

# Oracle® Cloud

## Oracle Management Cloud for PeopleSoft



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# Preface

By configuring Oracle Management Cloud for a PeopleSoft environment, you can:

- Monitor the availability and performance of a PeopleSoft application and its underlying infrastructure.
- Monitor end-user performance of your PeopleSoft applications.
- Analyze log data collected from the PeopleSoft entities using machine learning capabilities.

**Topics:**

- [Audience](#)
- [Documentation Accessibility](#)
- [Related Resources](#)
- [Conventions](#)

## Audience

*Oracle Management Cloud for PeopleSoft* is intended for the following users:

- Admins who want to add their PeopleSoft applications and underlying infrastructure components as monitored entities with Oracle Management Cloud.
- Users who want to use Oracle Management Cloud to monitor and diagnose availability and performance issues impacting their PeopleSoft applications.

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## Related Resources

For more information, see these Oracle resources:

- [PeopleSoft](#)

- *Using Oracle Application Performance Monitoring*
- *Using Oracle Infrastructure Monitoring*
- *Using Oracle Log Analytics*

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

# 1

## Getting Started with Oracle Management Cloud for PeopleSoft

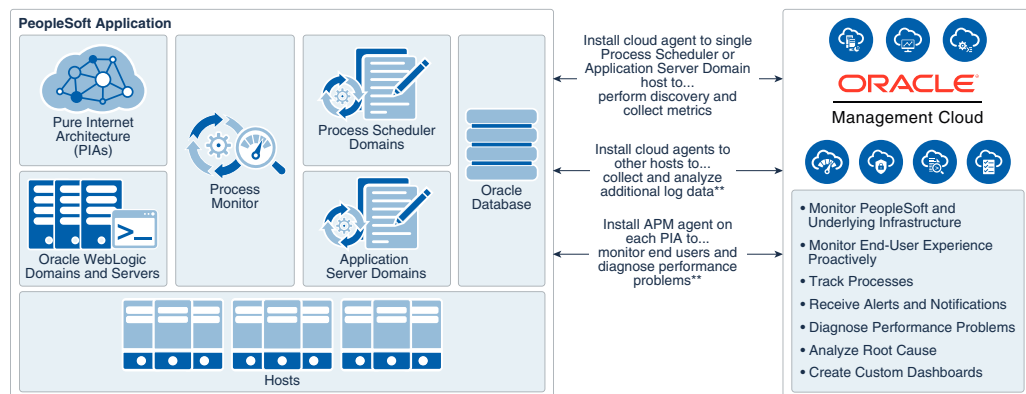
Learn about the environment required to start monitoring PeopleSoft using Oracle Management Cloud.

### Topics:

- [About Oracle Management Cloud for PeopleSoft](#)
- [About OMC Roles and Users](#)
- [Before You Begin](#)

## About Oracle Management Cloud for PeopleSoft

Oracle Management Cloud is a suite of integrated monitoring, management, and analytics cloud offerings. This suite is designed for today's heterogeneous environments including on-premises, Oracle Cloud, and third-party cloud services. It unifies data and metrics from PeopleSoft entities across your environment into a single platform, providing you with visualizations and detailed information to help troubleshoot performance issues or prevent future ones based on forecasting. Here's a high-level overview diagram outlining an integration of a PeopleSoft environment with Oracle Management Cloud components.



Regardless of which PeopleSoft application you have deployed - whether Human Capital Management (HCM), Enterprise Resource Management (ERP), Financials and Supply Chain Management (FSCM) or Campus Solutions - Oracle Management Cloud enables you to view availability and performance data related to PeopleSoft components such as:

- Application Server Domains
- Process Scheduler Domains
- Pure Internet Architecture (PIA)

Once you discover a PeopleSoft application from Oracle Management Cloud, you gain access to numerous monitoring, diagnostic and analytic capabilities, including the following:

- Monitor the status of submitted PeopleSoft processes to identify processes that are stuck or encountered errors.
- Monitor infrastructure components such as Oracle WebLogic Servers, Oracle Database and underlying hosts to determine if their poor health is negatively impacting the application.
- Use out-of-the-box dashboards against a single PeopleSoft application to understand its overall health.  
Create custom dashboards using predefined widgets in order to satisfy unique needs for monitoring your PeopleSoft applications.
- Determine common error trends to examine both ongoing and intermittent issues that may impact end users.
- Analyze log message trends for the underlying host or hosts that support a PeopleSoft application.
- Create solution based alert rules using dedicated triggers for user specific alerting.
- Proactively monitor the user experience and trace the issues to back-end functions.
- Correlate issues found in Oracle Infrastructure Monitoring and Oracle Application Performance Monitoring with PeopleSoft log data.
- Identify and resolve infrastructure capacity bottlenecks.
- Forecast seasonal capacity trending and potential issues.

## About OMC Roles and Users

After you create an Oracle Management Cloud instance as an Oracle Cloud account administrator, two type of roles are provisioned.

This table contains typical user and admin tasks.

User Role	Typical Tasks
<i>OMC Administrator</i>	<ul style="list-style-type: none"> <li>• Install and manage cloud agents</li> <li>• Add entities to be monitored</li> <li>• Delete entities</li> <li>• Configure alert rules</li> <li>• Disable notifications on alerts (during maintenance periods)</li> <li>• Set up infrastructure monitoring and log analytics</li> <li>• View and monitor infrastructure status and performance</li> <li>• Create and administer new log sources</li> <li>• Create and administer new log parsers</li> </ul>



User Role	Typical Tasks
OMC User	<ul style="list-style-type: none"> <li>View and monitor infrastructure status and performance</li> <li>Receive alert notifications and view alerts</li> <li>Select targets, groups, or systems to explore</li> <li>Search and analyze logs</li> <li>Save and share log searches</li> <li>Build custom dashboards</li> <li>Diagnose performance issue for an application</li> </ul>

For more information on Oracle Cloud user roles, see Add Users and Assign Roles in *Getting Started with Oracle Management Cloud*.

## Before You Begin

Here are some of the common terms and basic concepts for Oracle Management Cloud.

Term	Description
Alert rules	The alert rules are a set of rules that define the conditions under which alerts are generated and notifications sent when an alert is raised. Alert conditions consist of a set of parameters, a comparison operator and triggering threshold values.
Alert notifications	Information generated when threshold values, defined in alert rules, are met. Alerts, also known as <b>notifications</b> , can be delivered using various channels of communication such as email and SMS.
APM Agent	A lightweight agent, which runs in the Java Virtual Machine (JVM) of a web application and collects performance monitoring data for Java web applications running in your data center or in the cloud.
Application definition	The criteria used to describe each application listed when viewing metrics for a group of server requests in Application Performance Monitoring.
Application request	An application request is typically an HTTP request sent by the client application to the server.
Application server	An application server is a server on which applications and services are installed, hosted and operated. It is part of the middle-tier in a three tier architecture.
Association	Associations (association instances) define a relationship between two managed entities. The association type that you define, either via the user interface or based on a written document Oracle provides, determines how data is correlated and visualized in Oracle Management Cloud. In many cases, associations are defined automatically by Oracle Management Cloud.
Asynchronous JavaScript and XML (AJAX)	Asynchronous JavaScript and XML (AJAX) is a group of web technologies used to implement asynchronous web applications that communicate with a server in the background, without interfering with the current state of pages.
Cloud agent	A cloud agent collects the host, entity, and log data from the host where you deploy the cloud agent. It can connect to Oracle Management Cloud directly or through a gateway.
Data Collector	A data collector is an agent that reads data from the customer's on-premises Oracle Management Repository and uploads it to Oracle Management Cloud. A data collector also collects log information from entities.

Term	Description
Entities	Entities are monitored technical assets or resources such as databases, host servers, compute resources, or application servers. Entities can reside on-premises or in cloud environments.
Gateway	A gateway is an agent that acts as a channel between Oracle Management Cloud and data collector or cloud agents. Multiple data collector or cloud agents can communicate with Oracle Management Cloud through a single gateway.
Group	A Group is a single logical unit that can include entities of the same type (for example, all your production databases)
Java Virtual Machine (JVM)	Oracle Java Virtual Machine (JVM) is a standard Java-compatible environment that runs any pure Java application. It supports the standard Java binary format and the standard Java APIs.
JSON	JavaScript Object Notation (JSON) allows data to be concisely and precisely defined in a format that is both human and machine-readable. Oracle provides sample JSON files for defining entities. JSON files are then edited with your own custom parameters and are passed on to agents. This configuration step defines the entities with that agent and Oracle Management Cloud.
License Editions	License editions are pre-defined categories of Oracle Management Cloud offerings.
Log entity	A log entity is the actual name of a log file.
Log source	A log source is a named group of log files. The files that belong to this group can be configured using patterns such as <code>/var/log/ssh*</code> . A log source can be associated with one or more parsers.
Metrics	The metrics are generated from a set of parameters and values measured and collected periodically for a particular system for tracking performance and availability. For a complete list and description of all metrics collected for each entity, see <a href="#">List of Supported Entities</a> in <i>Metric Reference for Oracle Infrastructure Monitoring</i> .
OMCLI	Oracle Management Cloud agent control command line interface utility ( <code>omcli</code> ) is used to interface with cloud agents and define entities using customized JSON files.
Oracle Cloud Instance	An Oracle Cloud instance is a virtual machine, or a set of virtual machines, with CPU and memory resources, running a specific operating system and hosting a specific Cloud service offering.
Parser	A parser is a named entity used to define how to parse all log entries in a log source and extract field information. It uses one or multiple parse expressions and a log entry delimiter to parse all log entries in a log source. It also specifies how the parsed content is converted into fields.
Saved Search	This feature allows you to save and share your log searches as a widget for reuse at a later time, either by you or by other users.
Server request	A server request is an application server request that can come through HTTP or some other service. A server request might be called by an HTML page, an AJAX request, or another server request.
Thresholds	Thresholds are boundary values that the monitored metric values are compared against. If a metric value crosses a set threshold, then, an alert is raised.
Violations	The specific issues discovered during an evaluation of a Ruleset against an Entity.

# 2

## Set Up the Environment

This workflow is supported for any PeopleSoft application based on Oracle PeopleTools – *Release 8.56* (8.56.03 and up). If you're deploying only the Oracle Application Performance Monitoring component of Oracle Management Cloud, then you can have your PeopleSoft application based on Oracle PeopleTools – *Release 8.55* or higher.

This is an overview of the workflow for adding a PeopleSoft application to Oracle Management Cloud for monitoring, diagnostics and analytics:



To perform tasks in this chapter, you must have the *Oracle Management Cloud Administrator* role. If this role isn't assigned to you or you're not sure, then ask your system administrator to assign the role to you in Oracle Cloud. See [About OMC Roles and Users](#).

### Topics:

1. [Perform Prerequisite Tasks](#)
2. [Perform PeopleSoft Specific Tasks](#)
3. [Verify the Setup](#)

## Perform Prerequisite Tasks

Perform the following tasks in order to properly discover and then monitor a PeopleSoft application from Oracle Management Cloud.

1. [Enable the PeopleSoft Performance Monitor Agent](#)
2. [Set the Performance Collator Property](#)
3. [Enable JMX Agents for the Application Server and Process Scheduler Domains](#)
4. [Refresh the Performance Monitor Data](#)
5. [Enable Monitoring of the PeopleSoft Process Monitor](#)
6. [Install a Cloud Agent for Discovery](#)
7. [Grant Privileges for Monitoring](#)
8. [Perform Optional Prerequisites](#)

## Enable the PeopleSoft Performance Monitor Agent

Allow PeopleSoft components to be discovered by enabling the PeopleSoft Performance Monitor Agent as follows:

1. Using `psadmin` command-line interface, navigate to **Domain Administration > Edit configuration/log files** menu > **Edit domain configuration** file.
2. In the file `psappsrv.cfg`, under the **PSTOOLS** section, check the parameter value for **Enable PeopleSoft Performance Monitor Agent**.
3. If the value of the parameter is 0, then the Enable PeopleSoft Performance Monitor Agent is disabled.

To **Enable PPM Agents**, set the value to 1.

Reboot the application server domain for the change to take effect.

### Enable PeopleSoft Process Monitor for Pure Internet Architecture (PIA)

1. Navigate to **PeopleTools > Web Profile > Web Profile Configuration > Search** for profile in use, for example, `PROD`.
2. If not checked already, check the **Enable PPM Agent** check box.
3. Restart PIA.

## Set the Performance Collator Property

To set the Performance Collator property:

1. Run `PSADMIN` and choose the domain that you want to configure.
2. Select 4) **Configure this domain**.  
To configure the domain, the domain needs to be shut down.
3. Enter `y` to the question: **Do you want to continue (y/n)**.
4. Toggle 10) **Perf Collator** to set it to `Yes`.
5. Select 14) **Load config as shown**.
6. Restart the domain.

## Enable JMX Agents for the Application Server and Process Scheduler Domains

This prerequisite enables Oracle Management Cloud to collect availability and performance data for an PeopleSoft application.

