

## **Agile Product Lifecycle Management**

Agile Plug-in for Enterprise Manager User Guide

Release 9.3.5

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## Glossary

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# Preface

Agile PLM is a comprehensive enterprise PLM solution for managing your product value chain.

## Audience

This document is intended for administrators and users of the Agile PLM products.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

### Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit

<http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## Related Documents

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.

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.

Convention	Meaning
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# Introduction

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:

## Agile PLM Monitoring with Oracle Enterprise Manager Grid Control

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.

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**Note:** Oracle recommends Oracle Enterprise Manager Agent Release 10.2.0.4

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## 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.

### Pre-requisites:

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 9.3.5.

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**Note:** The Oracle Enterprise Manager Agent need not reside on the same machine where Agile PLM is installed.

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While 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).

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**Note:** Ensure that you load the Agile PLM instance.

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- 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.
- 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.

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

See the Enterprise Manager Installation and Configuration Guide, on The Oracle Technology Network (OTN) Web site

<http://www.oracle.com/technology/documentation/oem.html> 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. You can either set default credentials (which are the same for all agents) or 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.

### 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: The Enterprise Manager Concepts Guide, which gives you more information on the capabilities of Oracle Enterprise Manager Grid Control at The Oracle Technology Network (OTN) Web site at

<http://www.oracle.com/technology/documentation/oem.html>

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## Monitoring Agile Targets

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.

### Key Benefits

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.

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**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.

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### 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.

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**Note:** Enterprise Manager does not monitor the target, once an entry is deleted from the Enterprise Manager Repository.

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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.

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## Agile Plug-in Configuration

This chapter describes how to import, configure, and deploy the plug-in.

### 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 life cycle. It serves the following functions.

- Acts as a transport mechanism between the development environment and the Enterprise Manager framework.
- Acts as a transport mechanism between different Enterprise Manager installations.
- Acts as a container for the Management Plug-in. MPAs 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.
  - Enter the JMX password.
  - 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.





Reports are generated 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.

## Generating Reports

You can generate the following categories of reports:

- Agile Chart Reports
- Deployment and Config
- Enterprise Manager Setup
- Monitoring
- Security
- Storage

### 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

## Available Reports

With Tomcat and Enterprise Manager, monitoring can be either real-time or historical. The administrators can 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.

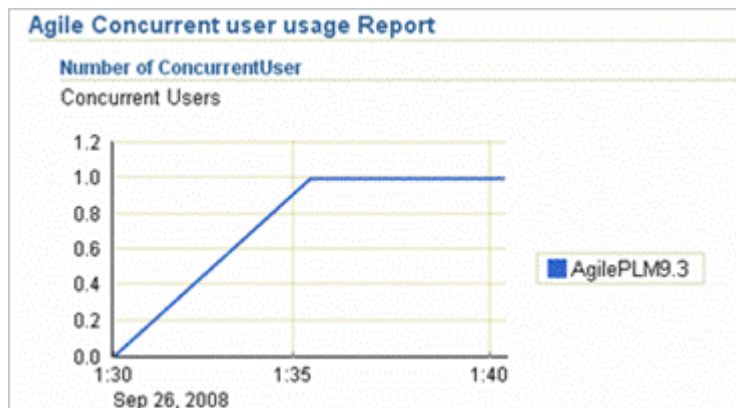
## Scenarios

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.

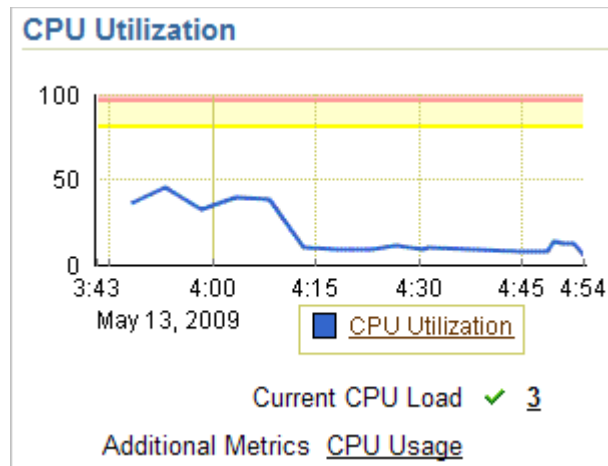
**Figure 4–1 Agile Concurrent User Usage Report**



