BEA AquaLogic®
Analytics

Administrator Guide

Contents

5. Managing the Analytics Database

6. Synchronizing Analytics

A. Troubleshooting

Index

Welcome to AquaLogic Analytics

This book describes how to perform administration tasks for BEA AquaLogic Analytics 2.1.

How to Use This Book

Audience

This guide is written for Analytics administrators who are responsible for configuring Analytics reports, working with the Analytics database, and maintaining the Analytics system.

Typographical Conventions

This book uses the following typographical conventions.

Table 1-1 Typographical Conventions

Convention	Typeface	Examples/Notes
• Items you need to take action on (such as files or screen elements)	**bold**	• Upload **Procedures.doc** to the portal. • To save your changes, click **Apply Changes**.
• User-defined variables • New terms • Emphasis • Object example names	*italic*	• The migration package file is located in *install_dir*\serverpackages. • *Portlets* are Web tools embedded in your portal. • The URI *must* be a unique number. • The example Knowledge Directory displayed in Figure 5 shows the *Human Resources* folder.

• Text you enter
• Computer generated text (such as error messages)
• Code samples
	`computer`	• Type `Marketing` as the name of your community.
		• This script may generate the following error:
		`ORA-00942 table or view does not exist`
		• Example:
		`<setting name="SSOCookieIsSecure">`
		  `<value xsi:type="xsd:integer">0</value>`
		`</setting>`

• Environment variables	ALL_CAPS	• The default location of BEA_HOME is C:\bea.

BEA Documentation and Resources

This section describes other documentation and resources provided by BEA.

Table 1-2 BEA Documentation and Resources

Resource	Description
Installation Guide	This guide describes the prerequisites (such as required software) and procedures for installing AquaLogic Analytics. It is available on edocs.bea.com/alui/analytics/docs21/.

Table 1-2 BEA Documentation and Resources

Resource	Description
Installation Worksheet	This worksheet allows you to record prerequisite information necessary for installing AquaLogic Analytics.
	It is available on edocs.bea.com/alui/analytics/docs21/.
Release Notes	The release notes provide information about new features, issues addressed, and known issues in the release.
	They are available on edocs.bea.com/alui/analytics/docs21/ and on any physical media provided for delivering the application.
Online Help	The online help is written for all levels of Analytics users. It describes the user interface for Analytics and gives detailed instructions for completing tasks in Analytics.
	To access online help, click the help icon.
Developer Guides, Articles, API Documentation, Blogs, Newsgroups, and Sample Code	These resources are provided for developers on the BEA dev2dev site (dev2dev.bea.com). They describe how to build custom applications using AquaLogic User Interaction and how to customize AquaLogic User Interaction products and features.

Table 1-2 BEA Documentation and Resources

Resource	Description
AquaLogic User Interaction (ALUI) and AquaLogic Business Process Management (ALBPM) Support Center	The ALUI and ALBPM Support Center is a comprehensive repository for technical information on ALUI and ALBPM products. From the Support Center, you can access products and documentation, search knowledge base articles, read the latest news and information, participate in a support community, get training, and find tools to meet most of your ALUI and ALBPM-related needs. The Support Center encompasses the following communities: **Technical Support** Submit online service requests, check the status of your requests, search the knowledge base, access documentation, and download service packs and hotfixes. **User Group** Participate in user groups; view webinars, presentations, the CustomerConnection newsletter, and the Upcoming Events calendar. **Product Center** Download product updates, service packs, and patches; view the Product Interoperability matrix (supported third-party products and interoperability between products). **Developer Center** Download developer tools, view code samples, access technical articles, and participate in discussions. **Education Services** Review the available education options, then choose courses by role and delivery method (Live Studio, Public Classroom Training, Remote Classroom, Private Training, or Self-Paced eLearning). **Profile Center** Manage your implementation details, local user accounts, subscriptions, and more. If you do not see the Support Center when you log in to http://support.plumtree.com, contact ALUISupport@bea.com or ALBPMSupport@bea.com for the appropriate access privileges.

