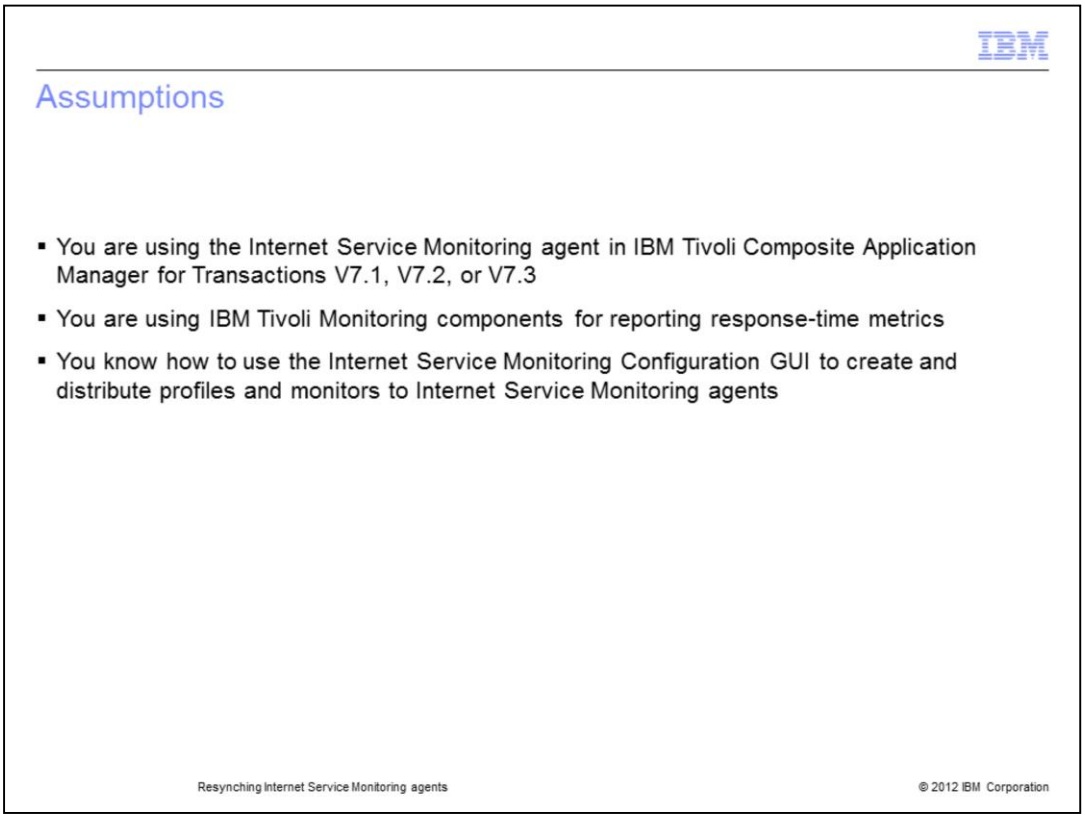
IBM Tivoli Composite Application Manager for Transactions 7 provides an Internet Service Monitoring configuration GUI in the Tivoli Enterprise Portal. You use the GUI to create and edit ISM profiles, and distribute the profiles to managed systems. These profiles define the ISM monitors, and how frequently you want the monitors to run. When you open the ISM Configuration GUI, the utility sometimes indicates that your ISM agents are “Out of Sync.”

This IBM Education Assistant module shows you how to respond to this message and resynchronize your Internet Service Monitoring agents with the Tivoli Enterprise Portal Server database.



