



Version 6.0.2



**First Edition (June 2007)**

This edition applies to IBM WebSphere Business Monitor Retail Monitor Model SupportPac, Version 6.0.2 and to all subsequent releases and modifications until otherwise indicated in new editions.

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## Retail Monitor Model SupportPac

This industry-specific monitor model SupportPac™ for IBM® WebSphere® Business Monitor v6.0.2.1 contains a custom model for a specific industry process and customized dashboards. The goal of this SupportPac is to improve your monitor model lifecycle by targeting your particular industry. The sample monitor model and dashboard included in the SupportPac can be extended and customized based on your needs.

In this SupportPac, you will find:

- An installable monitor model for retail featuring a simplified call center process. This was developed in a J2EE application.
- Two WebSphere Business Monitor Project Interchange files containing the source for the monitor model and event definitions. You will need WebSphere Business Monitor Development Toolkit V6.0.2.1 to load this project interchange and recreate the installable monitor model (J2EE application).
- An installer for a prebuilt industry-specific dashboard which you can easily configure.
- A set of sample events to populate the WebSphere Business Monitor databases.
- A simple tool for emitting the sample events.

The sample monitor model provides you with a base monitor model that is developed towards a specific process in the retail industry. The monitor model was carefully designed and reviewed with the help of industry experts. The models were intentionally simplified to limit the scope and to facilitate the learning process. This SupportPac was developed with the intention that you will customize and extend the model by providing model logic for your specific needs. The SupportPac contains a Project Interchange file for the model that you can use for your industry needs.

You can also extend and reconfigure the sample dashboard provided in the SupportPac. The sample events are provided to quickly populate your databases and see results on your dashboard.

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## About the Retail Monitor Model SupportPac

The retail monitor model provided in the SupportPac is readily installable on your WebSphere Business Monitor server. The SupportPac also contains a sample industry-specific dashboard. This sample monitor model was developed to illustrate the concepts and the capabilities of the WebSphere Business Monitor programming model in an industry-specific scenario. You can enhance or customize this monitor model to meet your Retail Call Center needs using the Project Interchange file provided in the SupportPac. This sample was designed with the guidance and feedback from the industry experts.

The design of the Retail monitor model for a call center assumes:

- Process start and completion times are included in inbound events along with other data required to perform calculations. The measures of interest for the overall Call Center process are mainly about durations of each subprocess, order

amounts and time. The Measures of interest for the Call Center process are order amounts, profits, and adjustments given by telesales representatives (TSRs) to customers.

The monitoring contexts created:

- Call Queue Monitoring Context

The Call Queue Monitoring Context is used to monitor the calls coming into the Call Center. Examples of key measures include the number of lost calls (for example, people who hang up while waiting), call duration, and the average time a customer is put on hold.

- TSR Performance Monitoring Context

The TSR Performance Monitoring Context is used to monitor the performance of each TSR. Examples of key measures include the average amount per order sold by the TSR, the average adjustment rate to callers, and the total amount of commissions for the TSR.

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## Installing the Retail monitor model for a call center

Install the monitor model and dashboards provided with the support pack for IBM WebSphere Business Monitor v6.0.2.1.

For the latest updates to the documentation, see the WebSphere Business Monitor Support Web site (<http://www.ibm.com/support/search.wss?rs=802&tc=SSRR3&q=6.0.2.1>).

To install the monitor model and dashboards:

### Prerequisites for the Retail Monitor Model SupportPac

Before you can use the Retail Monitor Model SupportPac files, you must ensure that the required products are installed.