1. Using `psadmin` command-line interface, navigate to **Domain Administration > Edit configuration/log files** menu > **Edit domain configuration** file.
2. In the file `psappsrv.cfg`, under the **PSTOOLS** section, locate the following parameters and set the values:
  - `Enable Remote Administration=1`
  - `Remote Administration Port=10100`

- Remote Administration UserId=admin
- Remote Administration Password={V1.1}<encrypted password here>  
Use the *PSCipher* utility to encrypt the password.

Reboot the application server domain for the change to take effect.

## Refresh the Performance Monitor Data

This prerequisite is to set data archiving options for maintaining performance history tables with most relevant data.

Your HCM and CRM systems may have different archiving modes. You can define archive settings in the **Archive Mode** group box on the **System Definition** page. The performance data archiving program is a PeopleSoft Application Engine program named *PSPM\_ARCHIVE*.

To perform the archiving tasks, run the Performance Data Archiving Program:

1. Select **PeopleTools > Performance Monitor > Administration > Schedule Archive**.
2. Select or add a run control ID.
3. On the Schedule Archive page:
  - Determine whether you want to enable **Run %UpdateStats** at the end. If you enable this option, the system runs %UpdateStats meta-SQL on both the history and archive tables after the archive program finishes successfully.
  - Click **Run** to launch the archive program.

For the special considerations and for working with Aborted Program Runs, see [Scheduling Performance Data Archiving](#) in *PeopleSoft PeopleTools 8.56*.

## Enable Monitoring of the PeopleSoft Process Monitor

This prerequisite enables monitoring for PeopleSoft processes that run on a Process Scheduler server.

Before you begin the task, ensure that you have configured the PeopleTools **Integration Broker**. For steps, see [Integration Broker Administration](#).

### Verify Your PeopleSoft Environment

Check the following before you enable Process Monitoring:

1. The Process Monitor is dependent on the *ProcessRequest* web service for monitoring. To obtain the WSDL link of *ProcessRequest* web service, navigate to **PeopleTools > Integration Broker > Integration Setup > Services > Search for PROCESSREQUEST**. The resulting page contains the WSDL link. The typical URL of the *ProcessRequest* web service WSDL is:

```
http://<PIA_host:port>/PSIGW/PeopleSoftServiceListeningConnector/  
PROCESSREQUEST.1.wsdl
```

Once the user is ready with the WSDL from PeopleSoft, verify that WSDL is accessible from the browser.

2. Ensure that the *FindRequests* service operation is exposed and the security option is set in the PIA Portal. The **Secure Target Location** must be defined for this service since the Oracle Management Cloud Agent communicates using secure endpoint.
3. Verify service operations using an external SOAP client. Consume the PROCESSREQUEST web service from SOAPUI and test it. The process request web service is part of the Reporting Web Services. SOAPUI is an open source client to test WebServices.
4. Ensure that the credentials used to invoke the service operation are valid. To verify that the username associated with the WSDL node exists in the database and that it has access to the service operation:
  - a. Open the ANONYMOUS node definition.
  - b. Change the default **User ID** from **PSADMIN** to a valid **PS OPRID** which has permissions to invoke the **GETWSDL** operation.

### Setup Integration Broker

Log in to PIA using valid PeopleSoft credentials and:

1. Navigate to **PeopleTools > Integration Broker > Configuration > Gateways** and click **Search**.
2. Ensure that the gateway URL is set in the format:

`http://<machinename>:<port>/PSIGW/PeopleSoftListeningConnector`

3. Click **Ping Gateway** to verify the connectivity to gateway.
4. Click the **Gateway Setup Properties** link to configure additional gateway settings and connector properties.
  - Provide required Integration Gateway admin credentials.
5. Click the **PeopleSoft Node Configuration** link to provide node credentials and other required parameters. Example:

6. Click **Ping Node** to verify the connectivity to node.
7. Click on **Save** button in **PeopleSoft Node Configuration** page to save the node configuration.

## Configure the Target Location for SSL

In Integration Broker, update the *secure target location* using the information provided in your SSL certificate.

Ensure that you provide the host name or IP address exactly as provided in your SSL certification. Check the server certificate CN to confirm this information.

1. Navigate to **PeopleTools > Integration Broker > Configuration > Service Configuration** menu.
2. Click **Setup Target Location**.
3. Under **Web Services Target Locations**, verify that the **Target Location** is set to the following:

```
http://<machinename>:<port>/PSIGW/PeopleSoftServiceListeningConnector
```

The target location already has this default value set.

4. Enter the **Secure Target Location** as:

```
https://<machinename>:<port>/PSIGW/PeopleSoftServiceListeningConnector
```

Secure Target Location URL is used to generate the SOAP end point address location in the WSDL.

**Note:** Ensure to configure the target location for SSL to avoid SSL handshake errors which will in turn result in unavailability of Process Monitor discovery and monitoring.

5. Make sure that both the fields are entered correctly and are accessible.
6. If you're using a custom SSL certificate, then you must upload it to the Cloud agent trust store. Obtain the certificate with the following command in Unix or similar operating system:

```
openssl s_client -connect <machinename>:<ssl_port> </dev/null | sed -ne  
'/-BEGIN CERTIFICATE-/,/-END CERTIFICATE-/p'> <location>/psftpia.cer
```

Use `omcli` to add the certificate to the Agent truststore:

```
omcli secure add_trust_cert_to_jks -trust_certs_loc <location>/psftpia.cer
```

**Note:** You can use the `keytool` utility to manage the content of the truststore. By default the password is `welcome`.

Restart the cloud agent after adding the certificate. For the command syntax, see `omcli Command Options` in *Working with Oracle Management Cloud*.

In the releases prior to June 2019, the certificate was loaded to the JRE trust store, and each time again after the agent update. As of June 2019, you can directly upload the certificate to the agent trust store. Since the agent trust store is maintained during agent update, you will not be required to refresh the agent trust store with the certificate after the update.

## Install a Cloud Agent for Discovery

Install a cloud agent to enable discovery of all PeopleSoft components as well as collect performance, availability and configuration metrics and logs data.

This single cloud agent is also responsible for collecting availability and performance data for the entities added as part of PeopleSoft discovery.

Task	Description
<i>Task 1:</i> Understand the agent deployment topology.	Review and understand the deployment topology of Oracle Management Cloud agents. See Understand the Architecture of Oracle Management Cloud in <i>Installing and Managing Oracle Management Cloud Agents</i> .
<i>Task 2:</i> Review the prerequisites for deploying agents.	Review the hardware and software requirements for deploying Oracle Management Cloud agents. See Generic Prerequisites for Deploying Oracle Management Cloud Agents in <i>Installing and Managing Oracle Management Cloud Agents</i> .
<i>Task 3:</i> Download the agent software.	Download the agent software (1.40 or later) that contains the script required to install the Oracle Management Cloud agents. See Download the Oracle Management Cloud Agent Software in <i>Installing and Managing Oracle Management Cloud Agents</i> .
<i>Task 4:</i> Install the cloud agent.	The Oracle Management Cloud agent must be installed on any host with PeopleSoft Application Server Domain. <b>Note:</b> The operating system <i>user</i> who installs the agent must have <i>read access</i> privileges on the PeopleSoft properties file. The <code>peopletools.properties</code> file is typically located in the PeopleSoft Application Server home directory. See Install Cloud Agents in <i>Installing and Managing Oracle Management Cloud Agents</i> .
<i>Task 5:</i> Verify the deployment.	See Verify the Cloud Agent Installation in <i>Installing and Managing Oracle Management Cloud Agents</i> .

## Grant Privileges for Monitoring

To enable monitoring of a PeopleSoft database, create a special database user and provide the requisite privileges to the user. Typically, in the UNIX environment, the database is located at `<PSFT_install_dir>/db/oracle-server/12.1.0.2` in the PeopleSoft installation directory. You can log in to the database instance as `SYSADM` user or with any `SYSDBA` role.

The example code below uses the schema name `EMDBO`. If the schema name is different in your setup, then replace `EMDBO` with it accordingly in the following code.



1. The below tasks that are required for monitoring the database instance can be performed automatically by running the SQL script `grantPrivileges.sql`. See Oracle Database in *Using Oracle Infrastructure Monitoring*.
  - Create a monitoring role.
  - Create a special database user and provide the requisite privileges to the user.
  - Grant the monitoring role to the user.
  - Grant access to the database for this monitoring user.
  - Allow the monitoring user to create sessions.
  - To use the Oracle Infrastructure Monitoring, provide generic grants to the monitoring user.
2. Provide the PeopleSoft specific grants to the user.

```
GRANT SELECT ON EMDBO.PSSTATUS TO MONCS;  
GRANT SELECT ON EMDBO.PSRELEASE TO MONCS;  
GRANT SELECT ON EMDBO.PSPMAGENT TO MONCS;  
GRANT SELECT ON EMDBO.PS_PTPMJMXUSER TO MONCS;  
GRANT SELECT ON EMDBO.PSIBWSDLDFN TO MONCS;  
GRANT SELECT ON EMDBO.PSIBSVCSETUP TO MONCS;  
GRANT SELECT ON EMDBO.PS_PTSF_SRCH_ENGN TO MONCS;
```

3. Create the following synonyms for the PeopleTools tables:

```
CREATE OR REPLACE SYNONYM "MONCS"."PSSTATUS" FOR "EMDBO"."PSSTATUS";  
CREATE OR REPLACE SYNONYM "MONCS"."PSRELEASE" FOR "EMDBO"."PSRELEASE";  
CREATE OR REPLACE SYNONYM "MONCS"."PSPMAGENT" FOR "EMDBO"."PSPMAGENT";  
CREATE OR REPLACE SYNONYM "MONCS"."PS_PTPMJMXUSER" FOR  
"EMDBO"."PS_PTPMJMXUSER";  
CREATE OR REPLACE SYNONYM "MONCS"."PSIBWSDLDFN" FOR "EMDBO"."PSIBWSDLDFN";  
CREATE OR REPLACE SYNONYM "MONCS"."PSIBSVCSETUP" FOR  
"EMDBO"."PSIBSVCSETUP";  
CREATE OR REPLACE SYNONYM "MONCS"."PS_PTSF_SRCH_ENGN" FOR  
"EMDBO"."PS_PTSF_SRCH_ENGN";
```

## Perform Optional Prerequisites

Prerequisites for enabling additional capabilities such as log data collection from other PeopleSoftPeopleSoft components, or monitoring the underlying hosts or enabling application performance monitoring.

- [Install Cloud Agents for Additional Log Data Collection](#)
- [Enable Host Monitoring](#)
- [Install APM Agent](#)

## Install Cloud Agents for Additional Log Data Collection

In order for Oracle Management Cloud to collect log data for a PeopleSoft application, you must install a cloud agent on each host where any PeopleSoft related log files reside.

Here are some of the reasons for performing this optional prerequisite task:

- To enable additional log data collection shown in some dashboard widgets.
- To enable automatic log association during PeopleSoft discovery. If you complete this task after the discovery of PeopleSoft Application composite, then you must manually associate the log sources with the PeopleSoft entities.

### Installing Cloud Agents for Logs Collection

Task	Description
Task 1: Install cloud agents.	<p>Install cloud agents on the remaining application tier hosts and database hosts within the PeopleSoft environment. <b>Note</b> that the Operating System <i>user</i> installing the agent must have <i>read access</i> privileges on the PeopleSoft log files.</p> <p>You would already have downloaded the cloud agent software for completing the prerequisite steps in <a href="#">Install a Cloud Agent for Discovery</a>. You can use the same software for completing this step.</p> <p>See Install Cloud Agents in <i>Installing and Managing Oracle Management Cloud Agents</i>.</p>
Task 2: Verify the deployment.	<p>See Verify the Cloud Agent Installation in <i>Installing and Managing Oracle Management Cloud Agents</i>.</p>

## Enable Host Monitoring

When you install a cloud agent, the underlying host with the agent installation is automatically discovered and added as an entity in Oracle Management Cloud. However, the host monitoring is not enabled by default.

If the host monitoring is not enabled, then some of the widgets in the dashboards that display host data will not function as expected. To enable it, see Enable Host Monitoring in *Using Oracle Infrastructure Monitoring*.

## Install APM Agent

In order to access Application Performance Monitoring capabilities like isolating application performance issues or monitoring end users, you must install an APM Agent on each host that's running a PeopleSoft Pure Internet Architecture (PIA) instance.

While this agent is not required for monitoring the application, Oracle recommends installing it to gain additional value from Oracle Management Cloud for your PeopleSoft deployment.

To install the APM agent on a PIA host, see Install and Configure APM Java Agent On Oracle Weblogic Server in *Installing and Configuring Oracle Application Performance Monitoring*

For PeopleSoft running on PeopleTools 8.55, see Install and Configure APM Java Agent on Peoplesoft in *Installing and Configuring Oracle Application Performance Monitoring*.

## Perform PeopleSoft Specific Tasks

Discover PeopleSoft applications and collect PeopleSoft log data from discovered entities.

To perform these tasks, you must have the Oracle Management Cloud Administrator role.

### Add PeopleSoft Entities

Discover PeopleSoft entities using the Oracle Management Cloud console or with the command-line interface `omcli`.

