

Systemwalker Service Quality Coordinator

A decorative horizontal band with a dark blue background and abstract, glowing green and cyan wave-like patterns and light streaks.

User's Guide (Dashboard Edition)

Windows/Solaris/Linux

J2X1-7480-02ENZ0(00)
May 2011

Preface

Purpose of this manual

This manual explains the use of the Systemwalker Service Quality Coordinator's Dashboard function. The Dashboard function shows an array of important information, extracted from the great mass of information that Systemwalker Service Quality Coordinator collects, conveniently displayed for use during operations.

Target audience

This manual is intended for users who have a general understanding of the operation and use of Systemwalker Service Quality Coordinator and are considering installing it.

Readers of this manual should also have a general understanding of basic operating system and GUI operations as well as a working knowledge of communications protocols such as TCP/IP and SMTP.

Organization of Systemwalker Service Quality Coordinator manuals

The Systemwalker Service Quality Coordinator manuals are organized as follows:

- Systemwalker Service Quality Coordinator Technical Guide
Provides an overview of the functions of Systemwalker Service Quality Coordinator.
- Systemwalker Service Quality Coordinator Installation Guide
Explains how to install and set up Systemwalker Service Quality Coordinator.
- Systemwalker Service Quality Coordinator User's Guide
Explains how to use the functions of Systemwalker Service Quality Coordinator.
- Systemwalker Service Quality Coordinator User's Guide (Console Edition)
Explains how to use those functions related to console windows.
- Systemwalker Service Quality Coordinator User's Guide (Dashboard Edition)
Explains how to use those functions related to dashboard use.
- Systemwalker Service Quality Coordinator Reference Guide
Explains commands, data formats, messages and so on.
- Systemwalker Service Quality Coordinator Troubleshooting Guide
Explains how to handle any problems that may occur.
- Systemwalker Service Quality Coordinator User's Guide (Website Management Functions Edition)
Explains the Systemwalker Service Quality Coordinator functions that relate to analyzing Web usage and monitoring Web content tampering.
- Systemwalker Service Quality Coordinator Glossary
This manual explains Systemwalker Service Quality Coordinator terminology.

Organization of this manual

This manual is organized as follows:

- [Chapter 1 Overview](#)

Gives an overview of dashboard functions.

- [Chapter 2 Design](#)

Explains the operating environment and operations model of the dashboard.

- [Chapter 3 Installation](#)

Explains how to install dashboard functions.

- [Chapter 4 Operation](#)

Explains basic operations for dashboard functions.

Positioning of this document

This manual is common to the following Systemwalker Service Quality Coordinator products for Windows, Linux and Oracle Solaris:

- Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0
- Systemwalker Service Quality Coordinator Standard Edition V13.5.0

Abbreviations

- Microsoft® Windows NT® Server network operating system Version 4.0 and Microsoft® Windows NT® Workstation operating system Version 4.0 are abbreviated as "Windows NT®".
- Microsoft® Windows® 2000 Professional operating system, Microsoft® Windows® 2000 Server operating system, and Microsoft® Windows® 2000 Advanced Server operating system are all abbreviated as "Windows® 2000".
- Microsoft® Windows® 98 operating system is abbreviated as "Windows® 98".
- Microsoft® Windows® XP Professional is abbreviated as "Windows® XP".
- Microsoft® Windows Server® 2003 Enterprise Edition, Microsoft® Windows Server® 2003 Standard Edition and Microsoft® Windows Server® 2003 Web Edition are all abbreviated as "Windows® 2003".
- Microsoft® Windows Server® 2008 Enterprise and Microsoft® Windows Server® 2008 Standard are abbreviated as "Windows® 2008".
- Windows Vista® Home Basic, Windows Vista® Home Premium, Windows Vista® Business, Windows Vista® Enterprise and Windows Vista®Ultimate are abbreviated as " Windows Vista®".
- Windows® 7 Home Premium, Windows® 7 Professional, Windows® 7 Enterprise and Windows® 7 Ultimate are abbreviated as "Windows® 7".
- Microsoft® SQL Server™ is abbreviated as "SQL Server".
- Microsoft® Cluster Server is abbreviated as "MSCS".
- Oracle Solaris might be described as Solaris, Solaris Operating System, or Solaris OS.
- Systemwalker Centric Manager is abbreviated as "Centric Manager".
- Symfoware Server is abbreviated as "Symfoware".
- Interstage Application Server is abbreviated as "Interstage".
- Interstage Business Process Manager Analytics is abbreviated as "Interstage BPM-A".
- Oracle Database is abbreviated as "Oracle".
- Systemwalker Resource Coordinator is abbreviated as "Resource Coordinator".
- Versions of Systemwalker Service Quality Coordinator that operate under Windows are referred to as "Windows versions".
- Versions of Systemwalker Service Quality Coordinator that operate under Solaris are referred to as "Solaris versions".

- Versions of Systemwalker Service Quality Coordinator that operate under Linux are referred to as "Linux versions".
- Solaris and Linux versions of Systemwalker Service Quality Coordinator are referred to collectively as "UNIX versions".
- The term "Agent" is used to refer to articles common to both Agent for Server and Agent for Business.

Conventions used in this document

- Information specific to Windows or UNIX versions

This document contains information common to both Windows versions and UNIX versions of Systemwalker Service Quality Coordinator. Information specific to only the Windows versions and information specific to only the UNIX versions are distinguished from common information by attaching the following symbols:

[Windows]

This indicates that the article relates specifically to Windows versions.

[UNIX]

This indicates that the article relates specifically to UNIX versions.

The symbols **[Solaris]**, **[Linux]**, **[AIX]**, and **[HP-UX]** are used to distinguish Solaris, Linux, AIX, and HP-UX versions of Systemwalker Service Quality Coordinator.

Symbols

The symbols used with commands are explained below.

[Entry example]

[PARA={a b c ...}]

[Meaning of each symbol]

Symbol	Meaning
[]	Items enclosed in square brackets are optional.
{ }	Select one of the items enclosed in braces ({ }).
—	When all optional items enclosed in square brackets ([]) are omitted, the default value indicated by an underscore (_) is used.
	Select one of the items separated by vertical bars.
...	The item immediately before the ellipsis (...) can be repeatedly specified.

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- Linux is a trademark or registered trademark of Mr. Linus Torvalds in the United States and other countries.

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- Intel, Pentium and Itanium are registered trademarks of Intel Corporation.
- Systemwalker is a registered trademark of Fujitsu Limited.
- Interstage is a registered trademark of Fujitsu Limited.
- Other company names and product names are trademarks or registered trademarks of their respective companies.

Acknowledgement

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit. (<http://www.openssl.org/>)

May 2011

Request

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- The contents of this manual may be changed without notice.

Related manuals

For more information about the products that make up the environment where the dashboard is used, refer to the following manuals:

- Interstage Application Server Installation Guide
- Interstage Business Process Manager Analytics V11.1 Installation Guide
- Interstage Business Process Manager Analytics V11.1 Studio Guide

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Contents

Chapter 1 Overview.....	1
1.1 What Is the Dashboard?.....	1
1.2 System Configuration.....	2
Chapter 2 Design.....	4
2.1 Operating Environments.....	4
2.1.1 Dashboard Server Resources.....	4
2.1.1.1 Hardware.....	4
2.1.1.2 Software.....	5
2.1.2 Analytics Studio Resources.....	11
2.1.2.1 Hardware.....	11
2.1.2.2 Software.....	12
2.2 Operation Model.....	12
Chapter 3 Installation.....	14
3.1 Installation Procedure.....	14
3.2 Constructing the Dashboard Server Environment.....	15
3.2.1 Before Installation [UNIX].....	15
3.2.2 Installing Interstage Application Server.....	20
3.2.3 Installing Database.....	29
3.2.3.1 Database Installation.....	29
3.2.3.2 JDBC Driver Installation.....	29
3.2.3.3 Database Setup.....	29
3.2.4 Installing Interstage Business Process Manager Analytics.....	29
3.2.4.1 Interstage Business Process Manager Analytics Installation.....	29
3.2.4.2 Registering jar files to Interstage Business Process Manager Analytics.....	34
3.2.4.3 Register configuration files to Interstage Business Process Manager Analytics.....	36
3.2.4.4 Setting an Interstage Business Process Manager Analytics database.....	39
3.2.5 Installing Configuration Management DataBase.....	46
3.2.5.1 Installing the Configuration Management DataBase.....	46
3.2.5.2 Setting up the Configuration Management DataBase.....	49
3.3 Constructing the Analytics Studio Environment.....	51
3.3.1 Installing Eclipse SDK.....	52
3.3.2 Installing the Interstage Business Process Manager Analytics Client.....	52
3.3.3 Applying Analytics Studio Definitions.....	58
3.4 Deleting the Dashboard Server Environment.....	67
3.4.1 Deleting the Configuration Management DataBase.....	67
3.4.2 Deleting Interstage Business Process Manager Analytics.....	68
3.4.3 Deleting Database.....	69
3.4.4 Uninstalling JDBC Driver.....	69
3.4.5 Deleting Interstage Application Server.....	69
3.5 Deleting the Analytics Studio Environment.....	70
3.5.1 Deleting the Interstage Business Process Manager Analytics Client.....	70
3.5.2 Deleting Eclipse SDK.....	71
Chapter 4 Operation.....	72
4.1 Systemwalker Service Quality Coordinator Dashboard Templates.....	72
4.1.1 Overview.....	72
4.1.2 Using the Dashboard.....	76
4.1.2.1 Displaying the dashboard.....	76
4.1.3 Customizing of Dashboard Templates.....	77
4.1.3.1 Dashboard template.....	77
4.1.3.2 Setting Agents to be monitored.....	79
4.1.3.3 Changing the Dashboard Server's data collection interval.....	82
4.1.3.4 Adding information to be monitored to the Dashboard.....	82

4.1.3.5 Account Management.....	84
4.2 Event Format.....	85
4.2.1 Event Name.....	85
4.2.1.1 Summary Information.....	85
4.2.1.2 Drilled-Down/Report Information.....	86
4.2.2 Event Attributes.....	86
4.3 Adding Agents.....	87
4.4 Changing the IP addresses of connected Managers.....	87
4.5 Setting Dashboard Server Data Retention Periods.....	88
4.6 Backup and Restore of the Dashboard Server Environment.....	88
4.6.1 Backup and Restore of Interstage Application Server.....	89
4.6.2 Backup and Restore Interstage Business Process Manager Analytics/Database.....	89
4.6.3 Backup and Restore of the Configuration Management DataBase.....	89
4.6.3.1 Backup of the Configuration Management DataBase.....	89
4.6.3.2 Restoring the Configuration Management DataBase.....	90
4.6.4 Settings in the Analytics Studio Environment.....	91

Chapter 1 Overview

This chapter provides an overview of the Systemwalker Service Quality Coordinator dashboard.

1.1 What Is the Dashboard?

The dashboard provides a customizable display of important information extracted from the array of data collected by the Systemwalker Service Quality Coordinator, making the information readily available for day to day oversight and operations. While the console provides a standard fixed view for Systemwalker Service Quality Coordinator data, the display of the dashboard is highly customizable, so you can create a presentation of data that is most appropriate for your needs. The console and dashboard have different roles, for instance:

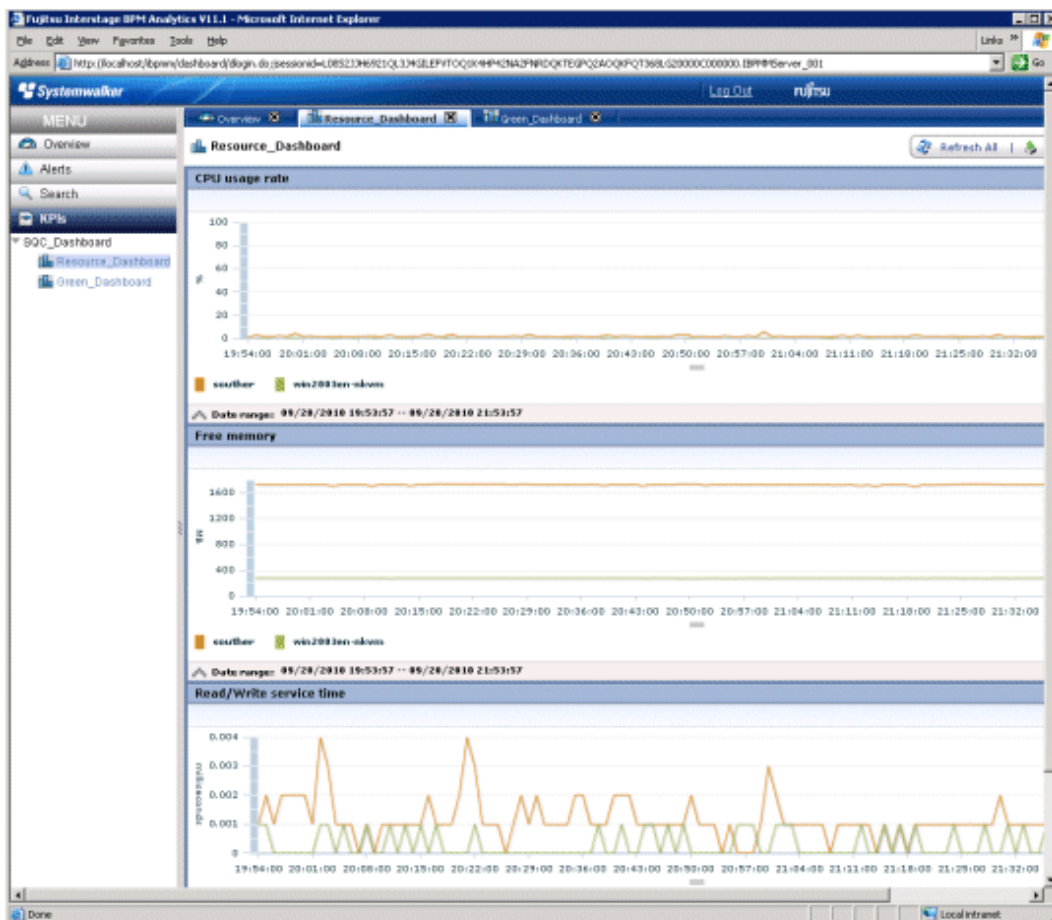
Console

The system administrator uses the console to review and analyze operations occurring across the entire system.

Dashboard

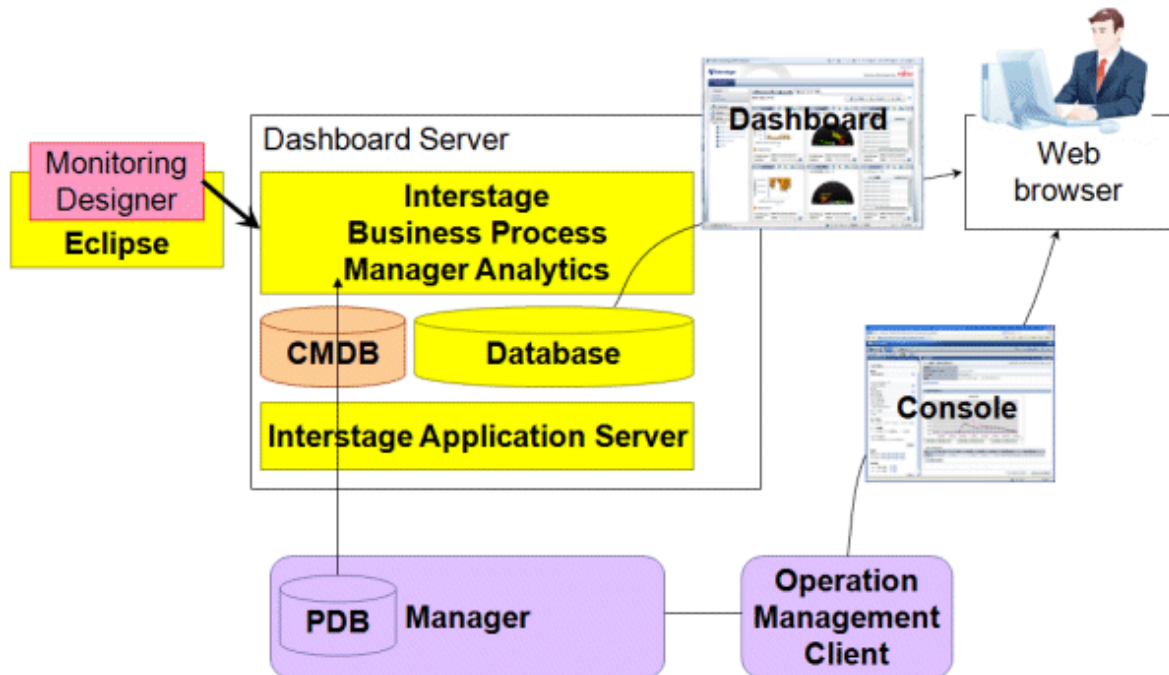
The dashboard is used by managers to view the status of areas of the system they are responsible for.

Individual users employ the Analytics Studio (provided with Systemwalker Service Quality Coordinator) to create their own dashboards which contain only the information they need, in the exact layout they want, showing graphs in the format they choose. These customized dashboards can be viewed with a Web browser.



1.2 System Configuration

This section explains the system configuration required by the dashboard.



The dashboard consists of The Dashboard Server and the Analytics Studio.

Dashboard Server

The Dashboard Server provides the functionality that allows the dashboard to work. This server can run on the same server as the Manager.

Analytics Studio

The Analytics Studio provides an interface to create and customize individual dashboards. The Analytics Studio may operate on the same server as the Operation Management Client.

The dashboard server consists of the following components included with Systemwalker Service Quality Coordinator:

- Interstage Business Process Manager Analytics V11.1
- Interstage Application Server Standard-J Edition V9.2.0(Windows/Solaris)
Interstage Application Server Standard-J Edition V9.3.1(Linux)
- Configuration Management DataBase(CMDB)

In the dashboard server, the records managed with the dashboard are stored in the database. Refer to Chapter 3, "Preparing for installation" in the *Interstage Business Process Manager Analytics V11.1 Installation Guide* about supported database, and obtain it separately.

Moreover, the JDBC driver is used by the following purpose in the dashboard server.

- To access management DB (event management DB) of Interstage BPM Analytics where the analysis result is preserved

JDBC driver can be obtained from DBMS package to use or the Database vendor's websites. Please choose and install a correct JDBC driver. Please refer to the manual of each database system for how to install the JDBC driver.

The Analytics Studio consists of the following components:

- Interstage Business Process Manager Analytics V11.1 Client
- Eclipse 3.4.1 + GEF 3.4.1
- Adobe Flash Player 10.0.12 or later

Eclipse is not included with this product. Obtain it from the Eclipse website.

Also, Adobe Flash Player is not included with this product. Obtain it from the Adobe website.

The following browsers may be used to view the dashboard:

- Microsoft Internet Explorer 6.0 (Service Pack 1)
- Microsoft Internet Explorer 7.0
- Microsoft Internet Explorer 8.0



Note

Adobe Flash Player version 10.0.12 or later must be installed on the machine used to view the dashboard.

Chapter 2 Design

This chapter explains the design of the dashboard.

2.1 Operating Environments

This section explains the operating environment necessary to install the Systemwalker Service Quality Coordinator Dashboard.

2.1.1 Dashboard Server Resources

This sub-section explains the resources necessary for the Systemwalker Service Quality Coordinator Dashboard server.

2.1.1.1 Hardware

Recommended hardware

[Windows]

Hardware type	Conditions
CPU	Intel® Xeon® 3GHz or higher
Memory	4GB or more

[Solaris]

Hardware type	Conditions
CPU	SPARC64V 1.1GHz or higher
Memory	4GB or more

[Linux]

Hardware type	Conditions
CPU	Intel® Xeon® 3GHz or higher
Memory	4GB or more

Static disk space: Installation area

The following disk space is required to install the Dashboard Server:

[Windows]

Used space	Conditions
System drive	110MB
Installation drive	1,800MB

[Solaris]

Used space	Conditions
/opt	1,400MB
/etc/opt	10MB
/var/opt	200MB

[Linux]

Used space	Conditions
/opt	1,500MB
/etc/opt	50MB
/var/opt	100MB

Dynamic disk space: Dashboard Server database area

Space must be reserved for the Dashboard Server's database, apart from the space used by the Manager, when operating the Dashboard Server.

The space required for the database depends on the number of resource instances to be managed by the Dashboard Server and the number of Agent/Proxy Managers.

When estimating the amount of space required, first determine the records that the Dashboard is to manage. Refer to Chapter 4, "Data Formats" in the *Reference Guide* for information about records.

Note

The Dashboard Server can manage about 100 kinds of records.

The method for estimating the disk space required to manage the records is the same as that used for the Manager, refer to 2.1.1.2 "Estimating the size of the performance database/archive file" in the *Installation Guide*. The Dashboard Server can process approximately 100 records per minute.

Note

The data retention period must be set separately from the Manager on the Dashboard Server. Set the retention period for each record that is to be managed by the Dashboard.

To set the data retention periods after installing the Dashboard, refer to "[4.5 Setting Dashboard Server Data Retention Periods](#)" for details.

Dynamic disk space: Dashboard Server work area

The work area is used to temporarily store performance information transmitted from the Manager to the Dashboard Server, and to save set up information.

To estimate the amount of disk space required for the work area, first estimate the data volume required if the data retention period is 1 day.

Next, use this estimate in the following formula to calculate the work area required:

$\text{Work area} = \text{data volume estimate result} / 1440 * \text{collection interval (minutes)} * \text{safety factor (1.5)}$
--

Point

The Dashboard Server's default collection interval is 10 minutes.

To change the collection interval, refer to "[4.1.3.3 Changing the Dashboard Server's data collection interval](#)".

If the Dashboard Server needs to be stopped for some reason, for example maintenance, multiply the result of the above formula by the length of time that the server will be stopped (in minutes) to estimate the work area.

2.1.1.2 Software

Operating Systems

Dashboard Server operates under the following operating systems:

[Windows]

Item	Requirement	Remarks
Operating Systems	Microsoft® Windows Server® 2003 R2, Standard Edition	Service Pack 2
	Microsoft® Windows Server® 2003 R2, Enterprise Edition	Service Pack 2
	Microsoft® Windows Server® 2003 R2, Standard x64 Edition	Service Pack 2
	Microsoft® Windows Server® 2003 R2, Enterprise x64 Edition	Service Pack 2
	Microsoft® Windows Server® 2008 Standard(x86)	Service Pack 2
	Microsoft® Windows Server® 2008 Standard(x64)	Service Pack 2
	Microsoft® Windows Server® 2008 R2 Standard(x64)	Service Pack: None/1
	Microsoft® Windows Server® 2008 Enterprise(x86)	Service Pack 2
	Microsoft® Windows Server® 2008 Enterprise(x64)	Service Pack 2
	Microsoft® Windows Server® 2008 R2 Enterprise(x64)	Service Pack: None/1
	Microsoft® Windows Server® 2008 Standard without Hyper-V™ (x86)	Service Pack 2
	Microsoft® Windows Server® 2008 Standard without Hyper-V™ (x64)	Service Pack 2
	Microsoft® Windows Server® 2008 Enterprise without Hyper-V™ (x86)	Service Pack 2
	Microsoft® Windows Server® 2008 Enterprise without Hyper-V™ (x64)	Service Pack 2

[Solaris]

Item	Requirement	Remarks
Operating Systems	Solaris 10	The Dashboard Server cannot be installed in an environment containing a Solaris 10 non-global zone. Install in an environment that contains only global zones.

[Linux]

Item	Requirement	Remarks
Operating Systems	Red Hat Enterprise Linux 5 (for x86)	
	Red Hat Enterprise Linux 5 (for Intel64)	
	Red Hat Enterprise Linux 6 (for x86)	
	Red Hat Enterprise Linux 6 (for Intel64)	

Products that cannot be installed

The Dashboard Server cannot coexist with the following software.

[Windows]

Product	V/L
Systemwalker Service Catalog Manager	All versions
INTERSTAGE (*1)	All versions
Interstage Application Server (*2)	All versions
Interstage Application Framework Suite (*3)	All versions
Interstage Business Application Server (*4)	All versions

Product	V/L
Interstage Business Process Manager Analytics	All versions
Object Director	All versions
Interstage CollaborationRing series (*5)	All versions
Interstage Traffic Director	All versions
Interstage Apworks	All versions
Interstage Studio	All versions
Interstage Solution Suite Commerce Enterprise Edition	All versions
Interstage Data Collector	All versions
Interstage List Manager (*6)	All versions
Interstage List Works (*7)	All versions
Interstage Navigator Server	All versions
Interstage Security Director	All versions
Interstage Web Server	All versions
INTERSTAGE SUCCESS SERVER	All versions
SUCCESS SERVER	All versions
SUCCESS SERVER development set	All versions
SUCCESS SERVER J/COBOL Development Tools for Partners	All versions
TRADE MASTER	All versions
Systemwalker Centric Manager (*8)	All versions
Systemwalker IT Process Master	All versions
SystemWalker/Getaccess	All versions
InfoProxy for Middleware	All versions
Securecrypto Library	All versions
Securecrypto Library RunTime for cryptographic processor	

*1: INTERSTAGE includes the following products:

- INTERSTAGE
- INTERSTAGE Standard Edition
- INTERSTAGE Enterprise Edition

*2: Interstage Application Server includes the following products:

- INTERSTAGE Application Server Standard Edition
- INTERSTAGE Application Server Enterprise Edition
- INTERSTAGE Application Server Web-J Edition
- Interstage Application Server Standard Edition
- Interstage Application Server Standard-J Edition
- Interstage Application Server Enterprise Edition
- Interstage Application Server Plus
- Interstage Application Server Plus Developer
- Interstage Application Server Web-J Edition

*3: Interstage Application Framework Suite includes the following products:

- Interstage Application Framework Suite Standard Edition
- Interstage Application Framework Suite Enterprise Edition
- Interstage Application Framework Suite Web Edition

*4: Interstage Business Application Server includes the following products:

- Interstage Business Application Server Standard Edition
- Interstage Business Application Server Enterprise Edition
- Interstage Business Application Manager

*5: Interstage CollaborationRing includes the following products:

- Interstage CollaborationRing PM
- Interstage CollaborationRing PM Enterprise Edition
- Interstage CollaborationRing PM Standard Edition
- Interstage CollaborationRing TPM
- Interstage CollaborationRing TPM Connector
- Interstage CollaborationRing FTI
- Interstage CollaborationRing Process Manager
- Interstage CollaborationRing Flow Controller
- Interstage CollaborationRing Business Connector
- Interstage CollaborationRing Trading Server
- Interstage CollaborationRing File Transfer Intergrator
- Interstage CollaborationRing Interaction Server
- Interstage CollaborationRing EDI Server

*6: Interstage List Manager includes the following products:

- Interstage List Manager Enterprise Edition
- Interstage List Manager Standard Edition

*7: Interstage List Works includes the following products:

- Interstage List Works Enterprise Edition
- Interstage List Works Standard Edition

*8: Systemwalker Centric Manager includes the following products:

- SystemWalker/CentricMGR
- SystemWalker/CentricMGR-M
- SystemWalker/CentricMGR-A
- SystemWalker/CentricMGR GEE
- SystemWalker/CentricMGR EE
- SystemWalker/CentricMGR SE
- Systemwalker Centric Manager Global Enterprise Edition
- Systemwalker Centric Manager Enterprise Edition
- Systemwalker Centric Manager Standard Edition

[Solaris]

Product	V/L
INTERSTAGE (*1)	All versions
Interstage Application Server (*2)	All versions
Interstage Web Server	All versions
Interstage Application Framework Suite (*3)	All versions
Interstage Business Application Server (*4)	All versions
Interstage Business Process Manager Analytics	All versions
Object Director	All versions
Interstage CollaborationRing series (*5)	All versions
Interstage Traffic Director	All versions
Interstage Security Director	All versions
Interstage Data Collector	All versions

Product	V/L
InterAPLINK	All versions
Interstage List Manager (*6)	All versions
Interstage List Works (*7)	All versions
Systemwalker Centric Manager (*8)	All versions
Systemwalker IT Process Master	All versions
Systemwalker/ListWORKS EE	All versions
Systemwalker Network Topology Manager	All versions
Systemwalker Network Manager	All versions
Java Meridio	All versions
TRADE MASTER	All versions
InfoProxy for Middleware	All versions
Internet Navigware Server Enterprise Edition	All versions
Securecrypto Library	All versions
Securecrypto Library RunTime for cryptographic processor	

*1: INTERSTAGE includes the following products:

- INTERSTAGE
- INTERSTAGE Standard Edition
- INTERSTAGE Enterprise Edition

*2: Interstage Application Server includes the following products:

- INTERSTAGE Application Server Standard Edition
- INTERSTAGE Application Server Enterprise Edition
- INTERSTAGE Application Server Web-J Edition
- Interstage Application Server Standard Edition
- Interstage Application Server Standard-J Edition
- Interstage Application Server Enterprise Edition
- Interstage Application Server Plus
- Interstage Application Server Plus Developer
- Interstage Application Server Web-J Edition

*3: Interstage Application Framework Suite includes the following products:

- Interstage Application Framework Suite Standard Edition
- Interstage Application Framework Suite Enterprise Edition
- Interstage Application Framework Suite Web Edition

*4: Interstage Business Application Server includes the following products:

- Interstage Business Application Server Standard Edition
- Interstage Business Application Server Enterprise Edition
- Interstage Business Application Manager

*5: Interstage CollaborationRing includes the following products:

- Interstage CollaborationRing PM
- Interstage CollaborationRing PM Enterprise Edition
- Interstage CollaborationRing PM Standard Edition
- Interstage CollaborationRing TPM
- Interstage CollaborationRing TPM Connector
- Interstage CollaborationRing FTI
- Interstage CollaborationRing Process Manager
- Interstage CollaborationRing Flow Controller
- Interstage CollaborationRing Business Connector

- Interstage CollaborationRing Trading Server
- Interstage CollaborationRing File Transfer Intergrator
- Interstage CollaborationRing Interaction Server
- Interstage CollaborationRing EDI Server

*6: Interstage List Manager includes the following products:

- Interstage List Manager Enterprise Edition
- Interstage List Manager Standard Edition

*7: Interstage List Works includes the following products:

- Interstage List Works Enterprise Edition
- Interstage List Works Standard Edition

*8: Systemwalker Centric Manager includes the following products:

- SystemWalker/CentricMGR
- SystemWalker/CentricMGR-M
- SystemWalker/CentricMGR-A
- SystemWalker/CentricMGR GEE
- SystemWalker/CentricMGR EE
- SystemWalker/CentricMGR SE
- Systemwalker Centric Manager Global Enterprise Edition
- Systemwalker Centric Manager Enterprise Edition
- Systemwalker Centric Manager Standard Edition

[Linux]

Product	V/L
Systemwalker Service Catalog Manager	All versions
Interstage Application Server (*1)	All versions
Interstage Application Framework Suite (*2)	All versions
Interstage Business Application Server (*3)	All versions
Interstage Business Process Manager Analytics	All versions
Interstage CollaborationRing series (*4)	All versions
Interstage Web Server	All versions
Interstage Security Director	All versions
Interstage Traffic Director	All versions
Systemwalker Centric Manager (*5)	All versions
Systemwalker IT Process Master	All versions
Systemwalker Desktop Inspection	All versions
Systemwalker Network Manager	All versions
Interstage Navigware Server	All versions

