

SeeBeyond™ eBusiness Integration Suite

e*Gate Integrator Alert Agent User's Guide

Release 4.5.2



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Introduction

This chapter introduces you to this guide, its general purpose and scope, and its organization. It also provides sources of related documentation and information.

1.1 Document Purpose and Scope

This guide explains how to install and configure the SeeBeyond Technology Corporation™ (SeeBeyond™) e*Gate Integrator Alert Agent. This feature enables the e*Gate Integrator system to send notifications of system status through E-mail and printing.

For more information about how to configure e*Gate to send information through Alert Agent channels, see the *e*Gate Integrator System Administration and Operations Guide*.

Important: *Operation explanations given here are generic, for reference purposes only, and do not address the specifics of setting up or operating individual e*Gate systems.*

This document does not contain information on general e*Gate installation. For information on these and related topics, see [“Supporting Documents” on page 7](#).

1.2 Intended Audience

This guide presumes that its reader is a developer or system administrator with the responsibility for setting up and/or maintaining the e*Gate system. This user/reader needs to have basic to expert-level knowledge of network operations and administration, as well as knowledge in the operation of UNIX or Microsoft Windows (Windows NT 4/2000).

Such operations include a thorough familiarity with Windows-style graphical user interface (GUI) operations. When necessary, this document explains some Windows NT/2000 operations, but not those generic to all Windows systems.

When referring to the GUI, this document employs standard Windows terminology. For more information on how to use Windows features, as well as Windows terminology, see the appropriate Microsoft user’s guide.

1.3 Organization of Information

This document is organized topically as follows:

- **Chapter 1 “Introduction”** — Gives a general preview of this document, its purpose, scope, and organization.
- **Chapter 2 “Installation”** — Explains how to install the Alert Agent Add-On software.
- **Chapter 3 “Working with the Alert Agent”** — Discusses the general operation and use of the Alert Agent feature.

1.4 Writing Conventions

The writing conventions listed in this section are observed throughout this document.

Hypertext Links

When you are using this guide online, cross-references are also hypertext links and appear in **blue text** as shown below. Click the **blue text** to jump to the section.

For information on these and related topics, see **“Parameter, Function, and Command Names” on page 7**.

Command Line

Text to be typed at the command line is displayed in a special font as shown below.

```
java -jar ValidationBuilder.jar
```

Variables within a command line are set in the same font and bold italic as shown below.

```
stcregutil -rh host-name -rs schema-name -un user-name  
-up password -ef output-directory
```

Code and Samples

Computer code and samples (including printouts) on a separate line or lines are set in Courier as shown below.

```
Configuration for BOB_Promotion
```

However, when these elements (or portions of them) or variables representing several possible elements appear within ordinary text, they are set in *italics* as shown below.

path and *file-name* are the path and file name specified as arguments to **-fr** in the **stcregutil** command line.

Notes and Cautions

Points of particular interest or significance to the reader are introduced with *Note*, *Caution*, or *Important*, and the text is displayed in *italics*, for example:

Note: *The Actions menu is only available when a Properties window is displayed.*

User Input

The names of items in the user interface such as icons or buttons that you click or select appear in **bold** as shown below.

Click **Apply** to save, or **OK** to save and close.

File Names and Paths

When names of files are given in the text, they appear in **bold** as shown below.

Use a text editor to open the **ValidationBuilder.properties** file.

When file paths and drive designations are used, with or without the file name, they appear in **bold** as shown below.

In the **Open** field, type **D:\setup\setup.exe** where **D:** is your CD-ROM drive.

Parameter, Function, and Command Names

When names of parameters, functions, and commands are given in the body of the text, they appear in **bold** as follows:

The default parameter **localhost** is normally only used for testing.

The Monk function **iq-put** places an Event into an IQ.

You can use the **stccb** utility to start the Control Broker.

