



Agile Product Lifecycle Management

Agile Plug-in for Enterprise Manager User Guide

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Preface

Oracle's Agile PLM documentation set includes Adobe® Acrobat PDF files. The [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technetwork/documentation/agile-085940.html) <http://www.oracle.com/technetwork/documentation/agile-085940.html> contains the latest versions of the Agile PLM PDF files. You can view or download these manuals from the Web site, or you can ask your Agile administrator if there is an Agile PLM Documentation folder available on your network from which you can access the Agile PLM documentation (PDF) files.

Note To read the PDF files, you must use the free Adobe Acrobat Reader version 9.0 or later. This program can be downloaded from the [Adobe Web site](http://www.adobe.com) <http://www.adobe.com>.

The [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technetwork/documentation/agile-085940.html) <http://www.oracle.com/technetwork/documentation/agile-085940.html> can be accessed through **Help > Manuals** in both Agile Web Client and Agile Java Client. If you need additional assistance or information, please contact My Oracle Support (<https://support.oracle.com>) for assistance.

Note Before calling Oracle Support about a problem with an Agile PLM manual, please have the full part number, which is located on the title page.

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Oracle provides dedicated Text Telephone (TTY) access to Oracle Support Services within the United States of America 24 hours a day, 7 days a week. For TTY support, call 800.446.2398. Outside the United States, call +1.407.458.2479.

Readme

Any last-minute information about Agile PLM can be found in the Readme file on the [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technetwork/documentation/agile-085940.html) <http://www.oracle.com/technetwork/documentation/agile-085940.html>.

Agile Training Aids

Go to the [Oracle University Web page](http://www.oracle.com/education/chooser/selectcountry_new.html) http://www.oracle.com/education/chooser/selectcountry_new.html for more information on Agile Training offerings.

Accessibility of Code Examples in Documentation

Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

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Oracle® Enterprise Manager

Agile PLM Monitoring Guide 10g Release 4 (10.2.0.4.0)

This document introduces Agile PLM Monitoring using Oracle Enterprise Manager Grid Control. It guides you through the process of creating and configuring Agile Landscape targets and discusses Agile transactions. It provides the following information:

- [Introduction to Agile PLM Monitoring with Oracle Enterprise Manager Grid Control](#) on page 1
- [Monitoring Agile Targets](#) on page 7
- [Configuring Agile Landscape Targets](#) on page 9
- [Installing Agile Plug-In](#) on page 11
- [Reports](#) on page 15
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- [Uninstalling Agile Plug-In](#) on page 27

Introduction to Agile PLM Monitoring with Oracle Enterprise Manager Grid Control

This chapter includes the following:

▪ Overview.....	1
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▪ Setting Credentials in Oracle Enterprise Manager	3
▪ Granting 'Log on as a Batch Job' Privilege	4
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Overview

Agile PLM Plug-in for Oracle Enterprise Manager 10g provides multi-instance Agile PLM monitoring designed to deliver comprehensive, efficient, and vital health status information. The plug-in provides Enterprise Manager with performance metrics, availability, and end-user experience monitoring for Agile PLM applications.

Release Support

The Agile Plug-in supports Agile PLM Release 9.3 or later.

The plug-in also supports the following releases of Oracle Enterprise Manager Agent:

- Release 10.2.0.4
- Release 10.2.0.3

Oracle recommends Oracle Enterprise Manager Agent Release 10.2.0.4.

System Requirements

Before configuring Grid Control 10g Release 4 (10.2.0.4) to manage Agile applications, you must:

- Install and configure Grid Control 10gR4 and 10g Release 2 (10.2.0.2) on at least one host computer on the network.
- Install the Grid Control components on their own host or hosts. For example, if you install Agile monitoring middle tier on host1.us.oracle.com, then install and configure the Oracle Management Service and Oracle Management Repository on host2.us.oracle.com.
- Install the Grid Control 10.4 Oracle Management Agent on every host that includes components that you want to manage with Grid Control.

Refer to *Oracle Enterprise Manager Basic Installation and Configuration for Oracle Enterprise Manager Grid Control 10.2* at: <http://www.oracle.com/technology/documentation/oem.html>
<http://www.oracle.com/technology/documentation/oem.html>

Before Installing the Agile Plug-in

1. Install Oracle Enterprise Manager Agent Release 10.2.0.3 or later. Make sure the agent can successfully communicate with Oracle Enterprise Manager Server and upload data. For example, Agent Availability must be UP, Last Load Time must show a recent date/timestamp, and ensure to update the Last Load Time periodically.
2. Install Agile PLM Release 9.3 or later.

