Agile Product Lifecycle Management

Agile Plug-in for Enterprise Manager User Guide

v9.3.1

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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 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.

The Oracle Technology Network (OTN) Web site 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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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

Agile Training Aids

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

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Chapter 1

Introduction to Agile PLM Monitoring with Oracle Enterprise Manager Grid Control

This chapter includes the following:

- About This Guide 1
- Overview 1
- System Requirements 2
- Setting Credentials in Oracle Enterprise Manager 3
- Granting 'Log on as a Batch Job' Privilege 3
- Additional Sources of Information 4

About This Guide

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 5
- Agile Plug-in Configuration on page 7
- Reports on page 11
- Agile Metrics on page 17
- Deleting Plug-ins on page 20

Overview

Oracle Enterprise Manager 10g provides multi-instance monitoring of Agile PLM applications to deliver comprehensive, efficient, and vital health status information such as performance metrics, availability, and end-user experience. To enable this, you need to configure the following plug-ins:

- agilePlugin - to monitor Agile PLM instances.
- empluginpharma - to monitor Recipe & Material Workspace instances.
- tomcat_plugin - to monitor Agile File Manager instances

This manual describes how you can install and configure these plug-ins. The configuration procedures for both plug-ins are similar and any variances are noted.

The plug-ins are available at the following location within the Agile PLM installation directory.

Name	Plug-in	Location
Agile PLM	agilePlugin.jar	agile_home\agileDomain\emplugin\
Recipe& Material Workspace	empluginpharma.jar	agile_home\AgilePharma\emplugin\
Tomcat	tomcat_plugin.jar	agile_home\agileDomain\emplugin\

Supported releases:

- Oracle Enterprise Manager Agent 10.2.0.4 and 10.2.0.3

Note 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.

See *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

Prerequisites:

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 9.3.1.

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 the installer hard codes the below Port Numbers.
  - Port number for Agile PLM - 9899
  - port number for Recipe&Material Workspace-8899
  - Port Number for Apache Tomcat - 9898
- Default Communication Protocol and Services names are rmi and jmxrmi.

1. 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.
2. Install the Grid Control 10.2 Oracle Management Agent on every host that includes the components you want to manage with Grid Control.

See *Enterprise Manager Grid Control Installation and Basic Configuration Guide* for details on performing these steps.

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 URL 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.

See also: Enterprise Manager Concepts Guide, which gives you more information on the capabilities of Oracle Enterprise Manager Grid Control at Oracle Technology Network http://www.oracle.com/technetwork/documentation/agile-085940.html.

Chapter 2

Monitoring Agile Targets

This chapter includes the following:

- Key Benefits 5
- Prerequisites for Monitoring Agile Targets 5
- Agile Landscape Targets 5

Key Benefits

Oracle Enterprise Manager Grid Control 10gR4 enables the monitoring of Agile PLM applications along with other Oracle and non-Oracle technologies through a single Oracle Enterprise Manager Grid Control console. It provides:

- Centralized, multi-tier, multi-instance Agile PLM monitoring.
- Discovery of Agile PLM servers and instances for each monitored SID.
- Comprehensive, efficient, and secure health status data collection.
- End-user experience monitoring for Agile PLM application modules.
- Agile PLM business service dashboards and performance trend reports.

Note Use of this capability requires Agile PLM Plug-in for Oracle Enterprise Manager 10g. Use of other Oracle Enterprise Manager capabilities may require additional licenses.

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.

Agile Landscape Targets

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

Adding an Agile Landscape

To add 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.

Chapter 3

Agile Plug-in Configuration

This chapter includes the following:

- Importing a Plug-in 7
- Creating a Target Instance 8
- Deploying the Plug-in 9

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 the Plug-in from the Agile Application server and save the plug-in file (agilePlugin.jar/ empluginpharma.jar/tomcat_plugin.jar) to the machine where the browser is running.

Name	Plug-in	Location
Agile PLM	agilePlugin.jar	agile_home\AgilePharma\emplugin
Recipe& Material Workspace	empluginpharma.jar	agile_home\agileDomain\emplugin empluginpharma.jar
Tomcat	tomcat_plugin.jar	agile_home\agileDomain\emplugin tomcat_plugin.jar

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 plug-in archive file.

   The 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 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 a message confirming successful import. You can now deploy the plug-in to one or more agents.

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 target type as below.

- To add **Agile PLM**,
  - Select AgilePLM from the **Add** drop-down menu. Click **Go**.
- To add **Apache Tomcat**,
  - Select Apache Tomcat from the **Add** drop-down menu. Click **Go**.
- To add **RMW**,
  - Select AgilePharmaEM from the **Add** drop-down menu. Click **Go**.