1.5 Supporting Documents

The following SeeBeyond documents provide additional information about the Alert Agent as explained in this guide:

- *Creating an End-to-end Scenario with e*Gate Integrator*
- *e*Gate Integrator Collaboration Services Reference Guide*
- *e*Gate Integrator Installation Guide*
- *e*Gate Integrator SNMP Agent User's Guide*
- *e*Gate Integrator System Administration and Operations Guide*
- *SeeBeyond eBusiness Integration Suite™ Deployment Guide*
- *SeeBeyond eBusiness Integration Suite Primer*
- *Monk Developer's Reference*
- *Standard e*Way Intelligent Adapters User's Guide*
- *e*Gate Integrator Alert and Log File Reference Guide*

See the *SeeBeyond eBusiness Integration Suite Primer* for a complete list of SeeBeyond eBI Suite-related documentation. You may also refer to the appropriate Microsoft Windows or UNIX documents, if necessary.

*Note: For information on how to use a specific Add-On product (for example, an e*Way Intelligent Adapter), see the user's guide for that product.*

1.6 SeeBeyond Web Site

The SeeBeyond Web site is your best source for up-to-the-minute product news and technical support information. The site's URL is

<http://www.SeeBeyond.com>

Installation

This chapter explains how to install Alert Agent on your computer. The Alert Agent installs as an add-on in the standard e*Gate installation.

This Chapter Includes:

- [“System Requirements” on page 9](#)
- [“Installing Alert Agent on Windows NT/Windows 2000” on page 10](#)
- [“Installing Alert Agent on UNIX” on page 11](#)

2.1 System Requirements

The e*Gate Alert Agent is available on the following operating systems:

- Windows 2000, Windows 2000 SP1, and Windows 2000 SP2
- Windows 2000 (Japanese), Windows 2000 SP1 (Japanese), and Windows 2000 SP2 (Japanese)
- Windows NT 4 SP6a
- Windows NT 4 SP6a (Japanese)
- Windows NT 4 SP6a (Korean)
- Solaris 2.6, 7, and 8
- Solaris 2.6, 7, and 8 (Japanese)
- Solaris 8 (Korean)
- HP-UX 11.0 and HP-UX 11i
- HP-UX 11.0 (Japanese)

Support For Delivery Channels

All Alert Agents support e-mail as a delivery channel, while Windows based Alert Agents additionally support printing. See Table 1 below (an “X” indicates supported channel).

Table 1 OS Support For Delivery Channels

Channel	Windows NT 4	Windows 2000	HP-UX	Solaris
E-mail	X	X	X	X
Printer	X	X		

Additional Hardware/Software Requirements

Table 2 below lists the additional resources required to support the Alert Agent’s communication channels.

Table 2 Additional Channel Requirements

Channel	Requirement
E-mail	Access to an SMTP server
Printer	Any accessible printer (network or local)

2.2 Installing Alert Agent on Windows NT/Windows 2000

2.2.1 Pre-installation

- 1 Exit all Windows programs before running the setup program, including any anti-virus applications.
- 2 You must have Administrator privileges to install this Add-On.

2.2.2 Installation Procedure

To install Alert Agent on a Windows NT or Windows 2000 system

- 1 Log in as an Administrator on the workstation on which you want to install the Alert Agent.
- 2 Insert the e*Gate installation CD-ROM into the CD-ROM drive.
- 3 If the CD-ROM drive’s “Autorun” feature is enabled, the setup application should launch automatically; skip ahead to step 4. Otherwise, use Windows Explorer or the Control Panel’s **Add/Remove Applications** feature to launch the file **setup.exe** on the CD-ROM drive.

- 4 The InstallShield setup application will launch. Follow the on-screen instructions to install the Alert Agent.