*1: Interstage Application Server includes the following products:

- INTERSTAGE Application Server Standard Edition
- INTERSTAGE Application Server Enterprise Edition
- INTERSTAGE Application Server Web-J Edition
- Interstage Application Server Standard Edition
- Interstage Application Server Standard-J Edition
- Interstage Application Server Enterprise Edition
- Interstage Application Server Plus

- Interstage Application Server Plus Developer
- Interstage Application Server Web-J Edition

*2: Interstage Application Framework Suite includes the following products:

- Interstage Application Framework Suite Standard Edition
- Interstage Application Framework Suite Enterprise Edition
- Interstage Application Framework Suite Web Edition

*3: Interstage Business Application Server includes the following products:

- Interstage Business Application Server Standard Edition
- Interstage Business Application Server Enterprise Edition
- Interstage Business Application Manager

*4: Interstage CollaborationRing includes the following products:

- Interstage CollaborationRing PM
- Interstage CollaborationRing PM Enterprise Edition
- Interstage CollaborationRing PM Standard Edition
- Interstage CollaborationRing TPM
- Interstage CollaborationRing TPM Connector
- Interstage CollaborationRing FTI
- Interstage CollaborationRing Process Manager
- Interstage CollaborationRing Flow Controller
- Interstage CollaborationRing Business Connector
- Interstage CollaborationRing Trading Server
- Interstage CollaborationRing File Transfer Intergrator
- Interstage CollaborationRing Interaction Server
- Interstage CollaborationRing EDI Server

*5: Systemwalker Centric Manager includes the following products:

- SystemWalker/CentricMGR
- SystemWalker/CentricMGR-M
- SystemWalker/CentricMGR-A
- SystemWalker/CentricMGR GEE
- SystemWalker/CentricMGR EE
- SystemWalker/CentricMGR SE
- Systemwalker Centric Manager Global Enterprise Edition
- Systemwalker Centric Manager Enterprise Edition
- Systemwalker Centric Manager Standard Edition

2.1.2 Analytics Studio Resources

2.1.2.1 Hardware

Recommended hardware

[Windows]

Hardware type	Conditions
CPU	Intel® Pentium III processor 1GHz or higher
Memory	1GB or more

Static disk space: Installation area

The following disk space is required to install the Analytics Studio:

[Windows]

Used space	Conditions
Installation Directory	45MB

2.1.2.2 Software

Operating Systems

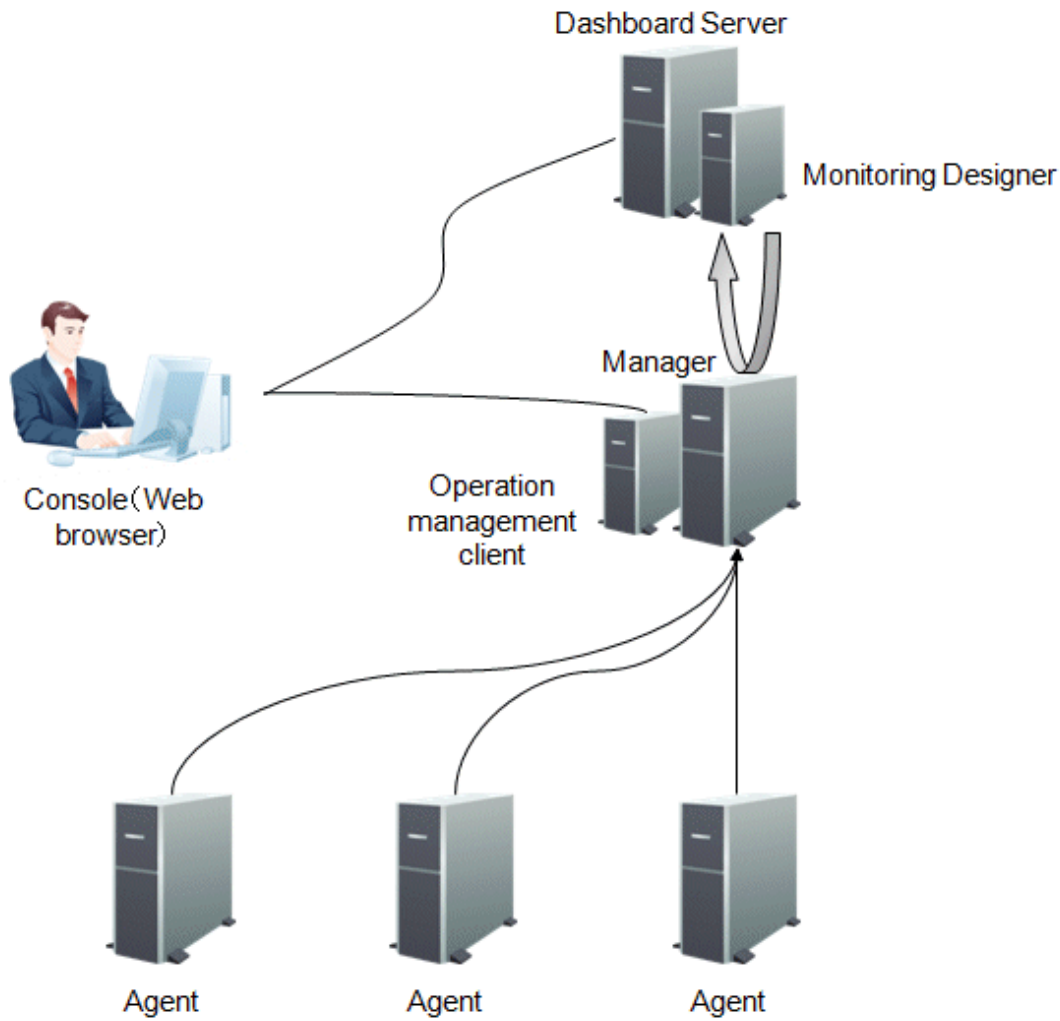
Analytics Studio operates under the following operating systems:

[Windows]

Item	Requirement	Remarks
Operating Systems	Microsoft® Windows Server® 2003 R2, Standard Edition	Service Pack 2
	Microsoft® Windows Server® 2003 R2, Enterprise Edition	Service Pack 2
	Microsoft® Windows Server® 2008 Standard(x86)	Service Pack 2
	Microsoft® Windows Server® 2008 Enterprise(x86)	Service Pack 2
	Microsoft® Windows Server® 2008 Standard without Hyper-V™ (x86)	Service Pack 2
	Microsoft® Windows Server® 2008 Enterprise without Hyper-V™ (x86)	Service Pack 2
	Microsoft® Windows® XP Professional	Service Pack 3
	Windows Vista® Business(x86)	Service Pack 1
	Windows Vista® Ultimate(x86)	Service Pack 1
	Windows® 7 Home Premium(x86)	Service Pack None/1
	Windows® 7 Professional(x86)	Service Pack None/1
	Windows® 7 Ultimate(x86)	Service Pack None/1

2.2 Operation Model

This model shows a basic configuration for the Dashboard Server:



In the above diagram, the Dashboard Server and the Manager are located on separate machines, but they can be installed on the same machine. However, from a performance point of view, it is recommended that the Dashboard Server and the Manager are run on separate servers to avoid competition for access to data.

Note

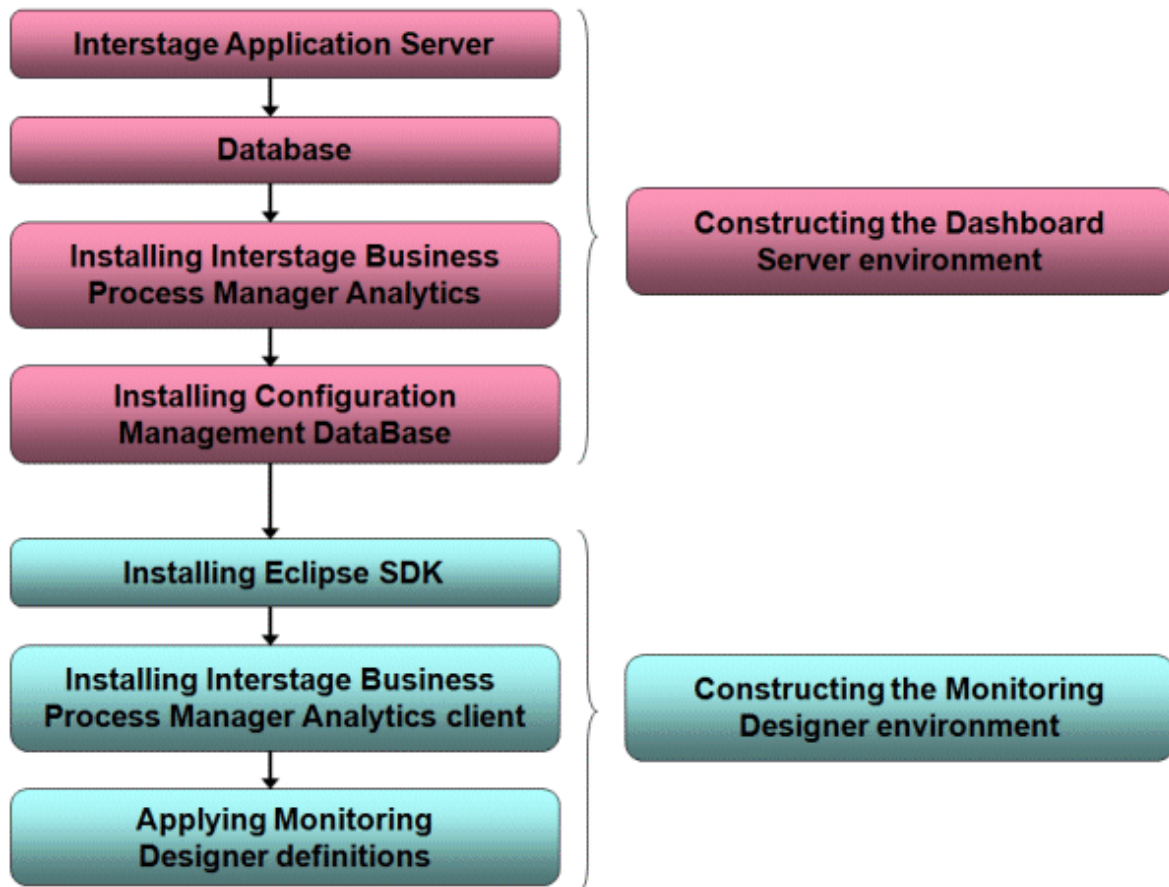
- When the Manager is operating in a cluster system, the Manager and the Dashboard Server cannot be installed on the same machine. In this situation you should install it on a completely separate server.
- If the Manager and Systemwalker Centric Manager are installed on the same machine, you cannot install the Dashboard Server on that machine. In this situation you should install the Dashboard Server on a completely separate server.

Chapter 3 Installation

This chapter explains the installation for the Dashboard Server and the Analytics Studio.

3.1 Installation Procedure

This section explains the installation procedure of the Dashboard Server and the Analytics Studio environments.



Note

- The two colors in the above diagram show the different steps required when installing the Dashboard Server environment and the Analytics Studio environment.
- As a prerequisite, an SQC Manager must be installed.
- Start in console mode if you are going to install the software using a remote desktop.
- These are the privileges required when installing the Dashboard Server and the Analytics Studio:
[Windows] User belonging to the Administrators group.
[UNIX] System Administrator (superuser) privileges.
- The following is a list of port numbers used by the software that works in conjunction with the Dashboard Server and Analytics Studio. Make sure that there are no conflicts with other software on the system.

Software using the port	Port number	Remarks
Interstage Application Server	8002 (predetermined)	This can be changed.
	12000 (predetermined)	This can be changed.
Configuration Management DataBase	2345 (fixed)	Used to transfer the data stored in the Manager to the Dashboard Server for storage.
Analytics Studio	80 (predetermined)	Used for communication between the Analytics Studio and the Dashboard Server. Specify the port number of the Interstage HTTP Server used by the Dashboard Server.

- The following two products in the diagram above can not co-exist with Dashboard Server. (refer to "Products that cannot be installed" column in "2.1.1.2 Software"). If previous versions are installed, refer to the manuals of each of the products to uninstall them:
 - Interstage Application Server
 - Interstage Business Process Manager Analytics

3.2 Constructing the Dashboard Server Environment

Install and configure the software necessary for the Dashboard Server.



Note

When constructing the Dashboard Server environment under Windows Server® 2008, execute commands as the administrator. To do so, from the Start menu, select **All Programs, Accessories**, then right-click **Command Prompt** and select **Run as administrator**.

3.2.1 Before Installation [UNIX]

In order to use the Dashboard Server, you must first tune the system parameters for the common resources that the individual pieces of software will use. The following chart shows the system parameters that need to be tuned and the values for each. In some cases values need to be added to existing (default) values, while in other cases two values are compared and the highest (maximum) of the two is used. (Be sure to check system upper limits when adding values.) The "Type" column in the tables below tells you which method is used for each of the values.

Refer to Solaris and Linux manuals for further details.

For Solaris

The Dashboard Server runs under the following projects:

- system project
Project where daemons, etc., that exist in the operating system's default state, operate
- user.root project
Project where processes that operate with root rights, in the operating system's default state, are located

Tuning values of system parameters

[Shared memory]

Parameters	Description	Value	Type	Privileges
project.max-shm-memory	Maximum size of shared memory segment	108388350	Add	Privilege level

Parameters	Description	Value	Type	Privileges
project.max-shm-ids	Maximum number of shared memory identifiers	70	Add	Privilege level

[Semaphore]

Parameters	Description	Value	Type	Privileges
project.max-sem-ids	Number of semaphore identifiers	1468	Add	Privilege level
process.max-sem-nsems	Maximum number of semaphores per semaphore identifier	512	Maximum	Privilege level
process.max-sem-ops	Maximum number of operations at each semaphore call	50	Maximum	Privilege level

[Message queue]

Parameters	Description	Value	Type	Privileges
process.max-msg-qbytes	Maximum number of bytes in queue	65536	Maximum	Privilege level
project.max-msg-ids	Number of message waiting identifiers	529	Add	Privilege level
process.max-msg-messages	Maximum number of messages in message queue	1024	Add	Privilege level

Point

Specify "privileged" in the /etc/project file to set the privilege level.

Tuning procedure

Edit the /etc/project file to tune the system parameters.

Note

Before setting system parameters, first confirm the initial values of the system and the upper limits of the values that can be set. The following is an example of how to check these values:

1. Use the following command to check the values currently set on the system for the relevant parameters in the above table:

```
# projects -l
```

Confirmation command execution example:

```
# projects -l
system
projid : 0
comment: "System account"
users  : (none)
groups : (none)
attribs:
user.root
```

```

projid : 1
comment: "root user"
users : root
groups : root
attrs:
noproject
projid : 2
comment: ""
users : (none)
groups : (none)
attrs:
default
projid : 3
comment: "Default project setting"
users : (none)
groups : (none)
attrs:
# newtask -p default
# prctl $$
process: 1000: sh
NAME PRIVILEGE VALUE FLAG ACTION RECIPIENT
process.max-port-events
privileged 65.5K - deny -
system 2.15G max deny -
process.max-msg-messages
privileged 8.19K - deny -
system 4.29G max deny -
system 16.8M max deny -
*

```

2. Refer to the "Tuning values of system parameters" table (above), compare the values in the table to the current system parameter values and then calculate the appropriate values, taking into account the type (either maximum or add), for each parameter. Edit the /etc/system file based on the results of these calculations.

Note

- Put each value on its own line for each project.
- Make the settings for tuning the parameters for both the system and the superuser.

Checking system parameters

After making the above settings, use the following command to check the settings.

```
# projects -l
```

Confirmation command execution example:

```

# projects -l
system
projid : 0
comment: "System account"
users : (none)
groups : (none)
attrs: project.max-msg-ids=(privileged,527,deny)
    <- Check that the project file settings are replicated in "attrs"
        (Settings have been successfully changed if the values calculated
            in step 2 are shown for each variable)
process.max-msg-qbytes=(privileged,162972,deny)

```



```

process.max-sem-nsems=(privileged,512,deny)
process.max-sem-ops=(privileged,50,deny)
project.max-sem-ids=(privileged,829,deny)
project.max-shm-memory=(privileged,3398861600,deny)
user.root
projid : 1
comment: "root user"
users : root
groups : root
attrs: project.max-msg-ids=(privileged,527,deny)
process.max-msg-qbytes=(privileged,162972,deny)
process.max-sem-nsems=(privileged,512,deny)
process.max-sem-ops=(privileged,50,deny)
project.max-sem-ids=(privileged,829,deny)
project.max-shm-memory=(privileged,3398861600,deny)
noproject
projid : 2
comment: ""
users : (none)
groups : (none)
attrs:
default
projid : 3
comment: "Default project setting"
users : (none)
groups : (none)
attrs:

```

For Linux

Tuning values of system parameters

[Shared memory]

Parameters	Description	Value	Type
shmmax	Maximum segment size of shared memory	57413492	Maximum
shmmni	Maximum number of shared memory segments	71	Add

[Semaphore]

Parameters	Description	Value	Type
para1	Maximum number of semaphores per semaphore identifier	512	Maximum
para2	Number of semaphores in the system	6287	Add
para3	Maximum number of operators per semaphore call	50	Maximum
para4	Number of semaphore identifiers in entire system	1468	Add

[Message queue]

Parameters	Description	Value	Type
msgmax	Maximum size of message	16384	Maximum
msgmnb	Maximum value that can be held in one message queue	32768	Maximum

Parameters	Description	Value	Type
msgmni	Maximum value of message queue ID	527	Add

Tuning procedure

Edit the /etc/sysctl.conf file to tune the system parameters.

1. Use the following command to check the values currently set on the system for the relevant parameters in the above table:

```
#/sbin/sysctl -a
```

2. Refer to the "Tuning values of system parameters" table (above), compare the values in the table to the current values and then calculate the appropriate values, taking into account the type (either maximum or add), for each parameter.

3. Edit /etc/sysctl.conf.

Tune the system parameters by editing the /etc/sysctl.conf file based on the results calculated in step 2.

4. Use the following command to confirm that the changes you made to /etc/sysctl.conf were saved in the file:

```
#/bin/cat /etc/sysctl.conf
```

5. Do one of the following to put the above settings into effect:

Method 1: Restart system to make the settings effective

```
# cd /
# /sbin/shutdown -r now
```

Method 2: Use /sbin/sysctl -p to make the settings effective

```
# /sbin/sysctl -p /etc/sysctl.conf
```

6. Use the output from the following command to confirm that the changes made to the system parameters were implemented:

```
# /sbin/sysctl -a
```

Confirmation command execution example:

```
# /sbin/sysctl -a

(omitted)

kernel.sem = 738 54761 60 3898
kernel.msgmnb = 44237
- 8 -
kernel.msgmni = 1911
kernel.msgmax = 19815
kernel.shmmni = 4298
kernel.shmall = 2097152
kernel.shmmax = 139986287

(omitted)
```



3.2.2 Installing Interstage Application Server

The following explains the procedure for installing the Interstage Application Server.

Information

Refer to the *Interstage Application Server Installation Guide* for details.

[Windows]

1. Start the installer.

Insert the following CD-ROM in the CD-ROM drive of the computer:

- Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.2/4

Point

Depending on the machine's settings, the installation may not start automatically. If it does not start automatically, perform the following procedure to manually start the installation:

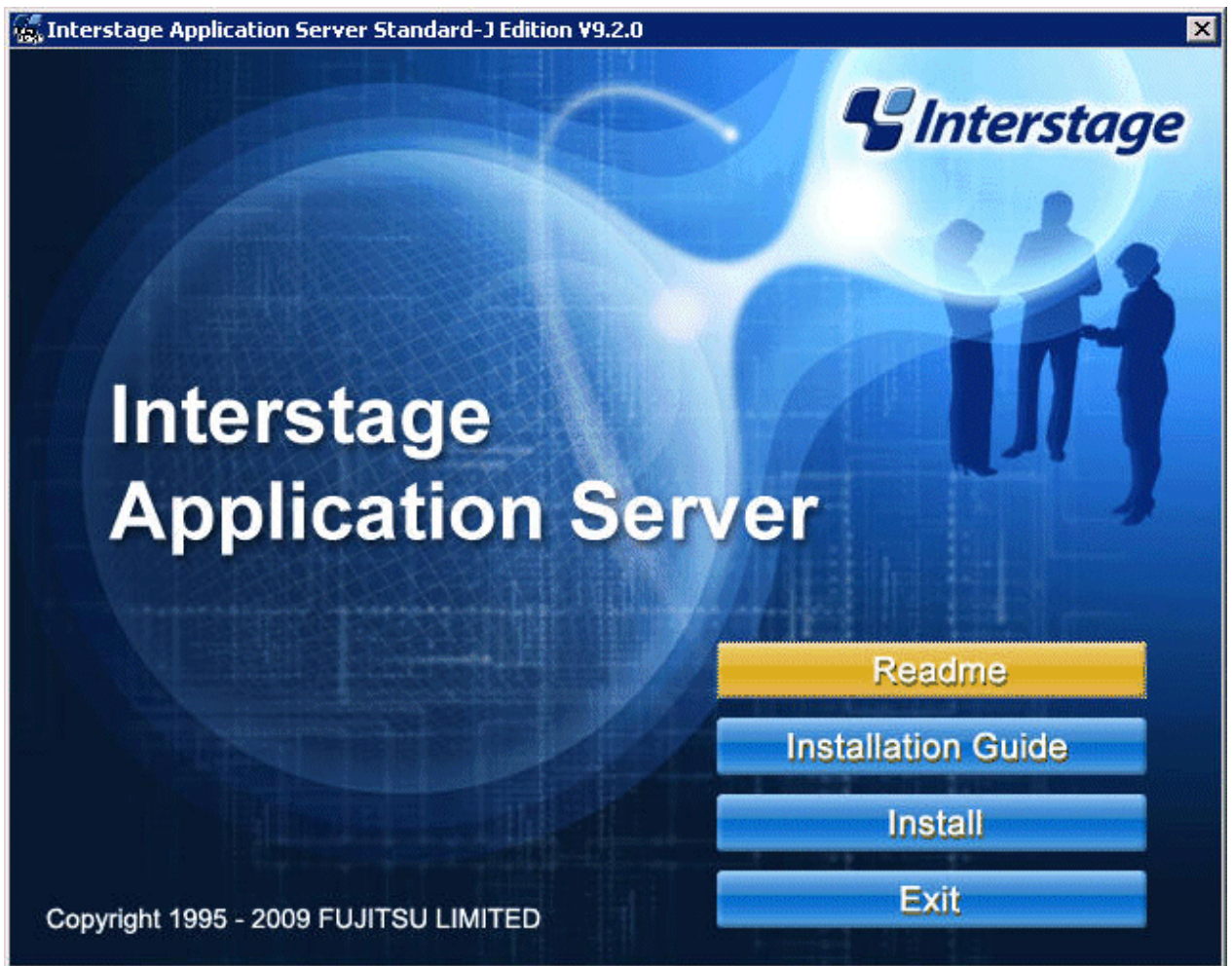
1. From the **Start** menu, select **Run**.
2. In the **Run** dialog, click **Browse**, select the following file, and then click **OK**.

CD-ROM drive: \swSetup.exe

In the screen that is displayed, select **Setup** >> **Interstage Application Server Standard-J Edition**.

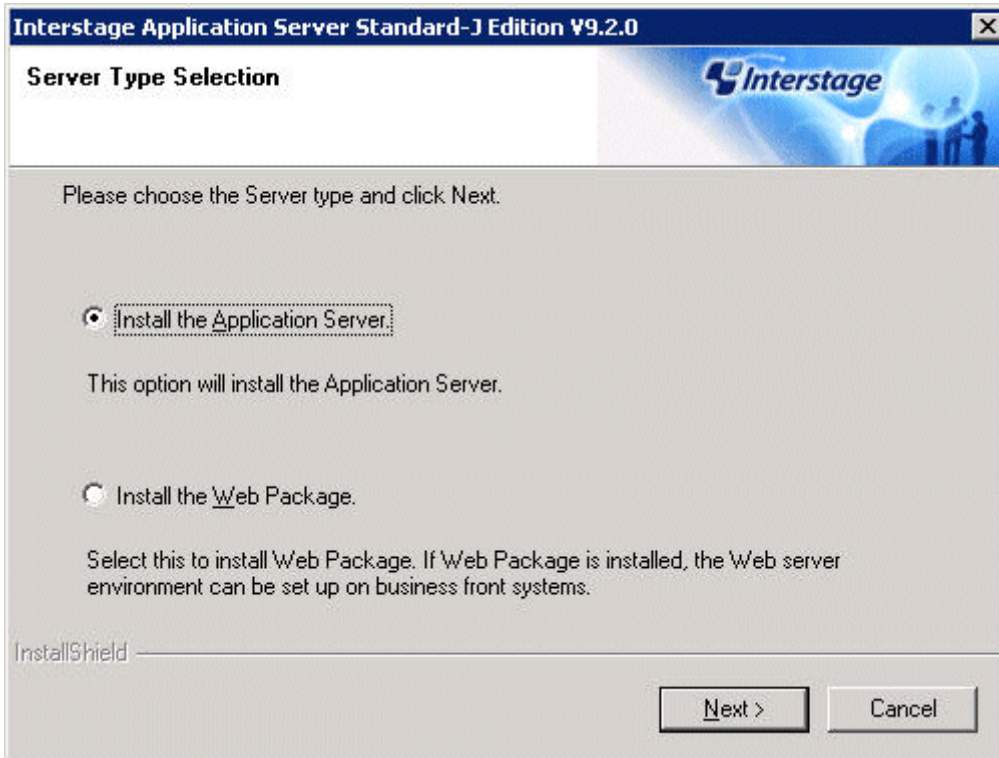


2. Click **Install** in the Interstage Application Server installer screen.



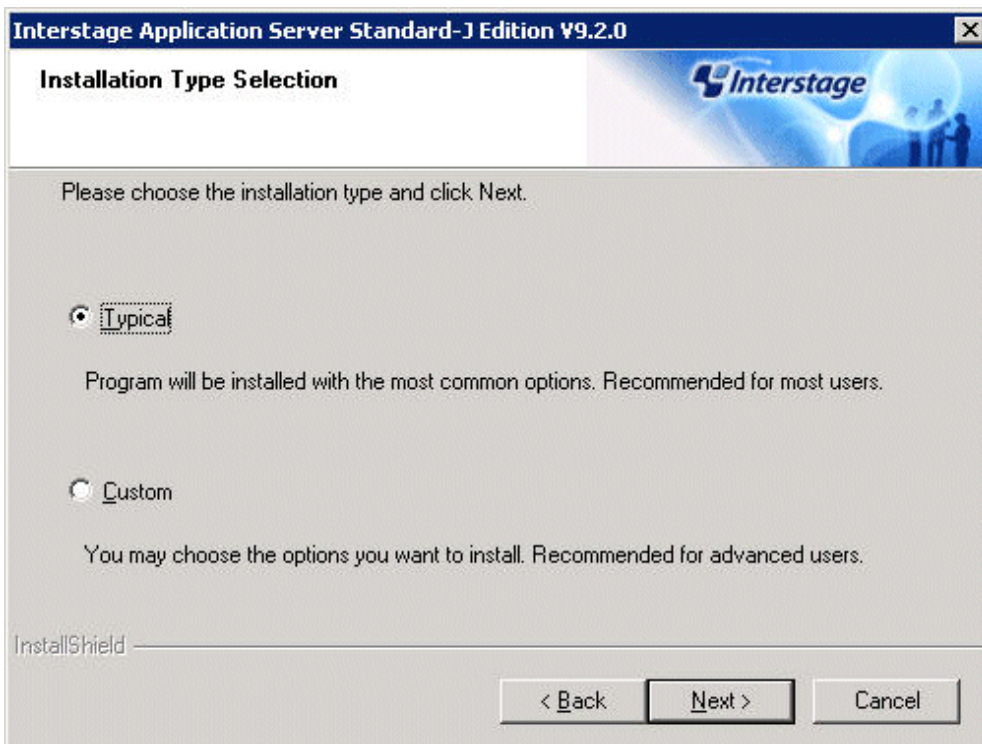
3. Select the Server type.

In the **Server Type Selection** screen, select **Install the Application Server**, and click **Next**.



4. Select the installation type.

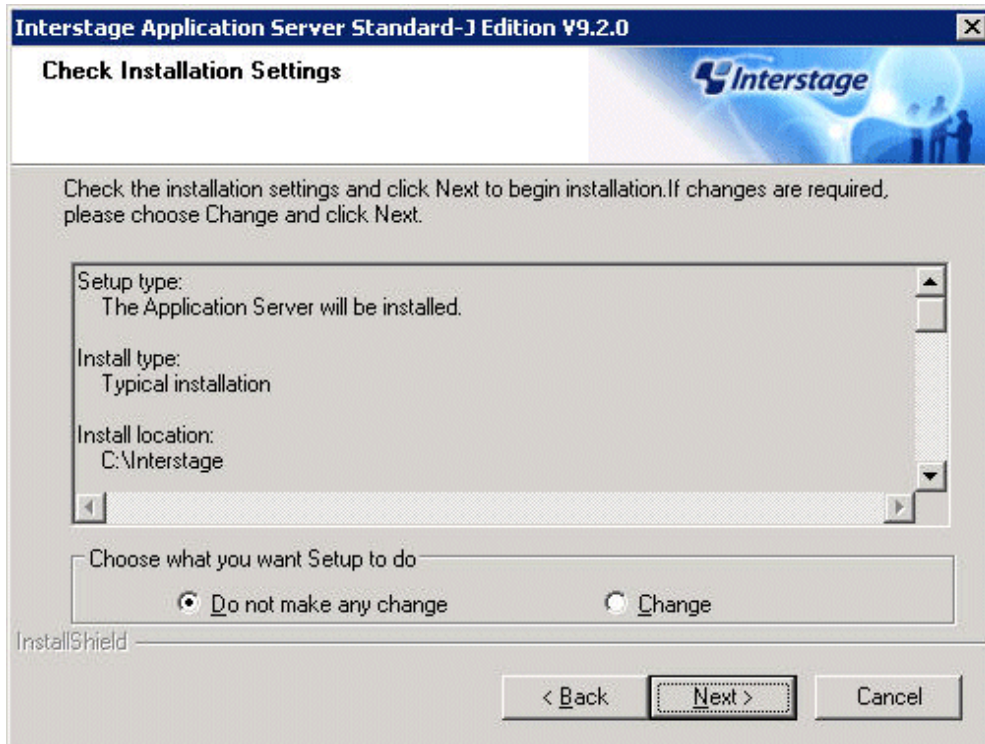
In the **Installation Type Selection** screen, select **Typical** and click **Next**.