To use this SupportPac, you must have a licensed installation of IBM WebSphere Business Monitor v6.0.2.1 on your system. If you have not upgraded to v6.0.2.1, you do must upgrade before using the SupportPac. To upgrade to WebSphere Business Monitor v6.0.2.1, see the Release Notes ([http://publib.boulder.ibm.com/infocenter/dmndhelp/v6rxmx/index.jsp?topic=/com.ibm.btools.help.monitor.doc/Doc/concepts/release\\_readme/rn\\_aboutthisrelease.html](http://publib.boulder.ibm.com/infocenter/dmndhelp/v6rxmx/index.jsp?topic=/com.ibm.btools.help.monitor.doc/Doc/concepts/release_readme/rn_aboutthisrelease.html)) on the WebSphere Business Monitor Information Center for information on upgrading. You must also have a working knowledge of the WebSphere Business Monitor programming model and have used the product as well as the WebSphere Business Monitor Development Toolkit, the WebSphere Business Monitor Server, and dashboards.

For the latest updates to the documentation, see the WebSphere Business Monitor Support Web site (<http://www.ibm.com/support/search.wss?rs=802&tc=SSRR3&q=6.0.2.1>).

### Downloading the Retail Monitor Model SupportPac

Before you can install the monitor model, you must download and extract the Retail Monitor Model SupportPac.

1. Go to the WebSphere Business Monitor SupportPac index page (<http://www.ibm.com/support/docview.wss?rs=171&uid=swg>) and click Retail Monitor Model SupportPac.
2. Scroll down to the Download Package section and download the SupportPac.

3. Extract the contents of the SupportPac to a working directory. Verify that your working directory contains the following files:
  - Project Interchange file
  - EAR file
  - Dashboard installer
  - Sample events
  - Installation doc (PDF file)

## Installing an EAR file

Use the WebSphere Administrative Console to install the SupportPac EAR file for the monitor model.

Install the SupportPac EAR file:

1. Log in to the administrative console by completing the following steps:
  - a. Open a browser and navigate to the following URL: `http://host_name:port/ibm/console`  
Where:
    - host\_name* is the fully qualified host name of the server where the Monitor server is installed
    - port* is the port used to access the console (The default port is 9060.)
  - b. Enter your user ID and password. The user ID is required. A password is only required if security is enabled.
  - c. Click **Log in**.
2. In navigation panel, click **Applications > Monitor Models**. The table lists all currently installed monitor models.
3. Click **Install**.
4. Specify the location of the EAR file you want to install, and click **Next**.

**Note:** The EAR file is located in the project folder.

5. On the Preparing for the application installation step (Step 1), click **Next**.
6. On the Application security warnings page, click **Continue**.
7. On the Select installation options page, verify the Application name is unique, and click **Next**.
8. On the Map modules to servers step (Step 2), accept the default options, and click **Next**.
9. On the Select current backend ID step (Step 3), select **DB2UDBNT\_V82-1** from the drop-down list, and click **Next**.
10. On the Provide JNDI names for Beans step (Step 4), accept the default options, and click **Next**.
11. On the Provide default data source mapping for modules containing 2.x entity beans step (Step 5), accept the default options, and click **Next**.
12. On the Map data sources for all 2.x CMP beans step (Step 6), accept the default options, and click **Next**.
13. On the Map EJB references to beans step (Step 7), accept the default options, and click **Next**.
14. On the Map resource references to resources step (Step 8), accept the default options, and click **Next**. A window opens that gives a warning, click **Continue**.

15. On the Map resource environment entry references to resources step (Step 9), accept the default options, and click **Next**. A window opens that gives a warning, click **Continue**.
16. On the Ensure all unprotected 2.x methods have the correct level of protection step (Step 10), accept the default options, and click **Next**.
17. On the Summary step (Step 11) page, all the information you specified in the previous windows is shown. Verify that all the information is correct, and click **Finish**.
18. Click **Save to Master Configuration**, and then click **Save** to save all changes.

## Deploying a monitor model

You can use the WebSphere Administrative Console to deploy an installed version of a monitor model.

If the CEI server is located in a different cell than the Monitor server, a service integration link must be created prior to completing this task.

