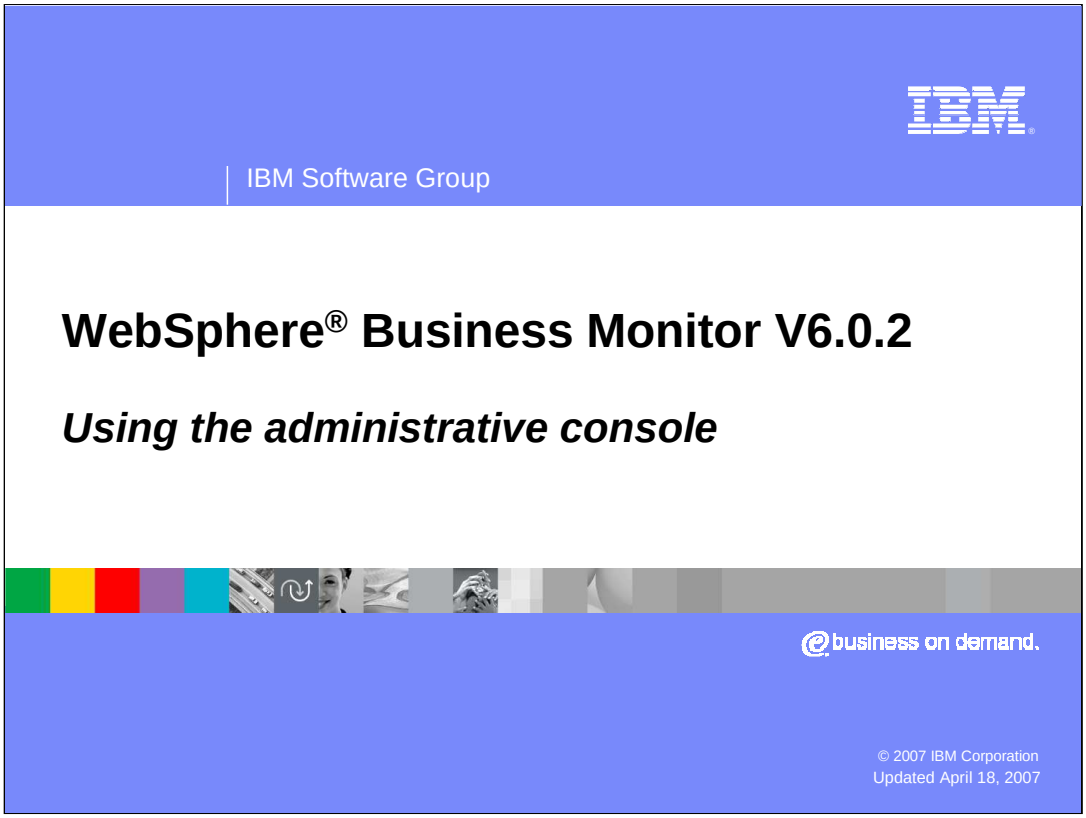

This presentation introduces using the Process Server administrative console to administer WebSphere Business Monitor Version 6.0.2.

Agenda

- Administrative console menu
  - Monitor models
  - Monitor action manager

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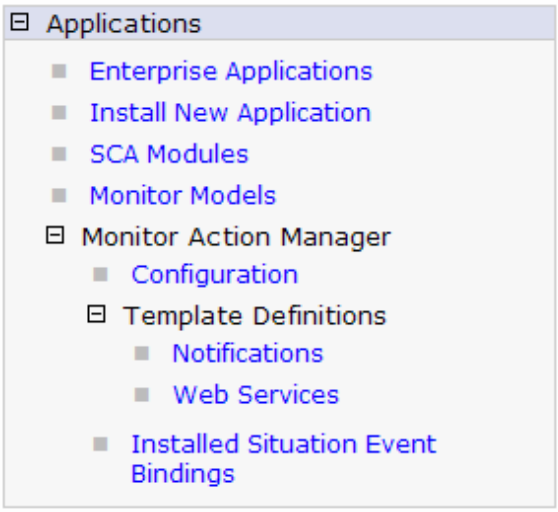
This presentation will cover the submenus of the Monitor menu of the administrative console, including managing models and setting up actions for situation events.

Administrative console sub-menu for Monitor



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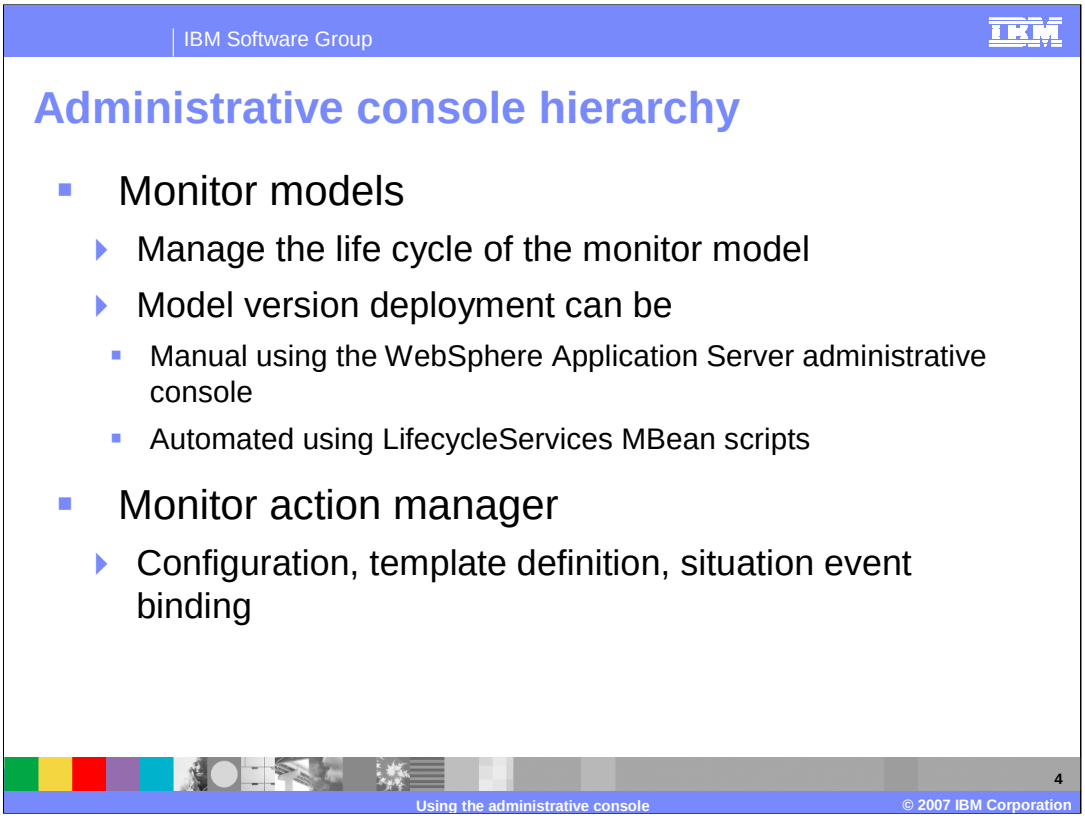
This is the main menu for WebSphere Business Monitor in the administrative console. Monitor models contains the life cycle functions for your monitor models. Monitor action manager contains functions for setting up business situation events.



