



Version 6.0.2



First Edition (June 2007)

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

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Banking Monitor Model SupportPac

This industry-specific monitor model SupportPac™ for IBM® WebSphere® Business Monitor v6.0.2.1 contains custom models 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:

- Two installable monitor models featuring a simplified mortgage lending 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 pre-built Industry-specific dashboard which you can easily configure.
- A set of sample events which you can feed to the monitor model and populate the Monitor databases.
- A simple tool for emitting the sample events.

The sample monitor models provide you with a base monitor model that is developed towards a specific process in the finance 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.

Prerequisites

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) 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.

About the Banking Monitor Model SupportPac

This SupportPac contains two versions of a Mortgage Lending model. The first version is designed for use with a monitored application that is a BPEL application written using IBM WebSphere Integration Developer v6.0.2 and is running on IBM WebSphere Process Server V6.0.2. This version includes human task monitoring. The second version is a more generic Business Activity Monitoring (BAM) version. The only assumption is that the monitored application emits the type of events defined in the monitor model. This version does not include human task monitoring.

The measures of interest for the mortgage lending process track durations of each subprocess, loan dollars, and time. Therefore, both models process the start and completion times for events along with other data required to perform calculations. The measures of interest for the automated loan setup (a subprocess of the mortgage lending process) involve counts of invalid applications, net tangible benefit (NTB) problems, point of sale (POS) fee problems, and problems with the time frame for printing 72-hour documents.

Note: Although instructions are for the BAM model, you can use the same procedures to configure BPEL model. Be aware that any parameters or selections might have the addition of BPEL to the name.

Banking Monitor Model SupportPac Install

Install the mortgage lending monitor model, which specific to the finance industry, that is provided with the SupportPac for IBM WebSphere Business Monitor 6.0.2.1 using these procedures.

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=SSSRR3&q=6.0.2.1>).

Prerequisites for the Banking Monitor Model SupportPac

Before you can use the Banking 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) 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=SSSRR3&q=6.0.2.1>).

Downloading the Banking Monitor Model SupportPac

The Banking Monitor Model SupportPac is available as a Web download.

1. Go to the WebSphere Business Monitor SupportPacs index page (<http://www.ibm.com/support/docview.wss?rs=171&uid=swg>) and click Banking 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:
 - FinancialPackageBAM.zip
 - FinancialPackageBPEL.zip
4. Extract the files from the version of the SupportPac you are going to use (BAM or BPEL). Verify the following files were extracted from the SupportPac:
 - Project Interchange file
 - EAR file
 - Dashboard installer
 - Sample events
 - Installation doc (PDF file)

Installing the 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 the *user_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 Mortgage Lending monitor model” on page 15
Using the procedures in this section, you can troubleshoot some common problem you might encounter with the Mortgage Lending monitor model.

Installing the industry-specific dashboard

Use this procedure to install the industry-specific dashboards 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 Mortgage Lending dashboard install

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

To 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 correct dashboard has been added.
 - For BPEL, the dashboard is called My BPEL Financial Dashboard.
 - For BAM, the dashboard is called My Financial Dashboard.

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. Doublecheck 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 Mortgage Lending

You must configure the Mortgage Lending 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 referred to replace that with BPEL.

To configure the Instances view:

1. Click the Mortgage Instances page and then click the **Configure** () icon.
2. On the Mortgage Lending Processes Instances configuration page, select **Mortgage Lending BAM** for the monitor model and **Mortgage Lending BAM MC** monitoring context.
3. Select any of the metrics you want to view and click **Next**.
4. Click **Next**, **Next**, and **Finish**.


Configuring the dashboards


You must configure the dashboards for the Mortgage Lending 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.

Although these instructions are for the BAM model, you can use this procedure to configure BPEL model.

To configure the dashboards:

1. Configure the Mortgage Lending Detail page:
 - a. Click **Mortgage Lending Detail** tab and click the **Configure** () icon for the Mortgage Lending Process Dimensional view.
 - b. Select **Mortgage Lending BAM** for the monitor model, and then select **MORTGAGELENDING MC CUBE 2007_05_30T07_00_00** for the cube.
 - c. From the Available dimensions, choose **loan officer** and click **Add** next to the **Row dimensions** container.

