

ITCAM Agent for PeopleSoft Enterprise Process Scheduler
Version 7.1.1

Installation and Configuration Guide



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Note

Before using this information and the product it supports, read the information in "Notices" on page 19.

This edition applies to version 7.1.1 of IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Process Scheduler (product number 5724-I45) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Overview of the agent

The IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Process Scheduler (product code P9) provides you with the capability to monitor PeopleSoft Enterprise Process Scheduler (Process Scheduler). You can also use the agent to take basic actions with the Process Scheduler.

IBM® Tivoli® Monitoring is the base software for the PeopleSoft Enterprise Process Scheduler agent. The PeopleSoft Enterprise Process Scheduler agent monitors the availability, health, and performance of key PeopleSoft Application Domain resources: application server, Tuxedo, Process Schedulers, Analytic Servers, and Domain and Tuxedo logs.

IBM Tivoli Monitoring

IBM Tivoli Monitoring provides a way to monitor the availability and performance of all the systems in your enterprise from one or several designated workstations. It also provides useful historical data that you can use to track trends and to troubleshoot system problems.

You can use IBM Tivoli Monitoring to achieve the following tasks:

- Monitor for alerts on the systems that you are managing by using predefined situations or custom situations.
- Establish your own performance thresholds.
- Trace the causes leading to an alert.
- Gather comprehensive data about system conditions.
- Use policies to take actions, schedule work, and automate manual tasks.

The Tivoli Enterprise Portal is the interface for IBM Tivoli Monitoring products. You can use the consolidated view of your environment as seen in the Tivoli Enterprise Portal to monitor and resolve performance issues throughout the enterprise.

See the IBM Tivoli Monitoring publications listed in “Prerequisite publications” on page 17 for complete information about IBM Tivoli Monitoring and the Tivoli Enterprise Portal.

Functions of the monitoring agent

Monitors the availability, health, and performance of key PeopleSoft Process Scheduler resources: Batch Processes, Tuxedo, and Scheduler and Tuxedo logs.

New in this release

For version 7.1.1 of the PeopleSoft Enterprise Process Scheduler agent, the following enhancements were made since version 6.2, including the fix packs:

- Changes related to system requirements. See the information about system requirements in Software product compatibility reports (<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html>).
- Updated kp9.baroc file to support event mapping changes
- Added support for the IBM Prerequisite Scanner, which is a stand-alone prerequisite checking tool that analyzes system environments before the installation or upgrade of a Tivoli product or IBM solution.
- New bundled agent diagnostics script that provides detailed PeopleSoft installation functionality and configuration data for level three support.

Important: The script records the PeopleSoft installation, configuration, user permissions, and system layout. Also, the script tests and reports on the critical data collection procedure that the PeopleSoft agent completes to monitor the PeopleSoft environment.

Components of the IBM Tivoli Monitoring environment

After you install and set up the PeopleSoft Enterprise Process Scheduler agent, you have an environment that contains the client, server, and monitoring agent implementation for Tivoli Monitoring.

This Tivoli Monitoring environment contains the following components:

Tivoli Enterprise Portal client

The portal has a user interface based on Java™ for viewing and monitoring your enterprise.

Tivoli Enterprise Portal Server

The portal server is placed between the client and the Tivoli Enterprise Monitoring Server and enables retrieval, manipulation, and analysis of data from the monitoring agents. The Tivoli Enterprise Portal Server is the central repository for all user data.

Tivoli Enterprise Monitoring Server

The monitoring server acts as a collection and control point for alerts received from the monitoring agents, and collects their performance and availability data. The Tivoli Enterprise Monitoring Server is also a repository for historical data.

Tivoli Enterprise Monitoring Agent, PeopleSoft Enterprise Process Scheduler agent

This monitoring agent collects data and distributes the data to the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, Tivoli Enterprise Portal, Tivoli Data Warehouse, and Tivoli Integrated Portal.

Multiple copies of this agent can run on the same system.

IBM Tivoli Netcool/OMNIBus

Tivoli Netcool/OMNIBus is an optional component and the recommended event management component. The Netcool/OMNIBus software is a service level management (SLM) system that delivers real-time, centralized monitoring of complex networks and IT domain events. Event information is tracked in a high-performance, in-memory database and presented to specific users through individually configurable filters and views. The software includes automation functions that you can use to perform intelligent processing on managed events. You can use this software to forward events for Tivoli Monitoring situations to Tivoli Netcool/OMNIBus.

IBM Tivoli Enterprise Console®

The Tivoli Enterprise Console is an optional component that acts as a central collection point for events from various sources, including events from other Tivoli software applications, Tivoli partner applications, custom applications, network management platforms, and relational database systems. You can view these events through the Tivoli Enterprise Portal (by using the event viewer), and you can forward events from Tivoli Monitoring situations to the Tivoli Enterprise Console component. If you do not already use Tivoli Enterprise Console and need an event management component, you can choose to use IBM Tivoli Netcool/OMNIBus.

IBM Tivoli Common Reporting

Tivoli Common Reporting is a separately installable feature available to users of Tivoli software that provides a consistent approach to generating and customizing reports. Some individual products provide reports that are designed for use with Tivoli Common Reporting and have a consistent look and feel.