Table 1-2 BEA Documentation and Resources

Resource	Description
Technical Support	If you cannot resolve an issue using the above resources, BEA Technical Support is happy to assist. Our staff is available 24 hours a day, 7 days a week to handle all your technical support needs.
	E-mail: ALUISupport@bea.com or ALBPMSupport@bea.com
	Phone Numbers:
	USA, Canada +1 866.262.7586 or +1 415.263.1696
	EMEA +44 1494 559127
	Asia Pacific +61 2.9931.7822
	Australia/NZ +61 2.9923.4030
	Singapore +1 800.1811.202

Welcome to AquaLogic Analytics
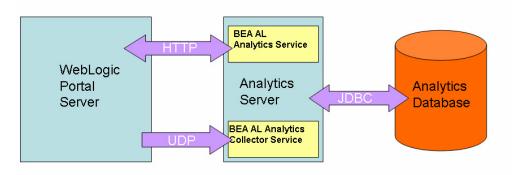
Overview of Analytics

Analytics allows portal managers and business owners to track and analyze portal usage. Analytics provides the following basic functionality:

- **Usage Tracking Metrics:** Analytics collects and reports metrics of common portal functions, including desktop and portlet hits.

- **Behavior Tracking:** Users of Analytics reports can analyze portal metrics to determine usage patterns, such as portal visit duration and usage over time.

- **User Profile Correlation:** Users of Analytics reports can correlate metric information with user profile information. Usage tracking reports can be viewed and filtered by user profile data such as country, company or title.

Components of Analytics

Analytics is comprised of the following components:

Figure 2-1 Analytics Architecture

The following table describes the components that are delivered with Analytics. For a list of ports used by Analytics, see *Installation Guide for BEA AquaLogic Analytics*.

Table 2-1 Analytics components

Component	Description
Analytics services	The Analytics installer loads the Analytics application and the following Analytics services on a stand-alone server: • BEA AL Analytics Collector service receives data and gathers data from the portal database. • The BEA AL Analytics service provides Analytics data to the end user through the Analytics Console. For details on installing Analytics services, see *Installation Guide for BEA AquaLogic Analytics*.
Analytics database	The Analytics database component provides storage for metrics that are gathered from portal events. For details on configuring the Analytics database, see *Installation Guide for BEA AquaLogic Analytics*.

Working with Analytics Reports

This chapter provides information on using and analyzing Analytics reports, creating portlets, and configuring the portal for most favorable tracking. It includes the following topics:

- Overview of Analytics Reports

- Accessing Analytics Reports

- Tips and Techniques - Using Analytics Reports

Overview of Analytics Reports

This section provides descriptions of the reports that are delivered with Analytics.

The following table describes reports that are delivered with Analytics.

Table 3-1 Descriptions of Analytics Reports

Analytics Report	Description
Summary Metrics - Traffic	The Traffic console page displays metrics for many common events within the portal including desktop views, page views, search events, and portlet views.
Summary Metrics - Pages	The Pages console page reports on portal page views. The report displays the most visited pages (top pages), the least visited pages (bottom pages), and all pages. The data can be summed by hits (total number of page views) or users (unique number of users who viewed pages). Additionally, the report can be filtered to show only pages from specific desktops.
Summary Metrics - Logins	The Logins console page displays counts of logins into the portal. The data can be summed by Logins (total logins into the portal) or Users (unique users who logged into the portal).
Summary Metrics - Duration	The Duration console page shows the maximum and/or average duration of all portal visits. A visit is defined as the time between a user's first click on any page within the portal and the same user's first click on a page outside of the portal, regardless of whether or not that user has logged in to the portal. Note that this report provides metrics for portal visits in general, not for specific web applications within the portal.
Desktop Metrics - Views	The Desktop Traffic console page displays data regarding desktop page views. The report displays the most viewed desktops (top desktops), the least viewed desktops (bottom desktops), all desktops (which is only available in tabular view) and selected desktops. The report data can be viewed by Hits (page views), Visits (consecutive page views within a single desktops) and Users (unique users who viewed pages within the selected desktops).