Be sure to install Alert Agent files in the suggested “client” installation directory. The installation utility detects and suggests the appropriate installation directory. **Unless you are directed to do so by STC support personnel, do not change the suggested “installation directory” setting.**

2.3 Installing Alert Agent on UNIX

Alert Agent is initially configured when it is installed on the system as an e*Gate Add-On. The script will automatically run, requesting the following:

- Java Runtime Environment (JRE) Path
- Alert Agent Logical Name (as defined in the schema)
- Registry Schema Name
- CB Logical Name (the control broker name)
- Mail Host Name
- E-mail User Name
- E-mail Address

The installation script creates the Alert Agent configuration file, **stcaa.cfg** and the script file **stcaa.sh**.

2.3.1 Pre-installation

Root privileges are not required to install this add-on. Log in under the user name that you wish to own the add-on files. Be sure that this user has sufficient privileges to create files in the e*Gate directory tree.

You must have a Participating Host installed on the local machine to install Alert Agent. You must also define the following environment variables prior to installation:

- \$HOME - Defined per user upon login.
- \$PATH - Modify to include e*Gate executable files.
- \$CLASSPATH - Modify to include e*Gate Java files.
- \$LD_LIBRARY_PATH (On Solaris) or \$SHLIB_PATH (on HP-UX) - For Library files.

2.3.2 Installation Procedure

To install the Alert Agent on a UNIX system

- 1 Log in on the workstation containing the CD-ROM drive, and insert the CD-ROM into the drive.

- 2 If necessary, mount the CD-ROM drive.
- 3 At the shell prompt, type
cd /cdrom
- 4 Start the installation script by typing
setup.sh
- 5 A menu of options displays. Enter "1" for **e*Gate Add-On Applications**.
You will be prompted for an installation path. Install the Alert Agent files in the suggested "client" installation directory.
- 6 Login as an Administrator to your Registry Host.
- 7 Enter "2" for **Agents**.
- 8 Enter "1" for **Alert Agent**.
- 9 Follow the prompts to continue installing Alert Agent.

Working with the Alert Agent

This chapter describes how to add an Alert Agent to your schema, configure the Alert Agent, and implement a failover system for the Alert Agent. The e*Gate Alert Agent forwards notifications through available channels. The Alert Agent itself requires no intervention besides configuration.


This Chapter Includes:

- [“Adding an Alert Agent to a Schema” on page 13](#)
- [“Alert Agent General Operation” on page 14](#)
- [“Configuring Channels” on page 17](#)
- [“Alert Agent Failover” on page 18](#)
- [“Using Alert Agent on UNIX” on page 18](#)

3.1 Adding an Alert Agent to a Schema

Before you can use the Alert Agent to send notifications, you must add an Alert Agent component to the schema you want to monitor.

To add an Alert Agent component to a schema

- 1 Launch the Enterprise Manager and open the desired schema.
- 2 Select the **Components** tab.
- 3 In the Navigator, select the host on which the Alert Agent will run.
- 4 On the Palette, click .
- 5 Enter a name for the Alert Agent and click **OK**.

The name you assign to the Alert Agent (also called the Agent's *logical name*) will become important when you configure the Agent.

You may create additional Alert Agents within the same schema (to provide failover protection), but you may only create one Alert Agent per Participating Host. You must install a Participating Host and an Alert Agent on every host that you wish to monitor.

Additional Alert Agents should be assigned a lower ranking than the primary Alert Agent. To set an Alert Agent's ranking, display its properties, then assign a ranking number (where 1 is the highest rank).

3.1.1 Notification Routing

The Alert Agent uses the Notification.tsc file for notification routing. You must modify the Notification.tsc file to enable the Alert channels. All channels are disabled by default. For information on customizing the Notification.tsc file, see the *e*Gate Integrator Alert and Log File Reference Guide*.

3.2 Alert Agent General Operation

Alert Agent runs as a Service on Windows NT and Windows 2000. The first time you launch the Alert Agent configuration tool, a service called e*Gate Alert Agent will appear in your list of Services.

This section explains how to configure and control the Alert Agent feature using the configuration tool.

