



Systemwalker Service Quality Coordinator

User's Guide (Dashboard Edition)

Windows/Solaris/Linux

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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 User's Guide (Systemwalker User Management and Single Sign-On Edition)
Explains how to install and use the Systemwalker User Management and Systemwalker Single Sign-On functions when Systemwalker Service Quality Coordinator is to be used.
- Systemwalker User's Guide - Systemwalker User Management and Single Sign-On
Explains how to install the Systemwalker User Management function and the Systemwalker Single Sign-On function.
- Systemwalker Service Quality Coordinator Glossary
This manual explains Systemwalker Service Quality Coordinator terminology.

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 V15.0.1
- Systemwalker Service Quality Coordinator Standard Edition V15.0.1

Abbreviations

- The term "Windows Server 2012" refers to the following products:
 - Microsoft(R) Windows Server(R) 2012 Foundation
 - Microsoft(R) Windows Server(R) 2012 Standard
 - Microsoft(R) Windows Server(R) 2012 Datacenter
- The term "Windows Server 2008" refers to the following products:
 - Microsoft(R) Windows Server(R) 2008 R2 Foundation
 - Microsoft(R) Windows Server(R) 2008 R2 Standard
 - Microsoft(R) Windows Server(R) 2008 R2 Enterprise
 - Microsoft(R) Windows Server(R) 2008 R2 Datacenter
 - Microsoft(R) Windows Server(R) 2008 Foundation
 - Microsoft(R) Windows Server(R) 2008 Standard
 - Microsoft(R) Windows Server(R) 2008 Enterprise
 - Microsoft(R) Windows Server(R) 2008 Datacenter
 - Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM)
 - Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM)
 - Microsoft(R) Windows Server(R) 2008 Datacenter without Hyper-V(TM)
 - Microsoft(R) Windows Server(R) 2008 Standard Server Core
 - Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Server Core
 - Microsoft(R) Windows Server(R) 2008 Enterprise Server Core
 - Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) Server Core
 - Microsoft(R) Windows Server(R) 2008 Datacenter Server Core
 - Microsoft(R) Windows Server(R) 2008 Datacenter without Hyper-V(TM) Server Core
- The term "Windows Server 2003" refers to the following products:
 - Microsoft(R) Windows Server(R) 2003 R2, Standard Edition
 - Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition
 - Microsoft(R) Windows Server(R) 2003 R2, Datacenter Edition
 - Microsoft(R) Windows Server(R) 2003, Standard Edition
 - Microsoft(R) Windows Server(R) 2003, Enterprise Edition
 - Microsoft(R) Windows Server(R) 2003, Datacenter Edition

- The term "Windows 8" refers to the following products:
 - Windows(R) 8
 - Windows(R) 8 Pro
 - Windows(R) 8 Enterprise
- The term "Windows 7" refers to the following products:
 - Windows(R) 7 Home Premium
 - Windows(R) 7 Professional
 - Windows(R) 7 Enterprise
 - Windows(R) 7 Ultimate
- The term "Windows Vista" refers to the following products:
 - Windows Vista(R) Home Basic
 - Windows Vista(R) Home Premium
 - Windows Vista(R) Business
 - Windows Vista(R) Enterprise
 - Windows Vista(R) Ultimate
- The term "Windows XP" refers to the following products:
 - Microsoft(R) Windows(R) XP Home Edition
 - Microsoft(R) Windows(R) XP Professional Edition
- Windows Server 2003 and Windows Server 2008 are referred to as "Windows Server 2008 and earlier".
- Windows Server 2008 and Windows Server 2012 are referred to as "Windows Server 2008 and later".
- Windows XP, Windows Vista, and Windows 7 are referred to as "Windows 7 and earlier".
- Windows Vista, Windows 7 and Windows 8 are referred to as "Windows Vista and later".
- Windows Server 2008 and earlier and Windows 7 and earlier are referred to as "Windows Server 2008/Windows 7 and earlier".
- Windows Server 2008 and later and Windows Vista and later are referred to as "Windows Server 2008/Windows Vista and later".
- Microsoft(R) SQL Server(TM) is abbreviated as "SQL Server".
- Microsoft(R) Cluster Server is abbreviated as "MSCS".
- Oracle Solaris might be described as Solaris, Solaris Operating System, or Solaris OS.
- Oracle Solaris zone might be described as Solaris container.
- Oracle WebLogic Server is abbreviated as "WebLogic Server".
- Oracle Database is abbreviated as "Oracle".
- Systemwalker Centric Manager is abbreviated as "Centric Manager".
- Systemwalker Resource Coordinator is abbreviated as "Resource Coordinator".
- Interstage Application Server is abbreviated as "Interstage".
- Symfoware Server is abbreviated as "Symfoware".
- VMware(R) ESX(R) is abbreviated as "VMware ESX" or "ESX".
- VMware(R) ESXi(TM) is abbreviated as "VMware ESXi" or "ESXi".
- VMware(R) vCenter(TM) is abbreviated as "VMware vCenter" or "vCenter".
- VMware vSphere(R) is abbreviated as "VMware vSphere".

- 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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This guide uses screenshots in accordance with Microsoft Corporation's guidelines.

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 V12.0 Installation Guide
- Interstage Business Process Manager Analytics V12.0 Analytic Studio Guide
- Symfoware Server Installation Guide for Server

Acknowledgement

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

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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 an array of data collected by the Systemwalker Service Quality Coordinator, making the information readily available for day-to-day operations and review. 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, as below:

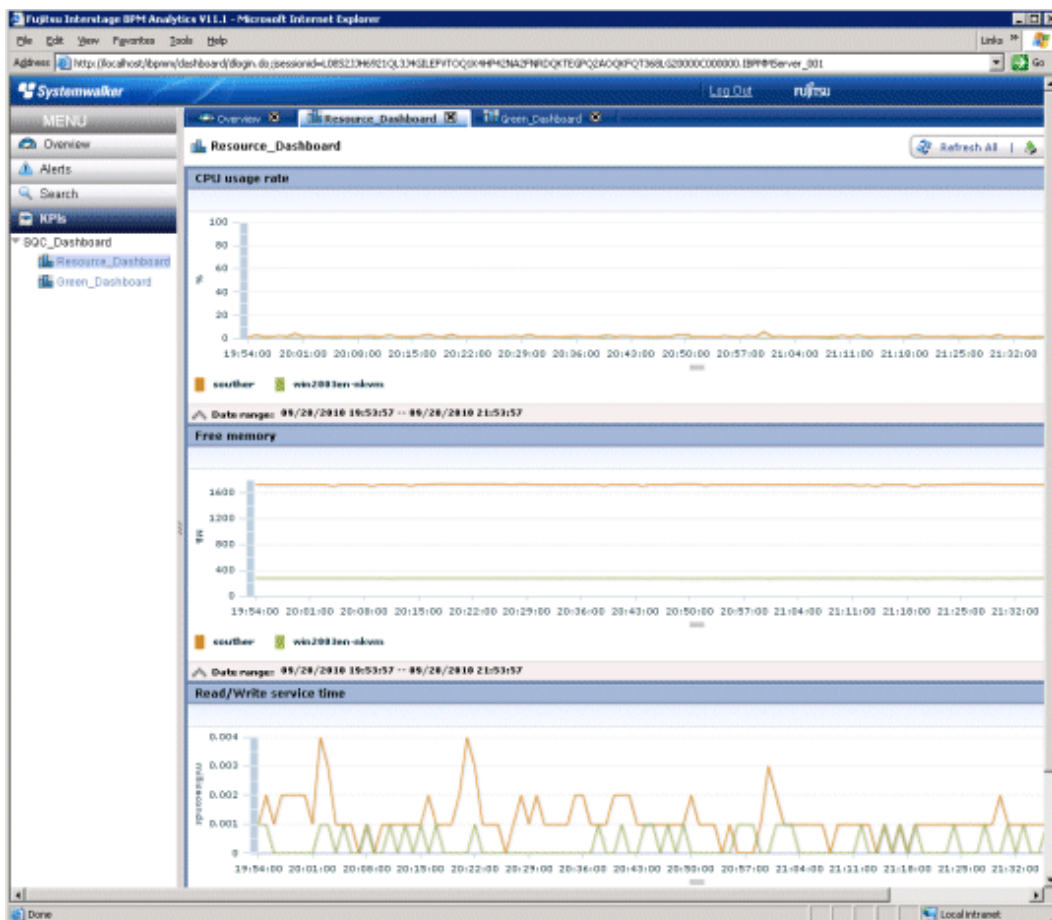
Console

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

Dashboard

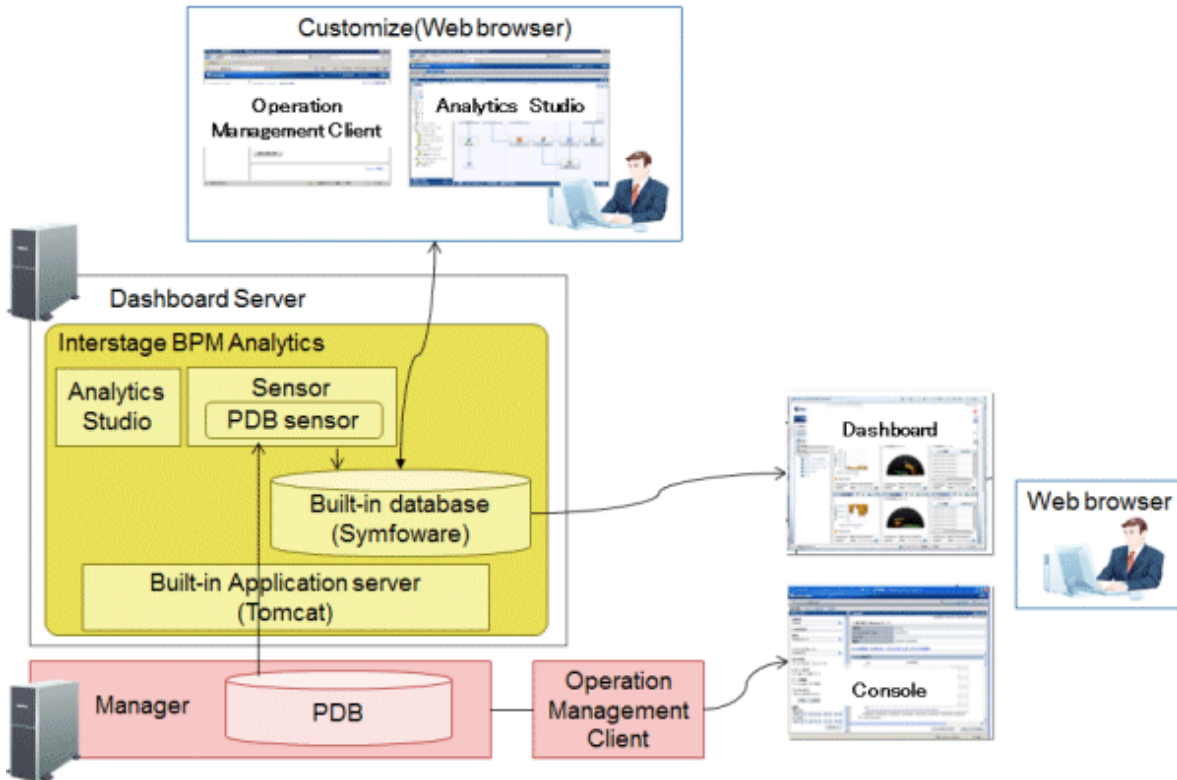
Managers use the console to easily see the status of areas of the system they are responsible for.

Individual users use 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.

Only Windows can be used as the operation platform.

Dashboard Server

The Dashboard Server contains the functions such as the Management Console, Analytics Studio, dashboard, Built-in Application server, Built-in database, and PDB sensors. Systemwalker Service Quality Coordinator bundles the Application Server and database required for operation, which are called the "Built-in Application server" and "Built-in database", respectively.

Management Console

This provides functions for setting up the Dashboard Server environment and for management after operation starts, and these functions can be used on a Web browser.

Analytics Studio

This provides functions for creating and customizing dashboards, and these functions can be used on a Web browser.

Dashboard

Dashboards that have been created using the Analytics Studio can be viewed on a Web browser.

Built-in Application server

This handles the Application Server required for operating the Dashboard Server.

Built-in database

This handles the Database Server required for operating the Dashboard Server.

PDB sensors

These collect performance information from the Manager PDB on a regular basis and store the information in the Built-in database.

The dashboard server consists of the following product, which is included with Systemwalker Service Quality Coordinator:

- Interstage Business Process Manager Analytics V12.0

The following Web browsers can be used to view the dashboard:

- Microsoft(R) Internet Explorer 8/9

The following Web browser can be used to view the Analytics Studio.

- Microsoft(R) Internet Explorer 9



Adobe(R) Flash Player 10.3 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 environments required in order to install the Systemwalker Service Quality Coordinator dashboard.

2.1.1 Dashboard Server Resources

This section explains the resources required for the Systemwalker Service Quality Coordinator Dashboard Server.

2.1.1.1 Hardware

Recommended hardware

Hardware type	Conditions
CPU	Intel(R) Xeon(R) 3 GHz or higher
Memory	4 GB or more

Static disk space: Installation area

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

Used space	Conditions
Installation directory	200 MB
Work area directory	1800 MB

Dynamic disk space: Dashboard Server database area

To operate the Dashboard Server, in addition to the space used by the Manager, space will be required for the database for the Dashboard Server.

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

To estimate the space required, first determine the types of records that the dashboard is to manage. Refer to "Data Formats" in the *Reference Guide* for information about records.

Note

The Dashboard Server can manage approximately 100 types of records.

The method for estimating the data volume for managing the records uses the same calculations as those used for the Manager, so estimate by referring to "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 "[4.4 Setting Dashboard Server Data Retention Periods](#)".

 **Note**

The disk space required for the Built-in Database is 25 GB or more.

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 if the retention period is 1 day.

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

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

 **Point**

The default collection interval for the Dashboard Server is 10 minutes.

To change the collection interval, refer to "[4.1.3.3 Changing the Data Collection Interval of the Dashboard Server](#)".