In the Monitor Models menu option, you can install new monitor models and manage the life cycle of the monitor models. You can start and stop models and uninstall models here. Note that all the functions available here are also accessible using MBean operations if you would like to perform these functions using scripts.

The Monitor Action Manager menu is largely unchanged from the previous release. This is where you configure the alerting mechanism in response to business situation events.

Section

Monitor Models menu

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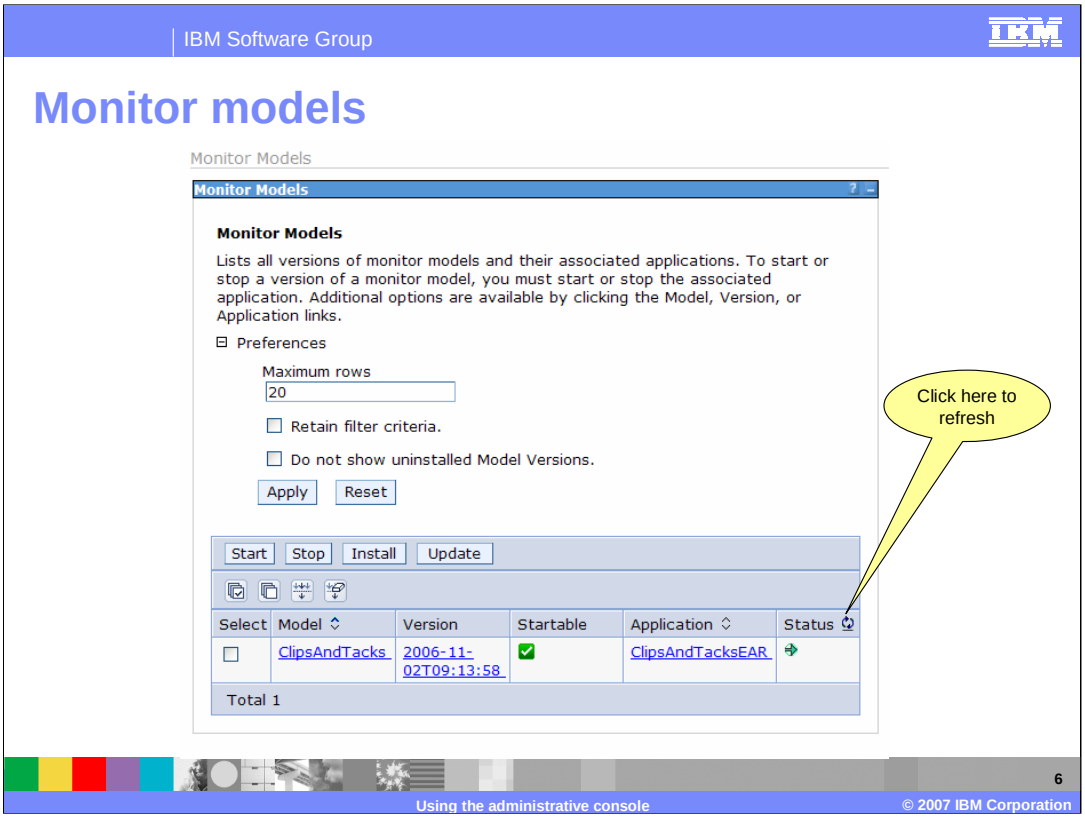
This section covers the administrative options available from the Monitor Models menu.

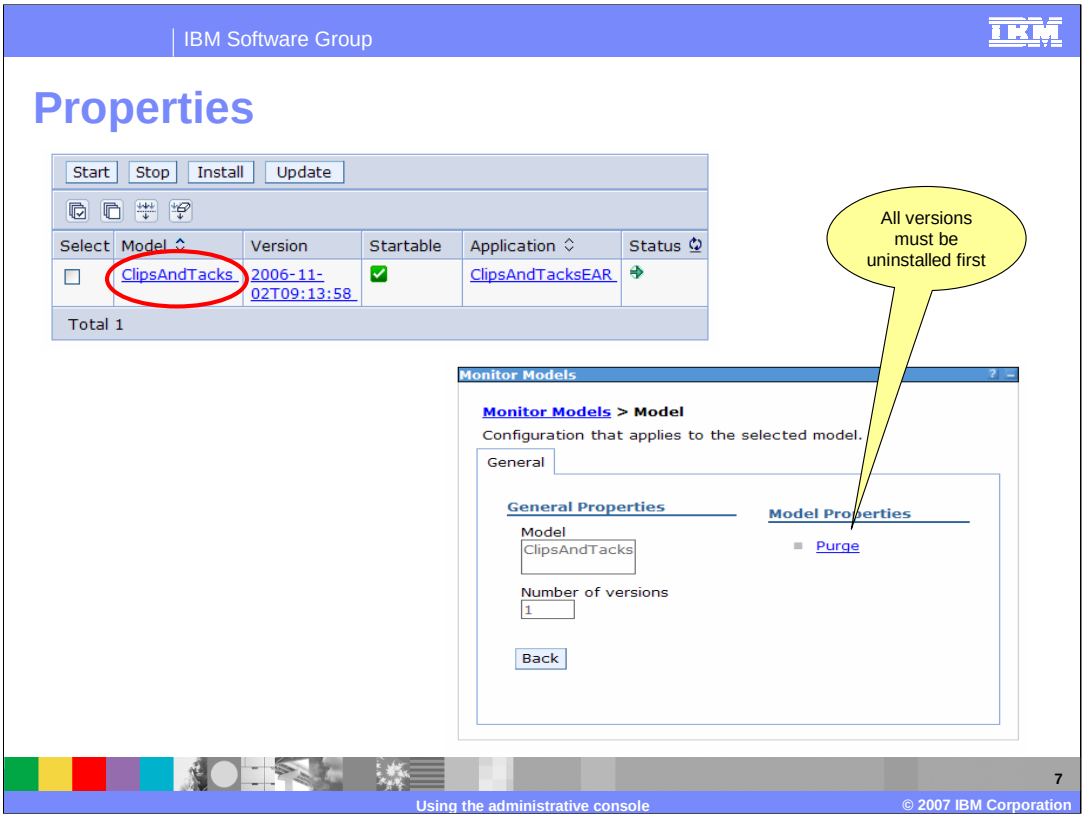


This panel displays all *Versions* of all *Models*. By default, both installed and uninstalled *Versions* are displayed, but an option under Preferences allows only installed *Versions* to be displayed. The model ID is displayed in the Model column, the *Version* timestamp is displayed in the Version column and the application name is displayed in the Application column. The Startable column displays an icon indicating whether or not the *Version* setup is complete allowing the application to be started. The Status column displays an icon indicating whether or not the application is actually started.

The Start button starts a *Version* in the “Active” state so that events on its event queue can be processed.

The Stop button stops a *Version* in the “Active” state so that events on its event queue are no longer processed. Events continue to build up on its event queue while a *Version* is stopped.

