IBM Tivoli Composite Application Manager Agent for WebSphere MQ File Transfer Edition

Version 7.0.1

Installation and Configuration Guide

SC27-5679-00

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Note
Before using this information and the product it supports, read the information in "Notices" on page 21.

This edition applies to version 7.0.1 of IBM Tivoli Composite Application Manager Agent for WebSphere MQ File Transfer Edition (product number 5724-I45) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Overview of the agent

The IBM Tivoli Composite Application Manager Agent for WebSphere MQ File Transfer Edition (WebSphere MQ File Transfer Edition monitoring agent for short) (product code M6) provides you with the capability to monitor IBM WebSphere MQ File Transfer Edition. You can also use the agent to take basic actions with WebSphere MQ File Transfer Edition. To use the WebSphere MQ File Transfer Edition monitoring agent efficiently, get familiar with the provided features, components, and interface options first.

IBM® Tivoli® Monitoring is the base software for the WebSphere MQ File Transfer Edition monitoring agent.

IBM Tivoli Monitoring

IBM Tivoli Monitoring provides a way to monitor the availability and performance of all the systems in your enterprise from one or several designated workstations. It also provides useful historical data that you can use to track trends and to troubleshoot system problems.

You can use IBM Tivoli Monitoring to achieve the following tasks:

- Monitor for alerts on the systems that you are managing by using predefined situations or custom situations.
- Establish your own performance thresholds.
- Trace the causes leading to an alert.
- Gather comprehensive data about system conditions.
- Use policies to take actions, schedule work, and automate manual tasks.

The Tivoli Enterprise Portal is the interface for IBM Tivoli Monitoring products. You can use the consolidated view of your environment as seen in the Tivoli Enterprise Portal to monitor and resolve performance issues throughout the enterprise.

See the IBM Tivoli Monitoring publications listed in “Prerequisite publications” on page 19 for complete information about IBM Tivoli Monitoring and the Tivoli Enterprise Portal.

Features of the monitoring agent

The WebSphere® MQ File Transfer Edition monitoring agent software monitors the WebSphere MQ File Transfer Edition network. This software can identify, notify you of, and correct common problems with the application that it monitors. The software includes the following features:

Automatic discovery and monitoring of WebSphere MQ File Transfer Edition agents
In the WebSphere MQ File Transfer Edition network, you do not install a monitoring agent for each file transfer agent. You connect the WebSphere MQ File Transfer Edition monitoring agent to a coordination queue manager, and the monitoring agent can automatically discover and monitor all the file transfer agents that connect to the coordination queue manager.

Remote monitoring
If the coordination queue manager system is very busy, you can install the WebSphere MQ File Transfer Edition monitoring agent on a different system.

Multiple agent instances monitoring
You can configure and start multiple monitoring agent instances.

Predefined situations for event monitoring
Alerts and events can be generated based on the conditions or values that are monitored by a predefined situation.

Predefined Take Action commands
You can issue the predefined commands on a selected monitored system to perform basic operations of a file transfer agent or a file transfer.

Historical data collection
Historical data can be collected for some attribute groups for long-term trends.

Functions of the monitoring agent

The WebSphere MQ File Transfer Edition monitoring agent provides the following functions:

WebSphere MQ File Transfer Edition agent monitoring
The WebSphere MQ File Transfer Edition monitoring agent provides a central point of monitoring all the file transfer agents in your WebSphere MQ network. You can get detailed information of each file transfer agent in your monitored network, such as the agent status and associated file transfers. The monitoring agent can also alert you when a file transfer agent becomes unreachable, so you can detect problems in the network in a timely manner.

File transfer monitoring and logging
You can use the WebSphere MQ File Transfer Edition monitoring agent to monitor file transfers that are in progress, audit transfer history, and log transfer status. This monitoring agent can provide you with detailed information about current file transfers, scheduled transfers, and pending scheduled transfers. With the historical data collection function of the Tivoli Enterprise Portal, you can store data that is collected by the WebSphere MQ File Transfer Edition monitoring agent .

Components of the IBM Tivoli Monitoring environment

After you install and set up the WebSphere MQ File Transfer Edition monitoring agent, you have an environment that contains the client, server, and monitoring agent implementation for Tivoli Monitoring.

This Tivoli Monitoring environment contains the following components:

Tivoli Enterprise Portal client
The portal has a user interface based on Java™ for viewing and monitoring your enterprise.

Tivoli Enterprise Portal Server
The portal server is placed between the client and the Tivoli Enterprise Monitoring Server and enables retrieval, manipulation, and analysis of data from the monitoring agents. The Tivoli Enterprise Portal Server is the central repository for all user data.

Tivoli Enterprise Monitoring Server
The monitoring server acts as a collection and control point for alerts received from the monitoring agents, and collects their performance and availability data. The Tivoli Enterprise Monitoring Server is also a repository for historical data.

Tivoli Enterprise Monitoring Agent, WebSphere MQ File Transfer Edition monitoring agent
This monitoring agent collects data and distributes the data to the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, Tivoli Enterprise Portal, Tivoli Data Warehouse, and Tivoli Integrated Portal.

Multiple copies of this agent can run on the same system.

IBM Tivoli Netcool/OMNIbus
Tivoli Netcool/OMNIbus is an optional component and the recommended event management component. The Netcool/OMNIbus software is a service level management (SLM) system that delivers real-time, centralized monitoring of complex networks and IT domain events. Event

information is tracked in a high-performance, in-memory database and presented to specific users through individually configurable filters and views. The software includes automation functions that you can use to perform intelligent processing on managed events. You can use this software to forward events for Tivoli Monitoring situations to Tivoli Netcool/OMNIbus.