5. Confirm Installation.

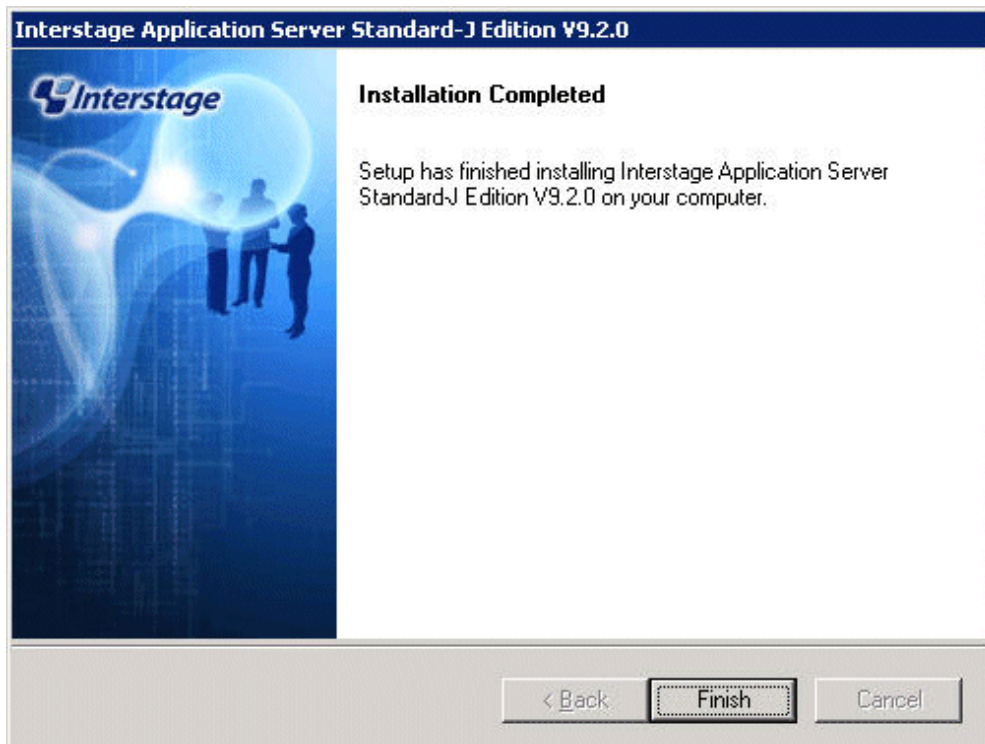
Confirm the information you have entered in the **Check Installation Settings** screen. To make changes to the installation, for example to the installation directory, select the **Change** check box and click **Next**. If there are no changes to make, click **Next**.

Installation starts.



6. Installation finishes.

After installation finishes, click **Finish**.



[Solaris]

1. Put the CD-ROM in CD-ROM drive.

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.2/6" CD-ROM into the CD-ROM drive. If the volume management daemon does not run automatically, mount the CD-ROM:

```
# mkdir -p /cdrom/cdrom0 (*1)
# /usr/sbin/mount -F hsfs -o ro /dev/dsk/cntndnsn /cdrom/cdrom0 (*2)
```

*1: Necessary only when there is no /cdrom/cdrom0.

*2: Match **n** to the CD-ROM drive of each installation machine.

2. Start the installer.

The procedure for starting the installer (when the mount point of the CD-ROM is /cdrom/cdrom0) is as follows:

```
# cd / <RETURN>
# /cdrom/cdrom0/install.sh /cdrom/cdrom0 <RETURN>
```

Note

- In any directory other than the mount point of the CD-ROM, specify the CD-ROM's directory in the install.sh on the CD-ROM. This must be done by specifying the full path of the install.sh and the CD-ROM.
- Do not run in a state that the directory is moved to the CD-ROM. When the directory is moved to the CD-ROM, the CD might not be ejected or retracted. If this is the case, stop the installation, uninstall all the package installed, and install it again with the right procedure.

3. You will be asked if you want to start installation, enter "y" to start.

```
The IPC resources must be tuned appropriately for Interstage Application Server
to run normally.
If you are not tuning the IPC resources, perform the required resource estimate
and tuning and then perform the installation.
```

```
Do you want to proceed with the installation ? (default: y) [y,n]: y
```

4. Set the following items:

```
+-----+
| Interstage Application Server Standard-J Edition V9.2.0 |
|                                     |
|           All Rights Reserved, Copyright(c) FUJITSU 2009 |
+-----+

Please select the security mode. (1: Secure mode, 2: Compatibility mode) (default: 1) [1,2,q]:

Please enter the group name of the system used to operate the Interstage operation command. (default: root) [?,q]:

Please choose the server type to install. (1: Application Server, 2: Web Package) [1,2,q]: 1
Please select the installation type. (1: typical, 2: custom) [1,2,q]: 1

Please specify installation directory. (default: /opt) [?,q]:

Please specify directory for configuration files. (default: /etc/opt) [?,q]:
```



```

Please specify directory for temporary installation files. (default: /var/opt) [
?,q]:

Please specify port number of Interstage Service. (default: 8002) [?,q]:

Please specify port number of Web server (Interstage HTTP Server). (default: 80)
[?,q]:

Please specify port number of Interstage Management Console. (default: 12000) [?,
q]:

Please select whether to use SSL encryption communication for Interstage Managem
ent Console. (default: y) [y,n,q]:

Please select whether to use Message Manual for Interstage Management Console. (
default: y) [y,n,q]:

Install information:
  Installation packages:
    FSUNtd FJSVisas FSUNextp FSUNod  FJSVjdk5 FJSVirepc FSUNots FJSVporb FJS
Virep FJSVena FJSVsclr FJSVmee FSUNsll FJSVjs2su FJSVisscs FJSVes FJSVihs FJSV
bcco FJSVwebc FJSVapcst FJSVisjmx FJSVejb FJSVjms FJSVj2ee FJSVjs5 FJSVsvmon FJS
Vxmlpc FJSVisgui FJSVisspl FJSVjssrc

  Installation directory:                /opt
  Configuration directory:              /etc/opt
  Temporary installation files:         /var/opt

  Port Number of Interstage Service:    8002

  Port Number of Interstage Management Console: 12000
  Use SSL encryption for communications: Use
  Use Message Manual for the Interstage Management Console: install

  JDK or JRE:                           JDK

  Host Name of Web server (Interstage HTTP Server): BARDIEL
  Port Number of Web server (Interstage HTTP Server): 80

  Security mode:                         Secure mode

  Interstage operation group name:       root

Do you want to proceed with the installation ? [y,q]: y

```

5. When the following message appears, replace the disk with "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.3/6" and enter "1<Enter>".

```

Please insert Interstage Application Server Disk 3. 1:continue q:Discontinuation
[1,q]: 1

```

6. When the following message appears, replace the disk with "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.4/6" and enter "1 <Enter>".

```

Please insert Interstage Application Server Disk 4. 1:continue q:Discontinuation
[1,q]: 1

```

7. Execute setISASEnv.sh using the dot command and set the environment variables necessary for the operation of Interstage.

```
# . /opt/FJSVisas/bin/setISASEnv.sh
```

8. Restart the operating system.

```
# cd /  
# /usr/sbin/shutdown -y -i6 -g0
```

[Linux]

1. Put the CD-ROM in CD-ROM drive.



Different CD-ROM medium is used for installing Red Hat Enterprise Linux 5 and Red Hat Enterprise Linux 6.

Red Hat Enterprise Linux 5

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.2/7" CD-ROM into the CD-ROM drive. If the volume management daemon does not run automatically, mount the CD.

```
# mount -r -t iso9660 /dev/cdrom /mnt/cdrom (*1)
```

*1: Match mount point /mnt/cdrom of the CD-ROM drive to each system environment.

Red Hat Enterprise Linux 6

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.4/7" CD-ROM into the CD-ROM drive. If the volume management daemon does not run automatically, mount the CD.

```
# mount -r -t iso9660 /dev/cdrom /mnt/cdrom (*1)
```

*1: Match mount point /mnt/cdrom of the CD-ROM drive to each system environment.

2. Start the installer.

The procedure for starting the installer (when the mount point of the CD-ROM is /mnt/cdrom) is as follows:

```
# /mnt/cdrom/install.sh
```



If the CD-ROM mounted automatically, the following message may appear due to permission being denied:

```
-bash: ./install.sh: /bin/sh: bad interpreter: Permission denied
```

If this occurs, unmount the CD-ROM, then start again at step 1 to remount it.

3. You will be asked if you want to start installation, enter "y" to start.

```
The IPC resources must be tuned appropriately for Interstage Application Server  
to run normally.
```

```
If you are not tuning the IPC resources, perform the required resource estimate  
and tuning and then perform the installation.
```

```
Do you want to proceed with the installation ? (default: y) [y,n]: y
```

4. Set the following items:

```
+-----+
| Interstage Application Server Standard-J Edition V9.3.1 |
|                                     |
|           All Rights Reserved, Copyright(c) FUJITSU 2011 |
+-----+

Please select the security mode. (1: Secure mode, 2: Compatibility mode) (default: 1) [1,2,q]:

Please enter the group name of the system used to operate the Interstage operation command. (default: root) [?,q]:

Please choose the server type to install. (1: Application Server, 2: Web Package) [1,2,q]: 1
Please select the installation type. (1: typical, 2: custom) [1,2,q]: 1

Please specify port number of Interstage Service. (default: 8002) [?,q]:
The specified port number is already set by /etc/services.
Overwrite the /etc/services settings ? [y,n,q]: n
Please specify port number of Interstage Service. (default: 8002) [?,q]: 18002

Please specify port number of Web server (Interstage HTTP Server). (default: 80) [?,q]:

Please specify port number of Interstage Management Console. (default: 12000) [?,q]:

Please select whether to use SSL encryption communication for Interstage Management Console. (default: y) [y,n,q]:

Please select whether to use Message Manual for Interstage Management Console. (default: y) [y,n,q]:

Install information:

  Installation packages:
    FJSVtd FJSVisas FJSVextp FJSVod  FJSVjdk5 FJSVirepc FJSVots FJSVporb FJSVirep FJSVena
FJSVsclr FJSVsmee FJSVjs2su FJSVisscs FJSVes FJSVihs FJSVbcco FJSVwebc FJSVapcst FJSVisjmx
FJSVejb FJSVjms FJSVj2ee FJSVjs5 FJSVsvmon FJSVxmlpc FJSVisgui FJSVisspl FJSVjssrc

  Port Number of Interstage Service:                8002

  Port Number of Interstage Management Console:      12000
  Use SSL encryption for communications:             Use
  Use Message Manual for the Interstage Management Console: install

  JDK or JRE:                                       JDK

  Host Name of Web server (Interstage HTTP Server):  1477-VM26
  Port Number of Web server (Interstage HTTP Server): 80

  Security mode:                                    Secure mode
  Interstage operation group name:                  root

Do you want to proceed with the installation ? [y,q]: y
```

- When the following message appears, replace the CD-ROM.

```
Please insert Interstage Application Server Disk 3. 1:continue q:Discontinuation  
[1,q]: 1
```

Red Hat Enterprise Linux 5

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.3/7" CD-ROM into the CD-ROM drive.

Red Hat Enterprise Linux 6

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.5/7" CD-ROM into the CD-ROM drive.

- Execute setISASEnv.sh using the dot command and set the environment variables necessary for the operation of Interstage.

```
# . /opt/FJSVisas/bin/setISASEnv.sh
```

- Restart the operating system.

```
# cd /  
# /sbin/shutdown -r now
```

3.2.3 Installing Database

This section explains the steps for installing and setting up Database. Refer to Chapter 3, "Preparing for installation" in the *Interstage Business Process Manager Analytics V11.1 Installation Guide* about supported database.

3.2.3.1 Database Installation

Please install database according to each manual of database

3.2.3.2 JDBC Driver Installation

JDBC driver can be obtained from DBMS package to use or the Database vendor's websites. Please choose and install a correct JDBC driver as needed.

3.2.3.3 Database Setup

Create database area for exclusive use for event storage database and database user Dashboard server.

Refer to "8.2.1 Create workspace and users for the Interstage BPM Analytics Events DB" in the *Interstage Business Process Manager Analytics V11.1 Installation Guide* about supported database.

3.2.4 Installing Interstage Business Process Manager Analytics

This section explains the steps for installing and setting up Interstage Business Process Manager Analytics.

3.2.4.1 Interstage Business Process Manager Analytics Installation

This sub-section explains the steps for installing Interstage Business Process Manager Analytics.



Refer to the following manual for details:

[Windows]



Note

Select **Install Server components** in the **Installation type selection** window.

1. Start the installer.

Insert following CD-ROM in the CD-ROM drive of the computer:

"Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.3/4"



Point

Depending on the machine's settings, the installation may not start automatically. If it does not start automatically, perform the following procedure to manually start the installation:

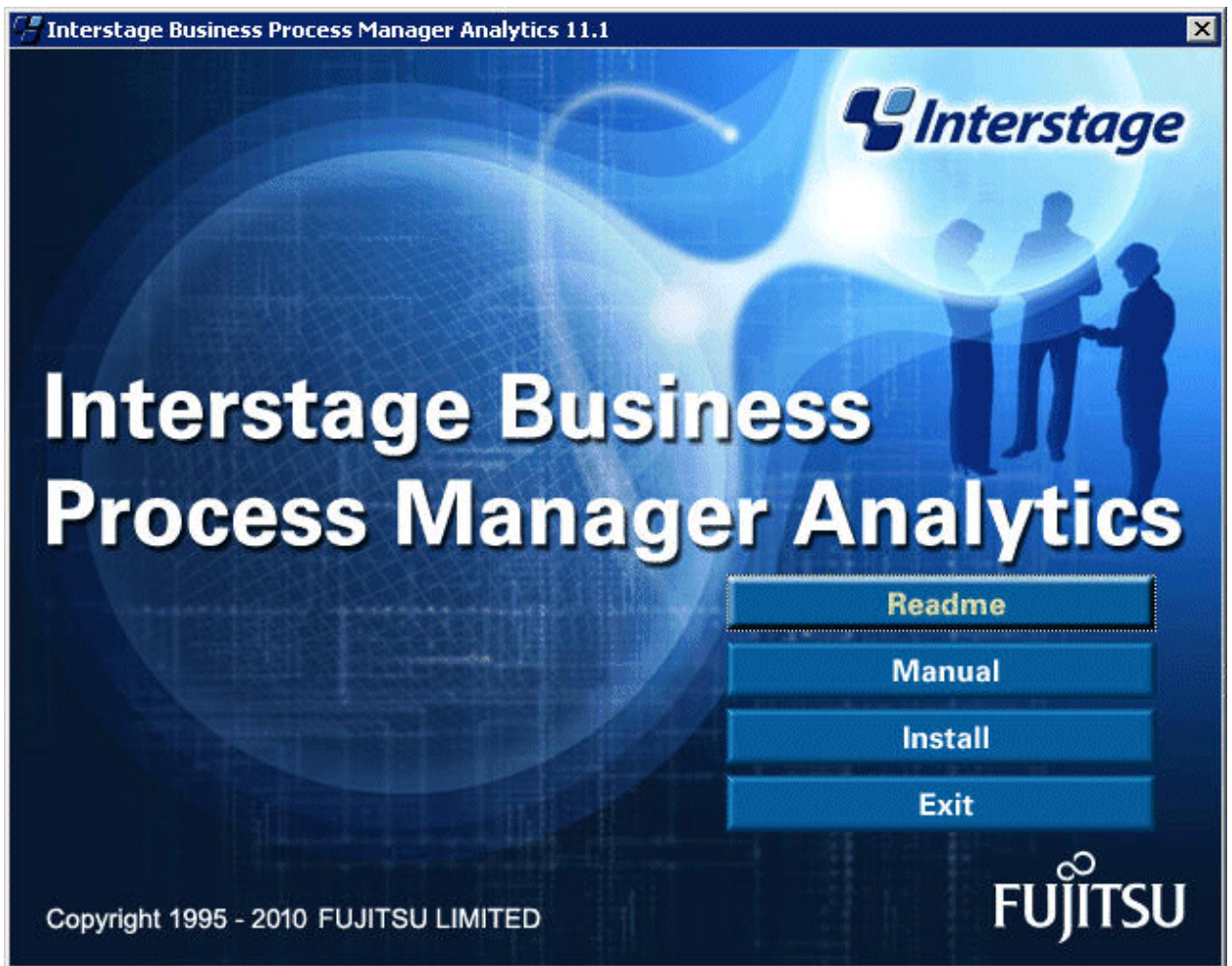
1. From the **Start** menu, select **Run**.
2. In the **Run** dialog, click **Browse**, select the following file, and then click the **OK** button.

CD-ROM drive: \swSetup.exe

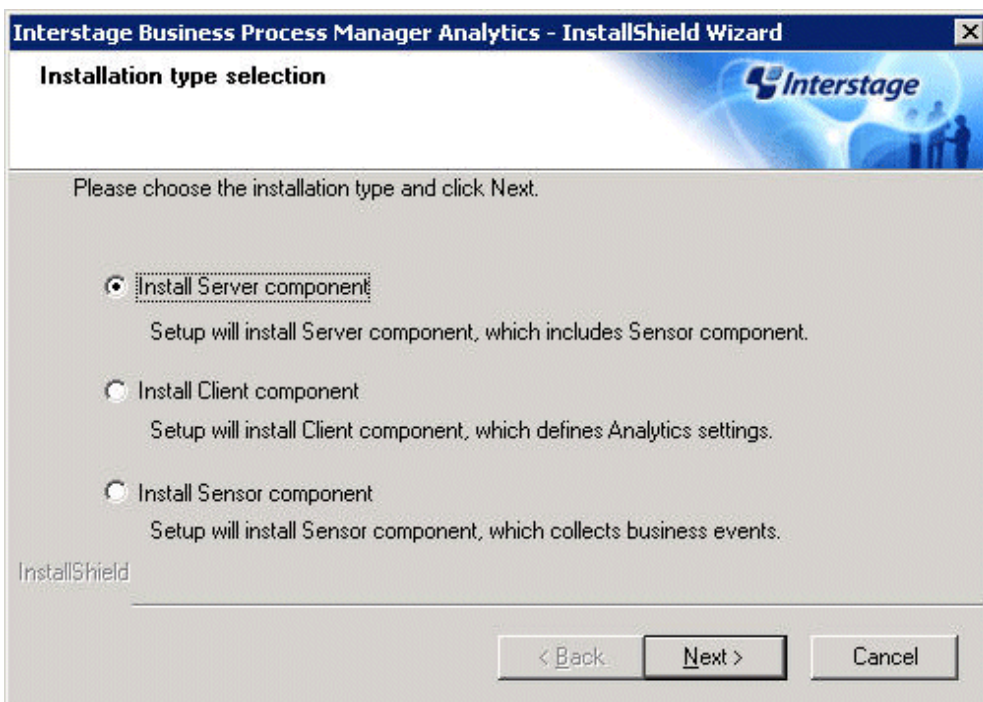
In the screen that is displayed, select **Setup >> Interstage Business Process Manager Analytics**.



2. Click the **Install** button.

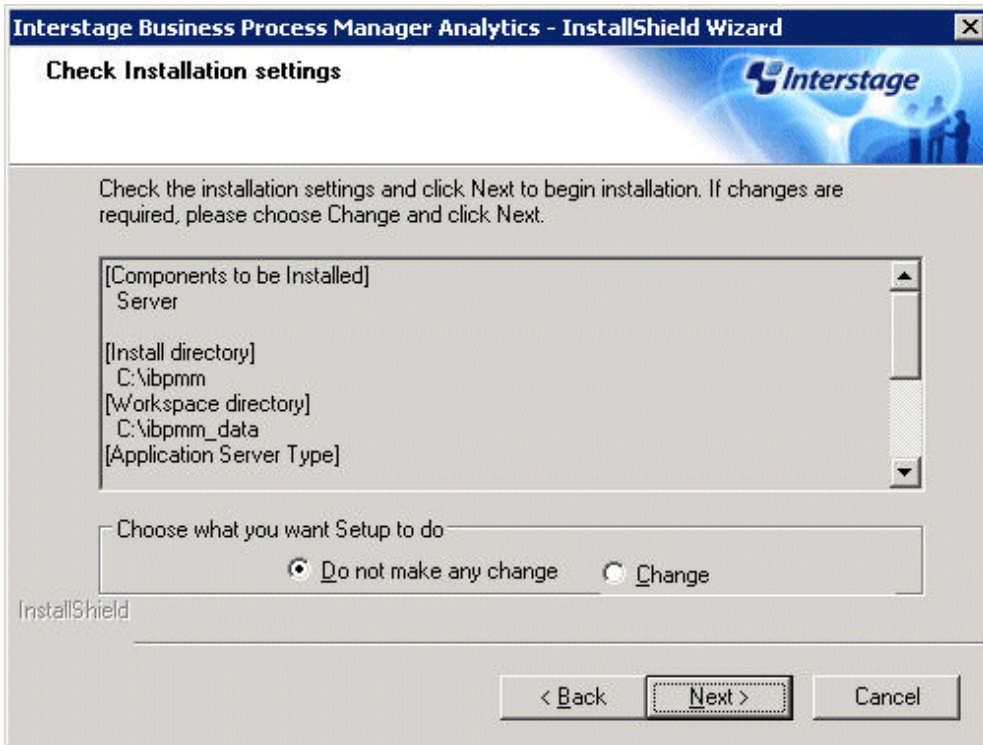


3. Select **Install Server component** and click the **Next** button

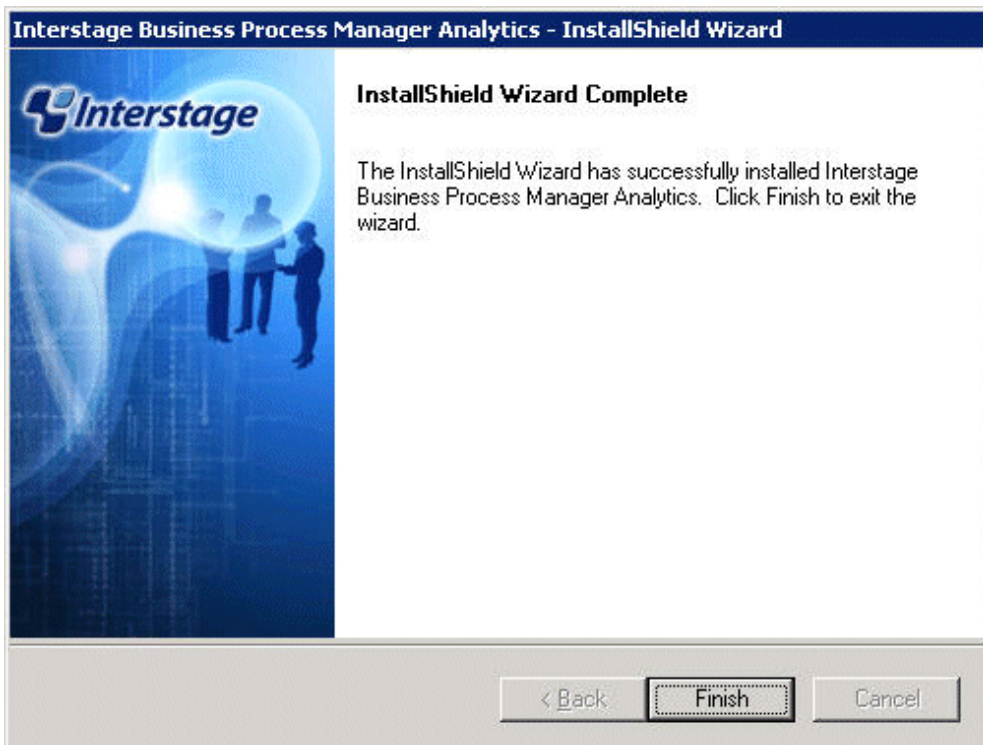


4. Confirm Installation.

Confirm the information you have entered in the **Check Installation settings** screen. To make changes to the installation, for example to the installation directory, select **Change** and click **Next**. If there are no changes to make, select **Do not make any change** and click **Next**. Installation starts.



5. Click the **Finish** button.



[Solaris]

1. Put the CD-ROM in CD-ROM drive.

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.5/6" CD-ROM into the CD-ROM drive. If the volume management daemon does not run automatically, mount the CD.

```
# mkdir -p /cdrom/cdrom0 (*1)
# /usr/sbin/mount -F hsfs -o ro /dev/dsk/cntndnsn /cdrom/cdrom0 (*2)
```

*1: Necessary only when there is no /cdrom/cdrom0.

*2: Match **n** to the CD-ROM drive of each installation machine.

2. Start the Interstage services necessary for installation. Execute the following commands:

Start the Interstage JMX service.

```
# /opt/FJSVisjmx/bin/isjmxstart
```

Start the GUI service.

```
# /opt/FJSVisgui/bin/ismngconsolestart
```

Start the Interstage service.

```
# /opt/FSUNtd/bin/isstart
```

3. Start the installer.

The procedure for starting the installer (when the mount point of the CD-ROM is /cdrom/cdrom0) is as follows:

```
# cd /cdrom/cdrom0/bpma
# ./install.sh
```

4. Install with the standard settings. Press **Enter** without making any other changes.

```
This package's installation information is as follows:
  Installation Type:          server (fixed value)
  Install directory:         /opt (fixed value)
  Workspace directory:       /var/opt (fixed value)
  Application Server Type:   Interstage (fixed value)
  Java Home directory:      /opt/FJSVawjbjk/jdk5 (fixed value)
  Server FQDN or IP address: cmdb-rx5-217
  Port Number:              80
Would you like to change the install information? n [y,n,?,q]
```

[Linux]

1. Put the CD-ROM in CD-ROM drive.

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.5/7" CD-ROM into the CD-ROM drive. If the volume management daemon does not run automatically, mount the CD.

```
# mount -r -t iso9660 /dev/cdrom /mnt/cdrom (*1)
```

*1: Match mount point /mnt/cdrom of the CD-ROM drive to each system environment.

2. Start the Interstage services necessary for installation. Execute the following commands:

Start the Interstage JMX service.

```
# /opt/FJSVisjmx/bin/isjmxstart
```

Start the GUI service.

```
# /opt/FJSVisgui/bin/ismngconsolestart
```

Start the Interstage service.

```
# /opt/FJSVtd/bin/isstart
```

3. Start the installer.

The procedure for starting the installer (when the mount point of the CD-ROM is /mnt/cdrom) is as follows:

```
# cd /mnt/cdrom/bpma
# ./install.sh
```



If the CD-ROM mounted automatically, the following message may appear due to permission being denied:

```
-bash: ./install.sh: /bin/sh: bad interpreter: Permission denied
```

If this occurs, unmount the CD-ROM, then start again at step 1 to remount it.

4. Install with the standard settings. Press **Enter** without making any other changes.

```
This package's installation information is as follows:
  Installation Type:          server (fixed value)
  Install directory:         /opt (fixed value)
  Workspace directory:       /var/opt (fixed value)
  Application Server Type:    Interstage (fixed value)
  Java Home directory:       /opt/FJSVawjbc/jdk5 (fixed value)
  Server FQDN or IP address:  cmdb-rx5-217
  Port Number:               80
Would you like to change the install information? n [y,n,?,q]
```

3.2.4.2 Registering jar files to Interstage Business Process Manager Analytics

Register jar files to Interstage Business Process Manager Analytics.



Refer to the following manual for details:

- Section 5.6, "JAR File Management" in *Interstage Business Process Manager Analytics V11.1 Management Console Guide*

Register the .jar files that are necessary to put together the Systemwalker Service Quality Coordinator Dashboard.

1. Connect to the Interstage Business Process Manager Analytics Management Console.

[Windows]

From the Windows **Start** menu, select "Interstage Business Process Manager Analytics", "Management Console" and login. The initial password is "bpm".

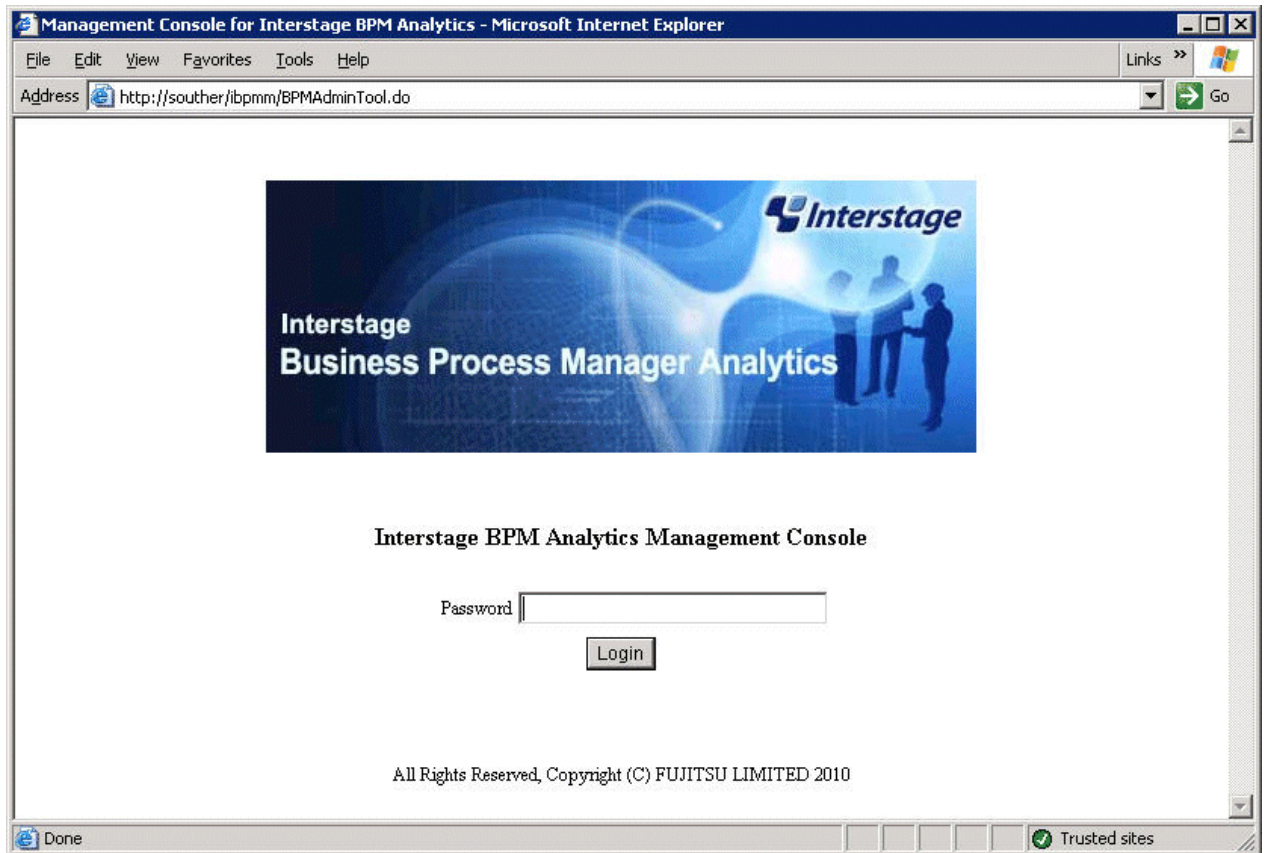
[UNIX]

Access the following URL from the Web browser of the Analytics Studio environment, and start the Interstage Business Process Manager Analytics Management Console:

```
http://<IP address of the dashboard server>/ibpmm/BPMAAdminTool.do
```

Point

The following should be done under a Windows environment, but this does not necessarily have to be performed on the Analytics Studio environment:



2. Bring the following files from the Manager environment to the environment which is displaying the Interstage Business Process Manager Analytics Management Console and store them in a directory. These are self-extracting files. Double-click each file to unpack them.

