

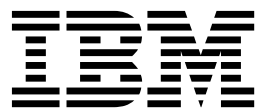
IBM Tivoli Composite Application Manager for Microsoft
Applications
6.3.1 Fix Pack 10

Offering Guide



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Note

Before using this information and the product it supports, read the information in Appendix B, “Notices,” on page 23.

This edition applies to version 6.3.1.10 of IBM Tivoli Composite Application Manager for Microsoft Applications (product number 5724-U17) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Introduction

The IBM® Tivoli® Composite Application Manager for Microsoft Applications offering includes multiple components. You can use this publication to determine which components you need to download, install, and configure.

The ITCAM for Microsoft Applications product monitors systems, applications, and transactions to speed problem determination and automate problem resolution in Microsoft environments to increase productivity while supporting cross-platform growth.

Contents of the package

ITCAM for Microsoft Applications is available in two different versions, ITCAM for Microsoft Applications: Entry Edition and ITCAM for Microsoft Applications: Advanced Edition.

This offering contains monitoring agents and other components.

Before you install any of the components in this offering, you must install IBM Tivoli Monitoring, which is the prerequisite software.

ITCAM for Microsoft Applications: Entry Edition contains the following components:

Agentless Monitoring for Windows Operating Systems

Provides you with the capability to monitor Windows operating systems by using SNMP or Windows APIs.

Windows OS agent

Offers a central point of management for your Microsoft Windows server environment. This agent provides a comprehensive means for gathering exactly the information that you need to detect problems early and to prevent them. Information is standardized across your enterprise. By using the Windows OS agent, you can easily collect and analyze server-specific information.

IBM DB2® Workgroup Server Edition and Apache Derby database

Stores data that is collected by the agents.

In addition to the components that are included in the Entry Edition, ITCAM for Microsoft Applications: Advanced Edition also contains the following components:

Active Directory agent

Offers a central point of management for your Microsoft Active Directory service. This agent provides a comprehensive means for gathering exactly the information that you need to detect problems early and to prevent them. You can monitor many servers from a single workstation, and information is standardized across the system. This agent provides the ability to generate reports for the attributes collected.

Application Launch Pad

Provides a starting point for performing operational and administrative tasks. From the Launch Pad, you can access workspaces to monitor resources and view collected real-time data.

Discovery and Deployment

Discovers the computers and devices in your networks and deploys the monitoring of operating systems, network devices, and applications from a central location.

Installation Launchpad

Guides you through basic or custom installation of multiple agents at one time.

Microsoft BizTalk Server agent

Monitors and indicates when BizTalk services status is down, monitors for errors and events that affect BizTalk Server availability or performance, collects applicable performance attributes and provides situations where appropriate, provides actions to start and stop BizTalk services, and provides the ability to generate reports for the attributes collected.

Microsoft Cluster Server agent

Monitors availability of cluster and cluster resources, provides the ability to generate reports for the metrics collected, provides availability monitoring for the cluster server's key monitoring areas (cluster level, cluster nodes, cluster resource groups, cluster resources, and cluster networks), and provides cluster resource usage across the nodes of the cluster.

Microsoft Exchange Server agent

Offers a central point of management for your Microsoft Exchange Server product. This agent provides a comprehensive means for gathering exactly the information that you need to detect problems early and to prevent them. By using this monitoring agent, you can easily collect and analyze information related to the Microsoft Exchange Server. This agent provides the ability to generate reports for the attributes collected.

Microsoft Host Integration Server agent

Monitors and displays information related to Microsoft Host Integration Servers and BizTalk Adapters for Host Systems, and provides ability to generate reports for the attributes collected.

Microsoft Hyper-V Server agent

Monitors Microsoft Hyper-V Server, and includes the following functions: availability monitoring for Hyper-V services, provides Hyper-V configuration and virtual machine configuration information, collects applicable performance attributes, provides situations where appropriate, displays the enterprise level information for all the Hyper-V systems, provides actions to start and stop the Hyper-V services and virtual machines, monitors the availability of virtual machines, and provides the ability to generate reports for the attributes collected.

Microsoft Internet Information Services agent

Monitors internet information services and processes and indicates when they are down, monitors for errors and events that affect Microsoft IIS availability or performance, collects applicable performance attributes, provides situations where appropriate, provides actions to start and stop the website, FTP sites, and the several internet services, and provides the ability to generate reports for the attributes collected.

Microsoft .NET Framework agent

Collects performance attributes within the .NET Framework, provides situations where appropriate, monitors for errors and events that affect the .NET Framework, provides the ability to generate reports for the attributes collected, and provides support for 32-bit and 64-bit .NET applications.

Microsoft SharePoint Server agent

Monitors SharePoint Server services, indicating when down, monitors for SharePoint event sources that affect SharePoint Server availability or performance, collects applicable performance attributes, provides situations where appropriate, provides start and stop functions for SharePoint services, and provides the ability to generate reports for the attributes collected.

Microsoft SQL Server agent

Offers a central point of management for distributed databases. This monitoring agent provides a comprehensive means for gathering exactly the information that you need to detect problems early and prevent them. Information is standardized across all systems so you can monitor hundreds of servers from a single workstation. You can easily collect and then analyze specific information by using the Tivoli Enterprise Portal. This agent provides the ability to generate reports for the attributes collected.

Microsoft Lync Server agent

Monitors functional components of the Microsoft Lync Server, such as instance messaging, text conferencing, audio and video conferencing, web conferencing, and provides the ability to generate reports for the attributes collected. It also generates situational alerts and provides suggestions for triggered situations. The Microsoft Lync Server was previously called as Microsoft Office Communications Server.

