Oracle® Tuxedo System and Applications Monitor Plus

Frequently Asked Questions (FAQ)

12*c* Release 2 (12.2.2)

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Oracle Tuxedo System and Applications Monitor Plus FAQ, 12*c* Release 2 (12.2.2)

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Oracle TSAM Plus Frequently Asked Questions (FAQ)

This FAQ contains the following topics:

- TSAM Plus Manager
- Enterprise Manager for Oracle Tuxedo

TSAM Plus Manager

- The Basics
- Installation and Deployment
- Alerts
- ART CICS Monitoring
- ART Batch Monitoring
- TSAM Plus Console
- Performance
- Interoperability

The Basics

Where can I find the TSAM Plus Manager Database connection URL? Is the password encrypted?

You can find the connection URL in the `persistence.xml` file packaged in `$TSAM_INSTALL_DIR/deploy/tsam_wls12c.ear`, and yes, the password is encrypted.

Installation and Deployment

Does TSAM Plus support Oracle RAC as its database?

The TSAM Plus installer does not support RAC, but the TSAM Plus database deployer supports inputting the database URL directly. You can deploy TSAM Plus to an RAC database using the following steps:

1. Choose **Skip, I will deploy TSAM Plus to an existing database server after the installation** when you specify the database type during installation.
2. Run **DatabaseDeployer** after the installation finished, for example:

```
DatabaseDeployer.sh -type oracle -url RACURL -user tsam -password tsam
-admingid 0 -viewergid 1 -adminpassword admin1
```

Can TSAM Plus Manager be deployed on a WLS cluster?

Yes. As a standard Java EE application, TSAM Plus Manager can be deployed on a WLS cluster.

Please note and ensure the following:

- All Oracle JRF related libraries and servies are deployed to the cluster on which the TSAM Plus Manager application is held.
- All Managed Servers in the cluster are running and reachable by the Administration Server.
- Cluster membership should not be changed during the deployment process. After initiating deployment, do not:
  - Add or remove Managed Servers to the target cluster.
  - Shut down Managed Servers in the target cluster.
- During the TSAM Plus installation process, do the following:

a. On the step of "**Choose database usage type**" , choose one option to configure database for the application.

b. On the step of "**Choose appliation server**" , select the last option "**Skip, I will deploy TSAM Plus to an existing application server after the installation**".

c. After the installer exits, use any WebLogic Server supported way to deploy `<tsamHome>/deploy/tsam.ear` onto a WLS cluster.

For the TSAM Plus rolling patch installation, can I install the TSAM Plus patch without stopping Oracle Tuxedo Applications (just the LMS server needs to be stopped)?

For a TSAM Plus agent rolling patch, if the fix contains LMS only, you do not have to restart the whole domain. However, if the fix also contains the TSAM Plus plug-in shared libraries, you must restart all Oracle Tuxedo servers monitored by TSAM Plus. For more information, see the rolling patch installer README document.

Why do I get an error page when logging into the TSAM Plus console after starting the TSAM Plus manager?

Please note and ensure one of the following:

- For WebLogic Server, the default port 7001 is not occupied by other processes.
- For Derby, the default port 1528 is not occupied by other processes.

During TSAM Plus Manager installation, deployment to an existing WebLogic always fails. How can this be resolved?

1. Make sure you enter the correct WebLogic domain information as prompted, for example, `localhost:7001`, and the correct password to connect the domain.
2. If the issue still exists, refer to the installation log in `uninstall` directory under the TSAM Plus installation directory.

tsam_wls12c.ear deployment failed on a WebLogic domain displaying following message in the startWebLogic.sh output: “[J2EE:160149]Error while processing library references. Unresolved application library references, defined in weblogic-application.xml: [Extension-Name: adf.oracle.domain, exact-match: false]”. How do I resolve it?

When you create a WebLogic domain, choose `Oracle JRF <version info> [oracle_common]`.

Why can't I uninstall Oracle TSAM Plus using GUI mode?