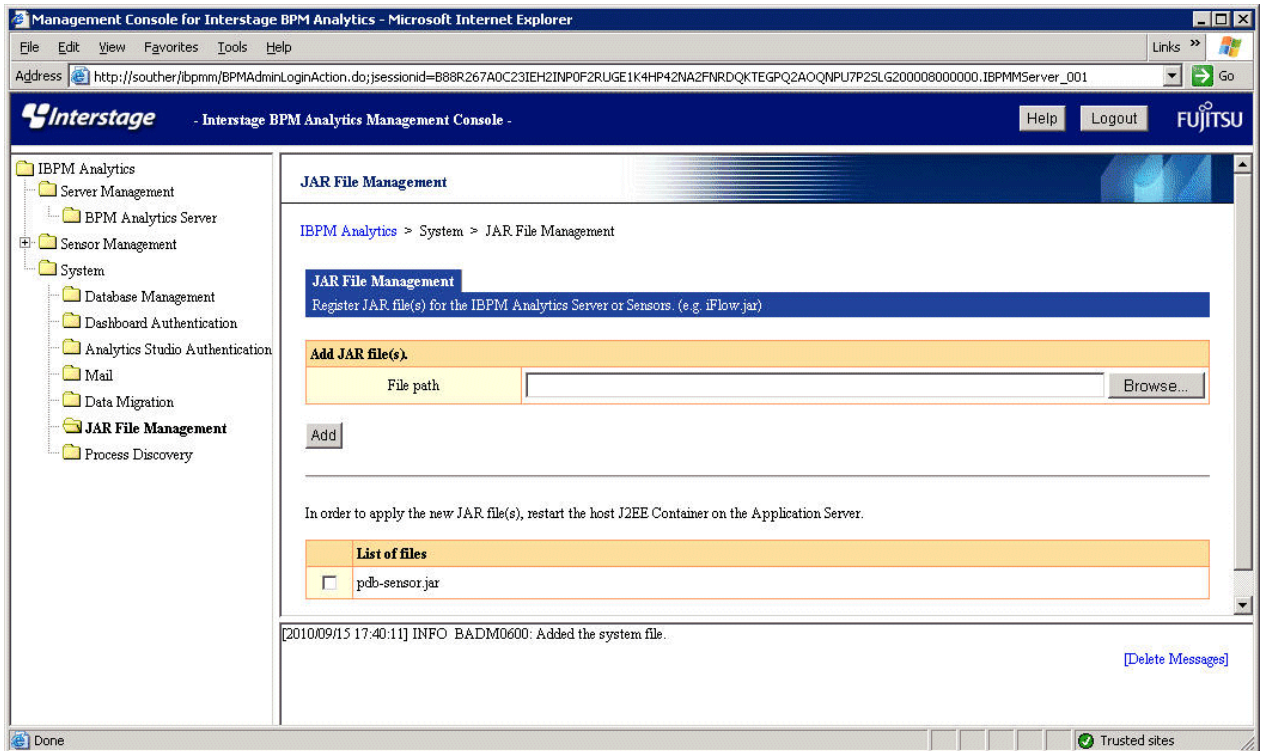
[In case that the Manager is Windows]

```
<Installation directory for the Manager>\dashboard\dashboard_en.exe
```

[In case that the Manager is Solaris or Linux]

```
/opt/FJSVssqc/dashboard/dashboard_en.exe
```

3. Register the necessary .jar files using **System >> JAR File Management**.
Click the **Browse**, select the .jar files, and click the **Add**.



Register the following jar files from the files you extracted in step 2:

- <Extract directory>\dashboard\sensor\lib\pdb-sensor.jar
- <Extract directory>\dashboard\cmdb\lib\cmdb-common.jar
- <Extract directory>\dashboard\cmdb\lib\axiom-dom-1.2.5.jar
- <Extract directory>\dashboard\cmdb\lib\commons-logging-1.1.jar
- <Extract directory>\dashboard\cmdb\lib\wsdl4j-1.6.2.jar

3.2.4.3 Register configuration files to Interstage Business Process Manager Analytics

Register configuration files to Interstage Business Process Manager Analytics.

1. Insert the template files for the Interstage Business Process Manager Analytics sensor.

From the files extracted and brought from the Manager environment in step 2 of "[3.2.4.2 Registering jar files to Interstage Business Process Manager Analytics](#)", copy the entire PDB directory to the Dashboard Server Environment.

The following files are stored in the PDB directory:

- agenttype.xml
- template.xml
- template_resource.properties
- template_resource_ja.properties

[Windows]

- Copied from (environment that the files were brought from the Manager environment):
<Extract directory> \dashboard\sensor\types\PDB

- Copy to (dashboard server environment):
C:\Interstage\J2EE\var\deployment\ijserver\IBPMMServer\apps\ibpmm.war\conf\types

[Solaris/Linux]

- Copied from (environment that the files were brought from the Manager environment):
<Extract directory> \dashboard\sensor\types\PDB
- Copy to (dashboard server environment):
/var/opt/FJSVj2ee/deployment/ijserver/IBPMMServer/apps/ibpmm.war/conf/types

2. Insert the log configuration files for the Interstage Business Process Manager Analytics sensor.

From the files extracted and brought from the Manager environment in step 2 of "3.2.4.2 Registering jar files to Interstage Business Process Manager Analytics" copy the BPMAAS_PDB_Log4jConfiguration.xml file to the directory C:\Interstage\J2EE\var\deployment\ijserver\IBPMMServer\apps\ibpmm.war\conf\log in the Dashboard Server environment.

[Windows]

- Copied from (environment that the files were brought from the Manager environment):
<Extract directory> \dashboard\sensor\log\BPMAAS_PDB_Log4jConfiguration.xml
- Copy to (dashboard server environment):
C:\Interstage\J2EE\var\deployment\ijserver\IBPMMServer\apps\ibpmm.war\conf\log

[UNIX]

- Copied from (environment that the files were brought from the Manager environment):
<Extract directory> \dashboard\sensor\log\BPMAAS_PDB_Log4jConfiguration.xml
- Copy to (dashboard server environment):
/var/opt/FJSVj2ee/deployment/ijserver/IBPMMServer/apps/ibpmm.war/conf/log

3. Stop the Interstage working unit and then restart it. The settings will take effect after restarting.

 **Information**

Refer to the following manual for details:

- "Starting and Stopping WorkUnits" in the *Interstage Application Server Operator's Guide*

Specify the following URL to display the Interstage Administration Console:

- If SSL encrypted communication is to be used (if Interstage Application Server has been installed with the default settings):

`https://host name:port number/IsAdmin/`

- If SSL encrypted communication is not to be used:

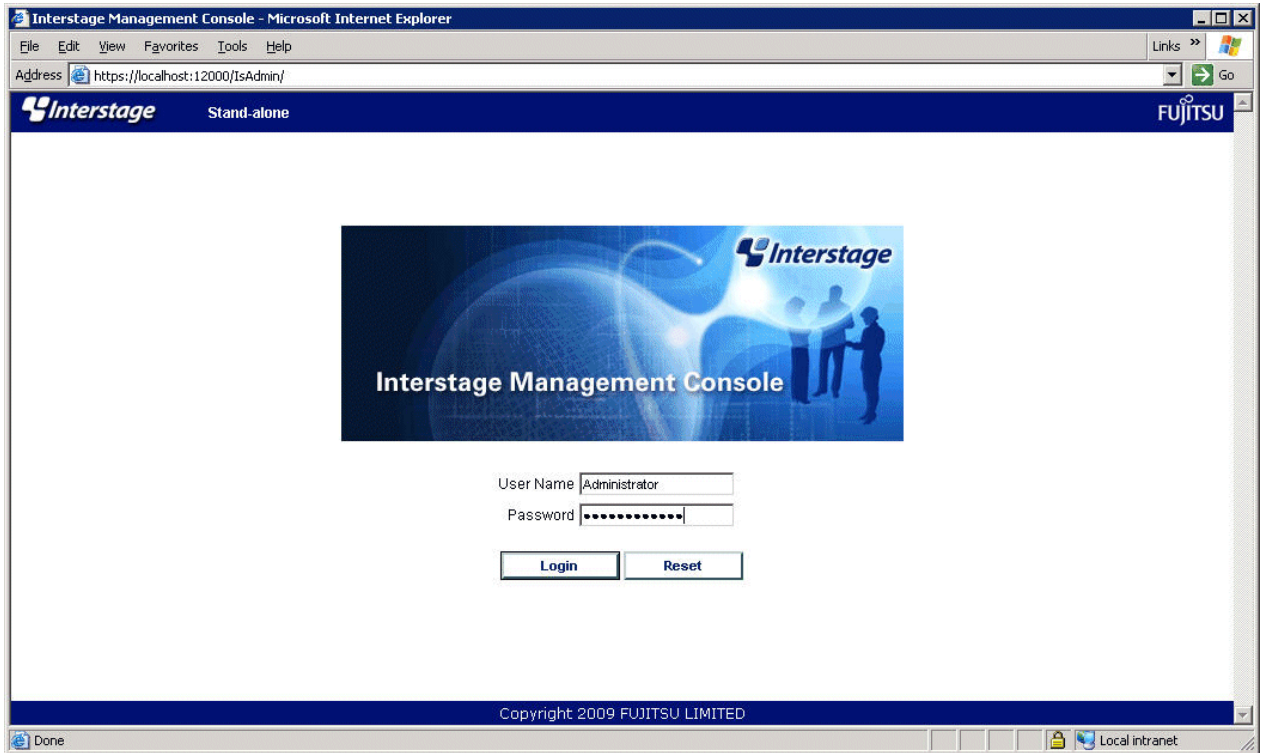
`http://host name:port number/IsAdmin/`

 **Point**

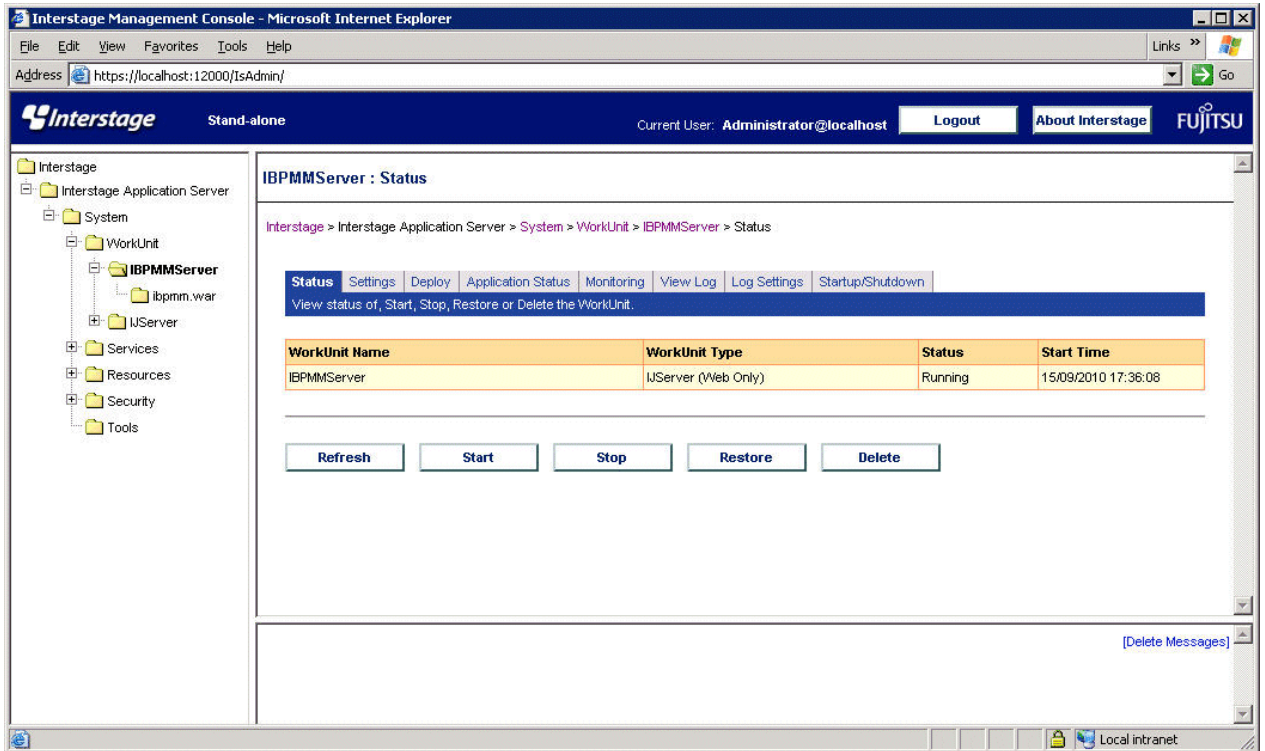
- *Host name*
Specify the host name or IP address of the Dashboard Server.
- *Port number*
Specify the port number of Interstage HTTP Server for the Interstage Management Console. The port number is set during installation of the Interstage Application Server. The default is 12000.

Specification of the host name and port number is the same as for when SSL encrypted communication is not to be used.

Login to the same account used when installing Interstage Application Server.



4. Select **System >> WorkUnit >> IBPMMServer** to open the following screen. Click the **Stop** (a screen asking you to choose **Normal Stop** or **Forced Stop** may appear, choose the **Normal Stop**, and then click **Stop**). Click the **Start** when you return to the following screen:



3.2.4.4 Setting an Interstage Business Process Manager Analytics database

Set an Interstage Business Process Manager Analytics database.

Information

Refer to the following manual for details:

- Chapter 8, "Procedure for setup execution environment" in the *Interstage Business Process Manager Analytics V11.1 Installation Guide*

1. Connect to the Interstage Business Process Manager Analytics Management Console.

[Windows]

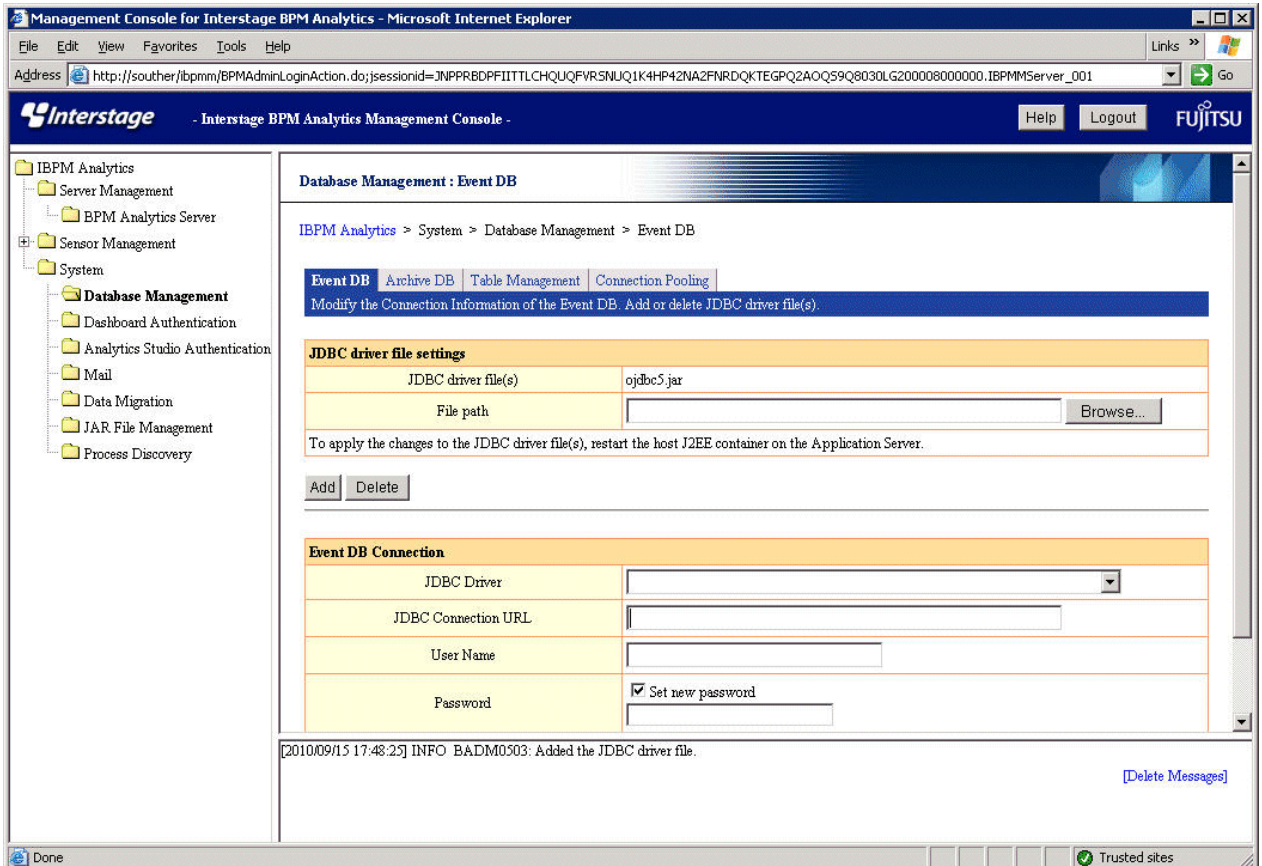
From the Windows **Start** menu, select **Interstage Business Process Manager Analytics >> Management Console >> Login**. The initial password is "bpm".

[UNIX]

Access the following URL from the Web browser of the Analytics Studio environment, and start the Interstage Business Process Manager Analytics Management Console:

```
http://<IP address of the dashboard server>/ibpmm/BPMAdminTool.do
```

2. From **System >> Database Management >> Event DB** register the driver file for JDBC.



The screenshot shows the 'Management Console for Interstage BPM Analytics' in a Microsoft Internet Explorer browser. The address bar shows a URL with a session ID. The page title is 'Interstage - Interstage BPM Analytics Management Console'. The left navigation pane shows a tree structure with 'Database Management' selected. The main content area is titled 'Database Management : Event DB' and contains a tabbed interface with 'Event DB' selected. Below the tabs, there is a section for 'JDBC driver file settings' with a table containing 'JDBC driver file(s)' (ojdbc5.jar) and 'File path' (with a 'Browse...' button). Below this is a message: 'To apply the changes to the JDBC driver file(s), restart the host J2EE container on the Application Server.' There are 'Add' and 'Delete' buttons. Below that is the 'Event DB Connection' section with fields for 'JDBC Driver', 'JDBC Connection URL', 'User Name', and 'Password' (with a 'Set new password' checkbox). At the bottom, a status bar shows a message: '[2010/09/15 17:48:25] INFO BADM0503: Added the JDBC driver file.' and a '[Delete Messages]' link.

Register the JDBC driver file.

Point

If necessary, transfer the files to the local environment and specify the path of the forwarding site.

3. Stop the Interstage working unit and then restart it. The settings will take effect after restarting.

Information

Refer to the following manual for details:

- "Starting and Stopping WorkUnits" in the *Interstage Application Server Operator's Guide*

- a. Access the following URL to display the Interstage Administration Console:

- If SSL encrypted communication is to be used (if Interstage Application Server has been installed with the default settings):

```
https://host name:port number/IsAdmin/
```

- If SSL encrypted communication is not to be used:

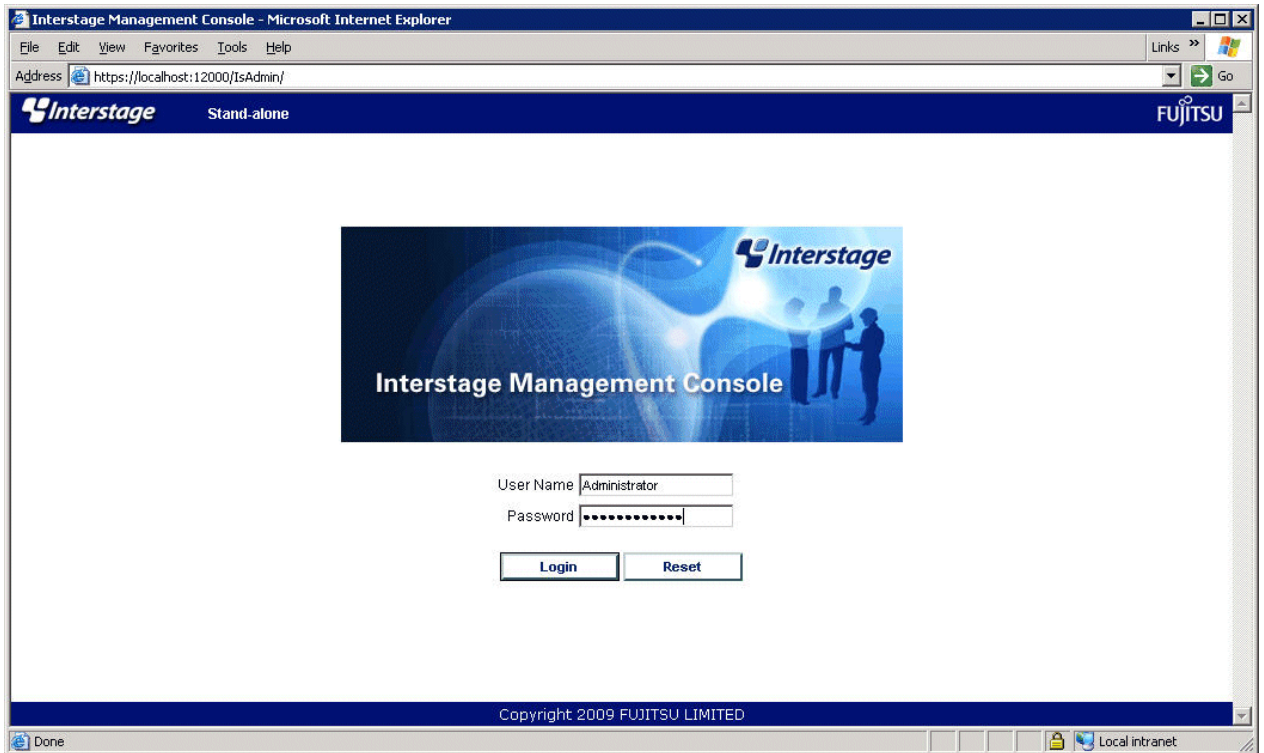
```
http://host name:port number/IsAdmin/
```

Point

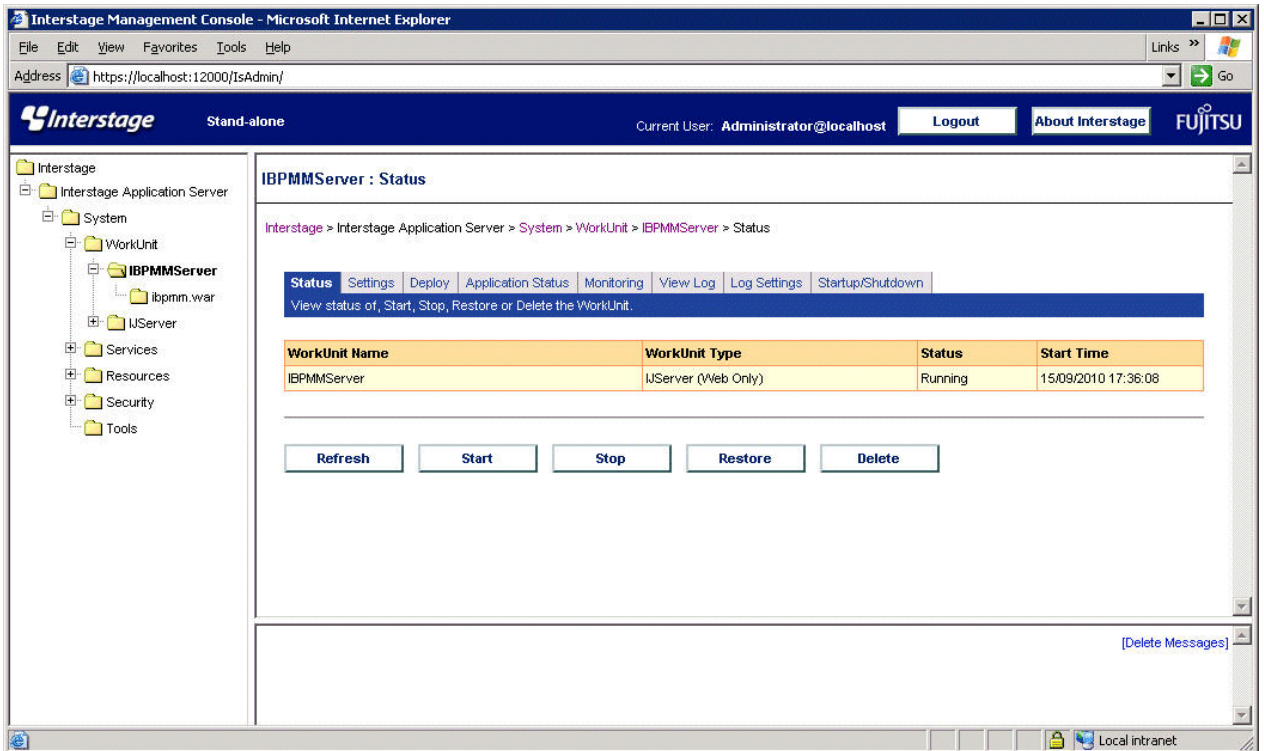
- Host name
Specify the host name or IP address of the Dashboard Server.
- Port number
Specify the port number of Interstage HTTP Server for the Interstage Management Console. The port number is set during installation of the Interstage Application Server. The default is 12000.

Specification of the host name and port number is the same as for when SSL encrypted communication is not to be used.

- b. Login to the same Windows account used when installing Interstage Application Server.

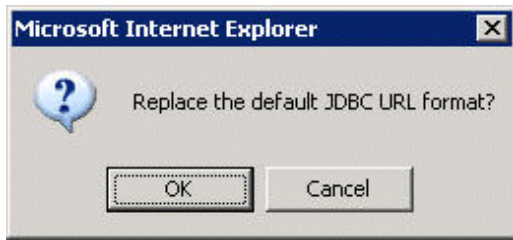


4. Select **System >> WorkUnit >> IBPMMServer** to open the following screen. Click the **Stop** (a screen asking you to choose **Normal Stop** button or **Forced Stop** button may appear, but you should choose the **Normal Stop**, and then click **Stop**). Click the **Start** when you return to the following screen:



5. Make settings for the event storage database in the Operation Management Console of Interstage Business Process Manager Analytics.

When you select corresponding driver in the "JDBC driver" column, a confirmation dialog will appear. Click the **OK**.



6. Enter the following items and click the **Change** button:

Set value	Requirement
JDBC Connection URL	Replace each parameter (host , port , and SID) in the URL displayed in the JDBC Connection URL column with the parameters that will actually be used.
	host Replace with the dashboard server name or IP address.
	port Replace with the port number used by the database.
	SID Replace with the system identifier used by the database.
Table Space Name	Replace with the "EVENTSPACE" defined in the .dat file created in "Database Setup". If you have changed the database space name from "EVENTSPACE", also replace this with the new name.
User Name	Set with the user name ("EVENTUSER" in the example .dat file) defined in the .dat file created in " Database Setup ".
Password	Set with the password ("password" in the example .dat file) defined in the .dat file created in " Database Setup ".

Management Console for Interstage BPM Analytics - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links >>

Address http://souther/lbpm/BPMAdminLoginAction.do;jsessionid=H6KT5M9FROGJ60BP1VDHIIPER21K4HP42NA2FNRDQKTEGPQ2AOQGKL8930LG200008000000.IBPMMServer_001 Go

Interstage - Interstage BPM Analytics Management Console - Help Logout FUJITSU

- IBPM Analytics
 - Server Management
 - BPM Analytics Server
 - Sensor Management
 - System
 - Database Management**
 - Dashboard Authentication
 - Analytics Studio Authentication
 - Mail
 - Data Migration
 - JAR File Management
 - Process Discovery

Database Management : Event DB

IBPM Analytics > System > Database Management > Event DB

Event DB Archive DB Table Management Connection Pooling

Modify the Connection Information of the Event DB. Add or delete JDBC driver file(s).

JDBC driver file settings

JDBC driver file(s)	ojdbc5.jar
File path	<input type="text"/> Browse...

To apply the changes to the JDBC driver file(s), restart the host J2EE container on the Application Server.

Add Delete

Event DB Connection

JDBC Driver	Oracle oracle.jdbc.driver.OracleDriver
JDBC Connection URL	jdbc:oracle:thin:@[host]:[port 1521]:[SID]
Table Space Name	<input type="text"/>
User Name	<input type="text"/>
<input checked="" type="checkbox"/> Set new password	

[Delete Messages]

Done Trusted sites

7. Click to the **Table Management** tab, and click the **Create Table** on the right side of the **event storage database**.

Management Console for Interstage BPM Analytics - Microsoft Internet Explorer

Address: http://souther/lbpm/BPMAdminLoginAction.do;jsessionid=12U1H378OK7MAP3PO6R34RR0K1K4HP42NA2FNDRQKTEGPQ2AQQL36R730LG200005000000.IBPMMServer_001

Interstage - Interstage BPM Analytics Management Console - Help Logout FUJITSU

Database Management : Table Management

IBPM Analytics > System > Database Management > Table Management

Event DB | Archive DB | **Table Management** | Connection Pooling

View the System Table Status. Create it. Delete data from it.

Type of database	Status	Status
Events DB	Not created	<input type="button" value="Create Table"/>
Archive DB	Not defined	<input type="button" value="Create Table"/>

Deletion Condition of data of System Tables

Delete unnecessary data from the System tables. The deleted data cannot be restored.

Type	<input checked="" type="radio"/> Initialize (Delete all events and alerts.) <input type="radio"/> Select Event <input type="text" value="[Event definition does not exist.]"/> <input type="radio"/> Select Alert <input type="text" value="[Alert definition does not exist.]"/>
Time Range	<input type="checkbox"/> Time Range (If not checked, the differential collection information of the corresponding event will be initialized.) Start time: 2010 Sep 15th 00:00:00 End time: 2010 Sep 15th 00:00:00
Password	<input type="text"/>

[2010/09/15 19:38:26] INFO BADM0582: Created the system table.
 [2010/09/15 19:43:49] INFO BADM0502: Modified the Events DB Connection Settings.