Complete the following steps to deploy the monitor model using the Setup Wizard:

1. Log in to the WebSphere Administration Console by completing the following steps:
  - a. Open a browser and navigate to the following URL: `http://host_name:port/ibm/console`  
where:  
*host\_name* is the fully qualified host name of the server where the Monitor server is installed  
*port* is the port used to access the console. (The default port is 9060.)
  - b. Enter your user ID and password. The user ID is required. A password is required only if security is enabled.
  - c. Click **Log in**.
2. In navigation pane, click **Applications** → **Monitor Models**. The table lists all currently installed monitor models.
3. Click *monitor\_model\_version\_link* to display the Version Details page for the selected monitor model.
4. Under Version Properties, click **Setup Wizard** to complete the monitor model deployment. The Setup Wizard automatically advances to the next incomplete step. If this is a new version of a monitor model, the Run Data Services Generation step is the first step.
5. On the Run Data Services Generation step:
  - a. Specify the *tablespace\_file\_path* in the **Table space properties file** field. This value defines the file where database TABLESPACE values are stored. A default file is located in the following directory:  
`/Monitor_Home/install/mondb/default_minimum_tablespace.properties`
  - b. Specify the *directory\_path* in the **Output directory** field. This value defines the directory where Data Services Generation output is stored. The default directory is:  
`/Monitor_Home/generation`
  - c. Specify the *capture\_log\_path* in the **Replication capture log path** field. This value specifies the location for the log files that are created by the Data Movement Services start and stop capture server scripts. At the time of script usage, the directory must exist on the same physical server where the Monitor database exists.



- d. Specify the *apply\_log\_path* in the **Replication apply log path** field. This value specifies the location for the log files that are created by the Data Movement Services start and stop apply server scripts. At the time of script usage, the directory must exist on the same physical server where the Data Mart database exists.
  - e. Specify the *number\_of\_minutes* in the **Database population interval** field. This value defines the number of minutes between data replication cycles of the Data Movement Services.
  - f. Click **Run** to complete the Data Services Generation step. A message displays at the top of the panel indicating the step is complete.
  - g. Click **Next**.
6. On the Run Schema Create Scripts step, you must issue commands using the DB2 command-line environment. To update the databases as a single transaction, complete the following steps:
- a. Open a DB2 command window, and change to the directory where Data Services Generation output is stored. For example:
 

```
/Monitor_Home/generation/schemagen/timestamp
```
  - b. Type the following commands:
 

```
db2 connect to monitor user db2admin using password
db2 +c -stvf state.ddl
```

 where:
    - monitor* is the name of the Monitor database
    - db2admin* is the user ID for the DB2 administrator
    - password* is the password for the DB2 administrator
  - c. Open a second DB2 command window, and change to the directory where Data Services Generation output is stored. For example:
 

```
/Monitor_Home/generation/schemagen/timestamp
```
  - d. Type the following commands:
 

```
db2 connect to datamart user db2admin using password
db2 +c -stvf datamart.ddl
```

 where:
    - datamart* is the name of the Monitor database
    - db2admin* is the user ID for the DB2 administrator
    - password* is the password for the DB2 administrator
7. Choose one of the following options based on the outcome of the previous steps:
- If the commands are successful, complete the following steps:
    - a. In the DB2 command window that is connected to the Data Mart database, type the following commands:
 

```
db2 commit
db2 disconnect datamart
```

 where *datamart* is the name of the Data Mart database
    - b. In the DB2 Command Window that is connected to the Monitor database, type the following commands:
 

```
db2 commit
db2 disconnect monitor
```

 where *monitor* is the name of the Monitor database
  - If either of commands is not successful, complete the following steps:

- a. In the DB2 Command Window that is connected to the Data Mart database, type the following commands:
 

```
db2 rollback
db2 disconnect datamart
```

 where *datamart* is the name of the Data Mart database
- b. In the DB2 Command Window that is connected to the Monitor database, type the following commands:
 

```
db2 rollback
db2 disconnect monitor
```

 where *monitor* is the name of the Monitor database
8. In the WebSphere Administrative Console, click **Refresh**. A message displays at the top of the window indicating the step is complete.
9. Click **Next**.
10. On the Run DMS Create Scripts step, you must issue commands using the DB2 command line environment.
  - a. Open a DB2 Command Window, and change to the directory where Data Services Generation output is stored. For example:
 

```
/Monitor_Home/generation/schemagen/timestamp
```
  - b. Unzip DS\_DMS\_setup.zip file. The DS\_DMS\_setup.zip file contains the start and stop scripts for capture server (in the source directory) and the start and stop scripts for apply server (in the target directory).
  - c. Enter `State_to_Datamart_setup_source`. Provide the user ID and password for the data sources and wait until the script finishes.
  - d. Enter `State_to_Datamart_setup_target`. Provide the user ID and password for the data sources and wait until the script finishes.
  - e. Check the following logs for errors:
 

```
State_to_Datamart_setup_source.bat.log
State_to_Datamart_setup_target.bat.log
```

You can search the logs for keywords to determine if the commands were successful or if they failed. Use the following keywords and phrases to determine success or failure:

**Success:** Command returned status 0 to the command line.

**Failure:** ERROR; An error has occurred; Failed to connect to database; An internal error has occurred; An error has occurred while processing file
  - f. Change to the following directory:
 

```
/Monitor_home/generation/schemagen/timestamp/State_to_Datamart/source
```
  - g. Open a db2cmd window and run the StartCapture\_XX.bat file, where *XX* is the number.

**Note:** You can stop the replication by running the StopCapture\_YY.bat file.

- h. Change to the following directory:
 

```
/Monitor_home/generation/schemagen/timestamp/State_to_Datamart/target
```

- i. Open a db2cmd window and run the StartApply\_YY.bat file, where YY is the number.

**Note:** You can stop the apply by running the StopApply\_XX.bat file.

- j. In the WebSphere Administrative Console, click **Confirm**. A message displays at the top of the panel indicating the step is complete.
  - k. Click **Next**.
11. On the Import DB2 Cube Definition step, you must issue commands using the DB2 command line environment.

- a. Open a DB2 Command Window, and change to the directory where Data Services Generation output is stored. For example:

```
/Monitor_Home/generation/schemagen/timestamp
```

- b. Optional: If this is the first time DB2 Cube Views is being initialized, change to the */ibm/db2/sqllib/misc* directory and format the Data Mart database by typing the following commands:

```
db2 connect to datamart  
db2 -tvf db2mdapi.sql  
db2 disconnect datamart
```

where *datamart* is the name of the Data Mart database.

**Note:** After completing this command change back to the directory where Data Services Generation output is stored.

- c. Configure DB2 Cube Views by typing the following command:

```
db2mdapiclient -d datamart -u user_ID -p password -i import_model.xml -m model_cv.xml -o import_response.xml
```

where:

*datamart* is the name of the Data Mart database

*user\_ID* is the user ID for the DB2 administrator

*password* is the password associated with *user\_ID*

- d. In the WebSphere Administrative Console, click **Confirm**. A message displays at the top of the panel indicating the step is complete.
  - e. Click **Next**.
12. On the Manage Alphablox Cube step:

**Note:** If the step fails, see the related link at the end of this topic for information about troubleshooting.

- a. Specify *host\_name* in the **Host name** field. This value represents the host name of the remote server where DB2® Alphablox is installed. For example, `hostname:localhost`.
- b. Specify *port\_number* in the **RMI port** field. This value represents the RMI port of the remote server where DB2 Alphablox is installed. The RMI port is listed in the SystemOut.log for WebSphere Portal. For example, `Port number:2810`.
- c. Select one of the following options based on the WebSphere Application Server global security settings for WebSphere Portal:
  - **Disabled:** Select this option if WebSphere Application Server global security is disabled.
  - **Enabled:** Select this option if WebSphere Application Server and Monitor server global security is enabled.
- d. Optional: If global security is enabled, specify *theuser\_ID* in the **User ID** field.