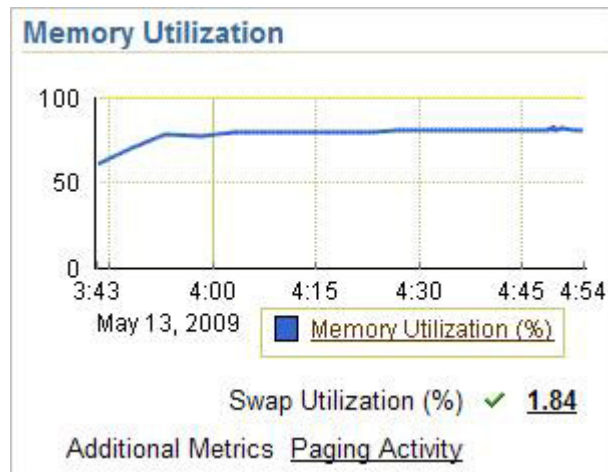
## Performance Summary

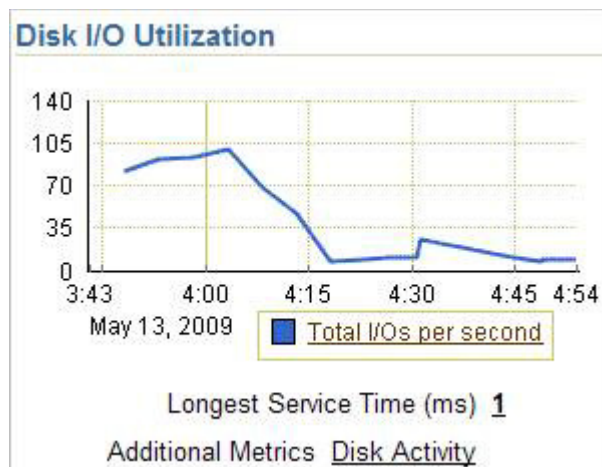
Given below is a graphic display of the Performance Summary View.

**Figure 4-2 Performance Summary - CPU Utilization**



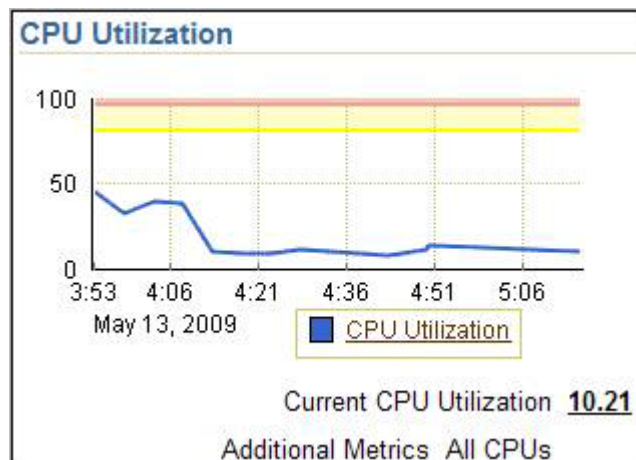
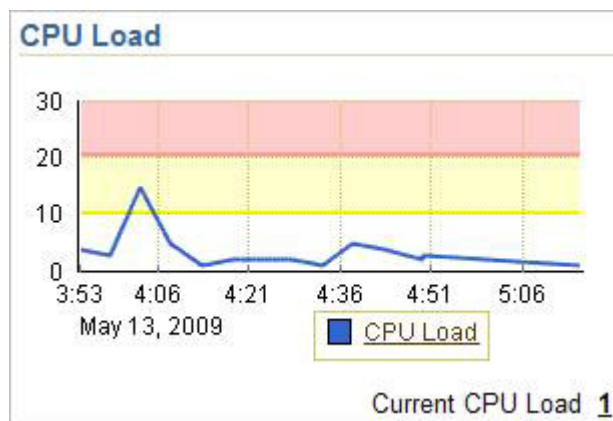
**Figure 4-3 Performance Summary - Memory Utilization**



**Figure 4-4 Performance Summary - Disk Utilization**

## CPU Details

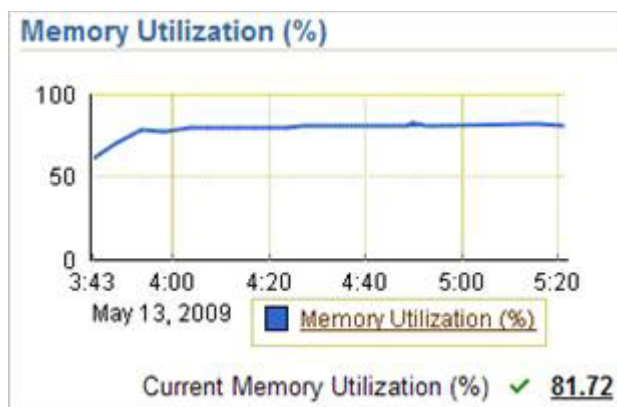
Given below is a graphic display of the CPU Details View.