Network Devices agent

Offers a central point of management for your network devices environment or application. Provides a comprehensive means for gathering the information that you need to detect problems early and to prevent them. Information is standardized across the system. You can monitor multiple servers from a single workstation. By using the Network Devices agent, you can easily collect and analyze network devices-specific information.

Tivoli Common Reporting

Provides a consistent approach to viewing and administering predefined Cognos® reports that use a consistent look and feel. Tivoli Common Reporting also provides an approach to design new Cognos reports by using data models.

VMware VI agent

Collects monitoring information for memory, CPU, system, disk, and network usage for the VMware ESX server and the virtual machines, provides actions to start and stop the virtual machines installed on the VMware ESX server, provides the support to collect monitoring data from the VMware Virtual Center product and ESX server, provides the ability to generate reports for the metrics collected, and monitors events and alarms generated by VMware Virtual Center and VMware ESX servers.

.NET Data Collector

Collects information about the transactions that occur through the ASP.NET web applications, ASMX/WCF web services, and ADO.NET database calls.

New in this release

For version 6.3.1.10 of ITCAM for Microsoft Applications, the following enhancements were made since version 6.3.1, including the fix packs:

- Updated the following agents:
 - Microsoft Active Directory agent
 - Microsoft BizTalk Server agent
 - Microsoft Exchange Server agent
 - Microsoft SQL Server agent
 - Microsoft Lync Server agent (previously called Microsoft Office Communications Server agent)
- Updated the .NET Data Collector to enable the end-point URL filtering feature

For additional information about new and updated software, see the documentation for the individual components in the IBM Tivoli Composite Application Manager for Microsoft Applications Knowledge Center.

Architecture

IBM Tivoli Composite Application Manager for Microsoft Applications helps you to manage server and middleware components, even in virtualized environments.

Figure 1 on page 5 illustrates the architecture of the monitoring environment after the following monitoring components are installed.

Remember: The Entry Edition contains only the components that are marked with an asterisk (*). The Advanced Edition contains all of the components in the list. The architecture of the environment is the same for both editions.

- The hub Tivoli Enterprise Monitoring Server*
- The remote Tivoli Enterprise Monitoring Servers*
- Tivoli Enterprise Portal browser and desktop clients*
- Tivoli Enterprise Portal Server*
- Tivoli Agentless monitoring for Windows operating systems*
- Tivoli Data Warehouse*
- Windows OS agent*
- The Advanced Edition contains the following monitoring components:
 - Microsoft Active Directory agent
 - Microsoft BizTalk Server agent
 - Microsoft Cluster Server agent
 - Microsoft Exchange Server agent
 - Microsoft Host Integration Server agent
 - Microsoft Hyper-V Server agent
 - Microsoft Internet Information Services agent
 - Microsoft .NET Framework agent
 - Microsoft Sharepoint Server agent
 - Microsoft SQL Server agent
 - Microsoft Lync Server agent
 - Network Devices agent
 - VMware VI agent