[\[Delete Messages\]](#)

Done Trusted sites

8. Check that the status column next to **Event DB** has changed to **Created**.

The screenshot shows the Interstage BPM Analytics Management Console interface. The left sidebar contains a tree view with categories like Server Management, Sensor Management, System, Database Management, Dashboard Authentication, Analytics Studio Authentication, Mail, Data Migration, JAR File Management, and Process Discovery. The main content area is titled 'Database Management : Table Management' and shows a breadcrumb path: 'IBPM Analytics > System > Database Management > Table Management'. There are tabs for 'Event DB', 'Archive DB', 'Table Management', and 'Connection Pooling'. Below the tabs, a blue bar contains the text: 'View the System Table Status. Create it. Delete data from it.' A table displays the status of system tables:

Type of database	Status	Status
Events DB	Created	Create Table
Archive DB	Not defined	Create Table

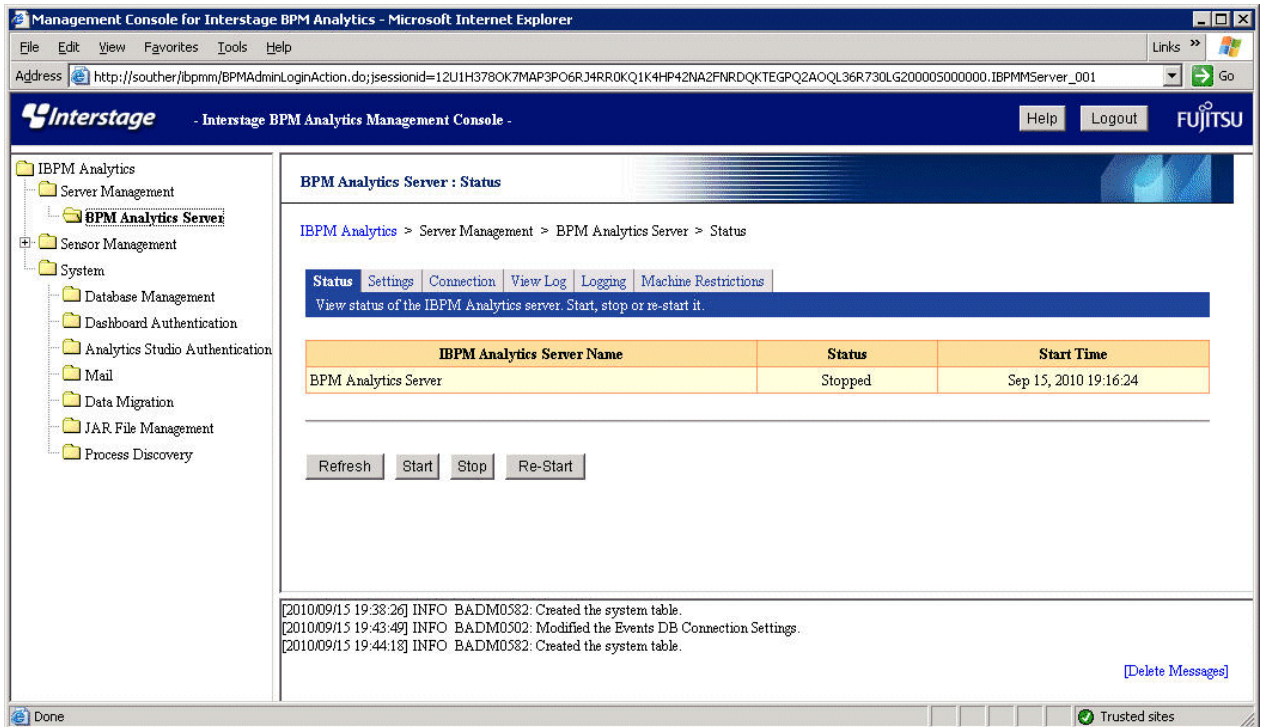
Below the table is a section titled 'Deletion Condition of data of System Tables' with the instruction: 'Delete unnecessary data from the System tables. The deleted data cannot be restored.' It includes options for 'Type' (Initialize, Select Event, Select Alert) and 'Time Range' (Start time, End time) with corresponding dropdown menus and a password field.

At the bottom, a log shows the following messages:

```
[2010/09/15 19:38:26] INFO BADM0582: Created the system table.
[2010/09/15 19:43:49] INFO BADM0502: Modified the Events DB Connection Settings.
[2010/09/15 19:44:18] INFO BADM0582: Created the system table.
```

A '[Delete Messages]' link is located at the bottom right of the log area.

- Click the **BPM Analytics Server**, then click the **Start** on the screen that appears to the right. Confirm that the **Status** has changed from "Stopped" to "Running", then click the **Logout** at the top right.



3.2.5 Installing Configuration Management DataBase

This section explains the steps for installing and setting up Configuration Management DataBase.

3.2.5.1 Installing the Configuration Management DataBase

This sub-section explains the steps for installing Configuration Management DataBase.

[Windows]

- Start the installer.

Insert following CD-ROM in the CD-ROM drive of the computer.

- Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.3/4

Point

Depending on the machine's settings, the installation may not start automatically. If it does not start automatically, perform the following procedure to manually start the installation:

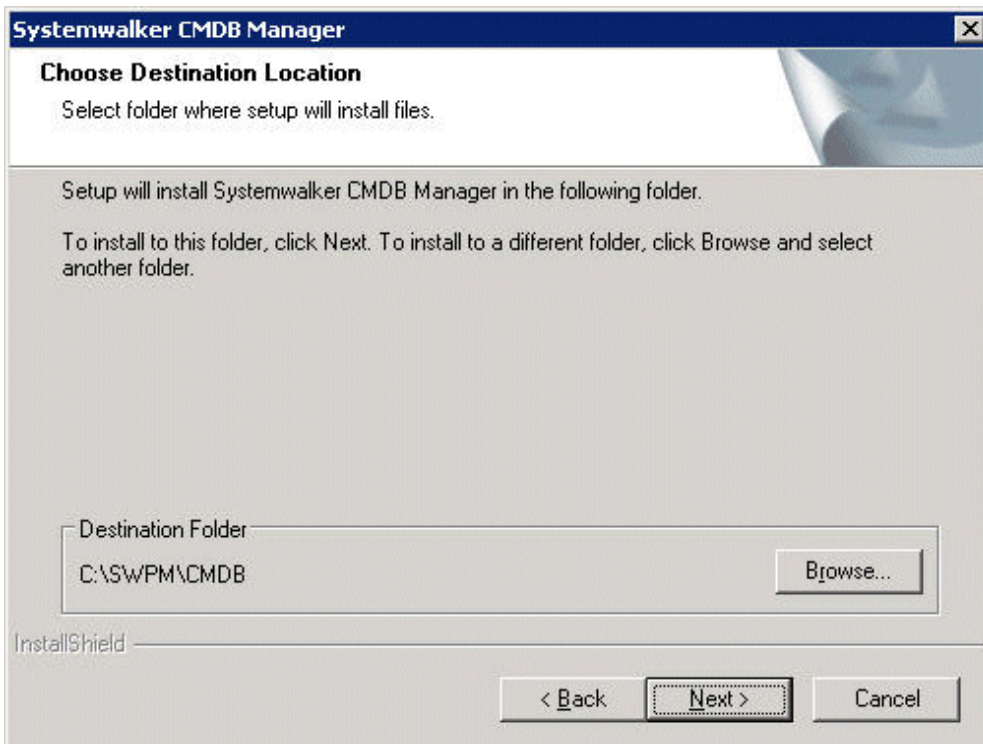
- From the **Start** menu, select **Run**.
- In the **Run** dialog, click the **Browse** button, select the following file, and then click the **OK** button.

CD-ROM drive: \swSetup.exe

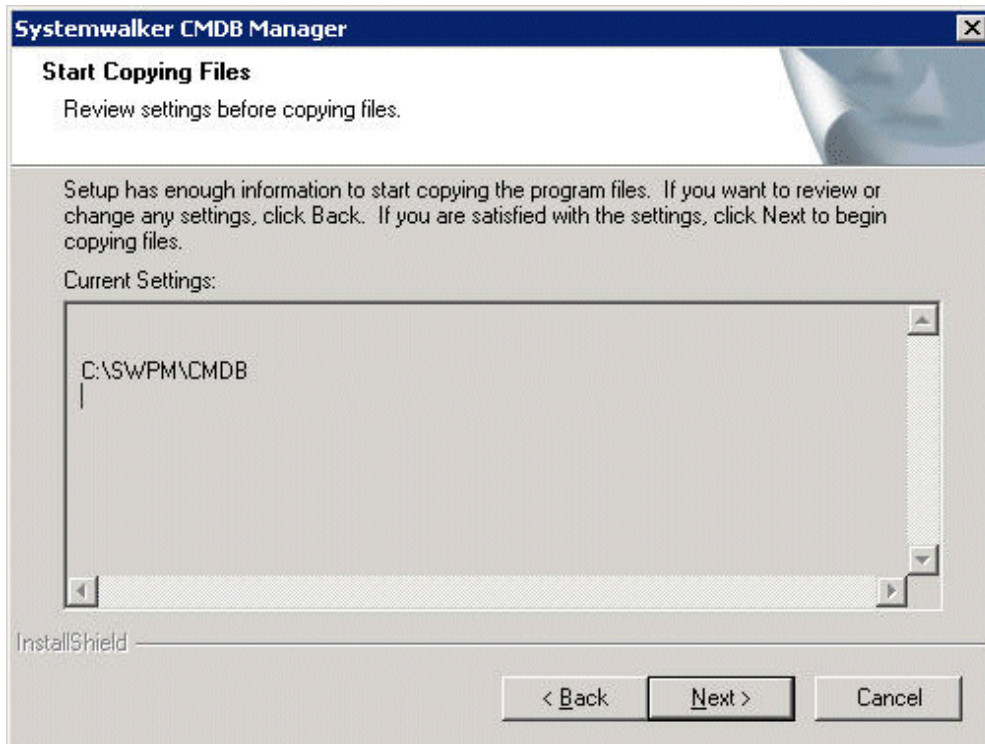
In the screen that appears, select **Setup >> CMDB Manager**.



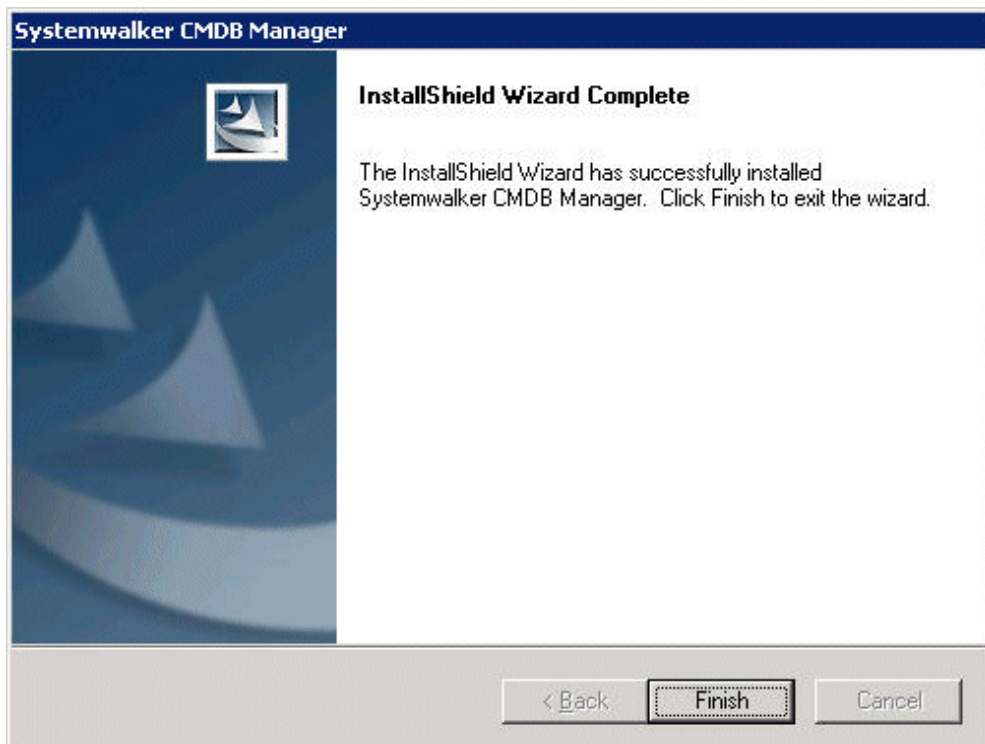
2. You will be asked where you want to install the CMDB, click the **Browse** and specify the destination.
(For example: C:\SWPM\CMDB)



3. A dialog confirming the installation information appears so click the **Next**.



4. The installation completion screen will be displayed, click the **Finish** to end.



[Solaris]

1. Put the CD-ROM in CD-ROM drive.

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.5/6" CD-ROM into the CD-ROM drive. If the volume management daemon does not run automatically, mount the CD.

```
# mkdir -p /cdrom/cdrom0 (*1)
# /usr/sbin/mount -F hsfs -o ro /dev/dsk/cntndnsn /cdrom/cdrom0 (*2)
```

*1: Necessary only when there is no /cdrom/cdrom0.

*2: Match **n** to the CD-ROM drive of each installation machine.

2. Start the installer.

The procedure for starting the installer (when the mount point of the CD-ROM is /cdrom/cdrom0) is as follows:

```
# /cdrom/cdrom0/cmdb/cmdbmanagerinstall.sh
```

[Linux]

1. Put the CD-ROM in CD-ROM drive.

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.6/7" CD-ROM into the CD-ROM drive. If the volume management daemon does not run automatically, mount the CD.

```
# mount -r -t iso9660 /dev/cdrom /mnt/cdrom (*1)
```

*1: Match mount point/mnt/cdrom of the CD-ROM drive to each system environment.

2. Start the installer.

The procedure for starting the installer (when the mount point of the CD-ROM is /mnt/cdrom) is as follows:

Red Hat Enterprise Linux 5

```
# /mnt/cdrom/cmdb/RHEL5/cmdbmanagerinstall.sh
```

Red Hat Enterprise Linux 6

```
# /mnt/cdrom/cmdb/RHEL6/cmdbmanagerinstall.sh
```



If the CD-ROM mounted automatically, the following message may appear due to permission being denied:

```
-bash: ./install.sh: /bin/sh: bad interpreter: Permission denied
```

If this occurs, unmount the CD-ROM, then start again at step 1 to remount it.

3.2.5.2 Setting up the Configuration Management DataBase

Set up the Configuration Management DataBase.

[Windows]

1. Edit mdrdb.properties, and set the connection destination for the Systemwalker Service Quality Coordinator Manager.

File to be edited:

<Destination Folder of CMDB Manager>\FJSVcmdba\service\mdr_sq\mdrdb.properties

Place to be edited:

```
mdbad.sqc.server.name=<IP address for Systemwalker Service Quality Coordinator Manager>
```

Point

The connection destination for the Systemwalker Service Quality Coordinator Manager is set as "localhost" by default. Therefore, there is no need to edit mdrdb.properties if the Dashboard Server is installed on the same machine as the Systemwalker Service Quality Coordinator Manager.

Edit mdrdb.properties if the Dashboard Server connects to the Systemwalker Service Quality Coordinator Manager remotely.

Note

Be sure to edit the mdrdb.properties file under "FJSVcmdba", not the mdrdb.properties file under "FJSVcmdbm".

2. Execute the following commands in turn and make sure "Command Successful!" is displayed for both:

```
<Destination Folder of CMDB Manager>\FJSVcmdbm\bin\cmdbsetupenv -k MGR  
<Destination Folder of CMDB Manager>\FJSVcmdbm\bin\cmdbstop  
<Destination Folder of CMDB Manager>\FJSVcmdbm\bin\cmdbsetupenv -k AGT_SQC
```

3. Start CMDB Manager.

```
<Destination Folder of CMDB Manager>\FJSVcmdbm\bin\cmdbstart
```

4. Next, execute the following command, and collect configuration information from the Manager:

```
<Destination Folder of CMDB Manager>\FJSVcmdbm\bin\cmdbrefresh -q epr=http://localhost:80/axis2/  
services/MdrAdministrationService_SQC
```

5. If the configuration information is successfully collected, the following file is created. Be sure to confirm its creation:

<Destination Folder of CMDB>\FJSVcmdba\var\mdr_sq\cache\<number>\<number>.xml

Note

- If the cmdbrefresh command fails, check whether the Manager specified during installation is running.
- Even if the prompt tells you that the command was successful, it may take some time for the command to actually have an effect.
- The number of XML files created depends on the environment.

[UNIX]

1. Edit `mdrdb.properties`, and set the connection destination for the Systemwalker Service Quality Coordinator Manager.

File to be edited:

`/opt/FJSVcmdba/service/mdr_sq/mdrdb.properties`

Place to be edited:

```
mdbad.sqc.server.name=<IP address for Systemwalker Service Quality Coordinator Manager>
```

Point

The connection destination for the Systemwalker Service Quality Coordinator Manager is set as "localhost" by default. Therefore, there is no need to edit `mdrdb.properties` if the Dashboard Server is installed on the same machine as the Systemwalker Service Quality Coordinator Manager.

Edit `mdrdb.properties` if the Dashboard Server connects to the Systemwalker Service Quality Coordinator Manager remotely.

Note

Be sure to edit the `mdrdb.properties` file under "FJSVcmdba", not the `mdrdb.properties` file under "FJSVcmdbm".

2. Execute the following commands in sequence and make sure "Command Successful!" is displayed for each one:

```
/opt/FJSVcmdbm/bin/cmdbsetupenv.sh -k MGR  
/opt/FJSVcmdbm/bin/cmdbstop.sh  
/opt/FJSVcmdbm/bin/cmdbsetupenv.sh -k AGT_SQC
```

3. Start CMDB Manager.

```
/opt/FJSVcmdbm/bin/cmdbstart.sh
```

4. Next, execute the following command, and collect configuration information from the Manager:

```
/opt/FJSVcmdbm/bin/cmdbrefresh.sh -q epr=http://localhost:80/axis2/services/  
MdrAdministrationService_SQC
```

5. If the configuration information is successfully collected, the following file is created. Be sure to confirm its creation:

`/opt/FJSVcmdba/var/mdr_sq/cache/<number>/<number>.xml`

3.3 Constructing the Analytics Studio Environment

Make the software settings necessary for the Analytics Studio environment.

Note

The Analytics Studio can only be installed on a Windows environment.

If you have installed the Dashboard Server on a Windows machine, then they can share that machine.

3.3.1 Installing Eclipse SDK

1. Download Eclipse SDK 3.4.1 and GEF SDK 3.4.1 from the Eclipse website.



Use only version 3.4.1 for both Eclipse SDK and GEF SDK.

2. Unzip the Eclipse SDK 3.4.1 ZIP file and copy the eclipse folder to an appropriate directory (e.g., C:\).
3. Unzip the GEF SDK 3.4.1 ZIP file and copy the contents of the eclipse folder therein to the eclipse folder in the directory created above so that it replaces the content of the eclipse folder there.

3.3.2 Installing the Interstage Business Process Manager Analytics Client

The procedures described in this section depend on which Systemwalker Service Quality Coordinator you have obtained for which operating system.

[Windows]

1. Start the installer.

Insert the following CD-ROM in the CD-ROM drive of the computer:

"Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.3/4"



Depending on the machine's settings, the installation may not start automatically. If it does not start automatically, perform the following procedure to manually start the installation:

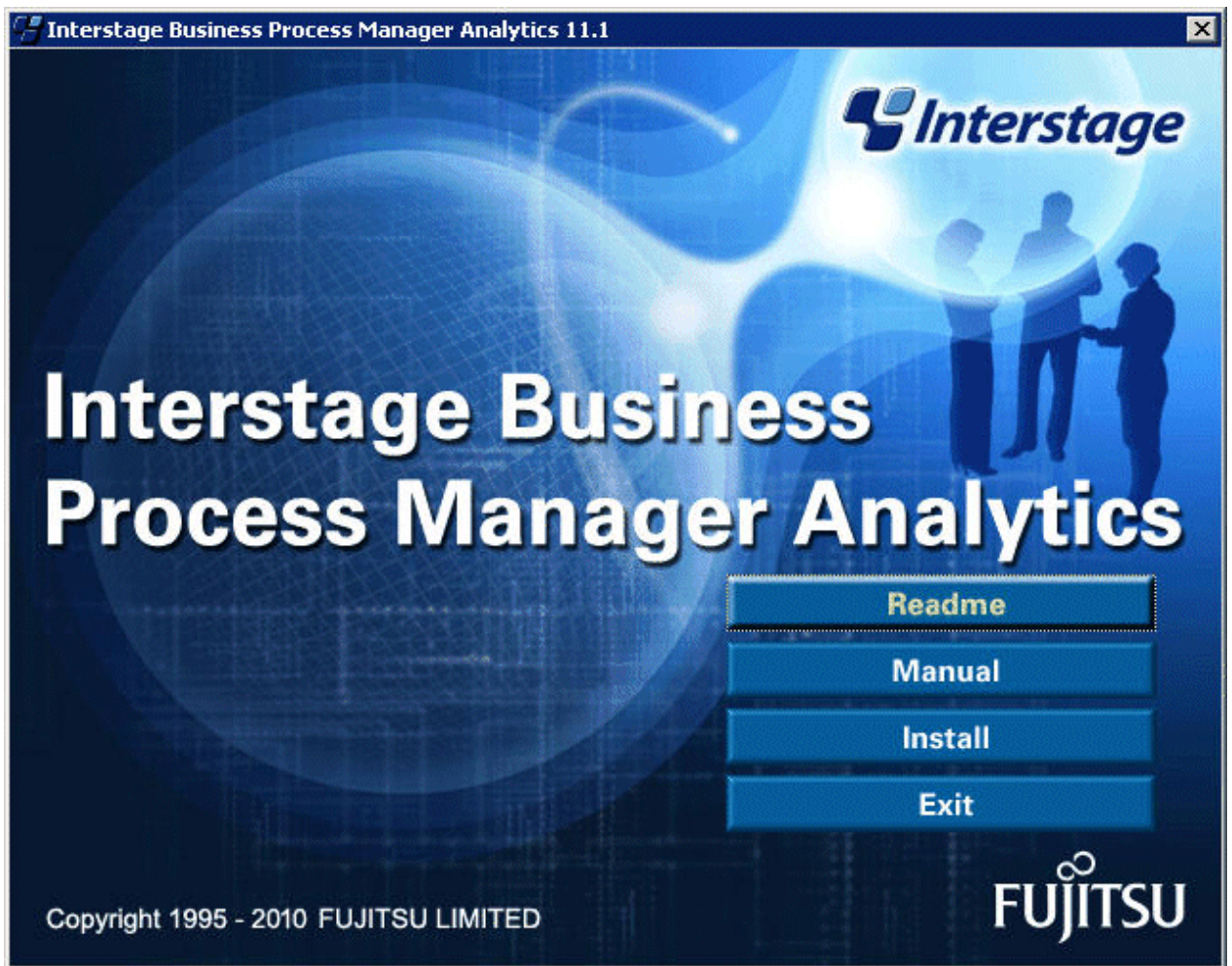
1. From the Start menu, select **Run**.
2. In the **Run** dialog, click the **Browse** button, select the following file, and then click the **OK** button.

CD-ROM drive: \swSetup.exe

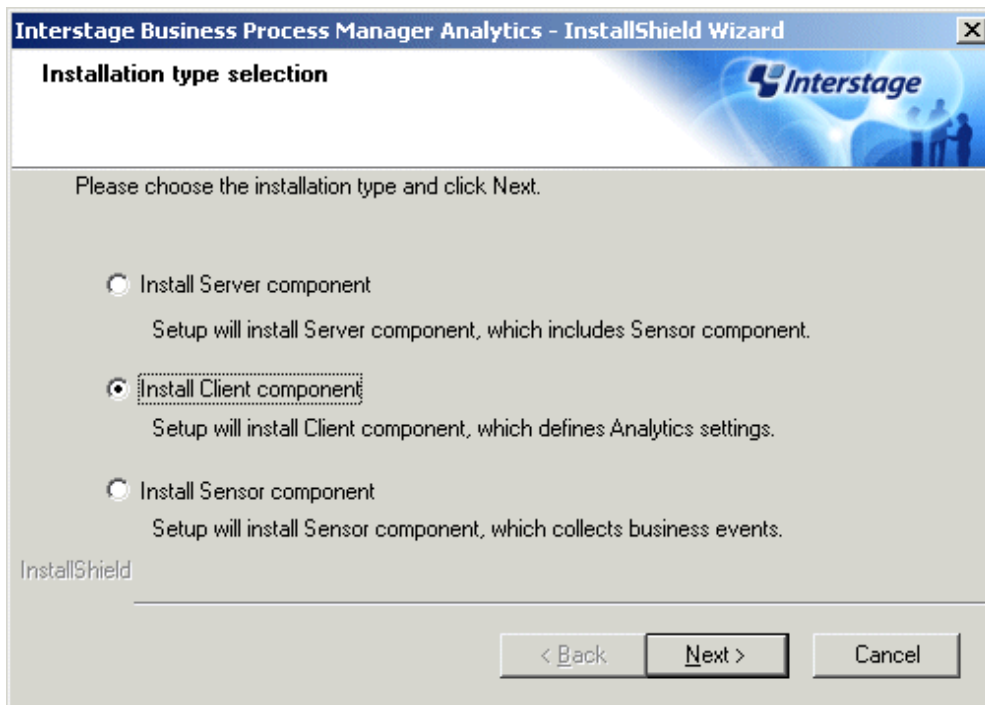
In the screen that is displayed, select **Setup** >> **Interstage Business Process Manager Analytics**.



2. Click the **Install** button.



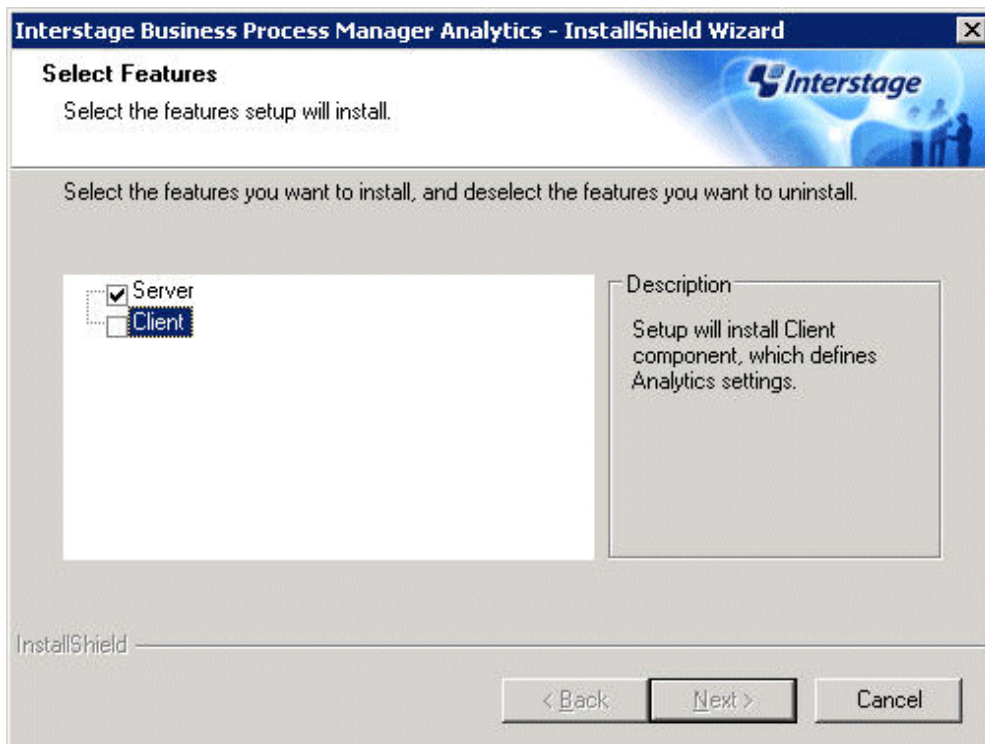
3. Specify **Install Client component** and install the Interstage Business Process Manager Analytics client.



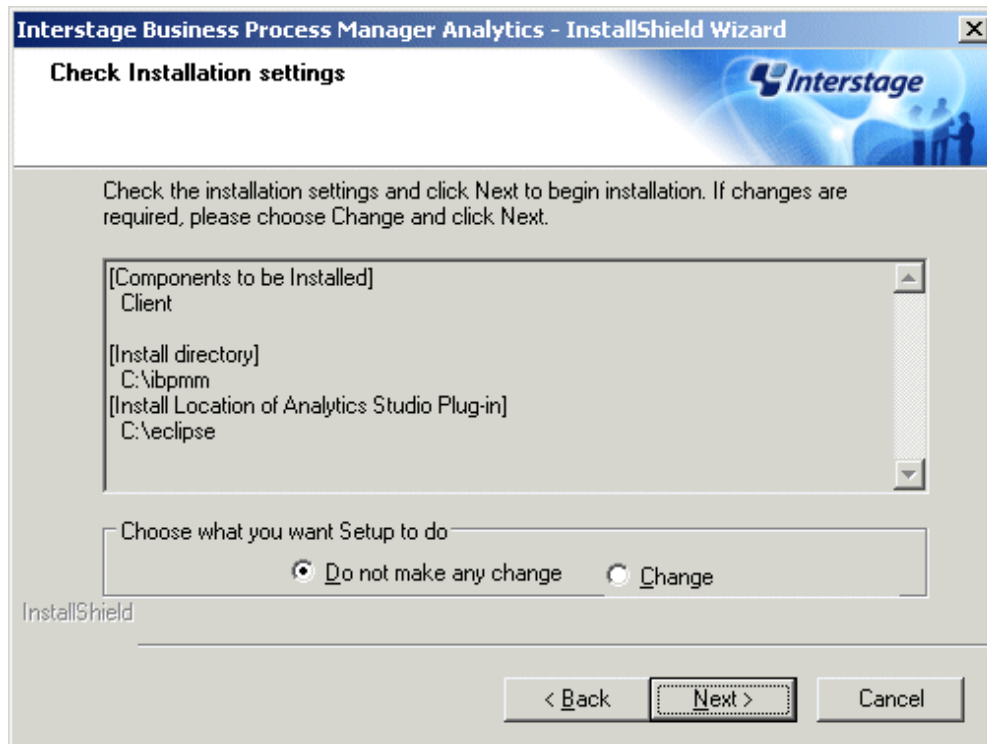
 **Note**

The following screen appears if it is on the same environment as the Interstage Business Process Manager Analytics Server, put a check mark next to **Client** and click **Next**.

Do not remove the check mark for **Server**.



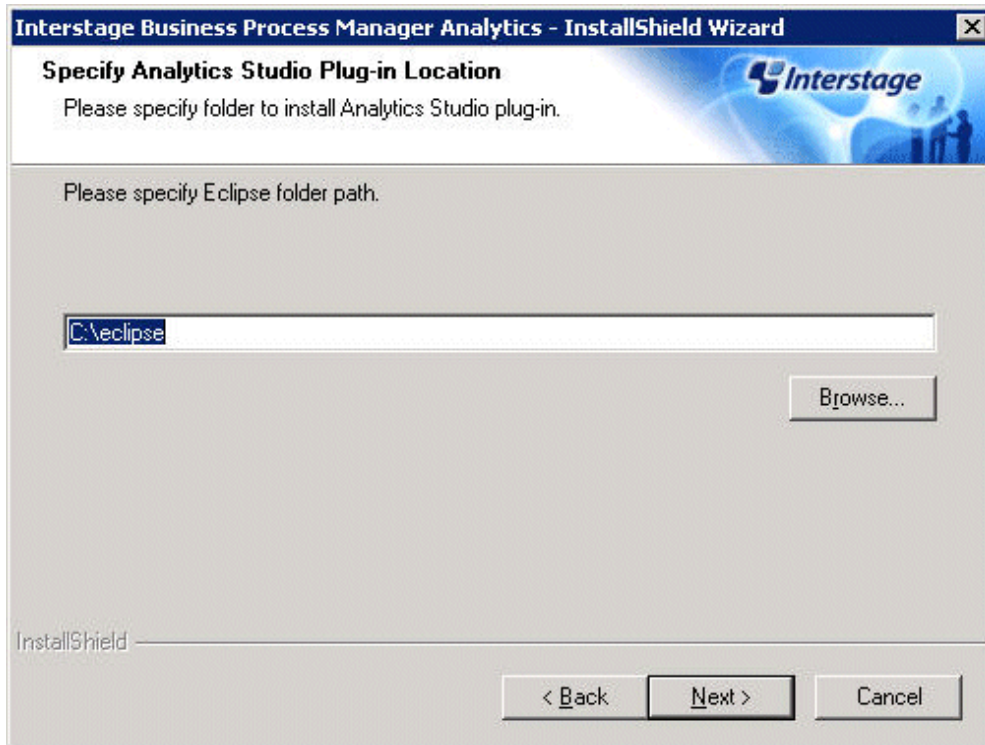
4. After checking that the Install Location of Analytics Studio Plug-in is the one where Eclipse was installed in "3.3.1 Installing Eclipse SDK", click **Next** with **Do not make any change** selected.