Note The Oracle Enterprise Manager Agent need not reside on the same machine where Agile PLM is installed.

While you are installing Agile, you need to know:

- The Host of Agile PLM instance.
- The JMX Port Number of the Agile PLM instance.
- If you are enabling authentication for JMX on Agile PLM instance, you require the JMX Username and the JMX Password.
- The Communication Protocol of Agile PLM instance.
- The Service Name of Agile PLM instance.
- If you are enabling SSL for JMX on Agile PLM instance, you require the SSL Trust Store and the SSL Trust Store JMXPassword.
- The Agile Version of the Agile PLM instance (Not mandatory).

Note Ensure to load the Agile PLM instance.

Note that

- Installer hard codes the Port Numbers while installing Agile PLM
- Port number for Agile PLM - 9899
- Port Number for Apache Tomcat - 9898
- Default Communication Protocol and Services names are rmi and jmxrmi.

Enabling Agile Services in the Target Tab

Before configuring Grid Control 10g Release 4 (10.2.0.4) to manage Agile application, Oracle recommends that you install the Grid Control components on their own host or hosts. For example, if you install Agile on host1.us.oracle.com, then install and configure the Oracle Management Service and Oracle Management Repository on host2.us.oracle.com.

Install the Grid Control 10.2 Oracle Management Agent on every host that includes the components you want to manage with Grid Control.

Refer the *Enterprise Manager Grid Control Installation and Basic Configuration* guide for details on performing these steps.

To enable Agile Services :

1. Enable **Agile Services** under the **Targets** tab. The Preferences page appears.
2. Click **Preferences** located at the top-right corner.
3. Click the **Target Subtabs** link located on the left pane. The Target Subtabs page appears.
4. Select **Agile PLM Services** from Available Target Subtabs and move it to the Selected Target Subtabs using the **Move** arrow.
5. Click **Finish**.

Setting Credentials in Oracle Enterprise Manager

You need to set credentials in Oracle Enterprise Manager for the user that the agent runs as. Either you can set default credentials (credentials are the same for all agents) or you can set different credentials for each agent (target credentials). Target credentials override default credentials.

To set credentials:

1. Click **Preferences** in the Oracle Enterprise Manager home page.
2. Click **Preferred Credentials**.

3. Click the icon in the Set Credentials column in the row for the agent. The Agent Preferred Credentials page appears.
4. Enter default and target credentials by entering the operating system username and password for the agent.
5. In the Host UserName column, enter username.
6. In the Host Password column, enter password.
7. Click **Apply**.

Granting 'Log on as a Batch Job' Privilege

On Windows, you need to grant to the host username the **Log on as a Batch Job** privilege. Set credentials for agents by setting the host username and host password in Oracle Enterprise Manager Grid Control. For more information on setting credentials, see [Setting Credentials in Oracle Enterprise Manager](#) on page 3.

To grant Logon as a batch privilege on Windows:

1. Set the control panel to classic view.
2. From the desktop, choose **Start > Control Panel > Administrative Tools**.
3. Double click **Local Security Policy**.
4. Click **Local Policies**.
5. Click **User Rights Assignment**.
6. Double-click **Log on as a Batch Job**. The Log on as a Batch Job Properties dialog appears.
7. Click **Add User or Group**. The Select Users or Group dialog appears.
8. In the **Enter the Object Names to Select** dialog, enter username of the host.
9. Click **OK**.

Additional Sources of Information

Refer to the documentation listed below for additional information about Agile instance monitoring. The base documentation is applicable in many cases, because Agile instance monitoring leverages many of Enterprise Manager's underlying capabilities.