Make sure your `$HOME` directory has been mounted correctly before uninstalling the Oracle TSAM Plus.

Why does the JVM used by TSAM Plus installer crash when Gnome or Twm desktop environment is used?

Use CDE desktop environment instead.

Metrics

Is TSAM Plus able to report the CPU time for multi-threaded servers?

No; the CPU time for multi-threaded servers cannot be accurately calculated.

Alerts

What is the recommended way to use events coming from a defined TSAM Plus alert?

You can configure a `TPUSREVT` server and subscribe to the user events triggered by TSAM Plus alert.

ART CICS Monitoring

I see a description of the Region-Group.mapping file when looking for ART monitoring information in TSAM Plus documentation, does it have anything to do with ART?

`Region-Group.mapping` is the configuration file; it allows you to separate the ART application into multiple regions in TSAM Plus. Actually, this configuration file has no ART CICS impact. It is only used in TSAM Plus.

Why is there a TPENOENT error when invoking a CICS Resource Query on TSAM Plus console?

Make sure the `ARTMON` server has been configured in the `UBBCONFIG` file.

ART Batch Monitoring

Why cannot ART Batch metrics be reported to TSAM Plus after the environment is recreated?

It is caused by job ID wraparound in the ART Batch side after its environment is recreated. To solve this, purge all JES metrics using **Management->Data Management** menu, and then restart TSAM Plus Manager.

TSAM Plus Console

What is my login user name and password?

The default administrator user name is **admin**, and the password is the one you entered during installation.

How do I display my domain topology on the left side of the Oracle Tuxedo component tree?

Once the LMS server is correctly configured in the `UBBCONFIG` file and the domain is booted up, the component tree is displayed automatically.

My component tree does not change when the domain status or structure is changed.

Ensure the **Auto Refresh** option is enabled; if not, you need to refresh the tree manually.

How do I switch to the ART CICS Regions tree and ART Batch Applications tree from the component tree area?

On the right side of the component tree title bar, use the switch button.

Why does the alert number never change in the Unread Alerts notification area?

Check if the **Auto Refresh** option is enabled; if not, you need to refresh it manually.

Why can't charts be displayed in the metrics query page?

Ensure the browser flash plug-in has been correctly installed. Then check the memory configuration of JVM startup options if you are using a custom web container.

While browsing TSAM Console pages, an error message "An unknown error occurred during data streaming. Ask your System Administrator to inspect the server-side logs" appears, and an exception "java.lang.NoClassDefFoundError:

sun/awt/X11GraphicsEnvironment" or "java.lang.InternalError: Can't connect to X11 window server using 'hostname:1.0' as the value of the $DISPLAY variable." is found in the server-side log. How to resolve it?

This problem may be caused by an invalid `$DISPLAY` environment variable value setting. Do one of the following:

- Append `JAVA_OPTIONS` for Weblogic, or
- Run `xclock` to see if `$DISPLAY` is running. If `xclock` runs successfully, the `$DISPLAY` environment variable value setting is correct; otherwise, set a valid `$DISPLAY` environment variable value.

Why there is no result queried out for Oracle Tuxedo metrics?

You need to define and enable a policy first. Refer to the Oracle TSAM Plus Users Guide for details.

The Timestamp column in the Excel spreadsheet exported from Callpath page is not displayed correctly. Why?

This may because the spreadsheet Timestamp column exported from web page is not set as the Date column type.

To solve it, set the Timestamp column to Date column type (`YYYY-MM-DD HH:MM:SS.000`) mannually. For Oracle Open Office Math, you need to change the spreadsheet file suffix to .xlsx before openning the spreadsheet.

Performance

When storing metric data into a database, the processing time is very slow. How to speed it up?

Tune the database storage properties in the Global Parameters page. For more information, see the Oracle TSAM Plus Users Guide.

Why does a machine running Oracle Tuxedo get slower after using TSAM Plus?

