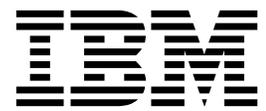


IBM Enterprise Content Management System Monitor
Version 5.5.2

User's Guide



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Version 5.5.2

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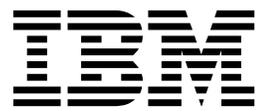


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This document contains information about the use of the IBM Enterprise Content Management System Monitor after it is installed and configured. The target audience for this guide are the users of the ESM.

Preface

About this document

This document is written as plain ascii document and provided as html / pdf. All ESM related documents can be found in the help section of the console.

Who should read this guide?

The target audience for this guide are those who install or maintain ESM environments.

Every effort has been made to provide you with complete installation instructions. If information becomes available after the creation of the installation media from which you accessed this guide, we will provide an updated version of the guide on the IBM Customer Service and Support web site (<http://www.ibm.com/support>). As a general rule, you should refer to the IBM web site to obtain the current version of this guide.

This guide provides instructions for installing and/or upgrading IBM Enterprise Content Management System Monitor, and identifies the IBM/FileNet and 3rd Party products that are certified for the current release. Be aware that each release of IBM Enterprise Content Management System Monitor may have multiple Interim Fixes, or Fix Packs available for installation, each with potentially different dependencies and installation requirements. Therefore, before you attempt to install or upgrade IBM Enterprise Content Management System Monitor, review the list of releases and their associated dependencies on the IBM Support web site (<http://www.ibm.com/support>).

Before you start

Users of the guide should have knowledge about Unix and/or Microsoft Windows® operating system, web servers, database systems and middleware platforms. The configuration of managed systems (clients) requires advanced knowledge of all IBM ECM systems that should be monitored.

If you lack the requisite skill sets it is strongly recommended to have IBM Lab Services or a certified ValueNet Partner in order to install this product.

Feedback on documentation

Send your comments by e-mail to comments@us.ibm.com. Be sure to include the name of the product, the version number of the product, and the name and part number of the book (if applicable). If you are commenting on specific text, include the location of the text (for example, a chapter and section title, a table number, a page number, or a help topic title)

IBM Enterprise Content Management System Monitor Console

This section describes the available dashboards and gives an overview of what can be done within the dashboards.

Monitoring Dashboard

The monitoring dashboard offers the possibility to create several views for the configured situations or take a look at the currently running tasks.

Multi Dashboards within the Monitoring Dashboard

Per default the Monitoring Dashboard has two inbuilt dashboard tabs. Additional tabs can be added. Renaming the tab and changing the amount of columns in the tab is also possible. Use the buttons on the right to do so.



Image of Multi Tabs

Situations

From the sidebar choose the situation icon. This will show all available situations as a list or all situation groups, depending on which level you are.