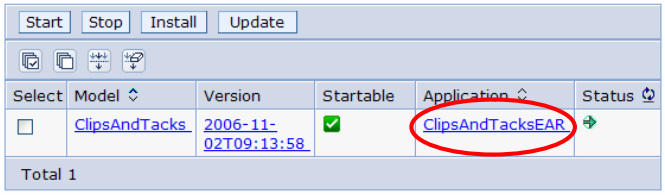
The Update button is not used to install a new Version. Update is only used when the Monitor EAR is regenerated from the original unmodified model (.mm file). Update is useful after applying a Monitor iFix that results in modifications to the deployed EAR file. The *Version* must be stopped before Update is invoked.

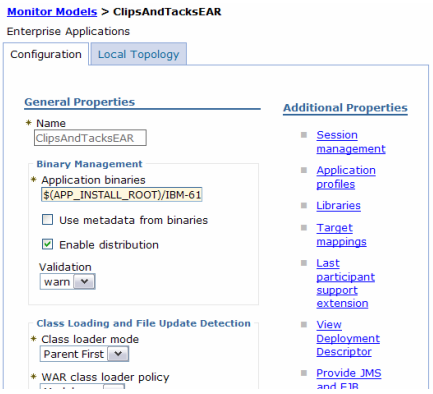


If you click on the Model name for a model in the Monitor Models panel, you will see model configuration information.

Purge removes a *Model* (all *Versions*) from the life cycle tables in the repository database. All *Versions* of the *Model* must be uninstalled before Purge can be run. When uninstalling a model, run the Data Services Generation drop DDL scripts before uninstalling the EAR file to avoid having to run purge. You know you need to run purge if you uninstall the application, but it still shows in the administrative console on the monitor model listing.

Application





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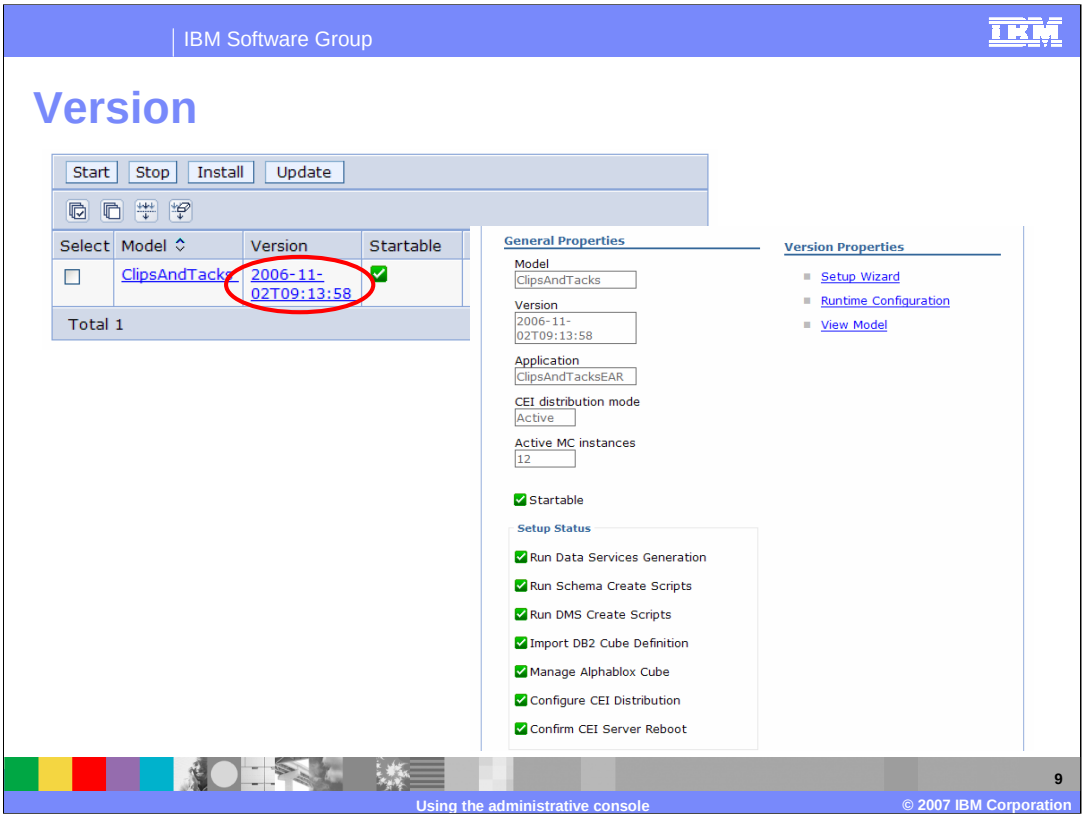
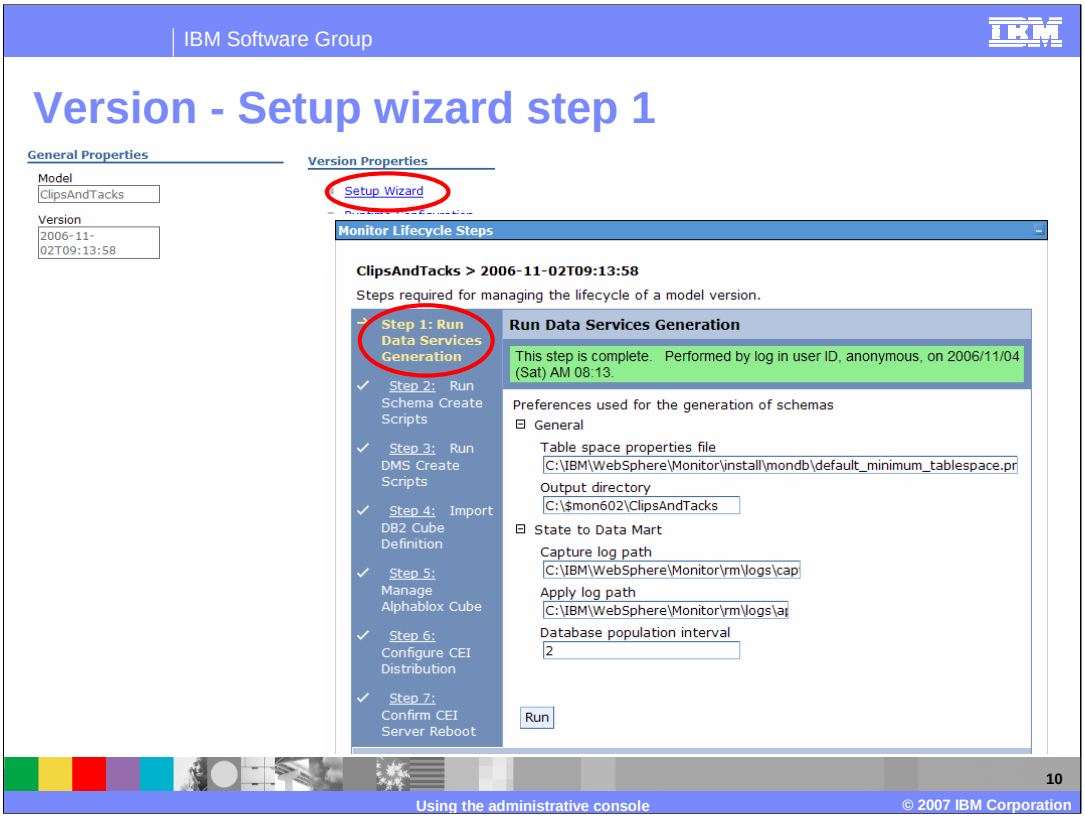
If you click on the Application name for a model in the Monitor Models panel, you will see the standard enterprise application menu where you can perform additional administrative functions for the EAR.