If the Dashboard Server needs to be stopped for maintenance or any other reason, 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:

Item	Requirement	Remarks
Operating system	Microsoft(R) Windows Server(R) 2003 R2, Standard Edition	Service Pack 2
	Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition	Service Pack 2
	Microsoft(R) Windows Server(R) 2003 R2, Standard x64 Edition	Service Pack 2
	Microsoft(R) Windows Server(R) 2003 R2, Enterprise x64 Edition	Service Pack 2
	Microsoft(R) Windows Server(R) 2008 Standard (x86)	Service Pack 2
	Microsoft(R) Windows Server(R) 2008 Standard (x64)	Service Pack 2
	Microsoft(R) Windows Server(R) 2008 R2 Standard	Service Pack: None/1
	Microsoft(R) Windows Server(R) 2008 Enterprise (x86)	Service Pack 2
	Microsoft(R) Windows Server(R) 2008 Enterprise (x64)	Service Pack 2
	Microsoft(R) Windows Server(R) 2008 R2 Enterprise	Service Pack: None/1

Products that cannot be installed

The Dashboard Server cannot coexist with the following software:

Product	V/L	Remarks
Symfoware Server	All versions	

Product	V/L	Remarks
Symfoware Server (Client Function)	All versions	
Symfoware Server Advanced Backup Controller	V10.0.0 or earlier	
Symfoware Server Mirroring Controller	9.x or earlier	
Symfoware Server Connection Manager	All versions	
Systemwalker Centric Manager (*1)	V5.0L10 or later	Cannot be installed if it is installed as an "Operation Management Server" server type
Systemwalker Desktop Monitor	V10.0L20 or later	
Systemwalker Desktop Keeper	V13.0.0 or later	
Systemwalker Desktop Log Analyzer	V12.0L10 or later	
Systemwalker Desktop Rights Master	V13.0.0 or later	
Systemwalker Desktop Patrol	V13.0.0 or later	
Systemwalker/StorageMGR (*2)	All versions	
Softek AdvancedCopy Manager	V10.0L20 or later	Cannot be installed only if the Manager function (Storage Management Server) of AdvancedCopy Manager is installed
ETERNUS SF AdvancedCopy Manager	V13.0 or later	Cannot be installed only if the Manager function (Storage Management Server) of AdvancedCopy Manager is installed
Systemwalker/Getaccess	All versions	
Systemwalker/PerfMGR	V10.0L10 or later	
SUCCESS SERVER	V1.0 or later	
SUCCESS SERVER Development Set	V2.0 or later	
SUCCESS SERVER J/COBOL Development Tool for Partners	V2.0 or later	
INTERSTAGE SUCCESS SERVER	V3.0 or later	
Meridio	V1.1L10 or later	
Interstage CollaborationRing series (*3)	All versions	
Interstage Information Integrator	V10.0.0	
Interstage Solution Suite Commerce Enterprise Edition	V5.0 or later	
Interstage Data Collector	V6.0L10 or later	
InterAPLINK	V2.0L10 or later	
Interstage List Manager (*4)	V7.0L10 or later	
Interstage List Works	V7.0L10 or later	
Internet Navigware Server Enterprise Edition	V8.0L10/V8.0L11	
TRADEMASTER	All versions	

Product	V/L	Remarks
Interstage Business Application Server Standard Edition	All versions	
Interstage XML Business Activity Recorder	V10.0.0	
Interstage Service Integrator Enterprise Edition	All versions	
Systemwalker IT Process Master	All versions	
Systemwalker IT Change Manager	V14.0.0	
Systemwalker IT Transition Manager	All versions	
Systemwalker Service Catalog Manager	V14.1.0 or earlier	Cannot be installed if it is installed as a "Management Server" server type
Cloud infrastructure management software	All versions	Cannot be installed if it is installed as a "Management Server" server type
ServerView Resource Orchestrator Cloud Edition	V3.0 or later	Cannot be installed if it is installed as a "Management Server" server type
Interstage Business Process Manager Analytics	All versions	

*1: Systemwalker Centric Manager includes the following products:

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

*2: Systemwalker/StorageMGR includes the following products:

- Systemwalker/StorageMGR -M EE
- Systemwalker/StorageMGR -M SE

*3: The Interstage CollaborationRing series includes the following products:

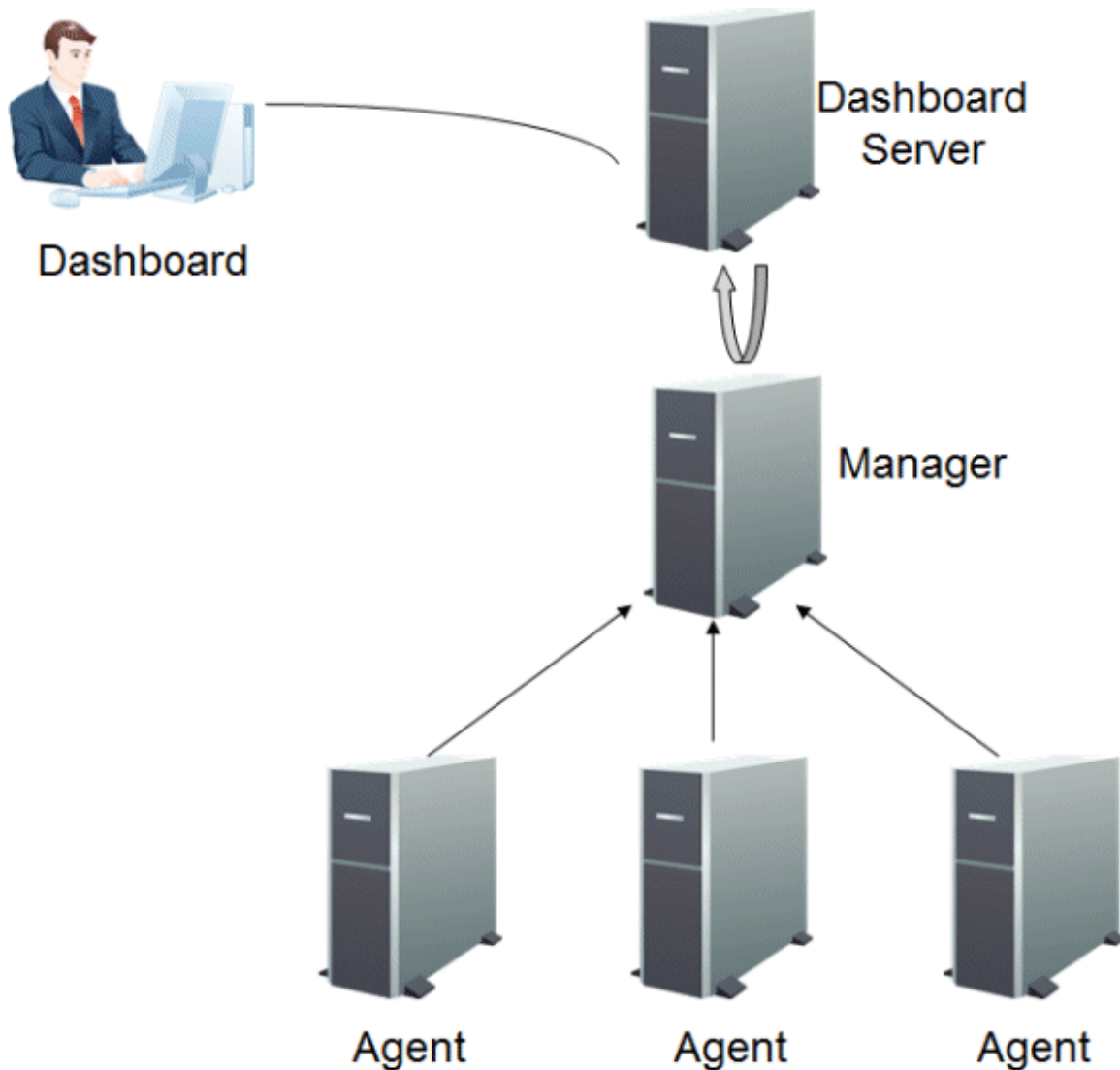
- Interstage CollaborationRing PM
- Interstage CollaborationRing PM Enterprise Edition
- Interstage CollaborationRing PM Standard Edition
- Interstage CollaborationRing TPM
- Interstage CollaborationRing TPM Connector
- Interstage CollaborationRing FTI
- Interstage CollaborationRing Process Manager
-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

*4: Interstage List Works includes the following products:

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

2.2 Operation Model

This model shows a basic configuration for the Dashboard Server:



In the diagram above, the Dashboard Server and the Manager are located on separate servers, but they can be installed and configured on the same server when on the Windows versions. However, from a performance viewpoint, it is recommended that the Dashboard Server and the Manager are run on separate servers to avoid competition for access to data.

Note

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

Chapter 3 Installation

This chapter explains how to install 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.

- Constructing the Dashboard Server environment
 - Installing Interstage Business Process Manager Analytics
 - Creating the Built-in database and users
 - Creating dashboard users
 - Starting the Dashboard Server



Note

- As a prerequisite, an SQC Manager and Operation Management Client must be installed.
- Start in console mode if you are going to install the software using a remote desktop.
- The following privileges are required when installing the Dashboard Server:
Privileges of a user belonging to the Administrators group
- Below is a list of port numbers used by the software that works in conjunction with the Dashboard Server. Ensure that there are no conflicts with other software on the system.

Software using the port	Port number	Remarks
Built-in Application Server	40330 (predetermined)	This can be changed.
	40320	This cannot be changed.

- The following product cannot coexist with the Dashboard Server (refer to the "Products that cannot be installed" column in "2.1.1.2 Software"). If previous versions are installed, refer to the manuals for each products to uninstall them:
 - Interstage Business Process Manager Analytics

3.2 Constructing the Dashboard Server Environment

Install and set up the software required for the Dashboard Server.



Note

When constructing the Dashboard Server 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** to start the command prompt.

3.2.1 Installing Interstage Business Process Manager Analytics

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

3.2.1.1 Interstage Business Process Manager Analytics Installation

This section explains the procedure for installing Interstage Business Process Manager Analytics.

Information

Refer to the following manual for details:

- "Setting Up the Analytics Server" in the *Interstage Business Process Manager Analytics Installation Guide*

1. Start the installer.

Insert the following DVD in the DVD drive of the computer.

- Systemwalker Service Quality Coordinator Enterprise Edition V15.0.1

Point

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

1. From the **Start** menu, select **Run**.
2. In the **Run** window, click **Browse** and select the file shown below, and then click **OK**.

```
DVD drive:\SwSetup.exe
```

When using DVD of the UNIX versions, perform the following procedure to manually start the installer:

1. From the **Start** menu, select **Run**.
2. In the **Run** window, click **Browse** and select the file shown below, and then click **OK**.

```
DVD drive:\client\SwSetup.exe
```

In the window that is displayed, select **Setup(Client)** >> **Interstage Business Process Manager Analytics**.

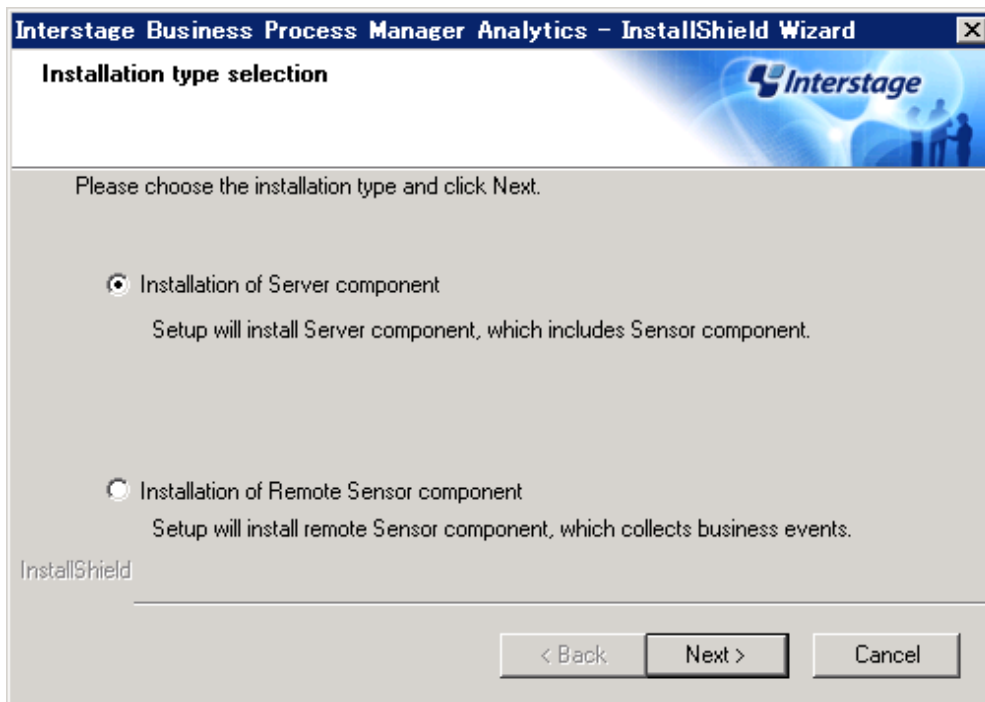


2. Click **Install**.



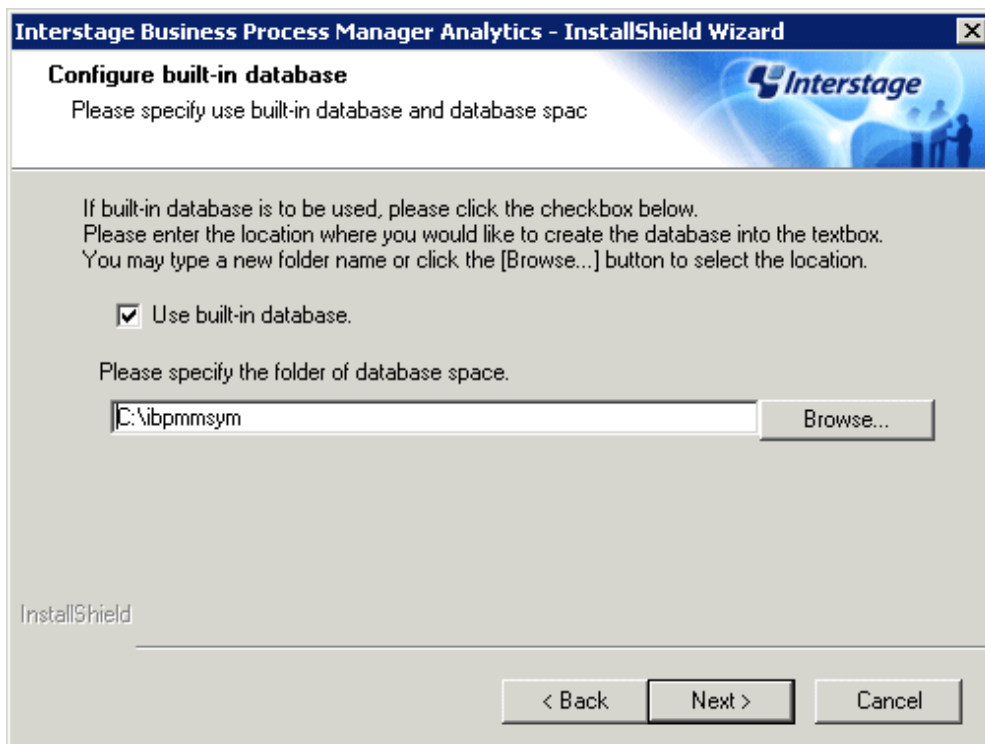
3. Make a selection for the installation.

Select **Installation of Server component** and then click **Next**.



4. Specify the settings for the Built-in database.

Confirm that the **Use Built-in database** checkbox is selected, and then, if there is no problem with the storage destination of the database space, click **Next**.

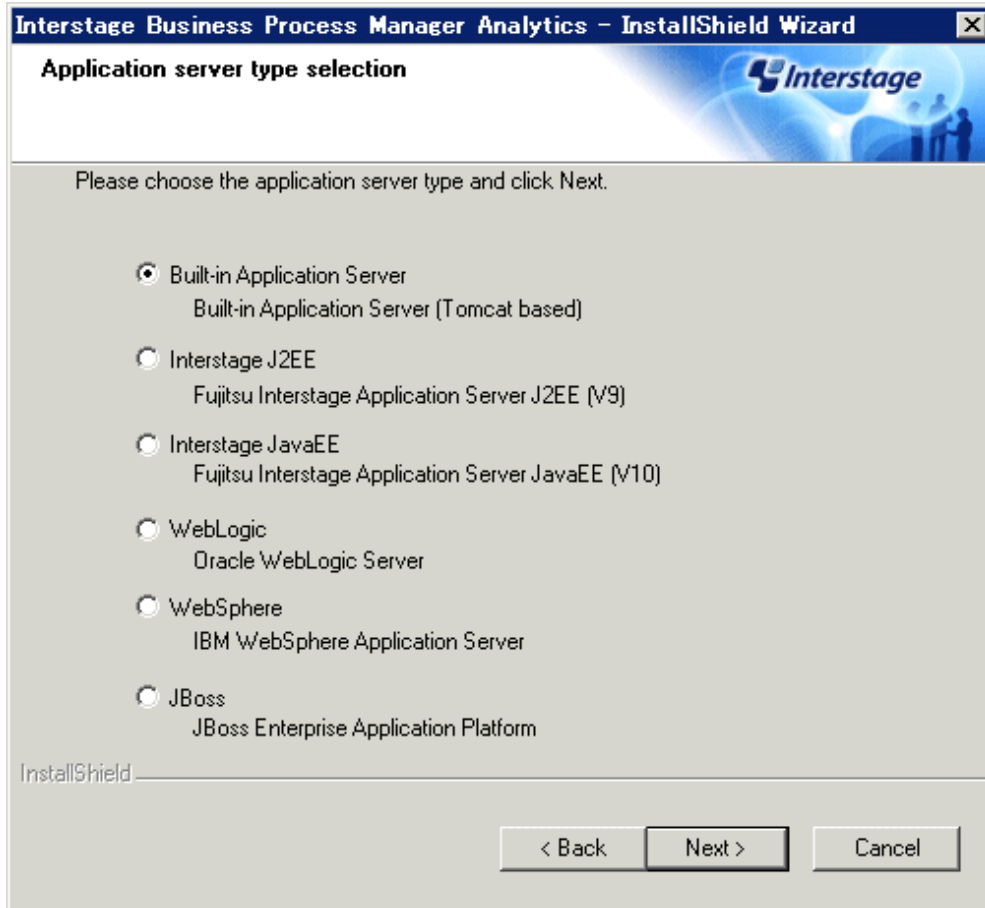


 **Note**

For the storage destination of the database space of the Built-in database, specify a disk with at least 25 GB of free space.