Enterprise Manager Concepts Guide capabilities of Oracle Enterprise Manager Grid Control

- System Monitoring - Setting up Thresholds and Alerts Information Publisher Creating Custom Reports

- Enterprise Manager Grid - All Installing Enterprise Manager Control Installation and Grid Control Server and Agents Basic Configuration
- Enterprise Manager Advanced Configuration - All Advanced Configuration Topics
- Sizing and Maximizing Capacity Planning and Tuning the Performance of for Oracle Enterprise Manager Oracle Enterprise Manager
- Refer the URL below to access documents mentioned in the table from Oracle Technology Network: <http://www.oracle.com/technology/documentation/oem.html>.
<http://www.oracle.com/technology/documentation/oem.html>

Monitoring Agile Targets

This chapter includes the following:

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Prerequisites for Monitoring Agile Targets

After deploying Agile, perform the following steps to monitor an Agile target by using Enterprise Manager Grid Control:

- Install Enterprise Manager Grid Control with licenses.
- You must install EMGC 10.2.0.2.0 before you upgrade to 10.2.0.4.0.
- Name the queues OEM_AGENTS and OEM_METRICS.
- Install Enterprise Manager 10g R4 agent on the machine where you install the plug-in.

Configuring Agile Landscape Targets

This chapter includes the following:

- Adding an Agile Landscape 9
- Removing Application Instances from an Existing Landscape 9

Adding an Agile Landscape

Agile Landscape enables administrators to organize distributed targets for efficient and effective management and monitoring.

To create an Agile landscape::

1. Click the **Targets** tab, from the Enterprise Manager Console.
2. Click the **Agile** tab.
3. Click **Add**. The Add Agile Landscape page appears. Define values for all the parameters.
4. Click **OK**.

The progress page notifies you when Agile Landscape and its associated targets are created.

Removing Application Instances from an Existing Landscape

After creating an Agile Landscape and associated targets, you can manually remove individual application instances from that Landscape. This, however, deletes the respective target information from the Enterprise Manager repository.

Note Enterprise Manager does not monitor the target, once you delete an entry from the Enterprise Manager Repository.

Listed below are the two possible paths for manually removing application instances from an existing landscape:

To manually remove application instances from existing landscape - Path 1:

1. Navigate to **All Targets** tab.
2. Locate the application instances you want to delete.
3. Check the **Select** option.
4. Click **Remove**.

To manually remove application instances from existing landscape - Path 2:

1. Navigate to **Agile Applications** tab.
2. Select **Agile Landscape View**.
3. Navigate to the enterprise you want to remove.
4. Check the **Select** option.
5. Click **Remove**.

Path 2 option removes the Agile server, targets, and all instances of the application.

Installing Agile Plug-In

This chapter includes the following:

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▪ Deploying the Plug-in.....	12
▪ Creating a Target Instance	13

Importing a Plug-in

Plug-ins define and deploy an agent to manage and monitor a target. Before you begin the import process, you need to download and install the plug-in and save the plug-in file (agilePlugin.jar/agilePharmaPlug.in.jar) to the machine where the browser is running.

You can now log in to the Oracle Enterprise Manager Grid Control from the browser.

To import plug-ins:

1. Log in to the Oracle Enterprise Manager Grid Control.
2. Enter username and password of the Super Administrator in the Username and Password columns.
3. Press **Return** or click **Login**. The Oracle Enterprise Manager Grid Control Home page appears.
4. Click **Setup**. The Oracle Enterprise Manager Setup page appears.
5. Click **Management Plug-ins** in the Overview of Setup panel section. The Management Plug-ins page appears.
6. Click **Import** from the Management Plug-ins page. The Import Management Plug-ins page appears.
7. Click **Browse** to locate the agilePlugin (plug-in) archive file.

The agilePlugin (plug-in) archive file is the .jar file you have downloaded. The file is located in the file system where the browser resides. (For example, if the browser resides on the Windows platform, you can locate the file on the desktop or in one of the folders on the drive).
8. Select the file. You see the path and filename of plug-in jar file in the text field named Management Plug-in Archive.
9. Click **List Archive**.

The Management Plug-in Archive (MPA) plays an important role at various stages of the Management Plug-in lifecycle. It serves the following functions.

- It acts as a transport mechanism between the development environment and the Enterprise Manager framework.

- It acts as a transport mechanism between different Enterprise Manager installations.
- It acts as a container for the Management Plug-in. A MPA may contain multiple Management Plug-ins.

10. Check the **Select** option. You can now Import the Plug-in.

11. Click the **OK** button.

The process of importing the Plug-in begins.

On completion, the Setup page displays the message: “One Management Plug-in has been successfully imported”. You can now deploy the Plug-in to one or more agents.