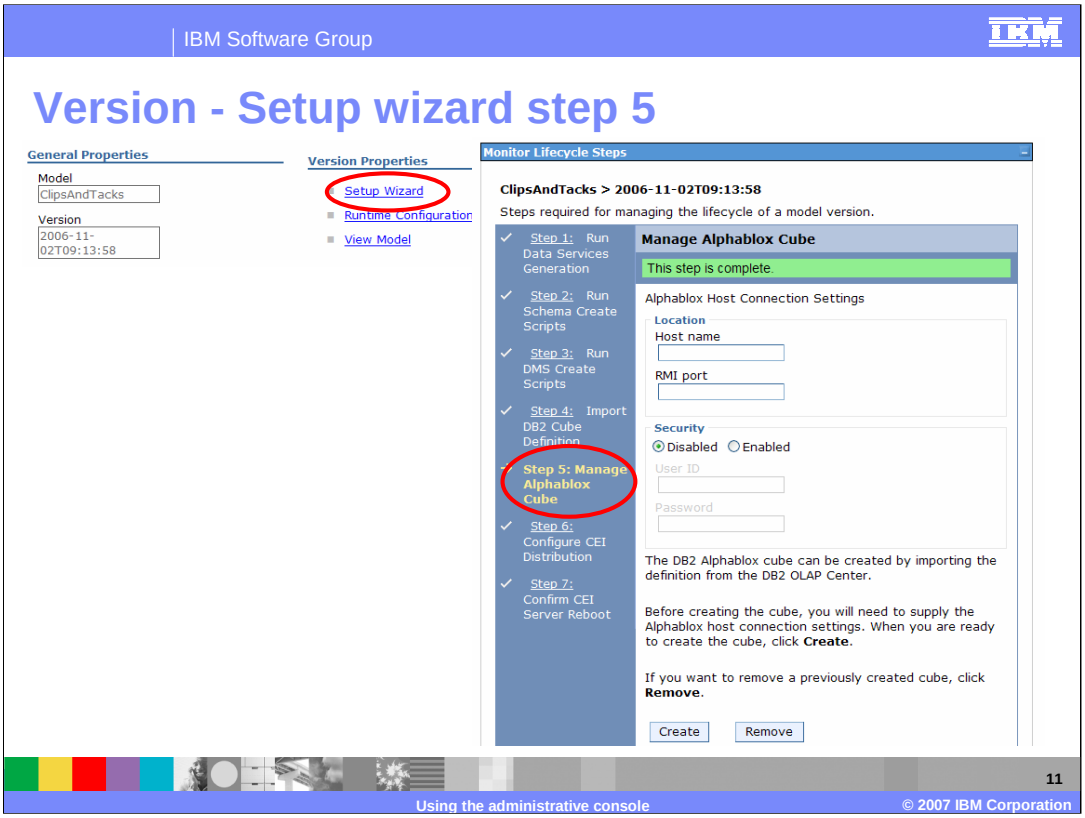


If you click on the Version number for a model in the Monitor Models panel, you will see the version information panel. An icon is displayed indicating whether or not setup is complete for this *Version* and that the application can be started. The “Setup Status” section displays the status of the individual life cycle setup steps, providing a quick glimpse into what setup steps have been completed and what steps remains to be done. In an integrated test environment installation, icons that are not available indicate unsupported setup steps. Steps 3, 4, and 5 are not available for the integrated test environment.



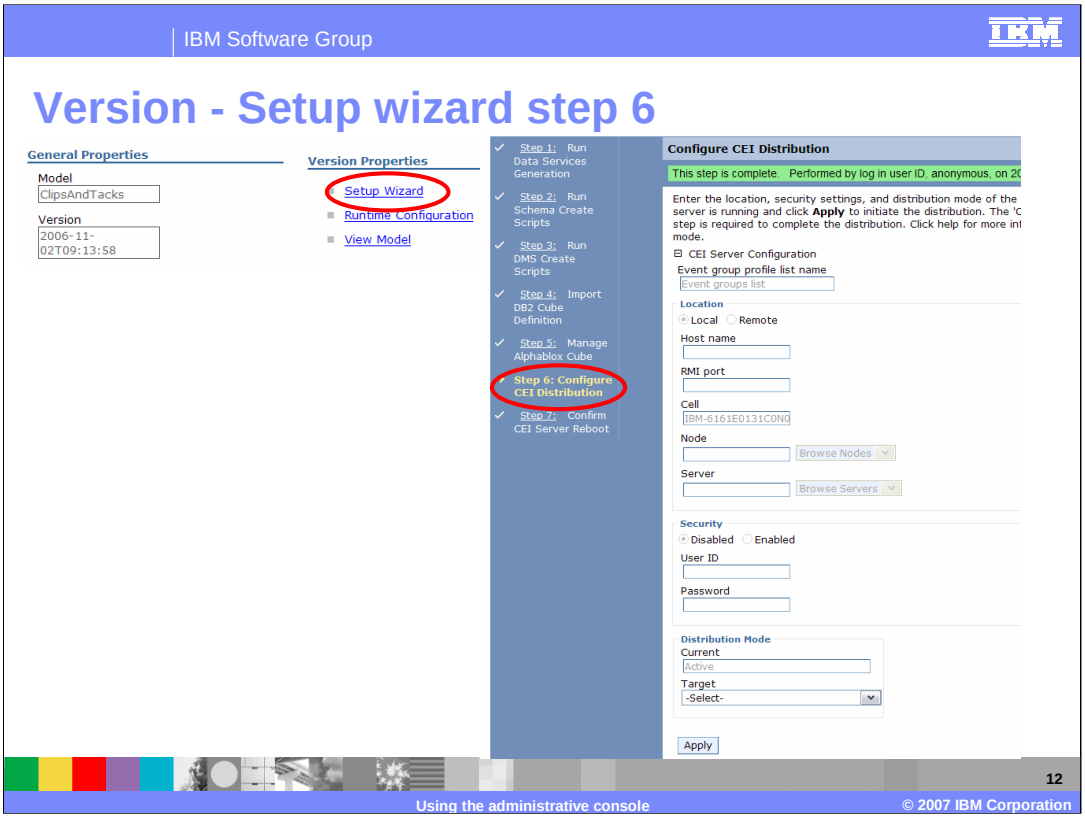
Click on the Setup Wizard on the version panel to reach the life cycle setup panels. This slide shows the panel for Step 1 for running data services generation. It is similar to version 6.0.1 configuration panels, but note that the default database population interval is 5 minutes. This dictates the time interval for replication between the state database and datamart databases. For testing purposes, you might want to set this to a smaller value like 2 minutes, so that you do not have as long to wait to see the results of your testing.

Life cycle steps 2 through 4 are similar to those seen in version 6.0.1 to run schema scripts, run data movement services scripts for setting up replication and importing cubes to Cube Views. Step 5 is now automated to import cubes to Alphablox. Step 6 is used to configure the CEI distribution for the model. Step 7 is the final step, which requires a reboot of the server.