– .NET Data Collector

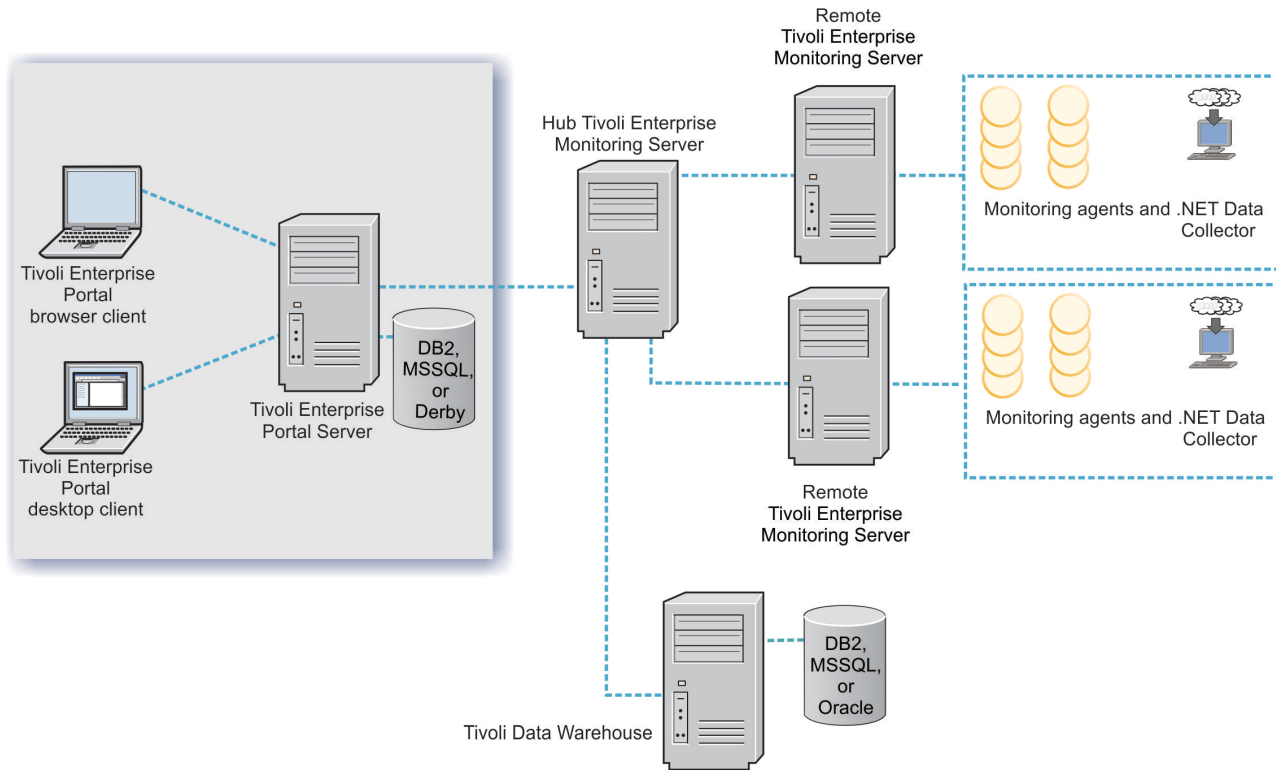


Figure 1. Architecture of the monitoring environment

Figure 2 on page 6 illustrates the optional integration of the Tivoli event management and business service management products into the monitoring environment. In Figure 2 on page 6, the box labeled “Tivoli Monitoring Infrastructure” represents everything in Figure 1 except for the monitoring agents. You can integrate and manage events from a single console if you use IBM Tivoli Enterprise Console or IBM Tivoli Netcool/OMNIBus products in addition to IBM Tivoli Monitoring. The event synchronization component sends updates to situation events that are forwarded to a Tivoli Enterprise Console® event server or a Netcool/OMNIBus Objects Server back to the monitoring server.

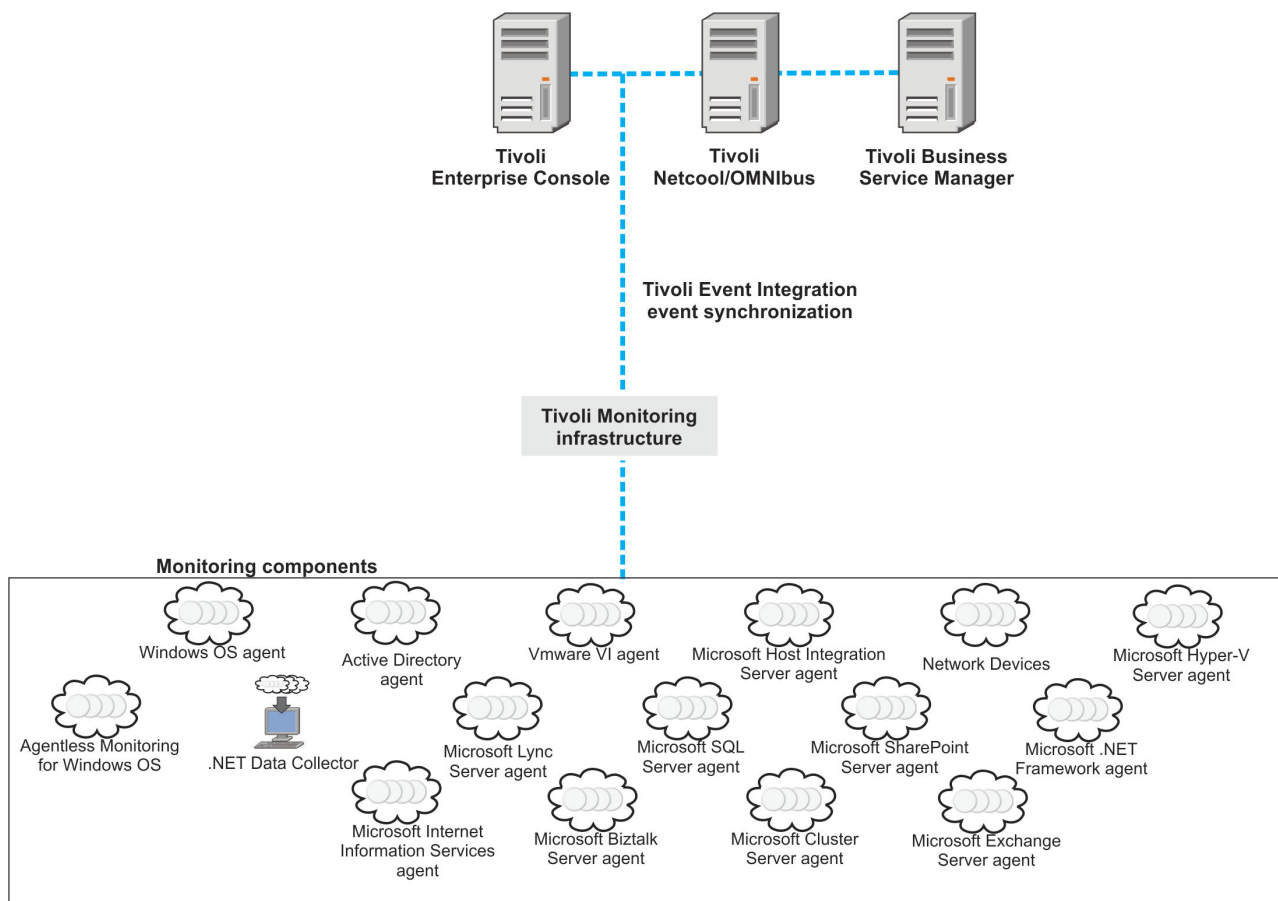


Figure 2. Integrating Tivoli event management and business service management into the environment

For information about how to design your network firewall in relation to your IBM Tivoli Monitoring environment, see Appendix C, "Firewalls," of the *IBM Tivoli Monitoring: Installation and Setup Guide* in the IBM Tivoli Monitoring Knowledge Center.

Chapter 2. Planning your installation

Before you download or install the component products, plan your installation.

Choose an installation method

You can install the ITCAM for Microsoft Applications software by using an automated tool or you can install it manually.

Use the Installation Launchpad tool on the *ITCAM for Microsoft Applications Quick Start* CD for automated installation. This tool guides you through basic or custom installation of multiple agents at one time.

- Use the Basic Installation option for evaluation or small production environments that do not have an existing solution.
- Use the Custom Installation option to install server and agent components by using a common installer, and also to install application support for multiple agents at a time.