IBM Tivoli Application Dependency Discovery Manager (TADDM)

TADDM delivers automated discovery and configuration tracking capabilities to build application maps that provide real-time visibility into application complexity.

IBM Tivoli Business Service Manager

The Tivoli Business Service Manager component delivers real-time information to help you

respond to alerts effectively based on business requirements. Optionally, you can use this component to meet service-level agreements (SLAs). Use the Tivoli Business Service Manager tools to help build a service model that you can integrate with Tivoli Netcool/OMNIBus alerts or optionally integrate with data from an SQL data source. Optional components provide access to data from other IBM Tivoli applications such as Tivoli Monitoring and TADDM.

Agent Management Services

You can use IBM Tivoli Monitoring Agent Management Services to manage the PeopleSoft Enterprise Process Scheduler agent.

Agent Management Services is available for the following IBM Tivoli Monitoring OS agents: Windows, Linux, and UNIX. The services are designed to keep the PeopleSoft Enterprise Process Scheduler agent available, and to provide information about the status of the product to the Tivoli Enterprise Portal. IBM Tivoli Monitoring V6.2.2, Fix Pack 2 or later provides support for Agent Management Services. For more information about Agent Management Services, see *Agent Management Services* in the *IBM Tivoli Monitoring Administrator's Guide*.

User interface options

Installation of the base IBM Tivoli Monitoring software and other integrated applications provides various interfaces that you can use to work with your resources and data.

The following interfaces are available:

Tivoli Enterprise Portal user interface

You can run the Tivoli Enterprise Portal as a desktop application or a browser application. The client interface is a graphical user interface (GUI) based on Java on a Windows or Linux workstation. The browser application is automatically installed with the Tivoli Enterprise Portal Server. The desktop application is installed by using the Tivoli Monitoring installation media or with a Java Web Start application. To start the Tivoli Enterprise Portal browser client in your Internet browser, enter the URL for a specific Tivoli Enterprise Portal browser client installed on your web server.

Command-line interface

You can use Tivoli Monitoring commands to manage the Tivoli Monitoring components and their configuration. You can also run commands at the Tivoli Enterprise Console event server or the Tivoli Netcool/OMNIBus ObjectServer to configure event synchronization for enterprise situations.

Manage Tivoli Enterprise Monitoring Services window

You can use the window for the Manage Tivoli Enterprise Monitoring Services utility to configure the agent and start Tivoli services not designated to start automatically.

IBM Tivoli Netcool/OMNIBus event list

You can use the Netcool/OMNIBus event list to monitor and manage events. An event is created when the Netcool/OMNIBus ObjectServer receives an event, alert, message, or data item. Each event is made up of columns (or fields) of information that are displayed in a row in the ObjectServer alerts.status table. The Tivoli Netcool/OMNIBus web GUI is also a web-based application that processes network events from one or more data sources and presents the event data in various graphical formats.

IBM Tivoli Enterprise Console

You can use the Tivoli Enterprise Console to help ensure the optimal availability of an IT service for an organization. The Tivoli Enterprise Console is an event management application that integrates system, network, database, and application management. If you do not already use Tivoli Enterprise Console and need an event management component, you can choose to use Tivoli Netcool/OMNIBus.

IBM Tivoli Common Reporting

Use the Tivoli Common Reporting web user interface for specifying report parameters and other report properties, generating formatted reports, scheduling reports, and viewing reports. This user interface is based on the Dashboard Application Services Hub for Tivoli Common Reporting 3.1 and on Tivoli Integrated Portal for earlier versions.

IBM Tivoli Application Dependency Discovery Manager

The Discovery Management Console is the TADDM client user interface for managing discoveries.

IBM Tivoli Business Service Manager

The Tivoli Business Service Manager console provides a graphical user interface that you can use to logically link services and business requirements within the service model. The service model provides an operator with a second-by-second view of how an enterprise is performing at any moment in time or how the enterprise performed over a time period.

IBM Dashboard Application Services Hub

The Dashboard Application Services Hub provides an administrative console for applications that use this framework. It is a web-based console that provides common task navigation for products, aggregation of data from multiple products into a single view, and the passing of messages between views from different products. This interface replaces the Tivoli Integrated Portal component after version 2.2.

Tivoli Integrated Portal

Web-based products that are built on the Tivoli Integrated Portal framework share a common user interface where you can launch applications and share information. After version 2.2, this interface is replaced by the Dashboard Application Services Hub.

Data sources

Monitoring agents collect data from specific data sources.

The PeopleSoft Enterprise Process Scheduler agent collects data from the following sources:

Availability

Use the agent to monitor availability of the application and related components in the following ways:

- Monitor the status of the processes.

Log files

The agent uses the file system to monitor application log files or other data files to gather metrics.

Chapter 2. Agent installation and configuration

Agent installation and configuration requires the use of the *IBM Tivoli Monitoring Installation and Setup Guide* and agent-specific installation and configuration information.