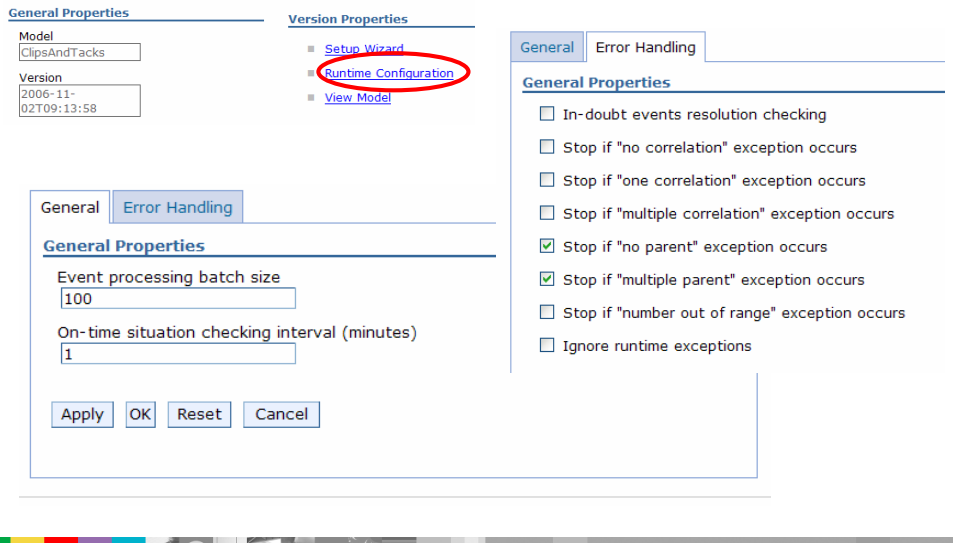
This is the panel for step 5 of the life cycle which will import the cubes to Alphablox. All versions of a model use the same CEI server, so for subsequent version deployments, this step is read only.

You will need to specify the host name of the Dashboard server and the RMI port for the server. A typical RMI port is 2810, but check the Portal log for the actual value.



This is the panel for step 6 of the life cycle which will configure the CEI distribution for your model. Here you will enter information relative to your CEI Server configuration. Note that if you are using a Basic installation setup, then you may be able to take all the defaults and just click Apply.

Version - Runtime configuration



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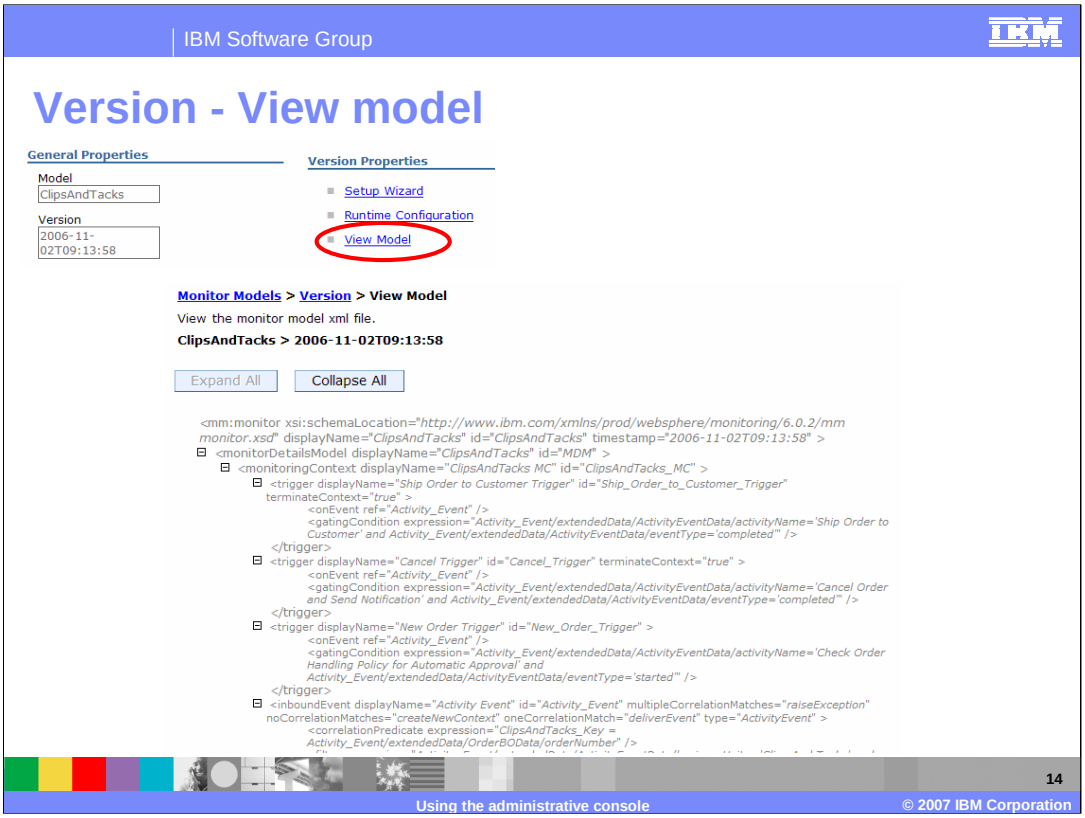
If you click on Runtime Configuration in the version panel for a model, you will see this panel with two tabs. In the General tab, you have two fields that are the same as in the previous version, the **Event processing batch size** and the **On-time situations checking interval**. On the Error Handling tab there are various check boxes that you can use to control the behavior of your model in various error conditions. You can choose to ignore runtime exceptions, or you can stop processing if there are exceptions regarding correlation or missing parent monitoring contexts. In-doubt events are those events that cannot be determined to have been processed due to an application server failure. If any problems are detected, an alert is logged and can be viewed in the Alerts view by the administrator in the Dashboard server.



If you click on View Model in the version panel for a model, you will see this screen which shows the Monitor Model XML file. This may be handy to view specific business measures definitions without having to leave the administrative console.

Section

Monitor Action Manager menu

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This section covers the sub-menus of the Action Manager menu.

Configuration

- Business situation events can come from any source. They are required to be identified in the Monitor model only if Monitor is generating them as outbound events.
- Use the action manager menus to define the actions to take for the situations
- On the Configuration panel, for any changes to take effect, restart the action manager application (IBM WB ACTIONMANAGER)

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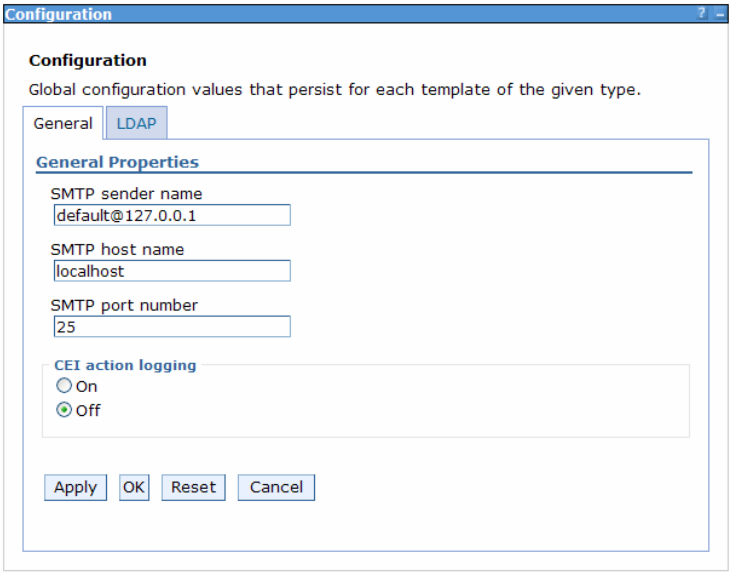
Business situation events can be generated by the monitor model or from any other source, as long as the event contains the BusinessSituationName extended data field. The action manager menus are used to define the actions to take for the situation events.