3.2.1 Configuring the Alert Agent

To configure the Alert Agent, you will use the Alert Agent configuration tool.

Prepare to use Alert Agent

If your system has a previous version of Alert Agent installed, you must first remove the Alert Agent service from your list of Services.

To remove a previous installation of the Alert Agent service

- 1 Click Start then select **Run**.
- 2 Type **cmd** at the **Run** prompt.
A DOS command prompt will display.
- 3 Type **stcaa -sr** at the command prompt.
- 4 Close the DOS window.

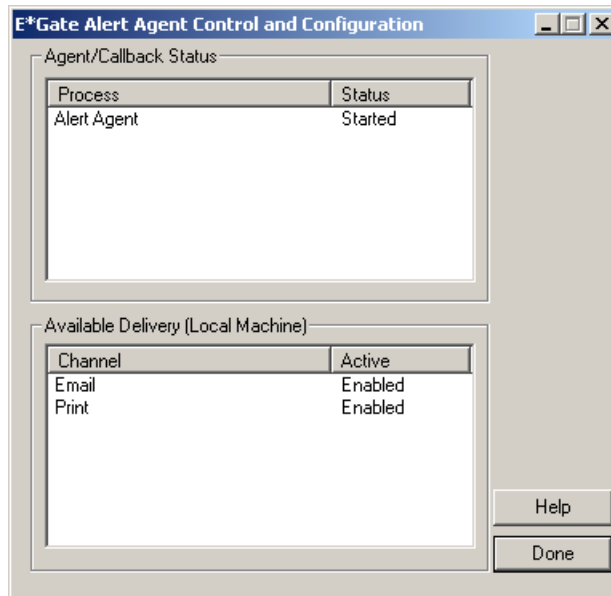
The service is now removed from your list of Services. When you start the Alert Agent configuration tool, a new Alert Agent service will be added to the list.

To launch the Alert Agent configuration tool

- 1 Click the **Start** button.
- 2 Point to **Programs**, then point to **SeeBeyond eBusiness Suite**.
- 3 Click **e*Gate Alert Agent**.

The Alert Agent configuration tool appears, as shown in the [Figure 1 on page 15](#).

Figure 1 Alert Agent Configuration Tool

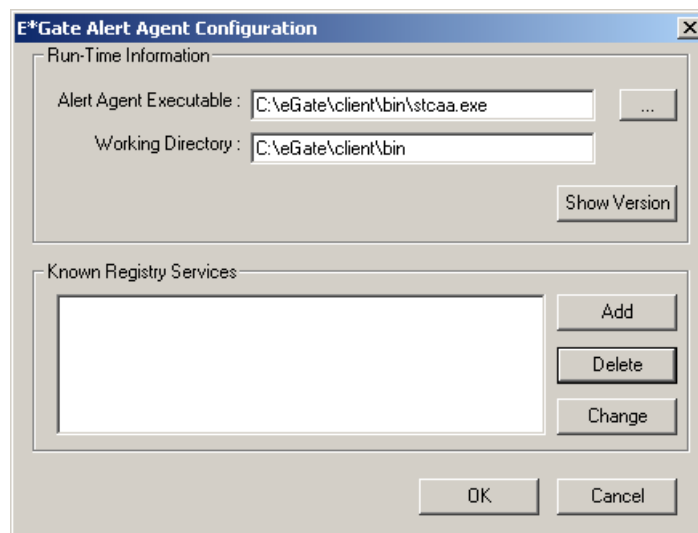


Before you can use the Alert Agent, you must configure it to support specific Registry Hosts and schemas.

To modify the Alert Agent's configuration

- 1 Start the Alert Agent configuration tool (see the [procedure on page 14](#)).
- 2 Under Agent/Callback Status: In the Process column, right-click **Alert Agent**.
- 3 From the popup menu, click **Properties**. The Alert Agent configuration dialog box displays (see Figure 2 below).