#### Topics:

- [Discover a PeopleSoft Application with the Console](#)
- [Discover a PeopleSoft Application with omcli](#)
- [Review Job Status for Discovery Results](#)

### Discover a PeopleSoft Application with the Console

1. From the Oracle Management Cloud main menu, navigate to **Administration > Discovery > Add Entity**.
2. From the **Entity Type** drop-down, select **PeopleSoft Application**.
3. From the **Discovery Type** drop-down, select **Oracle Database** or **JSON File**.

Select **Oracle Database** if the PeopleSoft entity uses Oracle Database as the back-end database and you want to provide the database details in the console. When you select this option, the details about all the dependent entities are automatically extracted from the database.

Select **JSON File** if you are using any other database or if you want to provide the details of all the PeopleSoft entities manually. You can select this mode of discovery even for Oracle Database.

#### Note:

- For discovery using the JSON file, you must install cloud agent *version 1.54 or later*.
- The database is not discovered when you use the JSON file to specify the details of the entities. You must discover the database separately.

4. Enter the **Entity Name** for the composite entity that you're creating, using up to 256 characters.
5. Provide the database or entity information:
  - For **Oracle Database** discovery type:  
From the **Database Host** list, select the host where the PeopleSoft Database is installed and running, and enter the **Database Service Name** containing the PeopleSoft schema. The default database port is automatically available in the **Database Port** field. You can change it, if required.

If your database entity is already discovered, then to skip the discovery of the database, under **Discover Database**, select **false**. The discovery job will however obtain the database entity information, validate the entity, and ensure that the database is included in the PeopleSoft Application composite. Note that if you choose to associate the logs automatically in step 9, then the log data from the database is automatically associated with PeopleSoft entity.

**Add Entity**

Before proceeding further, make sure that all the prerequisites are met. If your entity type is not on the list, refer to the [documentation](#) for adding entities using omcli.

\* Entity Type: PeopleSoft Application  
Adds PeopleSoft Application and other related entities such as PSFT Application Server, Process Scheduler Domains, PSFT Process Monitor, PSFT PIA. Requires 1.54 agent.

\* Discovery Type: Oracle Database

\* Entity Name: PSFT\_AppEntity101

\* Database Host: [Redacted]

\* Database Port: 1521

\* Database Service Name: PSFT\_Demo\_DB

\* Discover Database: true

\* Cloud Agent: [Redacted]

**Monitoring Credentials**  
These are the credentials that will be used by the cloud agent for monitoring. The credentials will not be saved in Oracle Management Cloud.

Database Credentials

\* Username: [Field]

\* Password: [Field]

- For **JSON File** discovery type:

Create the JSON file with the details of all the PeopleSoft entities and save it on the host where the Cloud Agent is installed. Make a note of the file name and its path, for example, `/oracle/ptusers/psadm2/psft/manual_discovery.json`. See [Create JSON File for Manual Discovery](#).

In the **Discovery JSON File Name** field, enter the name of the JSON file that you created earlier with a fully qualified path. Make sure that the agent user has READ permission to the JSON file.

### Add Entity

Before proceeding further, make sure that all the [prerequisites](#) are met. If your entity type is not on the list, refer to the [documentation](#) for adding entities using omcli.

\* Entity Type ▼  
Adds PeopleSoft Application and other related entities such as PSFT Application Server, Process Scheduler Domains, PSFT Process Monitor, PSFT PIA. Requires 1.54 agent.

\* Discovery Type ▼  
JSON File

\* Entity Name

\* Discovery JSON File Name

\* Cloud Agent ▼  
XXXXXXXXXX

**Monitoring Credentials**

These are the credentials that will be used by the cloud agent for monitoring. The credentials will not be saved in Oracle Management Cloud.

Discover Process Monitor
  Discover without Process Monitor

**Process Monitor Credentials**

\* Username

\* Password

6. Select a **Cloud Agent** from a host with a PeopleSoft Application Server domain. This cloud agent must be version 1.40 or later.
7. Under **Monitoring Credentials**, provide the login credentials and select the **Database Role** from the drop-down.
8. Select the radio button for **Discover Process Monitor** and provide the required user credentials.

By choosing to discover Process Monitor, you gain access to performance data on submitted PeopleSoft processes, like the rate of completed processes over time and the status of active processes.

If you choose not to discover Process Monitor with the PeopleSoft Application composite discovery for reasons like the process monitor is not configured yet, then you can refresh the composite entity at a later point when you add the Process Monitor.

9. Select the radio button for **Discover Elasticsearch** and provide the required user credentials. Ensure that you're using the cloud agent from *version 1.42 or later*.

Similar to Process Monitor, if you choose not to discover Elasticsearch with the PeopleSoft Application composite discovery for reasons like Elasticsearch is not configured yet, then you can refresh the composite entity at a later point when you add Elasticsearch.

10. Under **Entity Attributes**, select the **Tag only this entity** radio button and select the license edition from the drop-down list, either **Standard** or **Enterprise**.

For details about Oracle Management Cloud offerings in Standard and Enterprise editions and the price implications, see Oracle Management Cloud Offerings in *Getting Started with Oracle Management Cloud*.

11. To associate the relevant log sources automatically with PeopleSoft entities for log collection, toggle the **Associate Logs** button. Once enabled, Oracle Management Cloud collects log data from the hosts on which the cloud agent is installed. If you're already

using Oracle Log Analytics for PeopleSoft, then see [Additional Configuration Requirements if Already Using Log Analytics for PeopleSoft](#).

12. Optionally, you can create tags that define additional relationships between the Oracle PeopleSoft entities. A tag is a key-value pair that can be assigned to an entity. Tags offer enhanced categorizing, searching, and grouping capabilities of the entities with which they are associated. Setting tags for entities allows you to logically organize the entities according to the properties that you've defined. For example, you may want to use the same tag for all entities that are physically in the same location, or entities that are part of the same custom logical group. The Tag all members option applies to composite entities and allows you to specify the same tag to all members discovered under this entity. See Create and Set Tags for Entities in *Working with Oracle Management Cloud*.


13. Click **Add Entity**. You are returned to the **Entity Addition Job Status** page. The entity addition job name will appear in the table of entities on the page.

From the summary, you can also note the details of the discovery operation, and verify that you've completed the required prerequisite tasks.

Refresh the status and wait for the discovery job to complete. If the discovery job failed, then update the parameters that caused the failure and re-run the discovery.

14. Verify that the following entities are discovered:

- PeopleSoft Application
- PeopleSoft Application Server Domain
- PeopleSoft Process Scheduler Domain
- PeopleSoft Pure Internet Architecture (PIA)
  - Oracle WebLogic Domain
  - Oracle WebLogic Server
- Process Monitor (if chosen to be added at PeopleSoft discovery time)
- Elasticsearch (if chosen to be added at PeopleSoft discovery time)
- Oracle Database Instances (If chosen to be discovered with the current discovery configuration)

From Infrastructure Monitoring Home, click the OMC Navigation  icon > click **Monitoring** > click **Entities** > click the link on the PeopleSoft Application composite entity > click **Members** tab. Verify that the above entities are listed under the members.

## Create JSON File for Manual Discovery

To manually provide PeopleSoft entity details, log in to the host where the cloud agent is installed, create a JSON file as in the example below:

```
{
  "version": "1.0",
  "databaseType": "Oracle",
  "databaseHostName": "psftdb.example.com",
  "databaseServiceName": "PSFTSVC007",
  "psStatusToolsRel": "8.56",
  "psStatusPtPatchRel": "4",
```

```
"psReleaseAppType": "Financials/SCM",
"psReleaseLabel": "Financials/SCM 9.20.00.420",
"psftAppservDom": [
  {
    "PM_DOMAIN_NAME": "APPDOM",
    "PM_DOMAIN_DIR": "/oracle/ptusers/psadm2/psft/pt/8.56/appserv/
APPDOM",
    "PM_HOST_PORT": "psftapp1.example.com:9033",
    "PM_JMX_RMI_PORT": "10100",
    "PTPMJMXUSER": "admin",
    "PTPMJMXPSWD": "{V1.1}XXXXXXXXXXXXXXXXX=="
  },
  {
    "PM_DOMAIN_NAME": "APPDOM2",
    "PM_DOMAIN_DIR": "/oracle/ptusers/psadm2/psft/pt/8.56/appserv/
APPDOM2",
    "PM_HOST_PORT": "psftapp2.example.com:9066",
    "PM_JMX_RMI_PORT": "20100",
    "PTPMJMXUSER": "admin",
    "PTPMJMXPSWD": "{V1.1}XXXXXXXXXXXXXXXXX=="
  }
],
"psftPracsDom": [
  {
    "PM_DOMAIN_NAME": "PRCSDOM",
    "PM_DOMAIN_DIR": "/oracle/ptusers/psadm2/psft/pt/8.56/appserv/
pracs/PRCSDOM",
    "PM_HOST_PORT": "psftpracs1.example.com:9067",
    "PM_JMX_RMI_PORT": "10200",
    "PTPMJMXUSER": "admin",
    "PTPMJMXPSWD": "{V1.1}XXXXXXXXXXXXXXXXX=="
  }
],
"psftPIA": [
  {
    "PM_DOMAIN_NAME": "peoplesoft",
    "PM_DOMAIN_DIR": "/oracle/ptusers/psadm2/psft/pt/8.56/webserv/
peoplesoft",
    "PM_HOST_PORT": "psftpia1:8000:8443",
    "PTPMJMXUSER": "system",
    "PTPMJMXPSWD": "{V1.1}XXXXXXXXXXXXXXXXX=="
  }
],
"psIbWsdName": "PROCESSREQUEST.1",
"psIbSvcSetupTgtLocation": "http://psftpia1.example.com:8000/PSIGW/
PeopleSoftServiceListeningConnector/PSFT_LOCAL",
"psIbSvcSetupSecTgtLocation": "https://psftpia1.example.com:8443/PSIGW/
PeopleSoftServiceListeningConnector/PSFT_LOCAL",
"psPtsfSrchEngnAdminSrvUrl": "http://psftes.example.com:9200/"
}
```



**Note:**

The database is not discovered when you use the JSON file to specify the details of the entities. You must discover the database separately.

The properties and their values specified in the JSON file are as described below:

Property Name	Description	Source of the Value	Example Value
version	JSON data version. Current supported version is 1.0.	Fixed value 1.0 for current	1.0
databaseType	PeopleSoft back end database type	-	Oracle for Oracle Database
databaseHostName	Host name where the database is installed	-	dbhost.example.com
databaseServiceName	Database Service name, if applicable	-	PSFTSVC007
psStatusToolsRel psStatusPtPatchRel	PeopleTools version (major and minor)	SELECT TOOLSREL, PTPATCHREL from PSSTATUS;	8.56 4
psReleaseAppType	PeopleSoft Application type	SELECT SUBSTR(RELEASELABEL, 1, INSTR(RELEASELABEL, ' ')) AS APP_TYPE FROM PSRELEASE WHERE ROWNUM = 1 ORDER BY RELEASEDTTM DESC;	Financials/SCM
psReleaseLabel	PeopleSoft Application type with version	SELECT RELEASELABEL FROM PSRELEASE WHERE ROWNUM = 1 ORDER BY RELEASEDTTM DESC;	Financials/SCM 9.20.00.420
psftAppservDom Domain properties: • PM_DOMAIN_NAME • PM_DOMAIN_DIR • PM_HOST_PORT • PM_JMX_RMI_PORT • PTPMJMXUSER • PTPMJMXPSWD	Array of application server domains Description of domain properties: • Domain name as listed in psadmin • Domain directory • Domain host:port • JMX RMI port • JMX user name • Encrypted JMX user password	SELECT DISTINCT PM_DOMAIN_NAME, PM_DOMAIN_DIR, PM_HOST_PORT, PM_JMX_RMI_PORT, PTPMJMXUSER, PTPMJMXPSWD FROM PSPMAGENT PA, PS_PTPMJMXUSER PU WHERE PA.PM_AGENT_TYPE = 'PSMONITORSRV' AND PA.PM_DOMAIN_TYPE = '01' AND PU.PM_AGENTID = PA.PM_AGENTID;	-