To install and configure the PeopleSoft Enterprise Process Scheduler agent, use the *Installing monitoring agents* procedures in the *IBM Tivoli Monitoring Installation and Setup Guide* along with the agent-specific installation and configuration information.

If you are installing silently by using a response file, see “Performing a silent installation of IBM Tivoli Monitoring” in the *IBM Tivoli Monitoring Installation and Setup Guide*.

With the self-describing agent capability, new or updated IBM Tivoli Monitoring agents using IBM Tivoli Monitoring V6.2.3 or later can become operational after installation without having to perform additional product support installation steps. To take advantage of this capability, see “Enabling self-describing agent capability at the hub monitoring server” in the *IBM Tivoli Monitoring Installation and Setup Guide*. Also, see “Self-describing monitoring agents” in the *IBM Tivoli Monitoring Administrator’s Guide*.

Requirements

Before installing and configuring the agent, make sure your environment meets the requirements for the IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Process Scheduler.

For information about requirements, see the Prerequisites topic for the agent in the IBM Tivoli Composite Application Manager for Applications Information Center (<http://publib.boulder.ibm.com/infocenter/tivihelp/...>).

For the most up-to-date information about system requirements, see the Software product compatibility reports (<http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html>). Search for the ITCAM for Applications product.

Language pack installation

The steps for installing language packs depend on which operating system and mode of installation you are using.

To install a language pack for the agent support files on the Tivoli Enterprise Monitoring Server, the Tivoli Enterprise Monitoring Agent, and the Tivoli Enterprise Portal Server, make sure that you installed the product in the English language. Then use the steps for the operating system or mode of installation you are using:

- “Installing language packs on Windows systems”
- “Installing language packs on UNIX or Linux systems” on page 6
- “Silent installation of language packs on Windows, UNIX, or Linux systems” on page 7

Installing language packs on Windows systems

You can install the language packs on a Windows system.

Before you begin

First, make sure that you installed the product in the English language.

Procedure

1. On the language pack CD, double-click the `lpinstaller.bat` file to start the installation program.
2. Select the language of the installer and click **OK**.
3. In the Introduction panel, click **Next**.
4. Click **Add/Update** and click **Next**.
5. Select the folder where the National Language Support package (NLSPackage) files are located. Typically, the NLSPackage files are located in the `nlspackage` folder where the installer executable file is located.
6. Select the language support for the agent of your choice and click **Next**. To make multiple selections, press **Ctrl** and select the language that you want.
7. Select the languages that you want to install and click **Next**.
8. Examine the installation summary page and click **Next** to begin installation.
9. After installation completes, click **Finish** to exit the installer.
10. Restart the Tivoli Enterprise Portal, Tivoli Enterprise Portal Server, and Eclipse Help Server if any of these components are installed.

Installing language packs on UNIX or Linux systems

You can install the language packs on a UNIX or Linux system.

Before you begin

First, make sure that you installed the product in the English language.

Procedure

1. Enter the `mkdir` command to create a temporary directory on the computer, for example, `mkdir dir_name`. Make sure that the full path of the directory does not contain any spaces.
 2. Mount the language pack CD to the temporary directory that you created.
 3. Enter the following command to start the installation program:

```
cd dir_name lpinstaller.sh -c install_dir
```
- Where: *install_dir* is where you installed IBM Tivoli Monitoring. Typically, the directory name is `/opt/IBM/ITM` for UNIX and Linux systems.
4. Select the language of the installer and click **OK**.
 5. In the Introduction panel, click **Next**.
 6. Click **Add/Update** and click **Next**.
 7. Select the folder where the National Language Support package (NLSPackage) files are located. Typically, the NLSPackage files are located in the `nlspackage` folder where the installer executable file is located.
 8. Select the language support for the agent of your choice and click **Next**. To make multiple selections, press **Ctrl** and select the language that you want.
 9. Select the languages that you want to install and click **Next**.
 10. Examine the installation summary page and click **Next** to begin installation.
 11. After installation completes, click **Finish** to exit the installer.
 12. Restart the Tivoli Enterprise Portal, Tivoli Enterprise Portal Server, and Eclipse Help Server if any of these components are installed.

Silent installation of language packs on Windows, UNIX, or Linux systems

You can use the silent-mode installation method to install the language packs. In silent mode, the installation process obtains the installation settings from a predefined response file. It does not prompt you for any information.

Before you begin

First, make sure that you installed the product in the English language.

Procedure

1. Copy and paste the `ITM_Agent_LP_silent.rsp` response file template as shown in “Response file example.”
2. Change the following parameter settings:

NLS_PACKAGE_FOLDER

Folder where the National Language Support package (NLSPackage) files are located. Typically, the NLSPackage files are located in the `nlspackage` folder, for example:
`NLS_PACKAGE_FOLDER = //tmp//LP//nlspackage.`

PROD_SELECTION_PKG

Name of the language pack to install. Several product components can be included in one language package. You might want to install only some of the available components in a language pack.

BASE_AGENT_FOUND_PKG_LIST

Agent for which you are installing language support. This value is usually the same as `PROD_SELECTION_PKG`.

LANG_SELECTION_LIST

Language you want to install.