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/RMW 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/RMW instance in the Agile Version column.
7. Click **OK**.

You can now view information about the created target instance.

Deploying the Plug-in

Deploying the 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), and 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.

Chapter 4
Reports

This chapter includes the following:

- Available Reports 11
- Generating Reports 11

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

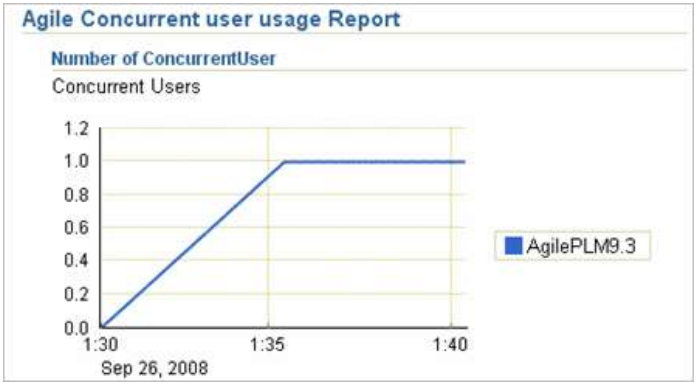
- Deployment and Config
- Enterprise Manager Setup
- Monitoring
- Security
- Storage.

Scenarios

Enterprise Manager provides a powerful reporting framework called Information Publisher. Given below are a few reports run by Agile.

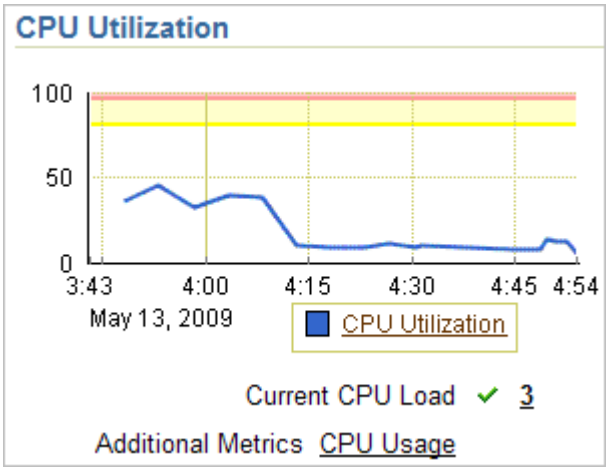
Agile Concurrent User Usage Report

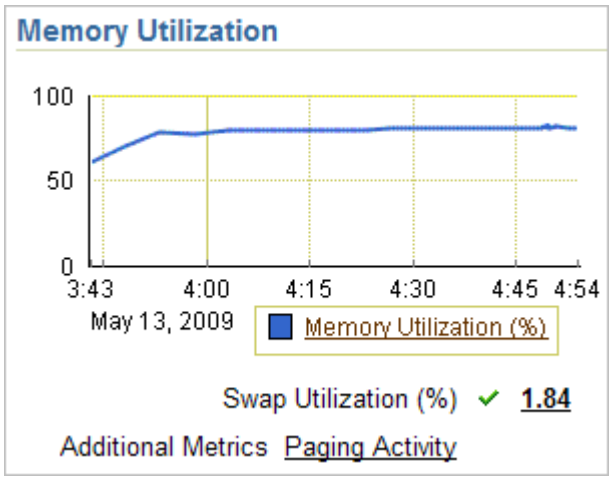
Agile Concurrent User Usage Report is based on this framework and shows the concurrent user numbers by day.