The Quick Start Guides contain an overview of the steps that are required to install ITCAM for Microsoft Applications software manually:

- ITCAM for Microsoft Applications Quick Start Guide - Entry Edition
- ITCAM for Microsoft Applications Quick Start Guide - Advanced Edition

The installation and configuration guide for each agent contains directions for installing and configuring the agent.

Component products to install

See Table 2 on page 8 for a list of component products you can install based on the resources that you want to monitor. All of these components are part of the ITCAM for Microsoft Applications package. For more specific information about the resources that the agents can monitor, see the agent-specific prerequisites information in the Software Product Compatibility Reports. See the “Locating components at the Knowledge Center” on page 16 topic that contains component-wise details to help you quickly locate the components on the knowledge center. Use Table 2 on page 8 and the prerequisites information to identify the components that you want to download and install.

Before you install any of the components listed in Table 2 on page 8, you must install IBM Tivoli Monitoring, which is the prerequisite software. The minimum required version of IBM Tivoli Monitoring is V6.2.3, Fix Pack 3. However, certain features of ITCAM for Microsoft Applications require IBM Tivoli Monitoring V6.2.3, Fix Pack 1 or Fix Pack 2.

The versions of IBM Tivoli Monitoring that are included with ITCAM for Microsoft Applications are as follows:

- ITCAM for Microsoft Applications – Entry Edition includes IBM Tivoli Monitoring V6.3, Fix Pack 2
- ITCAM for Microsoft Applications – Advanced Edition includes IBM Tivoli Monitoring V6.3, Fix Pack 6

IBM Tivoli Monitoring includes the following components that are shared by all component products in this offering, and also the components that are listed in Table 1:

- Tivoli Enterprise Portal browser and desktop clients
- Tivoli Enterprise Portal Server
- Tivoli Enterprise Monitoring Server
- Tivoli Data Warehouse

Remember: The information in the following tables applies to the Advanced Edition of ITCAM for Microsoft Applications. If you purchase the Entry Edition of ITCAM for Microsoft Applications, only the following components are included in the package:

- Agentless monitoring for Windows operating systems
- Windows OS agent

Table 1. Components that are included in the IBM Tivoli Monitoring product

Agents included with Tivoli Monitoring	Monitored resources
Operating system agents: <ul style="list-style-type: none"> • Windows OS agent • Agentless monitoring for Windows operating systems 	Windows operating system

Table 2. Determining the component products to install

Resource you want to monitor	Install this component	Product containing the component
BizTalk Server	Microsoft BizTalk Server agent	ITCAM for Microsoft Applications V6.3.1.10
Cluster Server	Microsoft Cluster Server agent	ITCAM for Microsoft Applications V6.3.1.10
Discover the computers and devices in networks and deploy monitoring of operating systems, network devices, and applications from a central location.	Discovery and Deployment feature (including Application Launch Pad)	ITCAM for Microsoft Applications V6.3.1.10
Host Integration Server	Microsoft Host Integration Server agent	ITCAM for Microsoft Applications V6.3.1.10
Active Directory	Microsoft Active Directory agent	ITCAM for Microsoft Applications V6.3.1.10
Microsoft Exchange Server	Microsoft Exchange Server agent	ITCAM for Microsoft Applications V6.3.1.10
Microsoft Hyper-V Server	Microsoft Hyper-V Server agent	ITCAM for Microsoft Applications V6.3.1.10
Microsoft IIS Server	Microsoft Internet Information Services agent	ITCAM for Microsoft Applications V6.3.1.10

Table 2. Determining the component products to install (continued)

Resource you want to monitor	Install this component	Product containing the component
Microsoft SharePoint Server	Microsoft SharePoint Server agent	ITCAM for Microsoft Applications V6.3.1.10
Microsoft SQL Server	Microsoft SQL Server agent	ITCAM for Microsoft Applications V6.3.1.10
Microsoft Lync Server	Microsoft Lync Server agent	ITCAM for Microsoft Applications V6.3.1.10
Network devices	Network Devices agent V6.2.2	ITCAM for Microsoft Applications V6.3.1.10
.NET Framework	Microsoft .NET Framework agent	ITCAM for Microsoft Applications V6.3.1.10
VMware Virtual Center, VMware ESX Server	VMware VI agent	IBM Tivoli Monitoring for Virtual Environments V7.2.0.2
.NET transactions	.NET Data Collector V7.3.2.4	ITCAM for Microsoft Applications V6.3.1.10

Installation files to download

Use the following download instructions to identify the components that you want to download:

- For instructions on downloading ITCAM for Microsoft Applications: Entry Edition, see the download document at ITCAM for Microsoft Applications Knowledge Center.
- For instructions on downloading ITCAM for Microsoft Applications: Advanced Edition, see the download document at ITCAM for Microsoft Applications Knowledge Center.

Where to install the component products

Monitoring agents must be installed on the server that contains the resource to be monitored. Agent support files must be installed on the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal.

The Discovery and Deployment feature support files must be installed on the Tivoli Enterprise Portal Server and the Tivoli Enterprise Portal Desktop client.

Hardware and software requirements

The following table shows where to find the hardware and software requirements for the component products.

Table 3. Where to find hardware and software requirements for the component products

Information	Location of information
IBM Tivoli Monitoring hardware and software requirements	See the “Hardware and software requirements” section under “Preparing for installation” in the <i>IBM Tivoli Monitoring Installation and Setup Guide</i> in the IBM Tivoli Monitoring Knowledge Center.
Agent hardware and software requirements	See the agent-specific prerequisites topics at the Software Product Compatibility Reports.

Sizing the installation

The following resources can help you size the installation:

- *IBM Tivoli Monitoring Deployment Guide* and *IBM Tivoli Monitoring Installation and Setup Guide* at the IBM Tivoli Monitoring Knowledge Center.
- Tivoli Data Warehouse load projections spreadsheet at the IBM Tivoli Integrated Service Management Library.