Table 3-1 Descriptions of Analytics Reports

Analytics Report	Description
Desktop Metrics - Response Time	The Response Time console page displays the length of time that has elapsed from when the portal server receives a request for a desktop page until the time the response is sent to the user. Because the tracking is done on the portal server, the length of time it takes for the response to reach the user's machine and be displayed on the browser is not included in this metric. This report displays the desktops with the fastest response time (top desktops), the desktops with the slowest response time (bottom desktops), all desktops (which is only available in tabular view) and selected desktops. The report shows maximum, average and minimum response times.
Portlet Metrics - Views	The Portlet Views console page tracks the number of times a portlet is displayed within the portal. That is, each time a page is viewed, all of the portlets on that page are counted as being viewed. The report displays the most viewed portlets (top portlets), the least viewed portlets (bottom portlets), all portlets (which is only available in tabular view), selected portlets and portlets within selected desktops. The report data can be viewed by Views and Users (unique users who viewed the selected portlets).
Portlet Metrics - Response Time	The Response Time console page displays the time from when the portal sends a request for a portlet until the time the remote server responds with the portlet content. This report is important because typically a desktop page response equals the response of the slowest portlet on that page. For this reason, when troubleshooting slow desktops it is important to find the worst performing portlet. The amount of time it takes for the response to reach the user's machine and be displayed on the browser is not included in this metric because the tracking occurs on the portal server. This report displays the portlets with the fastest response time (top portlets), the portlets with the slowest response time (bottom portlets), all portlets (**Note:** This option is only available in tabular view), selected portlets and portlets within selected desktops. The report shows maximum, average or minimum response time.
Other Metrics - Search	The Search console page tracks portal searches. The report displays the top search terms.

Accessing Analytics Reports

To access Analytics reports:

1. Navigate to **WebLogic Portal Administration**.

2. Under Configuration & Monitoring, choose **Analytics**.
   The Analytics application appears.

3. Click the **Reports** tab.

Tips and Techniques - Using Analytics Reports

The following table provides tips and techniques for how you can more effectively use Analytics reports to track activity and improve the performance of your portal.

Table 3-2 Tips and Techniques - Using Analytics Reports

Tip	Tip

Tip #1: Combine filtering and grouping when viewing reports	Combining filtering and grouping lets you utilize Analytics reports in some powerful ways. For example, you can view a breakdown of sales force activity by city, determine the most active city, then view the departments that are making that city so active. The following example provides steps that you might perform to make these determinations in a similar report of your own:
	
	1. Filter the report by the Department user property, which contains the *Sales* property value.
	2. Group the report by the City user property.
	   The report displays a breakdown of sales force activity by city.
	3. Determine the most active city in the report.
	4. Filter the report by the most active city.
	5. Group the report by the Department user property.
	   The report displays the departments that are making that city so active.

Tip #2: Use the Analytics Console as a portal "clean up" tool	Analyzing reports that track desktop usage can help you to improve the performance of your portal. You can use Analytics reports to: • Find the least-active desktops and portlets in your portal. Once you have done this, determine if these desktops and portlets are valuable. If they are not valuable, remove them from your portal. • Find the desktops and portlets that have the slowest performance in your portal, and determine whether you should fix or remove these desktops or portlets from your portal; then take appropriate action.