5. Select the Application Server type.

Confirm that **Built-in Application Server** has been selected, and the click **Next**.

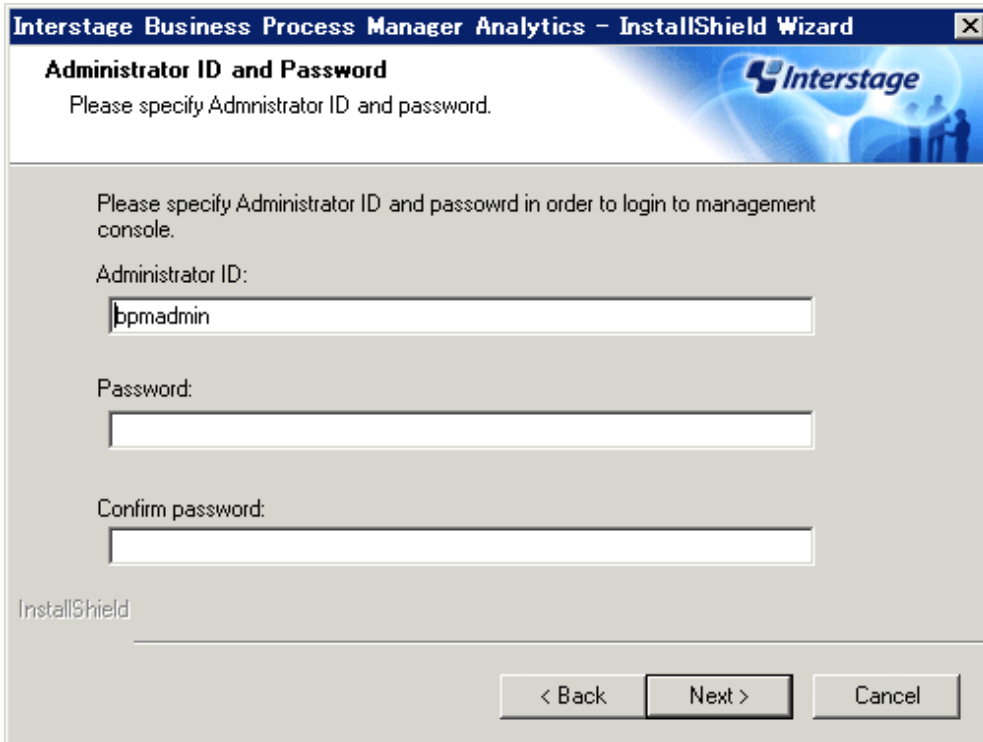


6. Set the administrator ID and password.

First specify the ID and password of the administrator who will login to the Analytics Management Console. After specifying them, click **Next**.

The characters that can be specified in the administrator ID and password are shown below:

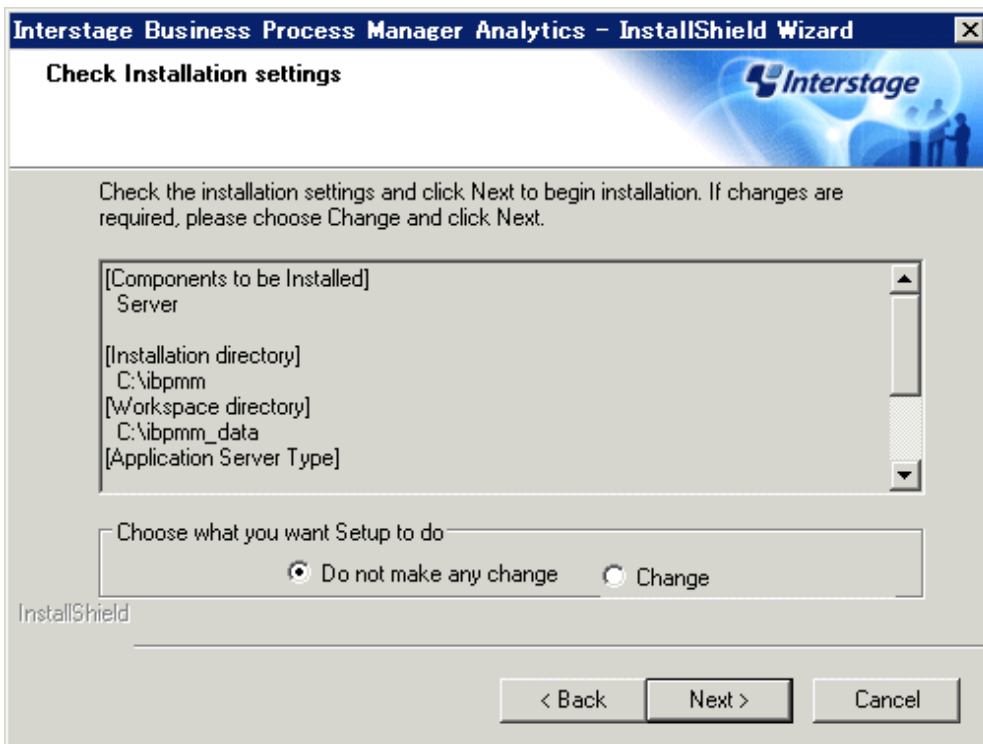
	Character length	Character type
Administrator ID	Up to 64 characters	- Alphanumeric characters - Symbols except for the following: <> : * ? / \
Password	Up to 64 characters	- Alphanumeric characters - Symbols



7. Confirm the installation.

To make changes to the installation (for example, to the installation directory), select **Change** and then click **Next**.

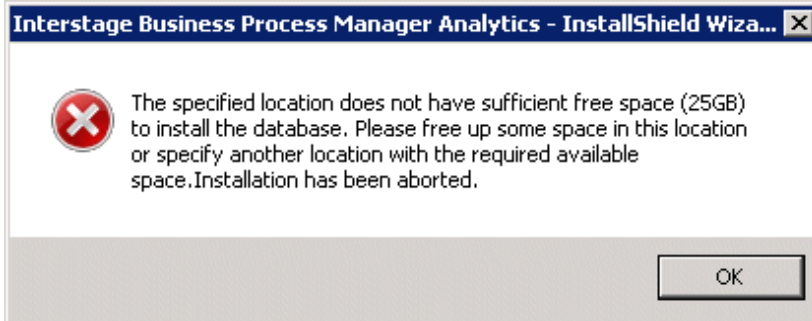
If there are no changes to make, select **Do not make any change** and then click **Next**. Installation will start



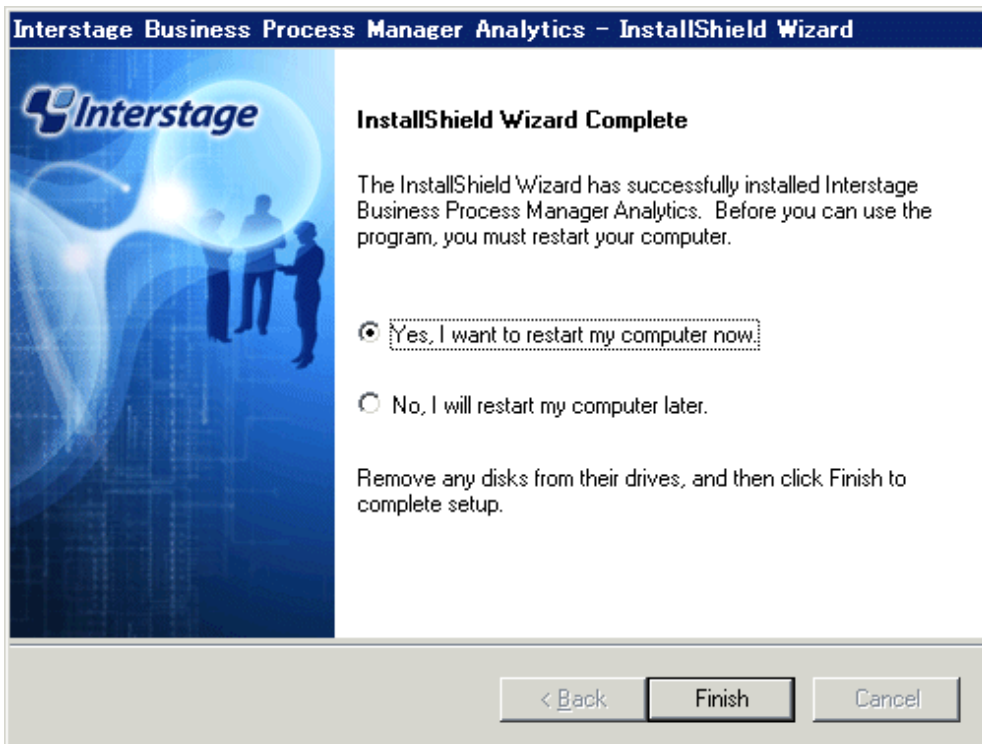
Note

At least 25 GB of free space is required for the storage destination of the database space of the Built-in database. If space is insufficient, the following error message will be output and installation will be interrupted:

Change the storage destination of the database space to a disk with at least 25 GB of free area.



8. Click **Finish**.



3.2.1.2 Registering PDB Sensors in Interstage Business Process Manager Analytics

In Interstage Business Process Manager Analytics, register the PDB sensor definition files and integrated modules (jar files) that are required in order to construct the dashboard.

Note

Do this after installing Interstage Business Process Manager Analytics and after restarting the operating system.

3.2.1.2.1 Registering definition files

Register definition files in Interstage Business Process Manager Analytics.

1. Deploy the template files for the PDB sensors of Interstage Business Process Manager Analytics.
Copy the PDB directories stored at the following location in the Systemwalker Service Quality Coordinator Operation Management Client to the Dashboard Server environment, by directory:

Copy from

Storage location

```
<Install directory of the Operation Management Client>\dashboard\sensor\types\PDB
```

The default <Installation directory of the Operation Management Client> is "C:\Program Files\SystemwalkerSQC-C".

Note that the following files are stored in the PDB directory.

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

Copy to

Storage location

```
<Work area directory of the Interstage Business Process Manager Analytics>  
\tomcat6\webapps\ibpmm\conf\types
```

The default <Work area directory of the Interstage Business Process Manager Analytics> is "C:\ibpmm_data".

2. Deploy the log definition files for the PDB sensors of Interstage Business Process Manager Analytics.
Copy "BPMAS_PDB_Log4jConfiguration.xml" to the Dashboard Server environment.

Copy from

Storage location

```
<Install directory of the Operation Management Client>\dashboard\sensor\log  
\BPMAS_PDB_Log4jConfiguration.xml
```

The default <Installation directory of the Operation Management Client> is "C:\Program Files\SystemwalkerSQC-C".

Copy to

Storage location

```
<Work area directory of the Interstage Business Process Manager Analytics>  
\tomcat6\webapps\ibpmm\conf\log
```

The default of the <Work area directory of the Interstage Business Process Manager Analytics> is "C:\ibpmm_data".

3.2.1.2.2 Registering integrated modules (jar files)

Register integrated modules (jar files) in Interstage Business Process Manager Analytics.

Information

Refer to the following manual for details.

- "Integration Module Management" in the *Interstage Business Process Manager Analytics Management Console Guide*.

1. Using a Web browser, connect to the Interstage Business Process Manager Analytics Management Console.

From the **Windows Start** menu, click **Interstage Business Process Manager Analytics >> Management Console**, and then login using the administrator ID and password specified at installation.



2. Click **Analytics System >> System Settings >> Integration Module Management**.

3. Click the **Browse** button in **Add JAR file(s)**., and then specify the jar files stored below and click **Add**.

Storage location

<Install directory of the Operation Management Client>\dashboard\sensor\lib\pdb-sensor.jar

4. Stop the Built-in Application Server. Refer to the "[A.3.2 Stopping the Built-in Application Server](#)" for information on the stopping procedure.
5. Once the Built-in Application Server is stopped, restart the Built-in Application Server. Refer to the "[A.3.1 Starting the Built-in Application Server](#)" for information on the starting procedure.

3.2.1.3 Creating the Built-in database and Users

This section explains how to create a Built-in database and how to create users.

Note

Creating the Built-in database may take 60 minutes or more to complete.

Point

Database area of the Built-in database is 20GB for default. When changing the database area, edit the following file.

```
<Installation directory>\bpmm\dbscripts\symfoware\bpmm-create-space-schema-symfo.sql
```

Edit part

```
CREATE DBSPACE EDBSPACE ALLOCATE FILE E:\ibpmm\space\EBPMSP01 ATTRIBUTE SPACE(20000M);
```

Edit "20000M" mentioned above edit part to the preferable size. Specify the value in MB unit.

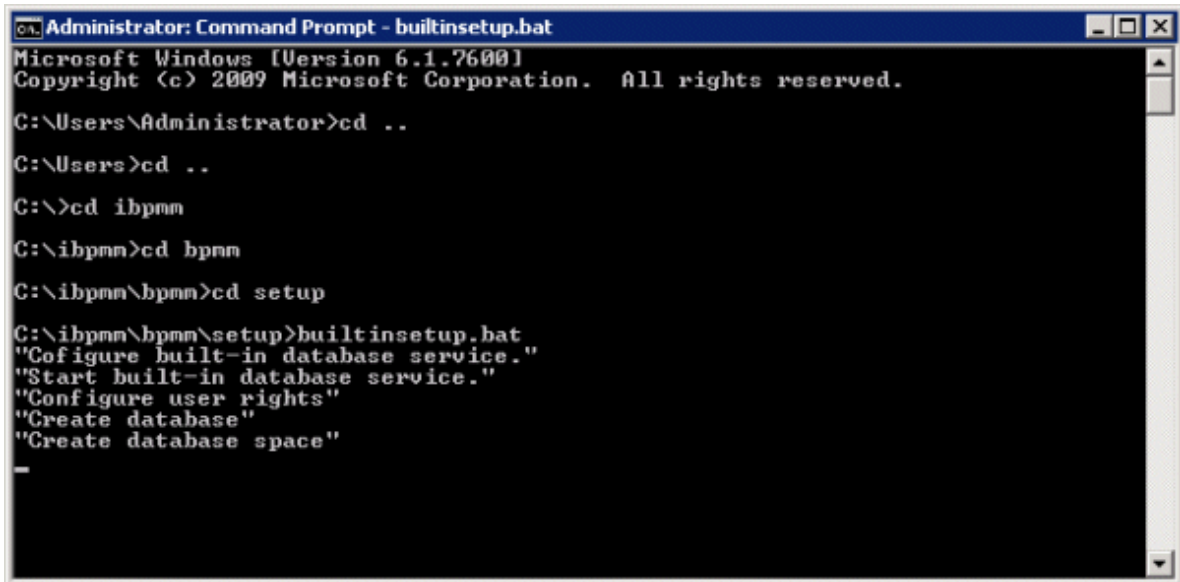
1. Execute the following command to create Events DB and the database users:

```
<Installation directory>\bpmm\setup\builtinsetup.bat
```

Note: The default installation directory is "C:\ibpmm".