Order of installation

When you are ready for installation, install or upgrade the components that you downloaded in the following order:

1. Install the prerequisite software, IBM Tivoli Monitoring, according to the information in the *IBM Tivoli Monitoring Installation and Setup Guide* at the IBM Tivoli Monitoring Knowledge Center. Follow the recommended upgrade order for server components (such as Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Data Warehouse).
2. Install the agent application support on the Tivoli Enterprise Monitoring Server, the Tivoli Enterprise Portal Server, and the Tivoli Enterprise Portal desktop client (if you use this client). You can use the IBM Tivoli Monitoring images to install support files for the operating system agents. For all other types of agents, use the agent image to install the support files.
3. To remotely install, configure, and upgrade other agents on the same server, you must install the operating system agent on each system where a non-operating system monitoring agent is installed.
4. Install any other agents that you plan to use. For information about installing and configuring the other agents, see Chapter 3, “Installing and configuring your components,” on page 11.

Chapter 3. Installing and configuring your components

Use one of the following download instructions to identify the eAssembly and part numbers of the components that you want to download and install.

- For identifying the eAssembly and part numbers for the components of the ITCAM for Microsoft Applications: Entry Edition, see the download document for this edition at ITCAM for Microsoft Applications Knowledge Center.
- For identifying the eAssembly and part numbers for the components of the ITCAM for Microsoft Applications: Advanced Edition, see the download document for this edition at ITCAM for Microsoft Applications Knowledge Center.

Important: Upgrading from a 32-bit agent to a 64-bit agent is not supported.

Location of the installation files

After you download the components, identify the directories where the files are located in the installation image. The installation files are located in the following directories of the installation image, which are described in Table 4.

- WINDOWS
- REPORTS
- unix

Table 4. Contents of installation image directories

Directory name	Contents
WINDOWS	<p>ITCAM for Microsoft Applications V6.3.1.10 provides binary files for installing the 32-bit and 64-bit agents on Windows systems and agent support files for Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal for the following agents:</p> <ul style="list-style-type: none">• Microsoft SQL Server agent• Microsoft Exchange Server agent• Microsoft Lync Server agent• Microsoft BizTalk Server agent• Microsoft Cluster Server agent• Microsoft Host Integration Server agent• Microsoft Hyper-V Server agent• Microsoft Internet Information Services agent• Microsoft SharePoint Server agent• Microsoft .NET Framework agent• Microsoft Active Directory agent <p>Important: This directory contains the 32-bit agent binary files for installing the Network Devices agent. This 32-bit agent can be installed on 32-bit and 64-bit Windows systems.</p> <p>IBM Tivoli Monitoring for Virtual Server provides binary files for installing the 32-bit and the 64-bit VMware VI agent.</p> <p>Additionally, this directory contains the following files:</p> <ul style="list-style-type: none">• Binary files for installing the .NET Data Collector• Binary files for installing the Prerequisite Checker bundles
unix	<p>Agent support files for non-Windows Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal.</p>

Table 4. Contents of installation image directories (continued)

Directory name	Contents
REPORTS	<p>Subdirectories for each agent are labeled with 3-character agent codes, such as KOQ, where OQ is the code for the SQL agent.</p> <p>Tivoli Common Reporting .zip files for the agents use the following codes:</p> <ul style="list-style-type: none"> • Active Directory agent: K3Z • BizTalk Server agent: QQB • Cluster Server agent: QQ5 • Exchange Server agent: KEX • Internet Information Services Server agent: QQ7 • SharePoint Server agent: QQP • SQL Server agent: KOQ • .NET Framework agent: QQF • Host Integration Server agent: QQH • Hyper-V Server agent: KHV • Lync Server agent: QQL <p>The .zip files for the agents contain Cognos data models and reports. Remember: To view Cognos reports, the version of Tivoli Common Reporting Server must be 1.3, or later.</p>

Use the flowcharts in Figure 3 on page 13, Figure 4 on page 14, Figure 5 on page 15, and Figure 6 on page 16 to locate the directories that contain the images that you want to install for the following types of installation and the operating systems in your environment:

- Prerequisite checker
- Agent
- Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal support
- Deployment bundle on the Tivoli Enterprise Monitoring Server

Use the flowchart in Figure 3 on page 13 to identify the location of images that are required to run the prerequisite checker.