Property Name	Description	Source of the Value	Example Value
psftPrsDom Domain properties: <ul style="list-style-type: none"> <li>• PM_DOMAIN_NAME</li> <li>• PM_DOMAIN_DIR</li> <li>• PM_HOST_PORT</li> <li>• PM_JMX_RMI_PORT</li> <li>• PTPMJMXUSER</li> <li>• PTPMJMXPSWD</li> </ul>	Array of process scheduler domains Description of domain properties: <ul style="list-style-type: none"> <li>• Domain name as listed in psadmin</li> <li>• Domain directory</li> <li>• Domain host:port</li> <li>• JMX RMI port</li> <li>• JMX user name</li> <li>• Encrypted JMX user password</li> </ul>	<pre>SELECT DISTINCT PM_DOMAIN_NAME, PM_DOMAIN_DIR, PM_HOST_PORT, PM_JMX_RMI_PORT, PTPMJMXUSER, PTPMJMXPSWD FROM PSPMAGENT PA, PS_PTPMJMXUSER PU WHERE PA.PM_AGENT_TYPE = 'PSMONITORSRV' AND PA.PM_DOMAIN_TYPE = '04' AND PU.PM_AGENTID = PA.PM_AGENTID;</pre>	-
psftPIA Domain properties: <ul style="list-style-type: none"> <li>• PM_DOMAIN_NAME</li> <li>• PM_DOMAIN_DIR</li> <li>• PM_HOST_PORT</li> <li>• PTPMJMXUSER</li> <li>• PTPMJMXPSWD</li> </ul>	Array of PIAs Description of domain properties: <ul style="list-style-type: none"> <li>• Domain name as listed in psadmin</li> <li>• Domain directory</li> <li>• Domain host:port</li> <li>• JMX user name</li> <li>• Encrypted JMX user password</li> </ul>	<pre>SELECT DISTINCT PM_DOMAIN_NAME, PM_DOMAIN_DIR, PM_HOST_PORT, PTPMJMXUSER, PTPMJMXPSWD FROM PSPMAGENT PA, PS_PTPMJMXUSER PU WHERE PA.PM_AGENT_TYPE = 'WEBRESOURCE' AND PA.PM_DOMAIN_TYPE = '02' AND PA.PM_AGENTID = PU.PM_AGENTID;</pre>	-
psIbWsdName	WSDL name for process monitor	<pre>SELECT IB_WSDLNAME FROM PSIBWSDLDFN WHERE IB_SERVICENAME = 'PROCESSREQUEST';</pre>	PROCESSREQUEST.1
psIbSvcSetupTgtLocation psIbSvcSetupSecTgtLocation	Integration broker target locations (Secure target location is used)	<pre>SELECT IB_TGTLOCATION, IB_SECTGTLOCATION FROM PSIBSVCSETUP;</pre>	<pre>http:// psftpia1.example.com: 8000/PSIGW/ PeopleSoftServiceList eningConnector/ PSFT_LOCAL https:// psftpia1.example.com: 8443/PSIGW/ PeopleSoftServiceList eningConnector/ PSFT_LOCAL</pre>
psPtsfSrchnAdminServerUrl	Elasticsearch admin server URL	-	<pre>http:// psftes.example.com:92 00/</pre>

## Discover a PeopleSoft Application with omcli

Using the command-line interface `omcli` and PeopleSoft specific JSON files, you can discover the PeopleSoft composite entity.

See *Add Entities Using JSON Files* in *Using Oracle Infrastructure Monitoring*.

Download the PeopleSoft specific sample JSON files `omc_oracle_psft_sample.json` and `omc_oracle_psft_sample_creds.json` from **Sample JSON Files (zip file)**. See *Download and Customize Oracle Infrastructure Monitoring JSONs* in *Using Oracle Infrastructure Monitoring*.

### PeopleSoft JSON Files and Properties

Customize the sample JSON files with the properties suitable for your PeopleSoft setup.

Definition File: **omc\_oracle\_psft\_sample.json**

- **name**: PeopleSoft Entity Name
- **displayName**: This is PeopleSoft Entity Display Name shown in the Infrastructure Monitoring UI.
- **timezoneRegion**: Time Zone Example: PDT, GMT, etc
- **omc\_psft\_db\_host**: Fully-qualified Host Name where the Oracle Database is installed.
- **omc\_psft\_db\_port**: Oracle Database port
- **omc\_psft\_db\_service\_name**: Oracle Database Service Name

Credential File: **omc\_oracle\_psft\_sample\_creds.json**

- For *DBCreds*:
  - **DBUserName**: Your Database User Name. Specify the user who is granted the access in the pre-requisite step [Grant Privileges for Monitoring](#).
  - **DBPassword**: Your Database Password
  - **DBRole**: Your Database User Role. By default, this is `NORMAL`.
- For *MonitorCreds*:
  - **user\_name**: PeopleSoft Administrator role user
  - **password**: PeopleSoft Administrator role user password
- For *AliasCredential*:
  - **Alias**: Elasticsearch monitoring user name
  - **Password**: Elasticsearch monitoring user password

## Review Job Status for Discovery Results

After you add the PeopleSoft Application entity, you are automatically re-directed to the **Discovery Job Status** page.

1. Alternatively, navigate to **Administration > Discovery > Discovery Job Status**. The entity addition job name will appear in the table of entities on the page.

2. From the summary, note the details of the discovery operation, and verify that you've completed the required prerequisite tasks. Refresh the status and wait for the discovery job to complete.
3. Note the status (failed, warning, or error) of the entity discovery attempts. Click the status to view the summary of the discovery job.
4. If the discovery job failed, then update the parameters that caused the failure and re-run the discovery. For the status **Failed** or **Warning**, **Retry** link appears in the Action column. Click **Retry**. The Add Entity page opens with the parameters that were used when the entity was originally added. Add the monitoring credentials, update the entity parameters, and re-submit the request for discovery.

## Collect Log Data from PeopleSoft Entities

Collect log data from PeopleSoft entities for which you have enabled log association during discovery. Note that the logs are collected only from those hosts on which the cloud agent is installed.

Oracle PeopleSoft Entity Type	Logs Collected
PeopleSoft Application Server Domain	<ul style="list-style-type: none"> <li>• PeopleSoft Application Tuxedo Access Logs</li> <li>• PeopleSoft Application Tuxedo User Logs</li> <li>• PeopleSoft Application server domain Application Server (APPSRV) Process Logs</li> <li>• PeopleSoft Application server domain Monitor Server (MONITORSRV) Process Logs</li> <li>• PeopleSoft Application server domain Watch Server (WATCHSRV) Process Logs</li> </ul>
PeopleSoft Pure Internet Architecture	<ul style="list-style-type: none"> <li>• PeopleSoft Integration Gateway Error Logs</li> <li>• PeopleSoft Integration Gateway Message Logs</li> <li>• PeopleSoft WLS Server Access Logs</li> <li>• PeopleSoft WLS Server Logs</li> <li>• PeopleSoft WLS Server STDOUT Logs</li> <li>• PeopleSoft WLS Servlet Logs</li> </ul>
PeopleSoft Process Scheduler Domain	<ul style="list-style-type: none"> <li>• PeopleSoft Analytics Engine Server Logs</li> <li>• PeopleSoft Application Analytics Engine Server Logs</li> <li>• PeopleSoft Master Scheduler Server Logs</li> <li>• PeopleSoft Process Scheduler App Engine Server Logs</li> <li>• PeopleSoft Process Scheduler Distribution Agent Logs</li> <li>• PeopleSoft Process Scheduler Master Scheduler Logs</li> </ul>
Oracle Database	<ul style="list-style-type: none"> <li>• Database Alert Logs</li> <li>• Database Trace Logs</li> <li>• Database Incident Dump Files</li> </ul>

However, you can change the association of log sources with entities, add more log sources as suitable for your application, or remove some from the list of log sources that are automatically enabled for collection. See *Work With Entity Associations in Using Oracle Log Analytics*.



For troubleshooting solutions for log collection in your PeopleSoft environment, see [Troubleshoot Oracle Management Cloud for PeopleSoft](#).

## Verify the Setup

After you've set up the environment for monitoring PeopleSoft with Oracle Management Cloud, verify the setup by conducting a few simple tests.

### Sanity Tests to Start Using the Setup

Perform a few general tasks to validate your setup:

- Click the OMC Navigation  icon > click **Monitoring** > click **Entities** > click the link on the PeopleSoft Application composite entity > click the topology view icon on the top left corner. Verify that the PeopleSoft hierarchy is rendered correctly in the Oracle Infrastructure Monitoring topology viewer.
- Navigate to PeopleSoft Application composite entity home page in Oracle Infrastructure Monitoring. Verify that all PeopleSoft metrics are collected without delay. Metric tables and charts are correlated and the data is accurate.
- From Oracle Management Cloud home page, click **Dashboards** > click **PeopleSoft Monitoring Dashboards** to view the various predefined dashboards available for a single PeopleSoft application. Verify that the out-of-box PeopleSoft Application Health dashboard displays the expected data for the PeopleSoft application - including accurate PeopleSoft components (for example Process Scheduler Domain, Application Server Domain, PIA) with their underlying infrastructure (for example Oracle Database, Oracle WebLogic Servers, hosts), and the log data associated with PeopleSoft-related entities is appearing in the relevant log widgets.
- Click the OMC Navigation  icon > click **Log Analytics**. In the Log Explorer, when the PeopleSoft Application composite is selected, verify that the log data pertaining to Oracle Tuxedo, Oracle Database, and relevant PeopleSoft Application entities are displayed.

# 3

## Set Up Alert Rules

The Oracle Management Cloud Administrator can create alert rules from the Alerts Home Page. Alerts rules can be customized for each area in Oracle Management Cloud.

### Configure PeopleSoft Alert Rules on Infrastructure Monitoring

Configure alert rules for your monitored infrastructure to trigger alerts based on specific criteria. You can use the out-of-the-box templates available to create the alert rule.

**Required Role:** To complete these tasks, you must have the Oracle Management Cloud Administrator role.

1. From the Management Cloud main menu, select **Administration** and then **Alert Rules**. The Alert Rules page is displayed.
2. In the **Service** list, select **Monitoring**. Click **Create Alert Rule**. The Create Alert Rule page is displayed.
3. From the **Sample** rule list, select from the sample PeopleSoft rules:
  - PSFT PIA
  - PSFT Application Server Domain
  - PSFT Scheduler Server Domain
  - PSFT Process Monitor

The following image shows the Create Alert Rule page with the list of PeopleSoft sample alert rules:

## Create Alert Rule

Learn how to set up alert rules. Optionally, choose a sample to fill the rule definition below with suggested values.

Sample Select a sample rule

\* Rule Name

Enable Rule

Entities

Choose "Entity Types" to apply the rule to all entities of that type or choose "Individual Entities" to limit the rule to just those entities.

Entity Types  Individual Entities

Alert Conditions

The following image shows the Create Alert Rule page with the **PSFT PIA** sample rule:

Learn how to set up alert rules. Optionally, choose a sample to fill the rule definition below with suggested values.

Sample PSFT PIA

\* Rule Name

Add description

Enable Rule

Entities

Choose "Entity Types" to apply the rule to all entities of that type or choose "Individual Entities" to limit the rule to just those entities.

Entity Types  Individual Entities

PSFT PIA

Alert Conditions

Entity Type	Condition Type	Metric	Operator	Warning	Critical	Duration for alert	Alert Message	
PSFT PIA	Availability	—	—	—	—	—	Standard	<input type="button" value="edit"/> <input type="button" value="delete"/>
PSFT PIA	Fixed Threshold	Wait State Sockets	>	100	—	For 30 minutes	Standard	<input type="button" value="edit"/> <input type="button" value="delete"/>
PSFT PIA	Fixed Threshold	Fatal Errors	>	0	—	For 30 minutes	Standard	<input type="button" value="edit"/> <input type="button" value="delete"/>

By default, the template already has the entity type, and alert conditions set for PeopleSoft Pure Internet Architecture (PIA) entity.

You can modify the above settings to suit the requirement of your setup.

- In the field **Rule Name**, specify a name for the rule that you create. Provide description of the rule.

5. To alter an alert condition, click the **Edit** icon. You can change the alert condition parameters such as **Condition Type**, **Metric**, **Alert Message**, and the details of the condition. Click **Save**.  
To delete an alert condition from the rule, click the **Delete** icon.
6. Under **Notifications**, you can specify the recipients who must receive notifications when any result violates the specified alert condition.
7. Click **Save**.

To create your custom alert rule by defining the entity type, see Set Up Alert Rules in *Using Oracle Infrastructure Monitoring*.