IBM Tivoli Enterprise Console®
The Tivoli Enterprise Console is an optional component that acts as a central collection point for events from various sources, including events from other Tivoli software applications, Tivoli partner applications, custom applications, network management platforms, and relational database systems. You can view these events through the Tivoli Enterprise Portal (by using the event viewer), and you can forward events from Tivoli Monitoring situations to the Tivoli Enterprise Console component. If you do not already use Tivoli Enterprise Console and need an event management component, you can choose to use IBM Tivoli Netcool/OMNIbus.

Agent Management Services

You can use IBM Tivoli Monitoring Agent Management Services to manage the WebSphere MQ File Transfer Edition monitoring agent.

Agent Management Services is available for the following IBM Tivoli Monitoring OS agents: Windows, Linux, and UNIX. The services are designed to keep the WebSphere MQ File Transfer Edition monitoring agent available, and to provide information about the status of the product to the Tivoli Enterprise Portal. IBM Tivoli Monitoring V6.2.2, Fix Pack 2 or later provides support for Agent Management Services. For more information about Agent Management Services, see *Agent Management Services* in the *IBM Tivoli Monitoring Administrator's Guide*.

User interface options

Installation of the base IBM Tivoli Monitoring software and other integrated applications provides various interfaces that you can use to work with your resources and data.

The following interfaces are available:

Tivoli Enterprise Portal user interface
You can run the Tivoli Enterprise Portal as a desktop application or a browser application. The client interface is a graphical user interface (GUI) based on Java on a Windows or Linux workstation. The browser application is automatically installed with the Tivoli Enterprise Portal Server. The desktop application is installed by using the Tivoli Monitoring installation media or with a Java Web Start application. To start the Tivoli Enterprise Portal browser client in your Internet browser, enter the URL for a specific Tivoli Enterprise Portal browser client installed on your Web server.

Command-line interface
You can use Tivoli Monitoring commands to manage the Tivoli Monitoring components and their configuration. You can also run commands at the Tivoli Enterprise Console event server or the Tivoli Netcool/OMNIbus ObjectServer to configure event synchronization for enterprise situations.

Manage Tivoli Enterprise Monitoring Services window
You can use the window for the Manage Tivoli Enterprise Monitoring Services utility to configure the agent and start Tivoli services not designated to start automatically.

IBM Tivoli Netcool/OMNIbus event list
You can use the Netcool/OMNIbus event list to monitor and manage events. An event is created when the Netcool/OMNIbus ObjectServer receives an event, alert, message, or data item. Each event is made up of columns (or fields) of information that are displayed in a row in the

ObjectServer alerts.status table. The Tivoli Netcool/OMNIbus web GUI is also a web-based application that processes network events from one or more data sources and presents the event data in various graphical formats.

IBM Tivoli Enterprise Console

You can use the Tivoli Enterprise Console to help ensure the optimal availability of an IT service for an organization. The Tivoli Enterprise Console is an event management application that integrates system, network, database, and application management. If you do not already use Tivoli Enterprise Console and need an event management component, you can choose to use Tivoli Netcool/OMNIbus.

Chapter 2. Agent installation and configuration

Agent installation and configuration requires the use of the *IBM Tivoli Monitoring Installation and Setup Guide* and agent-specific installation and configuration information.

To install and configure the WebSphere MQ File Transfer Edition monitoring agent, use the *Installing monitoring agents* procedures in the *IBM Tivoli Monitoring Installation and Setup Guide* along with the agent-specific installation and configuration information.

If you are installing silently by using a response file, see *Performing a silent installation of IBM Tivoli Monitoring* in the *IBM Tivoli Monitoring Installation and Setup Guide*.

Requirements

Before installing and configuring the agent, make sure your environment meets the requirements for the IBM Tivoli Composite Application Manager Agent for WebSphere MQ File Transfer Edition.

For information about system requirements, see the Prerequisites topic (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2.1/prerequisites/apps721_systemreqs.html) in the IBM Tivoli Composite Application Manager for Applications Information Center.

For the most up-to-date information about system requirements, see the Software product compatibility reports (http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html). Search for the ITCAM for Applications product.

Installation location of the monitoring agent

Where you install the monitoring agent might depend on how busy your coordination queue manager system is.

There is one WebSphere MQ File Transfer Edition monitoring agent instance per coordination queue manager that is defined for a WebSphere MQ File Transfer Edition network. You can install the monitoring agent on the same system as the coordination queue manager or on a different system with the ability to connect as a remote client to the coordination queue manager.

The choice that you make might depend on how busy your coordination queue manager system is. If your coordination queue manager system is not busy, the advantage of installing the monitoring agent on the same system is the data that is published to the monitoring agent by the coordination queue manager does not cause network traffic. If the coordination queue manager system is busy, the advantage of installing the monitoring agent on a different system is that the monitoring agent processing does not further affect the busy system. In this case, you consider installing the monitoring agent on the same system as the Tivoli Enterprise Monitoring Server to which the monitoring agent connects. Installing the monitoring agent and the monitoring server on the same system can reduce the network traffic for queries about the monitoring data.