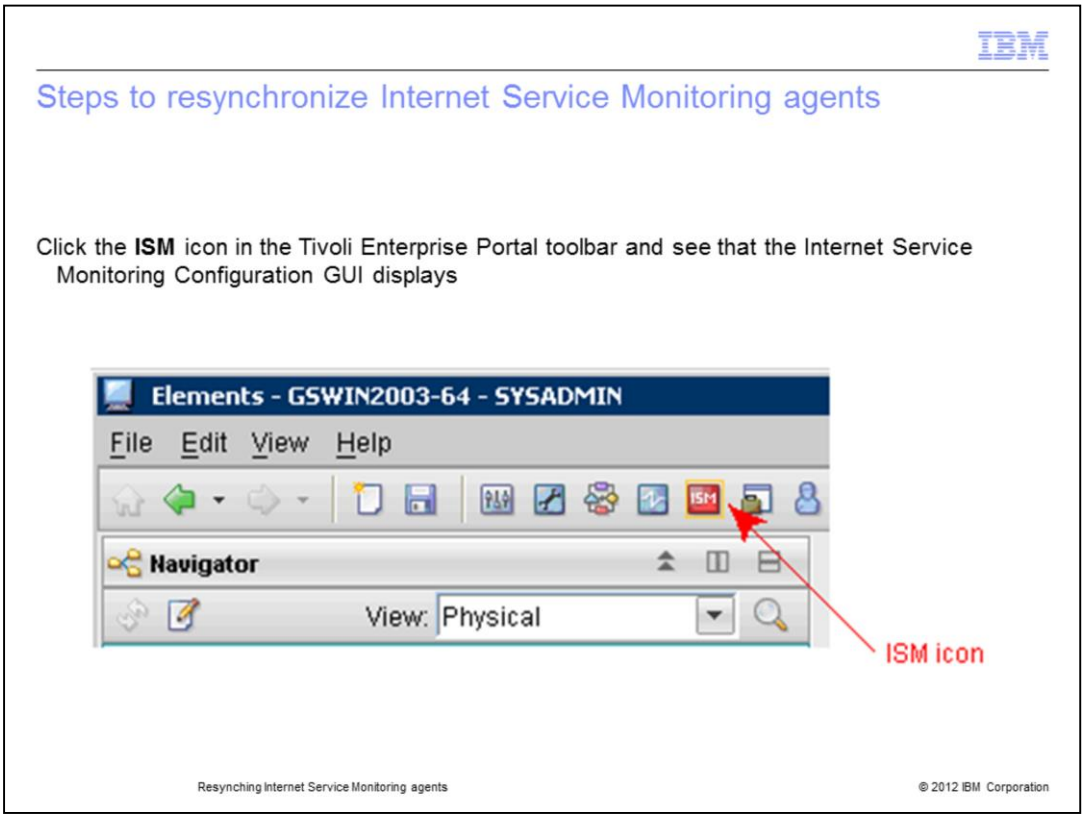
When you complete this module, you can perform these tasks:

- Describe what to do when you see the message **Resync Agent** in the Internet Service Monitoring Configuration GUI
- Describe the relationship between the Tivoli Enterprise Portal Server database and Internet Service Monitoring profiles you create
- Describe why you should not use the ismbatch utility to create and edit Internet Service Monitoring profiles