Deploying the Plug-in

Deploying the Agile Plug-in to one or more agents begins the process of monitoring the target. After successfully deploying the plug-in, you can configure Agile Server as one of the targets for the agent. The agent then begins the process of monitoring the target.

To deploy the plug-in:

1. Ensure you are in the Oracle Enterprise Manager Setup page.

A table displays several columns containing information about the plug-in. For example, the name column displays Agile, Deployed Agents column displays 0 (if you have not previously deployed one or more agents), Description column displays Management Plug-in for Agile PLM.

2. Check the **Select** column.

3. Click **Deploy**. The Deploy Management Plug-in: Select Targets page appears.

4. Click **Add Agents**. A dialog appears. You can now search for the known agents.

5. Click **Go**.

6. Check the **Select** option for each agent you wish to deploy the plug-in to, from the list of agents.

7. Click **Select**. A list of deployment agents appears.

8. Click **Next**. The Deploy Management Plug-in: Review page appears. This page briefly describes the deployment process.

9. Click **Finish**.

The Setup page displays the message: “Deploy operation completed”. The number of agents deployed appears in the Deployed Agents column.

You are now ready to create a target instance.

Creating a Target Instance

You can create a target instance of the Plug-in on one or more agents and for each unique Agile PLM Server. You can configure Agile Server as one of the targets for the agent and the agent begins the process of monitoring the target.

1. Click **Agents** on the Setup page.
2. The Agents page appears. A list of the agents you deployed the plug-in to appears.
3. Select and click the **Agent** link. The Agent Name page appears.
4. Click the **Add** drop-down list and select **Agile PLM**.
5. Click **Go**.
6. The Add Agile PLM page appears. Enter values for the properties.
 - To add **Agile PLM**,
 - Select Agile PLM from the **Add** drop-down menu. Click **Go**.
 - Enter Name, IP address, JMX Port Number, Communication Protocol, Service Name, Version, and other relevant Appserver details. Click **Go**.
 - To add **Apache Tomcat**,
 - Select Apache Tomcat from the **Add** drop-down menu. Click **Go**.
 - Enter Name, IP address, JMX Port Number, Communication Protocol, Service Name, Version, and other relevant File server details.

In the Name column, you create a target instance name. Define the name as a meaningful identifier. (For example, Agile93PLM_hostname_instance). The name can be any string including letters, numbers, and special characters.

1. Enter the target instance name in the Name column.
2. Enter the host name of the Agile PLM instance in the Host column.
3. Enter the port number in the JMX Port Number column.
4. If you enable authentication,
 - Enter the JMX username in the JMX User Name column.
 - Enter the JMX password in the JMX Password column.
 - Enter the protocol in the Communication Protocol.
 - Enter the name in the Service Name column.
5. If you enable SSL,
 - Enter the SSL trust in the SSL Trust Store column.
 - Enter the JMXPassword in the SSL Trust Store JMXPassword column.
6. Enter the version of the Agile PLM instance in the Agile Version column.

7. Click **OK**.

You can now view information about the created target instance.

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Available Reports

With Tomcat and Enterprise Manager, you can do either real-time monitoring or historical monitoring. The administrators can then view these reports to monitor the health of targets. With each Tomcat installation, you must configure the Agile monitoring probe that provides metric details to the Tomcat hub. When you install EM agent, the agent receives alerts and messages from the EM queue and stores the statistics in the EM repository.

You have three options:

- 24 hours - provides the statistics for the last 24 hours.
- Seven days - provides the statistics for a week.
- 31 days - provides the statistics for the last 31 days.

Generating Reports

Reports generate from the metric information that you collect and store in the Oracle Enterprise Manager repository. Reports display detailed information as per pre-defined criteria, help monitor and analyze performance, and track usage. You can view Reports at the end of the process.

To generate reports:

1. Click the Oracle Enterprise Manager Home page.
2. Select the host name.
3. Click **Targets**.
4. Click the **Reports** button. The Report Definition page appears.
5. Select **Agile Chart Reports > Interesting Agile Data > User Usage Report** and specify a target for Report.
6. Select a **Target**.

