

# **Oracle® Tuxedo System and Applications Monitor Plus**

Frequently Asked Questions (FAQ)

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# Contents

TSAM Plus Manager and Agent . . . . .	1
The Basics. . . . .	2
<b>Where can I find the TSAM Plus Manager Database connection URL? Is the password encrypted? . . . . .</b>	<b>2</b>
Installation and Deployment. . . . .	2
<b>Does TSAM Plus support Oracle RAC as its database? . . . . .</b>	<b>2</b>
<b>Can TSAM Plus Manager be deployed on a WLS cluster? . . . . .</b>	<b>2</b>
<b>Why is the existing Oracle Tuxedo installation directory not recognized in the TSAM Plus Agent installation process? . . . . .</b>	<b>2</b>
<b>For the TSAM Plus rolling patch installation, can I install the TSAM Plus patch without stopping Oracle Tuxedo Applications (just the LMS sever needs be stopped)? . . . . .</b>	<b>2</b>
<b>Why do I get an error page when logging into the TSAM Plus console after starting the TSAM Plus manager? . . . . .</b>	<b>3</b>
<b>During TSAM Plus Manager installation, deployment to an existing WebLogic always fails. How can this be resolved? . . . . .</b>	<b>3</b>
<b>tsam.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? . . . . .</b>	<b>3</b>
<b>tsam.ear deployment with AppServerDeployer.sh shell failed on a WebLogic domain running on WLS 10.3.6 and ADF 11.1.1.6 environment. The following exception appears:</b>	

“java.lang.ClassNotFoundException: javax.faces.application.ProjectStage”. How do I resolve it? .....	3
Why can't I uninstall Oracle TSAM Plus using GUI mode? .....	3
Why after uninstalling TSAM Plus agent, sometimes I cannot re-install TSAM Plus? .....	3
Why does the JVM used by TSAM Plus installer crash when Gnome or Twm desktop environment is used? .....	4
Metrics .....	4
Is TSAM Plus able to report the CPU time for multi-threaded servers?. 4	
Alerts .....	4
What is the recommended way to use events coming from a defined TSAM Plus alert? .....	4
ART CICS Monitoring .....	4
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? .....	4
Why is there a TPENOENT error when invoking a CICS Resource Query on TSAM Plus console? .....	4
Security .....	4
I cannot see the domain in TSAM Plus console when SECURITY MANDATORY_ACL and the AUTHSVC server are configured in the UBBCONFIG file? .....	4
Web Console .....	5
What is my login user name and password?.....	5
How do I display my domain topology on the left side of the Oracle Tuxedo component tree? .....	5
My component tree does not change when the domain status or structure is changed.....	5
How do I switch to the ART CICS Regions tree and ART Batch	

Applications tree from the component tree area? .....	5
Why does the alert number never change in the Unread Alerts notification area? .....	5
Why can't charts be displayed in the metrics query page? .....	5
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? .....	5
When a TSAM application is running under Tomcat and Windows 2008 Server, why is the web page truncated in IE 8.0 when I click Detach to highlight a table and then click Detach again or press Esc to restore the table? .....	6
Why there is no result queried out for Oracle Tuxedo metrics? .....	6
Performance .....	6
When storing metric data into a database, the processing time is very slow. How to speed it up? .....	6
Why does a machine running Oracle Tuxedo get slower after using TSAM Plus? .....	6
Interoperability .....	6
Does TSAM Plus manager support TSAM agent 1.1/10g/11g, what are the limitations? .....	6
Migration .....	6
Does TSAM Plus support data migration from TSAM releases? .....	6
Enterprise Manager for Oracle Tuxedo .....	7
Deployment .....	7

What is the correct procedure to undeploy Enterprise Manager for Oracle Tuxedo from OMS? .....	7
Why does deploying Enterprise Manager for Oracle Tuxedo on Enterprise Manager OMS in Windows always hang at the "Register DLF" step? .....	7
tlisten fails to start with -j option, and "TSAM_CAT:481: ERROR: Load library \"libjvm.so\" failed." shows in ULOG. How to resolve it? ..	7
What is the required JRE/JDK version for starting tlisten with -j option? .....	7
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? .....	8
tlisten crashes with -j option on AIX platform. How to resolve it?.....	8
Discovery .....	8
After discovery, only tuxedo_tlisten and tuxedo_home are found. Why? ..	8
During discovery, why is the connection always refused by ServiceUnavailableException? .....	8
Why does the Enterprise Manager Console still show the old value when the TUXCONFIG file has been changed? .....	8
Why is the "Unable to find discovery home" error reported during discovery? .....	8
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?.....	9
Metrics .....	9
Why is there a metrics value mismatch between the server target and domain/machine target? .....	9
Why does the metrics "Average Execution Time (microsecond)" value	