Point

After the command is executed, a command prompt will be displayed as shown below. When creating the Built-in database is complete, the command prompt ends.



```
Administrator: Command Prompt - builtinsetup.bat
Microsoft Windows [Version 6.1.7600]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>cd ..
C:\Users>cd ..
C:\>cd ibpmm
C:\ibpmm>cd bpmm
C:\ibpmm\bpmm>cd setup
C:\ibpmm\bpmm\setup>builtinsetup.bat
"Configure built-in database service."
"Start built-in database service."
"Configure user rights"
"Create database"
"Create database space"
-
```

2. Completion confirmation of the automatic creation processing of the table for Dashboard template.

The Built-in Application Server restart automatically after completing the operation of the first step, and the automatic creation processing of the table for Dashboard template is done to the Built-in database. Execute following procedures, and confirm the automatic creation processing of the table for Dashboard template is completed.

Note

Automatic creation processing of the table for Dashboard template may take 60 minutes or more to complete.

- a. From the **Windows Start** menu, click **Interstage Business Process Manager Analytics >> Management Console**, and then login using the administrator ID and password specified at installation.



- b. Click **Analytics System >> Sensor Management**.
- c. In the **Sensor Status** table, confirm the status of the Sensor Name **<Host name>** is "Running".

Point

When automatic creation processing of the table for Dashboard template has not been completed, following error message may display on the bottom right of the screen. In that case, wait about tens of minutes, and then confirm it again.

ERROR BADM2405: Failed to get the State of the Sensor. (Details: BSDK2803: The error occurred while executing the request. (detail : BSDK2101: The sensor has not been initialized.))

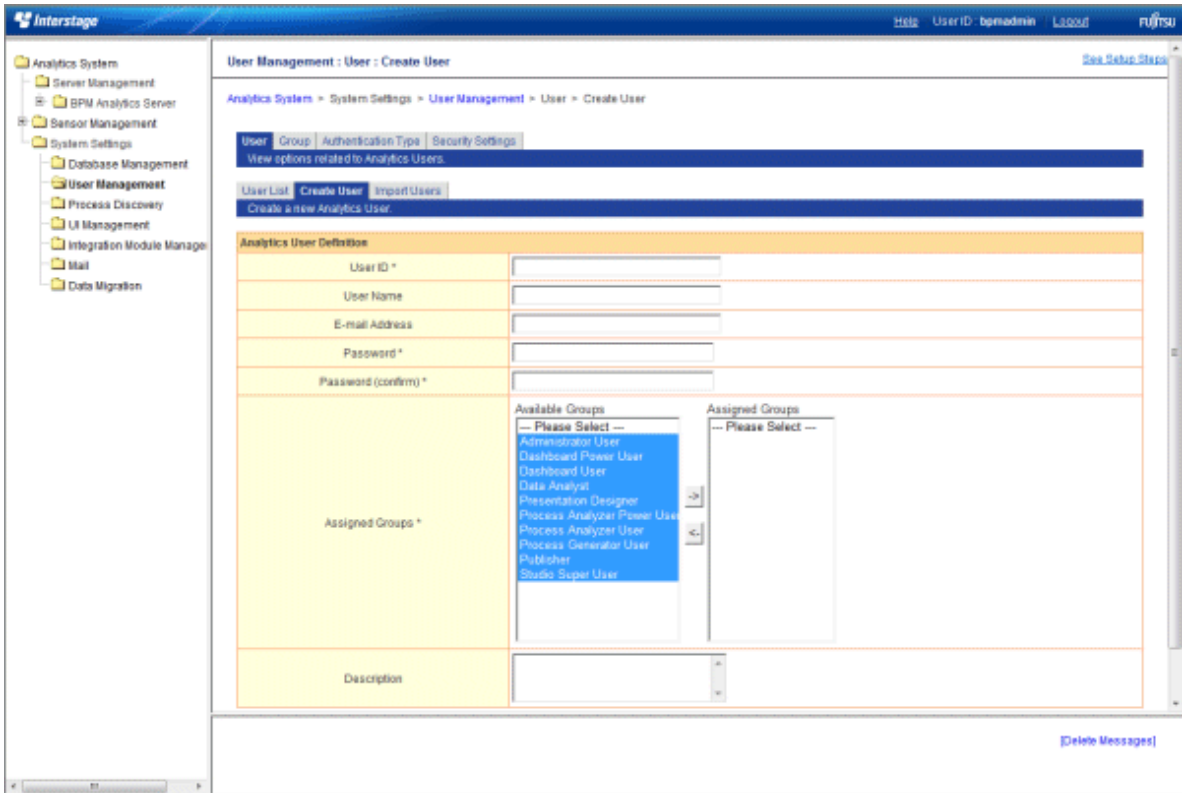
3.2.1.4 Creating Dashboard Users

Create dashboard users.

1. Using a Web browser, connect to Analytics Management Console of the Interstage Business Process Manager Analytics.

From the Windows **Start** menu, click **Interstage Business Process Manager Analytics >> Management Console**, and then login using the administrator ID and password specified at installation.


2. Click **Analytics System >> System Settings >> User Management**, and then select the **User >> Create User** tab.



Create users with the following two types of privileges:

- Users who can edit the dashboard using the Analytics Studio
- Users who can only view the dashboard

Set the following items:

Parameter	Description
User ID	<p>Specify the ID of the user who will use the dashboard.</p> <p>The character length and character types that can be specified are as follows:</p> <ul style="list-style-type: none"> - Character length: Up to 64 characters - Character type: Alphanumeric characters and symbols except for the following: <p>< > : * ? / </p> <p> Point</p> <p>.....</p> <p>A user cannot be created with a user ID of "bpm", "sqc", or the administrator ID specified at installation.</p> <p>.....</p>
User name	Specify the user name of the user who will use the dashboard.

E-mail address	Specify the email address of the user who will use the dashboard. Optional.
Password	Specify the login password of the user who will use the dashboard. The character length and character types that can be specified are as follows: <ul style="list-style-type: none"> - Character length: Up to 64 characters - Character type: Alphanumeric characters and symbols
Assigned Groups	Specify the group to which the user belongs and set the privileges of the user. <ul style="list-style-type: none"> - For a user who can edit the dashboard. Set "Dashboard Power User" and "Studio Super User". - For a user who can only view the dashboard. Set "Dashboard User".
Description	Specify a description of the user. Optional.

Example 1: User who can edit the dashboard using the Analytic Studio

Parameter	Description
User ID	sqcadmin
User name	sqcadmin
E-mail address	
Password	<Any password>
Assigned Groups	Select the following: Dashboard Power User Studio Super User
Description	

Example 2: User who can only view the dashboard

Parameter	Description
User ID	sqcuser
User name	sqcuser
E-mail address	
Password	<Any password>
Assigned Groups	Select the following: Dashboard User
Description	

3. Click the **Create** button.

3.2.1.5 Setting of the IP address of the connection target Manager

When the Dashboard Server and the Systemwalker Service Quality Coordinator Manager are constructed on different servers, setting of the IP address of the connection target Manager is required.

Point

Do not need to do this process if the Dashboard Server and the Systemwalker Service Quality Coordinator Manager are constructed on the same server.

1. Using a Web browser, connect to the Interstage Business Process Manager Analytics Management Console.
From the Windows **Start** menu, click **Interstage Business Process Manager Analytics >> Management Console**, and then login using the administrator ID and password specified at installation
2. Click **Analytics System >> Sensor Management >> <Host Name>**, and then select [01:Summary_ECO]

Note

When the status of the [01:Summary_ECO] is "Running", select the checkbox on the left side of the Connection Name ([01:Summary_ECO]) of the [Connection Status], click [Stop] button to stop.

3. Specify the host name of the Manager or the IP address to the textbox of the "**PDB**"**Connection specific parameters >> PDBSensorConf >> SQCManagerHostName**.
4. Click **Modify** button.
5. Select the checkbox on the left side of the Connection Name [01:Summary_ECO] of the **Connection Status**, and then click **Start** button.
6. Do the same steps 1 to 5 explained above for the Connection Name [06:VMwareESX/ESXi].

3.2.1.6 Confirm the Start of the Dashboard Server

Refer to "[A.1.1 Starting the Dashboard Server](#)" for information on starting the Dashboard Server, and confirm that the **BPM Analytics Server** has started. If the dashboard is stopped, start the dashboard.

3.2.1.7 Opening of dashboard template to the users

Work to open the view profile of the dashboard template to the users who was created at the "[3.2.1.4 Creating Dashboard Users](#)".

Refer to the "[4.1.2.1 Releasing the Dashboard Templates Using the Analytic Studio](#)" for the open procedure.

Point

View profiles which is applied as dashboard group at the "[4.1.2.1 Releasing the Dashboard Templates Using the Analytic Studio](#)" are as follows.

- SQC Dashboard
- Virtualized Dashboard

3.3 Deleting the Dashboard Server Environment

This section explains how to delete the Dashboard Server environment.

Point

Regarding the uninstallation of 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

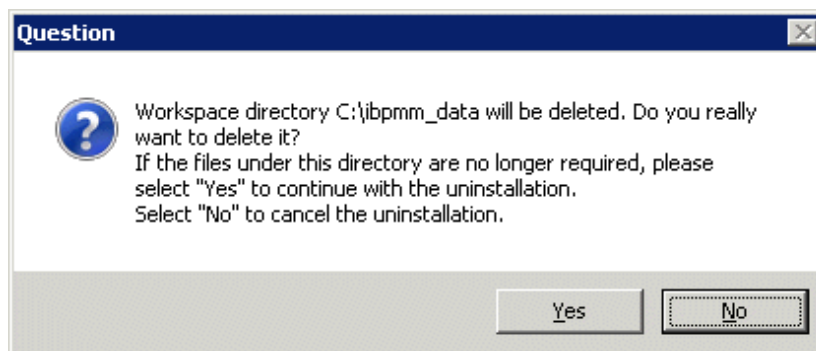
When the Dashboard Server environment is deleted, these packages will not be automatically uninstalled.

1. Deleting Interstage Business Process Manager Analytics

In the **Control Panel** >> **Programs and Features** list, select Interstage Business Process Manager Analytics and click **Uninstall**.

Point

Before deletion, the confirmation message shown below will be displayed. After confirming that the required files do not exist in the work area directory, click **Yes**.



2. Deleting the Built-in database (Symfoware)

a. Stop the following service:

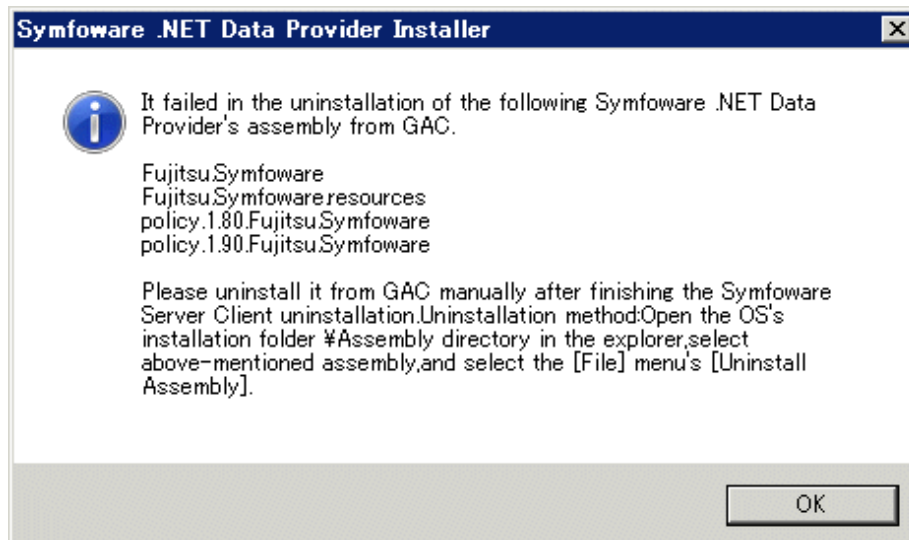
- SymfoWARE RDB BPMA
- SymfoWARE RDA BPMA

b. From the **Control Panel** >> **Programs and Features** list, delete following program, and restart the system.

- Symfoware Server Client

Point

After deletion, the message shown below may be displayed. According to the message details, confirm whether the assembly exists and, if it does, uninstall it.



-
- c. From the **Control Panel >> Programs and Features** list, delete following program, and restart the system.
 - Symfoware Server Enterprise Edition

Note

.....

Delete the following directories if they remain after uninstallation is executed:

- Installation directories of Interstage Business Process Manager Analytics

For example:

C:\ibpmm\bpme

C:\ibpmm\bpmm

C:\jdk60

- Symfoware program directories

For example:

C:\ibpmm\SFWCLNT

C:\ibpmm\SFWSV

C:\ibpmm\SFWETC

C:\Windows\ESQL

- Storage directory of the database space

For example:

C:\ibpmm\sym

.....

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 operating the dashboard.

4.1 Systemwalker Service Quality Coordinator Dashboard Templates

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

4.1.1 Overview

The Systemwalker Service Quality Coordinator dashboard templates provide views that allow you to monitor the following information:

- SQC_Dashboard

This view is used to monitor resource information, power consumption, and machine temperatures. The following templates are provided:

- Resource_Dashboard

- Green_Dashboard

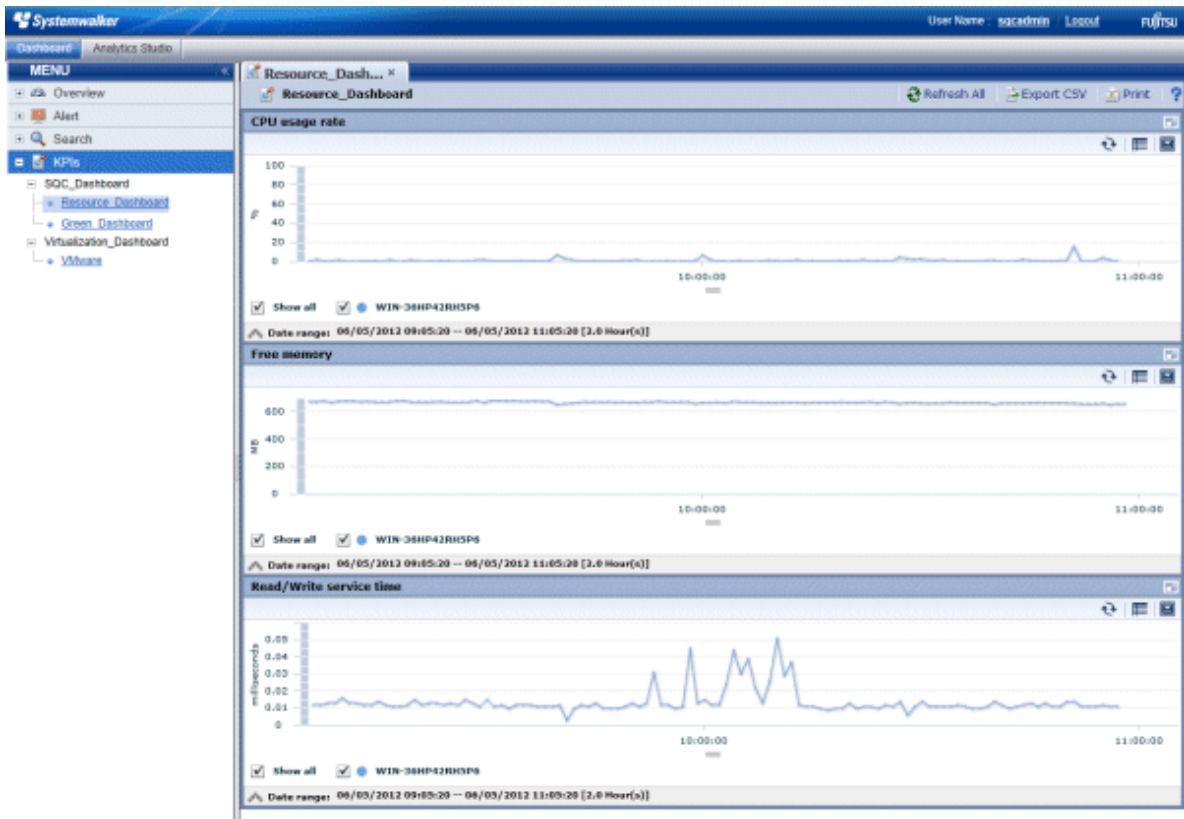
- Virtualization_Dashboard

This view is used to monitor the resources of virtual host and guest servers. The following template is provided:

- VMware

SQC_Dashboard - Resource_Dashboard

This view is used to monitor resource information (CPU, memory, and disk).