Configure the service and call path monitoring policy an appropriate ratio for reasonable control of the monitoring data volume. Exclude the unrelated monitoring targets by defining the Oracle Tuxedo component filters and metric type specific filters.

Interoperability

Does TSAM Plus manager support TSAM agent 1.1/10g/11g, what are the limitations?

Yes. Refer to **Interoperability** in Oracle TSAM Plus 12c Release 2 (12.2.2) Release Notes.

Enterprise Manager for Oracle Tuxedo

- Deployment
- Discovery
- Metrics
- Administration Console
- Tuxedo Event Monitoring
- ART Batch Monitoring
- Resource Broker

Deployment

What is the correct procedure to undeploy Enterprise Manager for Oracle Tuxedo from OMS?

1. Make sure all Enterprise Manager agents under OMS are running in **Up** status before you can successfully undeploy Enterprise Manager for Oracle Tuxedo.
2. Undeploy Enterprise Manager for Oracle Tuxedo from Enterprise Manager agent and OMS sequentially.

Why does deploying Enterprise Manager for Oracle Tuxedo on Enterprise Manager OMS in Windows always hang at the "Register DLF" step?

Remove the MKS related environment variables from the `PATH` variable before deploying Enterprise Manager for Oracle Tuxedo.

tlisten fails to start with -j option, and "TSAM_CAT:481: ERROR: Load library \"libjvm.so\" failed." shows in ULOG. How to resolve it?

Make sure the directory of `libjvm.so` (under $`JAVA_HOME`) is included in the environment variable `SHLIB_PATH`, `LIBPATH`, or `LD_LIBRARY_PATH`.

What is the required JRE/JDK version for starting tlisten with -j option?

For information about JRE/JDK requirement, refer to Starting the tlisten Process in Oracle TSAM Plus Getting Started Guide.

tlisten fails to start with -j option displaying "Exception in thread "main" java.lang.UnsatisfiedLinkError: net (No such file or directory)". How to resolve it?

Make sure the directory of `libnet.so` (under `$JAVA_HOME`) is included in the environment variable `SHLIB_PATH`, `LIBPATH`, or `LD_LIBRARY_PATH`.

Discovery

After discovery, only tuxedo_tlisten and tuxedo_home are found. Why?

Please note and ensure the following:

- The **Find Oracle Tuxedo Domains** checkbox is selected.

  You can leave **User Name/User Password/Application Password** empty if the domain security setting is `NONE`.

- The host name and port number configured in tlisten process are same with the `NLSADDR` configured in `TUXCONFIG`, and they are reachable to BBL.

During discovery, why is the connection always refused by ServiceUnavailableException?

Ensure the correct hostname and port are configured using the `-j` option when starting `tlisten`.

Why does the Enterprise Manager Console still show the old value when the TUXCONFIG file has been changed?

The change in `TUXCONFIG` is collected by automatic discovery at 24-hour intervals. It requires 24 hours (at most), to show up.

Why is the "Unable to find discovery home" error reported during discovery?

Check if Enterprise Manager for Oracle Tuxedo has been deployed on Enterprise Manager agent.

Discovery of an Oracle Tuxedo domain running on an HP-UX host always fails. The following error message appears: “Connection refused to host: <IPv6 address>; nested exception is: java.net.ConnectException: Connection timed out”. How do I resolve it?

This is caused by IPv6 network connection failure between the Enterprise Manager Agent host and the target HP-UX host. JVM on an HP-UX machine tends to use an IPv6 stack for the network connection on a Dual-stack machine.

If there is no IPv6 connectivity between the Enterprise Manager Agent host and the target host, you should enforce IPv4 before starting the `tlisten` process by setting `TMJMX_JAVA_OPTIONS` as follows:

```
TMJMX_JAVA_OPTIONS="-Djava.net.preferIPv6Addresses=false

-Djava.net.preferIPv4Addresses=true -Djava.net.preferIPv6Stack=false

-Djava.net.preferIPv4Stack=true"; export TMJMX_JAVA_OPTIONS
```

Discovery always fails with " ERROR: jnitpinit failed, error = 8: TPEPERM - bad permissions" reported. Why?