display “Unavailable” in table view mode in the Service Statistics page? .....	9
Why does the metrics table on EM have no data after the client requests? .....	9
Why can’t I find the service metrics value in Oracle Tuxedo server targets after discovering the Oracle Tuxedo applications on Enterprise Manager?.....	9
Why is the Oracle Tuxedo target status (UP/ERROR/DOWN) not consistent with the Oracle Tuxedo domain status (Down/Up) on Enterprise Manager Console? .....	10
Why is the Service Statistics metrics for Oracle Tuxedo domain, Oracle Tuxedo group, and Oracle Tuxedo machine target always 0? .....	10
Administration Console .....	10
Why can’t SALT GWWS Server be started from Enterprise Manager console when it is down? .....	10
Why doesn’t the server boot automatically after migration? .....	11
After successfully shutting down the machine target on Enterprise Manager console, why is the machine target status still running?..	11
Tuxedo Event Monitoring .....	11
Does Enterprise Manager for Oracle Tuxedo support monitoring Oracle Tuxedo SYSTEM and USER event? .....	11
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? .....	11
ART Batch Monitoring. ....	11
Why can’t I find any job in the Jobs Query Result List table after submitting the Job in the Batch_System target? .....	11
Resource Broker .....	12

<b>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? .....</b>	<b>12</b>
<b>When using Resource Broker to create a new domain, why is no machine listed in the Machine List panel in the UBBCONFIG editor? .....</b>	<b>13</b>
<b>In domain UBBCONFIG editor, why is the add (+) button beside an application package always disabled? .....</b>	<b>13</b>
<b>When selecting an Oracle Tuxedo domain in the Oracle Tuxedo Summary page, why isn't the domain editable? .....</b>	<b>13</b>
<b>I have defined the deployment policy, but why isn't the action defined in the policy carried out when the corresponding incident happens? ....</b>	<b>13</b>
<b>When defining the package-level deployment policy, why is there no item available in the Candidate Groups dropdown list?.....</b>	<b>14</b>



# Oracle TSAM Plus Frequently Asked Questions (FAQ)

This FAQ contains the following topics:

- [TSAM Plus Manager and Agent](#)
- [Enterprise Manager for Oracle Tuxedo](#)

## **TSAM Plus Manager and Agent**

- [The Basics](#)
- [Installation and Deployment](#)
- [Alerts](#)
- [ART CICS Monitoring](#)
- [Security](#)
- [Web Console](#)
- [Performance](#)
- [Interoperability](#)
- [Migration](#)

## 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.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.

### Why is the existing Oracle Tuxedo installation directory not recognized in the TSAM Plus Agent installation process?

Double check your `registry.xml` file under `$ORACLE_HOME` (which contains the destination `TUXDIR`). Make sure you have read/write permission to the file, and ensure the correctness of the file content (for example, the host name, `TUXDIR` path, etc.).

### For the TSAM Plus rolling patch installation, can I install the TSAM Plus patch without stopping Oracle Tuxedo Applications (just the LMS sever needs 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 Tomcat, the default port 8080 is not occupied by other processes.
- For Derby, the default port 1527 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.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 -11.1.x.x [oracle_common]`.

### **tsam.ear deployment with AppServerDeployer.sh shell failed on a WebLogic domain running on WLS 10.3.6 and ADF 11.1.1.6 environment. The following exception appears: “java.lang.ClassNotFoundException: javax.faces.application.ProjectStage”. How do I resolve it?**

This is because you applied the ADF 13656274 patch; remove this patch.

### **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 after uninstalling TSAM Plus agent, sometimes I cannot re-install TSAM Plus?**

Remove the TSAM Plus directory manually if some files cannot be cleaned up after uninstallation.

**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.

## Security

**I cannot see the domain in TSAM Plus console when SECURITY MANDATORY\_ACL and the AUTHSVC server are configured in the UBBCONFIG file?**

TSAM Plus Agent uses the .TMIB (and .DMMIB) services to get the Oracle Tuxedo configuration. You need to create ACLs for them.

## Web 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 `-Djava.awt.headless=true` to `JAVA_OPTS` for Tomcat or `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.

**When a TSAM application is running under Tomcat and Windows 2008 Server, why is the web page truncated in IE 8.0 when I click Detach to highlight a table and then click Detach again or press Esc to restore the table?**

You can click the browser **Refresh** button, or use IE 9.0 (or above) or Firefox instead.

**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 Console Users Guide](#) for details.

## 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 Console 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 1 \(12.1.1.1\) Release Notes](#).

## Migration

**Does TSAM Plus support data migration from TSAM releases?**

Yes. Refer to **Migration Considerations** in [Oracle TSAM Plus 12c Release 1 \(12.1.1.1\) 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 [Booting up the `tlisten` Process](#) in [Enterprise Manager for Oracle Tuxedo 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`.

**tlisten crashes with -j option on AIX platform. How to resolve it?**

Make sure you use the latest IBM JRE 1.6 to start `tlisten`.

## Discovery

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

Please note and ensure the following:

- The **With Oracle Tuxedo Authentication** 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
```

## 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 SYSTEM and USER event?

Yes, but for monitoring Oracle Tuxedo releases earlier than 12.1.1.1, 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 12.1.1.1, 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. Refer to the Enterprise Manager section for how to check the status.
- 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 12.1.1.1, 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.