When making changes to the Action Manager configuration (General tab or LDAP tab), you need to restart the Action Manager application. This does not apply to the creation of templates or situation event bindings. Those items are created and updated immediately.

Configuration (cont.)



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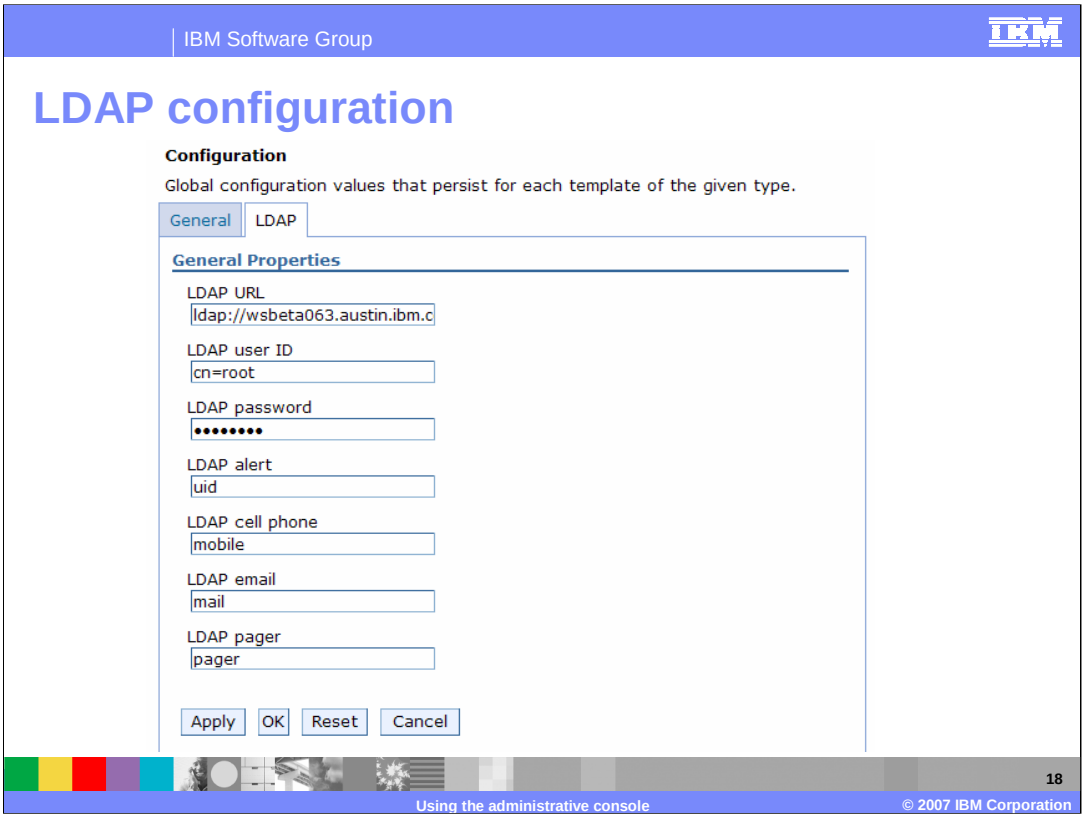
This is a screen capture of the Configuration tabs for Action Manager.

You may want to turn on CEI Action logging to drop Action Manager alerts onto the bus for logging purposes or problem resolution.



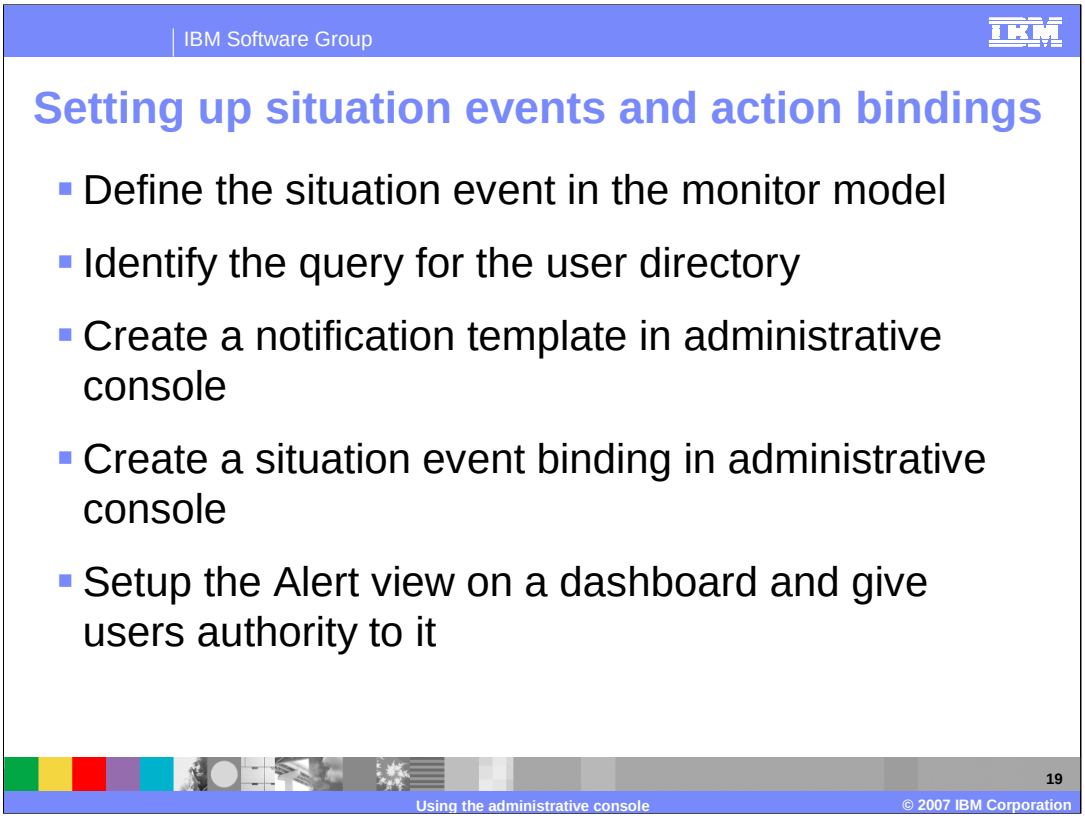
You will need an LDAP Server, such as Tivoli Directory Server, to setup Action Manager. This is a Screen capture of the LDAP Configuration tab for Action Manager.

The alert field is the name of the user ID field in the directory. The LDAP query will retrieve a user record from the directory, and the value of the field named “uid” will be the user ID that will be sent the alert. So if uid=NewUser on the record in the directory, then you will need to logon to Portal as NewUser in order to receive the alerts.