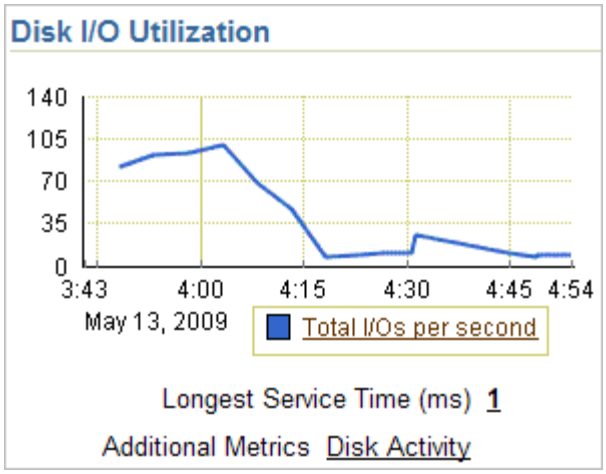


Performance Summary

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

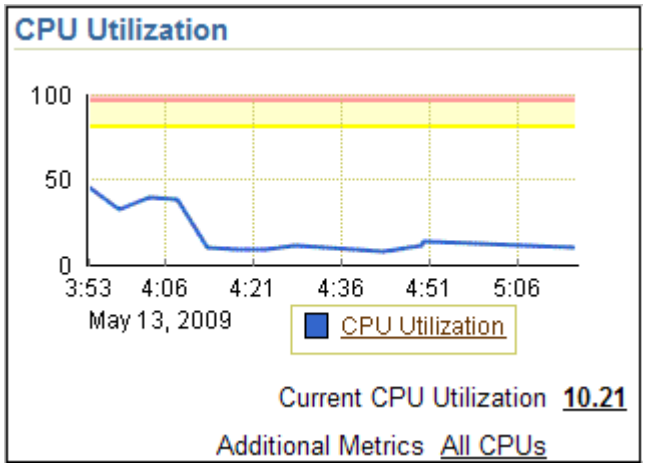


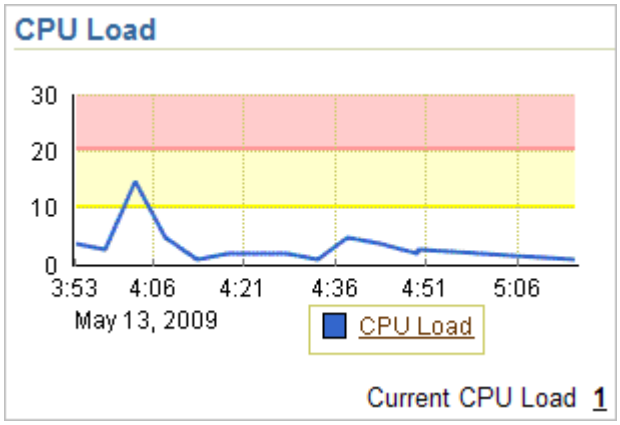

Memory Utilization
100
50
0
3:43
4:00
4:15
4:30
4:45
4:54
May 13, 2009
Memory Utilization (%)
Swap Utilization (%)
1.84
Additional Metrics
Paging Activity


Disk I/O Utilization
140
105
70
35
0
3:43
4:00
4:15
4:30
4:45
4:54
May 13, 2009
Total I/Os per second
Longest Service Time (ms)
1
Additional Metrics
Disk Activity

CPU Details

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



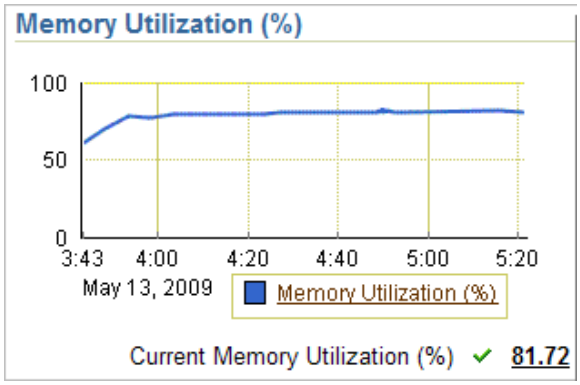


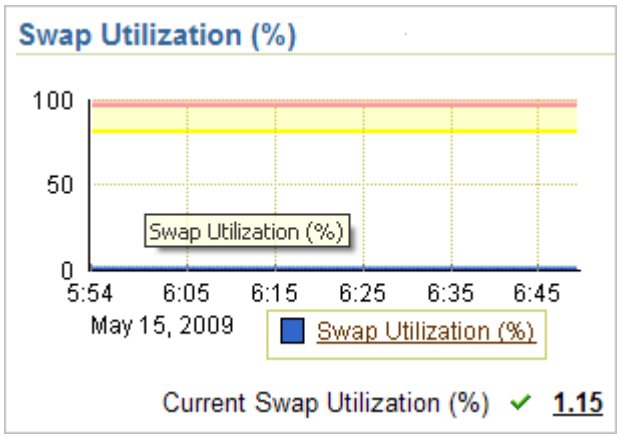
Top 10 Processes (ordered by Memory)