- e. Optional: If global security is enabled, specify the *password* in the **Password** field. This value represents the password associated with the ID in the **User ID** field. WebSphere Portal user with administrator authority.
  - f. Verify that the Portal Server is started. If the server is not started, you will get CWMAX4204E error stating that the Manage Alphablox Cube step failed.
  - g. Click **Create** to create the DB2 Alphablox cube. A message displays at the top of the panel indicating the step is complete.
  - h. Click **Next**.
13. On the Configure CEI Distribution step:
- a. Expand **CEI Server Configuration**.
  - b. Specify the *event\_group\_lists* in the **Event group profile list name** field. This value represents the name of the event group profile list that is associated with this monitor model. The default value is Event groups list.
  - c. Select one of the following options for the Location based on the location of the CEI server:
    - **Local**: Choose this option if the CEI server is in the same cell as the Monitor server.
    - **Remote**: Choose this option if the CEI server is in a different cell than the Monitor server.
  - d. Optional: If the CEI server is remote, specify the *host\_name* in the **Host name** field. This value represents the host name for the physical server where the CEI server is configured.
  - e. Optional: If the CEI server is remote, specify the *port\_number* in the **RMI port** field. This value represents the RMI port for the physical server where the CEI server is configured. The RMI port is listed in the SystemOut.log for the CEI server.
  - f. Specify the *cell\_name* in the **Cell** field. This value indicates the cell name in which the event group profile list resource is configured.
  - g. Optional: If the scope is defined for the node or server level, select *node\_name* from the **Nodes** list. This value indicates the node name in which the event group profile list resource is configured.
  - h. Optional: If the scope is defined for the server level, select *server\_name* from the **Servers** list. This value indicates the server name in which the event group profile list resource is configured.
  - i. Select one of the following options based on the WebSphere Application Server global security settings for the CEI server:
    - **Disabled**: Select this option if WebSphere Application Server global security is disabled.
    - **Enabled**: Select this option if WebSphere Application Server and Monitor server global security is enabled.
  - j. Optional: If global security is enabled, specify the *user\_ID* in the **User ID** field.
  - k. Optional: If global security is enabled, specify the *password* in the **Password** field. This value represents the password associated with the ID in the **User ID** field. WebSphere Application Server user with administrator authority.
  - l. Select one of the following options for the Distribution mode value of the monitor model after the Configure CEI Distribution is complete. The value in the **Current** field indicates the current distribution mode for the model.

- **Inactive:** Choose this option if you do not want the model to receive events on the event queue.
  - **Inactive (event queue recoverable):** Choose this option if you want the model to receive, but not process, events on the event queue.
  - **Active:** Choose this option if you want the model to receive events on the event queue and process the events when started. This is the default option for a new monitor model.
  - **Active (no new MC instances):** Choose this option if you want the model to receive events on the event queue and process the events when started, but you do not want to create any new monitoring context instances.
- m. Click **Apply** to update the CEI server configuration. A message displays at the top of the panel indicating the step is complete and the CEI configuration has been initiated.
  - n. Click **Next**.
14. On the Confirm CEI Server Reboot step:
    - a. Reboot the CEI server.
    - b. Click **Confirm**. If the button is not available, wait for the CEI configuration to finishing processing, refresh the page, and then click **Confirm**.
  15. Click **Finish**.
  16. Click **Save**, and then click **Save** to save all changes to the master configuration.
  17. Log out of the WebSphere Administrative Console.

#### Related tasks

“Troubleshooting the Call Center monitor model” on page 13

Using the procedures in this section, you can troubleshoot some common problem you might encounter with the Call Center monitor model.

## Installing the industry-specific dashboard

Use this procedure to install the industry-specific dashboard included in the SupportPac. This procedure installs all the portlets, pages, and dashboard extensions associated with the monitoring model.