The “cell phone” field is the name of the mobile telephone field in the directory. If the field called “mobile” contains the value “999-555-1234@phoneCo.com” on the user record in the directory, then the alert message will be sent to that e-mail address for text messaging notification using the mobile telephone.

The e-mail field is the name of the e-mail field in the directory; the value of that field will be used to e-mail an alert message.

The pager field is the name of the pager field in the directory, and works in the same manner, sending a page to the contents of that field.



This is the high level process for setting up actions in response to situation events which are defined in the business measures model.

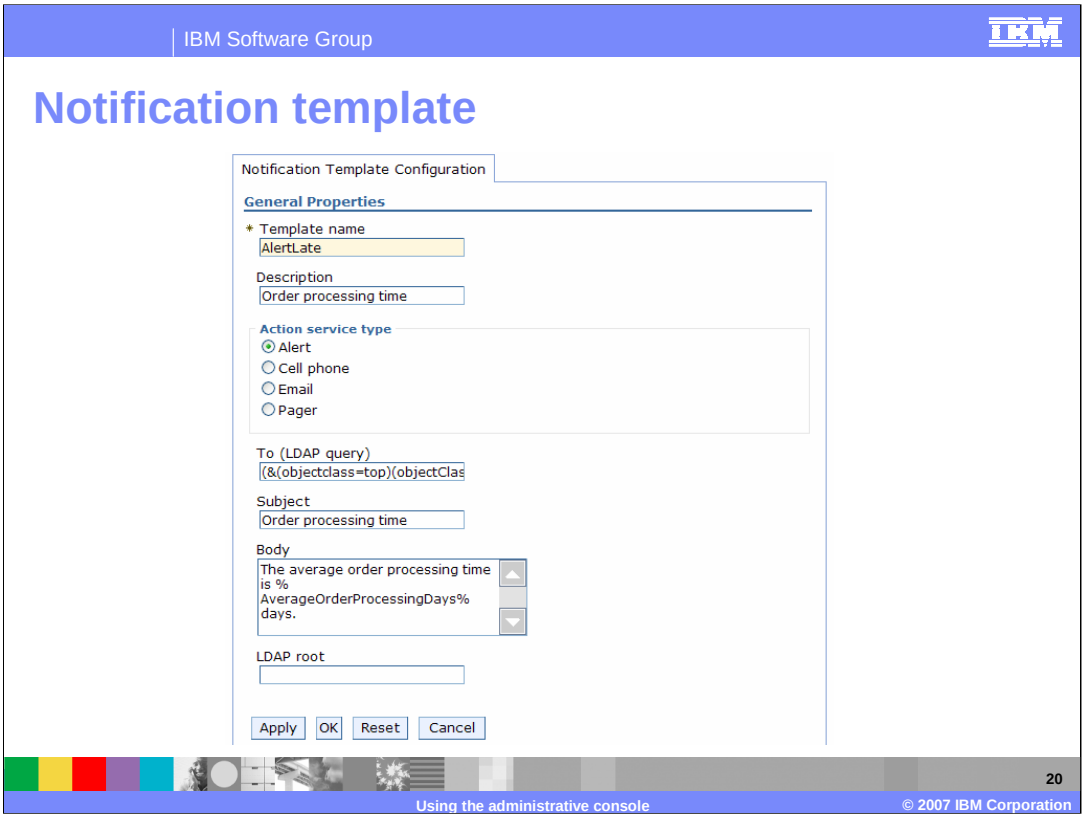
First you create the situation event in the model and identify the associated trigger.

You will need to create a query which identifies the users that you want to extract from the user directory.

You create a notification template that identifies the nature of the action, such as e-mail, alert or Web service.

Then you bind the situation event to one or more notification templates.

Finally, for alert type bindings, you configure the Alert view on the dashboard server.

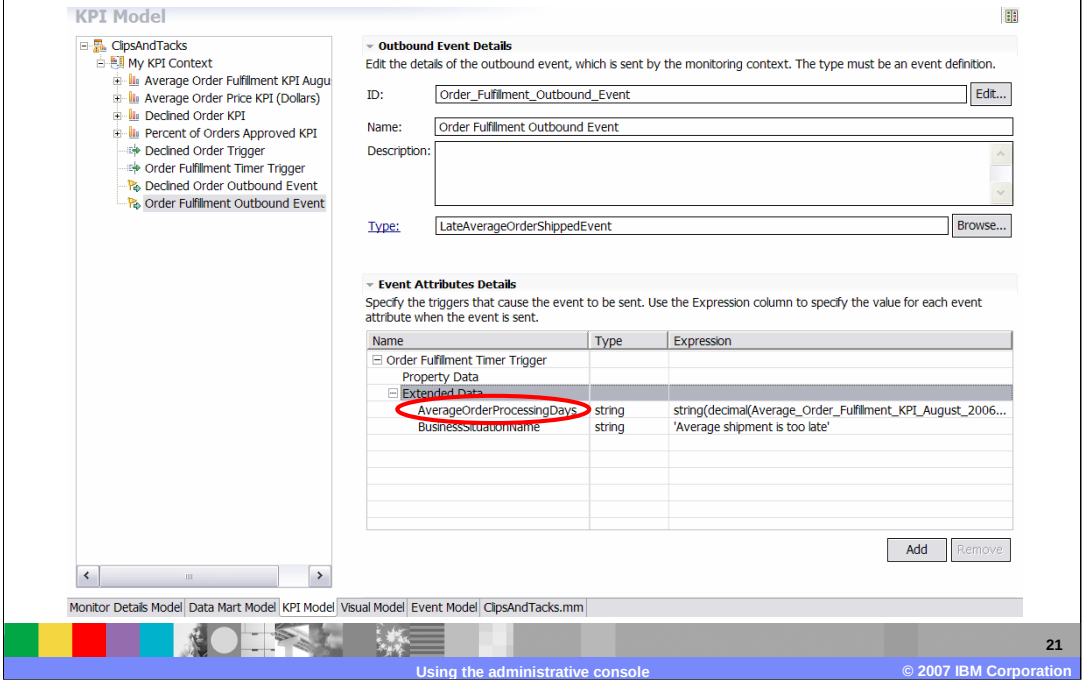


This is a screen capture of the Notification Template for Action Manager.

The LDAP query is used to pick specific individuals or groups of individuals from the directory.

Note in the Body of the alert the use of substitution variable %AverageOrderProcessingDays%. AverageOrderProcessingDays is a field which was defined on the outbound event in the model, and it will be substituted for variable %AverageOrderProcessingDays%. You may also use substitution variables in the subject of the notification.

Notification template (cont.)