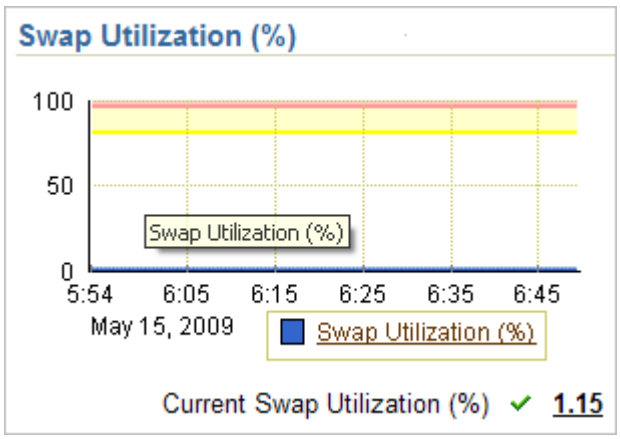
Command	Resident Size (KB)	Virtual Size (KB)	CPU Utilization (%)	Owner	Process ID
oracle	604,308	610,380	0	N/A	172
java	128,324	125,692	0	N/A	3120
Rtvscan	60,988	49,744	0	N/A	524
emagent	58,608	60,796	0	N/A	188
java	54,944	58,308	0	N/A	3840
Apache	44,228	53,720	0	N/A	536
emagent	35,232	43,128	0	N/A	3800
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.

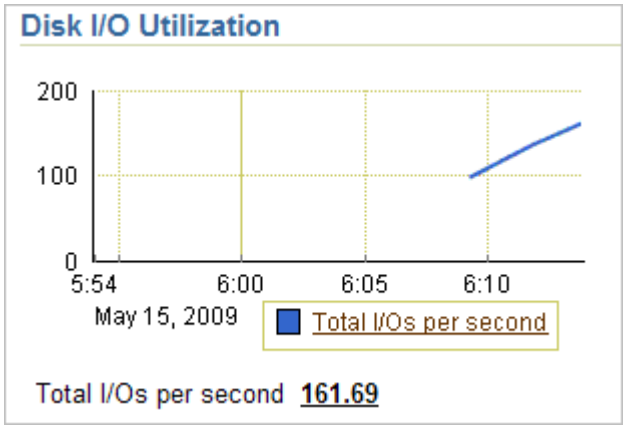


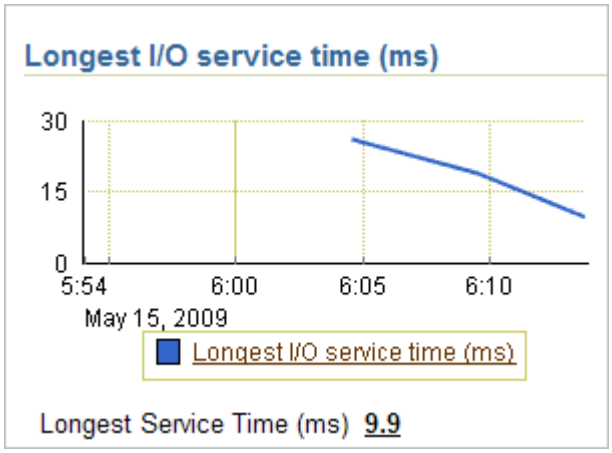




Disk Details

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





Chapter 5
Agile Metrics

This chapter includes the following:

- Viewing Performance Metrics for Agile PLM/RMW 17
- About Agile Metrics 18

Viewing Performance Metrics for Agile PLM/RMW

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

- Agile Information on page 17
- User Usage on page 17
- Response Information on page 18

The Oracle Enterprise Manager All Metrics page displays metric information.

To navigate to the All Metrics page:

1. Click **Targets** on the Navigation bar of the home page. The Host page appears.
2. Click **All Targets**. The All Targets page displays a list of all targets in the Oracle Enterprise Manager Grid Control including hosts, agents, and databases.
3. Select the target instance option - **Agile PLM** or **AgilePharmaEM**.
4. Click **All Metrics** from the list of options.

The Oracle Enterprise Manager Metrics page displays menu options for Agile Information, User Usage and Response.

Agile Information

To view information about **Agile PLM** or **RMW**, click **About Agile / Recipe& Material Workspace** on the Oracle Enterprise Manager Metrics page.

User Usage

To view **Agile PLM** or **RMW** 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).

About Agile Metrics

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

Chapter 6

Deleting Plug-ins

This chapter includes the following:

- Removing Target Instances of the Plug-in 19
- Undeploying the Plug-in 19
- Deleting Plug-ins 20

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

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** or **RMW** or **Tomcat**.
5. Click **Remove**. You see the warning message: "You have chosen to remove Target_instance_name (Agile PLM). Do you wish to proceed"?
6. 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 plug-in. On removing all target instances, you can undeploy and delete the 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 plug-in from the agents. For more information on the steps to remove a target instance, see Removing Target Instances of the Plug-In.

You can undeploy the plug-ins from the Setup Menu.

To undeploy the plug-ins:

1. Click S**etup** 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 either **Agile PLM** or **AgilepharmaEM** or **Agile Tomcat** 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.

Deleting Plug-ins

Deleting a 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, 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?" and click **OK**.

A confirmation message: "One Management Plug-in was successfully deleted", informs you of having successfully deleted the plug-in.