Important: All instances must connect to the same type of Tivoli Enterprise Monitoring Server, hub or remote monitoring server. If some instances connect to the hub monitoring server and the others connect to a remote monitoring server, the Tivoli Enterprise Portal Server might fail after the monitoring agents are started.

Remember: If your coordination queue manager is on a system that is not supported for the WebSphere MQ File Transfer Edition monitoring agent, you must install the monitoring agent on a different system that is supported. The monitoring agent connects as a remote client to the coordination queue manager.

Language pack installation

The steps for installing language packs depend on which operating system and mode of installation you are using.

To install a language pack for the agent support files on the Tivoli Enterprise Monitoring Server, the Tivoli Enterprise Monitoring Agent, and the Tivoli Enterprise Portal Server, make sure that you installed the product in the English language. Then use the steps for the operating system or mode of installation you are using:

- "Installing language packs on Windows systems"
- "Installing language packs on UNIX or Linux systems"
- "Silent installation of language packs on Windows, UNIX, or Linux systems" on page 7

Installing language packs on Windows systems

You can install the language packs on a Windows system.

Before you begin

First, make sure that you installed the product in the English language.

Procedure

1. On the language pack CD, double-click the `lpinstaller.bat` file to start the installation program.
2. Select the language of the installer and click **OK**.
3. In the Introduction panel, click **Next**
4. Click **Add/Update** and click **Next**.
5. Select the folder where the National Language Support package (`NLSPackage`) files are located. Typically, the NLSPackage files are located in the `nlspackage` folder where the installer executable file is located.
6. Select the language support for the agent of your choice and click **Next**. To make multiple selections, press Ctrl and select the language that you want.
7. Select the languages that you want to install and click **Next**.
8. Examine the installation summary page and click **Next** to begin installation.
9. After installation completes, click **Finish** to exit the installer.
10. Restart the Tivoli Enterprise Portal, Tivoli Enterprise Portal Server, and Eclipse Help Server if any of these components are installed.

Installing language packs on UNIX or Linux systems

You can install the language packs on a UNIX or Linux system.

Before you begin

First, make sure that you installed the product in the English language.

Procedure

1. Enter the `mkdir` command to create a temporary directory on the computer, for example, `mkdir` *`dir_name`*. Make sure that the full path of the directory does not contain any spaces.
2. Mount the language pack CD to the temporary directory that you created.
3. Enter the following command to start the installation program:

   `cd` *`dir_name`* `lpinstaller.sh -c` *`install_dir`*

Where: *install_dir* is where you installed IBM Tivoli Monitoring. Typically, the directory name is `/opt/IBM/ITM` for UNIX and Linux systems.

4. Select the language of the installer and click **OK**.
5. In the Introduction panel, click **Next**.
6. Click **Add/Update** and click **Next**.
7. Select the folder where the National Language Support package (`NLSPackage`) files are located. Typically, the `NLSPackage` files are located in the `nlspackage` folder where the installer executable file is located.
8. Select the language support for the agent of your choice and click **Next**. To make multiple selections, press Ctrl and select the language that you want.
9. Select the languages that you want to install and click **Next**.
10. Examine the installation summary page and click **Next** to begin installation.
11. After installation completes, click **Finish** to exit the installer.
12. Restart the Tivoli Enterprise Portal, Tivoli Enterprise Portal Server, and Eclipse Help Server if any of these components are installed.

Silent installation of language packs on Windows, UNIX, or Linux systems

You can use the silent-mode installation method to install the language packs. In silent mode, the installation process obtains the installation settings from a predefined response file. It does not prompt you for any information.

Before you begin

First, make sure that you installed the product in the English language.

Procedure

1. Copy and paste the `ITM_Agent_LP_silent.rsp` response file template as shown in "Response file example" on page 8.
2. Change the following parameter settings:

   NLS_PACKAGE_FOLDER
   Folder where the National Language Support package (NLSPackage) files are located. Typically, the NLSPackage files are located in the `nlspackage` folder, for example: `NLS_PACKAGE_FOLDER = //tmp//LP//nlspackage`.

   PROD_SELECTION_PKG
   Name of the language pack to install. Several product components can be included in one language package. You might want to install only some of the available components in a language pack.

   BASE_AGENT_FOUND_PKG_LIST
   Agent for which you are installing language support. This value is usually the same as *PROD_SELECTION_PKG*.

   LANG_SELECTION_LIST
   Language you want to install.
3. Enter the command to install the language pack with a response file (silent installation):
   - For Windows systems:

     `lpinstaller.bat -f path_to_response_file`
   - For UNIX or Linux systems:

     `lpinstaller.sh -c candle_home -f path_to_response_file`

where *candle_home* is the IBM Tivoli Monitoring base directory.