Using Analytics Administration

This chapter provides information on accessing and working with the Analytics Administration console. It includes the following topics:

- Accessing Analytics Administration
- Using Analytics Administration

Accessing Analytics Administration

To access Analytics Administration:

1. Navigate to **WebLogic Portal Administration**.

2. Under Configuration & Monitoring, choose **Analytics**.
   The Analytics application appears.

3. Click the **Administration Console** tab.

Using Analytics Administration

This section contains the following topics:

- Configuring Runtime Settings
- Configuring Partition Settings

Configuring Runtime Settings

The Runtime Settings page lets you configure timeout periods, and choose the format of exported reports. The timeout settings that you specify on the Runtime Settings page are only for Analytics reporting purposes; there is no relationship between these timeout settings and other portal timeout settings.

The following table describes the timeout settings that you can configure.

Table 4-1 Timeout Settings

Setting	Description
Visit Timeout (seconds)	Type the maximum number of seconds that a user must remain inactive during a portal visit in order for Analytics to report subsequent activity as a new portal visit. Analytics reports this data on the Duration console page. The default is 120 seconds.

In the Preferred Locale area of the Runtime Settings page, use the drop-down list to select the locale (language) in which you want Analytics to display report data. The locale that you select determines the object names that Analytics requests from your portal. For example: if you select *France - France [fr_FR]*, Analytics requests the French names—localized for France—of objects from your portal.

The Preferred Locale setting only determines the language of the data in Analytics reports. Individual users must configure their own browser's locale setting to specify their language preference for non-data strings that appear on Analytics console pages. Examples of non-data strings are text in dialog boxes, drop-down lists, buttons, and tabs.

Note: You must ensure that strings in the preferred locale that you select exist in your portal. If your portal does not return object names in your preferred locale, Analytics performs one of the following:

- If your preferred locale is not country-specific (for example, if your preferred locale is *French - [fr]*), Analytics requests objects names from your portal using the locale setting of the machine on which Analytics is installed. If your portal does not return object names in this locale, Analytics displays object IDs in reports instead of localized strings.

- If your preferred locale is country-specific—and your portal does not return object names in this locale—Analytics attempts to find strings in the most appropriate locale that is not country-specific. If your preferred locale is not country-specific (for example, if your preferred locale is *France - France [fr_FR]*) and your portal

does not return object names in this locale—Analytics requests object names from
French - [fr]. If your portal does not return strings in this locale, Analytics
requests object names using the locale setting of the machine on which Analytics is
installed. If your portal does not return object names in this locale, Analytics
displays object IDs in reports instead of localized strings.

The following table describes the export report settings that you can configure.

Table 4-2 Export Report Settings

Setting	Description
Export Report	Select to export reports in one of the following formats:
	• **Excel (10,000 row limit)**: Exporting to Excel is limited to 10,000 rows. If you choose this option, reports that contain more than 10,000 rows in Analytics will contain only the first 10,000 rows when exported to Excel.
	• **TSV**: Tab Separated Values is a text-based file format in which exported columns are separated by tabs. TSV files are typically opened by Excel.
	Note: Although TSV reports have no limitation on numbers of rows, exported reports in excess of 10,000 rows will likely take an extended period of time to generate.

Configuring Partition Settings

This section discusses the configuration of Analytics Administration's Partition Settings page.
For guidelines on archiving and restoring partitions in your Analytics database, see "Archiving
and Restoring Partitions" on page 5-3.

Analytics data is segregated into month-by-month partitions in the database. The Partition
Settings page lets Portal Administrators specify the number of data partitions that are accessible
to Analytics reports. The Analytics Engine regularly scans each data partition that is accessible.
For this reason, you can have more control over system performance by limiting the number of
accessible partitions to only those that are needed.

At the beginning of each month, the system creates a new partition and stores all new Analytics
data in that partition until the month ends.

Note: You also use the Partition Settings page to refresh database views after archiving or
restoring partitions. To do so, click **Finish**. If you do not refresh the database views,
Analytics reports will fail.

Working with the Scrolling View Window

The Scrolling View Window, which you configure on the Partition Settings page, is a rolling database view that changes month-to-month. For example, suppose that on August 5, you enable the Scrolling View Window and set its size to 4 months. The following occurs:

The Scrolling View Window makes data from 4 months available: May, June, July, and August. (Note that even though the month of August has not completed, the Scrolling View Window makes data from the August partition available so that the most current data appears in Analytics reports).