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

Note

When you display in a line graph information that has been 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 with the larger collection interval will 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 >> <Name> >> 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: 1-minute intervals

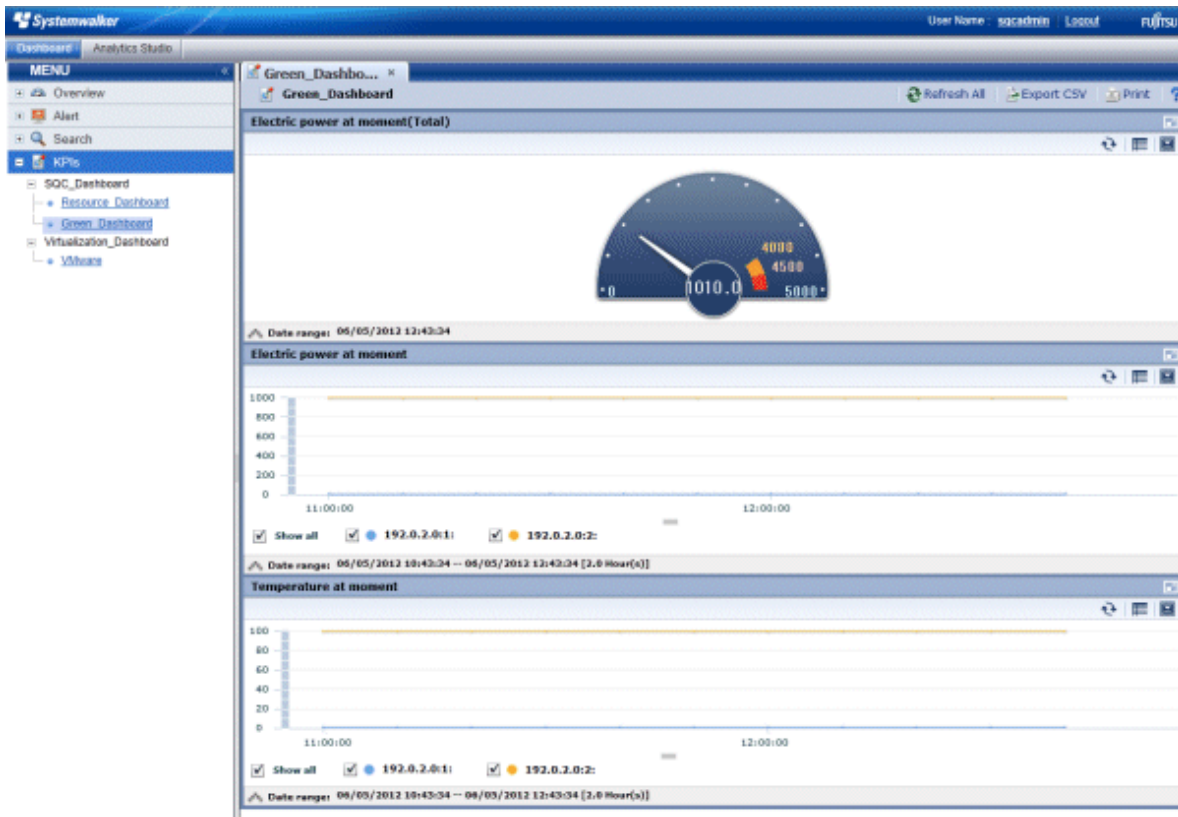
Agent for Agentless Monitoring: 5-minute intervals

Displayed period: 2 hours

For the above conditions, set the "Max number of plots for category " in "Control Plot Volume " to 24.

SQC_Dashboard - Green_Dashboard

This view is used to monitor power consumption and machine temperatures.

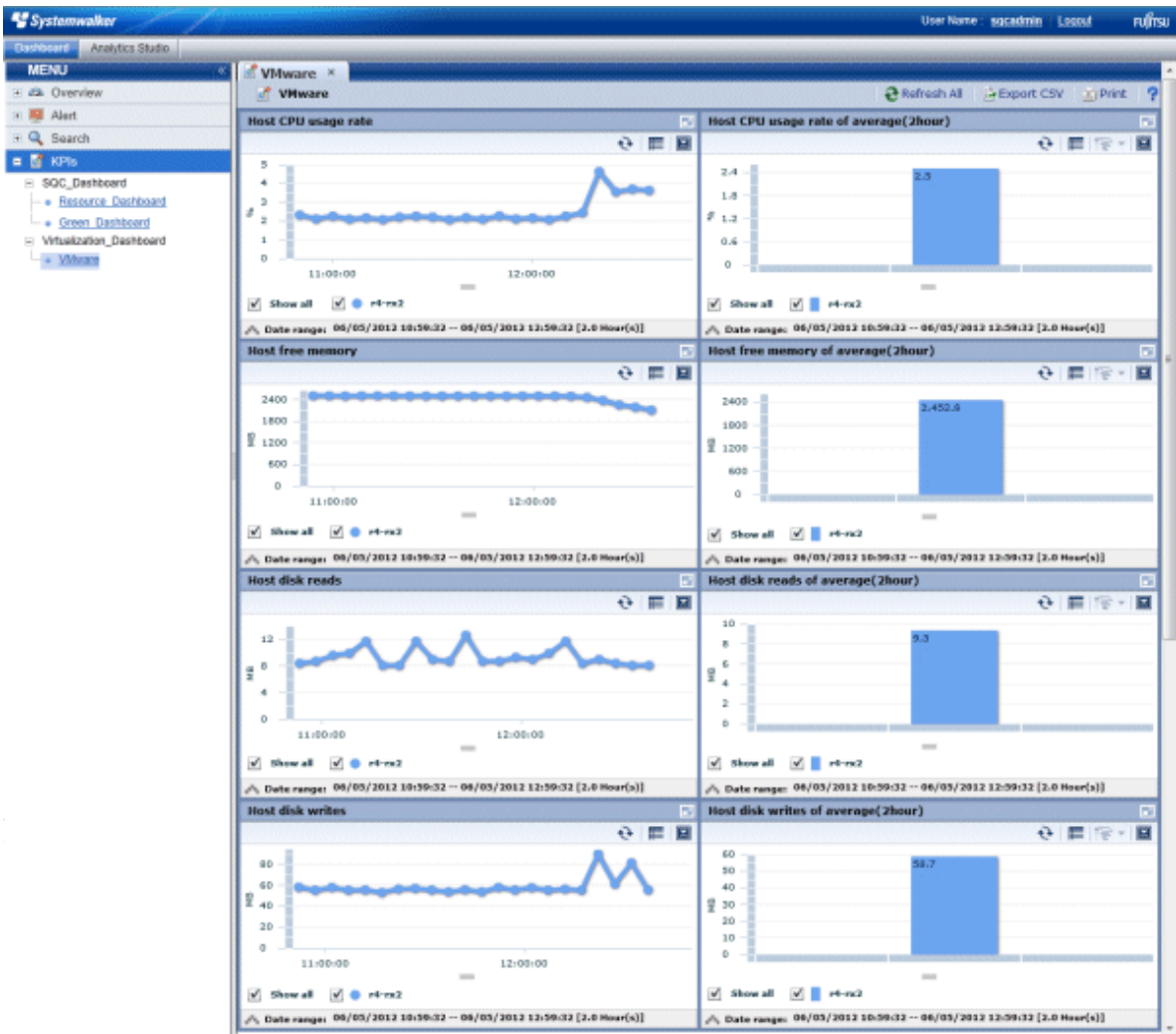


Graph title	Displayed data	Display period	Remarks
Electric power at moment (Total)	Record name: ECO_POWER Field name: power	Latest value	Sum total of the whole system Maximum: 5000 (default) (*)
Electric power at moment	Record name: ECO_POWER Field name: power	2 hours	Displayed for each resource ID
Temperature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

*: Changes to match the operating environment.

Virtualization_Dashboard - VMware

Sample of the view used to monitor the server resources of VMware host and guest servers.



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 provided in the view, customize your templates by referring to "[4.1.3 Customizing Dashboard Templates](#)".

4.1.2 How to Use the Dashboard Templates

This section explains the procedure for using the Analytics Studio to release the dashboard templates to users and the procedure for using the dashboard for display.

Information

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

4.1.2.1 Releasing the Dashboard Templates Using the Analytic Studio

Use the Analytics Studio to release the view profile of the dashboard templates to the user created in "[3.2.1.4 Creating Dashboard Users](#)"

4.1.2.1.1 Logging in to the Analytics Studio

This section explains the procedure for logging in to the Analytics Studio.

Procedure

1. Specify the following URL from a Web browser to display the login window of the Analytics Studio:

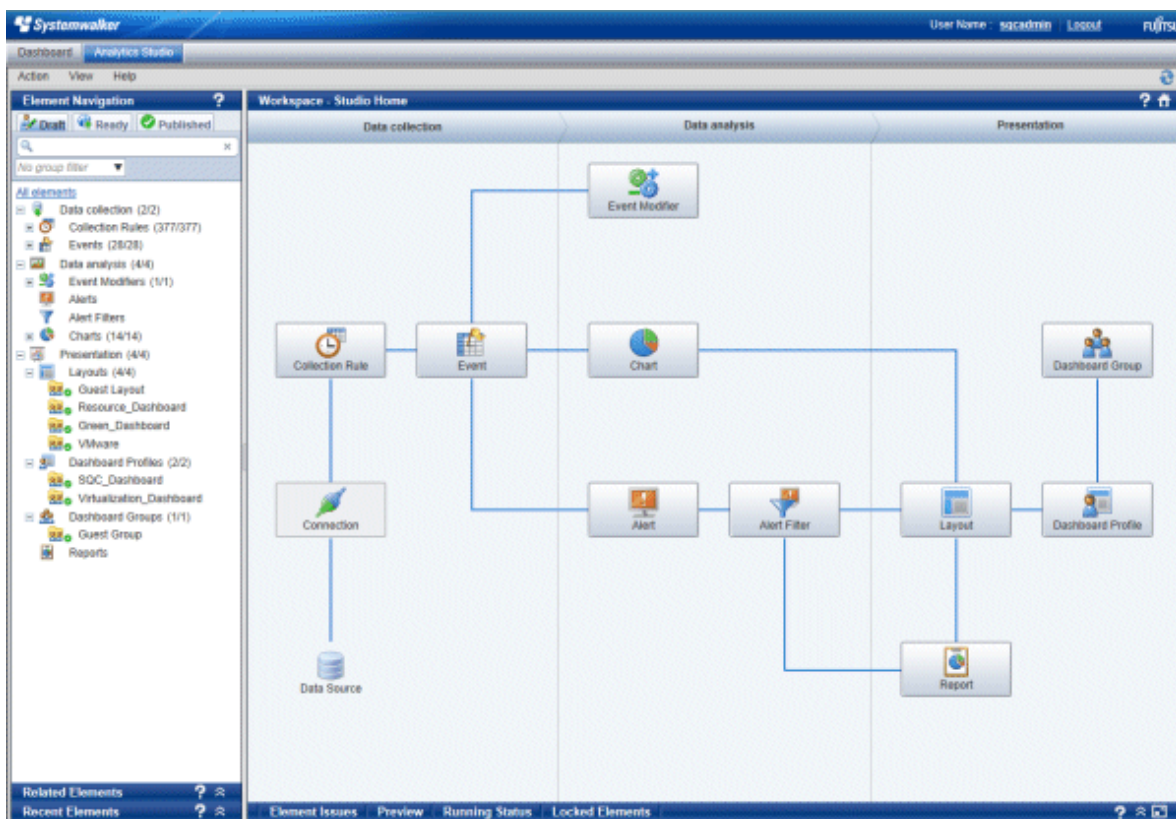
http://<IP address of the Dashboard Server>:<Port number*>/ibpmm/

*: Default port number: 40330

2. Login as the user with privileges to use the Analytics Studio that you created in "3.2.1.4 Creating Dashboard Users".



3. Following **Analytics Studio** screen is displayed when clicking **Analytics Studio** tab.



4.1.2.1.2 Creating a dashboard group

This section explains the procedure for grouping the dashboard users (into Dashboard Groups) to allocate the view profile for the dashboard templates provided.

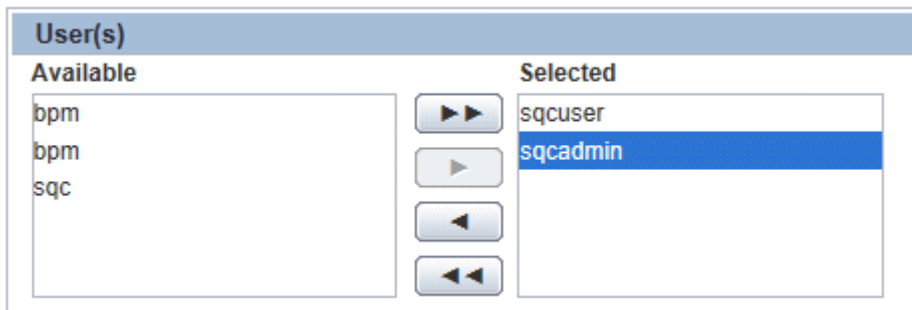
Procedure

1. From the menu bar, click **Action >> New >> Dashboard Group** in that order to display the dialog box for creating the dashboard group.
2. In the **Create Dashboard Group**, enter the name of the group you want to create. Entry is mandatory.

Note

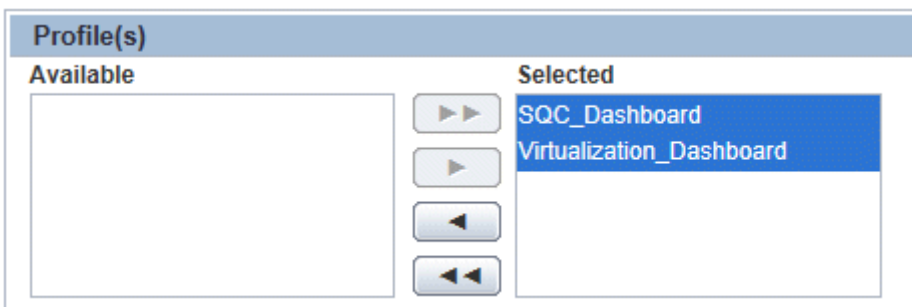
Use a unique and meaningful name as the dashboard group name. Any characters, numerics, and spaces can be used in the name. Up to 64 characters can be entered.

3. Click the **Next** button to proceed with the definition.
4. In the **Overview Layout**, specify **Guest Layout**.
5. Click the **Next** button to proceed with the definition.
6. Select the users you want to allocate to the dashboard group. From the **Available** box, select the user created in "[3.2.1.4 Creating Dashboard Users](#)" and then click the arrow button to add the user to the **Selected** box.



The screenshot shows a dialog box titled "User(s)" with two columns: "Available" and "Selected". In the "Available" column, the users "bpm" and "sqlc" are listed. In the "Selected" column, "sqlcuser" and "sqlcadmin" are listed. The "sqlcadmin" user is highlighted in blue. Between the columns are four arrow buttons: a right-pointing arrow, a single right-pointing arrow, a left-pointing arrow, and a double left-pointing arrow.