The Alert Conditions created for the four PeopleSoft sample alert rule templates are listed below:

#### Sample Alert Rule: PSFT PIA

Condition Type	Evaluation Time Period	Metric	Warning	Description
Availability	NA	Status	NA	The availability status
Metric	30	Wait State Sockets	> 100	Web server sockets that are in WAIT state
Metric	30	Fatal Errors	> 0	Fatal errors in the JOLT Service servlet logs

#### Sample Alert Rule: PSFT Application Server Domain

Condition Type	Evaluation Time Period	Metric	Warning	Critical	Description
Availability	NA	Status	NA	NA	The availability status
Metric	30	Average Service Request Execution Time	> 10000	NA	Average service request execution time in milliseconds
Metric	30	Queued Processes for Application Server	NA	> 1	Queued Processes for Application Server
Metric	30	Queued Processes for BRK Dispatcher	NA	> 1	Queued processes for publication broker dispatcher
Metric	30	Queued Processes for BRK Handler	NA	> 1	Queued processes for publication broker handler

Condition Type	Evaluation Time Period	Metric	Warning	Critical	Description
Metric	30	Queued Processes for PUB Dispatcher	NA	> 1	Queued processes for publication contractor dispatcher
Metric	30	Queued Processes for PUB Handler	NA	> 1	Queued processes for publication contractor handler
Metric	30	Queued Processes for SUB Dispatcher	NA	> 1	Queued processes for subscription contractor dispatcher
Metric	30	Queued Processes for SUB Handler	NA	> 1	Queued processes for subscription contractor handler
Metric	30	Failed Server Processes	NA	> 0	Server processes that have failed or are down within the domain
Metric	30	State Files	> 0	NAs	PeopleTools state files generated in the domain logs directory

#### Sample Alert Rule: PSFT Scheduler Server Domain

Condition Type	Evaluation Time Period	Metric	Critical	Description
Availability	NA	Status	NA	The availability status
Metric	30	Queued Processes for PSDSTSRV	> 1	Queued processes for distribution server (PSDSTSRV)
Metric	30	Queued Processes for PSPRCSR	> 1	Queued processes for process scheduler (PSPRCSR)
Metric	30	Failed Server Processes	> 0	Server processes that have failed or are down within the domain

#### Sample Alert Rule: PSFT Process Monitor



Condition Type	Evaluation Time Period	Metric	Critical	Description
Availability	NA	Status	NA	The availability status
Metric	30	Number of PSFT processes with an active distribution state value of <i>Not Posted</i>	> 1	Too many process in distribution not posted state
Metric	30	Number of PSFT processes with an active run state value of <i>No Success</i>	> 1	Too many process in run No Success state
Metric	30	Number of PSFT processes with a run status value of <i>Error</i> per minute since the last collection	> 0	Too many process in run Error state

### Configure Alert Rules on Other Oracle Management Cloud Components

Create dedicated alert rules for each component:

Platform Area	Details
Log Analytics	It generates an alert when an anomaly or a deviation from the fixed threshold is detected in the log data. See Create an Alert Rule in <i>Using Oracle Log Analytics</i> .
Application Performance Monitoring	In Oracle Application Performance Monitoring, alerts are created for fixed thresholds, anomalies, and early warnings for metrics on Pages, AJAX calls, and Server Requests. See Create Alert Rules in <i>Using Oracle Application Performance Monitoring</i> .

# 4

## Perform Ongoing Administrative Tasks

After discovering a PeopleSoft application in Oracle Management Cloud, you may need to perform additional, and possibly ongoing, administration operations for the monitored entity.

### Topics:

- [Update the Credentials](#)
- [Rediscover the Composite After Adding or Removing Entities](#)
- [Perform Optional Configuration Tasks](#)

## Update the Credentials

If you change the Process Monitor credentials or the database credentials in PeopleSoft due to a routine password change policy, then the credentials must be updated on the Oracle Management Cloud side for the corresponding entities to ensure proper functioning of the agents running on the PeopleSoft entity hosts.

1. Navigate to **Oracle Infrastructure Monitoring > Entity Home Page > PeopleSoft Application composite entity home page**.
2. Click the down arrow next to the Actions menu, and select **Update Monitoring Configuration**.


The Update Monitoring Configuration page is displayed.

3. Select the **Edit Credentials** check box. Update the credentials for database and Process Monitor.  
Click **Save** to save the changes.
4. You can verify the update by visiting the **Discovery Job Status** page.

## Rediscover the Composite After Adding or Removing Entities

After you add new entities to the PeopleSoft Application composite or remove entities, then Oracle Management Cloud refreshes its PeopleSoft configuration automatically.

During the discovery of the PeopleSoft Application composite entity, if the process did not complete or if it got interrupted, then you can initiate the rediscovery of the entities.

1. From Infrastructure Monitoring Home, click the OMC Navigation  icon, click **Monitoring**, and click **Entities**.

The Oracle Infrastructure Monitoring **Entity Home Page** lists all the entities monitored by Oracle Infrastructure Monitoring.

2. Click the link on the PeopleSoft Application composite entity.  
The PeopleSoft Application composite entity home page is displayed.
3. Click the down arrow next to the Actions menu, and select **Rediscover Members**.

The discovery job is initiated.

4. You can verify the completion of the discovery by checking the discovery job status. From the Oracle Management Cloud console main menu, select **Administration > Discovery > Discovery Job Status**.

## Perform Optional Configuration Tasks

Additional configuration tasks for administrators.

Optional configuration task	Description	For details, see
Create groups	Create groups for monitoring and managing entities.	Manage Groups in <i>Working with Oracle Management Cloud</i>
Create notification channels	When an alert rule is triggered, receive alert notifications via email, text, or supported third-party applications.	Set Up Notification Channels in <i>Using Oracle Infrastructure Monitoring</i>

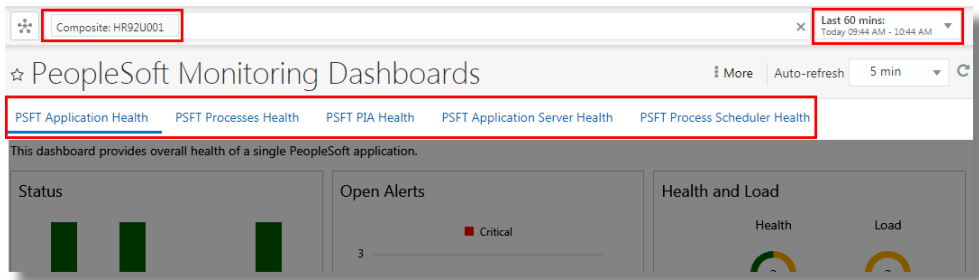
# 5

## Use PeopleSoft Dashboards

Oracle Management Cloud provides a PeopleSoft Monitoring Dashboard set containing several predefined dashboards that provides an overview of the PeopleSoft application and the health of its components.

1. Sign in to the **Oracle Management Cloud** home page with your tenant name and user credentials and click **Dashboards**
2. In the Dashboards home page, click **PeopleSoft Monitoring Dashboards** to view the various predefined dashboards available for the PeopleSoft application:
  - a. [PSFT Application Health Dashboard](#)
  - b. [PSFT Process Monitor Dashboard](#)
  - c. [PSFT PIA Health Dashboard](#)
  - d. [PSFT Application Server Health Dashboard](#)
  - e. [PSFT Process Scheduler Health Dashboard](#)

For example, by selecting the composite entity HR92U001, you can analyze the health of all the entities associated with this composite across all dashboards. The data shown in the dashboards depends on the time range you've selected using the time selector, top-right corner of the interface.



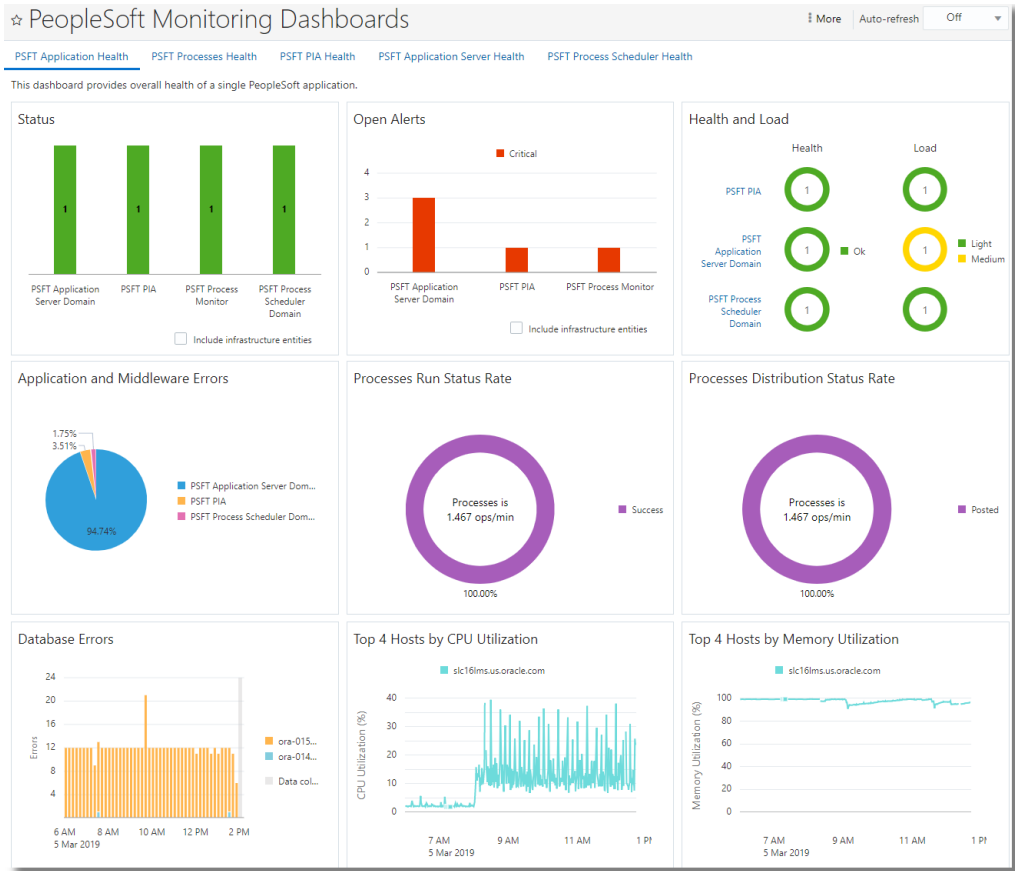
You can create a duplicate of the out-of-the-box dashboard and add more widgets to it or edit it to create your custom dashboard. See *Work with Dashboards* in *Working with Oracle Management Cloud*.

## PSFT Application Health Dashboard

This dashboard provides the overall health of the PeopleSoft composite.

The PSFT Application Health Dashboard provides the overall health of the application so you can quickly identify potential problems. The dashboard offers in-context drill-downs into additional monitoring data, as well as providing additional log data to help you triage problems more quickly.

Here's an example **PSFT Application Health** dashboard:



The following widgets are available on the **PSFT Application Health** dashboard:

- Entity Status:** Latest availability status across the PeopleSoft application. Changing the page-level time frame has no impact on the data displayed in this widget; the most recent collected data will always appear in this widget.

Note: To include data from infrastructure entities, select the **Include infrastructure entities** checkbox.
- Open Alerts:** Open alerts across the PeopleSoft application. Changing the page-level time frame has no impact on the data displayed in this widget. The most recently collected data will always appear in this widget.

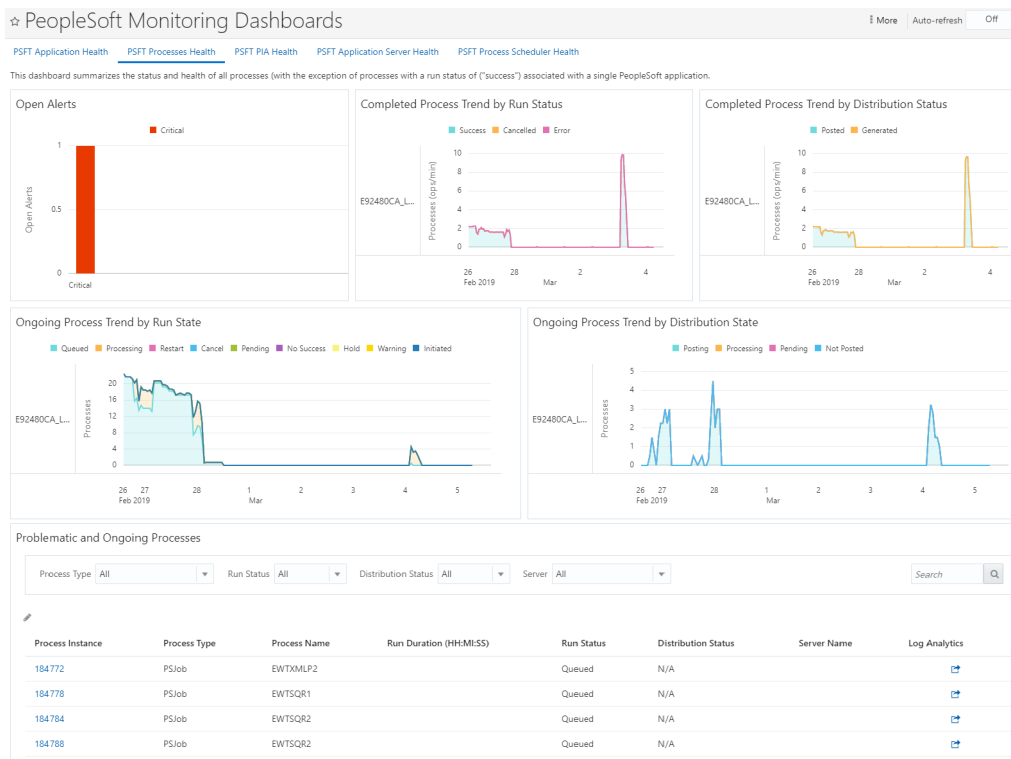
Note: To include data from infrastructure entities, select the **Include infrastructure entities** checkbox.
- Health and Load:** Summary of the health and load of entities across the PeopleSoft application. Changing the page-level time frame has no impact on the data displayed in this widget. The most recently collected data will always appear in this widget.
- Application and Middleware Errors:** Summarizes errors found in log files associated with a PeopleSoft application - including logs from PeopleSoft Application Server Domain, PeopleSoft Process Scheduler Domain, PeopleSoft PIA as well as underlying Oracle WebLogic Server entities.
- Processes Run Status Rate:** Shows how many PeopleSoft processes have a run status value of Error, Cancelled or Success per minute since the last collection. Changing the page-level time frame has no impact on the data displayed in this widget.