3. Enter the command to install the language pack with a response file (silent installation):

- For Windows systems:
`lpinstaller.bat -f path_to_response_file`
- For UNIX or Linux systems:
`lpinstaller.sh -c candle_home -f path_to_response_file`

where `candle_home` is the IBM Tivoli Monitoring base directory.

Response file example

```
# IBM Tivoli Monitoring Agent Language Pack Silent Installation Operation
#
#This is a sample response file for silent installation mode for the IBM Tivoli
#Monitoring Common Language Pack Installer.
#.
#This file uses the IBM Tivoli Monitoring Common Agent Language Pack with the
#install package as an example.
#Note:
#This response file is for the INSTALLATION of language packs only.
#This file does not support UNINSTALLATION of language packs in silent mode.
#-----
#-----
#To successfully complete a silent installation of the the example of Common Agent
#localization pack, complete the following steps:
#
#1.Copy ITM_Agent_LP_silent.rsp to the directory where lpinstaller.bat or
#lpinstaller.sh is located (IBM Tivoli Monitoring Agent Language Pack build
#location).
```

```

#
#2.Modify the response file so that it is customized correctly and completely for
#your site.
# Complete all of the following steps in the response file.
#
#3.After customizing the response file, invoke the silent installation using the
#following command:
#For Windows:
# lpinstaller.bat -f <path_to_response_file>
#For UNIX and Linux:
# lpinstaller.sh -c < Candle_home > -f <path_to_response_file>
#Note:< Candle_home > is the IBM Tivoli Monitoring base directory.
#-----
#-----
#Force silent install mode.
#-----
INSTALLER_UI=silent
#-----
#Run add and update actions.
#-----
CHOSEN_INSTALL_SET=ADDUPD_SET
#-----
#NLS Package Folder, where the NLS Packages exist.
#For Windows:
# Use the backslash-backslash(\\) as a file separator (for example,
#C:\\zosgmv\\LCD7-3583-01\\nlspackage).
#For UNIX and Linux:
# Use the slash-slash (//) as a file separator (for example,
#//installtivoli//lpsilenttest//nlspackage).
#-----
#NLS_PACKAGE_FOLDER=C:\\zosgmv\\LCD7-3583-01\\nlspackage
NLS_PACKAGE_FOLDER=//tmp//LP//nlspackage
#-----
#List the packages to process; both variables are required.
#Each variable requires that full paths are specified.
#Separate multiple entries with a semicolon (;).
#For Windows:
# Use the backslash-backslash(\\) as a file separator.
#For Unix and Linux:
# Use the slash-slash (//) as a file separator.
#-----
#PROD_SELECTION_PKG=C:\\zosgmv\\LCD7-3583-01\\nlspackage\\KIP_NLS.nlspkg
#BASE_AGENT_FOUND_PKG_LIST=C:\\zosgmv\\LCD7-3583-01\\nlspackage\\KIP_NLS.nlspkg
PROD_SELECTION_PKG=//tmp//LP//nlspackage//kex_nls.nlspkg;//tmp//LP//nlspackage//
koq_nls.nlspkg
BASE_AGENT_FOUND_PKG_LIST=//tmp//LP//nlspackage//kex_nls.nlspkg;//
tmp//LP//nlspackage//koq_nls.nlspkg
#-----
#List the languages to process.
#Separate multiple entries with semicolons.
#-----
LANG_SELECTION_LIST=pt_BR;fr;de;it;ja;ko;zh_CN;es;zh_TW

```

Agent-specific installation and configuration

In addition to the installation and configuration information in the *IBM Tivoli Monitoring Installation and Setup Guide*, use this agent-specific installation and configuration information to install the PeopleSoft Enterprise Process Scheduler agent.

The following information relates to installing and configuring the PeopleSoft Enterprise Process Scheduler agent:

- Steps for installing the agents
- Installation account
- “Linux and UNIX setup” on page 9

- Loading and unloading the data collection PeopleSoft project
- Configuring the agent with a PeopleSoft user name and password
- Configuring attribute data caching
- Configuration values
- Remote installation and configuration

Installing the PeopleSoft Enterprise Process Scheduler agent

To install and configure the PeopleSoft Enterprise Process Scheduler agent, use the procedures in the *IBM Tivoli Monitoring Installation and Setup Guide* along with the information in this chapter.

Procedure

1. Complete one of the following steps depending on your operating system:
 - On Linux and UNIX systems, install the PeopleSoft monitoring agent to run under the same operating system account as PeopleSoft.
 - On Windows systems, install and configure the PeopleSoft monitoring agent to run under the same operating system account as PeopleSoft.

See “Installation account” for additional information.

2. For Linux and UNIX operating systems, set up the operating system login environment:
 - a. Ensure that a PeopleSoft environment is set up.

See “Linux and UNIX setup” for additional information about setting up the login environment.

3. Use the PeopleSoft Application Designer client to load the provided ITM_Query PSAE program into the PeopleSoft environment. Choose one of the following three options to configure a PeopleSoft User ID for the monitoring agent to use to monitor the system:
 - Use an existing user.
 - Manually create the user with the necessary permissions.
 - Load the example ITM_PS user, role, and permission list.