7. Apply a view profile to the dashboard group. From the **Available** box, select **SQLC_Dashboard** and **Virtualization_Dashboard** and then click the arrow button to add the view profile to the **Selected**. This determines which information the user will be able to view from the dashboard.



The screenshot shows a dialog box titled "Profile(s)" with two columns: "Available" and "Selected". The "Available" column is currently empty. In the "Selected" column, "SQLC_Dashboard" and "Virtualization_Dashboard" are listed. The "Virtualization_Dashboard" profile is highlighted in blue. Between the columns are four arrow buttons: a right-pointing arrow, a single right-pointing arrow, a left-pointing arrow, and a double left-pointing arrow.

8. Click the **Next** button to proceed with the definition.
9. Clear the **Edit Chart** and the **Update Alert status** checkbox selections.
10. Click the **Finish** button to create the dashboard group. The dashboard group that is created will be displayed under the dashboard groups in the Element Navigation space.

4.1.2.1.3 Waiting for release of the dashboard group

In order to receive a review of the dashboard group details, you must apply the **Ready**. This section explains the procedure for applying the **Ready** to the dashboard group.

Procedure

1. Select the created dashboard group from the Dashboard Groups in the Element Navigation space.
2. Click the **Share** button in the Workspace-Editor. When sharing is completed, the message "Share successful" will be displayed.
3. Click **OK** to close the dialog box.
4. Click the **Ready** button in the Workspace-Editor. When you do so, a dialog box confirming that you want to wait for release will be displayed.
5. Click **Yes** to wait for release of the dashboard group. The message "Ready successful" will be displayed.
6. Click **OK** to close the dialog box.

4.1.2.1.4 Releasing the dashboard group

This section explains the procedure for publishing the dashboard group. By publishing, you will be able to use the dashboard for display.

Procedure

1. Select the **Ready** tab in the Element Navigation space.
2. Select the dashboard group you want to release to confirm the definition. If the definition is incorrect, you can click the **Reject** to reject it.
3. If the definition is correct, select the **Block based on Guest Group** in the Element Navigation space.
4. Click the **Publish All Elements** to release the definition. When you do so, a dialog box confirming that you want to release the definition will be displayed.
5. Click **Yes** to release the definition. The message "Publish successful" will be displayed.

6. Click **OK** to close the dialog box.

Note

Log out once and log in again to display the Dashboard after executing "Publishing" procedure.

4.1.2.2 Displaying the Dashboard

4.1.2.2.1 Logging in to the Dashboard

This section explains the procedure for logging in to the dashboard.

Procedure

1. Specify the following URL from a Web browser to display the login window of the Analytics Studio:

```
http://<IP address of the Dashboard Server>:<Port number*>/ibpmm/
```

*: Default port number: 40330

2. Login as the user with privileges to use the dashboard that you created in "[3.2.1.4 Creating Dashboard Users](#)".



SQC_Dashboard - Displaying the Resource_Dashboard

Select **KPIs** >> **SQC_Dashboard** >> **Resource_Dashboard** to display the dashboard with CPU, memory, and disk information.

SQC_Dashboard - Displaying the Green_Dashboard

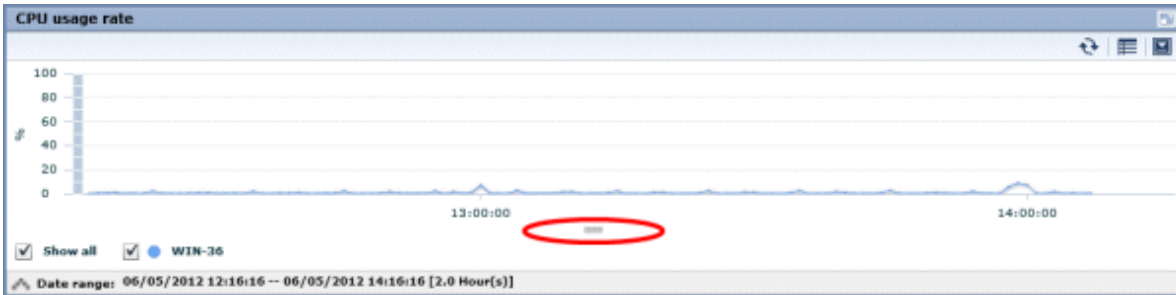
Select **KPIs** >> **SQC_Dashboard** >> **Green_Dashboard** to display the dashboard with power consumption and temperature information.

Virtualization_Dashboard - Displaying VMware

Select **PKIs** >> **Virtualization_Dashboard** >> **VMware** to display the dashboard with server resource information for VMware host and guest servers.

 **Point**

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 diagram below), or maximize the whole chart.



4.1.3 Customizing Dashboard Templates

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

 **Point**

Refer to the *Interstage Business Process Manager Analytics Studio Guide* for information on how to use the Analytics Studio (for example, customizing charts and views).

 **Note**

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

4.1.3.1 Dashboard templates

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

The items to be monitored will have "Active" applied by default for the information required by the dashboard views mentioned in "4.1.1 Overview" only.

To apply "Active" to items to be monitored that are not default items in template customization, refer to "4.1.3.4 Adding Information to be Monitored to the Dashboard" and apply "Active" to the other items to be monitored, and then perform customization.

Connection information name	Information collected	Remarks
01:Summary_EC O	ServerMonitor	
	ZoneMonitor/ZoneStackMonitor/ ZoneStackMonitor(All)	

Connection information name	Information collected	Remarks
	The ECO folder/No data	
02:Windows	The Windows folder/Windows reports	
03:Unix	Solaris & Linux folder/UNIX reports	Records with the Record ID "UX_xxx" are defined from amongst the collected information.
04:Linux	Solaris & Linux folder/UNIX reports	Records with the Record ID "LX_xxx" are defined from amongst the collected information.
05: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.
06:VMware ESX / ESXi)	VMware(Virtual)StackMonitor	
	VMware(Physical)Monitor	
	The VMware folder/VMware reports	
07:Hyper-V	HyperV(Virtual)StackMonitor	
	HyperV(Physical)Monitor	
	The Hyper-V folder/Hyper-V reports	
08:Xen	Xen(Virtual)StackMonitor	
	The Xen folder/Xen reports	
24:VMware vCenter	VMware(Cluster)Monitor	
	VMware(ResourcePool)Monitor	
	The VMware folder/vCenter reports	
25:KVM	KVM(Virtual)StackMonitor	
	The KVM folder/KVM reports	
26:SolarisZone	ZoneMonitor	
	The SolarisZone folder/Solaris Zone reports	
09:Response_Service	UserResponseMonitor	
	ServiceAvailMonitor	
	WebTrnMonitor	
	The ResponseCondition folder/End user response reports	
	The ServiceCondition folder/HTTP/DNS/SMTP/PORT service reports	
	The WebTrn folder/Web transaction reports	
10:Network	TcpNetworkMonitor	
	No data/Systemwalker Network Manager reports	

Connection information name	Information collected	Remarks
	The TcpNetwork folder/TcpNetwork report	
11:Storagemonitor	StorageMonitor	
	The StorageResource folder/Storage reports	
12:Systemwalker	OperationMgrMonitor	
	No data/CentricManager reports	
	The OperationMgr folder/OperationManager reports	
13:Interstage (summary)	Interstage(EJB)Monitor	
	Interstage(TD)Monitor	
	Interstage(CORBA)Monitor	
	Interstage(IJServer)Monitor	
	TxnSyncMonitor	
	TxnAsyncMonitor	
	ISI SequenceMonitor	
	ISI QueueMonitor	
14:Interstage (detail)	The Interstage folder/Interstage reports	
	The Interstage(TxnAnalysis)JavaEE & The Interstage(TxnAnalysis) folder/no data	
	The TxnAnalysis(Sync) folder/no data	
	The TxnAnalysis(Async) folder/no data	
	ISI folder/ISI reports	
15:SymfoWARE	SymfowareMonitor	
	The Symfoware folder/Symfoware reports	
16:Oracle	OracleMonitor	
	The Oracle folder/Oracle reports	
17:MS-SQL	MS-SQL_Monitor	
18:MS-NET	MS-.NET_Monitor	
	The MS-.NET folder/MS-.NET reports	
19:SAP	SAP Monitor	
	The SAP folder/SAP reports	
20:UserDataMonitor	UserDataMonitor	
21:UserData	UserData folder/Drilled-Down/Report Information (UDATA1 to 20)	
23:OSResource	No data/P2V simulation reports	
27:ResourceOrchestrator	VMPoolMonitor	
	StoragePoolMonitor	
	NetworkPoolMonitor	

Connection information name	Information collected	Remarks
	ServerPoolMonitor	
	AddressPoolMonitor	
	Resource Orchestrator folder/Pool (predicted demand) reports	



Note

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

- Summary data
- Resource data (10 minutes)

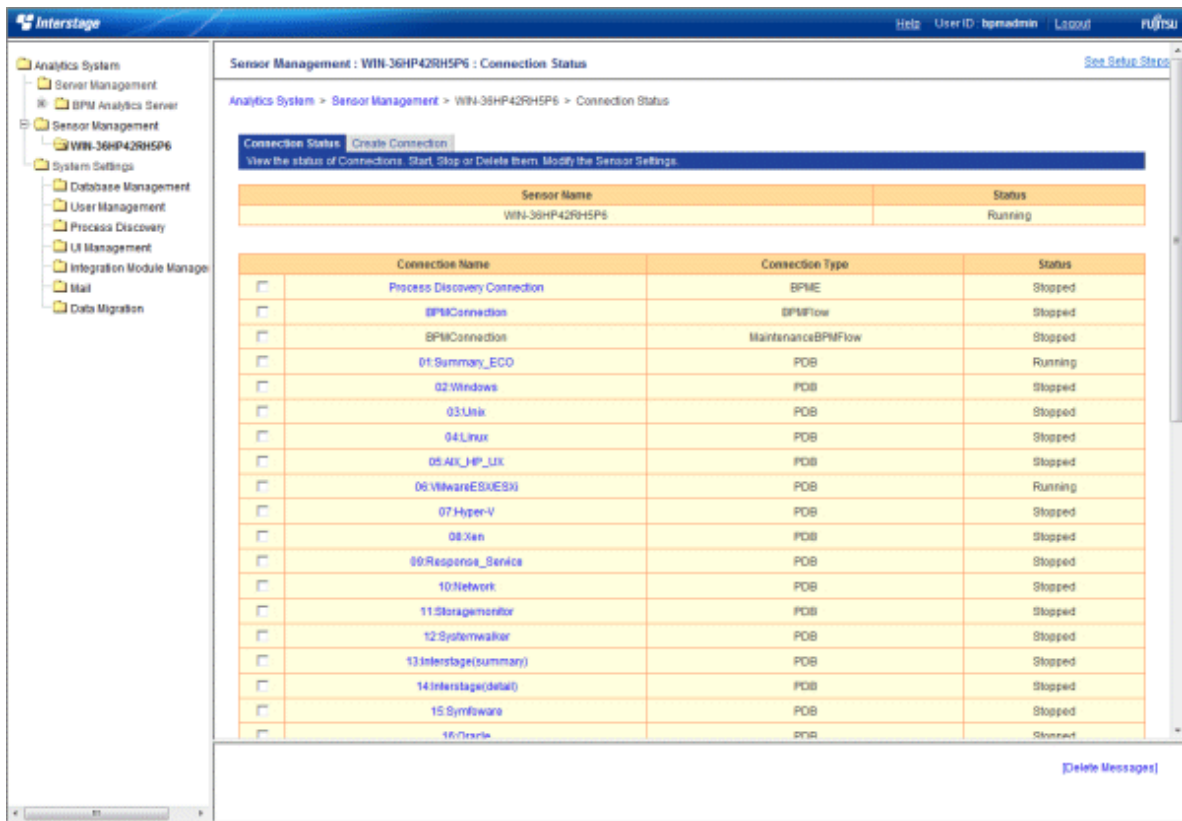
4.1.3.2 Setting Agents to be Monitored

By setting the Agents to be monitored, only information from the specified Agents is transferred to the Dashboard Server. This prevents the Dashboard Server from being overloaded with information.

Procedure

1. Using a Web browser, connect to Analytics Management Console of the Interstage Business Process Manager Analytics.
From the Windows **Start** menu, click **Interstage Business Process Manager Analytics >> Management Console**, and then login using the administrator ID and password specified at installation.
2. Click **Analytics System>> Sensor Management >> <Host name>** to display the **Connection Status**.

3. Click **Connection Name >> 01:Summary_ECO**.



Note

When changing the settings of the Agent to be monitored, execute after status of the connection information to be changed is stopped.

4. The Modify Connection screen for the **01:Summary_ECO** will be displayed. In the **PDBSensorConf >>TargetServerNameList***: text box, enter the system name of the Agents you want to monitor using the dashboard. To enter multiple Agents for monitoring, separate the server IP addresses using commas.

Note

- When changing the system name of the management target by using the -h option of the sqcSetPolicy (Policy Application Command), enter the changed system name.
- For agent for Agentless Monitoring, enter the value of 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 all performance information from Agents that is stored in the PDB will be obtained.

To specify the Agents from which you want to collect information, enter their host names or IP addresses (up to 43,644 alphanumeric characters in length). Use the asterisk wildcard character to allow forward or backward matching to be performed on the host names or IP addresses.

Examples are shown below:

- Specify "Win*" to specify host names beginning with "Win".
- Specify "*dows" to specify host names ending with "dows".
- Specify "*ndo*" to specify host names that include "ndo".
- Specify "192.168.0.*" to specify Agents with IP addresses between "192.168.0.0" and "192.168.0.255".

The screenshot shows the 'Interstage' web interface. The left sidebar contains a navigation tree with categories like 'Analytics System', 'Server Management', 'BPM Analytics Server', 'Sensor Management', 'System Settings', 'Database Management', 'User Management', 'Process Discovery', 'UI Management', 'Integration Module Manage', 'Mail', and 'Data Migration'. The main content area is titled 'Sensor Management : WIN-36HP42RH5P6 : Modify Connection'. Below the title is a breadcrumb trail: 'Analytics System > Sensor Management > WIN-36HP42RH5P6 > Modify Connection'. The main form is titled 'Modify Connection' and contains the following fields:

- Name*: 01 Summary_ECO
- Connection Type*: PDB
- Description: (empty)
- Sensor System*: WIN-36HP42RH5P6
- Starting mode: AUTOMATIC
- "PDB" Connection specific parameters:
 - PDBSensorCoef: (empty)
 - SQCManagerHostName*: 127.0.0.1
 - TargetServerNameList*: *
- Pushing Parameters to the Analytics Server:
 - Pushing Event Intervals (secs)*: 0

At the bottom of the form are three buttons: 'Modify', 'Test Connection', and 'Cancel'. A 'Delete Messages' link is visible in the bottom right corner.

5. Click the **Modify** button.

4.1.3.3 Changing the Data Collection Interval of the Dashboard Server

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



Note

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

Procedure

1. Login to the Analytics Studio.
2. From under **Collection Rules** in the Element Navigation space, select the event for which you want to change the data collection interval.
3. Select **Condition_<event name>** from the Collection Rules.

4. Click the **Edit** button.
The message "Edit successful" will be displayed.
5. Click the **Timing** tab.
6. In the collection interval column of **Schedule**, change the time to the collection interval you want.
7. Click the **Save** button in the Workspace-Editor.
8. Click the **Share** button in the Workspace-Editor.
When sharing is completed, the message "Share successful" will be displayed.
9. Click **OK** to close the dialog box.
10. Click the **Ready** button in the Workspace-Editor.
When you do so, a dialog box confirming that you want to wait for publishing will be displayed.
11. Click **Yes** to wait for release of the dashboard group.
The message "Ready successful" will be displayed.
12. Click **OK** to close the dialog box.
13. Select the **Ready** tab in the Element Navigation space.
14. Select the collection condition you want to publish to confirm the definition.
If the definition is correct, select **Block based on <eventname>** in the Element Navigation space.
If the definition is incorrect, you can click the **Reject** to reject it.
15. Click the **Publish All Elements** to publish the definition.
When you do so, a dialog box confirming that you want to publish the definition will be displayed.
16. Click **Yes** to publish the definition.
The message "Publish successful" will be displayed.
17. Click **OK** to close the dialog box.