- **Processes Distribution Status Rate:** Shows how many PeopleSoft processes have a distribution status value of Posted or Generated per minute since the last collection. Changing the page-level time frame has no impact on the data displayed in this widget.
- **Database Errors:** Summarizes errors found in Oracle Database log files associated with the PeopleSoft application.
- **Top 4 Hosts by CPU Utilization:** Identifies the top four host entities with the highest CPU utilization over a period of time for the PeopleSoft application.
- **Top 4 Hosts by Memory Utilization:** Identifies the top four host entities with the highest memory utilization over a period of time for the PeopleSoft application.

## PSFT Process Monitor Dashboard

This dashboard summarizes the status and health of all processes (with the exception of processes with a run status of *success*) associated with a single PeopleSoft application.

Here's an example **PSFT Process Monitor** dashboard:



The following widgets are available on the **PSFT Process Monitor** dashboard:

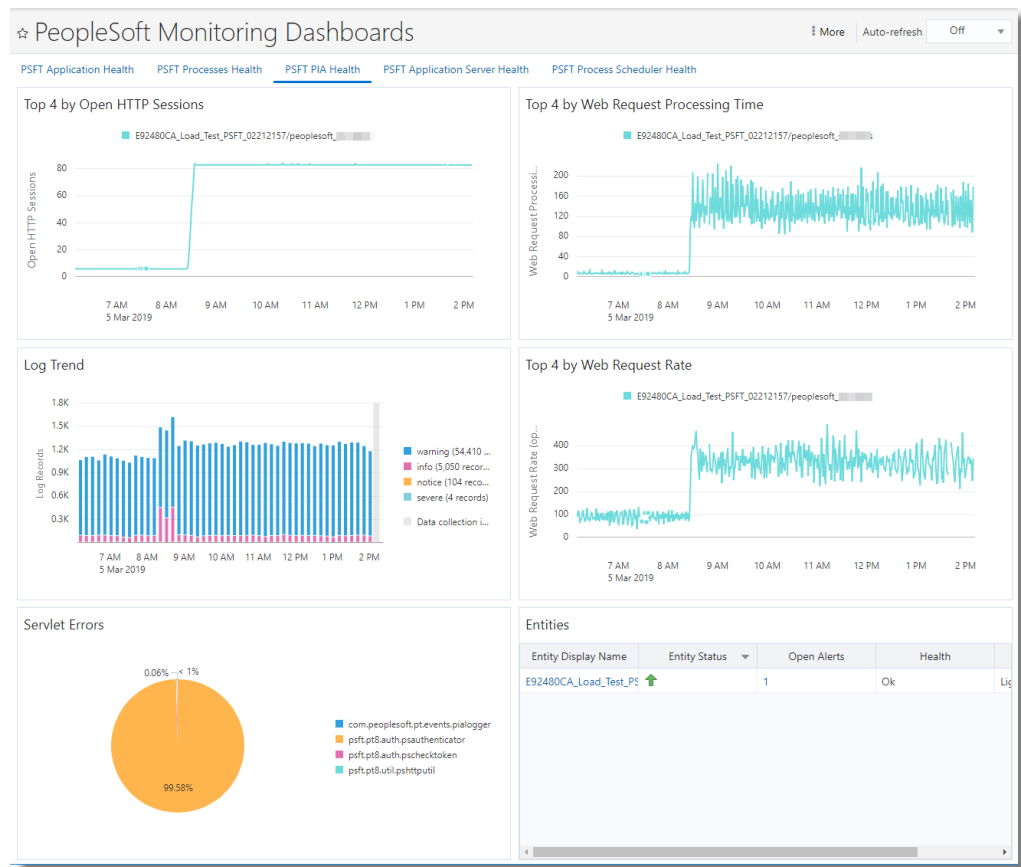
- **Open Alerts:** Open alerts from the process monitor
- **Completed Process Trend by Run Status:** Stacked area chart showing the number of completed processes per minute classified by Run State (e.g. Success, Cancelled, Error)
- **Completed Process Trend by Distribution Status:** Stacked area chart showing the number of completed processes per minute classified by Distribution State (e.g. Posted, Generated)

- **Ongoing Process Trend by Run State:** Stacked area chart showing the number of ongoing processes classified by Run State (e.g. Queued, Processing, Restart, Initiated, Warning, Pending, Cancel, Hold, No Success)
- **Ongoing Process Trend by Distribution State:** Stacked area chart showing the number of ongoing processes classified by Distribution State (e.g. Posting, Processing, Pending, Not Posted)
- **Problematic and Ongoing Processes:** Lists all ongoing and problematic processes. This widget does not show the successfully completed processes

## PSFT PIA Health Dashboard

This dashboard summarizes the status and health of all PeopleSoft Pure Internet Architecture (PIA) entities for a single PeopleSoft application.

Here's an example **PSFT PIA Health** dashboard:



The following widgets are available on the **PSFT PIA Health** dashboard:

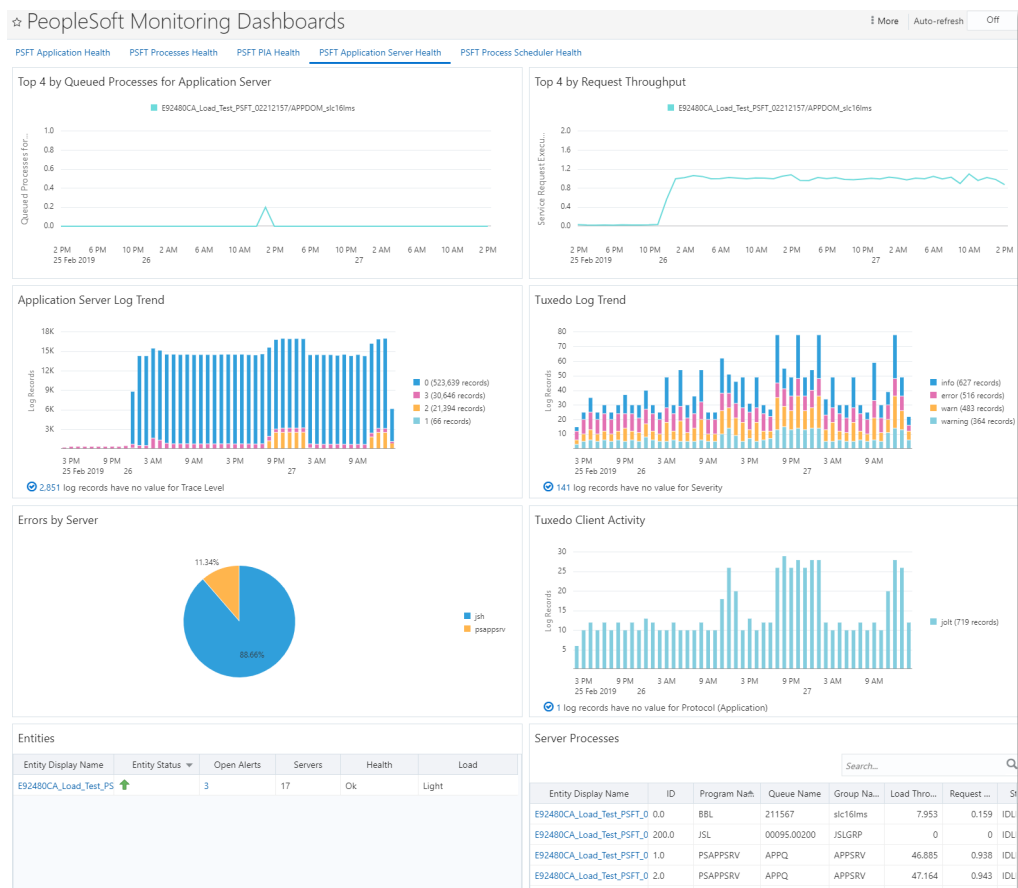
- **Top PIA Open HTTP Sessions:** Identifies the four PeopleSoft PIA entities with the highest number of open HTTP sessions for a single PeopleSoft application.
- **Long Running Web Requests By Processing Time:** Identifies the four PeopleSoft PIA entities with the longest web request processing time for a single PeopleSoft application.

- **Top 4 by Web Request Rate:** Identifies the four PeopleSoft PIA entities with the highest web request rate for a single PeopleSoft application.
- **Log Trend:** Time-based histogram showing the number of log records grouped by severity from all PeopleSoft PIA entities across a single PeopleSoft application.
- **Servlet Errors:** Pie chart showing the percentage of log records grouped by module from all PeopleSoft PIA entities across a single PeopleSoft applications.
- **Entities:** Lists all PeopleSoft PIA entities associated with a single PeopleSoft application and health summary for each. Changing the page-level time frame has no impact on the data displayed in this widget.

## PSFT Application Server Health Dashboard

This dashboard summarizes the status and health of all PeopleSoft Application Server Domains for a single PeopleSoft application.

Here's an example **PSFT Application Server Health** dashboard:



The following widgets are available on the **PSFT Application Server Health** dashboard:

- **Top 4 by Queued Processes for Application Server:** Identifies the four PeopleSoft Application Server Domain entities with the highest queued processes for Application Server (PSAPPSRV) for a single PeopleSoft application.

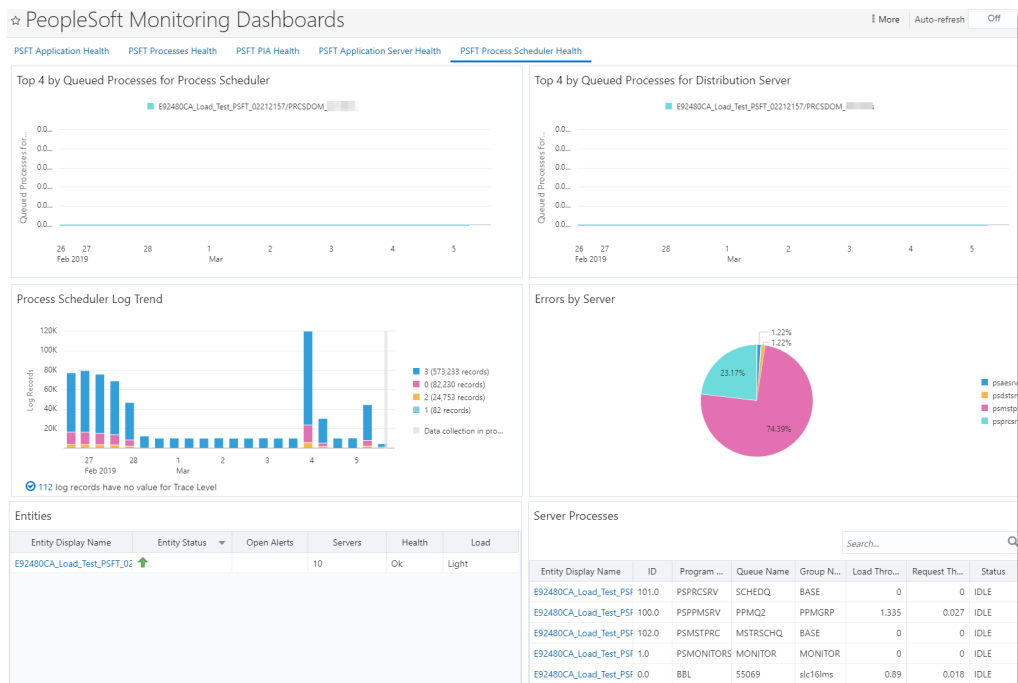


- **Top 4 by Request Throughput:** Identifies the four PeopleSoft Application Server Domain entities with the highest service request execution throughput (requests per second) for a single PeopleSoft application.
- **Application Server Log Trend:** Time-based histogram showing the number of log records grouped by trace level and generated for server processes (e.g. PSAPPSRV, WATCHSRV, MONITORSRV) from all PeopleSoft Application Server Domains across a single PeopleSoft application.
- **Tuxedo Log Trend:** Time-based histogram showing the number of Tuxedo log records grouped by severity from all PeopleSoft Application Server Domains across a single PeopleSoft application.
- **Errors by Server:** Pie chart showing the percentage of log records grouped by server process from all PeopleSoft Application Server Domains across a single PeopleSoft applications.
- **Tuxedo Client Activity:** Time-based histogram showing the number of Tuxedo Access Log records grouped by Protocol (Application) from all PeopleSoft Application Server Domains across a single PeopleSoft application.
- **Entities:** List of all Application Server Domain entities within the PeopleSoft application. Changing the page-level time frame has no impact on the data displayed in this widget.
- **Server Status:** List of server processes that are currently running on Application Server Domains across the PeopleSoft application.

## PSFT Process Scheduler Health Dashboard

This dashboard summarizes the status and health of all PeopleSoft Process Scheduler Domains for a single PeopleSoft application.