**Figure 4-5 CPU Details - CPU Utilization****Figure 4-6 CPU Load**

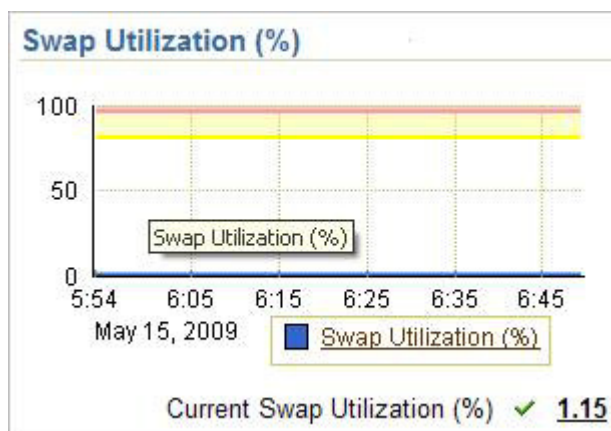
## Memory Details

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

**Figure 4-7 Memory Details - Memory Utilization**



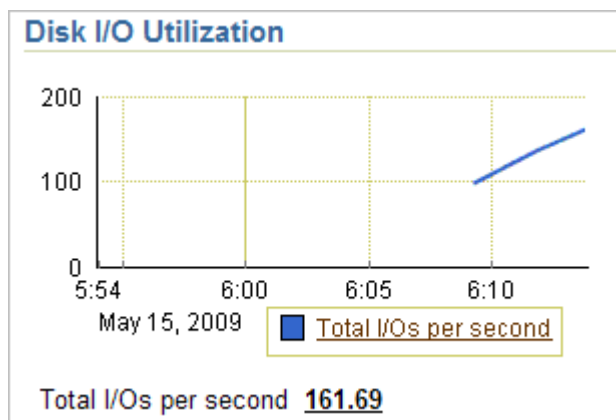
**Figure 4-8 Memory Details - Swap Utilization**

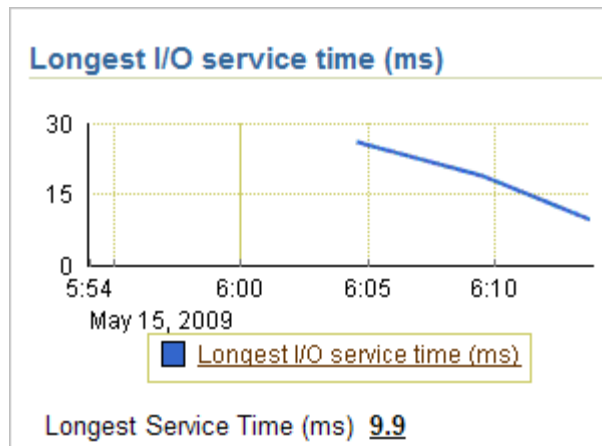


## Disk Details

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

**Figure 4-9 Disk Details - Disk Utilization**



**Figure 4-10 Disk Details - Longest Service Time**

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## Agile Metrics

The plug-in collects and displays information and performance metrics for the target Agile PLM.

### 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.

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 Information

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).



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## Deleting Plug-ins

This chapter describes how to remove the Agile plug-in from 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.

7. Remove all target instances of the plug-in before you undeploy and delete the plug-in Oracle Enterprise Manager Grid Control.

#### **Example 6-1**

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

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

**To undeploy the plug-ins:**

1. Click Setup 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

**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.

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# Glossary

## **ACP**

See [Agile Configuration Propagation \(ACP\)](#)

## **Affected Files**

Similar to Affected Items, these objects are EC files that are Design Release Candidates.

## **Agile Configuration Propagation (ACP)**

Propagating existing configuration the PLM to the newly installed version of PLM.

## **ACS**

See [Agile Content Service \(ACS\)](#)

## **Agile Content Service (ACS)**

ACS is an event-driven XML-based publishing service that makes the product record available to a wide variety of business applications and users, internally and across the global manufacturing network

## **Agile Destination**

A package created by an Agile PLM system in the target PLM using Web Services to import from the Attachments tab of the package in the target system.