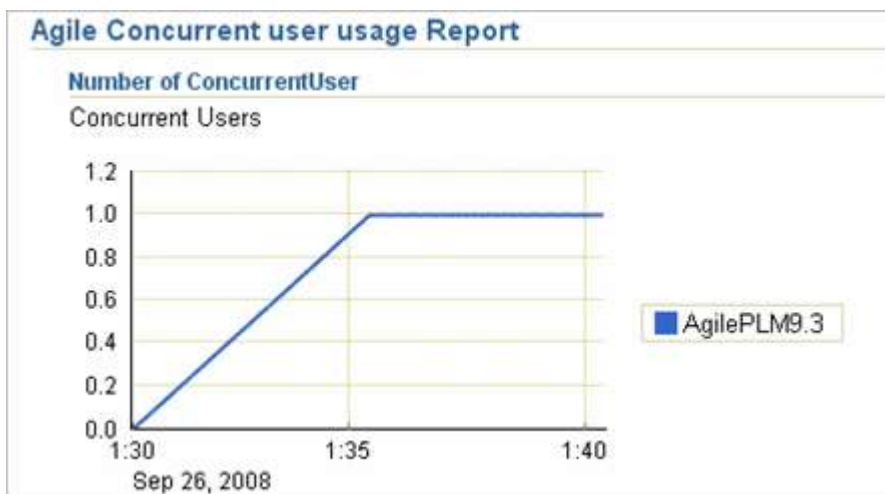
7. In the Search and Select Targets page, enter Agile PLM in the Target type field.
8. Click **Go**.
9. Select the Target and click **Continue**. A graphic display of the Report appears. The report displays a graph of
 - **Users:** Logon Users
 - **Sessions:** Logon Sessions.

Listed below are the categories of Reports.

- Agile Chart Reports
- Deployment and Config
- Enterprise Manager Setup
- Monitoring
- Security
- Storage.

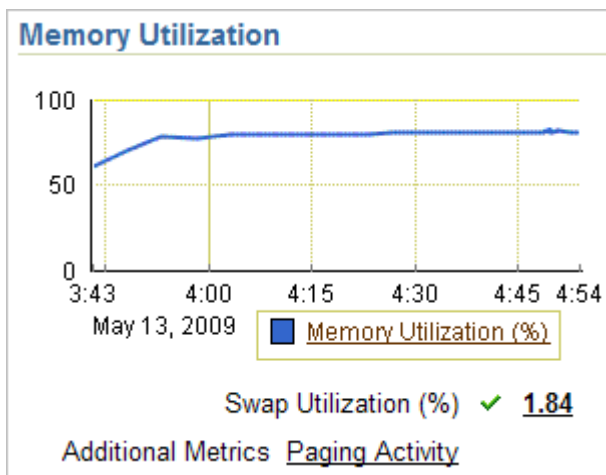
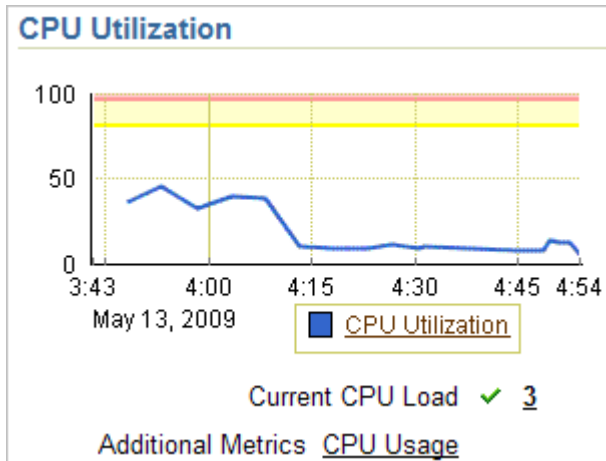
Agile Concurrent User Usage Report

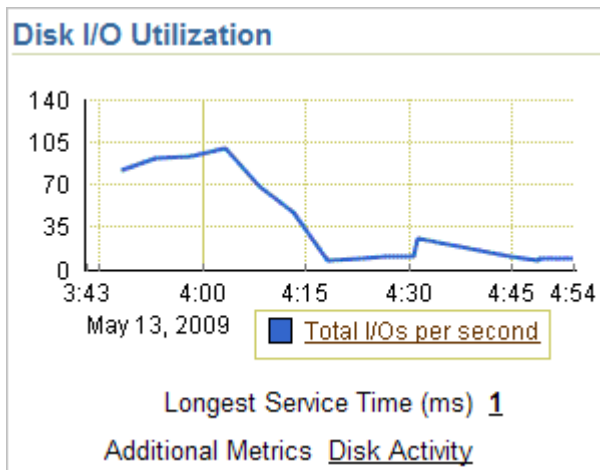
Agile Concurrent User Usage Report is based on this framework and shows the concurrent user numbers by day.