See “Configuring the agent with a PeopleSoft user name and password” on page 12 for information about the necessary permissions. Also, see “Loading the IBM Tivoli Monitoring data collection PeopleSoft project” on page 10 for additional information.

Installation account

The PeopleSoft application server uses the Tuxedo product to perform transaction management, messaging, and administration. Because of the strict file access and interprocess communications permissions enforced by the Tuxedo product, you must run the PeopleSoft Enterprise Process Scheduler agent and the PeopleSoft Enterprise Process Scheduler agent with the same login account used to install the PeopleSoft system.

On Linux and UNIX systems, the PeopleSoft processes run with credentials specifically created for use with the PeopleSoft system by a PeopleSoft administrator. The PeopleSoft Enterprise Process Scheduler agent must be installed and run under that same account. Running the PeopleSoft Enterprise Process Scheduler agent under the root user account when PeopleSoft is running under another account is not supported.

On Windows systems, the PeopleSoft Enterprise Process Scheduler agent must run under the same account as the PeopleSoft Process Scheduler. You can use Windows Task Manager to determine the account for the PeopleSoft Process Scheduler processes, such as `psprcsrv.exe`.

Linux and UNIX setup

Set up the operating system login environment for Linux and UNIX systems.

Login environment on UNIX systems

PeopleTools is the proprietary software development environment that was created by the PeopleSoft Corporation. The PeopleSoft monitoring agents require an appropriate PeopleTools environment to run in. That is, the login profile for the PeopleSoft user account is correctly established for the PeopleSoft and database environment variables. For example, for a PeopleSoft Domain running against an Oracle database, the login environment has both the Oracle database libraries and PeopleSoft libraries in PATH, LD_LIBRARY_PATH, and LIBPATH. Setting up this environment typically includes sourcing the PeopleSoft **psconfig.sh** script.

To test whether the user account you are using to install the PeopleSoft monitoring agent has the required permissions and environment setup, from the command line type the following commands:

```
cd $PS_HOME/appserv
./psadmin
```

If the environment was set up correctly, the PSADMIN tool is displayed on the screen and results in the following output:

```
PSADMIN -- Tools Release: 8.48
Copyright (c) 1988-2005 PeopleSoft, Inc. All Rights Reserved.
```

```
-----
PeopleSoft Server Administration
-----
```

- 1) Application Server
- 2) Process Scheduler
- 3) Search Server
- q) Quit

Command to execute (1-3, q):

UNIX shells

The PeopleSoft Enterprise Application Domain agent and PeopleSoft Enterprise Process Scheduler agent can be run with operating system user accounts using the sh, bash, and ksh shells. The csh and tcsh shells are not supported.

Loading and unloading the IBM Tivoli Monitoring data collection PeopleSoft project

The final installation step is to load the IBM Tivoli Monitoring data collection PeopleSoft project.

See “Loading the IBM Tivoli Monitoring data collection PeopleSoft project” for information about how to load this project. If you need to remove the IBM Tivoli Monitoring data collection PeopleSoft project, use the information in “Removal of PeopleSoft agent components from the PeopleSoft database” on page 11.

When you upgrade to a new version of the IBM Tivoli Monitoring or PeopleSoft Enterprise Process Scheduler agent, you must remove the old version of the IBM Tivoli Monitoring data collection PeopleSoft project and install the new version.

Loading the IBM Tivoli Monitoring data collection PeopleSoft project

The PeopleSoft Enterprise Application Domain agent and PeopleSoft Enterprise Process Scheduler agent gather dynamic data from the PeopleSoft system through a PeopleSoft application engine program.

The ITM_QUERY PeopleSoft project consists of a PeopleSoft Application Engine (PSAE) program, a record, and several SQL objects. Each object is prefixed with ITM_. Because of the prefix, a naming collision between the new objects and existing objects is unlikely to occur. Nevertheless, you should run a compare and report step in Application Designer before you load the ITM_QUERY project.

A PeopleSoft administrator must extract and then load the ITM_QUERY project into the PeopleSoft database. PeopleTools 8.48, 8.49, 8.50, 8.51, 8.52, and 8.53 versions of the ITM_QUERY project are included in the distribution in the following locations:

- PeopleTools 8.48: ITM Application Engine/8.48/ITM_QUERY_8.48.zip
- PeopleTools 8.49: ITM Application Engine/8.49/ITM_QUERY_8.49.zip
- PeopleTools 8.50: ITM Application Engine/8.50/ITM_QUERY_8.50.zip
- PeopleTools 8.51: ITM Application Engine/8.51/ITM_QUERY_8.51.zip
- PeopleTools 8.52: ITM Application Engine/8.52/ITM_QUERY_8.52.zip
- PeopleTools 8.53: ITM Application Engine/8.53/ITM_QUERY_8.53.zip

Removal of PeopleSoft agent components from the PeopleSoft database

When you uninstall a PeopleSoft monitoring agent, you must complete additional steps to completely remove the PeopleSoft monitoring agent components that were loaded into the database that was used during the installation process.