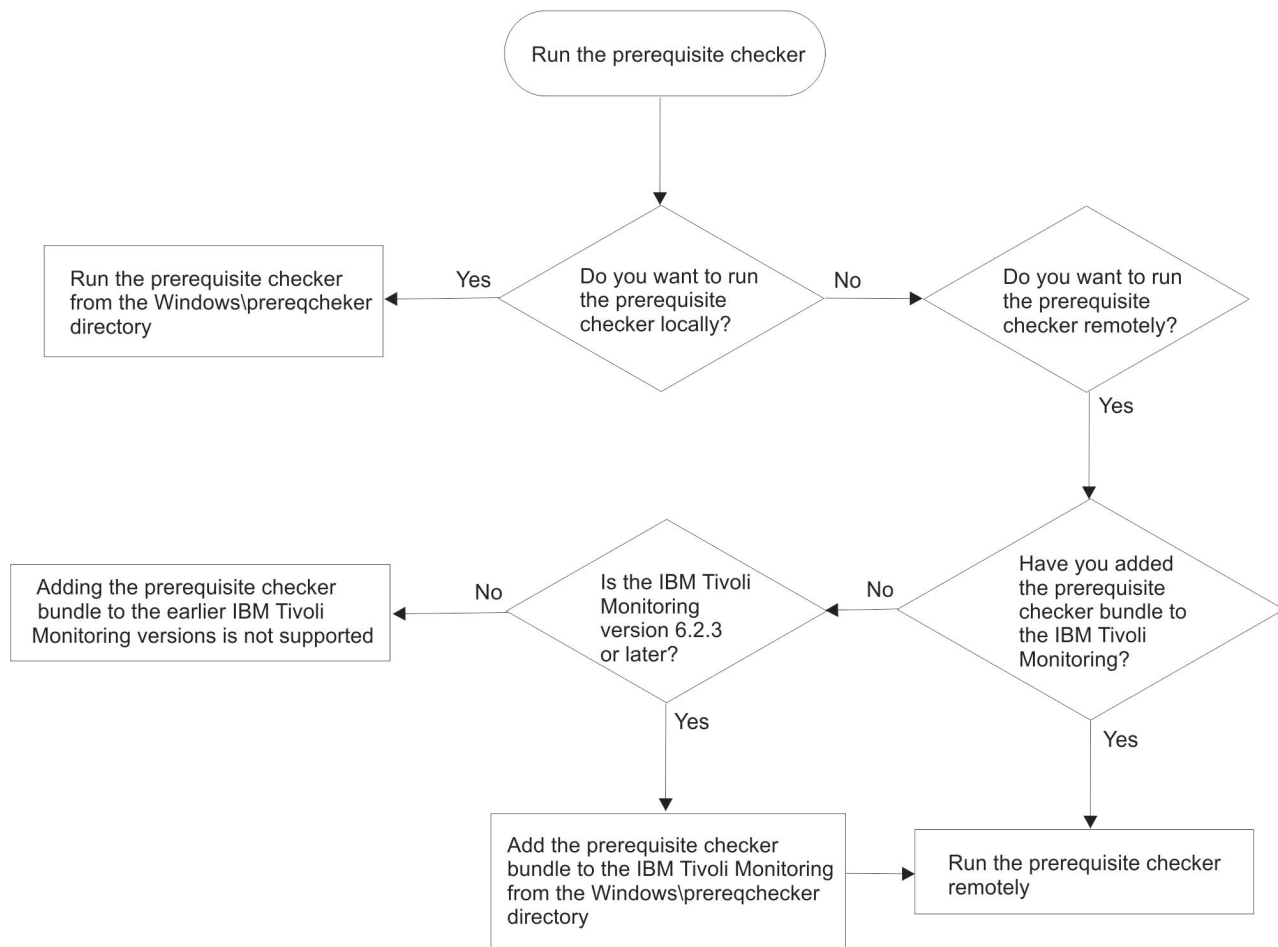


Figure 3. Identifying the images for running the prerequisite checker

Use the flowchart in Figure 4 on page 14 to identify the location of the images that are required to install the agent.

Remember: For the Network Devices agent, install the 32-bit agent on 32-bit or 64-bit Windows systems.