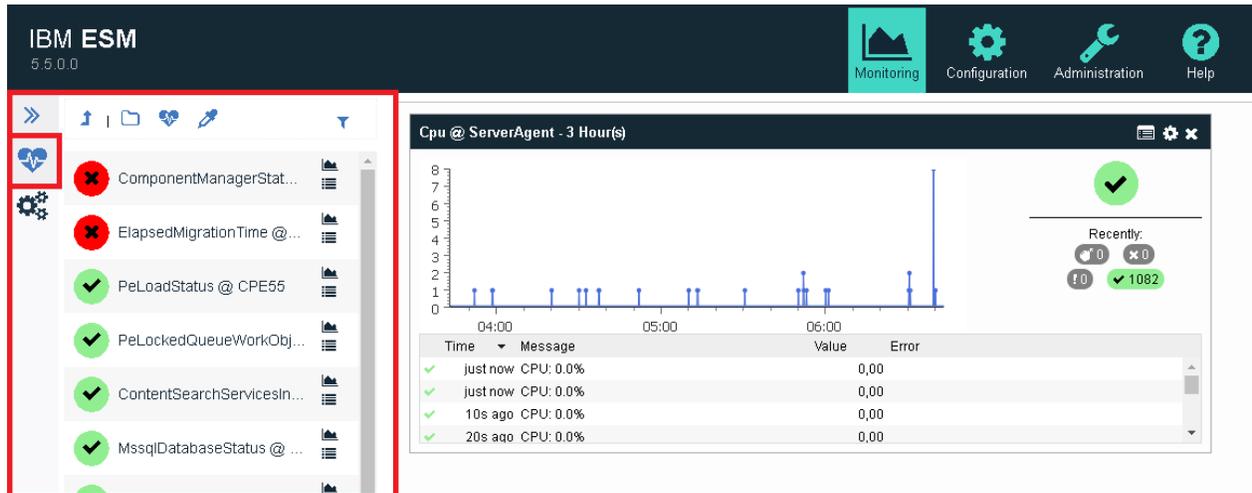


Image of Monitoring Situation List

Double Click on a situation group

Double clicking on a situation group will open the list with all situations from the situation group in the sidebar. This function can be used for browsing functionality.

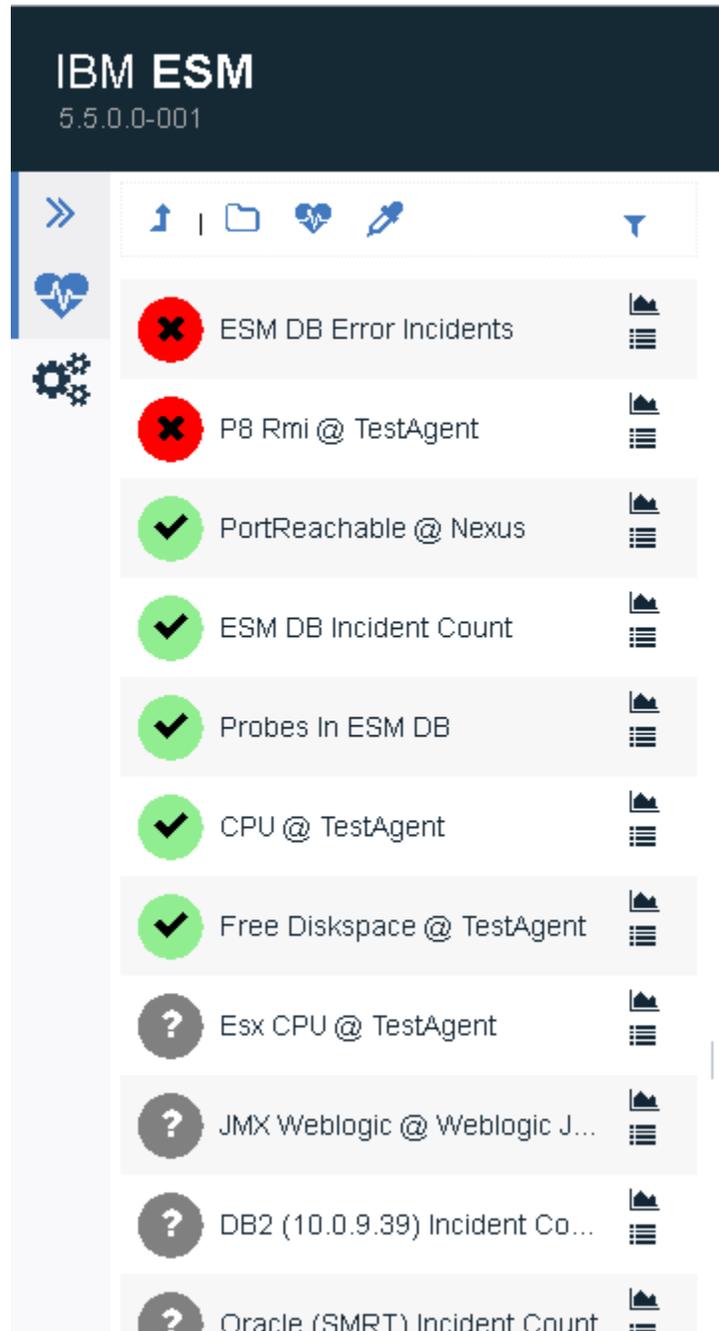


Image of List in sidebar

Choose from one of the icons next to the situation to place the situation in the monitoring window.