Performance Summary

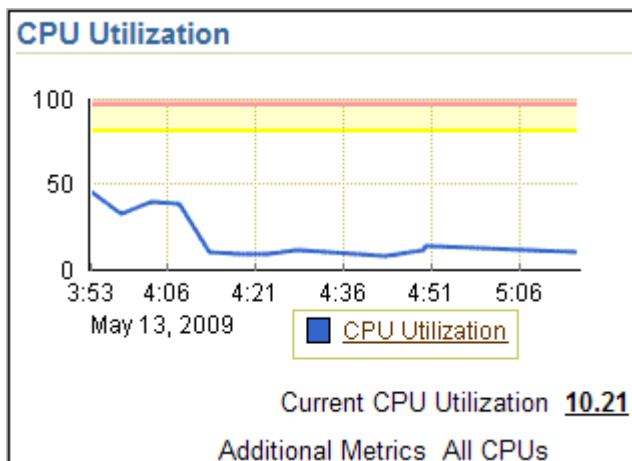
Given below is a graphic display of the Performance Summary View.

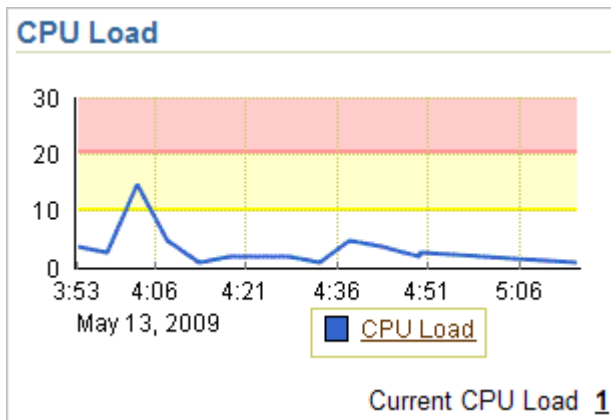




CPU Details

Given below is a graphic display of the CPU Details View.



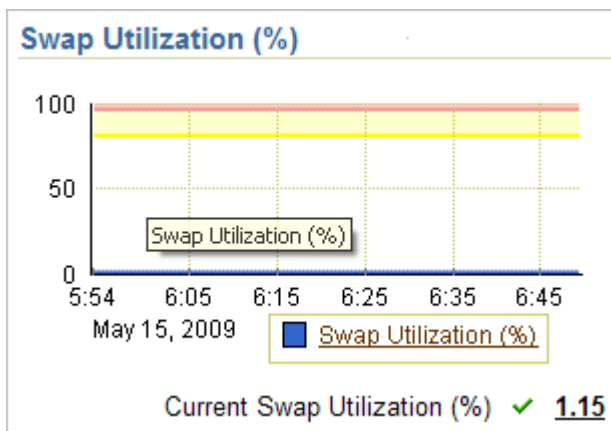
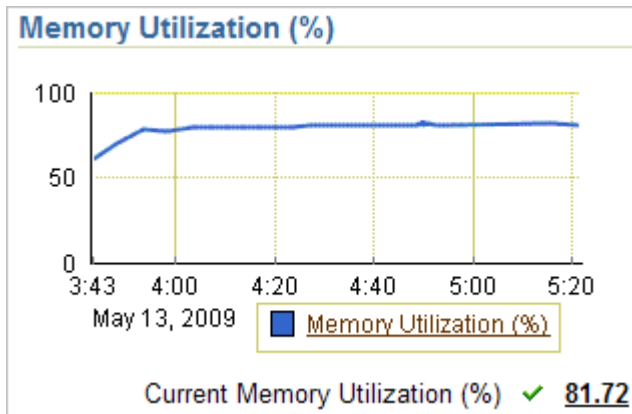