Install the dashboards by performing the following steps:

1. Unzip the dashboard import files into a working directory on the WebSphere Portal Server.
2. Open a command prompt and change to the directory where where you unzipped the files.
3. Type the `installDashboard` command with its associated parameters to install the dashboard.

**For Windows:** `installDashboard.bat "WAS_HOME" "WAS_PROFILE_HOME" cellName "PORTAL_HOME" portalConfigURL portalAdminID portalAdminPassword`

**For AIX:** `installDashboard.sh "WAS_HOME" "WAS_PROFILE_HOME" cellName "PORTAL_HOME" portalConfigURL portalAdminID portalAdminPassword`

where:

#### WAS\_HOME

Specifies the root directory of the WebSphere Application Server installation used by WebSphere Portal Server (for example, "C:\IBM\WAS").

**Note:** Use double quotes in case the path includes spaces.

**WAS\_PROFILE\_HOME**

Specifies the location of the WebSphere Application Server profile created for the server WebSphere\_Portal (for example, "C:\IBM\WAS\profiles\wp\_profile").

**Note:** Use double quotes in case the path includes spaces.

**cellName**

Specifies the name of the cell to which the WebSphere\_Portal server belongs (for example, iapetusNode01Cell).

**PORTAL\_HOME**

Specifies the root directory of the WebSphere Portal Server installation that is used for the dashboard of WebSphere Business Monitor v6.0.2.1 (for example, "C:\IBM\PortalServer").

**Note:** Use double quotes in case the path includes spaces.

**portalConfigURL**

Specifies the URL used for configuring the WebSphere Portal Server (for example, http://localhost:9081/wps/config).

**portalAdminID**

Specifies the administrator ID for your WebSphere Portal Server (for example, wpsadmin).

**portalAdminPassword**

Specifies the password for the Portal administrator (for example, wpsadmin).

4. Restart the Portal Server.

## Verifying the Call Center dashboard install

Use this procedure to verify that the industry-specific dashboard installed correctly.

Verify the dashboard install:

1. Open the Portal URL: http://localhost:9081/wps/portal.
2. Click login and type the user ID and password.
3. Click **Administration** → **Manage Pages** → **My Portal**.
4. Verify that My Retail Dashboard has been added.

## Using the BatchCBewriter in Windows

Use the BatchCBewriter utility to copy the sample data provided with the industry-specific monitor model to the Process Server.

Unzip the sample events files that extracted from the industry-specific monitor model package.

**Note:** If you imported and edited the Project interchange File, then you must amend the sample events to coincide with you changes.

Setup the BatchCBewriter and copy the sample events by performing the following steps:

1. Organize your events into either files or directories or both.

**Note:** The values for the source.filename parameter can either be a file or a directory.

2. Setup BatchCBewriter by performing the following steps:
  - a. Extract the files from the BatchCBewriter.zip file.
  - b. Edit the directory for PROCSERV\_HOME in the BatchCBewriter.bat file. Ensure that the directory is the one where the Process Server is installed.
  - c. Edit the Java path, %PROCSERV\_HOME%\java\bin\java, in the BatchCBewriter.bat file. Ensure it is the correct name for the Java folder.
  - d. Save and close the BatchCBewriter.bat file when you are done.
3. Configure BatchCBewriter by performing the following steps:
  - a. Open the config.properties file.
  - b. Modify the parameters as necessary.

**Note:** When modifying a file path in the config.properties:

- Always use forward slashes.
- Do not use quotes around the path even if the path name contains spaces.
- If the events are stored in a directory instead of a file, use the source.extensions property to filter out events or miscellaneous files that are not events.

c. Save and close the config.properties file when you are done.