On September 1, the Scrolling View Window scrolls one month forward and makes data from the June, July, August, and September partitions accessible. Though the Scrolling View Window removes the May partition from view, the partition and its data is still stored in the database. In this example, if in December of the same year the Portal Administrator wanted to make the data from the May partition available to reports, he or she would increase the Scrolling View Window size to 8 months so that it includes the May to December time frame.

To set the number of months, that are accessible to Analytics reports, first enable the Scrolling View Window, then specify the number of months: between 3 and 60. Data from monthly partitions that do not fall within the Scrolling View Window size is made unavailable to Analytics reports.

Note: If you do not enable the Scrolling View Window, all data from all partitions is accessible to Analytics reports.

Previewing Partitions

At any time, you can click **Preview** on the Partition Settings page to view a chart that displays a representation of all partitions and indicates whether they are available or unavailable to Analytics reports:

- Green squares indicate partitions whose data is available to Analytics reports.

- Red squares with an **X** indicate partitions whose data is unavailable to Analytics reports; these partitions do not exist in the database.

- Grey squares indicate partitions for months that do not currently fall within the Scrolling View Window's date range. These partitions may or may not exist in the database.

Managing the Analytics Database

This chapter includes the following topics:

- Sizing the Analytics Database
- Archiving and Restoring Partitions

Sizing the Analytics Database

This section provides information and recommendations that should help you manage the size and growth of your Analytics database to, which should increase performance. It includes the following topics:

- Overview of Analytics Database Growth
- Tuning the Analytics Database - Oracle

Overview of Analytics Database Growth

The majority of growth in the Analytics database occurs in the fact tables that are delivered with Analytics. The rest of the delivered Analytics tables -- including dimension tables -- generate negligible growth in the Analytics database. This section provides details on the growth of fact and dimension tables.

Fact Table Growth

Fact tables capture event parameter data of types Date, Integer, and Float.

Both Oracle and SQL Server databases grow at approximately the same rate: every one million events that are stored in the database use approximately 150 megabytes of disk space. The following table lists numbers of events and their corresponding estimated database sizes.

Table 5-1 Numbers of Events and Corresponding Estimated Database Sizes

Number of Events	Estimated Database Size
1,000,000	150 megabytes
2,000,000	300 megabytes
5,000,000	750 megabytes
10,000,000	1.5 gigabytes

Use these size estimates to calculate your own database growth requirements. As the number of events in your system continues to grow, query performance ultimately starts to decline. For this reason, in high-volume environments you should monitor the growth of your database and take appropriate measures to prevent performance degradation.

Dimension Table Growth

Analytics uses dimensions to capture event parameter data of type String. Dimension tables do not grow as quickly as delivered fact tables because dimension data does not change at nearly the same rate as events occur.

Note that if an object is removed from the application on which Analytics is reporting, the record for that object's dimension data remains in the Analytics database. For this reason, Analytics continues to report the events that occurred on this object before it was removed from the application.

Tuning the Analytics Database - Oracle

To obtain the best performance with Oracle, we recommend that you:

- Edit the create_analytics_tablespaces.sql script and include appropriate sizing information for your database. The create_analytics_tablespaces.sql script is located in a platform-specific subdirectory within the Analytics database's host computer.

Note: The default values in the create_analytics_tablespaces.sql script are acceptable for a development or staging database. You should, however, change these values accordingly in a production environment.

● Move the ANALYTICSTABLE tablespace to a different drive than the one used for the ANALYTICSINDEX tablespace.

● Configure the Oracle settings described in this table:

Table 5-2 Oracle Settings and Configuration Recommendations

Oracle Setting	Configuration
Buffer Cache	Increase to 250 megabytes
PGA Aggregate Target	Increase to 150 megabytes
Data Block Size	Increase to 16K

Note: The recommendations in this table are for use with the Analytics database only. You might want to change these configurations slightly to more appropriately suit your environment.