- d. From the Available dimensions, choose **Date** and click **Add** next to the **Column dimensions** container.
 - e. From the Available dimensions, choose **Measures** and click **Add** next to the **Page dimensions** container.
 - f. Click **Next**.
 - g. From the **Measures**, select **More**.
 - h. Select the following:
 - Instances Count
 - Total Amount of Completed Loans
 - Total Number of Completed Loans
 - Total Number of Application Loans
 - Total Amount of Application Loans
 - Maximum Application to Funded Days
 - Maximum Upload to Funded Days
 - Maximum Upload to Ready to Close Days
 - Maximum Application to Ready to Close Days
 - Maximum Ready to Close Days to Closed Duration Days
 - Maximum Manual Underwriting to Ready to Close Days
 - Maximum In Process to Ready to Close Days
 - Maximum Upload to Manual Underwriting Hours
 - Maximum Application to Upload Hours
 - i. Click **Add** and then click **OK**.
 - j. Drill down on date twice to obtain the month view.
 - k. Drill down on Loan Officer to obtain more detail and click **OK**.
 - l. Drill down on date twice to obtain the month view.
 - m. Drill down on Loan Officer to obtain more detail and click **OK**.
2. Configure the Mortgage Loan Setup Detail page:
 - a. Click the **Mortgage Loan Setup Detail** tab and click the **Configure** () icon for the Mortgage Lending Automated Loan Setup Dimensional view.
 - b. From the Available dimensions, choose **loan officer** and click **Add** next to the **Row dimensions** container.
 - c. From the Available dimensions, choose **Date** and click **Add** next to the **Column dimensions** container.
 - d. From the Available dimensions, choose **Measures** and click **Add** next to the **Page dimensions** container.
 - e. From the **Measures**, select **More**.
 - f. Select all the measures excluding InstancesCount and click **Add**.
 - g. Click **OK**.





Configuring the Trend reports

Configure the trend reports to analyze the sample data.

Note: For the data to render on the charts, the model must be deployed and the sample events must be emitted using the batchCBEWriter tool.

Configure the Trend reports:

1. Click **Mortgage Loan Setup Detail** tab.
2. Configure the Mortgage 72 Hour Document Failure Trend report:

- a. Click **Mortgage 72 Hour Document Failure Trend** and click the **Configure** () icon.
 - b. For the **Model**, select **Mortgage Lending BAM for Model**.
 - c. For the **Cube**, Select **AUTOMATED LOAN SETUP MC CUBE 2007_05_03T10_08_00**.
 - d. For **Analysis type**, Select **Trend Analysis**.
 - e. For **Measures**, Select **Print 72 Hour Document Failures**.
 - f. Click **Next**.
 - g. Click **Year to Date**.
 - h. For **Frequency**, Select **Monthly**.
 - i. Select **View Report**.
 - j. Click **Finish**.
3. Configure the Mortgage Application Failure Trend report:
- a. Click **Mortgage Application Failure Trend** and click the **Configure** () icon.
 - b. For the **Model**, select **Mortgage Lending BAM for Model**.
 - c. For the **Cube**, Select **AUTOMATED LOAN SETUP MC CUBE 2007_05_03T10_08_00**.
 - d. For **Analysis type**, Select **Trend Analysis**.
 - e. For **Measures**, Select **Invalid Applications**.
 - f. Click **Next**.
 - g. Click **Year to Date**.
 - h. For **Frequency**, Select **Monthly**.
 - i. Select **View Report**.
 - j. Click **Finish**.
4. Configure the Mortgage Fee Compliance Failures Trend report:
- a. Click **Mortgage Fee Compliance Failures Trend** and click the **Configure** () icon.
 - b. For the **Model**, select **Mortgage Lending BAM for Model**.
 - c. For the **Cube**, Select **AUTOMATED LOAN SETUP MC CUBE 2007_05_03T10_08_00**.
 - d. For **Analysis type**, Select **Trend Analysis**.
 - e. For **Measures**, Select **Fee Compliance Failures**.
 - f. Click **Next**.
 - g. Click **Year to Date**.
 - h. For **Frequency**, Select **Monthly**.
 - i. Select **View Report**.
 - j. Click **Finish**.
5. Configure the Mortgage NTB Failure Trend report:
- a. Click **Mortgage NTB Failure Trend** and click the **Configure** () icon.
 - b. For the **Model**, select **Mortgage Lending BAM for Model**.

- c. For the **Cube**, Select **AUTOMATED LOAN SETUP MC CUBE 2007_05_03T10_08_00**.
- d. For **Analysis type**, Select **Trend Analysis**.
- e. For **Measures**, Select **NTB Failures Trend**.
- f. Click **Next**.
- g. Click **Year to Date**.
- h. For **Frequency**, Select **Monthly**.
- i. Select **View Report**.
- j. Click **Finish**.

Troubleshooting the Mortgage Lending monitor model

Using the procedures in this section, you can troubleshoot some common problem you might encounter with the Mortgage Lending 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 OLAP 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**.