4. Run the BatchCBewriter by entering BatchCBewriter.bat in a command window.

If you want to override the properties specified in the config.properties file when running the BatchCBewriter, you can use the -D option with the command. For example you can change the source filename, the connection port, and the file extensions filters when you are running the utility. The following is an example of a command specifying these value changes:

```
BatchCBewriter.bat -Dsource.filename="c:/my events"  
-Dconnect.portNumber=2810 -Dsource.extensions=xml;txt;cube
```

## Troubleshooting the BatchCBewriter

As you use the BatchCBewriter utility, some problems can occur. The following information will help you to troubleshoot those problems.

### Solving the path error:

If the PROCSERV\_HOME property is not set correctly in the BatchCBewriter.bat file, you will receive the following message.

The system cannot find the path specified.

You can resolve the error by changing the path in the BatchCBewriter.bat file.

### java.io.FileNotFoundException:

The source.filename parameter is not resolving. Check the following:

- Verify that the file specified in the source.filename parameter exists. If the file exists, specify the full path with the file name.
- If source.filename is specified in the config.properties file verify that the file name is specified correctly.





## Configuring the Instances view for Call Center

You must configure the Retail Instances view before you can use this sample.

Although these instructions are for the BAM model, you can use this procedure to configure BPEL model. Where ever BAM is in a filename, event, or model name replace it with BPEL.

To configure the Instances view:


1. Click My Retail Dashboard.
2. Click the Retail Instances and then click the **Configure** () icon for the Call Queue Instances.
3. On the Call Queue Instances configuration page, select **Call Center Performance** for the monitor model and **Call Queue MC** monitoring context.
4. Select any of the metrics you want to view and click **Next**.
5. Click **Next**, **Next**, and **Finish**.
6. Click the Retail Instances page and then click the **Configure** () icon for the TSR Performance Instances.
7. On the TSR Performance Instances configuration page, select **Call Center Performance** for the monitor model and **TSR Performance MC** monitoring context.
8. Select any of the metrics you want to view and click **Next**.
9. Click **Next**, **Next**, and **Finish**.

## Configuring the dashboards

You must configure the dashboards for the Call Center monitor model on the first use.

**Note:** To see results in the Dimensional Analysis views you are configuring, the model must be deployed and the sample events must be emitted using the batchCBEWriter tool.

Configure the Call Center Detail page:

1. Click **TSR Performance Detail** tab and click the **Configure** () icon for the TSR Performance Dimensional view.
2. Select **Call Center Performance** for the monitor model, and then select **TSR Performance MC Cube** for the cube.
3. From the Available dimensions, choose **Date** and **Product Category**, and then click **Add** next to the **Row dimensions** container.
4. From the Available dimensions, choose **TSR Member** and click **Add** next to the **Column dimensions** container.
5. From the Available dimensions, choose **Measures** , and then click **Add** next to the **Page dimensions** container.
6. Click **Next**.
7. From the **Measures**, select **More**.
8. Select the measures required.
  - Average Order Percentage



- Average Order Amount
  - Total Order Amount
  - Average Profit
  - Total Profit
  - Average Adjustment Rate
  - Average Call Duration
  - Total Commission
  - Total TSR Pickups
  - Total Complaint Calls
  - Total Order Completion Calls
9. Click **Add**, click **OK**, and then click **OK** again.
  10. Drill down to the desired Dimensional view.

---

## Troubleshooting the Call Center monitor model

Using the procedures in this section, you can troubleshoot some common problem you might encounter with the Call Center monitor model.

For the latest updates to the documentation, see the WebSphere Business Monitor Support Web site (<http://www.ibm.com/support/search.wss?rs=802&tc=SSRR3&q=6.0.2.1>).

### Related tasks

“Deploying a monitor model” on page 4

You can use the WebSphere Administrative Console to deploy an installed version of a monitor model.

## No business events arrive in the WebSphere Business Monitor Server

Verify that the version of WebSphere Integration Developer is consistent with the WebSphere Business Monitor where the model is deployed, for example, use WebSphere Integration Developer v6.0.2.x and WebSphere Business Monitor v6.0.2.x. The Common Base Event definitions generated from WebSphere Integration Developer might not be consistent with the Common Base Events generated from the WebSphere Process Server if use v6.0.1.x with v6.0.2.x versions together. That inconsistency causes monitoring to fail.