Archiving and Restoring Partitions

This section provides guidelines for archiving and restoring the partitions within your Analytics database. For details on using Analytics Administration's Partition Settings page, see "Configuring Partition Settings" on page 4-3.

To maintain a steady size of your Analytics database and keep your queries performing quickly, we recommend archiving partitioned data that is greater than six months old. You can identify partitioned tables by their date/year suffix. For example: _08_2006.

After archiving or restoring partitions, you must refresh the database views by clicking **Finish** on the Partition Settings page. If you do not refresh the database views, Analytics reports will fail.

Caution: Never remove the current fact table, which is not partitioned. Also, never remove database views. Instead, use the scrolling view window to set the number of partitions that are accessible to Analytics reports.

Synchronizing Analytics

This chapter includes the following topics:

- Overview of Analytics Synchronization
- Strategizing Synchronization Scheduling

Overview of Analytics Synchronization

Analytics synchronization is a process by which object dimension data is sent from the remote database to the dimension tables of the Analytics database, where the data is stored. Dimension data is transferred through a JDBC connection.

If you are using Streaming Portal Mode, use the command line to run Analytics sync jobs. To schedule jobs, create scheduled tasks (Windows) or cron jobs (UNIX/Linux). An Analytics sync job exists for each type of portal object. For the commands you use to run sync jobs, see "Analytics Sync Jobs" on page 6-1. For synchronization scheduling guidelines, see "Strategizing Synchronization Scheduling" on page 6-2.

You can find details of sync jobs in the portal's job history log or in Analytics's sync.log file. For the location of the Analytics sync.log file, see "Overview of Logs" on page A-2.

Analytics Sync Jobs

Analytics is delivered with sync jobs that synchronize your portal's objects with the Analytics database. You can either run all three of the sync jobs at the same time using one command, or run each sync job separately. Separate sync jobs exist for synchronizing desktop, page, and portlet objects with Analytics.

Analytics Sync Jobs (Windows)

To synchronize desktop, page, and portlet objects at the same time, type the following command in the Windows Command Prompt:

- C:\bea\alui\ptanalytics\2.1\bin\AnalyticsRunJobs.bat

Following are the commands you use to run each sync job separately:

- C:\bea\alui\ptanalytics\2.1\bin\AnalyticsRunJobs.bat RUN_COMMUNITY_SYNC

- C:\bea\alui\ptanalytics\2.1\bin\AnalyticsRunJobs.bat RUN_COMMUNITY_PAGE_SYNC

- C:\bea\alui\ptanalytics\2.1\bin\AnalyticsRunJobs.bat RUN_PORTLET_SYNC

To schedule a sync job, create a scheduled task and use one of the above commands appropriate to the sync job you are scheduling.

Analytics Sync Jobs (UNIX/Linux)

To synchronize desktop, page, and portlet objects at the same time, type the following command in the command line:

- /opt/bea/alui/ptanalytics/2.1/bin/AnalyticsRunJobs.sh

Following are the commands you use to run each sync job separately:

- /opt/bea/alui/ptanalytics/2.1/bin/AnalyticsRunJobs.sh RUN_COMMUNITY_SYNC

- /opt/bea/alui/ptanalytics/2.1/bin/AnalyticsRunJobs.sh RUN_COMMUNITY_PAGE_SYNC

- /opt/bea/alui/ptanalytics/2.1/bin/AnalyticsRunJobs.sh RUN_PORTLET_SYNC

To schedule a sync job, create a cron job and use one of the above commands appropriate to the sync job you are scheduling.

Strategizing Synchronization Scheduling

Because some dimension data in you environment might change more frequently than other dimension data, we recommend that you adopt a job scheduling strategy that reflects your environment's unique circumstances.