## **Agile Integration Services (AIS)**

A collection of predefined Web Services in the Agile Integration Framework that enable communication between the Agile Application Server and disparate systems

## **AI**

Affected Items tab on Change objects in Agile.

## **AIS**

See [Agile Integration Services \(AIS\)](#).

## **Approved Manufacturer Parts List (AML)**

List of approved manufacturer parts associated with an item.

## **AML**

See [Approved Manufacturer Parts List \(AML\)](#).

## **API**

See [Application programming interface \(API\)](#).

**Application programming interface (API)**

A set of routines, protocols, and tools for building software applications. An API expresses a software component in terms of its operations, inputs, outputs, and underlying types.

**Assembly**

A product assembly lists the parts in a product and shows the substances and materials that comprise those parts. It is linked to specifications that can restrict how much of a particular substance that product assembly may contain

**Audit**

An audit is the pro-active process of verifying compliance with quality requirements.

**Automated transfer orders (ATO)**

Content published by Agile PLM users in real time with a content transfer order (CTO) or set up subscribers to automatically create automated transfer orders (ATO) based on a schedule or triggered by a workflow status change.

**Bill of Material (BOM)**

A hierarchical representation of a product that is made up of other products.

**Bill of Substances (BOS)**

A hierarchical list of substances that are contained in the parts and assemblies that make up a BOM.

**BOM**

See [Bill of Material \(BOM\)](#).

**BOS**

See [Bill of Substances \(BOS\)](#).

**CAD**

See [Computer-aided design \(CAD\)](#)

**Corrective and Preventive Actions (CAPA)**

The CAPA is a formal process of addressing any generic quality problems and analyzing the root cause so you can implement corrective and preventive actions.

**Commodity**

A class of goods that is in demand, that is supplied without qualitative differentiation regardless of supplier.

**Computer-aided design (CAD)**

The use of computer systems to assist in the creation, modification, analysis, or optimization of a design. CAD software is used to increase the productivity of the designer, improve the quality of design, improve communications through documentation, and to create a database for manufacturing. CAD output is often in the form of electronic files for print, machining, or other manufacturing operations.

**Contract (Price)**

This is a subclass of the Published Prices class. Contract prices are prices provided by the supplier for a specific item or manufacturer part. This price information applies only for the specified duration and can apply to any project.

**Co-Sourcing**

The process of leveraging product cost across suppliers.

**DCO**

See [Design Change Order \(DCO\)](#)

**Design Change Order (DCO)**

A Change Order subclass that is available when the effected File Tab is enabled and provides access to all Agile PLM Workflow functions.

**Design File Folder**

An EC file folder that is integrated with CAD and PLM files, providing full access to PLM Workflow function.

**EC**

See [Engineering Collaboration \(EC\)](#)

**EC Client**

A Java-based UI to access, administer and operated the EC solution.

**ECO**

See [Engineering Change Order \(ECO\)](#)

**Engineering Change Order (ECO)**

An object that carries with it all the proposed changes to a product and/or its BOM. When approved and implemented, the proposed changes become effective.

**Engineering Collaboration (EC)**

An application that provides data and process integration between CAD applications and Agile PLM. It allows CAD designers and engineers to capture and control the data representing a primary source of the product record.

**Extensible Markup Language (XML)**

A markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable

**File Manager**

The File Manager manages files in a repository or vault in the file system and provides a place to store and retrieve files locally or remotely. You can install it on the same server as the Agile Application Server or on a separate one. You can also install the File in a redundant configuration and/or distributed across geographic regions.

**File Transfer Protocol (FTP)**

A standard network protocol used to transfer computer files from one host to another host over a TCP-based network, such as the Internet.

**FQPN**

See [Fully qualified path name \(FQPN\)](#).

**FTP**

See [File Transfer Protocol \(FTP\)](#)

**Fully qualified file name**

The exact name of a file on a computer that is completely specified such that it is unambiguous and cannot be mistaken for any other file on that system.

**Fully qualified path name (FQPN)**

The full path of a resource, directory or file, stored in a computer. It is composed by the full path to the resource and its syntax depends on the operating system.

**Item Master**

The product record. It is the entire collection of Items - Parts, Documents, and any other user-defined subclasses of the Items class maintained under change control in the Agile system.

**Java Message Service (JMS)**

The Java Message Service (JMS) API is a Java Message Oriented Middleware (MOM) API for sending messages between two or more clients.