Important: These steps only need to be performed once, regardless of whether the PeopleSoft Enterprise Process Scheduler agent, the PeopleSoft Enterprise Process Scheduler agent, or both agents were installed.

Removing the ITM_QUERY_PROJ PeopleSoft project manually:

To delete the ITM_QUERY project from the PeopleSoft system, remove the following objects:

- Project: ITM_QUERY_PROJ
- App Engine Program: ITM_QUERY
- Record: ITM_QUERY_AET
- SQL:
 - ITM_ANALYTIC_SERVERS
 - ITM_DISTRIBUTION_STATUS_COUNTS
 - ITM_INSTALLED_LANGUAGES
 - ITM_PMN_SRVRLIST
 - ITM_PRC_REQUEST_LOAD_RANK_24H
 - ITM_PRC_REQUEST_LOAD_RANK_30D
 - ITM_PRC_REQUEST_LOAD_RANK_7D
 - ITM_PROCESS_CATEGORY_ACTIVITY
 - ITM_PROCESS_REQUEST_TABLE
 - ITM_PROCESS_TYPE_ACTIVITY
 - ITM_PSSTATUS
 - ITM_PURGE_OPTIONS
 - ITM_PURGE_RUN_STATUS_OPTIONS
 - ITM_RUN_STATUS_COUNTS
 - ITM_VERSION

Removing the ITM_QUERY_PROJ PeopleSoft project by script:

The REMOVE_ITM_QUERY application designer project is used to remove the entries in the database that were added by the ITM_QUERY project.

About this task

The REMOVE_ITM_QUERY project and delete data mover scripts are located in the distribution in the following locations:

- PeopleTools 8.48: ITM Application Engine/8.48/ITM_QUERY_8.48.zip
- PeopleTools 8.49: ITM Application Engine/8.49/ITM_QUERY_8.49.zip
- PeopleTools 8.50: ITM Application Engine/8.50/ITM_QUERY_8.50.zip
- PeopleTools 8.51: ITM Application Engine/8.51/ITM_QUERY_8.51.zip
- PeopleTools 8.52: ITM Application Engine/8.52/ITM_QUERY_8.52.zip
- PeopleTools 8.53: ITM Application Engine/8.53/ITM_QUERY_8.53.zip

Procedure

1. Start the application designer with a valid PeopleSoft ID, for example, PS.
2. From the Tools menu, select **Copy Project > From File**.
3. Navigate to the folder of your PeopleTools version, 8.48, 8.49, 8.50, 8.51, 8.52, or 8.53, and select the project in the **REMOVE_ITM_QUERY** projects.
4. Click **Copy** on the Copy from File window.
5. On the File menu, select **Delete**.
6. Click **Delete** in the Delete Definition window. All available projects are displayed.
7. Select **ITM_QUERY_PROJ** and click **Delete**, then confirm the deletion.
8. Select **REMOVE_ITM_QUERY** and click **Delete**, then confirm the deletion.

Configuring the agent with a PeopleSoft user name and password

The monitoring agent must be configured with a valid PeopleSoft user name (PSAE_USER) and password (PSAE_PASSWORD) to run the ITM_QUERY application through psae.

About this task

Check with a PeopleSoft administrator to determine the appropriate PeopleSoft account to use for the monitoring agents. The account can come from the following places:

- An existing system maintenance account. Many PeopleSoft systems already have an account for performing maintenance operations.
- A new account set up by the PeopleSoft administrator. The PeopleSoft user requires a role within a permission list with process group permissions to the TLSALL process group.
- A sample user named ITM_PS, a role named ITM_PSRL, and a permissions list named ITM_PSPL are included on the agent installation media. These objects can be loaded by using a second PeopleSoft project and data mover script. The ITM_PS user has one role, which is ITM_PSPL. The ITM_PSPL role has one permission list, which is ITM_PSRL. The ITM_PSPL role has permission to use only the TLSALL process group. With these permissions, the ITM_PS user has access to run only the application engine from the command line. The ITM_PS user has no permission to run the application engine through the web interface; use the application designer, or run the data mover.

Complete the following steps to load the ITM_PS user:

Procedure

1. Load the ITM_PS user project.
2. Load the ITM_PS user data mover script. The ITM_PS project and data mover scripts are located in the distribution in the following locations:
 - PeopleTools 8.48: ITM PeopleSoft User/8.48/ITM_PS_USER_8.48.zip
 - PeopleTools 8.49: ITM PeopleSoft User/8.49/ITM_PS_USER_8.49.zip
 - PeopleTools 8.50: ITM PeopleSoft User/8.50/ITM_PS_USER_8.50.zip
 - PeopleTools 8.51: ITM PeopleSoft User/8.51/ITM_PS_USER_8.51.zip
 - PeopleTools 8.52: ITM PeopleSoft User/8.52/ITM_PS_USER_8.52.zip

- PeopleTools 8.53: ITM PeopleSoft User/8.53/ITM_PS_USER_8.53.zip

The PeopleSoft project is in the ITM_PS subdirectory. The import_itm_ps.dms data mover script is in the DMS subdirectory. The second line of the import_itm_ps.dms script references the itm_ps.dat file. You might need to change this file reference to an absolute path to the itm_ps.dat file if the data mover is not running from the same working directory. You must import both the project and data mover scripts because each script loads only a portion of the ITM_PS, ITM_PSRL and ITM_PSPL objects and does not work independently.