Please note and ensure the following:

- The correct username and password are inputted.
- The client name of Tuxedo users is configured with "`tpsysadm`". You can use "`tpusradd -c tpsysadm <username>`" to add the user with a client name of "`tpsysadm`".

Metrics

Why is there a metrics value mismatch between the server target and domain/machine target?

It may be caused by inconsistent target collection interval settings. The **metrics collection setting interval** value for each target should be the same.

Why does the metrics "Average Execution Time (microsecond)" value display “Unavailable” in table view mode in the Service Statistics page?

Since **Average Execution Time (microsecond)** is sampling metrics, if there is no `tpcall` at that time, **Unavailable** is displayed, indicating 0.

Why does the metrics table on EM have no data after the client requests?

1. Check if the target status is **Up** after domain discovery.

2. Check the data after the collection interval.

Why can't I find the service metrics value in Oracle Tuxedo server targets after discovering the Oracle Tuxedo applications on Enterprise Manager?

Check if EXT_MON has been configured as OPTIONS in TUXCONFIG. For example:

```
*RESOURCES

IPCKEY      65831

OPTIONS     EXT_MON
```

Why is the Oracle Tuxedo target status (UP/ERROR/DOWN) not consistent with the Oracle Tuxedo domain status (Down/Up) on Enterprise Manager Console?

The Oracle Tuxedo target status is decided by the **Response** metric value which has a default collection interval of 5 minutes. You can change the default collection interval on Enterprise Manager console.

Why is the Service Statistics metrics for Oracle Tuxedo domain, Oracle Tuxedo group, and Oracle Tuxedo machine target always 0?

Make sure the timezone of Enterprise Manager OMS, Enterprise Manager Agent, and the DB instance are same. Use the following SQL script as an example to select and modify the DB instance timezone:

```
SQL> select dbtimezone from dual;

SQL> select sessiontimezone from dual;

SQL> alter database set time_zone='<new time zone>';

SQL> alter session set time_zone='<new time zone>';
```

If you change the collection interval, make sure:

- the collection interval for the SERVICE_STATISTICS metric of all targets in a domain are the same.
- the collection interval for the CLIENT_CONNECTION_NUMBER metric of domain and machine targets in a domain are the same.
- the collection interval for the domain metric DOMAIN_OPERATION_STATISTICS is the same as the machine metric MACHINE_OPERATION_STATISTICS within the domain.

Administration Console

Why can't SALT GWWS Server be started from Enterprise Manager console when it is down?

Do one of the following:

- Add the necessary environment variables into `ENVFILE` at GWWS server in UBBCONFIG file.
- Set all the GWWS necessary environment variables before starting `tlisten -j`: `SALTCONFIG`, `XSDFILES`, `XSDDIR`, `FLDTBLDIR32`, `FIELDTBLS32`

Why doesn't the server boot automatically after migration?

Check the `UBBCONFIG` file and make sure the server has `RESTART=Y` configured.

After successfully shutting down the machine target on Enterprise Manager console, why is the machine target status still running?

This is because the shutdown operation on machine target only shuts down the application server. The BBL still exists.

Tuxedo Event Monitoring

Does Enterprise Manager for Oracle Tuxedo support monitoring Oracle Tuxedo SYSTERM and USER event?

Yes, but for monitoring Oracle Tuxedo releases earlier than 12.1.1.0, you need to set the environment to `SNMP_USER_EVENT=y` before booting up the Oracle Tuxedo domain.

Why are Oracle Tuxedo Events not received as Enterprise Manager incidents after I start the tux_snmpd and configure the correct Receive Port for SNMP Agent as tuxedo_domain target monitoring configuration?