Image of Monitoring Situation List Icons

Upper Icon

The upper icon is for a graphical presentation of the values with a minimized list of the last samples. After clicking the icon the situation is automatically placed at the next available slot in the monitoring window. This can be outside of the visible field. The new entry will look like this for a short time and switches automatically to show the graph:

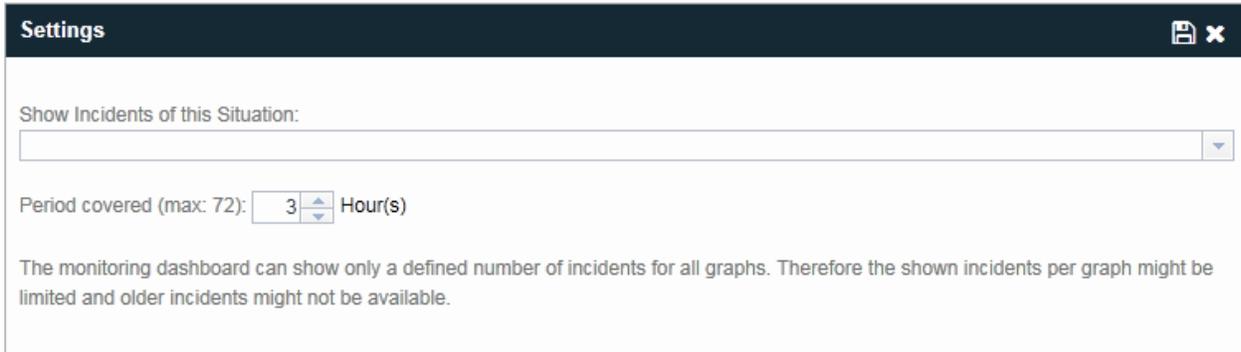


Image of Situation Settings

The default period is 3 hours, this defines the x-axes for the graph. These settings are also available via the settings icon at the top of the graph.

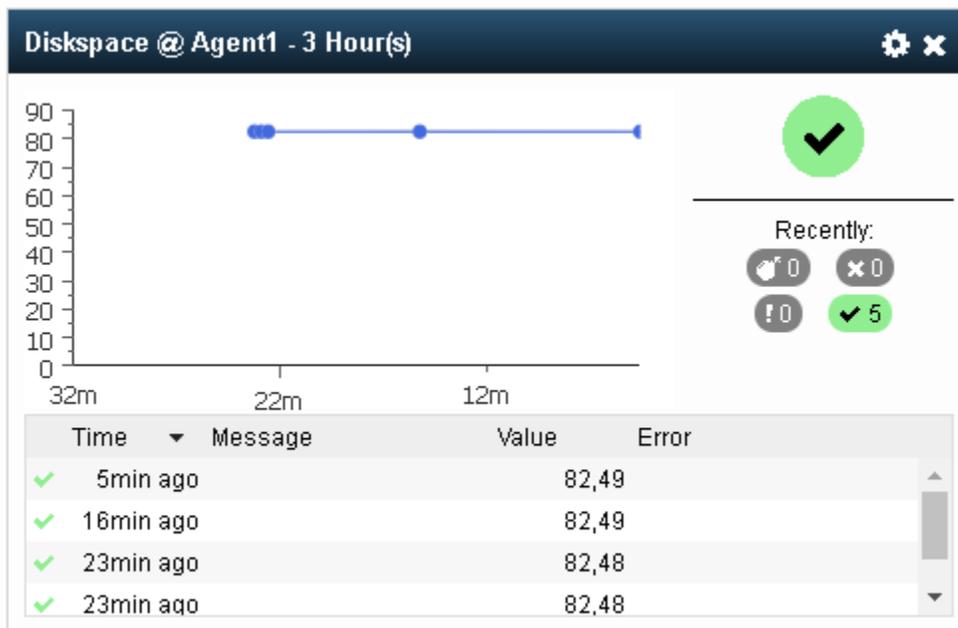
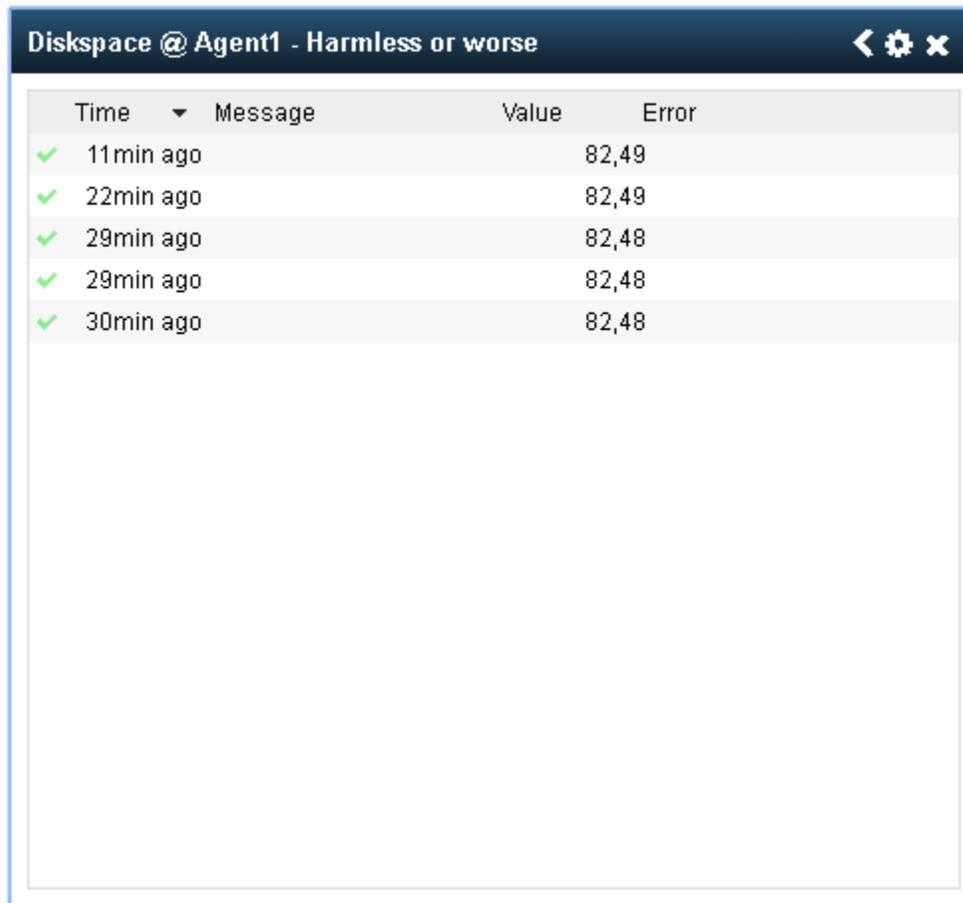