Following are some examples of scheduling strategies that you can adopt:

- If your portal contains objects that rarely change, run the appropriate Analytics sync job manually. For example, if your portal's desktop objects rarely change, run the desktop sync job manually.

- If your portal contains objects that change only once per week, schedule the appropriate Analytics sync job to run once per week. For example, if new portlets are added to your production portal once per week, schedule the portlet sync job to run once per week.

- If your portal contains data that changes on a constant basis, schedule the appropriate Analytics sync job to run frequently. For example, if new pages are added to your production portal throughout the day, schedule the pages sync job to run once per hour.

Troubleshooting

This appendix provides information on troubleshooting problems that occur in Analytics runtime. It includes the following topics:

- Overview of Logs

- Troubleshooting Common Runtime Problems

Note: For details on troubleshooting the installation and configuration of Analytics, see *Installation Guide for BEA AquaLogic Analytics*.

Overview of Logs

The following table provides the descriptions and locations of logs that you can use to troubleshoot Analytics during runtime. Individual log files are generated for each day's activity.

Table A-1 Logs Used to Troubleshoot Analytics in Runtime

Log	Description	Location and Platform
analyticsui.log	Provides activity and error details for the Analytics Console user interface/BEA AL Analytics service.	• C:\bea\alui\ptanalytics\2.1\logs (Windows) • /opt/bea/alui/ptanalytics/2.1/logs (UNIX/Linux)
wrapper_analyticsui.log	Provides additional activity and error details for the BEA AL Analytics service, including details for these user interfaces: • Analytics Console • Analytics Administration • Analytics Configurator	• C:\bea\alui\ptanalytics\2.1\logs (Windows) • /opt/bea/alui/ptanalytics/2.1/logs (UNIX/Linux)
asmanagerui.log	Provides activity and error details for the Analytics Administration user interface/BEA AL Analytics service.	• C:\bea\alui\ptanalytics\2.1\logs (Windows) • /opt/bea/alui/ptanalytics/2.1/logs (UNIX/Linux)
collector.log	Provides activity and error details for: • BEA AL Analytics Collector service. • Routine partitioning activity that occurs during Analytics runtime. The partition.log file provides activity and error details for initial partitioning of the Analytics database during upgrade.	• C:\bea\alui\ptanalytics\2.1\logs (Windows) • /opt/bea/alui/ptanalytics/2.1/logs (UNIX/Linux)

Table A-1 Logs Used to Troubleshoot Analytics in Runtime

Log	Description	Location and Platform
wrapper_collector.log	Provides additional activity and error details for the BEA AL Analytics service, including details for these user interfaces: • Analytics Console • Analytics Administration • Analytics Configurator	• C:\bea\alui\ptanalytics\2.1\logs (Windows) • /opt/bea/alui/ptanalytics/2.1/logs (UNIX/Linux)
sync.log	Provides activity and error details for Analytics sync jobs.	The sync.log file is located on the Automation Service host machine in the following directories: • C:\bea\alui\ptanalytics\2.1\logs (Windows) • /opt/bea/alui/ptanalytics/2.1/logs (UNIX/Linux)

Troubleshooting Common Runtime Problems

The following table describes common runtime problems and provides solutions to them.

Table A-2 Common Runtime Problems and Solutions

Problem Description and Details	Cause and Solution
• **Problem:** No data is being generated in the report. • **Details:** Analytics reports are not being populated with data.	• **Cause 1:** The BEA AL Analytics Collector service is not running. • **Solution 1:** Verify that the BEA AL Analytics Collector service is started. For details, see *Installation Guide for BEA AquaLogic Analytics.*
	• **Cause 2:** You did not refresh the database views after archiving or restoring partitions. • **Solution 2:** After archiving or restoring partitions, you must refresh the database views by clicking **Finish** on the Partition Settings page in Analytics Administration.