Response file example

```
#     IBM Tivoli Monitoring Agent Language Pack Silent Installation Operation
#
#This is a sample response file for silent installation mode for the IBM Tivoli
#Monitoring Common Language Pack Installer.
#.
#This file uses the IBM Tivoli Monitoring Common Agent Language Pack with the
#install package as an example.
#Note:
#This response file is for the INSTALLATION of language packs only.
#This file does not support UNINSTALLATION of language packs in silent mode.
#-------------------------------------------------------------------------------
#-------------------------------------------------------------------------------
#To successfully complete a silent installation of the the example of Common Agent
#localization pack, complete the following steps:
#
#1.Copy ITM_Agent_LP_silent.rsp to the directory where lpinstaller.bat or
#lpinstaller.sh is located (IBM Tivoli Monitoring Agent Language Pack build
#location).
#
#2.Modify the response file so that it is customized correctly and completely for
#your site.
#  Complete all of the following steps in the response file.
#
#3.After customizing the response file, invoke the silent installation using the
#following command:
#For Windows:
#    lpinstaller.bat -f <path_to_response_file>
#For UNIX and Linux:
#    lpinstaller.sh -c <candle_home> -f <path_to_response_file>
#Note:<candle_home> is the IBM Tivoli Monitoring base directory.
#-------------------------------------------------------------------------------
#-------------------------------------------------------------------------------
#Force silent install mode.
#-------------------------------------------------------------------------------
INSTALLER_UI=silent
#-------------------------------------------------------------------------------
#Run add and update actions.
#-------------------------------------------------------------------------------
CHOSEN_INSTALL_SET=ADDUPD_SET
#-------------------------------------------------------------------------------
#NLS Package Folder, where the NLS Packages exist.
#For Windows:
#   Use the backslash-backslash(\\) as a file separator (for example,
#C:\\zosgmv\\LCD7-3583-01\\nlspackage).
#For UNIX and Linux:
#   Use the slash-slash (//) as a file separator (for example,
#//installtivoli//lpsilenttest//nlspackage).
#-------------------------------------------------------------------------------
#NLS_PACKAGE_FOLDER=C:\\zosgmv\\LCD7-3583-01\\nlspackage
NLS_PACKAGE_FOLDER=//tmp//LP//nlspackage
#-------------------------------------------------------------------------------
#List the packages to process; both variables are required.
#Each variable requires that full paths are specified.
#Separate multiple entries with a semicolon (;).
#For Windows:
#           Use the backslash-backslash(\\) as a file separator.
#For Unix and Linux:
#           Use the slash-slash (//) as a file separator.
#-------------------------------------------------------------------------------
#PROD_SELECTION_PKG=C:\\zosgmv\\LCD7-3583-01\\nlspackage\\KIP_NLS.nlspkg
#BASE_AGENT_FOUND_PKG_LIST=C:\\zosgmv\\LCD7-3583-01\\nlspackage\\KIP_NLS.nlspkg
PROD_SELECTION_PKG=//tmp//LP//nlspackage//kex_nls.nlspkg;//tmp//LP//nlspackage//
koq_nls.nlspkg
```

```
BASE_AGENT_FOUND_PKG_LIST=//tmp//LP//nlspackage//kex_nls.nlspkg;//
tmp//LP//nlspackage//koq_nls.nlspkg
#-------------------------------------------------------------------------------
#List the languages to process.
#Separate multiple entries with semicolons.
#-------------------------------------------------------------------------------
LANG_SELECTION_LIST=pt_BR;fr;de;it;ja;ko;zh_CN;es;zh_TW
```

Agent-specific installation and configuration

In addition to the installation and configuration information in the *IBM Tivoli Monitoring Installation and Setup Guide*, use this agent-specific installation and configuration information to install the WebSphere MQ File Transfer Edition monitoring agent.

Configuration values

For both local and remote configuration, you provide the configuration values for the agent to operate.

When you are configuring an agent, a panel is displayed so you can enter each value. When a default value exists, this value is pre-entered into the field. If a field represents a password, two entry fields are displayed. You must enter the same value in each field. The values that you type are not displayed to help maintain the security of these values.

The configuration for this agent is organized into the following groups:

Coordination Queue Manager (COORQM)

This group specifies the coordination queue manager that the WebSphere MQ File Transfer Edition monitoring agent connects to.

The configuration elements defined in this group are always present in the agent configuration.

This group defines information that applies to the entire agent.

Channel (KM6_QMCOOR_CHANNEL)

The channel name used to connect to the coordination queue manager.

The type is string.

This value is required.

Default value: SYSTEM.DEF.SVRCONN

Connection String (KM6_QMCOOR_CONNSTR)

The connection string that is used to connect to the coordination queue manager.

The type is string.

This value is required.

Default value: localhost(1414)

Remember: This parameter takes the form of either *host_name*(*port_number*) or *IP_address*(*port_number*). If you use multiple queue manager instances, list all the connection strings and separate them with a comma, for example, *host_name1*(*port_number1*),*host_name2*(*port_number2*), *host_name3*(*port_number3*).

Queue Manager Name (KM6_QMCOOR_NAME)

The queue manager name used for client connections to the coordination queue manager.

The type is string.

This value is required.

Default value: None

Command Queue Manager (COMMANDQM)

This group specifies the command queue manager that the WebSphere MQ File Transfer Edition monitoring agent connects to.

The configuration elements defined in this group are always present in the agent configuration.

This group defines information that applies to the entire agent.

Channel (KM6_QMCMD_CHANNEL)

The channel name that is used to connect to the command queue manager.

The type is string.

This value is required.

Default value: SYSTEM.DEF.SVRCONN

Connection String (KM6_QMCMD_CONNSTR)

The connection string that is used to connect to the command queue manager.

The type is string.

This value is required.

Default value: localhost(1414)

Remember: This parameter takes the form of either *host_name*(*port_number*) or *IP_address*(*port_number*). If you use multiple queue manager instances, list all the connection strings and separate them with a comma, for example, *host_name1*(*port_number1*),*host_name2*(*port_number2*), *host_name3*(*port_number3*).

Queue Manager Name (KM6_QMCMD_NAME)

The queue manager name that is used for client connections to the command queue manager.

The type is string.

This value is required.