4.1.3.4 Adding Information to be Monitored to the Dashboard

The events listed below are activated as monitored items in the Systemwalker Service Quality Coordinator Dashboard template, 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_M_SUM_ZONE	Monitor information (ZONE)
PDB_D_ECO_POWER	Power consumption
PDB_D_ECO_TEMPERATURE	Temperature
PDB_M_SUM_VMWVPROC	Monitor information (VMware virtual machine CPU)
PDB_M_SUM_VMWVMEM	Monitor information (VMware virtual machine memory)
PDB_M_SUM_VMWVDISK	Monitor information (VMware virtual machine disk)
PDB_M_SUM_VMWPPROC	Monitor information (VMware virtual host CPU)

Event name	Remarks
PDB_M_SUM_VMWPMEM	Monitor information (VMware virtual host memory)
PDB_M_SUM_VMWPDISK	Monitor information (VMware virtual host disk)

To add other events as monitored items, refer to "[4.1.3.1 Dashboard templates](#)". After applying the required template, perform the procedure below.

Note

- When you want to add an event as a monitored item 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 with the Connection Type "PDB". Adding a monitored item or uploading and applying a template while these instances are running can take a great deal of time.

Procedure

1. Use Analytics Studio to enable an event to be monitored.
 1. Login to the Analytics Studio.
 2. From under **Collection Rules** of the **Data collection** in the Element Navigation space, select the event for which you want to activate the information to be monitored.
 3. Select **Condition_<event name>** from the Collection Rules.
 4. Click the **Edit** Button in the Workspace-Editor.
The message "Edit successful" will be displayed.
 5. Click the **Activate** button in the Workspace-Editor.
 6. Click the **Save** button in the Workspace-Editor.
 7. Click the **Share** button in the Workspace-Editor.
When sharing is completed, the message "Share successful" will be displayed.
 8. Click OK to close the dialog box.
 9. Click the **Ready** button in the Workspace-Editor. When you do so, a dialog box confirming that you want to wait for release will be displayed.
 10. Click **Yes** to wait for release of the dashboard group. The message "Ready successful" will be displayed.
 11. Click OK to close the dialog box.
 12. Select the **Ready** tab in the Element Navigation space.
Click **All blocks** when **Condition_<eventname>** is not displayed on the **Ready**.
 13. Select the collection condition you want to publish to confirm the definition. If the definition is incorrect, you can click the **Reject** to reject it. If the definition is correct, select **Condition_<eventname>** in the Element Navigation space.
 14. Click the **Publish All Elements** to publish the definition.
When you do so, a dialog box confirming that you want to publish the definition will be displayed.
 15. Click **Yes** to publish the definition.
The message "Publish successful" will be displayed.
 16. Click **OK** to close the dialog box.

2. Use Analytics Management Console of the Interstage Business Process Manager Analytics to start the sensors.
 1. Using a Web browser, connect to Analytics Management Console of the Interstage Business Process Manager Analytics.
 2. From the **Windows Start menu**, click **Interstage Business Process Manager Analytics >> Management Console**, and then login using the administrator ID and password specified at installation.
 3. Click **Analytics System >> Sensor Management >> <Host name>** to display the **Connection Status**.
 4. Select the checkbox for the connection information name of the monitored item, and then click **Start**.
 5. After confirming that the **Status** column has changed from **Stopped** to **Running**, click **Logout**.



Point

To stop event information that does not need to be monitored from being transferred to the Dashboard Server clear the **Active** checkbox.

4.1.3.5 Account Management

Use account management to define access privileges to the dashboard.

Refer to "3.2.1.4 Creating Dashboard Users" to create a user.

Refer to the *Interstage Business Process Manager Analytics Studio Guide* for details.

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 "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 "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 drilled-down/report information types described in "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.

Example: For 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)

Along with the above attributes, the performance information for the events is also defined as an event attribute.

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

4.3 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 procedure shown below on the Dashboard Server:

Procedure

1. Using a Web browser, connect to Analytics Management Console of the Interstage Business Process Manager Analytics.
From the Windows **Start** menu, click **Interstage Business Process Manager Analytics >> Management Console**, and then login using the administrator ID and password specified at installation.
2. Click **Analytics System >> Sensor Management >> <Host name>** to display the **Connection Status**.
3. Click **Connection Name >> 01:Summary_ECO**.



When changing the IP address of the Manager to connect, execute after the status of the connection information to be changed is stopped.

4. The Modify Connection screen for the connection information of **01:Summary_ECO** will be displayed. Change the IP addresses of the connected Managers in the **SQCManagerHostName*** of **PDBSensorConf**.
5. Click the **Modify**.

4.4 Setting Dashboard Server Data Retention Periods

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



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



If you do not do set a data retention period, data will remain undeleted on the Dashboard Server. Always set a retention period for each monitored item.

1. Select **System Settings >> Data Migration** from the Analytics Management Console of Interstage BPM-A.
2. Set the following in the **Create an Archive Rule** tab:
 - Migration Definition Name: Any
 - Migration Type: Delete from Events DB
 - Migration Target: Specify the event at which the retention period will begin
 - Range for leaving Events DB: Set the length of time that the data is to be retained before being deleted
3. Click the **Create** button.

4. Confirm that the following message is displayed on the message column on the bottom of the screen.

INFO BADM0573: Created the Archive Rule. (Value: <Migration Definition Name>)

4.5 Backup and Restore of the Dashboard Server Environment

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

4.5.1 Backup and Restore of Interstage Business Process Manager Analytics/Symfoware Server

Perform backup and restoration by referring to the manual shown below for details. Note that a backed up Interstage BPM Analytics environment can only be restored onto an environment with the same system configuration. This means that components, (such as the database product used for the event management database and the placement of sensors), must be the same on the machine where Interstage BPM Analytics will be restored as on the machine where the backup was made.



Information

.....

Refer to "Maintaining" in the *Interstage Business Process Manager Analytics Administration Guide*

.....



Note

.....

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

.....

In addition, because Symfoware Server is being used in the event management database in the Dashboard Server, refer to the following manual for information on performing backup and restoration of the database:



Information

.....

Refer to " Maintaining the Built-in Database" in the *Interstage Business Process Manager Analytics Administration Guide*.

.....

Appendix A Starting and Stopping

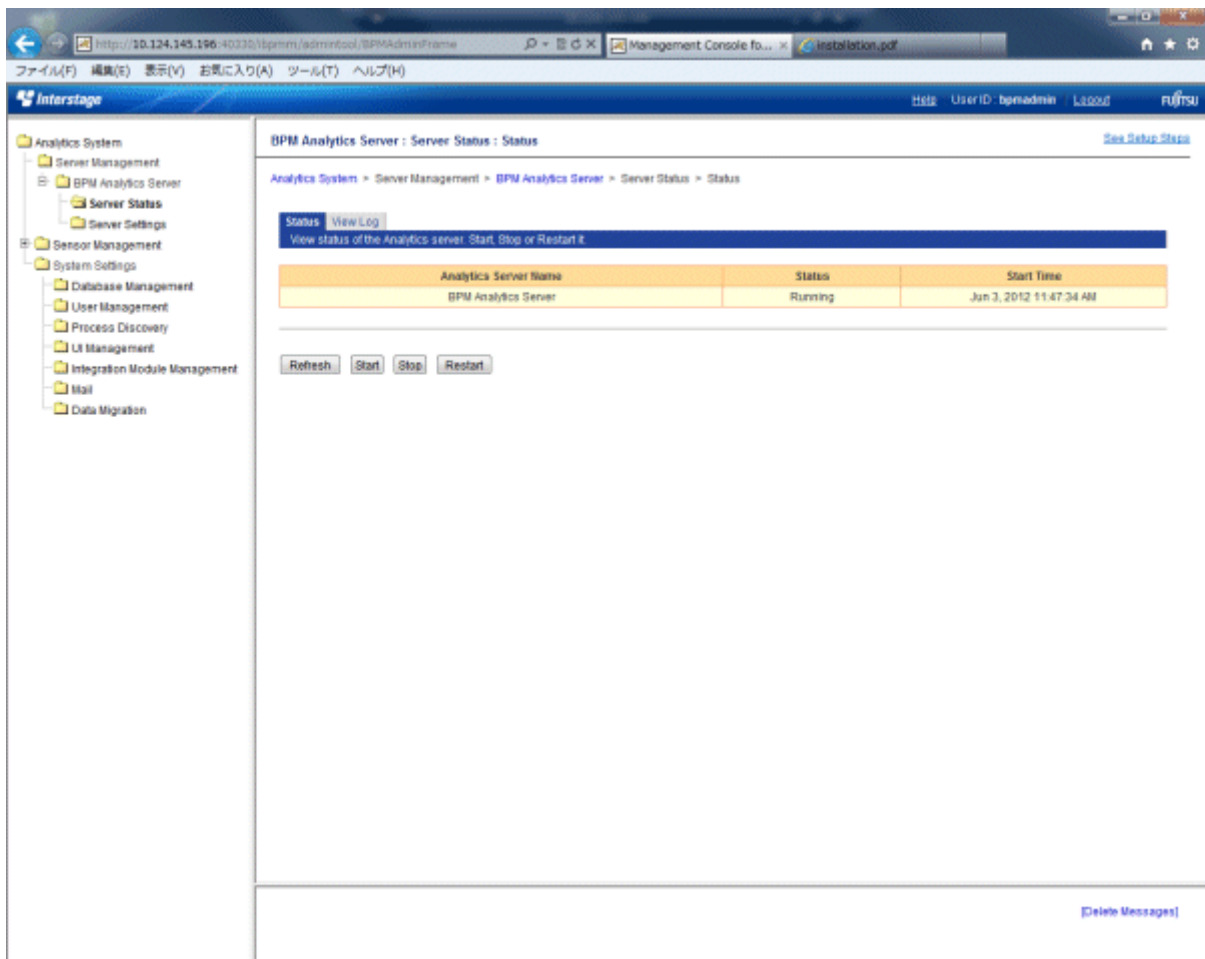
This appendix describes how to start and stop the Dashboard Server, the Built-in database, and the Built-in Application Server.

A.1 Starting and Stopping the Dashboard Server

A.1.1 Starting the Dashboard Server

Use the procedure shown below to start the dashboard:

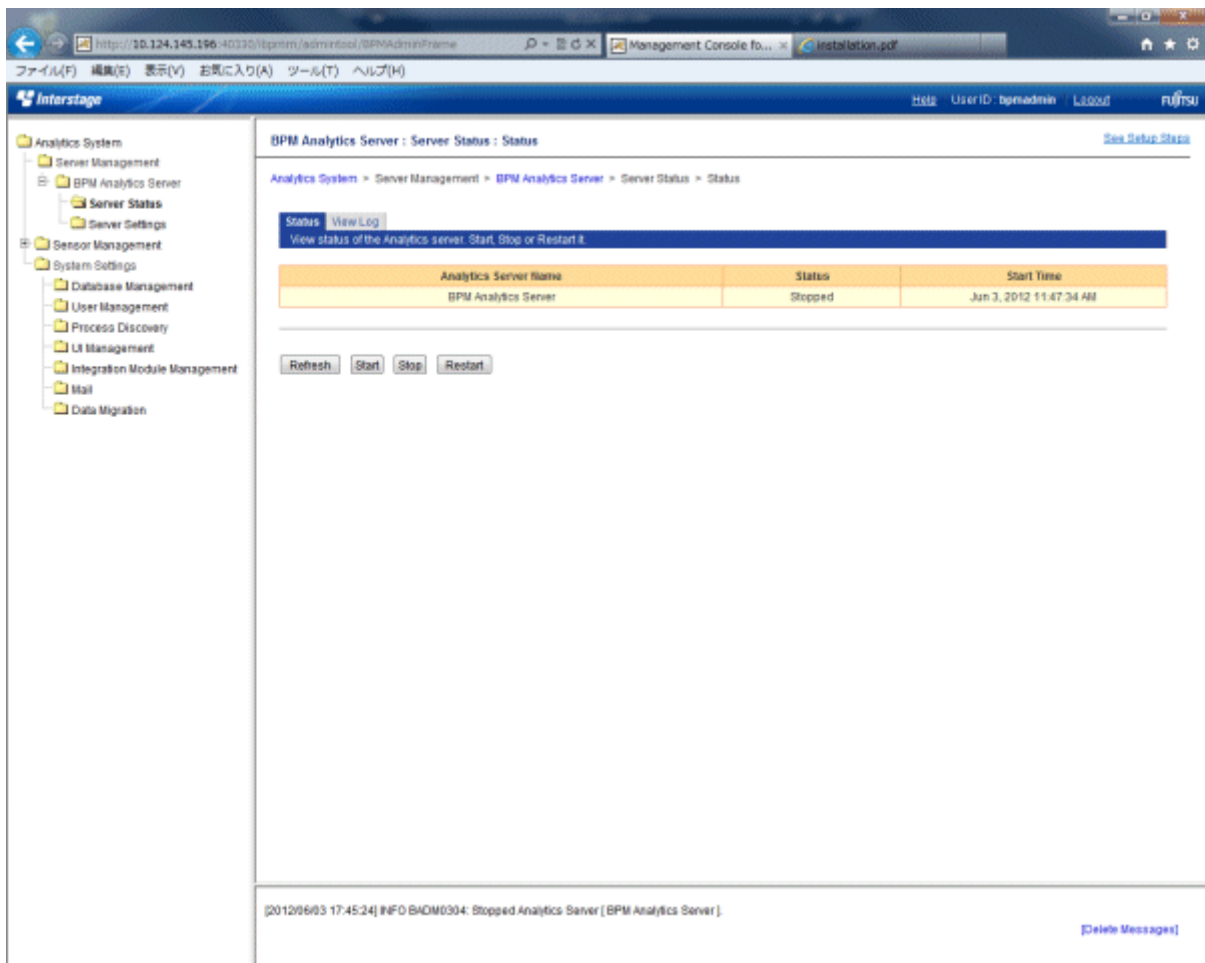
1. Connect to Analytics Management Console of the Interstage Business Process Manager Analytics.
Use a Web browser to connect to the Management Console.
From the Windows **Start** menu, click **Interstage Business Process Manager Analytics >> Management Console**, and then login.
2. Select **Analytics System >> Server Management >> BPM Analytics Server >> Server Status**, and then click the **Start** button to start the Interstage Business Process Manager Analytics Server.



A.1.2 Stopping the Dashboard Server

1. Use the procedure shown below to stop the dashboard:
2. Connect to Analytics Management Console of the Interstage Business Process Manager Analytics.
Use a Web browser to connect to the Analytics Management Console.
From the Windows **Start** menu, click **Interstage Business Process Manager Analytics >> Management Console**, and then login.

3. Select **Analytics System >> Server Management >> BPM Analytics Server >> Server Status**, and then click the **Stop** button to stop Interstage Business Process Manager Analytics Server.