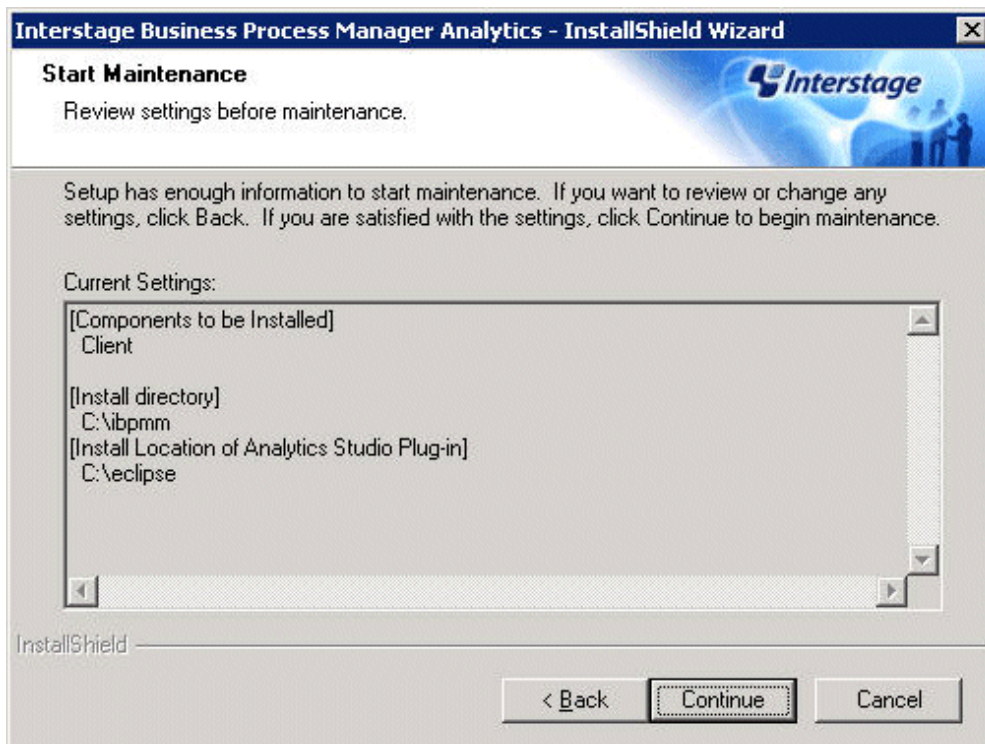
Note

- If the Analytics Studio Plug-in location is different from the one where Eclipse was installed, select **Change**, click **Next** and specify the correct installation location.

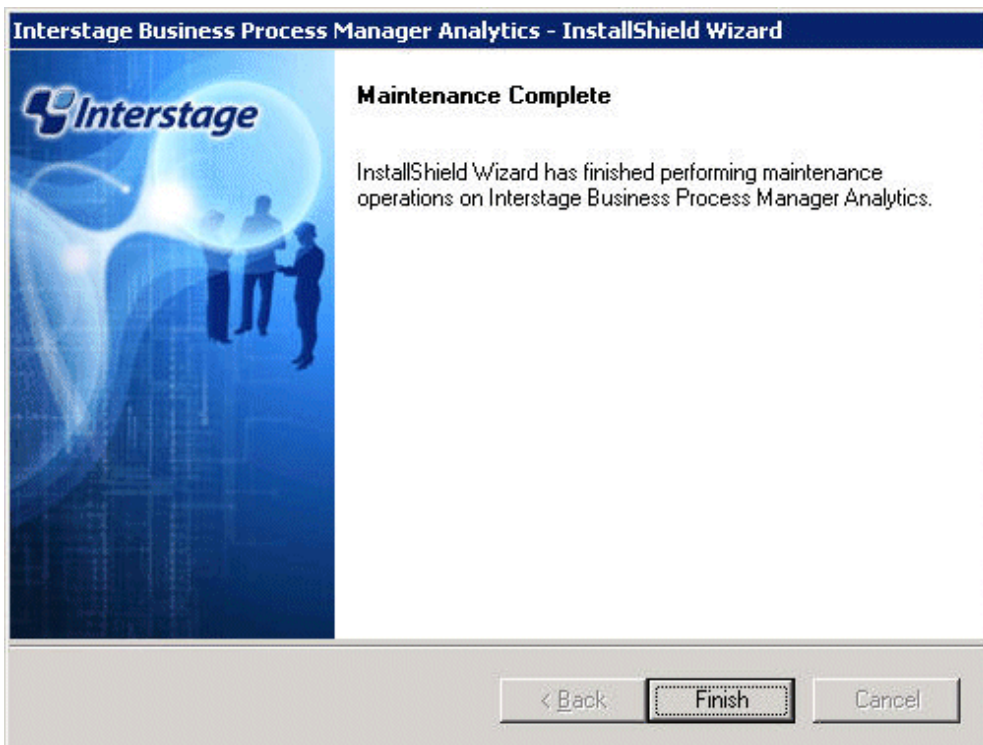
- If it is on the same environment as the Interstage Business Process Manager Analytics Server you will be asked to enter the Eclipse folder name, specify the name where Eclipse was installed in "3.3.1 Installing Eclipse SDK", then click **Next**.



5. Click the **Continue**.



6. When installation finishes, click the **Finish**.



[UNIX]

1. Start the installer.
 - a. Insert following CD-ROM in the CD-ROM drive of the computer.
 - **[Solaris]**
- Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.5/6
 - **[Linux]**
- Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.6/7
 - b. Execute the following file manually:
CD-ROM drive:\bpma\Client\IBPMM\setup.exe
2. Execute installation.
Do the same steps 4 to 6 as for [Windows].

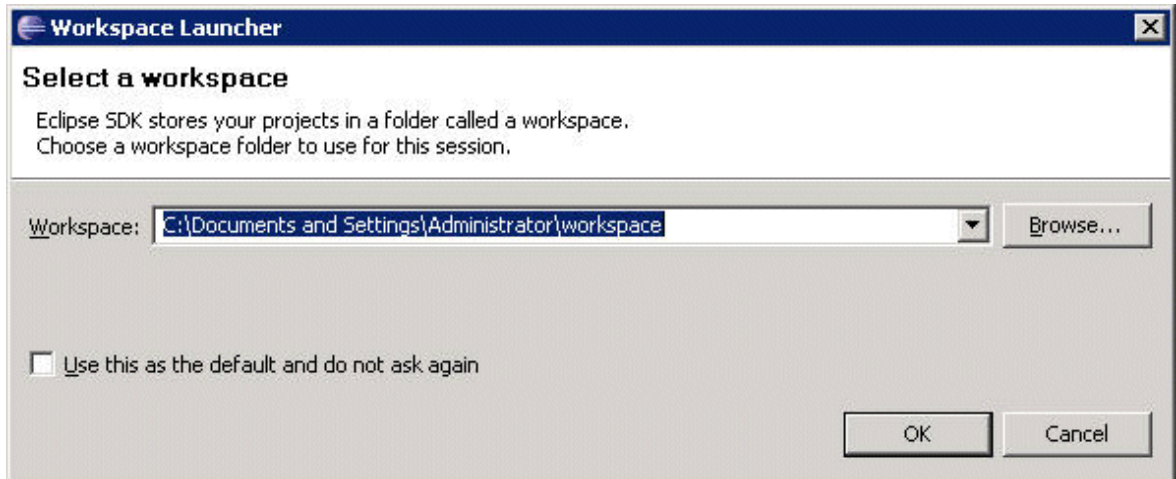
3.3.3 Applying Analytics Studio Definitions

Note

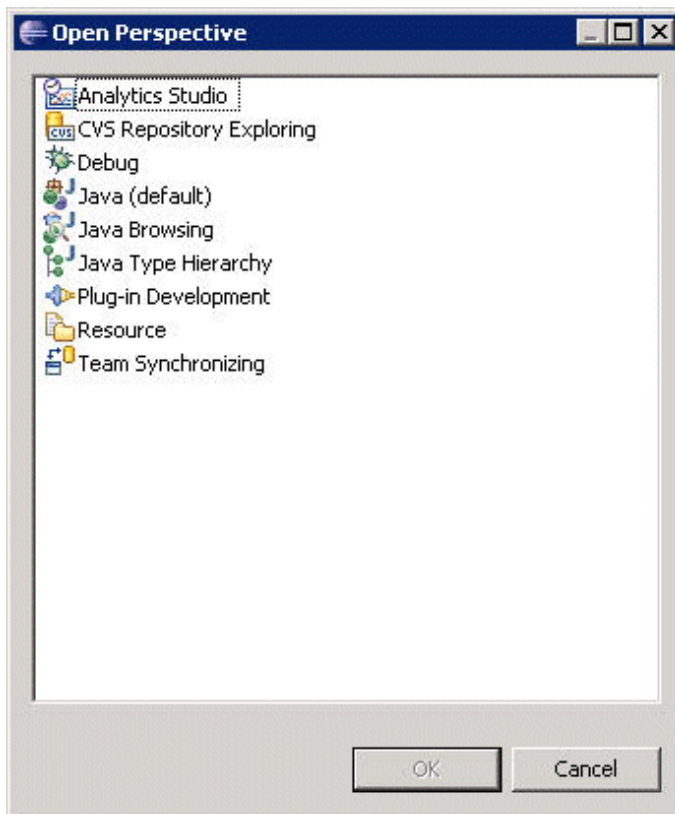
When starting the Analytics Studio under Windows Vista®, Microsoft® Windows Server® 2008, and Windows® 7, execute it as the administrator. To do so, from the Start menu, select **All Programs, Accessories**, then right-click **Command Prompt** and select **Run as administrator**.

1. Make connection settings to the Dashboard Server.
 - a. Start "eclipse.exe "in the Eclipse installation folder.

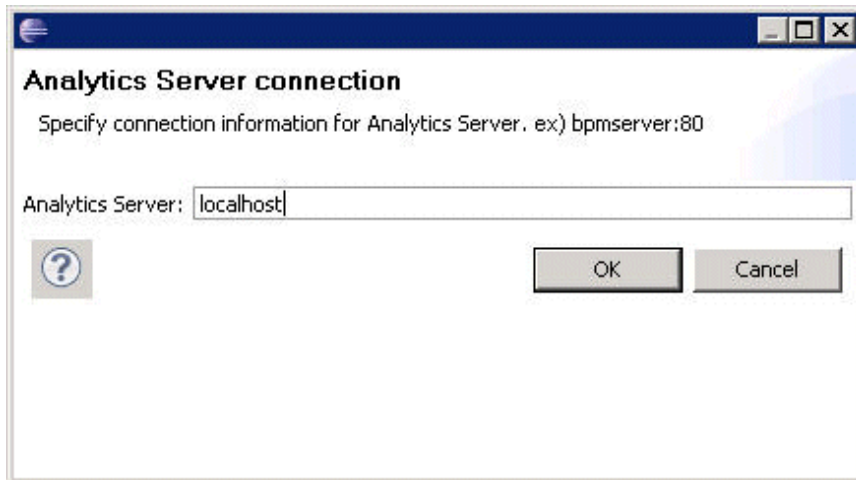
- b. A screen asking for confirmation of the workspace name opens. With the default name selected, click the **OK**.



- c. Select **Open Perspective in Window** and then click **Other** to open the following screen. Select "Analytics Studio" from the list, and click the **OK**.



- d. Input the IP address of the Dashboard Server in the **Analytics Server** column and click the **OK**. (You can also specify "localhost" if it is the same environment as the Dashboard Server.)



- e. End Analytics Studio.

2. Correct the configuration file.

Change the activeFunction.properties file in <Eclipse installation location>\plugins\com.fujitsu.bpm.designer_11.1.0\conf as follows:

Immediately after installation:

```
#  
# Sensor type  
#  
active.sensortype=RDB,ISI,Text,BPMFlow,MaintenanceBPMFlow
```

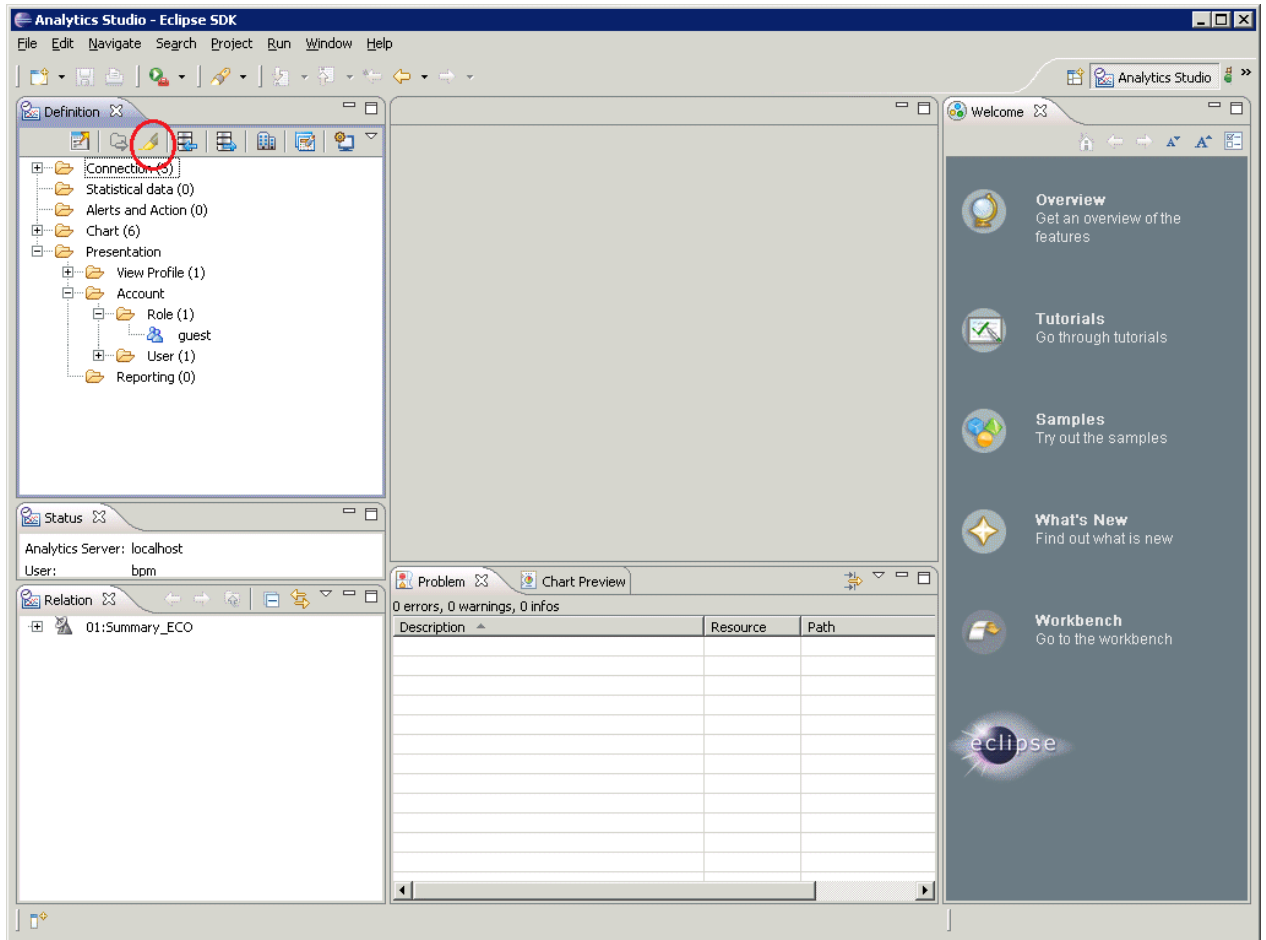
After correction:

```
#  
# Sensor type  
#  
active.sensortype=RDB,ISI,Text,BPMFlow,MaintenanceBPMFlow,PDB
```

3. Apply the Analytics Studio you have defined to the Interstage Business Process Manager Analytics server.

a. Start Eclipse, and change Edit Mode to the single user mode.

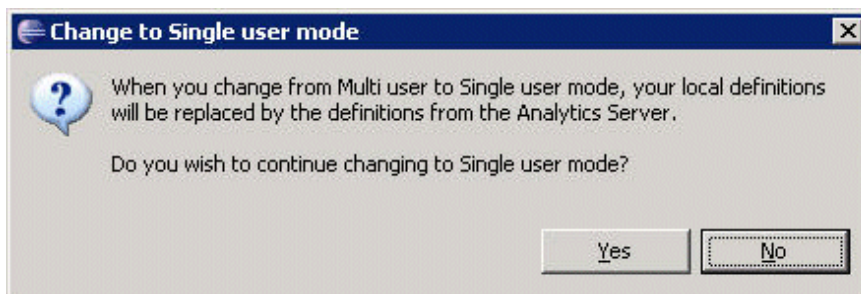
Open "Analytics Studio Perspective", and click the **Edit Mode**. (The following steps will be based in this screen.)

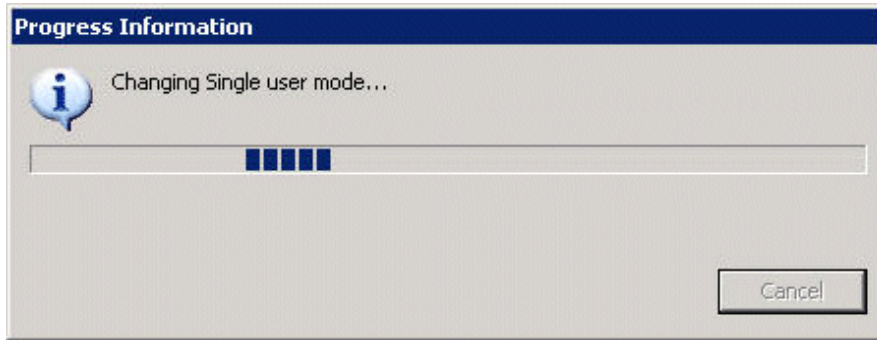


Note

If the **Edit Mode** is disabled, click the **Reload from Server** to the right to get the definitions (initial account and initial password: bpm).

Click the **Yes**.





b. Specify the template file and register it with Interstage Business Process Manager Analytics server.

Point

Bring the following files from the Manager environment to Analytics Studio environment and store them in a directory. These are self-extracting files. Double-click on each file to unpack it.

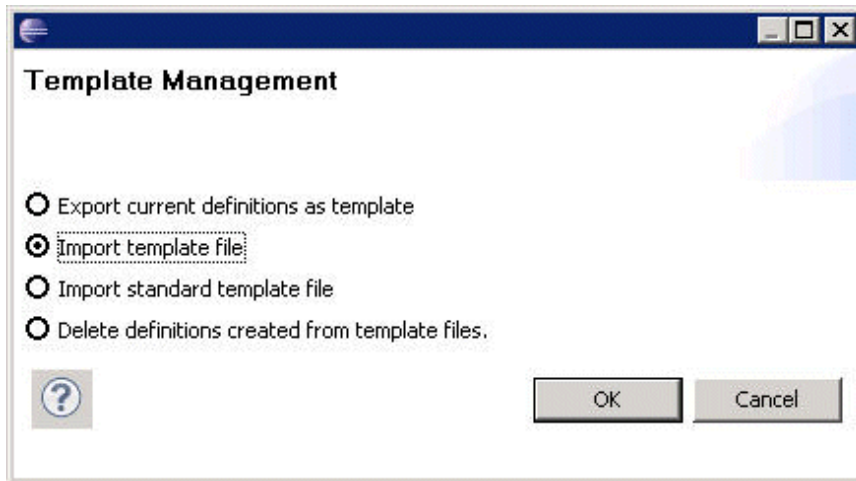
[In case that the Manager is Windows]

<Installation directory for the Manager>\dashboard\dashboard_en.exe

[In case that the Manager is Solaris or Linux]

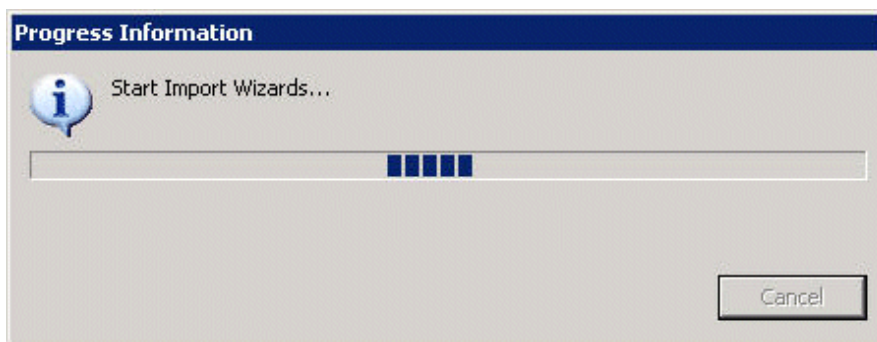
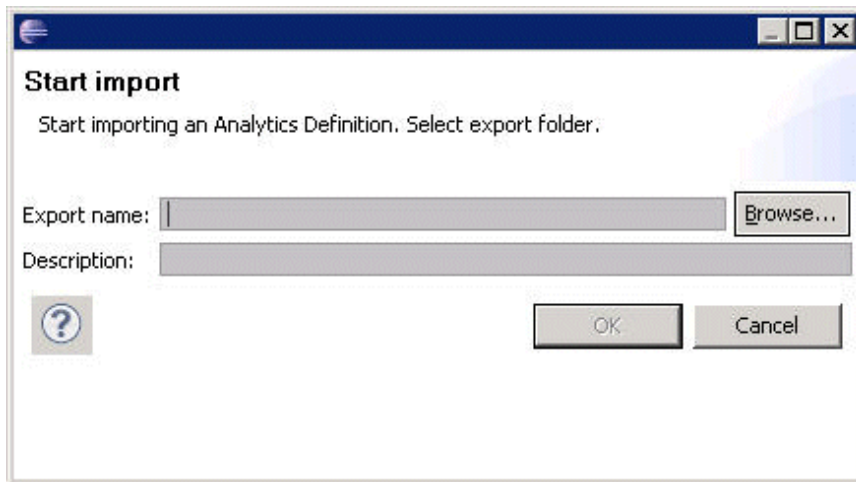
/opt/FJSVssqc/dashboard/dashboard_en.exe

Click the **Template** to display the following screen, select **Import template file** and click the OK button.



Click the **Browse** and specify the following folder from the extracted file:

<Extract directory>\dashboard\template\01-StandardTemplate



The **Select target server and sensors** screen appears so click the **Target sensor** column next to **Source sensor**.

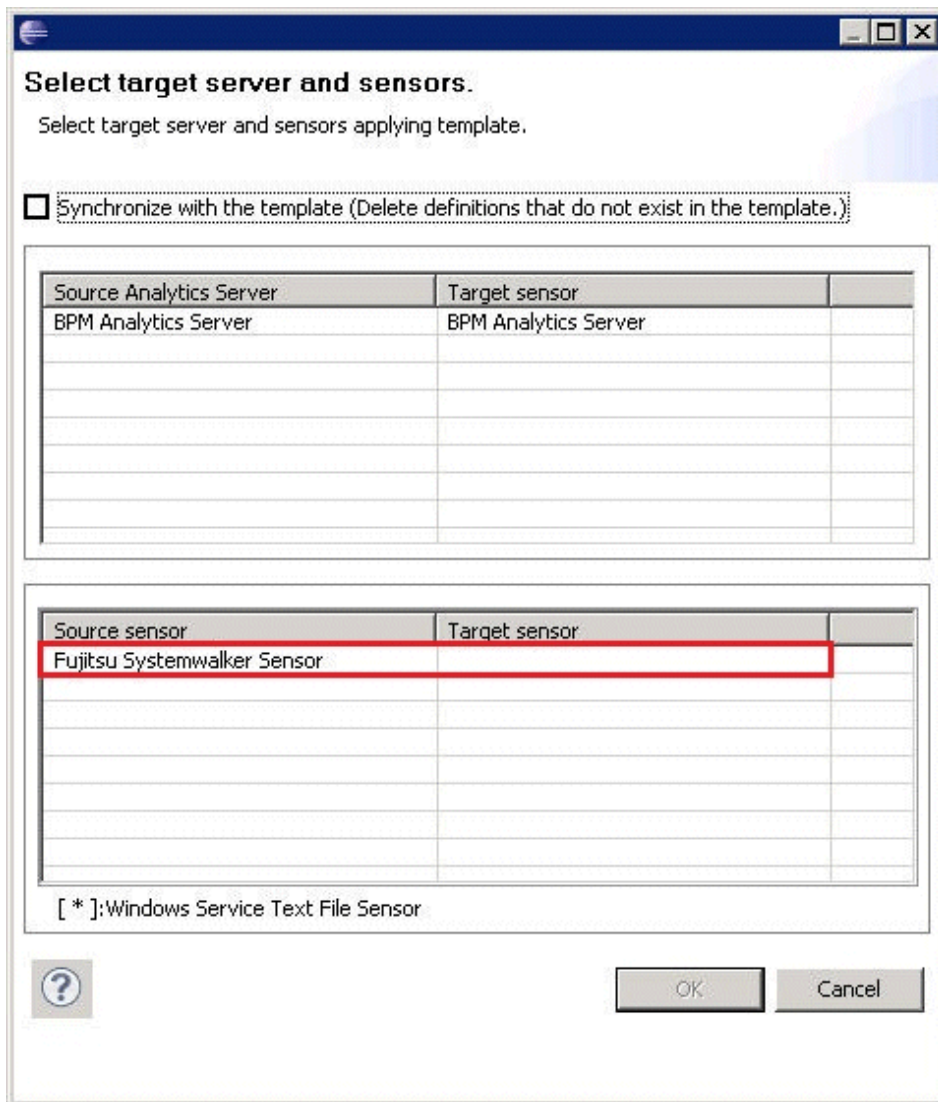
In the selection box that appears, specify the following and then click the **OK** button:

[Windows]

- Host name of the Dashboard Server

[UNIX]

- localsensor



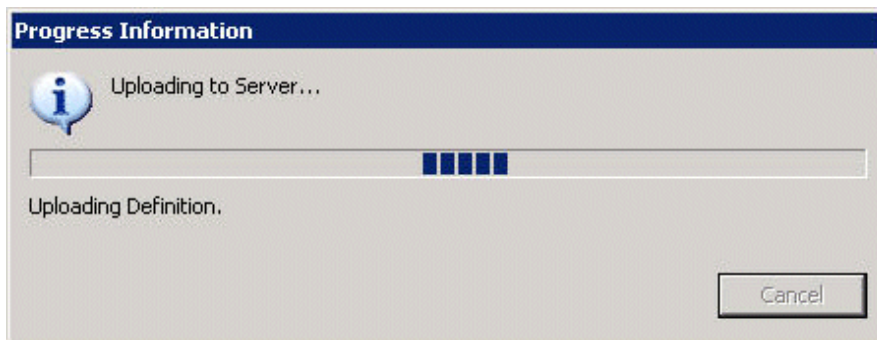
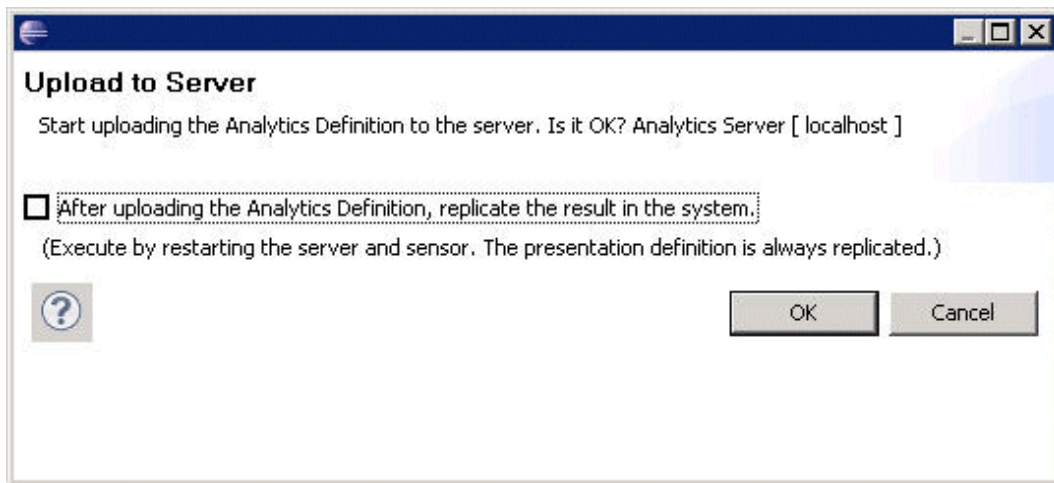
Click the **OK** button.



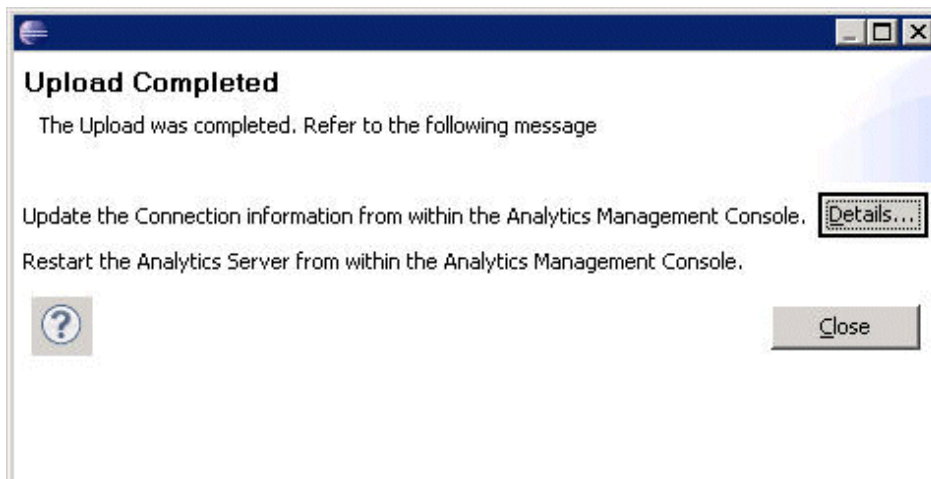
c. Refer to "[4.1.3.5 Account Management](#)" and set the account to the **View Profile** of the applied template.

- d. Upload the edited template to the server.

Click the **Upload to Server** and click the **OK** button when the following screen appears.