Default value: None

Configuring the WebSphere MQ File Transfer Edition monitoring agent

After the WebSphere MQ File Transfer Edition monitoring agent is installed correctly, you must provide required configuration parameters before you start the agent.

You can configure the WebSphere MQ File Transfer Edition monitoring agent locally on a Windows, UNIX, or Linux system. Use the procedures for the operating system that you are using.

Configuring the agent on Windows systems

After you install the WebSphere MQ File Transfer Edition monitoring agent on a Windows system locally, you must configure the agent.

Before you begin

To configure the WebSphere MQ File Transfer Edition monitoring agent on a Windows system locally, Tivoli Enterprise Services User Interface Extensions must be installed on the same system where the monitoring agent runs. The Tivoli Enterprise Services User Interface Extensions software is provided with the installation image that you use to install the monitoring agent or Tivoli Enterprise Portal.

Procedure

To configure the WebSphere MQ File Transfer Edition monitoring agent on a Windows system, use the following steps:

1. Start Manage Tivoli Enterprise Monitoring Services.
2. Right-click **Monitoring Agent for WebSphere MQ File Transfer Edition** (Template) and click **Configure Using Defaults**.

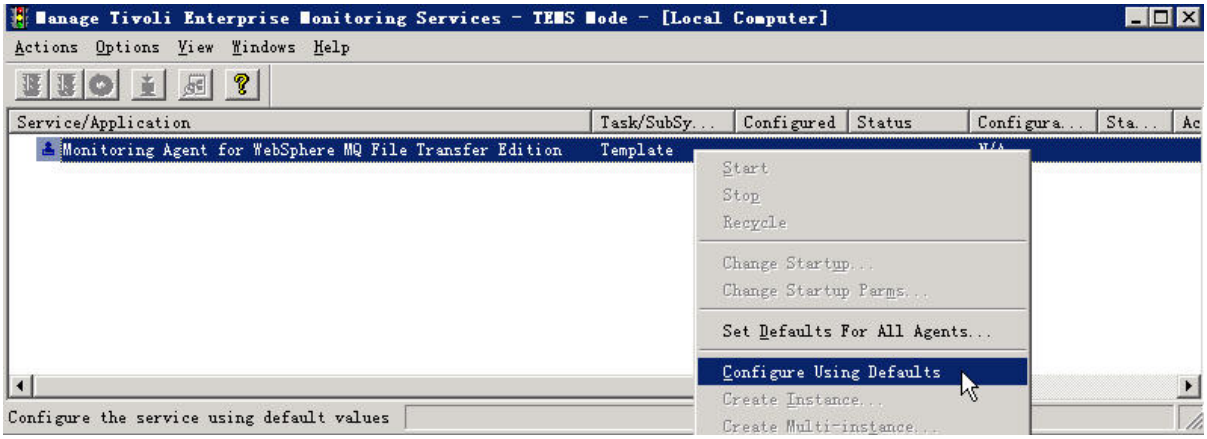

Figure 1. Accessing the Agent Configuration window on Windows systems

3. Type a unique instance name for the WebSphere MQ File Transfer Edition monitoring agent that you are configuring and click **OK**.

Figure 2. Specifying the agent instance name on Windows systems

Remember: Only letters, numerals, and underscores (_) can be used in the instance name. Do not leave a space at the end of the name.

Tip: Use the name of the coordination queue manager to which the WebSphere MQ File Transfer Edition monitoring agent connects for the instance name, if possible. The instance name determines the subnode name in the Tivoli Enterprise Portal navigator. When multiple agent instances are defined on one system, you can use the coordination queue manager name as the instance name to help you identify which network the instance is monitoring.

4. In the Agent Configuration window, provide all required configuration values. For detailed information about the configuration parameters, see “Configuration values” on page 9.

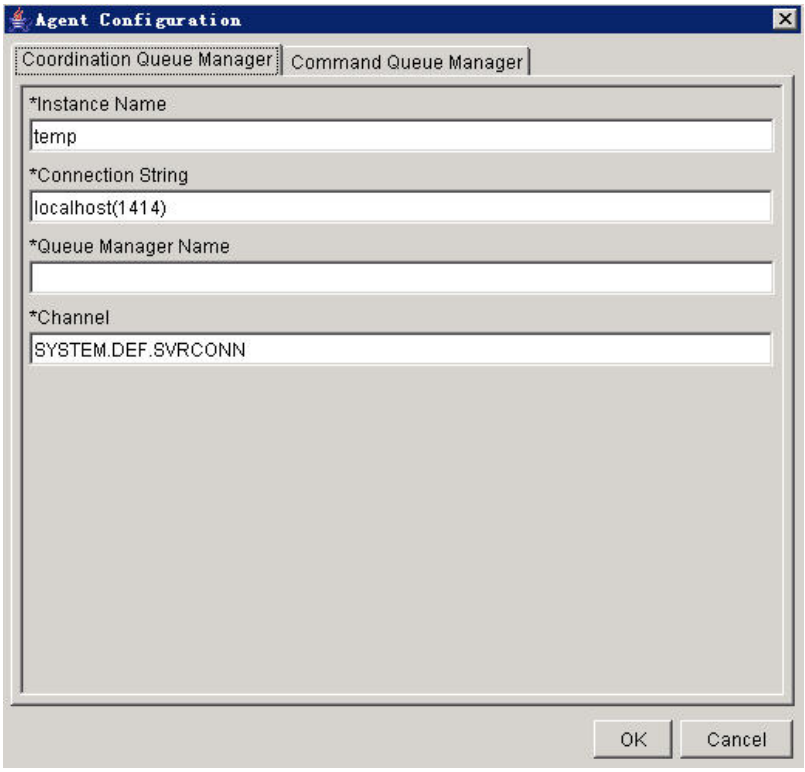

Figure 3. Agent Configuration window on Windows systems

5. After you finish entering all configuration values, click **OK**. The Agent Configuration window is closed.

   Now the WebSphere MQ File Transfer Edition monitoring agent is configured. Before you start the agent, see "Creating and changing an mqm user group account for Windows systems" on page 14 to make sure the user account you use to run the agent has appropriate authorities.