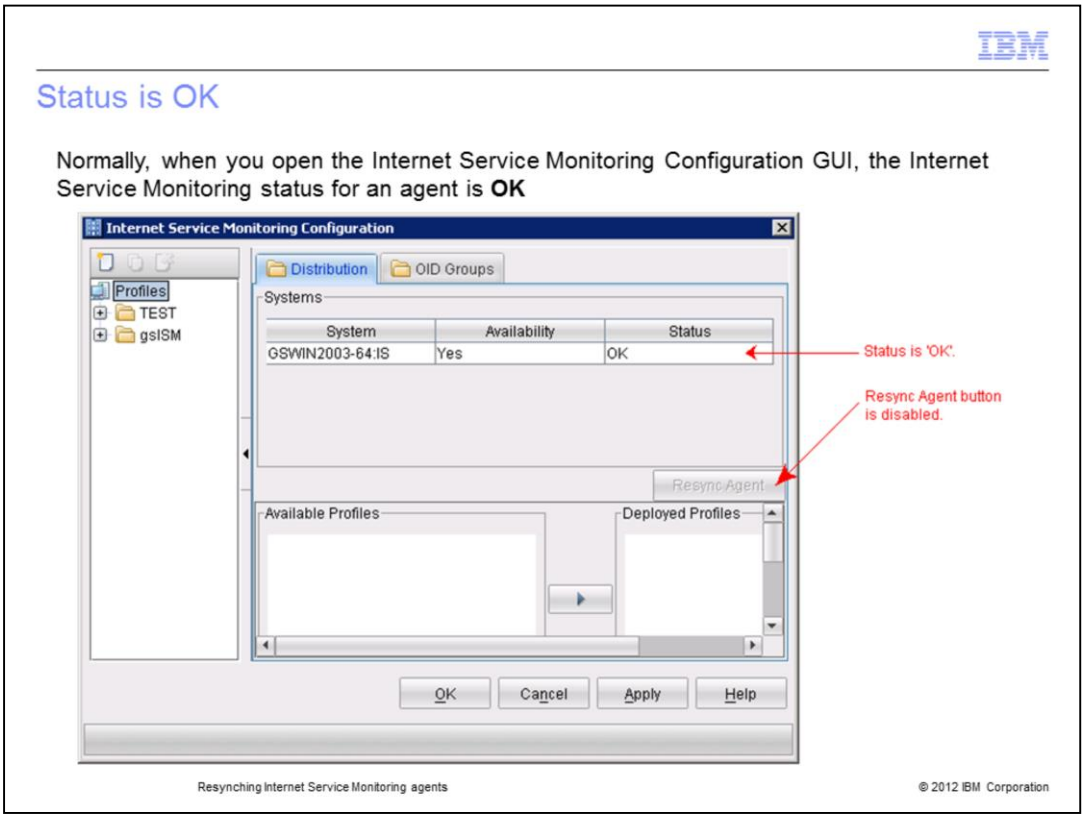


The lesson developer assumes that you have the following background:

- You are using the Internet Service Monitoring agent in IBM Tivoli Composite Application Manager for Transactions V7.1, V7.2, or V7.3
- You are using IBM Tivoli Monitoring components for reporting response-time metrics
- You have used the Internet Service Monitoring Configuration GUI to create and distribute profiles and monitors to Internet Service Monitoring agents



Click the **ISM** icon in the Tivoli Enterprise Portal toolbar. The Internet Service Monitoring Configuration GUI displays.

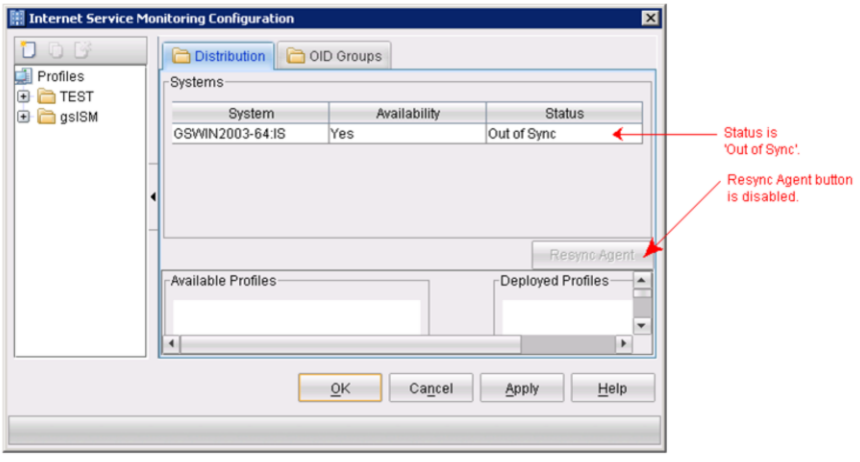


Normally, when you open the Internet Service Monitoring Configuration GUI, the Internet Service Monitoring status for an agent is **OK**.

The image shows that the **Resync Agent** button is disabled.

Out of Sync message

- Occasionally, you might notice the **Out of Sync** message in the Status column for one or more agents
- This message indicates that the Internet Service Monitoring agent detected discrepancies in the Internet Service Monitoring profiles