Here's an example **PSFT Process Scheduler Health** dashboard:



The following widgets are available on the **PSFT Process Scheduler Health** dashboard:

- **Top 4 Queued Processes for Process Scheduler:** Identifies the number of queued processes for Process Scheduler (PSPRCSRV) across all PeopleSoft Process Scheduler Domain entities for a single PeopleSoft application.
- **Top 4 Queued Processes for Distribution Server:** Identifies the number of queued processes for Distribution Server (PSDSTSRV) across all PeopleSoft Process Scheduler Domain entities for a single PeopleSoft application.
- **Process Scheduler Log Trend:** Time-based histogram showing the number of log records grouped by trace level and generated for server processes (e.g. PSAESRV, PSMSTPRC, PSDSTSRV) from all PeopleSoft Application Server Domains across a single PeopleSoft application.
- **Errors by Server:** Pie chart showing the percentage of log records grouped by server process from all PeopleSoft Process Scheduler Domains across a single PeopleSoft applications.
- **Entities:** Lists all PeopleSoft Process Scheduler Domain entities associated with a single PeopleSoft application and health summary for each. Changing the page-level time frame has no impact on the data displayed in this widget.
- **Server Status:** Lists all server processes currently running across process scheduler domains for a single PeopleSoft application and a health summary for each.

# 6

## Typical Use Cases

Review some of the scenarios where you can use Oracle Management Cloud to analyze issues or perform PeopleSoft data analysis.

### Topics:

- [Gain Visibility Into PeopleSoft](#)
- [Analyze PeopleSoft Data](#)

## Gain Visibility Into PeopleSoft

To maintain the efficiency of your PeopleSoft infrastructure, monitor the health and performance of your PeopleSoft application and its underlying infrastructure.

When discovering a PeopleSoft application, Oracle Management Cloud not only discovers PeopleSoft components such as PIA and Application Server Domain and Process Scheduler Domain but also it also discovers the underlying infrastructure supporting those components like WebLogic Server, Oracle Database and the Host.

All of these components along with monitoring and log data collected from them are brought together in a single view, known as the **PSFT Application Health** dashboard. This dashboard is typically used as the starting point for monitoring a single PeopleSoft application. It provides the overall health of a single application so you can quickly identify potential problems. The dashboard offers in-context drilldowns into additional monitoring data as well as log data to help you triage problems more quickly. Specifically, the dashboard offers:

- Status and alert summary across all components – including underlying infrastructure components.
- Errors found in application, middleware and database logs.
- Statistics on how many processes are completed – whether successful or not- per minute.
- Memory and CPU related KPIs across the hosts supporting PeopleSoft components.

The **PSFT Application Health** dashboard is available from the predefined **PeopleSoft Monitoring Dashboards** dashboard set. This dashboard set contains additional dashboards which are specific to certain PeopleSoft components. Use the various dashboards in the dashboard set to monitor the health of processes and all entities of a specific type of PeopleSoft component.

---

Dashboard Name	Dashboard Description
<a href="#">PSFT Application Health Dashboard</a>	The PeopleSoft Application provides the overall health of a single application so you can quickly identify potential problems. The dashboard offers in-context drill-downs into additional monitoring data, as well as providing additional log data to help you triage problems more quickly.


---

Dashboard Name	Dashboard Description
<a href="#">PSFT Process Monitor Dashboard</a>	This dashboard summarizes the status and health of all processes (with the exception of processes with a run status of success) associated with a single PeopleSoft application.
<a href="#">PSFT PIA Health Dashboard</a>	This dashboard summarizes the status and health of all PeopleSoft PIA entities for a single PeopleSoft application.
<a href="#">PSFT Application Server Health Dashboard</a>	This dashboard summarizes the status and health of all PeopleSoft Application Server Domains for a single PeopleSoft application.
<a href="#">PSFT Process Scheduler Health Dashboard</a>	This dashboard summarizes the status and health of all PeopleSoft Process Scheduler Domains for a single PeopleSoft application.

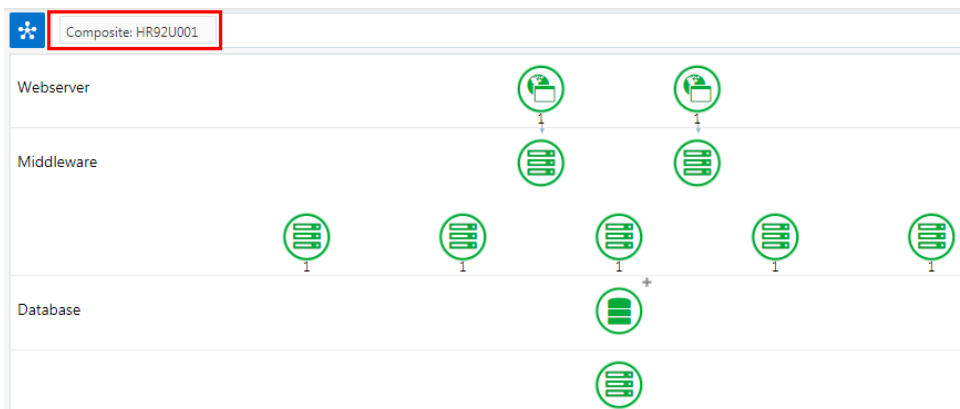
For the steps to access the dashboards, see [Use PeopleSoft Dashboards](#).

In addition to having all components of a PeopleSoft application represented in a predefined dashboard and dashboard set, Oracle Management Cloud also provides a topology view for a PeopleSoft application as well.

This topology view visualizes all relationships between PeopleSoft components and their underlying infrastructure, and provides intuitive drilldowns into additional data. Having this topology view of a PeopleSoft application allows you to gauge the impact of a specific availability or performance problem across the application's tiers – either upstream or downstream from the problematic component.

To access the topology view, navigate to Infrastructure Monitoring Home. Click the OMC Navigation  icon > click **Monitoring** > click **Entities** > click the link on the PeopleSoft composite entity > click the topology view icon on the top left corner.

For example, here's a topology showing entities associated with composite HR92U001:



## Analyze PeopleSoft Data

You can analyze PeopleSoft data using the features of Oracle Infrastructure Monitoring, Oracle Log Analytics and Oracle Application Performance Monitoring.

### Topics:

- [Analyze PeopleSoft IT Metrics with Infrastructure Monitoring](#)

- [Analyze PeopleSoft Data Using Log Analytics](#)
- [Analyze PeopleSoft Data Using Oracle Application Performance Monitoring](#)

## Analyze PeopleSoft IT Metrics with Infrastructure Monitoring

Oracle Infrastructure Monitoring simplifies monitoring by offering a common set of metrics that enable you to compare the performance across tiers.

You can monitor the status and health across tiers and be alerted about issues, troubleshoot, and resolve them before they affect users. For a typical workflow to use Oracle Infrastructure Monitoring for monitoring the availability and performance of your infrastructure, see *Monitor the Availability and Performance of Your Infrastructure* in *Using Oracle Infrastructure Monitoring*.

Oracle Infrastructure Monitoring has the following metrics for a PeopleSoft application and its components:

- Monitor status and health across tiers of a PeopleSoft application
- Identify and receive alerts on potential issues
- Troubleshoot and resolve issues before they negatively impact end users

The following metrics that are available on Oracle Infrastructure Monitoring are grouped by entity type:

1. [PeopleSoft Process Scheduler Domain](#)
2. [PeopleSoft Application Server Domain](#)
3. [PeopleSoft Process Monitor](#)
4. [PeopleSoft Pure Internet Architecture](#)

### PeopleSoft Process Scheduler Domain

Enables batch job scheduling and processing.

#### General metrics:

Metric Name	Metric Description
Status	Status of the Process Scheduler
Health	Overall health of the Process Scheduler Domain (OK, Warn, Critical)
Load	Overall load of the Process Scheduler Domain (Idle, Light, Medium, Heavy)
Queued Processes for PSPRCSR	Number of queued processes for Process Scheduler (PSPRCSR)
Queued Processes for PSDSTR	Number of queued processes for Distribution Server (PSDSTR)
Failed Processes	Displays the current number of failed or down server processes within the domain

#### Metrics for Server Status:

Metric Name	Metric Description
Program Name	Process scheduler program name

Metric Name	Metric Description
Queue Name	Queue Name
Group Name	Group Name
ID	ID
Request Throughput	Requests processed per second since last collection
Load Throughput	Load processed per second since last collection
Status	Status

#### Metrics for Queue Status:

Metric Name	Metric Description
Program Name	Process scheduler program name
Queue Name	Queue Name
Servers	Servers for the Program Name that are currently running
Queued Processes	Processes that are currently in queue
Machine Name	Machine Name

#### PeopleSoft Application Server Domain

This entity does all of the complex logic and computations and builds the contents that the web server uses to display pages.

#### General metrics:

Metric Name	Metric Description
Status	Status of the Application Server
Health	Overall health of the application server domain (OK, Warn, Critical)
Load	Overall load of the application server domain (Idle, Light, Medium, Heavy)
Failed Server Processes	Server processes that have failed or are down within the domain
Memory Usage	Memory used by the application server
State Files	Number of PeopleTools state files generated in the domain logs directory
Tuxedo Connections	Tuxedo Connections

#### Metrics for Queued Processes:

Metric Name	Metric Description
Queued Processes for Application Server	Number of queued processes for application server
Queued Processes for BRK Dispatcher	Number of queued processes for publication broker dispatcher
Queued Processes for BRK Handler	Number of queued processes for publication broker handler

Metric Name	Metric Description
Queued Processes for PUB Dispatcher	Number of queued processes for publication contractor dispatcher
Queued Processes for PUB Handler	Number of Queued processes for publication contractor handler
Queued Processes for SUB Dispatcher	Number of queued processes for subscription contractor dispatcher
Queued Processes for SUB Handler	Number of queued processes for subscription contractor handler

**Metrics for JSH and WSH Performance:**

Metric Name	Metric Description
JSH Load Rate	JSHs loaded per second since last collection
JSH Abort Rate	JSH aborts per second since last collection
WSH Load Rate	WSHs loaded per second since last collection
WSH Abort Rate	WSH aborts per second since last collection

**Metrics for Service Request Executions:**

Metric Name	Metric Description
Service Request Execution Throughput	Service request execution throughput (requests per second) based on last 10 requests
Average Service Request Execution Time	Average service request execution time in milliseconds

**Metrics for Client Status:**

Metric Name	Metric Description
Row ID	Row identifier counter
Machine Name	Machine Name
User Name	User Name
Client Name	Client Name
Time	Time in seconds that particular user has been active
Status	Current status of the client
Transaction Creation Rate	Transactions created per second since last collection
Transaction Commit Rate	Transactions committed per second since last collection
Transaction Abort Rate	Transactions aborted per second since last collection

**Metrics for Server Status:**

Metric Name	Metric Description
Program Name	Application server program name
Queue Name	Queue Name

Metric Name	Metric Description
Group Name	Group Name
ID	ID
Request Throughput	Requests processed per second since last collection
Load Throughput	Load processed per second since last collection
Status	Status

**Metrics for Queue Status:**

Metric Name	Metric Description
Program Name	Application server program name
Queue Name	Queue Name
Servers	Servers for the Program Name that are currently running
Queued Processes	Number of processes that are currently in queue
Machine Name	Machine Name

**PeopleSoft Process Monitor**

Enables to monitor and submit processes configured to run on a Process Scheduler server.

**General metrics:**

Metric Name	Metric Description
Status	Status of the Process Monitor

**Metrics for Active Distribution State:**

Metric Name	Metric Description
Active Distribution State	Active Distribution State
Processes	Number of PeopleSoft processes with an active distribution state value of Processing, Not Posted, Posting or Pending.

**Metrics for Distribution Status:**

Metric Name	Metric Description
Distribution Status	Process distribution status
Process Distribution Rate	Number of PeopleSoft processes with a distribution status value of Generated or Posted per minute since the last collection

**Metrics for Active Run State:**



Metric Name	Metric Description
Active Run State Processes	PeopleSoft processes run state Number of PeopleSoft processes with an active run state value of Cancel, Hold, Initiated, No Success, Pending, Processing, Queued, Restart or Warning

**Metrics for Run Status:**

Metric Name	Metric Description
Run Status	PeopleSoft processes run status
Process Run Rate	Number of PeopleSoft processes with a run status value of Cancelled, Error or Success per minute since the last collection

**Metrics for Process Metrics Data:**

Metric Name	Metric Description
Process Instance	Process Instance
Process Type	Process Type
Process Name	Process Name
User Name	User Name
Creation Date/Time	Creation Date/Time
Scheduled Date/Time	Scheduled Date/Time
Begin Date/Time	Begin Date/Time
End Date/Time	End Date/Time
Run Duration	Run Duration
Run Status	Run Status
Distribution Status	Distribution Status
Run Control ID	Run Control identifier
Server Name	Name of the server

**PeopleSoft Pure Internet Architecture**


Allows to manage the PIA component. It corresponds to a Web domain in WebLogic.