Configuring the agent on UNIX or Linux systems

After you install the WebSphere MQ File Transfer Edition monitoring agent on a UNIX or Linux system, you must configure the agent.

Procedure

To configure the WebSphere MQ File Transfer Edition monitoring agent on a UNIX or Linux system, use the following steps:

1. Start Manage Tivoli Enterprise Monitoring Services.
2. Right-click **Monitoring Agent for WebSphere MQ File Transfer Edition**, and click **Configure**.
3. In the window that opens, click **Add Instance**.

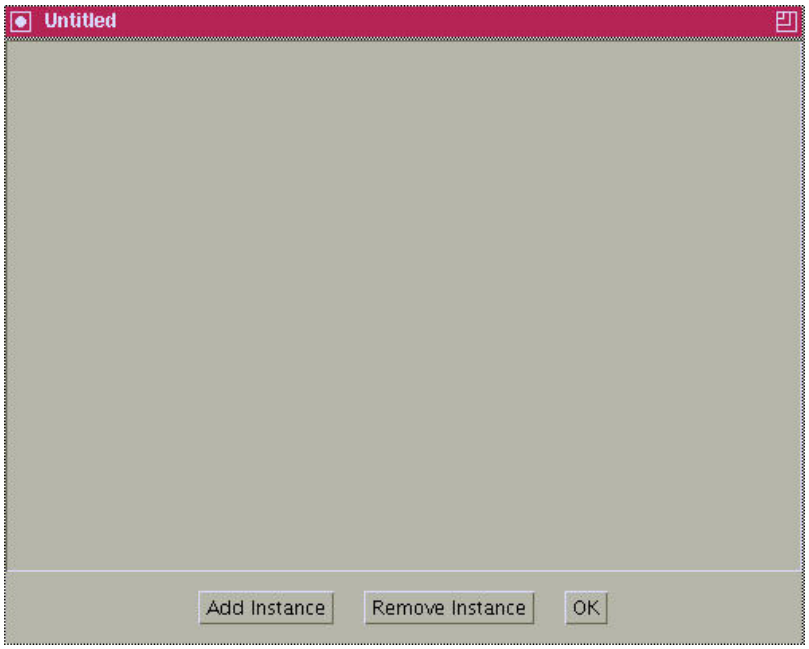

Figure 4. Accessing the agent configuration window on UNIX or Linux systems

4. Type a unique instance name for the WebSphere MQ File Transfer Edition monitoring agent that you are configuring and click **OK**.

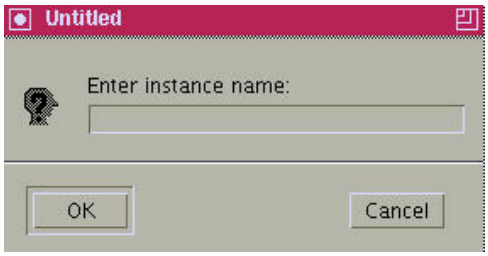

Figure 5. Specifying the agent instance name on UNIX or Linux systems

Remember: Only letters, numerals, and underscores (_) can be used in the instance name. Do not leave a space at the end of the name.

Tip: Use the name of the coordination queue manager to which the WebSphere MQ File Transfer Edition monitoring agent connects for the instance name, if possible. The instance name determines the subnode name in the Tivoli Enterprise Portal navigator. When multiple agent instances are defined on one system, you can use the coordination queue manager name as the instance name to help you identify which network the instance is monitoring.

5. In the agent configuration window, provide all required configuration values. For detailed information about the configuration parameters, see "Configuration values" on page 9.