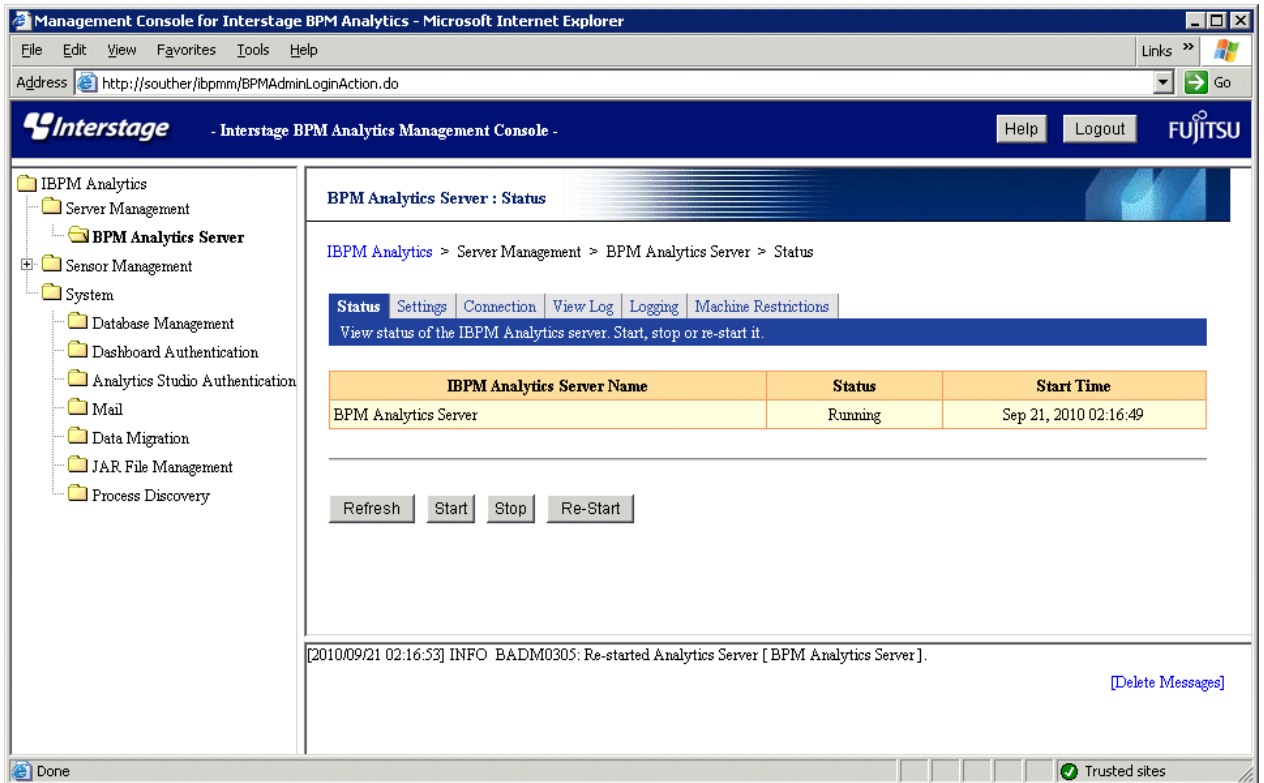
- e. When the completion screen appears, click the **Close**.



- f. Connect to the Interstage Business Process Manager Analytics Management Console. Refer to step 1 in "[3.2.4.4 Setting an Interstage Business Process Manager Analytics database](#)" for how to connect to the Management Console.

g. Restart the configuration files to Interstage Business Process Manager Analytics Server.

Click the **BPM Analytics System >> Server Management >> BPM Analytics Server** tab, then in the screen that appears to the right, click the **Re-Start** to restart.



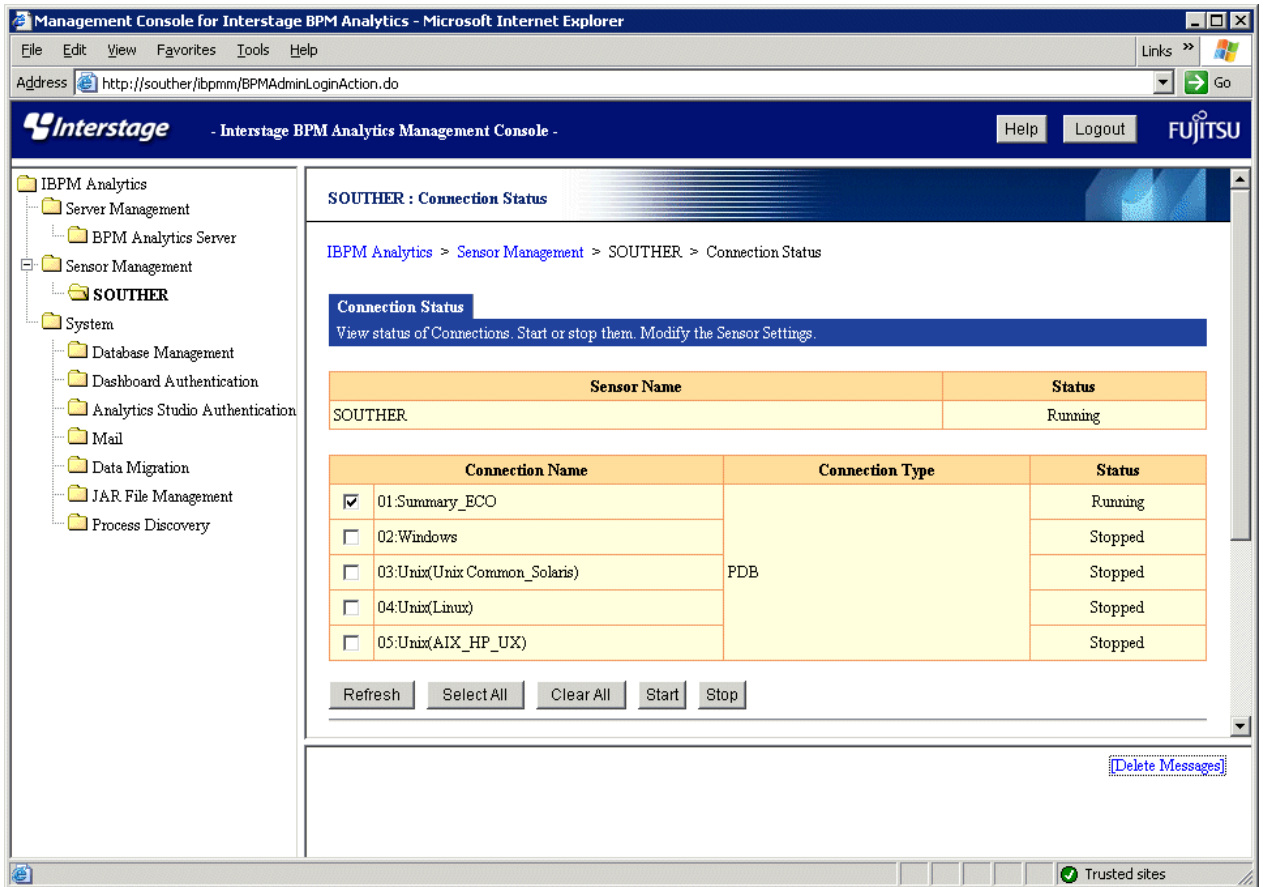
h. Start Sensor Connection Information (01:Summary_ECO).

Click the **Sensor Management - <sensor name>** tab, then in the screen that appears to the right, check the checkbox for the Connection Information name [01:Summary_ECO] and click the **Start**. Confirm that the **Status** has changed from "Stop" to "Start", then click the **Logout** at the top right.

Point

- If you check **After uploading the Analytics Definition, replace the result in the system** in d in this step, then the Connection Information name [01:Summary_ECO] will already be started so it will not be necessary to restart it.

- The <sensor name> is the name selected for **Target sensor** in b in this process.



3.4 Deleting the Dashboard Server Environment

This section explains how to delete the Dashboard Server environment.



About the uninstallation of the redistributable packages:

If the Dashboard Server is installed on a system that does not have the following redistributable packages already installed, then these will be automatically installed:

- Microsoft Visual C++ 2005 Redistributable
- Microsoft Visual C++ 2005 Redistributable (x64) - When installed on a Windows x64 machine

When deleting the Dashboard Environment, these packages are not automatically uninstalled.

3.4.1 Deleting the Configuration Management DataBase

[Windows]

1. Stop the Configuration Management DataBase

```
<Destination Folder of CMDB Manager>\FJSVcmdbm\bin\cmdbstop
```

2. Perform unsetup of the Configuration Management DataBase and confirm that "Command Successful!" is displayed for each one.

```
<Destination Folder of CMDB Manager>\FJSVcmdbm\bin\cmdbunsetupenv -k AGT_SQC  
<Destination Folder of CMDB Manager>\FJSVcmdbm\bin\cmdbunsetupenv -k MGR
```

3. Uninstall the Configuration Management DataBase.

In **Control Panel** >> **Add or Remove Programs**, select "Systemwalker CMDB Manager" and click the **Remove**. Uninstallation is complete when the finished screen appears.

4. Delete the "Destination Folder of CMDB Manager" directory.

Check the "Destination Folder of CMDB Manager" directory and delete it if it is still there.

5. Restart the Dashboard Server.

[UNIX]

Execute the following commands and confirm that "Command Successful!" is displayed for each.

```
/opt/FJSVcmdbm/bin/cmdbstop.sh  
/opt/FJSVcmdbm/bin/cmdbunsetupenv.sh -k AGT_SQC  
/opt/FJSVcmdbm/bin/cmdbunsetupenv.sh -k MGR  
/opt/FJSVcmdbm/setup/cmdbmanageruninstall.sh
```

3.4.2 Deleting Interstage Business Process Manager Analytics

This explains the steps for deleting Interstage Business Process Manager Analytics.



Information

Refer to the following manual for details:

- Chapter 7, "Uninstalling Interstage BPM Analytics" in the Interstage Business Process Manager Analytics V11.1 Installation Guide

[Windows]

1. In **Control Panel** >> **Add or Remove Programs**, select "Interstage Business Process Manager Analytics" and click the **Remove**.

[Solaris]

1. Put the CD-ROM in CD-ROM drive.

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.5/6" CD-ROM into the CD-ROM drive. If the volume management daemon does not run automatically, mount the CD.

```
# mkdir -p /cdrom/cdrom0 (*1)  
# /usr/sbin/mount -F hsfs -o ro /dev/dsk/cntndnsn /cdrom/cdrom0 (*2)
```

*1: Necessary only when there is no /cdrom/cdrom0.

*2: Match **n** to the CD-ROM drive of each installation machine.

2. Execute the following command:

```
# cd /cdrom/cdrom0/bpma
# ./uninstall.sh
```

[Linux]

1. Put the CD-ROM in CD-ROM drive.

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.6/7" CD-ROM into the CD-ROM drive. If the volume management daemon does not run automatically, mount the CD.

```
# mount -r -t iso9660 /dev/cdrom /mnt/cdrom (*1)
```

*1: Match mount point/mnt/cdrom of the CD-ROM drive to each system environment.

2. Execute the following command:

```
# cd /mnt/cdrom/bpma
# ./uninstall.sh
```



If the CD-ROM mounted automatically, the following message may appear due to permission being denied:

```
-bash: ./uninstall.sh: /bin/sh: bad interpreter: Permission denied
```

If this occurs, unmount the CD-ROM, then start again at step 1 to remount it.

3.4.3 Deleting Database

Please uninstall each database according to the manual of each database if it is unnecessary.

3.4.4 Uninstalling JDBC Driver

Please uninstall JDBC driver according to the manual of each database if it is unnecessary.

3.4.5 Deleting Interstage Application Server

The following explains the procedure for deleting Interstage Application Server.



Refer to the following manual for details:

- Chapter 2, "Uninstallation" in the *Interstage Application Server Installation Guide*

[Windows]

1. In **Control Panel** >> **Add or Remove Programs**, select "Interstage Application Server Standard-J Edition V9.2.0" and click the **Remove**.

[Solaris]

1. Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.2/6" CD-ROM into the CD-ROM drive in either the single-user mode or the multi-user mode to delete this software.

Move the current directory to the top of the CD-ROM and run `uninstall.sh`.

Note: In the single user mode, the above-mentioned CD may already be inserted.

```
# cd /cdrom/cdrom0
# ./uninstall.sh
```

[Linux]

1. Change to superuser.
The superuser must perform the installation.

```
# su -
```

2. Insert the CD-ROM.

Red Hat Enterprise Linux 5

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.2/7" CD-ROM into the CD-ROM drive.

Red Hat Enterprise Linux 6

Insert the "Systemwalker Service Quality Coordinator Enterprise Edition V13.5.0 Server Disc No.4/7" CD-ROM into the CD-ROM drive.

3. Execute `uninstall.sh`.

Execute the uninstallation shell script (`uninstall.sh`) by navigating to it in the CD-ROM directory and executing.

```
# mount /dev/device file name <CD-ROM mount directory>
# cd <CD-ROM mount directory>
# ./uninstall.sh
```



If the CD-ROM mounted automatically, the following message may appear due to permission being denied:

```
-bash: ./uninstall.sh: /bin/sh: bad interpreter: Permission denied
```

If this occurs, unmount the CD-ROM, then start again at step 3 to remount it.

3.5 Deleting the Analytics Studio Environment

This section explains how to delete the Analytics Studio environment.

3.5.1 Deleting the Interstage Business Process Manager Analytics Client

1. In **Control Panel** >> **Add or Remove Programs**, select "Interstage Business Process Manager Analytics" and click the **Remove**.

2. Follow the dialog to uninstall Interstage Business Process Manager Analytics.
3. When uninstallation is complete, delete the Analytics Studio's work area.
Delete the following directory:

```
<workspace selected when starting Eclipse>\Interstage BPM Analytics
```

Information

Refer to the following manual for details:

- *Interstage Business Process Manager Analytics V11.1 Installation Guide*

Note

If the client is in the same environment as the Interstage Business Process Manager Analytics Server, then the client is uninstalled when you uninstall the server. In that case the steps described in this section would be unnecessary.

3.5.2 Deleting Eclipse SDK

Delete the <Destination Folder of Eclipse>\eclipse directory.

Chapter 4 Operation

This chapter explains how to customize Systemwalker Service Quality Coordinator dashboard templates using the Analytics Studio and how to change settings when using the dashboard.



When starting the Analytics Studio under Windows Vista®, Microsoft® Windows Server® 2008, and Windows® 7, execute it as the administrator. To do so, from the Start menu, select **All Programs, Accessories**, then right-click **Command Prompt** and select **Run as administrator**.

4.1 Systemwalker Service Quality Coordinator Dashboard Templates

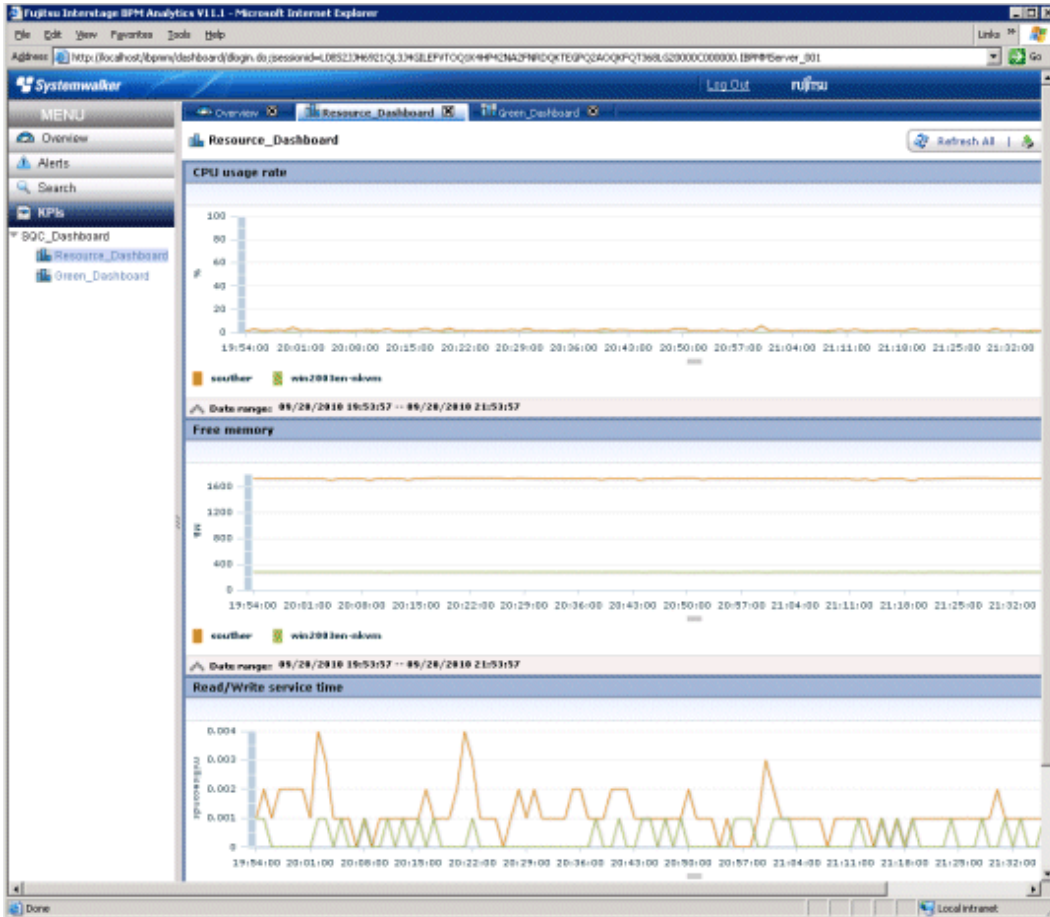
This section gives an overview of Systemwalker Service Quality Coordinator dashboard templates and how to customize them.

4.1.1 Overview

Systemwalker Service Quality Coordinator Dashboard templates offer the following views that allow you to monitor information from the Systemwalker Service Quality Coordinator:

Resource Dashboard

This view monitors resource information (CPU, memory, and disk).



Graph title	Displayed data	Displayed period	Remarks
CPU usage rate	Record name: SUM_PROC Field name: totproc	2 hours	Displayed for each system
Free memory	Record name: SUM_MEM Field name: freemem	2 hours	Displayed for each system
Read/Write service time	Record name: SUM_DISK Field name: dsksrvctim	2 hours	Displayed for each system

Note

When you display in line graphs information collected at different intervals from different agents (for example information from a server with an Agent installed and information from a server being monitored by an agent for Agentless Monitoring), the line for the agent whose collection interval is larger might be corrupted.

If you need to display information in a graph from agents that have different collection intervals, use the plot calibration function found in the Analytics Studio under **Chart >> Options**, and set the plotting interval so that it matches the largest collection interval.

For example, for SUM_PROC_totproc prepared as a template:

Agent for Agent-based Monitoring: One-minute intervals

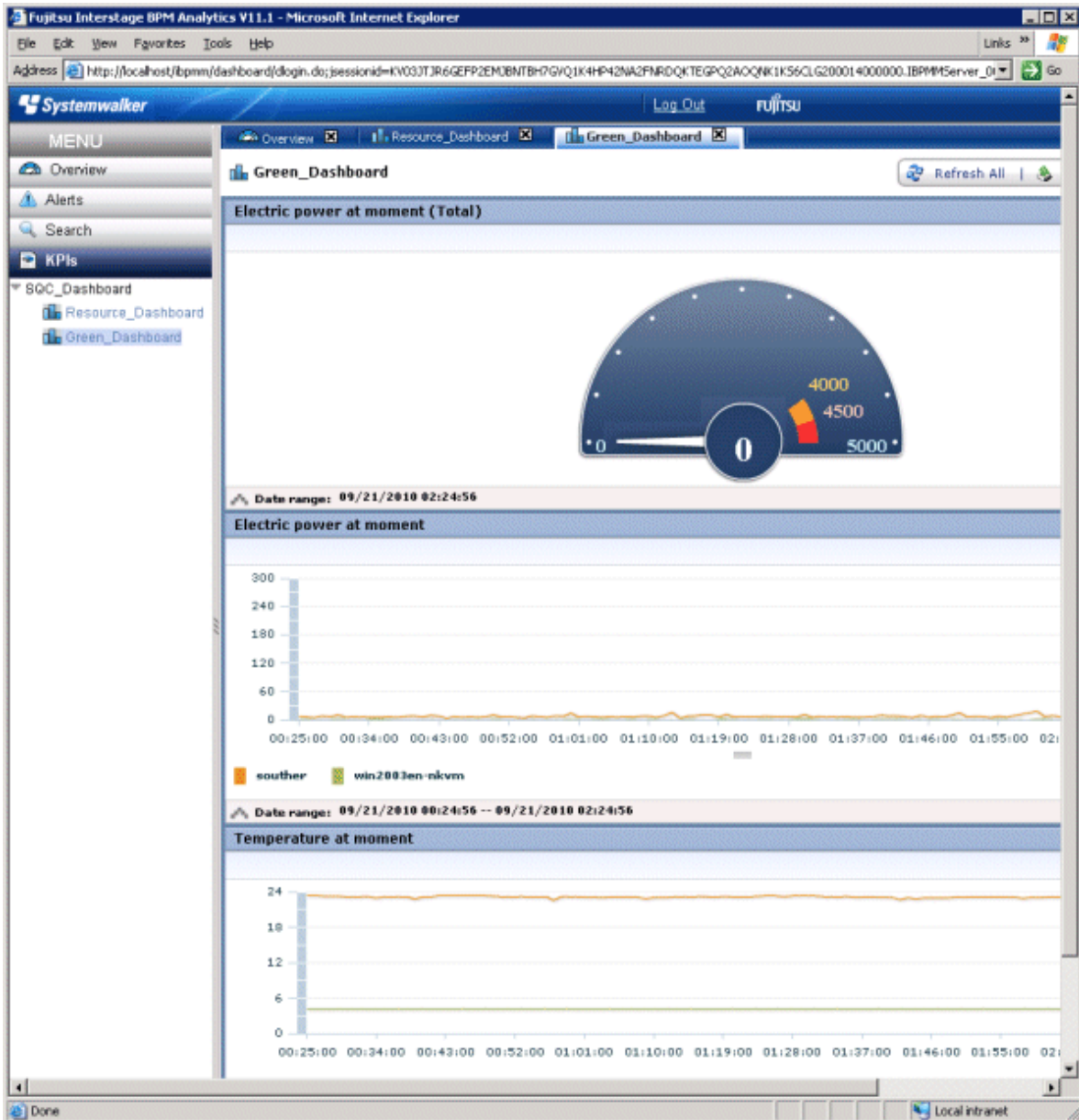
Agent for Agentless Monitoring: Five-minute intervals

Displayed period: 2 hours

For the above conditions, set the "Upper plotting limit for items" in "Plot calibration" to 24.

Green Dashboard

This view monitors machine power consumption and temperature.

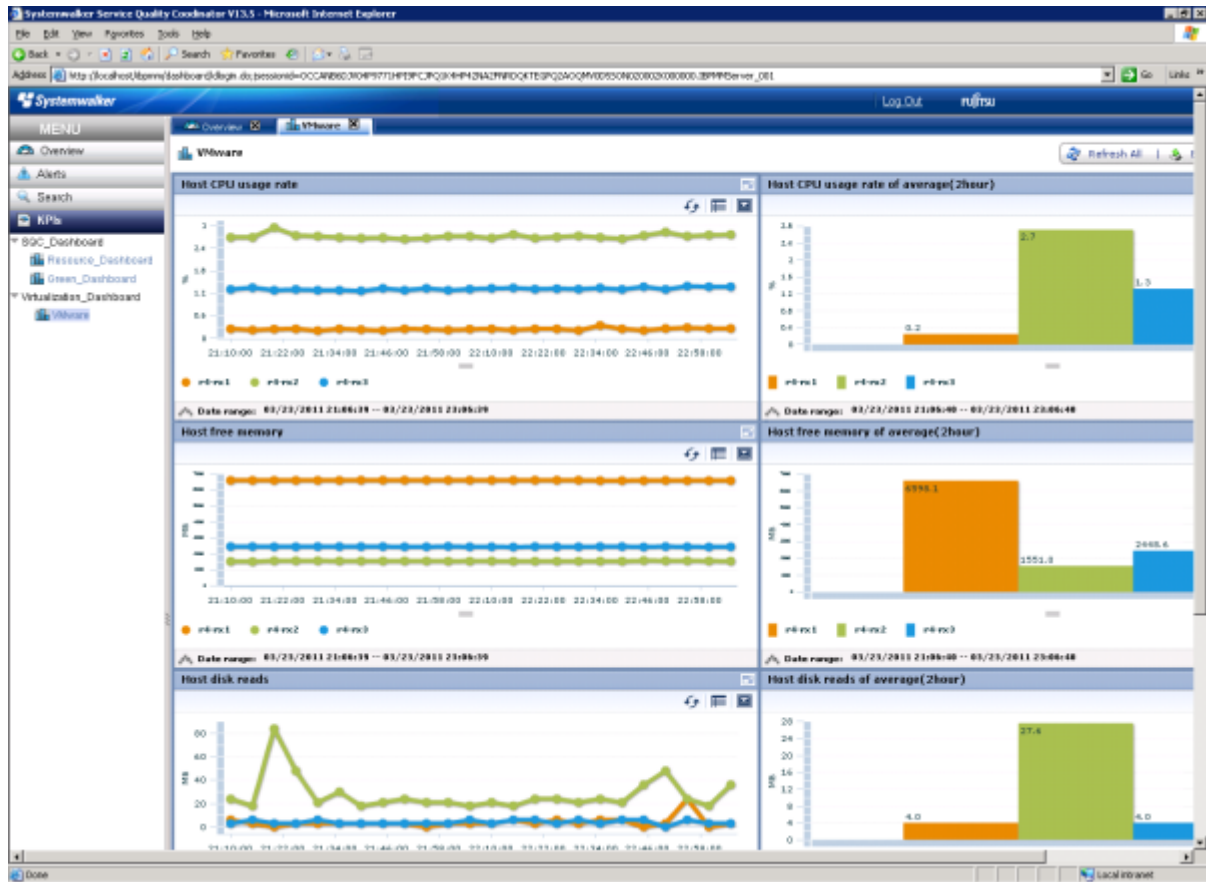


Graph title	Displayed data	Displayed period	Remarks
Electric power at moment (Total)	Record name: ECO_POWER Field name: power	Latest value	Sum total of the whole system Maximum: 5000 (default) (*1)
Electric power at moment	Record name: ECO_POWER Field name: power	2 hours	Displayed for each resource ID
Temperature at moment	Record name: ECO_TEMPERATURE Field name: temperature	2 hours	Displayed for each resource ID

*1: Change to match the operating environment.

Virtualization Dashboard

Sample of the view to observe the server resource of VMware host and guest servers. This sample dashboard is included in "T02-VirtualServer Template".



Graph title	Displayed data	Displayed period	Remarks
Host CPU usage rate	Record name: SUM_VMWPPROC Field name: pctottime	2 hours	Displayed for each system
Host CPU usage rate of average(2hour)	Record name: SUM_VMWPPROC Field name: pctottime	2 hours (average)	Displayed for each system Capable of drill-down to [Guest CPU usage rate] from the graph.
Host free memory	Record name: SUM_VMWPMEM Field name: pmfree	2 hours	Displayed for each system
Host free memory of average(2hour)	Record name: SUM_VMWPMEM Field name: pmfree	2 hours (average)	Displayed for each system Capable of drill-down to [Guest memory usage] from the graph.
Host disk reads	Record name: SUM_VMWPDISK Field name: pmbread	2 hours	Displayed for each system

Graph title	Displayed data	Displayed period	Remarks
Host disk reads of average(2hour)	Record name: SUM_VMWPDISK Field name: pmbread	2 hours (average)	Displayed for each system Capable of drill-down to [Guest disk reads] from the graph.
Host disk writes	Record name: SUM_VMWPDISK Field name: pmbwritn	2 hours	Displayed for each system
Host disk writes of average(2hour)	Record name: SUM_VMWPDISK Field name: pmbwritn	2 hours (average)	Displayed for each system Capable of drill-down to [Guest disk writes] from the graph.
Guest CPU usage rate	Record name: SUM_VMWVPROC Field name: run	2 hours	Displayed for each guest
Guest memory usage	Record name: SUM_VMWVMEM Field name: activemem	2 hours	Displayed for each guest
Guest disk reads	Record name: SUM_VMWVDISK Field name: mbread	2 hours	Displayed for each guest
Guest disk writes	Record name: SUM_VMWVDISK Field name: mbwritn	2 hours	Displayed for each guest

If you want to monitor information other than that included in the templates, customize your templates by referring to "[4.1.3 Customizing of Dashboard Templates](#)".

4.1.2 Using the Dashboard

This section describes how to use the dashboard.

Information

Refer to the *Interstage Business Process Manager Analytics V11.1 Studio Guide*.

4.1.2.1 Displaying the dashboard

Access the login screen of the dashboard with the following URL:

`http://<IP address of the dashboard server>/ibpmm`

The initial user ID and password are as follows:

- User ID: bpm
- Password: bpm

Refer to "[4.1.3.5 Account Management](#)" to add or change users.

Displaying the resource dashboard

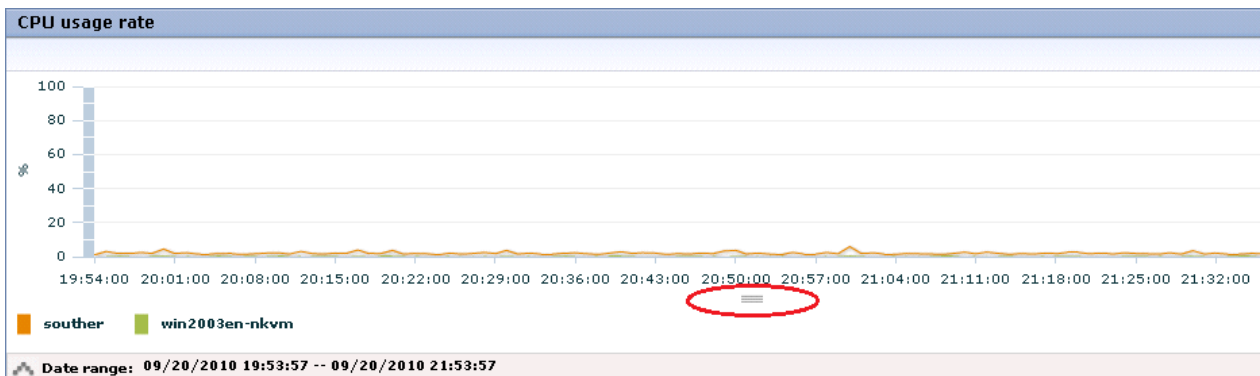
Select **KPIs >> Resource_Dashboard** to open the dashboard displaying the CPU, memory, and disk information.

Displaying the green dashboard

Select **KPIs >> Green_Dashboard** to open the dashboard displaying power consumption and temperature information.



When there are a large number of legend items shown in one chart, not all legend items will be displayed. To see more legend items, either increase the legend display area by dragging the center of the chart (circled in red in the below diagram), or maximize the whole chart.