Metric Name	Metric Description
Status	Status of the PIA
Health	Overall health of the PIA (OK, Warn, Critical)
Load	Overall load of the PIA (Idle, Light, Medium, Heavy)
Wait State Sockets	Web server sockets that are in WAIT state
Fatal Errors	Fatal errors in the JOLTServic servlet logs

## Analyze PeopleSoft Data Using Log Analytics

Using Oracle Log Analytics, you can reduce millions of log events into a smaller set of patterns. Oracle Log Analytics provides search and analytics capabilities to users through

query language or visual builder to obtain useful information and slice and dice through data. It also provides different mechanisms to be proactive about issues through Machine Learning and Alerting capabilities. The following are the some of the tasks that you can perform on Oracle Log Analytics to analyze your log data:

Task	More Information
Visualize data using charts and controls	Visualize Data Using Charts and Controls in <i>Using Oracle Log Analytics</i>
Perform advanced analytics using Link	Perform Advanced Analytics Using Link in <i>Using Oracle Log Analytics</i>
Detect anomalies using outliers	Detect Anomalies Using Outliers in <i>Using Oracle Log Analytics</i>
Perform dynamic log analysis	Perform Dynamic Log Analysis in <i>Using Oracle Log Analytics</i>
Analyze host log trends to proactively monitor infrastructure	Analyzing Host Log Trends to Proactively Monitor Infrastructure (  <a href="#">Tutorial</a> )

## Analyze PeopleSoft Data Using Oracle Application Performance Monitoring

Oracle Application Performance Monitoring provides a platform for monitoring and managing your web applications. The following are some of the tasks that you can perform using Oracle Application Performance Monitoring to analyze your PeopleSoft application:

Task	More Information
Isolate and diagnose application performance issues	Isolate and Diagnose Application Performance Issues in <i>Using Oracle Application Performance Monitoring</i>
Gain end-to-end visibility into the performance of your application across all tiers	Monitor Application Performance in <i>Using Oracle Application Performance Monitoring</i>
Troubleshoot end user monitoring	Troubleshoot End User Monitoring in <i>Installing and Configuring Oracle Application Performance Monitoring</i>
Troubleshoot synthetic tests	Troubleshoot Synthetic Tests in <i>Using Oracle Application Performance Monitoring</i>
Drill down to the related logs in context to a problem and find its root cause	Drill Down to Related Logs in <i>Using Oracle Application Performance Monitoring</i>

# A

## Additional Configuration Requirements if Already Using Log Analytics for PeopleSoft

This section applies to PeopleSoft entities currently associated only in Log Analytics.

### Topics:

- [Perform Additional Requirements for Discovering PeopleSoft Applications](#)
- [Perform Additional Requirements for Discovering PeopleSoft Applications and Continued Use of Log Analytics](#)

The benefits of upgrading the PeopleSoft configuration are as follows:

- Availability and performance metrics for the application and its components right out of the box.
- Oracle Management Cloud provides a PeopleSoft Monitoring Dashboard set with several predefined dashboards that provide overview of the PeopleSoft application and the health of its components.

The entity type *PeopleSoft Application* is deprecated, and is not supported for upgrade.

### Perform Additional Requirements for Discovering PeopleSoft Applications

If you have been using Log Analytics for PeopleSoft using cloud agents released in 1.39 or earlier, review the new requirements in order for PeopleSoft entity discovery and metric collection.

- PeopleTools version supported and typical workflow for setting up: [Set Up the Environment](#)
- Perform discovery of the entire PeopleSoft application including its components and underlying infrastructure: [Install a Cloud Agent for Discovery](#)  
The Oracle Management Cloud Agent must be installed on either a host with a PeopleSoft Application Server domain or a host with a Process Scheduler domain.
- Discover PeopleSoft applications and collect PeopleSoft log data from discovered entities: [Perform PeopleSoft Specific Tasks](#)
- After you've set up the environment for monitoring PeopleSoft with Oracle Management Cloud, verify the setup by conducting a few simple tests: [Verify the Setup](#)

### Perform Additional Requirements for Discovering PeopleSoft Applications and Continued Use of Log Analytics

In order to leverage Oracle Management Cloud Log Analytics for PeopleSoft, Cloud Agents are required on all PeopleSoft-related hosts as the Cloud Agent is responsible for collecting log data from each host. Since you've been using Log Analytics for PeopleSoft, then you already have an earlier version of Cloud Agent (pre release 1.40) installed on all PeopleSoft related hosts.

While Oracle highly recommends upgrading Cloud Agents to the latest Cloud Agent version (1.40 or higher) to gain the latest features available it is not required in order to continue using OMC LA for PeopleSoft. See [What's New in Oracle Management Cloud for PeopleSoft](#).

1. Install Cloud Agent release 1.40 on one of the hosts where the PeopleSoft Server Domain is installed. See [Install a Cloud Agent for Discovery](#).
2. Perform discovery of the PeopleSoft Application. Be sure to select the version 1.40 cloud agent you installed in step one. See [Add PeopleSoft Entities](#).
3. From each host where a prerelease 1.40 Cloud Agent is collecting PeopleSoft log data, delete the corresponding PeopleSoft entities identified with that local pre-release 1.40 Cloud Agent by issuing this OMCLI command:

```
omcli delete_entity agent <input_json_file>
```

Note that if you do not delete the entity on the pre-release 1.40 Cloud Agent, metric collection errors would appear in the cloud agent log files.

Do not execute this command on the host where the 1.40 (or later) Cloud Agent was installed in step one.

```
{
  "entities": [
    {
      "name": "PSAPPSRV_host1",
      "type": "omc_oracle_psft_appserv"
    },
    {
      "name": "peoplesoft_host1",
      "type": "omc_oracle_psft_pia"
    },
    {
      "name": "PRCSDOM_host1",
      "type": "omc_oracle_psft_prcs"
    }
  ]
}
```

4. Create a *uses association* from each newly discovered PeopleSoft entity to its respective host.

**Note:** You do not need to create a *uses association* for any PSFT entities that reside on the host from where Cloud Agent 1.40 performed PSFT discovery. The association between the PSFT entities and its underlying host is automatically done during discovery.

Navigate to **Administration > Discovery > Entity Associations**.

See [Work With Entity Associations in Using Oracle Log Analytics](#).

5. Verify all uses associations between PeopleSoft components and underlying hosts have been configured properly. Navigate to the newly discovered **PSFT Application > Related Members** page.

If any **PSFT Component** rows appear in the table on the **Related Members** page doesn't display a host name as a clickable link, then the *uses association*

configuration was not done properly (it could also mean that host monitoring is not enabled for that host entity). If this is the case, then ensure that host monitoring is enabled for that host entity as well as ensure that the uses association was done properly.

# B

## Troubleshoot Oracle Management Cloud for PeopleSoft

The following are some troubleshooting techniques if you're running into issues during initial setup.

- [Discovery Incomplete or Unsuccessful](#)
- [Cannot detect any metric data](#)
- [Log Collection is incomplete](#)
- [Have some issue with the licensing](#)
- [What to do if custom or demo server certificates used for PeopleSoft Servers](#)

### Discovery Incomplete or Unsuccessful

- Ensure that you have completed the prerequisite tasks before discovering PeopleSoft entities. See [Perform Prerequisite Tasks](#).
- If you have refreshed the current environment from another production environment, but the environment entity details are not refreshed for the current environment, then:
  1. Run the Data Mover script `perfmonpurgeall.dms` and restart the domains. After the purge completes and the monitoring system is restarted, all the active agents and systems will re-register and obtain a new ID from the PPMI monitor Servlet.
  2. Shut down the performance monitoring system - App, Web and PRCS servers.
  3. Log in to Data Mover with a valid User ID.
  4. Run the Data Mover script `perfmonpurgeall.dms` that is available in the location `<PS_HOME>/scripts`. This should be run on monitoring database. The System ID and Agent ID sequences will restart from 1.
  5. Start all the servers.

### Cannot detect any metric data

1. Retrieve latest entity information for discovery.
  - [Refresh the Performance Monitor Data](#)
2. Check your SSL and connectivity settings.
  - [Setup Integration Broker](#)
  - [Configure the Target Location for SSL](#)
3. SSL Handshake errors: Ensure that you provided the host name or the IP address as available in your SSL certification. Check the server certificate CN to confirm this information. See [Configure the Target Location for SSL](#) and [What to do if custom or demo server certificates used for PeopleSoft Servers](#).
4. WSDL Node related: missing endpoint URL.
  - Make sure "Secure Target Location" is set as part of IB configuration.

5. WSDL Node related: Verify that the *username* associated with the WSDL node exists in the database and that it has access to the service operation.

To resolve error "UserName not defined in database" perform the following:

- a. Open the ANONYMOUS node definition.
  - b. Change the default **User ID** from **PSADMIN** to a valid **PS OPRID** which has permission to invoke **GETWSDL** operation.
6. Ensure that you are using an Oracle Management Cloud Agent version 1.40 or later:
    - [Install a Cloud Agent for Discovery](#)
  7. Triaging issues for discovery jobs with status: *failed*, *warning* or *error*.  
From the Discovery Job Status page, you can view the current status (failed, warning, or error) of entity addition attempts.
    - For entity discovery jobs with a **Failed** or **Warning** status:  
From the Action column, click **Retry** to view the **Add Entity** page with parameters (except monitoring credentials) that were used when the entity was originally added. This allows you to quickly make any corrections and resubmit the entity discovery job without having to enter all the parameters.

### Log Collection is incomplete

Go to **Oracle Log Analytics Home** and verify the log collection. In case of error, you can take the following corrective actions:

1. Ensure that host monitoring is enabled.
  - See [Enable Host Monitoring](#)
2. Ensure that the path of the logs in the log sources is correct.
  - To change the location of the logs, or to provide an additional path from where the logs of a specific log source can be collected, see [Change Default Log Directories for PeopleSoft Log Sources](#).
3. Verify that the cloud agent user has access to the logs. Make the log files readable to the Oracle Management Cloud agents.
  - See the section *Requirement for Logs Collection on Unix* in the topic *Generic Prerequisites for Deploying Oracle Management Cloud Agents* in *Installing and Managing Oracle Management Cloud Agents*.

### Have some issue with the licensing

1. Navigate to **Administration > Entity Configuration > Licensing**.
2. Ensure that the Log Collection toggle button is **ENABLED** for your PeopleSoft entity.

See Enable License Editions in *Getting Started with Oracle Management Cloud*.

### What to do if custom or demo server certificates used for PeopleSoft Servers

In case, custom or demo server certificates are used on the servers provided under **Secure Target Location** in Integration Broker service configuration, the cloud custom certificate must be imported to the cloud agent trust store:

1. Obtain the certificate:

```
openssl s_client -connect <machinename>:<ssl_port> </dev/null | sed -ne
' /-BEGIN CERTIFICATE-/, /-END CERTIFICATE-/p' > <location>/psftpia.cer
```

2. Use `omcli` to add the certificate to the Agent truststore:

```
omcli secure add_trust_cert_to_jks -trust_certs_loc <location>/psftpia.cer
```

 **Note:**

You can use the `keytool` utility to manage the content of the truststore. By default the password is `welcome`.

3. Restart the cloud agent after adding the certificate. See `omcli` Command Options in *Working with Oracle Management Cloud*.

In releases prior to June 2019, the certificate was loaded to the JRE trust store, and each time again after the agent update. As of June 2019, you can directly upload the certificate to the agent trust store. Since the agent trust store is maintained during agent update, you will not be required to refresh the agent trust store with the certificate after the update.

### Discovering Multi-Server WebLogic domain

Multi-server WebLogic domain discovery is a two step manual process performed after the PeopleSoft application has been discovered. Discovery of WebLogic domains is currently not done automatically when PeopleSoft Applications are deployed on multi-server WebLogic domain. PSFT PIA entities are the WebLogic equivalent from PeopleSoft point of view, and those will be discovered. To discover such WebLogic domain, follow the steps below.

#### Manually discover and create required associations:

WebLogic domain can be manually discovered as stand alone WebLogic discovery and required association can be created.

1. Discover WebLogic domains, for more information see: [Add Oracle WebLogic Server/ Domain](#)
2. Create the following associations:

Source Entity	Associate Type	Destination Entity
PeopleSoft Application (Composite entity)	Contains	WebLogic Domain
Each PIA entity	Uses	Respective WebLogic Server entity



For more information see: [Define Associations Between Entities](#).

## Change Default Log Directories for PeopleSoft Log Sources

By default PeopleSoft log sources and cloud agents use a default path indicating where to store and collect log data, respectively.

If your log sources are set to store logs elsewhere, you need update the File Name Pattern field in Log Analytics to let Oracle Management Cloud know.



1. From Oracle Log Analytics, click the OMC Navigation  icon on the top left corner of the interface. In the OMC Navigation bar, click **Log Admin**.
2. In the **Log Sources** section, click the available count of log sources link.
3. Click **Open Menu**  next to the log source entry that you want to edit and select **Edit**.

The Edit Log Source page is displayed. In the **Included Patterns** tab, the default location of the logs is specified under the field **File Name Pattern**.

```
{omc_psft_applcsf}/{omc_psft_appllog}/w*.mgr
```

4. To add an additional path where the logs can be located, click **Add**. Specify the alternate path in the field **File Name Pattern**.

```
{omc_psft_applcsf}/{omc_psft_appllog}/test/w*.mgr
```

Enter the description of the path.

Ensure that the **Enabled** check box is selected.

5. Click **Save**.

Now, the logs will be picked from any of the specified locations.

For more details, see Edit Log Source in *Using Oracle Log Analytics*.