Image of Situation Graph

Lower Icon

The lower icon is for a list presentation of the samples, values will only be display as a number in the list. It is also automatically placed at the next available slot, but it will directly open the list.

There is no possibility to choose a period. By clicking on the settings icon the displayed situation can be changed. The list entry looks like this:



Time	Message	Value	Error
✓ 11min ago		82,49	
✓ 22min ago		82,49	
✓ 29min ago		82,48	
✓ 29min ago		82,48	
✓ 30min ago		82,48	

Image of Situation List

List views are best for showing samples from logfiles. Graphical views are good for samples with changing values.

Buttons above the list

The buttons are used for browsing through the list or placing entries in the console.

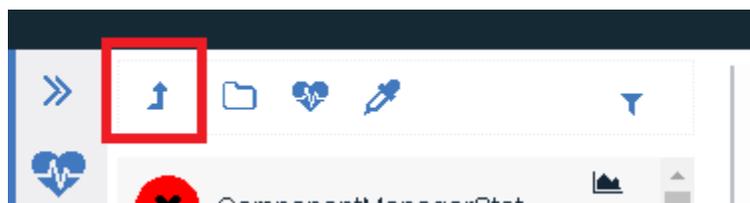


Image of sidebar button up

If you are browsing the situations in the sidebar, this button brings you one level up.

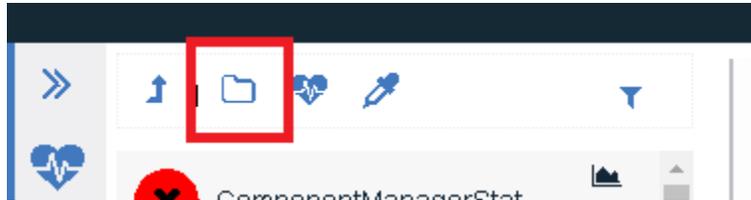


Image of placing all situation groups

Once the button is clicked a portlet containing all situation groups is added to the console on the right. See next screenshot.



Image of portlet with all situation groups

Clicking on the settings icon opens the configuration for this portlet. You can select a severity level for the shown items, which groups should be shown and which items of the groups should be shown. Save the settings by clicking on the disk icon.