Table A-2 Common Runtime Problems and Solutions

Problem Description and Details	Cause and Solution
	• **Cause 3:** You did not correctly configure the analytics-config.xml file. • **Solution 3:** Check your settings in analytics-config.xml and make any necessary changes.
	• **Cause 4:** The fully-qualified domain name is not correctly specified beneath the report-url and admin-rul nodes in the analytics-config.xml file. • **Solution 4:** Correctly specify the fully-qualified domain name beneath the report-url and admin-rul nodes in the analytics-config.xml file.
	• **Cause 5:** The WebLogic Portal host and the Analytics host are not in the same domain. • **Solution 5:** Ensure that the WebLogic Portal host and the Analytics host are in the same domain.
	• **Cause 6:** You did not enter fully-qualified domain names in the analytics-config.xml file. • **Solution 6:** You may have entered host names into the analytics-config.xml file, instead of fully-qualified domain names. Edit the file and replace the host names with fully-qualified domain names.

Table A-2 Common Runtime Problems and Solutions

Problem Description and Details	Cause and Solution
• **Problem:** When using filtering options, reports do not query on all data. • **Details:** Reports only query on data that is associated to properties included in the filter. • **Example:** A company employs 10,000 employees. Only the 200 newest employees are assigned to Departments in their user profiles. The administrator runs a report and queries on a date range, and filters on the Department property, containing the "Human Resources" property value. The report only filters through the 200 newest employees, since only those employees are assigned to a Department. The report does not filter through the other 800 employees, since those employees are not assigned to a Department.	• **Solution:** This behavior works as designed. If you want your filtered reports to query on all data, make sure that all data is associated to properties that are included in the filters. Using the example, if you want the report to filter through all 10,000 employees, then you must make sure that all 10,000 employees are assigned to a Department.

Table A-2 Common Runtime Problems and Solutions

Problem Description and Details	Cause and Solution

• **Problem:** The text in Japanese reports does not appear correctly.
 	
• **Details:** The Y axis does not display Japanese characters.
	• **Cause:** The analytics.war file is not configured to display Japanese characters in the Y axis of Analytics reports.
	
	• **Solution:** Configure the AnalyticsUIParams.properties file to include font settings that are appropriate to your locale and platform:
	
	1. Unpack the analytics.war file.
	2. Open the AnalyticsUIParams.properties file for editing. You can find this file in the analyticsui.jar file.
	3. Add these locale entries:
	
	`LocaleCode_font_OSName=LocalFont`
	
	`LocaleCode_fontSize=14`
	
	`LocaleCode_fontSmallSize=10`
	
	4. Save and repackage .war file.
	
	The locale entries should include these values:
	• *LocaleCode* should include the appropriate two letter language code
	• *OSName* should include your operating system: Windows, Solaris, or Linux
	• *LocalFont* should include the name of the font that is appropriate to your locale and platform
	
	Windows example:
	
	`ja_font_Windows=MS PGothic`
	
	`ja_fontSize=14`
	
	`ja_fontSmallSize=10`

Index

L

Logins report 3-2
logs A-2

O

Oracle database, tuning 5-2

P

Pages report 3-2
Partition Settings page 4-3
partitions
    about 4-3
    archiving and restoring guidelines 5-3
    previewing 4-4
PGA Aggregate Target (Oracle setting) 5-3
portal
    cleaning up 3-5
Portlet Views report 3-3
Preferred Locale setting 4-2
problems with viewing data A-3

R

reports
    descriptions 3-2
    maximizing 3-5
Response Time report (desktop metrics) 3-3
Response Time report (portlet metrics) 3-3
runtime problems A-3
Runtime Settings page 4-2

S

Scrolling View Window 4-4
Search report
    about 3-3
sync.log A-3
synchronization
    scheduling 6-2

T

tablespaces, separating 5-3
Traffic report 3-2
troubleshooting A-3

V

visit timeout period, configuring 4-2

W

wrapper_analyticsui.log A-2
wrapper_collector.log A-3