Resynching Internet Service Monitoring agents

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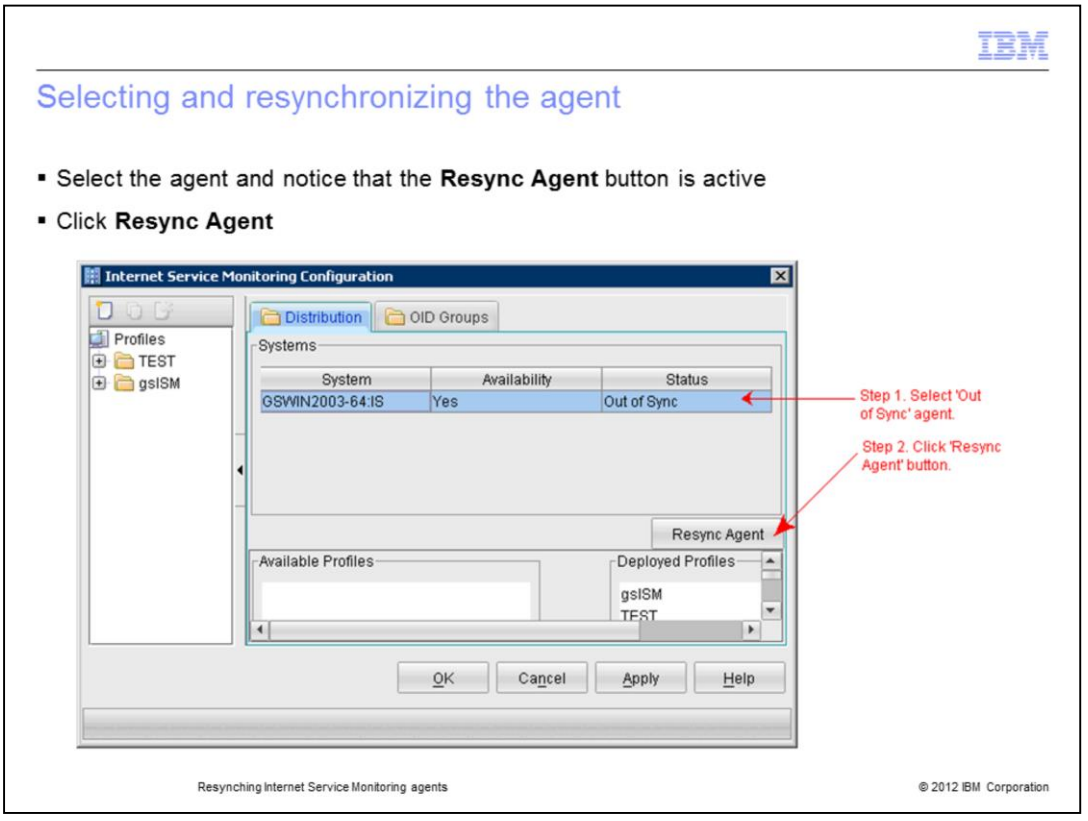
Occasionally, you might notice the **Out of Sync** message in the **Status** column for one or more agents.

This message indicates that the Internet Service Monitoring agent detected discrepancies in the Internet Service Monitoring profiles.

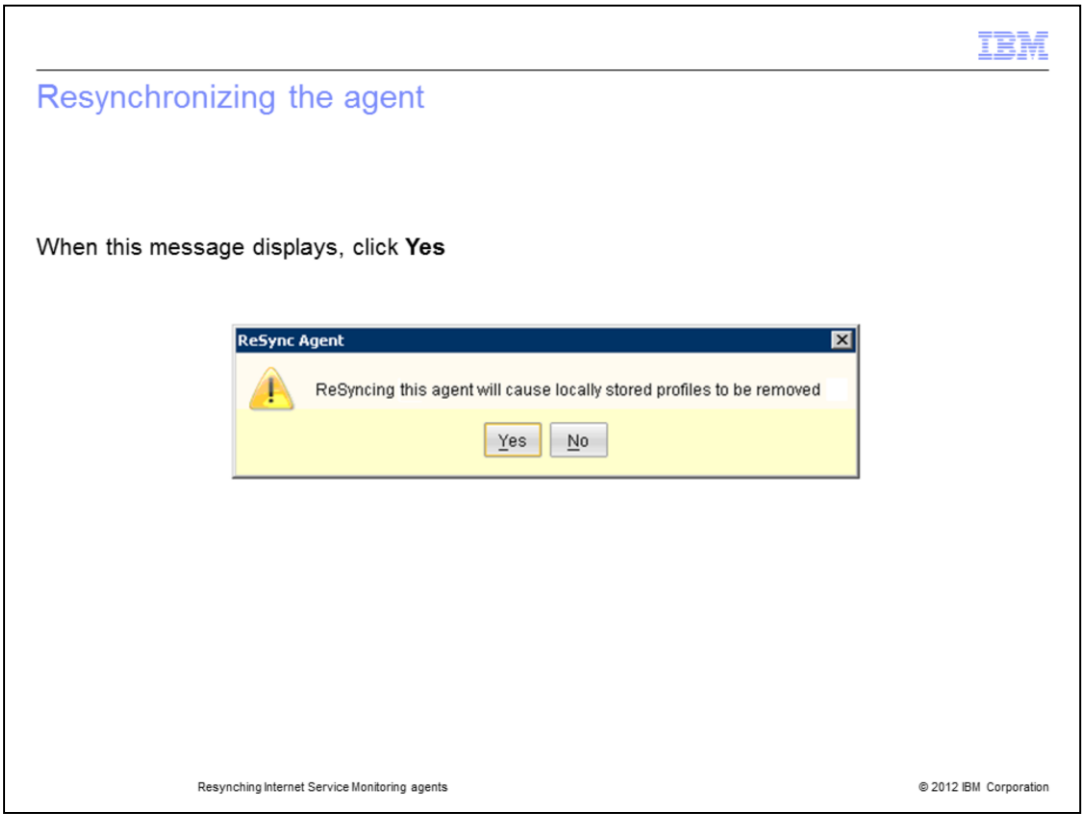
Notice that the **Resync Agent** button is still disabled.