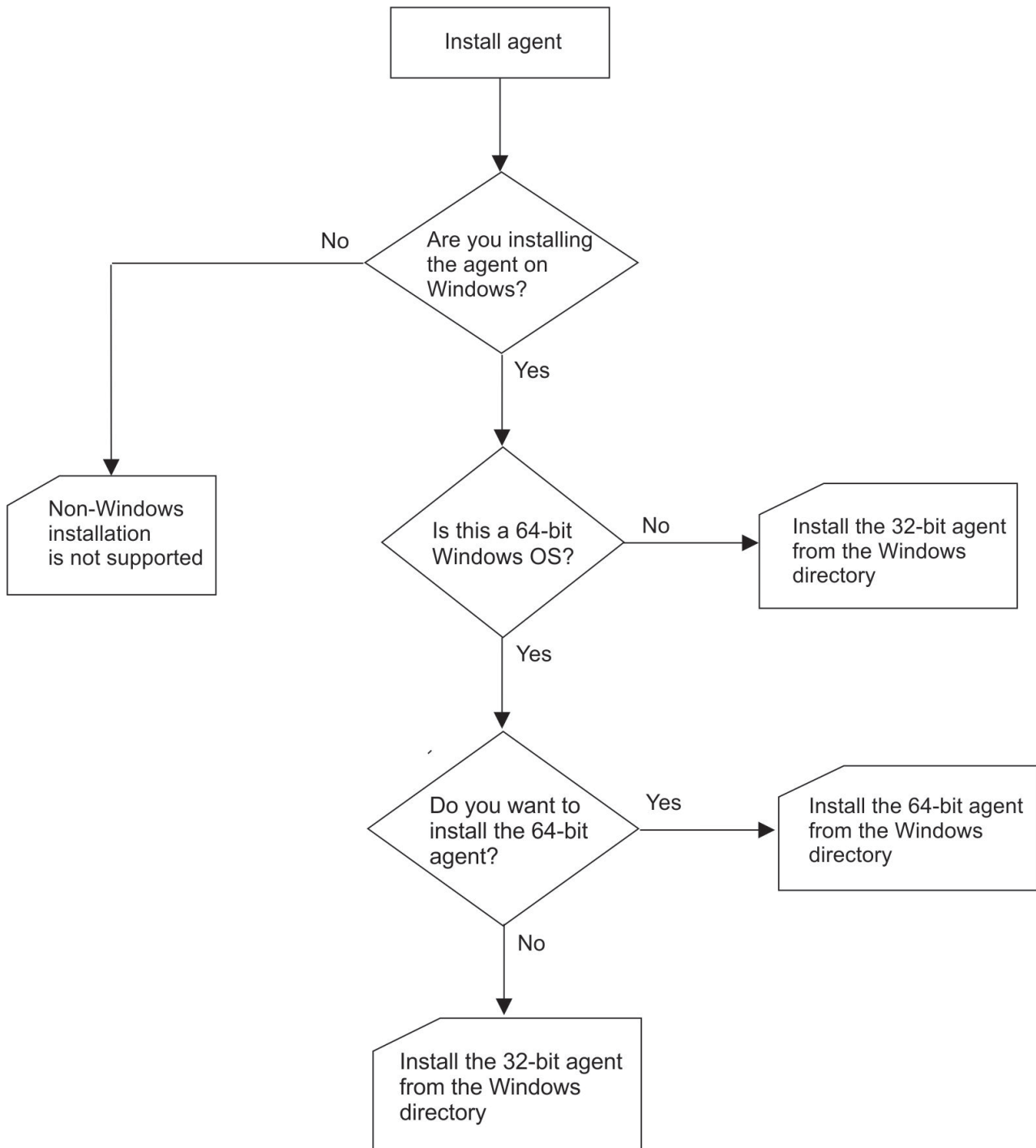


Figure 4. Identifying the images for installing an agent

Use the flowchart in Figure 5 on page 15 to identify the directory and subdirectory that contains the images that are required to install the agent support on the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal.

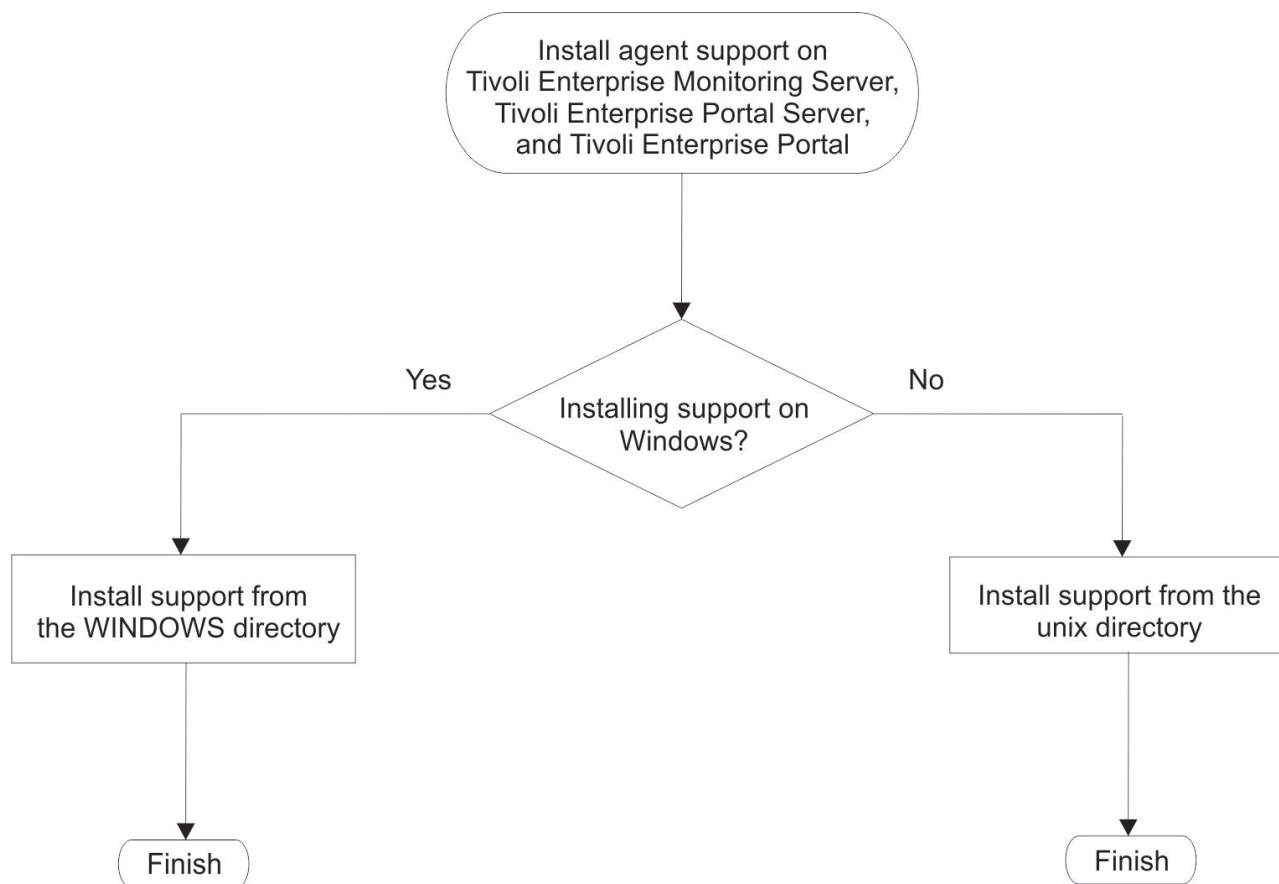


Figure 5. Identifying the images for installing support on the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal

Use the flowchart in Figure 6 on page 16 to identify the location of the images that are required to install the deployment bundle on the Tivoli Enterprise Monitoring Server.