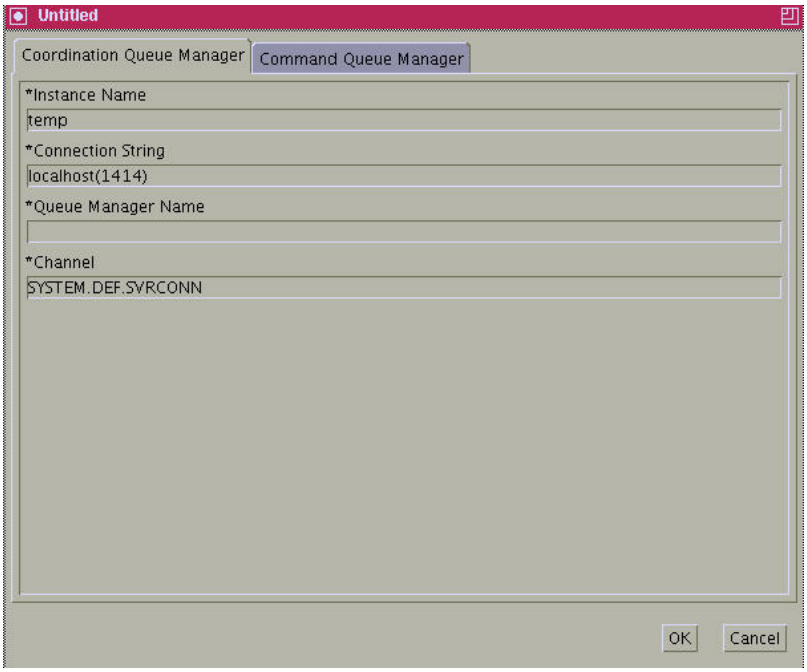

Figure 6. Configuring the monitoring agent on UNIX or Linux systems

6. After you enter all configuration values, click **OK**. The agent configuration window closes.
7. If you did not provide the monitoring server connection information during the agent installation, provide the required information when you are prompted. The WebSphere MQ File Transfer Edition monitoring agent is ready to be started.

Creating and changing an mqm user group account for Windows systems

After installation, the account that is used to run the WebSphere MQ File Transfer Edition monitoring agent on a Windows system is Local System by default. This account must be a member of the mqm user group on the system where the coordination queue manager and command queue manager are running. Otherwise, the monitoring agent has no access to these queue managers.

About this task

Tip: If the coordination queue manager or command queue manager is installed on a UNIX or Linux system, do not use the Administrator account. A user ID that contains more than 12 characters cannot be added to the mqm group on a UNIX or Linux system.

Procedure

If you do not have an account that belongs to the mqm group on the Windows system, create one. Make sure that the account has the requisite rights by doing the following steps:

1. Log on to the Windows system with administrator privileges.
2. Click **Start** > **Run**, type `secpol.msc`, and click **OK**. The Local Security Policy window opens.
3. Expand **Local Policies** and click **User Rights Assignment**.
4. Assign the Logon as a service right to the account.

To change the account that is used to run the monitoring agent on a Windows system, use the following steps:

5. Log on to the Windows system with administrator privileges.

6. Click **Start** > **Run**, type `services.msc`, and click **OK**. The Services window opens.
7. Double-click **Monitoring Agent for WebSphere MQ File Transfer Edition** to open the properties window.
8. On the **Log On** tab, change the logon account to an account that is a member of the mqm user group.

(Optional) Configuring the cache size for pure event attributes

You can configure the cache size for pure events by editing the configuration file.

Some attribute groups report data as unsolicited notifications of events, which are called *pure events*. Situation alerts can be triggered based on these notifications as they occur instead of at a defined situation sample interval. If historical data collection is enabled for these attribute groups, the events are recorded historically as they occur. In addition, the monitoring agent holds a cache of a limited number of these event rows so that when a workspace requests the most current data queries from these attribute groups, the cached rows are returned. Table 1 lists the default cache size values for the pure event attribute groups. The cache size value determines how many events can be reported by the pure event attribute groups for a current data workspace query. For example, the default cache size for the File Transfer Log attribute group is 10, which means the most recent 10 transfer log entries are available in this cache.

Remember: If you do not enable historical data collection for a pure event attribute group, you cannot see more events for it than are available in the cache. To have more events available using historical or warehouse workspace queries, enable historical data collection for the attribute group.

You can configure the cache size to meet your requirements by editing the configuration file. If you want to increase the cache size, consider the memory usage in your system. As the cache size is increased, the required memory also increases. The configuration file varies depending on the operating system where the monitoring agent is installed:

- Windows systems (32 bit): *ITM_HOME*\TMAITM6\KM6ENV_*instance_name*
- Windows systems (64 bit): *ITM_HOME*\TMAITM6_x64\KM6ENV_*instance_name*
- Linux or UNIX systems: *ITM_HOME*/config/m6.ini

where **ITM_HOME** is the installation directory of the WebSphere MQ File Transfer Edition monitoring agent. By default, the installation directory is `C:\IBM\ITM` on Windows systems, and `/opt/IBM/ITM` on Linux or UNIX systems.

To adjust the cache size, in the agent-specific environment variables section of the configuration file, modify the cache size property for an attribute group as follows:

`CDP_`*ATTRIBUTE_GROUP_NAME*`_PURE_EVENT_CACHE_SIZE=`*value*

where *ATTRIBUTE_GROUP_NAME* is the all uppercase name of the attribute group. Each word is separated with an underscore. For example, **CDP_FILE_TRANSFER_LOG_PURE_EVENT_CACHE_SIZE=50**.

Important: After you modify the configuration file, restart the WebSphere MQ File Transfer Edition monitoring agent to for the changes to take effect.

Table 1. Default cache size value for pure event attribute groups

Attribute group	Default cache size value
Call Log	10
File Transfer Log	10
Schedule Item	100
Schedule Log	10
Schedule Supplement	30

Table 1. Default cache size value for pure event attribute groups (continued)

Attribute group	Default cache size value
Transfer Call	40*
Transfer Command Argument	120*
Transfer Exit	50
Transfer Item	1000
Transfer MetaData	60*
Transfer Supplement	1000
Transfer Trigger	60
* For the following attribute groups, the maximum number of available entries is half of the number that is specified in the configuration file: • Transfer Call • Transfer Command Argument • Transfer MetaData	

Remote installation and configuration

You can install the monitoring agent remotely from the Tivoli Enterprise Portal or from the command line.

When you install the agent remotely, you must provide the configuration values for the agent to operate. See "Configuration values" on page 9.

To install from the portal, see the *IBM Tivoli Monitoring Installation and Setup Guide*.