Here is what you need to do to resynchronize the profiles on an Internet Service Monitoring agent with the definition of those profiles in the Tivoli Enterprise Portal Server database.

Click the agent row to select it. Notice that the **Resync Agent** button is now enabled.

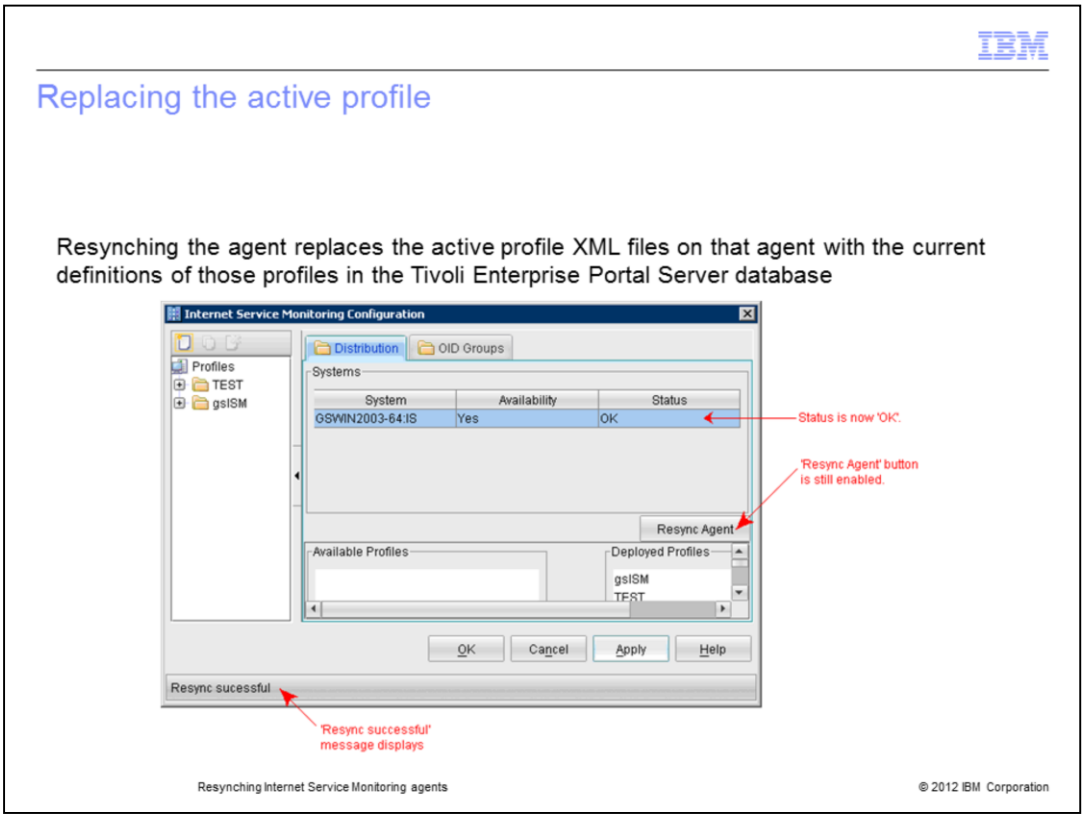
Click the **Resync Agent** button.