Figure 2 Alert Agent Configuration Dialog Box

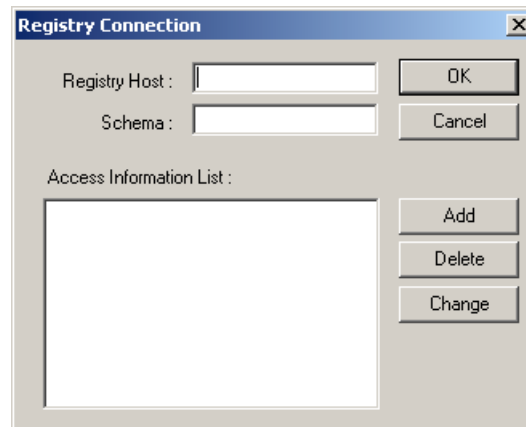


- 4 Under **Run-Time Information**, enter the file name and location of the Alert Agent executable file (**stcaa.exe**).

The default location of the Alert Agent executable is `C:\eGate\client\bin\stcaa.exe`.

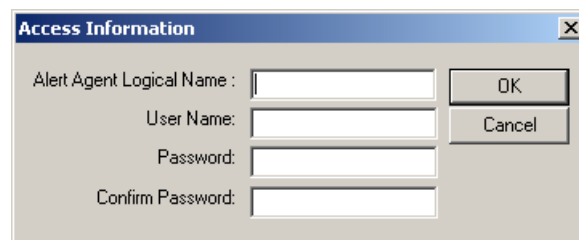
- 5 Under **Known Registry Services**, click **Add**. The Registry Connection dialog box displays (see Figure 3 below).

Figure 3 Registry Connection Dialog Box



- 6 In the **Registry Host** field, enter the name of an e*Gate Registry Host (as defined within the Enterprise Manager).
- 7 In the **Schema** field, enter the name of the schema in which this Alert Agent is defined.
- 8 Under **Access Information List**, click **Add**. The **Access Information** dialog box displays (see Figure 4 below).

Figure 4 Access Information Dialog Box



- 9 In the **Logical Name** box, enter the name of this Alert Agent as defined within the schema you specified in Step 7 above.
- 10 In the **User Name** box, enter the e*Gate user name under which this Alert Agent will be run.
- 11 In the **Password** and **Confirm Password** boxes, enter the password associated with the user name you entered in step 10. The two copies must match.
- 12 Click **OK**.
- 13 Repeat steps 7 through 12 for each Alert Agent defined within the schema. When you have finished, click **OK** to close the Registry Connection dialog box.
- 14 Repeat steps 5 through 12 for each Registry host that this Alert Agent supports.

- 15 When you have finished, click **OK** to close the Alert Agent Configuration dialog box.

3.2.2 Controlling the Alert Agent

Use this procedure to start or shutdown the Alert Agent.

To control the Alert Agent

- 1 Start the Alert Agent configuration tool (see the [procedure on page 14](#)).
- 2 Under Agent/Callback Status: In the Process column, right-click **Alert Agent**.
- 3 From the popup menu, select start or stop.

You may also use the Service Manager to start or stop the Alert Agent Service.

3.3 Configuring Channels

You must configure each channel you want to use for sending notifications.

To configure a channel

- 1 Start the Alert Agent configuration tool (see the [procedure on page 14](#)).
- 2 Under **Available Delivery (Local Machine)**, in the Channel column, right-click the name of the channel you want to configure.
- 3 From the popup menu, click **Properties**.

Each of the Alert Agent's channels (e-mail and print) has its own configuration parameters. For more information about each channel's required configuration parameters, display the channel's properties, then click **Help**.

Set Default Message

When you configure a channel, you specify default information for e-mail or printer setup. The Alert Agent will send notifications using the default values under any of the following conditions:

- The delivery channel failed.
- The Alert Agent lost its connection to the Control Broker.
- Input data was unusable (for example, a malformed e-mail address).