4.1.3 Customizing of Dashboard Templates

Use the Analytics Studio to customize the Systemwalker Service Quality Coordinator dashboard templates.



For more detailed information on how to use the Analytics Studio (customizing charts and views, etc.), refer to the *Interstage Business Process Manager Analytics V11.1 Studio Guide*.



The connection information name "01:Summary_ECO" appears as an example in images throughout this chapter. However, the actual names that appear on working screens will depend on the template used in each case.

4.1.3.1 Dashboard template

There are different templates for the various items that need to be managed.

Refer to the following table to identify the template that includes the information you need:

Template name	Connection information name	Information collected	Remarks
01-StandardTemplate	01:Summary_ECO	ServerMonitor	
		ZoneMonitor/ZoneStackMonitor/ ZoneStackMonitor(All)	
		ECO folder/ECO reports	

Template name	Connection information name	Information collected	Remarks
	02:Windows	Windows folder/Windows reports	
	03:Unix(Unix Common_Solaris)	Solaris & Linux folder / UNIX reports	Records with the Record ID "UX_xxx" are defined from amongst the collected information.
	04:Unix(Linux)	Solaris & Linux folder / UNIX reports	Records with the Record ID "LX_xxx" are defined from amongst the collected information.
	05:Unix(AIX_HP_UX)	Solaris & Linux folder / UNIX reports	Records with the Record ID "AX_xxx" and "HP_xxx" are defined from amongst the collected information.
02- VirtualMachineTemplate	06:Virtual server (VMWare ESX / VMWare ESXi)	Vmware(Virtual)StackMonitor	
		Vmware(Physical)Monitor	
		Vmware folder/Vmware reports	
	07:Virtual server (Hyper-V)	HyperV(Virtual)StackMonitor	
		HyperV(Physical)Monitor	
		Hyper-V folder/Hyper-V reports	
08:Virtual server (Xen)	Xen(Virtual)StackMonitor		
	Xen folder/Xen reports		
03- Response&ServiceTemplate	09:Response_Service	UserResponseMonitor	
		ServiceAvailMonitor	
		WebTrnMonitor	
		ResponseCondition folder/End user response reports	
		ServiceCondition folder/HTTP/DNS/SMTP/PORT service reports	
		WebTrn folder/Web transaction reports	
04- Network&Storage Template	10:Network	TcpNetworkMonitor	
		No data/Systemwalker Network Manager reports	
		TcpNetwork folder/TcpNetwork report	
	11:Storagemonitor	StorageMonitor	
		StorageResource folder/Storage reports	
05- FujitsuMiddlewar eTemplate	12:Systemwalker	OperationMgrMonitor	
		No data/CentricManager reports	
		OperationMgr folder/OperationManager reports	
	13:Interstage (summary)	Interstage(EJB)Monitor	
		Interstage(TD)Monitor	
		Interstage(CORBA)Monitor	

Template name	Connection information name	Information collected	Remarks
		Interstage(IJServer)Monitor	
		TxnSyncMonitor	
		TxnAsyncMonitor	
		ISI SequenceMonitor	
		ISI QueueMonitor	
	14:Interstage (detailed)	Interstage folder/Interstage reports	
		Interstage(TxnAnalysis) folder/no reports	
		TxnAnalysis(Sync) folder/no reports	
		TxnAnalysis(Async) folder/no reports	
		ISI folder/ISI reports	
06- DatabaseTemplate	15:SymfoWARE	SymfowareMonitor	
		Symfoware folder/Symfoware reports	
	16:Oracle	OracleMonitor	
		Oracle folder/Oracle reports	
	17:MS-SQL	MS-SQL_Monitor	
07- MiddlewareTemplate	18:MS-NET	MS-.NET_Monitor	
		MS-.NET folder/MS-.NET reports	
	19:SAP	SAP Monitor	
		SAP folder/SAP reports	
08- UserdataTemplate	20:UserDataMonitor	UserDataMonitor	
	21:UserData	UserData folder/Detailed report (UDATA1 to 20)	

Refer to "3.3.3 Applying Analytics Studio Definitions" for how to apply the templates.



Note

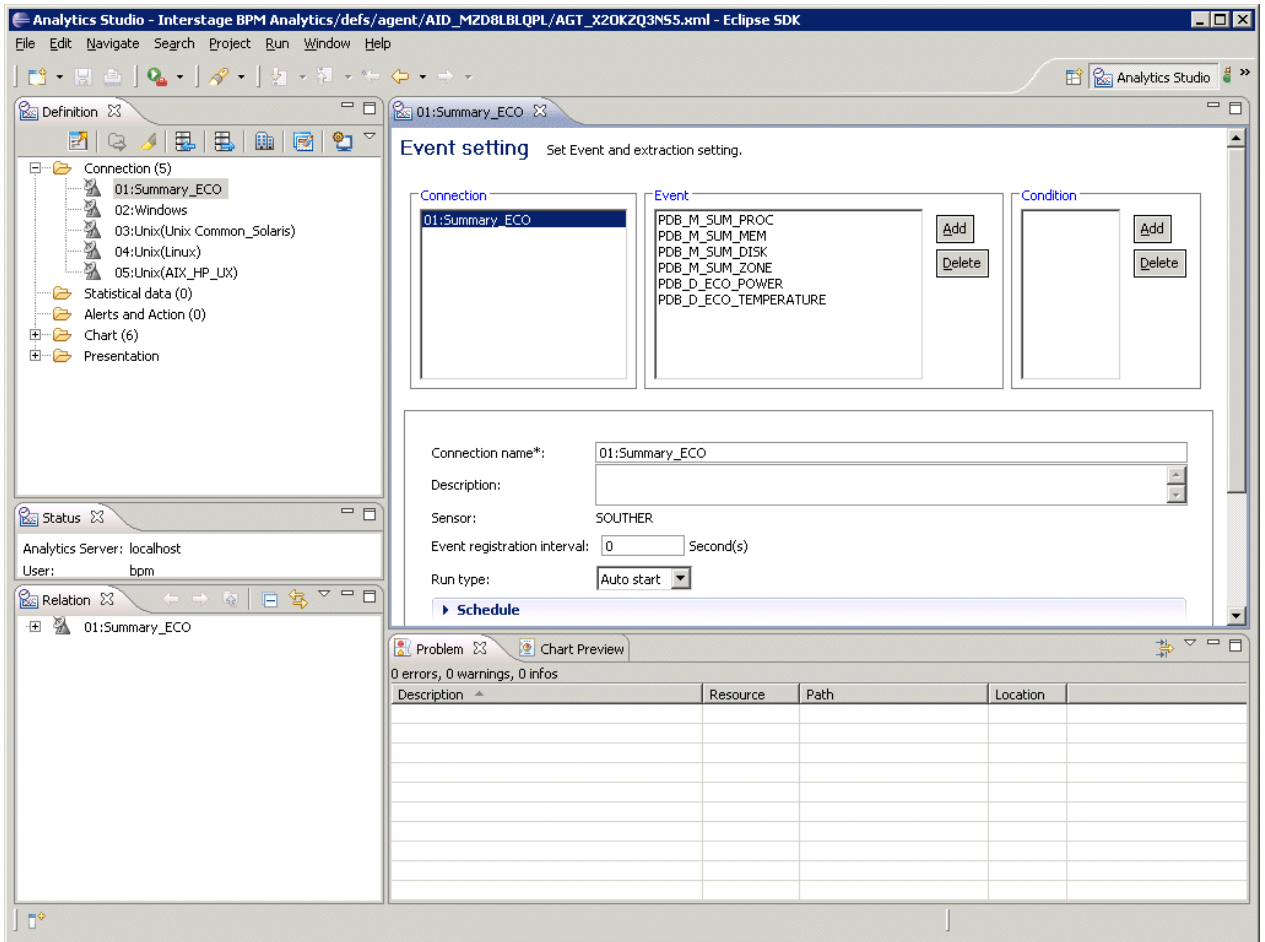
Agent performance information that can be collected by the Dashboard Server is as follows.

- Summary data
- Resource data (10 minutes)

4.1.3.2 Setting Agents to be monitored

By specifying the Agents to be monitored, only data from those agents is transferred to the Dashboard Server. This prevents the Dashboard Server from being overloaded with information.

- The "01:Summary_ECO" view appears, next select **Connection Information** >> **01:Summary_ECO**.



- Enter the IP addresses of the Agents you want to monitor with the Dashboard in the text box next to **TargetServerNameList*** under **PDBSensorConf**. To enter multiple Agents for monitoring, separate each individual IP address with commas.

Note

For agent for Agentless Monitoring and virtualized software (Vmware, Hyper-V, Xen), rather than entering an IP address, enter the DISPLAYNAME (or HOSTNAME if there is no DISPLAYNAME) in the remote monitoring configuration file created by the Manager/Proxy Manager.

Point

By default, an asterisk is entered in the **PDBSensorConf** >> **TargetServerNameList*** text box. This asterisk indicates that performance information from all Agents in the PDB has been obtained.

To specify the Agents from which performance information is collected, enter their host names or IP addresses (up to 43,644 alphanumeric characters in length). Use the asterisk (*) wildcard character to extend the host names or IP addresses by one or more characters to the right and/or left.

Examples are shown below:

- "Win*" entered Host names beginning with "Win" are specified
- "*dows" entered Host names ending with "dows" are specified
- "*ndo*" entered Host names including "ndo" are specified
- "192.168.0.*" Agents with IP addresses between 192.168.0.0 and 192.168.0.255 are specified

4. Select the **Definition** view in **Upload to Server** to upload the changed definition information in the Dashboard Server.

4.1.3.3 Changing the Dashboard Server's data collection interval

This section describes how to change the collection interval for the monitored data that the Dashboard Server collects from the Manager.



Note

Do not change the collection interval to one smaller than the default setting (10 minutes) or else the Dashboard Server may become overloaded and unable to collect data correctly.

Procedure

1. Select **01:Summary_ECO** from the Analytics Studio's **Definition** view.
2. Select the event for which the data collection interval is to be changed from the "01:Summary_ECO" view.
3. Select **Condition_<event name>** from Collection Condition.
4. In the **Schedule >> Schedule Setting >> Interval column**, change the time to the data collection interval you want.
5. Select the **Definition** view in **Upload to Server** to upload the changed definition information into the Dashboard Server.

4.1.3.4 Adding information to be monitored to the Dashboard

The following events are enabled as monitored items in the Systemwalker Service Quality Coordinator Dashboard template (01-StandardTemplate) and performance information for them is transferred from the Manager to the Dashboard Server.

Event name	Remarks
PDB_M_SUM_PROC	Monitor information (CPU)
PDB_M_SUM_MEM	Monitor information (memory)
PDB_M_SUM_DISK	Monitor information (disk)
PDB_D_ECO_POWER	Power consumption
PDB_D_ECO_TEMPERATURE	Temperature

To add other events, refer to "[4.1.3.1 Dashboard template](#)". After applying the required template, do the following processes:

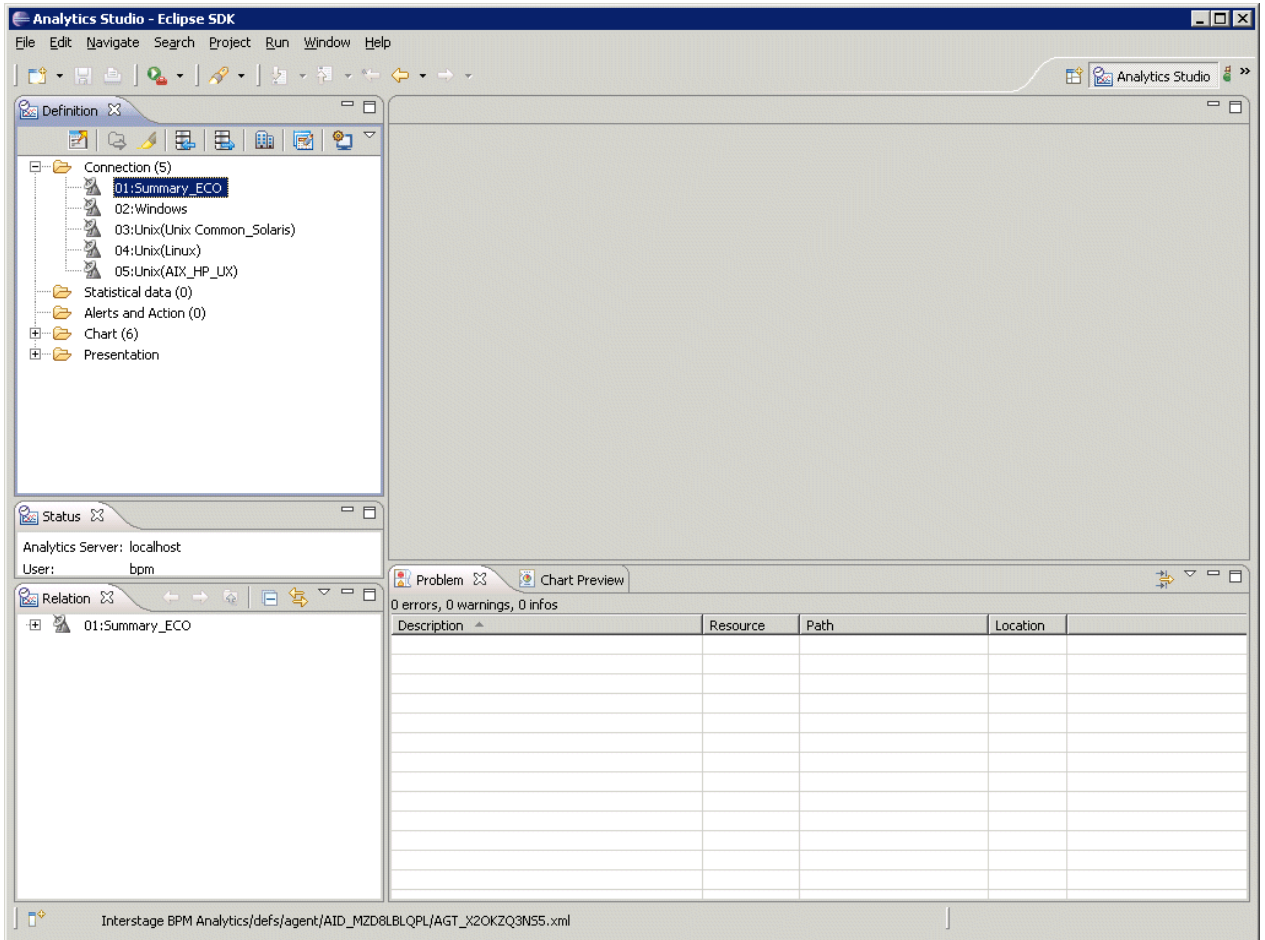


Note

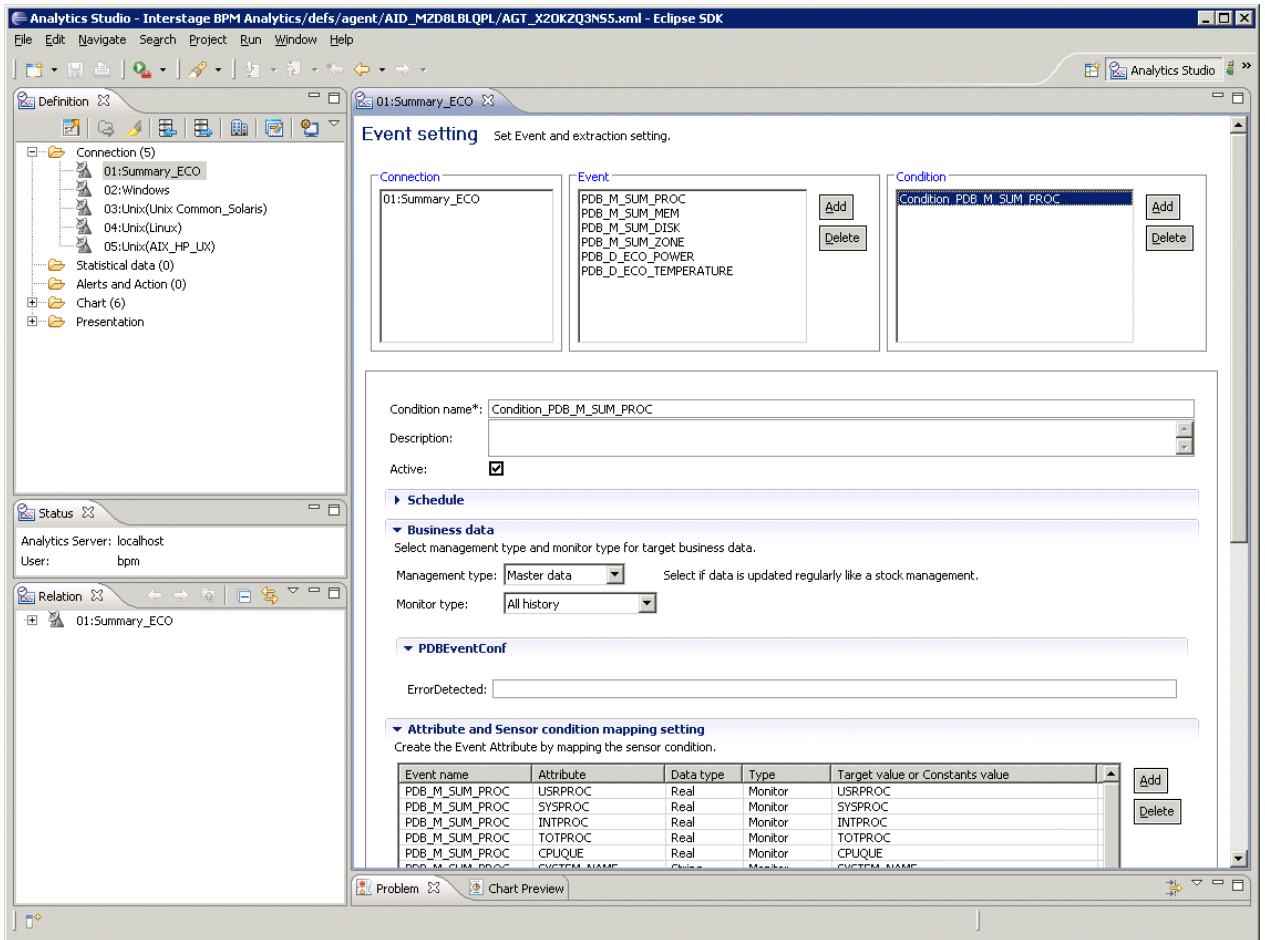
- When you want to add an event to be monitored or apply a new Dashboard template, you must go to **Sensor Management** in the Interstage Business Process Manager Analytics Management Console and stop all Connection Information instances whose connection type is "PDB". Trying to add a monitored event, or to apply and upload a template, while these instances are running can take a great deal of time.
- When you need to apply more than one Dashboard template, make sure you go through the procedure of applying the template, uploading it, and saving the changes to the definition in the Dashboard Server for one template at a time. Trying to apply and upload more than one template at once can take a great deal of time.

Procedure

1. In the Analytics Studio's **Definition** view, select **Connection >> 01:Summary_ECO**.



2. The "01:Summary_ECO" view is displayed, select **Event** >> <event name>.



3. Select **Collection Condition** >> **Condition_<event name>**.
4. Check the **Active** check box.
5. Select the **Definition** view in **Upload to Server** to upload the changed definition information into the Dashboard Server.
6. Use the Interstage Business Process Manager Analytics Management Console to restart the Interstage Business Process Manager Analytics Server and activate the sensor connection information (01:Summary_ECO in this example).

After logging into the Management Console, click the **BPM Analytics System** >> **Server Management** >> **BPM Analytics Server** tab, then in the screen that appears to the right, click the **Re-Start** to restart.

To activate the connection information (01:Summary_ECO), after logging into the Management Console, select **Sensor Management** >> <sensor name> and check the **Connection Information name** checkbox "01:Summary_ECO" and click the **Start**.

Point

Stop event information that does not need to be monitored from being transferred to the Dashboard Server by unchecking the **Active** check box.

4.1.3.5 Account Management

Use account management to define access rights to the Dashboard.

User Management

Register people who will be using the Dashboard for monitoring as Dashboard users.

Create roles

By creating roles and associating them with the users created in user management, access to the Dashboard can be managed.

- Roles

It is necessary to grant access rights to users so that they can use the Dashboard. If a user has been granted rights corresponding to a certain ID, then that user can see the Dashboard for that event. These rights of access are referred to as 'roles'.

- Guest role

Each system can have one guest role so that a user who does not belong to any particular role will belong to the guest role. A user cannot belong to both a particular role and the guest role.

User Registration procedure

1. In the Analytics Studio's **Definition** view, select **Launch Wizards**.
2. Select the Analytics wizard's **Presentation**.
3. In the **Create Dashboard** window, select **Create User** and click the **OK**.
4. The **Create User** window is displayed. Enter a **user ID**, **user name**, and **password** and click the **OK** button.

Procedure for creating roles

1. In the Analytics Studio's **Definition** view, select **Launch Wizards**.
2. Select the Analytics wizard's **Presentation**.
3. In the **Create Dashboard** window, select **Create Role** and click the **OK**.
4. The **Create Role** window is displayed. Make the user settings and select the **View Profile** that the role can have access to and click the **OK**.

For details, see the *Interstage Business Process Manager Analytics V11.1Studio Guide*.

4.2 Event Format

This section explains the composition of event names and event attributes defined by dashboard templates.

4.2.1 Event Name

This section explains the relationship between the event names defined in the Dashboard templates and the Record IDs described in Chapter 4, "Data Formats" in the *Systemwalker Service Quality Coordinator Reference Guide*.

4.2.1.1 Summary Information

Record IDs of the summary information types described in section 4.1, "Summary Information" in the *Systemwalker Service Quality Coordinator Reference Guide* that have the prefix "PDB_M" added to the front of their names become the event names of the summary information.

Example: For ServerMonitor

Record ID	Event name
SUM_PROC	PDB_M_SUM_PROC
SUM_MEM	PDB_M_SUM_MEM
SUM_DISK	PDB_M_SUM_DISK

4.2.1.2 Drilled-Down/Report Information

Record IDs of the drill down/report information types described in Section 4.2, "Drilled-Down / Report Information" in the *Systemwalker Service Quality Coordinator Reference Guide* that have the prefix "PDB_D" added to the front of their names become the event names of the Drilled-Down/Report information.

For example: Windows folder/Windows reports

Record ID	Event name
WIN_DISKSPACE	PDB_D_WIN_DISKSPACE
WIN_PROCESS	PDB_D_WIN_PROCESS
WIN_LOGDISKBUSY	PDB_D_WIN_LOGDISKBUSY
WIN_PHYDISKBUSY	PDB_D_WIN_PHYDISKBUSY
WIN_MEMORY	PDB_D_WIN_MEMORY
WIN_PAGEFILE	PDB_D_WIN_PAGEFILE
WIN_CPUBUSY	PDB_D_WIN_CPUBUSY
WIN_NET_INTERFACE	PDB_D_WIN_NET_INTERFACE
WIN_NET_SYSTEM	PDB_D_WIN_NET_SYSTEM
WIN_SYSTEM	PDB_D_WIN_SYSTEM

4.2.2 Event Attributes

This section explains event attributes in events defined by dashboard templates. The following table shows the header information of the attributes of each event:

Event attribute name	Description
SYSTEM_NAME	System name
RECORD_ID	Record ID
RESOURCE_ID	Resource ID
START_DATE_TIME	GMT (Greenwich mean time)
END_DATE_TIME	GMT (Greenwich mean time)
CONSOL_FLAG	0 to 3 - 0: Summary data - 1: 10 minute data - 2: 1 hour data - 3: 1 day data
CONSOL_INTERVAL	Collection interval (seconds)
NS0_ID	IP address or host name of Agent

Event attribute name	Description
NSO_HOSTNAME	Hostname of Agent

Along with the above attributes, the performance information for the events are also defined as event attributes.

Performance information definition names are the fully capitalized "Field Names" of the record formats described in Chapter 4, "Data Formats" in the *Systemwalker Service Quality Coordinator Reference Guide*.

Note

If the server being monitored is in a virtual environment or is an agent for Agentless Monitoring, set the host name as NSO_ID. Specifically, use the values set as the DISPLAYNAME in the remote monitoring configuration file.

4.3 Adding Agents

If you add Systemwalker Service Quality Coordinator Agents after starting to use the Dashboard, this information must be replicated on the Dashboard Server.

Information about the Agent's configuration is regularly collected at 4 o'clock by the Dashboard Server, but you can add it to the Dashboard Server immediately with the following command:

[Windows]

```
<CMDB installation directory> \FJSVcmdbm\bin\cmdbrefresh -q
```

[UNIX]

```
/opt/FJSVcmdbm/bin/cmdbrefresh.sh -q
```

4.4 Changing the IP addresses of connected Managers

To change the IP address of the Systemwalker Service Quality Coordinator Manager connected to the Dashboard Server, perform the following procedure on the Dashboard Server:

Procedure

1. To stop the Dashboard Server's CMDB service, run the following command:

[Windows]

```
<CMDB installation directory> \FJSVcmdbm\bin\cmdbstop
```

[UNIX]

```
/opt/FJSVcmdbm/bin/cmdbstop.sh
```

2. Change the following file to change IP addresses:

[Windows]

```
File: <CMDB installation directory>\FJSVcmdbm\axis2\WEB-INF\services\mdr_sqc  
\mdrdb.properties
```

[UNIX]

```
/opt/FJSVcmdbm/axis2/WEB-INF/services/mdr_sqc/mdrdb.properties
```

Before:

```
mdbad.sqc.server.name=<old IP address>
```

After:

```
mdbad.sqc.server.name=<new IP address>
```

3. To add the configuration information about the Agents registered in the newly connected Manager, run the following command:

[Windows]

```
<CMDDB installation directory>\FJSVcmdbm\bin\cmdbstart  
<CMDDB installation directory>\FJSVcmdbm\bin\cmdbrefresh -q
```

[UNIX]

```
/opt/FJSVcmdbm/bin/cmdbstart  
<CMDDB installation directory>\FJSVcmdbm\bin\cmdbrefresh.sh -q
```

4.5 Setting Dashboard Server Data Retention Periods

This section describes how to change the retention periods for monitored data that the Dashboard Server collects from the Manager.



Information

Refer to the *Interstage Business Process Manager Analytics V11.1 Studio Guide*.



Note

If you do not do make a data retention setting, data will remain undeleted on the Dashboard Server. A retention period must be set for each monitored item.

1. Select **System >> Moving Event Data** for Interstage BPM-A's Management Console.
2. Make the following settings in the **Create an Archive Rule** tab:
 - **Rule Name:** any
 - **Migration Mode:** Delete
 - **Event Definition:** specify the event at which the retention period will begin running
 - **Length of Present Event:** set the length of time that the data is to be retained before it is deleted

4.6 Backup and Restore of the Dashboard Server Environment

This chapter explains the backup and restoration of the Dashboard Server environment, this is useful when the environment needs to be transferred or restored.

4.6.1 Backup and Restore of Interstage Application Server

There is no particular data to backup. To transfer the Dashboard Server environment to another location, follow the steps in "[3.2.2 Installing Interstage Application Server](#)" to reinstall the Interstage Application Server.

4.6.2 Backup and Restore Interstage Business Process Manager Analytics/ Database

Refer to the following manual for details. Note that the backup of the Interstage BPM Analytics environment can only be used to restore onto a system with the same configuration. This means that components, such as the database product used for the event management database and the array of sensors, must be the same on the machine where Interstage BPM Analytics is to be restored as on the machine that the backup was made from.



Information

Refer to Chapter 1, "Maintaining" in the *Interstage Business Process Manager Analytics V11.1 Administration Guide*



Note

The Dashboard Server in this manual corresponds to the Analytics Server in the above-mentioned Administrator's Guide.

Backup and restore the database using as event storage database, referring to the database's manuals.

4.6.3 Backup and Restore of the Configuration Management DataBase

4.6.3.1 Backup of the Configuration Management DataBase

This section explains how to backup CMDDB resources.

1. Check the space available for backup in the backup location.

To estimate approximately how much space the backup location will require, calculate the total volume of the following directories:

[Windows]

- <Destination Folder of CMDDB>\FJSVcmdbm\Enabler\EnablerDStores
- <Destination Folder of CMDDB>\FJSVcmdbm\Enabler\EnablerATFiles
- <Destination Folder of CMDDB>\FJSVcmdbm\Enabler\EnablerBackups

[UNIX]

- /opt/FJSVcmdbm/var/Enabler/EnablerDStores
- /opt/FJSVcmdbm/var/Enabler/EnablerATFiles
- /opt/FJSVcmdbm/var/Enabler/EnablerBackups

Continue with the following procedure after confirming that the backup location has more space available than the total volume taken up by the above three directories.

2. Back up the CMDB resources.

Make sure that the location you specify as the backup location in the command parameters has the available space described above, then use the following backup command to create a backup directory:

[Windows]

```
<Destination Folder of CMDB>\FJSVcmdbm\bin\cmdbbackup.bat -d <backup directory>
```

[UNIX]

```
/opt/FJSVcmdbm/bin/cmdbbackup.sh -d <backup directory>
```



- Specify a full path for the backup directory. Directories with spaces in the path cannot be specified. ([UNIX] This directory should also be able to be referenced by the OMS user.)
- If the specified directory already exists at the location specified, it will be overwritten when you run the command.
- To restore the backed-up resources on another machine, you must manually move the resources to the other machine.

4.6.3.2 Restoring the Configuration Management DataBase

This section explains how to restore backed-up CMDB resources.

1. Stop the CMDB service.

Stop the CMDB service before restoration using the following command:

[Windows]

```
<Destination Folder of CMDB>\FJSVcmdbm\bin\cmdbstop.bat
```

[UNIX]

```
/opt/FJSVcmdbm/bin/cmdbstop.sh
```

2. Set up CMDB.

This is only necessary if CMDB setup has not yet been done, such as just after installation of the CMDB on a new environment.

[Windows]

```
<Destination Folder of CMDB Manager>\FJSVcmdbm\bin\cmdbsetupenv.bat -k MGR
```

[UNIX]

```
/opt/FJSVcmdbm/bin/cmdbsetupenv.sh -k MGR
```

3. Restore the CMDB resources.

Restore the CMDB resources by running the restoration command (note that you will need the folder name of the backup resources as one of the parameters for the command).

[Windows]

```
<Destination Folder of CMDB>\FJSVcmdbm\bin\cmdbrestore.bat -d <backup directory>
```

[UNIX]

```
/opt/FJSVcmdbm/bin/cmdbrestore.sh -d <backup directory>
```

Note

Specify a full path for the backup directory. Directories with spaces in the path cannot be specified.

4. Start the CMDB service.

Use the following command to start the CMDB service.

[Windows]

```
<Destination Folder of CMDB>\FJSVcmdbm\bin\cmdbstart.bat
```

[UNIX]

```
/opt/FJSVcmdbm/bin/cmdbstart.sh
```

4.6.4 Settings in the Analytics Studio Environment

If you have moved the Dashboard Server to a new environment and the IP address changes, you will also need to change the settings in the Analytics Studio environment. The procedure to enter the new IP address of the Dashboard Server is described in the procedure 1.d. in "[3.3.3 Applying Analytics Studio Definitions](#)".