The pop-up message indicates that all of your Internet Service Monitoring profiles on this agent are going to be removed.

The current definition of the Internet Service Monitoring profiles are written from the Tivoli Enterprise Portal Server database to the Internet Service Monitoring file system on this server.

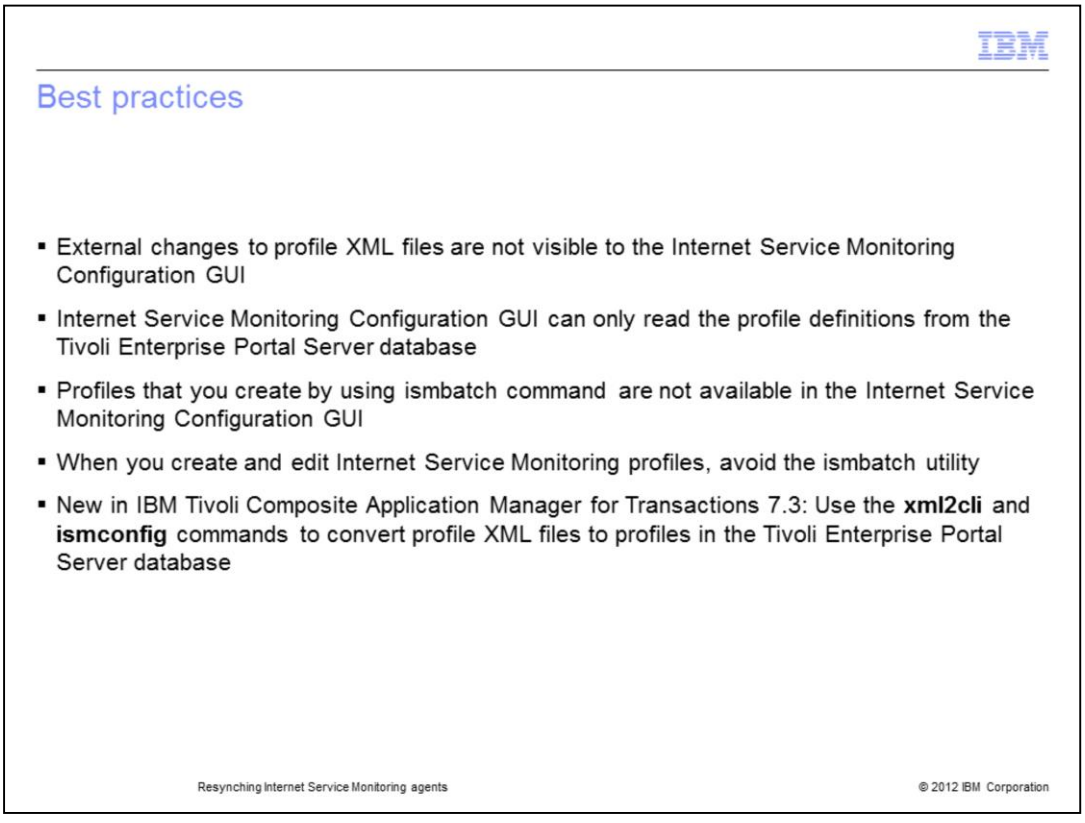
Click **Yes** to continue.



Resynching the agent replaces the active profile XML files on that agent with the current definitions of those profiles in the Tivoli Enterprise Portal Server database.

After the Internet Service Monitoring profiles have been replaced on this Internet Service Monitoring agent, the agent status is **OK**.

Notice that the **Resync Agent** button is still enabled.



Profiles can get out of synchronization, for example, when you attempt a configuration action that fails. The most common cause is to deploy the profile to an agent, and then try to modify the profile while the agent is offline.

The Internet Service Monitoring Configuration GUI has no direct access to the profile XML files. External changes that you make to these XML files are not visible to the Internet Service Monitoring Configuration GUI.