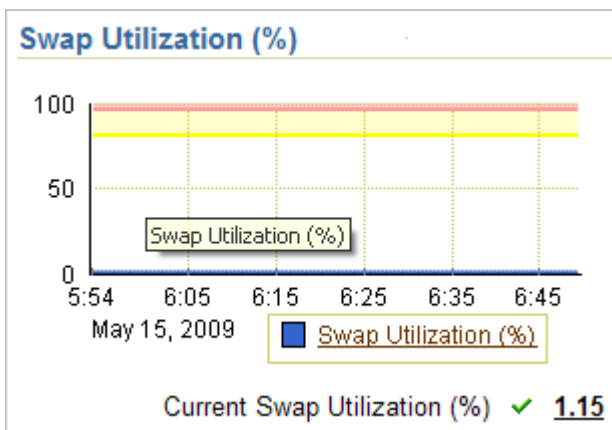
Top 10 Processes (ordered by Memory)

Command	Resident Size (KB)	Virtual Size (KB)	CPU Utilization (%)	Owner	Process ID
oracle	604,308	610,380	0	N/A	172
java	128,324	125,692	0	N/A	3120
Rtvsan	60,988	49,744	0	N/A	524
emagent	58,608	60,796	0	N/A	188
java	54,944	58,308	0	N/A	3840
Apache	44,228	53,720	0	N/A	536
emagent	35,232	43,128	0	N/A	3800
java	33,572	38,604	0	N/A	3160
webcached	33,072	47,444	0	N/A	3180
java	31,144	33,736	0	N/A	3204

Memory Details

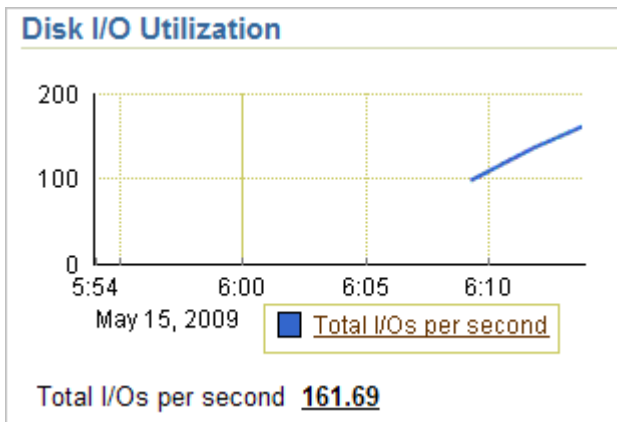
Given below is a graphic display of the Memory Details View.

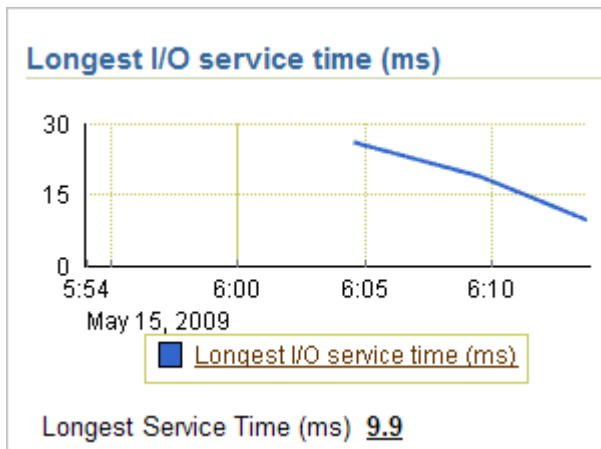




Disk Details

Given below is a graphic display of the Disk Details View.





Agile Metrics

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About Agile Metrics

This section provides descriptions for all Agile metrics that you monitor. The table below lists and describes the metrics.

Agile Metrics

Metric	Description
Maximum CPU Usage (%)	The maximum usage of CPU usage.
Maximum DB time (ms)	Usage of database time for single dialog program.
Maximum Dialog Response Time (ms)	Average dialog response time.
Actual Number of Users	The current number of users logged in to the Agile system.

There exists the current numbers of users system wide and for each application server instance

Metric	Description
Maximum usage of extended memory (%)	The maximum usage of extended memory.
Minimum for program buffer hit ratio (%)	Hit ratio of Program buffer.
Waiting Queue for dialog process	The dispatcher queue that measures the number of dialog process requests waiting for a free dialog process. This should be zero in an optimally tuned landscape (SID).
Hit Ratio Table Definition	Hit ration table definition.
Maximum% of memory paged out	Paging out rate.
Maximum usage of roll area (%)	Maximum usage of roll area.