## Connection error

If you receive a connection error when running **Step 5** of the life-cycle steps, use the following procedure as a workaround. In this procedure, you manually import the cube in Alphablox, and then mark the step as complete in the life-cycle table.

1. Copy the cube name from OLAP Center by completing the following steps:
  - a. In Windows, select **Start** → **All Programs** → **IBM DB2** → **Business Intelligence Tools** → **OLAP Center**.
  - b. Enter your DB2 user ID and password. The ODLAP Center opens listing the Cube Models.
  - c. Right-click the cube model, and select **Properties**.
  - d. Select the text in the Name field, and press Ctrl+C to copy the text to the clipboard.
  - e. Click **Cancel**, and close the OLAP Center.
2. Define the cube to Alphablox:

- a. If the WebSphere Portal server is not running, start it by selecting **Start** → **All Programs** → **IBM WebSphere** → **WebSphere Portal v5.1** → **Start the Server**.
- b. Start Alphablox in a browser by selecting **Start** → **All Programs** → **IBM DB2 Alphablox 8.4** → **AlphabloxAnalytics** → **DB2 Alphablox Administrative Pages**. **Note:** The DB2 Alphablox Cube name must match the Cube Model name exactly, but without the WBI prefix.
- c. When prompted, enter the user ID and password.
- d. Click the **Cubes** page, and click **Create**.
- e. Next to the DB2 Alphablox Cube Name, select **Enabled**.
- f. Press Ctrl+V to replace New Cube with the correct cube name.
- g. For the Relational Data Source, select **DATAMART** , and then select **Enable DB2 Cube Views Settings**.
- h. From the Cube Model, select the model, and then click **Import Cube Definition**.

**Note:** The DB2 Alphablox Cube Name must match the Cube Model name exactly except for the WBI prefix.

- i. Click **OK** to save the definition. Confirm that it was added to the list.
  - j. Click the **General** page and click **Runtime Management** → **DB2 Alphablox Cubes**.
  - k. Select the cube in the list, and click **Start**. The status for the cube is now **Running**.
3. Find the Model ID and version number:
    - a. Find the **ModelID** value. Click **Select Applications** → **Monitor Models** and locate the ID. **ModelID** is the name listed in the Model column.
    - b. Locate the WebSphere Process Server log. The log might be found in a directory such as C:\wps602\profiles\wbmonitor\logs\server1\SystemOut.log.
    - c. Search for `"/ModelID"` version in the log file. Where ModelID is the name of the model.
    - d. The versionDate follows the word version and looks similar to 1170240826.

4. Update the life cycle using an MBean method:

- a. Open a command prompt window by selecting **Start** → **Run** , entering cmd, and clicking **OK**.
- b. Enter `cd %WAS_HOME%\profiles\wbmonitor\bin` to change to the monitor directory.
- c. Enter `wsadmin` to connect to the server.
- d. Enter the following command to set the Lifecycle services:  
`set ls [$AdminControl completeObjectName type=LifecycleServices,*]`
- e. Enter the following commands to confirm the Alphablox cubes were created:

```
$AdminControl invoke $ls confirmCreateAlphabloxCube { "model_ID", version_date, "user_ID" }
```

Where:

**model\_ID**

Represents the name of the monitor model.

**version\_date**

Represents the timestamp of the version of the monitor model and is defined by the number of seconds since 1970

**user\_ID**

The user ID of the command originator

For example:

```
$!s confirmCreateAlphabloxCube { "MonitorModelSampleMM" 1170240826 "administrator" }
```

- f. Return to the Process Server Administrative Console.
- g. If the Administrative Console **Step 5** of the lifecycle is still displaying, reload the page in the browser. **Step 5** is then marked complete.
- h. Return to the instructions for the life-cycle steps starting at **Step 6**.