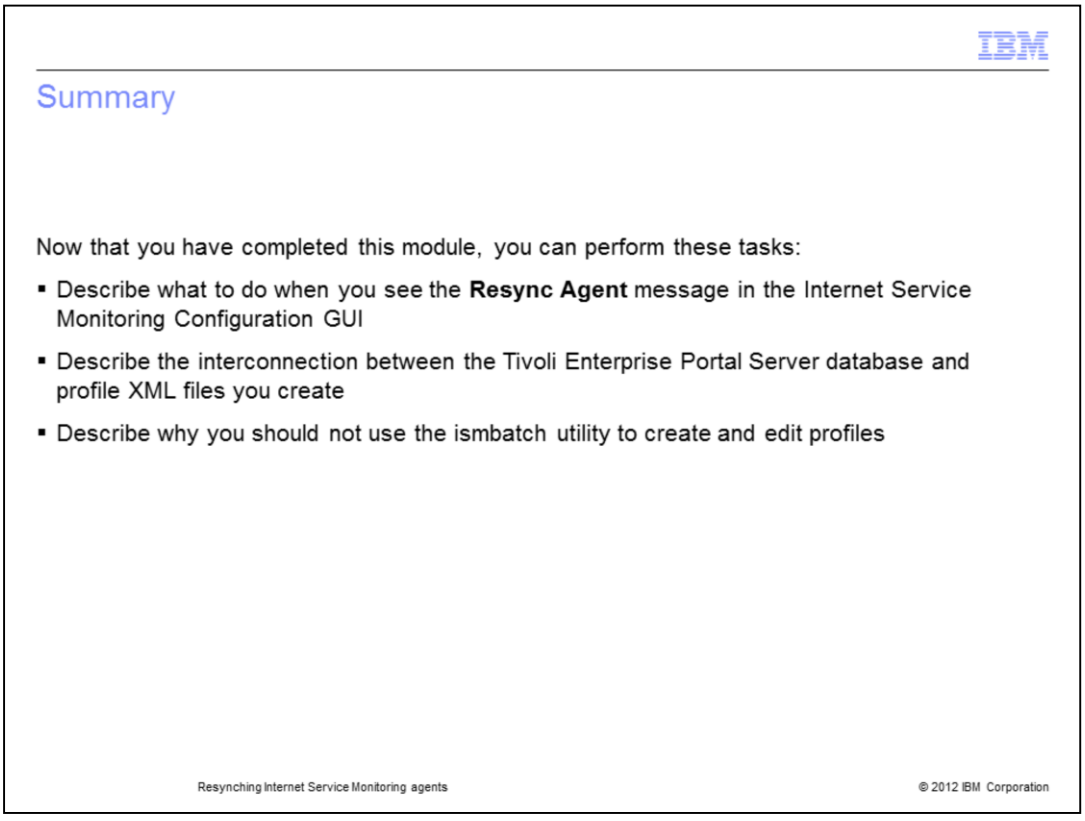
For example, you can use the **ismbatch** utility to create and edit Internet Service Monitoring profiles. But, when you use the **ismbatch** utility, the profiles are not written to the Tivoli Enterprise Portal Server database.

The Internet Service Monitoring Configuration GUI only reads the profile definitions from the Tivoli Enterprise Portal Server database. Consequently, profiles that you create by using ismbatch are not available in the Internet Service Monitoring Configuration GUI.

Avoid using the **ismbatch** utility to create and edit Internet Service Monitoring profiles. When you resync an agent, you lose the profiles that you created or edited by using the ismbatch utility.

Starting in IBM Tivoli Composite Application Manager for Transactions 7.3, you can use the new **xml2cli** and **ismconfig** commands to convert profile XML files to profiles in the Tivoli Enterprise Portal Server database. This is a good way to preserve ismbatch profiles before you resync the agent.

These technotes are available for references.



Now that you have completed this module, you can perform these tasks:

- Describe what to do when you see the **Resync Agent** message in the Internet Service Monitoring Configuration GUI
- Describe the interconnection between the Tivoli Enterprise Portal Server database and profile XML files you create
- Describe why you should **not** use the ismbatch utility to create and edit profiles

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