3. The default ITM_PS user password is password. Change the ITM_PS user password to something more secure.
4. Change the ITM_PS user Symbolic ID. The user's Symbolic ID (in the **Logon Information** section of the user profile) must be set to the name of the PeopleSoft application being monitored. Until this ID is set appropriately, the ITM_PS user might not be able to run the ITM_QUERY application.

Removing the ITM_PS user

The purpose of the REMOVE_ITM_PS project and delete_itm_user.dms datamover script is to remove the ITM_PS user role that was installed with this, or a previous, version of the PeopleSoft monitoring agent. The following steps completely remove the ITM_PS user role from the system.

About this task

The REMOVE_ITM_PS project and delete data mover scripts are located in the distribution in the following locations:

- PeopleTools 8.48: ITM PeopleSoft User/8.48/ITM_PS_8.48.zip
- PeopleTools 8.49: ITM PeopleSoft User/8.49/ITM_PS_8.49.zip
- PeopleTools 8.50: ITM PeopleSoft User/8.50/ITM_PS_8.50.zip
- PeopleTools 8.51: ITM PeopleSoft User/8.51/ITM_PS_8.51.zip
- PeopleTools 8.52: ITM PeopleSoft User/8.52/ITM_PS_8.52.zip
- PeopleTools 8.53: ITM PeopleSoft User/8.52/ITM_PS_8.53.zip

Complete the following steps within the PeopleSoft Application Designer:

Procedure

1. Start the application designer with a valid Peoplesoft superuser ID, for example, PS.
2. From the Tools menu, select **Copy Project > From File**.
3. Select the **REMOVE_ITM_PS** project for your PeopleTools version, 8.48, 8.49, 8.50, 8.51, 8.52, or 8.53.
4. Click **Copy** on the Copy from File window.
5. On the File menu, select **Delete**.
6. Click **Delete** in the Delete Definition window. All available projects are displayed.
7. Select **ITM_PS** and click **Delete**, then confirm the deletion.
8. Select **REMOVE_ITM_PS** and click **Delete**, then confirm the deletion.

To run the remove script:

About this task

Using the Peoplesoft Datamover utility, complete the following steps to run the remove script:

Procedure

1. Copy the delete_itm_ps.dms file from the installation media to a working directory; for example, C:\dmsdelete.
2. Start the Datamover utility and log in with a valid PeopleSoft superuser ID, for example, PS.

3. Open the delete_itm_ps.dms file in the Datamover utility. Select **File > Open > C:\dmsdelete\delete_itm_ps.dms**.
4. Append the path to your working directory following Set log and Set output.
5. Click the green light icon to run the script.

Configuring attribute data caching

The majority of attributes gathered by the PeopleSoft Enterprise Process Scheduler agent are not provided in real time. Instead, attributes are gathered and cached until another gathering cycle commences.

Use the DATA_COLLECTION_INTERVAL configuration option to adjust the frequency at which attributes are gathered. DATA_COLLECTION_INTERVAL specifies the number of minutes between attribute collection cycles. The default frequency is 10 minutes and the minimum frequency is 1 minute.

The data collected by the availability and log file monitoring components of the monitoring agents is collected in real time. All other attributes are cached.

Configuration values

For both local and remote configuration, you provide the configuration values for the agent to operate.

When you are configuring an agent, a panel is displayed so you can enter each value. When a default value exists, this value is pre-entered into the field. If a field represents a password, two entry fields are displayed. You must enter the same value in each field. The values that you type are not displayed to help maintain the security of these values.

The configuration for this agent is organized into the following groups:

Basic (PEOPLESOFT_SCHEDULER)

Basic configuration values

The configuration elements defined in this group are always present in the agent's configuration.

This group defines information that applies to the entire agent.

Agent Log Level (JAVA_TRACE_LEVEL)

The log level of the PeopleSoft Scheduler agent.

The type is one of the following values: "Off", "Error", "Warning", "Information", "Debug".

This value is required.

Default value: WARN

PeopleSoft application engine (PSAE) password (KP9_PSAE_PASSWORD)

The PeopleSoft application engine (PSAE) password for the PSAE user account that is used by the ITM agent.

The type is password.

This value is required.

Default value: None

PeopleSoft application engine (PSAE) user name (KP9_PSAE_USER)

The PeopleSoft application engine (PSAE) user name that is configured to use with the PeopleSoft agent.

The type is string.

This value is required.

Default value: None

Fully qualified path for the Process Scheduler psprcs.cfg file (KP9_PS_SERVER_CFG)

The fully qualified path for the Process Scheduler configuration file (psprcs.cfg).

The type is string.

This value is required.

Default value: None

PeopleSoft Home (PS_HOME)

The path to the PeopleSoft home directory.

The type is string.

This value is required.