To remotely install or configure an agent through the Tivoli Enterprise Portal, application support for that agent must be installed (Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal). Also, the agent bundle must be installed in the Remote Deploy Depot.

For information about displaying the configuration options that are available to use with the **configureSystem** or **addSystem** commands see "tacmd describeSystemType" in the *IBM Tivoli Monitoring Command Reference*.

Linux or UNIX systems: If you want to install the agent on a remote Linux or UNIX system with a non-root user ID, make sure that the non-root user ID meets the following requirements:

- The non-root user ID that you use to install the agent is the owner of the directory where the OS agent is installed.
- On the system where the coordination queue manager is running, the non-root user ID belongs to the mqm user group.

If you are using the command line, the following command is an example of remote installation and configuration for Windows operating systems: :

```
tacmd addSystem -t M6 -n Primary:sample.node.name:NT
-p  COMMANDQM.KM6_QMCMD_CHANNEL=value
 COMMANDQM.KM6_QMCMD_CONNSTR="value"
 COMMANDQM.KM6_QMCMD_NAME=value
 COORQM.KM6_QMCOOR_CHANNEL=value
 COORQM.KM6_QMCOOR_CONNSTR="value"
 COORQM.KM6_QMCOOR_NAME=value
INSTANCE="CoorQMName"
```

Linux or UNIX systems: If the Tivoli Enterprise Monitoring Server is not running on a Windows system, enclose the **COMMANDQM.KM6_QMCMD_CONNSTR** and **COORQM.KM6_QMCOOR_CONNSTR** values in single quotation

marks.

Appendix. ITCAM for Applications documentation library

Various publications are relevant to the use of ITCAM for Applications.

For information about how to access and use the publications, see *Using the publications* (http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/topic/com.ibm.itm.doc_6.3/common/using_publications.htm).

To find publications from the previous version of a product, click **Previous versions** under the name of the product in the **Contents** pane.

Documentation for this product is in the ITCAM for Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2.1/welcome_apps721.html):

- Quick Start Guide
- Offering Guide
- Download instructions
- Links to Prerequisites
- Installation and Configuration Guide for each agent
- Link to Reference information for each agent
- Link to Troubleshooting Guide for each agent

Prerequisite publications

To use the information about the agents effectively, you must have some prerequisite knowledge.

See the following information at the IBM Tivoli Monitoring Information Center (http://pic.dhe.ibm.com/infocenter/tivihelp/v61r1/index.jsp) to gain prerequisite knowledge:

- *IBM Tivoli Monitoring Administrator's Guide*
- *IBM Tivoli Monitoring Installation and Setup Guide*
- *IBM Tivoli Monitoring High Availability Guide for Distributed Systems*
- IBM Tivoli Monitoring: Installation and Configuration Guides for the following agents: Operating System agents and Warehouse agents
- IBM Tivoli Monitoring: User's Guides for the following agents: Agentless OS monitors, Log file agent, System p agents, Systems Director base agent
- *IBM Tivoli Monitoring Agent Builder User's Guide*
- *IBM Tivoli Monitoring Command Reference*
- *IBM Tivoli Monitoring: Messages*
- *IBM Tivoli Monitoring Troubleshooting Guide*
- IBM Tivoli Monitoring: References for the following agents: Operating System agents and Warehouse agents
- IBM Tivoli Monitoring: Troubleshooting Guides for the following agents: Operating System agents and Warehouse agents
- *Tivoli Enterprise Portal User's Guide*

Related publications

The publications in related information centers provide useful information.

See the following information centers, which you can find by accessing Tivoli Documentation Central (https://www.ibm.com/developerworks/community/wikis/home?lang=en#!/wiki/Tivoli%20Documentation%20Central):

- Tivoli Monitoring
- Tivoli Application Dependency Discovery Manager
- Tivoli Business Service Manager
- Tivoli Common Reporting
- Tivoli Enterprise Console
- Tivoli Netcool/OMNIbus

Tivoli Monitoring Community on Service Management Connect

Service Management Connect (SMC) is a repository of technical information that is organized by communities.

Access Service Management Connect at https://www.ibm.com/developerworks/servicemanagement.

For information about Tivoli products, see the Application Performance Management community (http://www.ibm.com/developerworks/servicemanagement/apm/index.html).

Connect, learn, and share with Service Management professionals. Get access to developers and product support technical experts who provide their perspectives and expertise. You can use SMC for these purposes:

- Become involved with transparent development, an ongoing, open engagement between other users and IBM developers of Tivoli products. You can access early designs, sprint demonstrations, product roadmaps, and prerelease code.
- Connect one-on-one with the experts to collaborate and network about Tivoli and the (enter your community name here) community.
- Read blogs to benefit from the expertise and experience of others.
- Use wikis and forums to collaborate with the broader user community.

Other sources of documentation

You can obtain additional technical documentation about monitoring products from other sources.

See the following sources of technical documentation about monitoring products:

- IBM Integrated Service Management Library (http://www.ibm.com/software/brandcatalog/ismlibrary/) is an online catalog that contains integration documentation as well as other downloadable product extensions.
- IBM Redbook publications (http://www.redbooks.ibm.com/) include Redbooks® publications, Redpapers, and Redbooks technotes that provide information about products from platform and solution perspectives.
- Technotes (http://www.ibm.com/support/entry/portal/software), which are found through the IBM Software Support website, provide the latest information about known product limitations and workarounds.

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