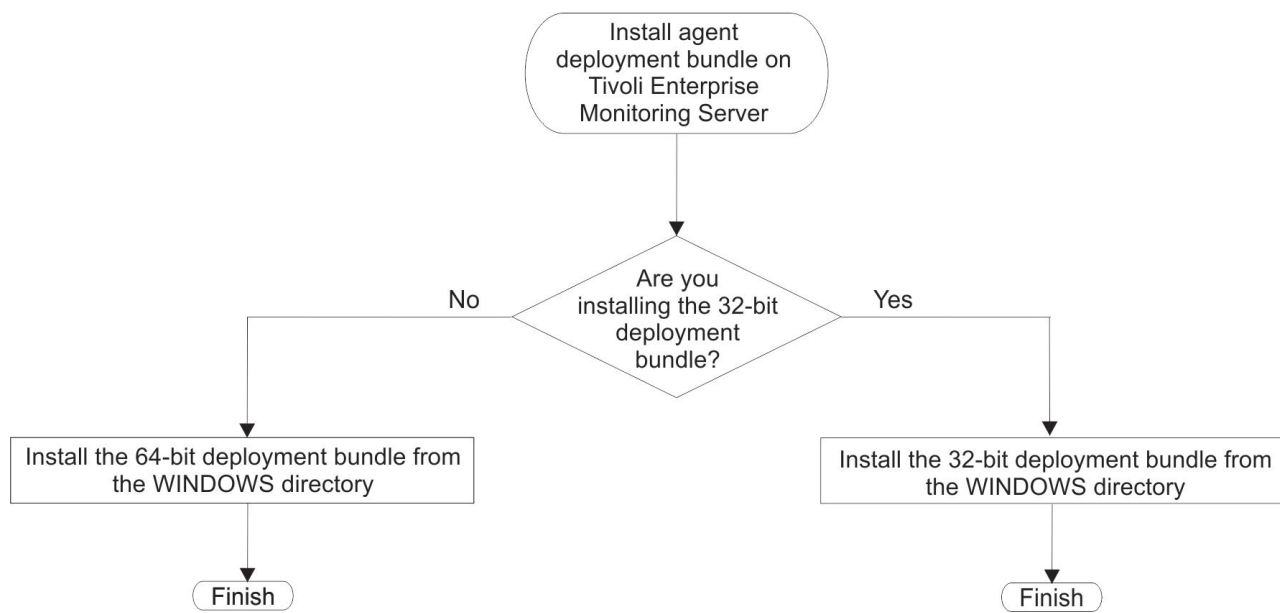


Figure 6. Identifying the images for installing the deployment bundle on the Tivoli Enterprise Monitoring Server

Locating components at the Knowledge Center

Install and configure the components by using the information in the documentation for each component that is listed in Table 5.

Table 5. Location of component installation and configuration information at the Knowledge Center

Component	Product	Installation information	Configuration information
Agentless Monitoring for Windows OS	IBM Tivoli Monitoring V6.3, Fix Pack 2 included in ITCAM for Microsoft Applications – Entry Edition and IBM Tivoli Monitoring V6.3, Fix Pack 6 included in ITCAM for Microsoft Applications – Advance Edition	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Monitoring V6.3, Fix Pack 2: Agentless Monitoring for Windows User's Guide</i>
Application Launch Pad Discovery and Deployment	ITCAM for Microsoft Applications V6.3.1.10	Discovery and Deployment and Launch Pad topics in the ITCAM for Microsoft Applications V6.3.1 Knowledge Center	

Table 5. Location of component installation and configuration information at the Knowledge Center (continued)

Component	Product	Installation information	Configuration information
VMware VI agent	IBM Tivoli Monitoring for Virtual Environments Agent for VMware VI V7.2.0.2	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Monitoring for Virtual Environments V7.2.0.2: Agent for VMware VI User's Guide</i>
Windows OS Agent	IBM Tivoli Monitoring V6.3, Fix Pack 2 included in ITCAM for Microsoft Applications – Entry Edition and IBM Tivoli Monitoring V6.3, Fix Pack 6 included in ITCAM for Microsoft Applications – Advance Edition	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Monitoring V6.3, Fix Pack 2: Windows OS Agent User's Guide</i>
Microsoft Active Directory agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft Active Directory Agent Installation and Configuration Guide</i>
Microsoft BizTalk Server agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft BizTalk Server Agent Installation and Configuration Guide</i>
Microsoft Cluster Server agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft Cluster Server Agent Installation and Configuration Guide</i>

Table 5. Location of component installation and configuration information at the Knowledge Center (continued)

Component	Product	Installation information	Configuration information
Microsoft Exchange Server agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft Exchange Server Agent Installation and Configuration Guide</i>
Microsoft Host Integration Server agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft Host Integration Server Agent Installation and Configuration Guide</i>
Microsoft Hyper-V Server agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft Hyper-V Server Agent Installation and Configuration Guide</i>
Microsoft Internet Information Services agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft Internet Information Services Agent Installation and Configuration Guide</i>
Microsoft .NET Framework agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft .NET Framework Agent Installation and Configuration Guide</i>

Table 5. Location of component installation and configuration information at the Knowledge Center (continued)

Component	Product	Installation information	Configuration information
Microsoft SharePoint Server agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft SharePoint Server Agent Installation and Configuration Guide</i>
Microsoft SQL Server agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft SQL Server Agent Installation and Configuration Guide</i>
Microsoft Lync Server agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Microsoft Lync Server Agent Installation and Configuration Guide</i>
Network Devices agent	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Monitoring: Installation and Setup Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: Network Devices Agent V6.2.2 User's Guide</i>
.NET Data Collector	ITCAM for Microsoft Applications V6.3.1.10	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: .NET Data Collector V7.3.2.4 Installation and Configuration Guide</i>	<i>Tivoli Composite Application Manager for Microsoft Applications V6.3.1.10: .NET Data Collector V7.3.2.4 Installation and Configuration Guide</i>

Appendix A. Support information

If you have a problem with your IBM software, you want to resolve it quickly. IBM provides the following ways for you to obtain the support you need:

Online

The following sites contain troubleshooting information:

- Go to the IBM Software Support website and follow the instructions.
- Go to the Application Performance Management Wiki. Feel free to contribute to this wiki.

IBM Support Assistant

The IBM Support Assistant (ISA) is a free local software serviceability workbench that helps you resolve questions and problems with IBM software products. The ISA provides quick access to support-related information and serviceability tools for problem determination. To install the ISA software, go to the IBM Support Assistant website.

Appendix B. Notices

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