Default value: None

Remote installation and configuration

You can install the monitoring agent remotely from the Tivoli Enterprise Portal or from the command line.

When you install the agent remotely, you must provide the configuration values for the agent to operate. See “Configuration values” on page 14.

To install from the portal, see the *IBM Tivoli Monitoring Installation and Setup Guide*.

To remotely install or configure an agent through the Tivoli Enterprise Portal, application support for that agent must be installed (Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal). Also, the agent bundle must be installed in the Remote Deploy Depot.

For information about displaying the configuration options that are available to use with the **configureSystem** or **addSystem** commands see “tacmd describeSystemType” in the *IBM Tivoli Monitoring Command Reference*.

If you are using the command line, the following command is an example of remote installation and configuration for Windows operating systems:

```
tacmd addSystem -t P9 -n Primary:sample.node.name:NT
-p PEOPLESOFT_SCHEDULER.JAVA_TRACE_LEVEL=value
  PEOPLESOFT_SCHEDULER.KP9_PSAE_PASSWORD=value
  PEOPLESOFT_SCHEDULER.KP9_PSAE_USER=value
  PEOPLESOFT_SCHEDULER.KP9_PS_SERVER_CFG=value
  PEOPLESOFT_SCHEDULER.PS_HOME=value
INSTANCE="inst1"
```

Appendix. ITCAM for Applications documentation library

Various publications are relevant to the use of ITCAM for Applications.

For information about how to access and use the publications, see *Using the publications* (http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/topic/com.ibm.itm.doc_6.3/common/using_publications.htm).

To find publications from the previous version of a product, click **Previous versions** under the name of the product in the **Contents** pane.

Documentation for this product is in the ITCAM for Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2.1/welcome_apps721.html):

- Quick Start Guide
- Offering Guide
- Download instructions
- Links to Prerequisites
- Installation and Configuration Guide for each agent
- Link to Reference information for each agent
- Link to Troubleshooting Guide for each agent

Prerequisite publications

To use the information about the agents effectively, you must have some prerequisite knowledge.

See the following information at the IBM Tivoli Monitoring Information Center (<http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/index.jsp>) to gain prerequisite knowledge:

- *IBM Tivoli Monitoring Administrator's Guide*
- *IBM Tivoli Monitoring Installation and Setup Guide*
- *IBM Tivoli Monitoring High Availability Guide for Distributed Systems*
- IBM Tivoli Monitoring: Installation and Configuration Guides for the following agents: Operating System agents and Warehouse agents
- IBM Tivoli Monitoring: User's Guides for the following agents: Agentless OS monitors, Log File agent, System p agents, Systems Director base agent
- *IBM Tivoli Monitoring Agent Builder User's Guide*
- *IBM Tivoli Monitoring Command Reference*
- *IBM Tivoli Monitoring: Messages*
- *IBM Tivoli Monitoring Troubleshooting Guide*
- IBM Tivoli Monitoring: References for the following agents: Operating System agents and Warehouse agents
- IBM Tivoli Monitoring: Troubleshooting Guides for the following agents: Operating System agents and Warehouse agents
- *Tivoli Enterprise Portal User's Guide*

Related publications

The publications in related information centers provide useful information.

See the following information centers, which you can find by accessing Tivoli Documentation Central (<https://www.ibm.com/developerworks/community/wikis/home?lang=en#!/wiki/Tivoli%20Documentation%20Central>):

- Tivoli Monitoring
- Tivoli Application Dependency Discovery Manager
- Tivoli Business Service Manager
- Tivoli Common Reporting
- Tivoli Enterprise Console
- Tivoli Netcool/OMNIBus

Tivoli Monitoring Community on Service Management Connect

Service Management Connect (SMC) is a repository of technical information that is organized by communities.

Access Service Management Connect at <https://www.ibm.com/developerworks/servicemanagement>.

For information about Tivoli products, see the Application Performance Management community (<http://www.ibm.com/developerworks/servicemanagement/apm/index.html>).

Connect, learn, and share with Service Management professionals. Get access to developers and product support technical experts who provide their perspectives and expertise. You can use SMC for these purposes:

- Become involved with transparent development, an ongoing, open engagement between other users and IBM developers of Tivoli products. You can access early designs, sprint demonstrations, product roadmaps, and prerelease code.
- Connect one-on-one with the experts to collaborate and network about Tivoli and the (enter your community name here) community.
- Read blogs to benefit from the expertise and experience of others.
- Use wikis and forums to collaborate with the broader user community.

Other sources of documentation

You can obtain additional technical documentation about monitoring products from other sources.

See the following sources of technical documentation about monitoring products:

- IBM Integrated Service Management Library (<http://www.ibm.com/software/brandcatalog/ismlibrary/>) is an online catalog that contains integration documentation as well as other downloadable product extensions.
- IBM Redbook publications (<http://www.redbooks.ibm.com/>) include Redbooks® publications, Redpapers, and Redbooks technotes that provide information about products from platform and solution perspectives.
- Technotes (<http://www.ibm.com/support/entry/portal/software>), which are found through the IBM Software Support website, provide the latest information about known product limitations and workarounds.

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