Viewing Performance Metrics for Agile PLM

The Agile Plug-in collects and displays information and performance metrics for the target Agile PLM including:

- [Agile Information](#) on page 24
- [User Usage](#) on page 25
- [Response Information](#) on page 25

The Oracle Enterprise Manager All Metrics page displays metric information.

To navigate to the All Metrics page:

1. Click **Targets** on the Oracle Enterprise Manager Home page. The Hosts page appears.
2. Select the Host name.
3. Click **Targets**.
4. Click the target instance - **Agile PLM**.
5. The Agile page appears, displaying information about the Server.
6. Click **All Metrics** from the list of options.
7. The Oracle Enterprise Manager Metrics page displays menu options for Agile Information, User Usage and Response.

Agile Information

To view information about Agile PLM, click **About Agile** on the Oracle Enterprise Manager Metrics page.

The page displays the following information about Agile PLM.

Name
Agile Version
Application Server Type
Application Server Version
DB Server Type
DB Server Version
Server License
Update Version
Web Server Name

User Usage

To view Agile PLM user usage information, click **User Usage** on the Oracle Enterprise Manager Metrics page.

The User Usage page displays the following information.

Name	Description
Users	Logon User Number
Sessions	Logon User Sessions Number

Response Information

To view response information, click **Response** on the Oracle Enterprise Manager Metrics page.

The Response page displays response information for the Server including:

- Status (up or down)
- Response time (sec).

Uninstalling Agile Plug-IN

This chapter includes the following:

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Removing Target Instances of the Plug-in

To remove target instances of the plug-in:

1. Click **Targets** on the Navigation bar of the home page. The Host page appears.
2. Click **All Targets**.
3. The All Targets page that displays a list of all targets in the Oracle Enterprise Manager Grid Control including hosts, agents, and databases.
4. Select the target instance option - **Agile PLM**.
5. Click **Remove**.
6. You see the warning message: "You have chosen to remove Target_instance_name (Agile PLM). Do you wish to proceed"?
7. Click **Yes**. A confirmation message: "Target_instance_name (Agile PLM) has been deleted" appears.

Repeat steps 1-5 to remove additional target instances of the Agile Plug-in. On removing all target instances, you can undeploy and delete the Agile Plug-in from the Oracle Enterprise Manager Grid Control.

You must remove all target instances of the plug-in before you can undeploy the plug-in. For example, if you have three Agile PLM Servers (three target instances) and you deploy two Servers to one agent and the third Server to a second agent, you must:

- Remove Server 1 (the target instance) on agent 1.
- Remove Server 2 (the second target instance) on agent 1.
- Remove Server 3 (the third target instance) on agent 2.

You then undeploy and delete the plug-in from the Oracle Enterprise Manager Grid Control.

Undeploying the Plug-in

Ensure to remove all target instances of the plug-in before you undeploy the Agile Plug-in from the agents. For more information on the steps to remove a target instance, see [Removing Target Instances of the Plug-In](#) on page 27.

You can undeploy the Agile Plug-in from the Setup Menu.

To undeploy the plug-in:

1. Click **Setup** from the Navigation bar. The Oracle Enterprise Manager Setup page appears.
2. Click **Management Plug-ins** from the Overview of Setup panel section. The Management Plug-ins page appears.
3. Select the **Agile** option.
4. Click **Undeploy**. The Undeploy Management Plug-in page appears.
5. Select the deployed agents you want to undeploy.
6. Click **OK**.

The Setup page displays a message: "Undeploy operation completed". The Deployed Agents column displays 0.

You have successfully undeployed agents from the Agile Plug-in. You can now delete the plug-in from the Oracle Enterprise Manager Grid Control.

Deleting the Plug-in

Deleting the plug-in implies removing the plug-in from the Oracle Enterprise Manager Grid Control.

To delete the plug-in:

1. Select the row for the plug-in Agile, in the Management Plug-ins page.
2. Click **Delete**.
3. Confirm the prompt message: "Are you sure you want to delete the following Management Plug-ins?"
4. Click **OK**.

A confirmation message: "One Management Plug-in was successfully deleted" appears. You have successfully deleted the Agile Plug-in.