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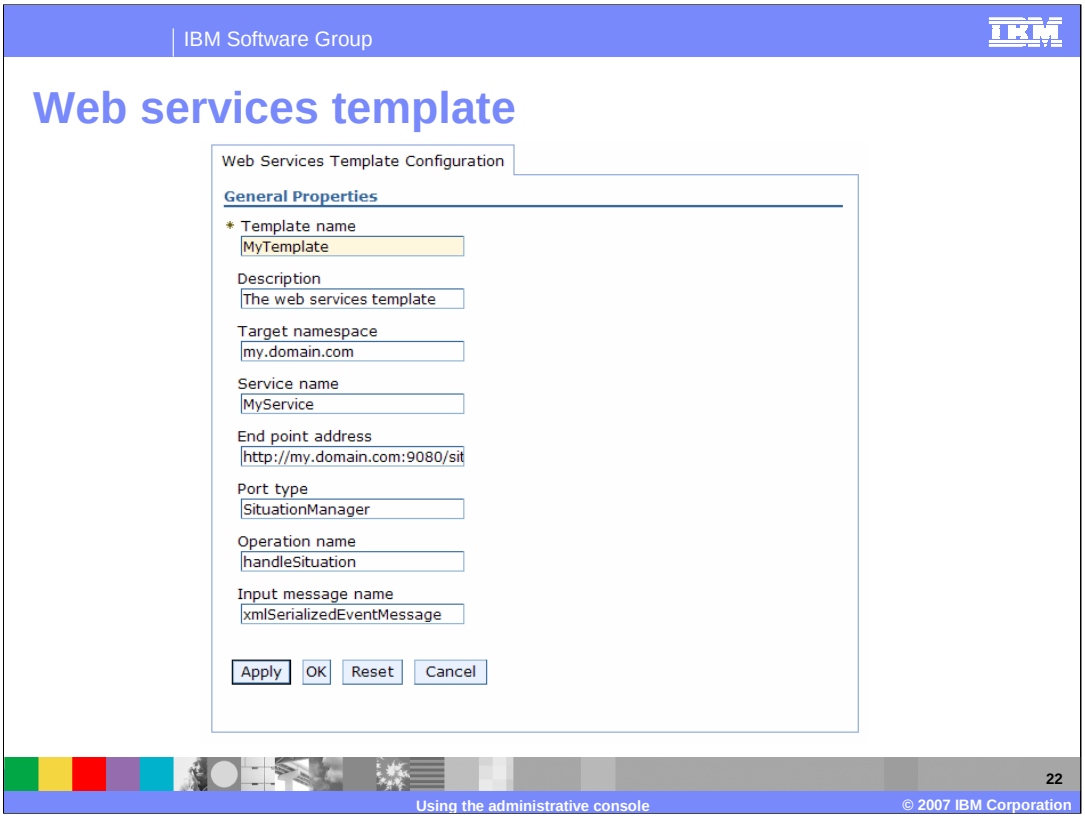
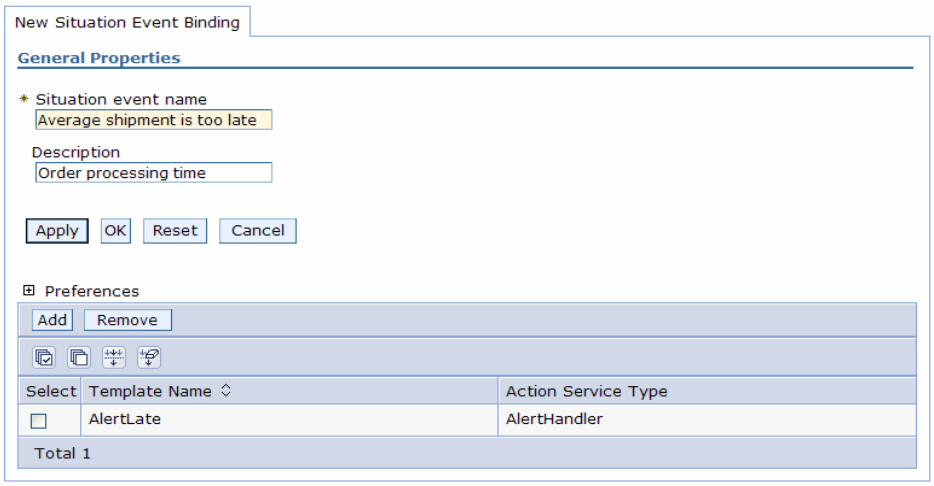
This screen capture from the Monitor Model Editor shows the outbound event that was defined in the KPI model. In it is the definition of AverageOrderProcessingDays which is used as a substitution variable in the body of the alert.



This is a screen capture of the Web Services Template for Action Manager.

Note that the Web service is sent the entire event as a serialized XML string. Your Web service must be capable of parsing the XML event string to access the individual elements in the event message.

Situation event binding



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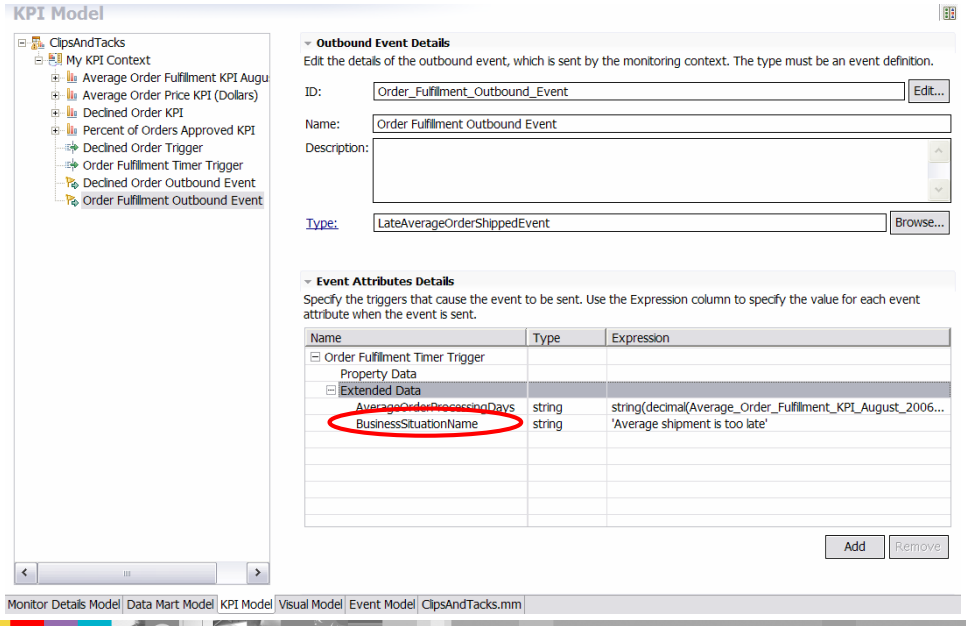
This is a screen capture of the Situation Event Binding for Action Manager. You see a situation event “Average shipment is too late” and there is a template which has been assigned to this situation event. In this case, the template is service type Alert, but you could also add other templates and they could be any of the three service types: Web Service, E-mail and Alert.

The ‘Situation event name’ should match the defined situation in the monitor model. See the next slide for an example of the situation definition in the monitor model.

Situation event binding



The ‘Situation event name’ in the situation event binding should match the defined situation in the monitor model. This is a screen capture from the Monitor Model Editor of the outbound event in the KPI model. You should set BusinessSituationName equal to “Average shipment is too late” and this matches the name of the situation event binding.

Summary

- Covered the capability of the WebSphere Business Monitor administrative console menu
  - Monitor models
  - Monitor action manager

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In summary, this presentation has covered some of the options available on the Monitor Models menu and the Action Manager menu in the administrative console of WebSphere Business Monitor version 6.0.2.

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