Please note and ensure the following:

- The port set to **Receive Port for SNMP Agent** of domain target is not occupied before configuring it on Enterprise Manager console.
- `tux_snmpd` is started correctly.
- If the Oracle Tuxedo version is earlier than 12.1.1.0, the `SNMP_USER_EVENT` environment variable is configured to `yes` before booting up the Oracle Tuxedo domain.

- The **Response** metric collection interval for the Domain target is not less than 5 minutes.

ART Batch Monitoring

Why can't I find any job in the Jobs Query Result List table after submitting the Job in the Batch_System target?

Please note and ensure the following:

- The timezone of Enterprise Manager OMS, Enterprise Manager agent, DB instance, and the Oracle Tuxedo domain located OS are the same. If you change the DB instance timezone, make sure the DB instance is restarted for the change to take effect.
- The Enterprise Manager agent status is running.
- The Receive Port for SNMP Agent configured in Tuxedo Batch System target monitoring configuration page is working.
- No error message containing **SNMP** in the Enterprise Manager agent log file (`gcagent.log`) located in `$EMSTATE/sysman/log`.
- If Oracle Tuxedo version is earlier than 12.1.1.0, the `SNMP_USER_EVENT` environment variable is configured to `yes` before starting `tlisten`.
- *`tlisten`* is running.
- The monitoring Enterprise Manager agent host and the Enterprise Manager agent side listening port are configured as `TRAP_HOST` in `beamgr.conf`.
- `EA_SM_SNMP_MIBFILE` and `BEA_SM_BEAMGR_CONF` are set correctly before starting Oracle Tuxedo SNMP agent.
- `tux_snmpd` works correctly.
- No error message is printed in ULOG.
- `tux_snmpd` and `<logical_agent_name>_trapd` processes are running.
- `TMSYSEVT` and `TMUSERVT` are configured in `TUXCONFIG`.
- The `JESMONITOR` environment variable is configured to `yes` before starting the Oracle Tuxedo domain.

Resource Broker

During domain deployment using the resource broker feature, why do I always have a permission problem even after I have input the correct SSH user and password?

Enterprise Manager requires that the user account used for domain deployment be in the same usergroup with the one who installed Enterprise Manager agent. Ensure your account meets this requirement.

When using Resource Broker to create a new domain, why is no machine listed in the Machine List panel in the UBBCONFIG editor?

In order to make the target machine available for Resource Broker domain deployment, one `tlisten` must be started with the `-j` option, and `tlisten` must be previously discovered by a local (on the same `tlisten` host) Enterprise Manager agent.

Note: You must use the full machine name when starting `tlisten` and deploying a new Enterprise Manager agent.

In domain UBBCONFIG editor, why is the add (+) button beside an application package always disabled?

Check if the target machine has already been added to the domain. At least one machine should be added before you add the application package.

If the machine has been added, check if the metadata information defined in the package `Properties.xml` matches the target machine. You can view the information by hovering the mouse cursor on an added machine in the **Machine List** panel or an application package in the **Package List** panel.

When selecting an Oracle Tuxedo domain in the Oracle Tuxedo Summary page, why isn't the domain editable?

Only the domains created by Resource Broker `UBBCONFIG` editor can be edited.

I have defined the deployment policy, but why isn't the action defined in the policy carried out when the corresponding incident happens?

Please note and ensure the following:

- The incident rule has been saved. After defining an incident rule, you must click **Save** in the **Create Rule Set** page for the changes to take effect.

- The target scope of the incident rule set is appropriate. If a target scope is designated, the Enterprise Manager group should contain the targets within required scope.
- When defining the incident rule, **Tuxedo Event Connector (PL/SQL Procedure)** is selected as the action.
- The entire domain has been saved. After defining the deployment policy in domain `UBBCONFIG` editor, you must click **Save** in the **Controls** panel for the changes to take effect.

When defining the package-level deployment policy, why is there no item available in the Candidate Groups dropdown list?

The item displays in the **Candidate Groups** list only when you added the application package with the checkbox **As Candidate** checked.