**JMS**

See [Java Message Service \(JMS\)](#).

**Lifecycle Phase**

Current state in an object's workflow.

**LRR**

Latest Released Rev - concerning a Part or Document.

**Non-Conformance Report (NCR)**

NCR reports a basic material deviation from specifications or requirements in one or more products.

**PDX**

See [Product Definition eXchange \(PDX\)](#).

**PG&C**

Product Governance and Compliance is a solution designed to help manufacturers manage all kinds of product compliance.

**PLM**

See [Product Lifecycle Management \(PLM\)](#).

**Problem Report (PR)**

A Problem Report contains a basic description of a generic quality incident, problem, or incident reported from a customer's perspective

**Product Definition eXchange (PDX)**

A standard designed for the e-supply chain. This standard is based on the XML format because it provides a simple yet powerful and flexible way to encode structured data into a format that is both human- and computer-readable. In PLM, PDX packages contain product content, such as items.

**Product Lifecycle Management (PLM)**

The process of taking parts/documents from inception to production to phase-out, and all the stages in between.

**Product Service Request (PSR)**

Product Service Requests report quality incidents, and aggregate many PSRs to a single PSR.

**Protocol**

A system of digital rules or agreed-upon format for data exchange within or between devices. It determines the type of error checking and data compression used.

**Published Price**

This is a subclass of the Published Prices class. Published prices are prices provided by the suppliers in response to an RFQ and published from the project. The published price information can also be used in other projects.

**PCO**

See [Price Change Order](#)

**Price**

An object that carries with it all the proposed changes to a product and/or its BOM. It can be approved and implemented to make the proposed changes effective.

**Price Change Order**

It is an object that carries with it all the proposed changes to a price. It can be approved and implemented to make the proposed changes effective.

**Quality Change Request (QCR)**

QCRs allow you to aggregate problems into a routable quality record, perform root-cause failure analysis, and drive the problems to closure using standard CAPA procedures.

**Quote History**

A subclass of the Quote Histories class. Quote history prices are the stored prices from supplier responses that you can use. Any change in the response line of an RFQ is stored in the historical response and is usable at any time.

**Request for Information (RFI)**

A material declaration that lists the parts in a product assembly and shows the substances and materials contained in the part.

**Request for Quote (RFQ)**

A standard business process whose purpose is to invite suppliers into a bidding process to bid on specific products or services.

**Request for Proposal (RFP)**

A solicitation, often made through a bidding process, by an agency or company interested in procuring a commodity, service or valuable asset, to potential suppliers.

**Response Line**

A response line has information about only one item. The negotiation of price and terms for items is dealt with in a response line.

**RFI**

See [Request for Information \(RFI\)](#).

**RFP**

See [Request for Proposal \(RFP\)](#)

**RFQ**

See [Request for Quote \(RFQ\)](#)

**RFQ Response**

A medium of communication between the user and the supplier. One response from a supplier can contain multiple response lines for different items. Price data is added to the project automatically when the supplier submits the response.

**Schema**

In computer programming, a schema is the organization or structure for a database. The activity of data modeling leads to a schema.

**SDK**

See [Software Development Kit \(SDK or "devkit"\)](#)

**Software Development Kit (SDK or "devkit")**

A set of software development tools that allows the creation of applications for a certain software package, software framework, hardware platform, computer system, video game console, operating system, or similar development platform.

**Sourcing Project**

The entry point of sourcing and product pricing. A sourcing project tracks data required for sourcing and pricing, to perform data analysis for effective pricing.

**Supplier**

A supplier of one or several commodities.

**TLA**

See [Top Level Assembly \(TLA\)](#)

**Top Level Assembly (TLA)**

The level in a BOM that indicates the ultimate product being manufactured.

**Transfer Order**

Every time Agile Content Service (ACS) publishes product content, it produces a transfer order that keeps track of what, where, and when product content is transferred.

**UPK**

See [User Productivity Kit \(UPK\)](#)

**User Productivity Kit (UPK)**

The Oracle online help system used in some Oracle products.

**Web Service Extensions (WSX)**

A Web service engine that enables communication between Agile Product Lifecycle Management system and disparate internal and external systems.

**WSX**

See [Web Service Extensions \(WSX\)](#).



**XML**

See [Extensible Markup Language \(XML\)](#).

**XML Schema**

Description of a type of XML document, typically expressed in terms of constraints on the structure and content of documents of that type, above and beyond the basic syntactical constraints imposed by XML rules.