We recommend you select your default recipients and phrase your default messages to take this into account.

3.3.1 Activating or Deactivating Channels

After you define a channel, you must activate the channel. Each channel must be activated separately.

To activate or deactivate a channel

- 1 Under **Available Delivery (Local Machine)**, select a channel.
- 2 From the popup menu, click **Toggle Active**.

3.3.2 Testing Channels

The test command will send the channel's default message to the default recipients. If the message is received as expected, the channel delivery system is functioning normally. You must test each channel separately.

To test a channel

- 1 Under **Available Delivery (Local Machine)**, select a channel.
- 2 From the popup menu, click **Test**.

3.3.3 Alert Agent Failover

e*Gate architecture provides for Alert Agent failover. When you define an Alert Agent in the Enterprise Manager, you specify a "designation level" number, which effectively sets the rank of the Alert Agent in the failover scheme.

The Control Broker will always send notifications to the highest-ranked available Alert Agent. By running more than one Alert Agent, you provide for notification delivery if one Agent stops functioning or is unable to deliver a notification over a specific channel.

We recommend you use this configuration:

- 1 Install and configure one Alert Agent on multiple Participating Hosts.
- 2 Within each schema that these Alert Agents will monitor, define *each* of the Alert Agents on its own Participating Host.
- 3 Assign each Alert Agent a different rank number.

The Control Broker sends its notifications to whichever Alert Agent is available with the highest rank number. If one fails, a backup then takes over.

Java method: `eventSend()`

Information on the Java method `eventSend()` is now located in the *e*Gate Integrator User's Guide*.

3.4 Using Alert Agent on UNIX

During Alert Agent installation, you were prompted to enter information necessary to run the Alert Agent. This information is stored in your script file (`stcaa.sh`) and configuration file (`stcaa.cfg`).

Start Alert Agent

To start the Alert agent, you must execute the `stcaa.sh` script that was created during setup. The `stcaa.sh` script invokes the Java runtime executable and the configuration file for each alert agent. The default path to the file is:

```
/home/username/egate/os/client/bin/stcaa.sh
```

3.4.1 Modify the `stcaa.sh` file

You may need to modify the Alert Agent script file if the path to the Java Runtime Environment (JRE) is incorrect, or changes. The JRE path is the last line in the `stcaa.sh` file.

3.4.2 Modify the `stcaa.cfg` file

The Alert Agent's configuration file (`stcaa.cfg`) contains the configuration information entered during installation. To change the configuration settings, open the `stcaa.cfg` file in your text editor. The default path to the file is:

```
/home/username/egate/os/client/bin/stcaa.cfg
```

You may modify the following information:

Alert Agent Settings

This section contains the items relating to your Alert Agent configuration. You may modify the following settings:

- ◆ Registry Host
- ◆ Registry Port
- ◆ Schema Name
- ◆ Alert Agent Logical Name
- ◆ Mail Hostname

NCB Settings

NCB is the connection for Alert Agent into the Notification Control Broker system. You may modify the following settings:

- Registry Host
- Registry Port
- Process Host
- Schema Name
- Control Broker logical name
- Number of Retries
- Retry Interval
- Status Update Interval

Default Mail Settings

This section contains default settings for E-mail channel information. You may modify the following settings:

- From: Sender Name; E-mail Address
- To: Recipient; E-mail Address
- CC: Recipient; E-mail Address
- BCC Recipient; E-mail Address

3.4.3 Multiple Alert Agents

If additional participating hosts or schemas use the same Alert Agent startup script, define the logical alert agent(s) within the respective schema(s) and registry host(s).

Copy the **stcaa.cfg** to another file, and modify the **stcaa.sh** reflecting the change. The **stcaa.cfg** file can then be used as a template for the additional defined Alert Agents. Follow the guidelines from the original configuration file and, when completed, add another line to the **stcaa.sh**, using the newly created configuration file.

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