A.2 Starting and Stopping the Built-in database

A.2.1 Starting the Built-in database

To start the Built-in database used by the Dashboard Server, start the following services:

- SymfoWARE RDA BPMA
- SymfoWARE RDB BPMA

A.2.2 Stopping the Built-in database

To stop the Built-in database used by the Dashboard Server, stop the following services:

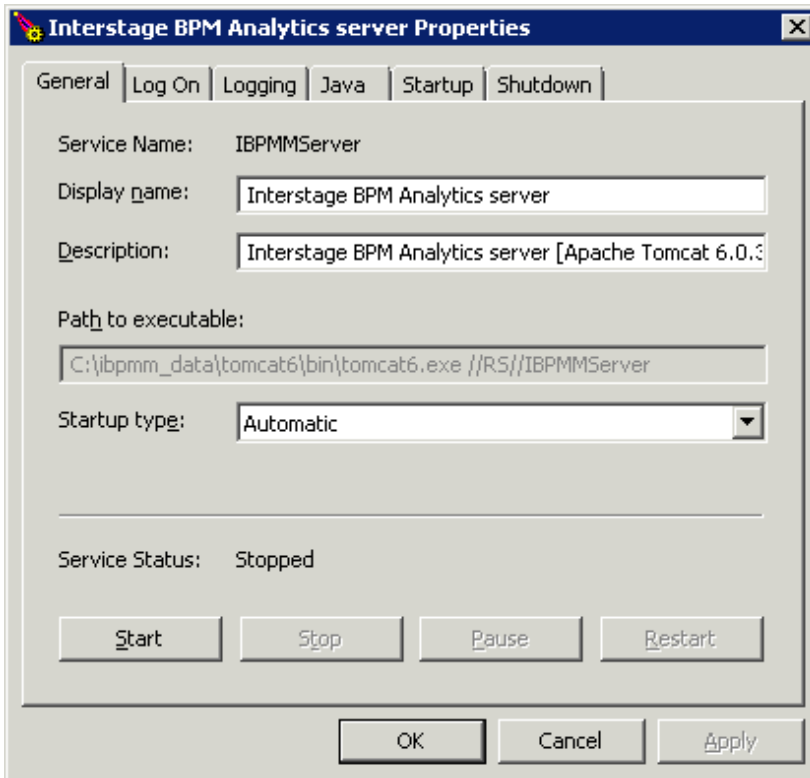
- SymfoWARE RDA BPMA
- SymfoWARE RDB BPMA

A.3 Starting and Stopping the Built-in Application Server

A.3.1 Starting the Built-in Application Server

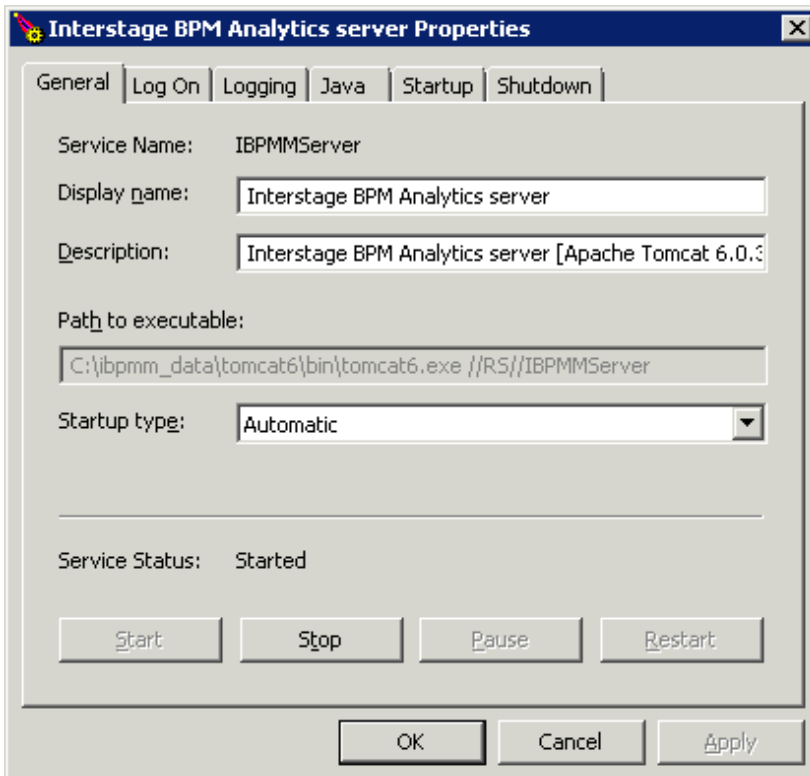
1. Select **Start >> All Programs >> Interstage Business Process Manager Analytics >> Configure Server**.

2. In the **General** tab of the **Interstage BPM Analytics Server Properties** window, click the **Start** button.



A.3.2 Stopping the Built-in Application Server

1. Select **Start >> All Programs >> Interstage Business Process Manager Analytics >> Configure Server**.
2. In the **General** tab of the **Interstage BPM Analytics Server Properties** window, click the **Stop** button.



Appendix B Migration

This appendix describes the procedure of migration from the Dashboard Server of the Systemwalker Service Quality Coordinator V13.5 to the Dashboard Server of the Systemwalker Service Quality Coordinator V15.0.1.

B.1 Advance Preparation

This section describes about the advance preparation which required to be done on the Dashboard Server of the Systemwalker Service Quality Coordinator V13.5 in order to do the migration

B.1.1 Changing settings of connection information

To prevent the connection information from operating immediately after the migration, change all definitions which method of starting the connection information is automatic start to manual start by using Analytics Studio of Interstage Business Process Manager Analytics.

Change the following connection information that are set to the automatic start by default in Systemwalker Service Quality Coordinator V13.5 to a manual start.

- 01:Summary_ECO
- 06:Virtualization Server(VMWare)

In addition, change the method to manual start if connection information other than above has been customized to automatic start.

B.1.2 Changing Parameters of the Database

Execute following two setting in order to use the Database of the Dashboard Server which was used with the Systemwalker Service Quality Coordinator V13.5 continuously with the Systemwalker Service Quality Coordinator V15.0.1.

- Increase the size of the RDB dictionary
- Prevent the database space used up

Increase the size of the RDB dictionary

Increase the size of the RDB dictionary to 1GB by executing following procedure.

1. Stop the Application Server of the Dashboard Server.
2. Make a backup of RDB dictionary in case of abnormal termination of the capacity allocation. (When Symfoware Server is installed with default, following command is stored under "<System Drive>\SFWSV\RDB\BIN".)
 - a. Start command prompt, and set system name.

```
set RDBNAME=SWSQC
```

- b. Execute following command, and set the update control to RDB dictionary.

```
rdbtr -z -rw
```

- c. Execute following command, and save the RDB dictionary.

```
rdbmpdic -N -f dicback@<Directory to save> -e -y
```

- d. Execute following command, and release the update control of RDB dictionary

```
rdbrls -z -rw
```

3. Execute to increase the size.

a. Execute following command, and stop the RDB system.

```
rdbstop -mwc
```

b. Execute following expansion command. (Default value of the RDB dictionary "<System Drive>:\SWFD\RDB\USR\DIC")

```
rdbaldic -a 20M -e -f <Directory of the RDB dictionary>/DICTIONARY2 -c 2048M
```

c. Execute following command, and start the RDB system.

```
rdbstart
```

4. Execute to allocate additional capacity.

a. Execute following command, and confirm the usage status of the RDB dictionary. When the Maximum value of the output result is less than 50%, procedure to allocate additional capacity is end.

```
rdbprdic
```

b. Stop Symfoware RDB system

c. Execute following command, and allocate additional capacity. Set the additional capacity with less than 50% of maximum value of rdbprdic.

```
rdbaldic -a <additional capacity>
```

d. Start Symfoware RDB System.

Prevent the database space used up

At the first time, Dashboard Server of the Systemwalker Service Quality Coordinator V15.0.1 uses about 7GB for table space of database.

Correspond as follows according to existing remained capacity.

- Less than 5GB : Create new database space
- 5GB - 7GB : Change the parameter of the default size

Confirm method of the remainder capacity in table space

Confirm as follows by using command prompt.

```
C:>set RDBNAME=SWSQC
C:>rdbspcinf -d EVENT

Database space : EVENTSPACE
Device         : E:\INSTROOT\SWFD\RDB\USR\EVENT
Size           : 20480000K
Static allocate size
total         : 10000000K
Dynamic allocate size
total         : 240000K
Free size
total         : 10240000K
qdg12074i:rdbspcinf was normally terminated. Return code 00 (SYSTEMNAME =SWSQC )
```

In above case, remaining capacity (Free size) is about 10GB.

Remaining capacity is less than 5GB

When remaining capacity is less than 5GB, creating a new database space with more than 20GB is required before starting migration. Set a new database space as Events DB from Analytics Management Console of the Interstage Business Process Manager Analytics.

Remaining capacity is 5GB - 7GB

When remaining capacity is 5GB - 7GB, execute following procedure.

1. Change the parameter for table creation from Analytics Management Console of the Interstage Business Process Management Analytics.
2. Change the following parameters under **Analytics System >> System Settings >> Database Management >> Events DB >> JDBC Connection URL**.
 - CLI_DEFAULT_TABLE_SIZE=(8,256,25600,128)
 - CLI_DEFAULT_INDEX_SIZE=(2,2,256,2560,128)

Example

```
jdbc:symford://XXX.XXX.XXX.XXX:23451/  
EVENT;schema=EVENTSCHEMA;ctuneparam='CLI_MAX_SQL=(512);CLI_DEFAULT_TABLE_SIZE=(8,256,25600,128);CL  
I_DEFAULT_INDEX_SIZE=(2,2,256,2560,128)'
```

B.1.3 Backup Resources

Backup following information of the Dashboard Server.

- Setting file of Analytics Server
- Work space directory
- Event storage database (for restoration)

Refer to the "Backing Up the Interstage BPM Analytics Server environment" of the *Interstage Business Process Manager Analytics V11.0 Administration Guide* for backup procedure.

 **Information**

Backup resource of the database do not use directly at the migration. This procedure is in case of unforeseen problem happens at migration.

B.1.4 Uninstallation of the Interstage Business Process Manager Analytics

Uninstall the Interstage Business Process Manager Analytics. Refer to the manual of the version that installs the dashboard server for the uninstallation method.

 **Note**

Event database will be used when migration, so do not delete after uninstallation.

B.2 Migration Procedure

This section explains the migration procedure to the Dashboard Server of Systemwalker Service Quality Coordinator V15.0.1 after executing advance preparation.

 **Note**

Execute "[B.1 Advance Preparation](#)" is required when doing the migration.

B.2.1 Installation of the Interstage Business Process Manager Analytics V12

Install Interstage Business Process Manager Analytics V12 to the Dashboard Server.

Specify Interstage J2EE to the Application Server Type when specifying at the installation. Refer to "[3.2.1.1 Interstage Business Process Manager Analytics Installation](#)" about the installation method.

B.2.2 Stopping the work unit

Stop the work unit (IBPMMServer) of the Dashboard Server by using Interstage Management Console.

B.2.3 Replacement of configuration file

The file in the backup resource which acquired at "[B.1.3 Backup Resources](#)" replace with the file for Dashboard Server of the Systemwalker Service Quality Coordinator V15.0.1.

The file for replacement is stored under the following installation directory of the Operation Management Client of Systemwalker Service Quality Coordinator V15.0.1.

File for replacement : <Operation Management Client Installation Directory>\dashboard\sensor\lib\pdb-sensor.jar

Replacement destination : <Work Space Directory (ibpmm_data)>\davroot\libFiles\pdb-sensor.jar

Files for replacement : Following files under the <Operation Management Client Installation Directory>\dashboard\sensor\types\PDB directory

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

Replacement destination : <Conf directory of the Analytics Server Setting File>\types\PDB

B.2.4 Executing Migration Command

Execute migration command by referring following procedure.

1. Take out the following migration file under DVD of the Systemwalker Service Quality Coordinator Enterprise Edition V15.0.1, and store in the Dashboard Server.

<DVD Drive>:\unified\bpma\Util\BPMMigrationUtil.zip



.....

The file mentioned above is store in the following place of the DVD for UNIX versions.

<DVD Drive>:\client\unified\bpma\Util\BPMMigrationUtil.zip

.....

2. Unzip BPMMigrationUtil.zip file
3. After unzip, execute following command.

```
<Unzip destination>\bin\bpmmigrate2v12 -i <WorkDirectory> -M <DeployedDirectory> -p  
<AdminPassword> -c <ConfDirectory> -a <AgentDirectory>
```

Option/Parameter Explanation

- -i <WorkDirectory>
Specify the path of the work space backed up from V11.1
- -M <DeployedDirectory>
Specify the following directory path to the <DeployedDirectory>.
<Interstage Installation Directory>\J2EE\var\deployment\ijserver\IBPMMServer\apps\ibpmm.war

- -p <AdminPassword>
Specify the password of the superuser which has been set when BPMAV12 installed.
- -c <ConfDirectory>
Specify the path of deployed destination of the conf directory which was backed up from V11.1.
- -a <AgentDirectory>
Specify the path of deployed destination of the Agent directory which was backed up from V11.1.

Example

```
> bpmigrate2v12 -i C:\BPMBBackup\ibpm_data -M C:\Interstage\J2EE\var\deployment\jserver\IBPMMServer
\apps\ibpmm.war -p XXXX -c C:\BPMBBackup\conf -a C:\BPMBBackup\agent
BUPG0001=Starting migration.
BUPG0003=Starting repository conversion. (Path:C:\BPMBBackup\ibpmm_data)
BUPG0004=The repository conversion is complete.
BUPG0011=Starting conf directory conversion. (Path:C:\BPMBBackup\conf)
BUPG0012=The conf directory conversion is complete.
BUPG0007=Starting agent directory conversion. (Path:C:\BPMBBackup\agent)
BUPG0008=The agent directory conversion is complete.
BUPG0015=Starting DB structure conversion. (DB type:EVENTDB)
BUPG0016=The DB structure conversion is complete.
BUPG0005=Applying the converted repository to the system.
BUPG0006=The converted repository has been applied to the system.
BUPG0009=Applying the converted agent directory to the system.
BUPG0010=The converted agent directory has been applied to the system.
BUPG0013=Applying the converted conf directory to the system.
BUPG0014=The converted conf directory has been applied to the system.
BUPG0002=The migration is complete.
```

 **Note**

.....
 Execute this command after starting the Symfoware RDB system when stops.

B.2.5 Starting Work Unit

Start the work unit (IBPMMServer) by using Interstage Management Console of the Dashboard Server.

 **Note**

.....
 After starting the work unit, update process for Database of the Dashboard Server is automatically started. Update process might take more than 1 hour. Because of that, when selecting **Analytics System >> Sensor Management >> <Host name>** of Analytics Management Console of the Interstage Business Process Manager Analytics, following message might display on the screen. In that case, wait for few minutes, and confirm the sensor status of the <Host name> is Running.

ERROR BADM2405: Failed to get the State of the Sensor. (Details: BSDK2803: The error occurred while executing the request. (detail : BSDK2101: The sensor has not been initialized.))

B.2.6 Setting of Connection Information

Set the following value to the connection information by using Analytics Management Console of the Interstage Business Process Manager Analytics. Specify the IP address of Manager of connection destination to all connection information which is used by Dashboard

- SQCManagerHostName

Reset the connection information which was set to manual start at "[B.1.1 Changing settings of connection information](#)"

B.3 Points of Concern

This section describes points of concern at the migration.

- Setting of the log which set before migration is not succeeded. Setting again is required when it is specified.
- The user that uses when the dashboard is displayed by using dashboard function of the Systemwalker Service Quality Coordinator V13.5 and the user that uses Analytics Studio are integrated. If user with same ID existed in each system, Analytics Studio user is deleted. Create Analytics Studio user again if necessary.
- When Dashboard server and Manager are constructed in different servers, refer to "[4.3 Changing the IP Addresses of Connected Managers](#)" and set the connection target.
- If "[4.1.3.2 Setting Agents to be Monitored](#)" on Dashboard Server has been executed and Agent to be monitored has been specified, specification method of Agent required to be changed from IP address to System Name of monitoring target. Refer to "[4.1.3.2 Setting Agents to be Monitored](#)" and change the setting of the Agent to be monitored to System Name.

B.3.1 About the data handling when executing migration

When executing migration, uniqueness guarantee function (Double registration prevention function of performance data) becomes invalid.

If accessing to the Database of Systemwalker Service Quality Coordinator V13.5 without executing the migration, uniqueness guarantee function automatically effective, and data which was operated on V13.5 is cleared.