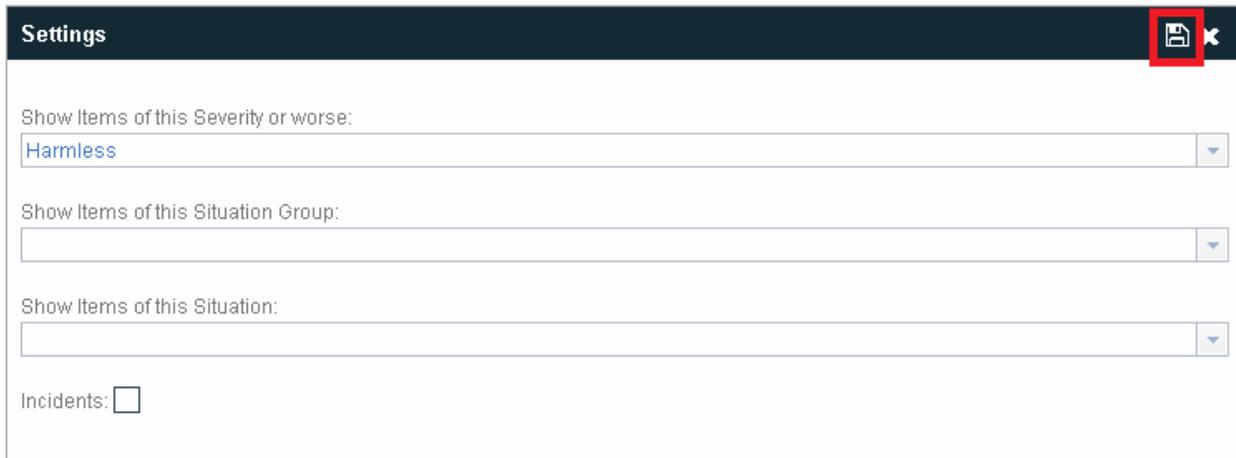


Image of portlet settings for situation group portlet

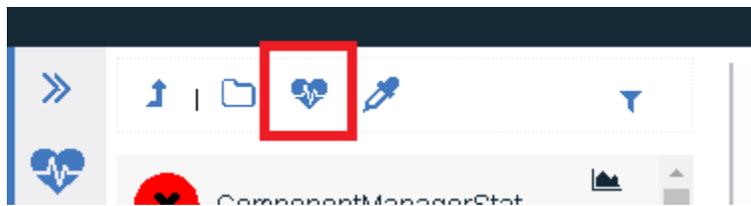


Image of button for placing empty situation portlet

The button places an empty portlet for situations on the right in the console. This portlet can be configured to show incidents of a certain situation (drop down). Also the period that should be covered can be adjusted. Afterwards click on save icon to show the graph.

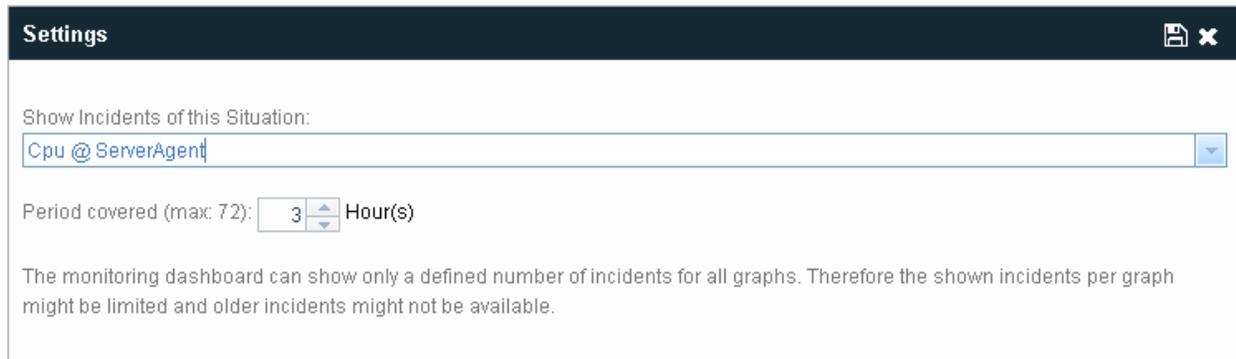


Image of empty portlet

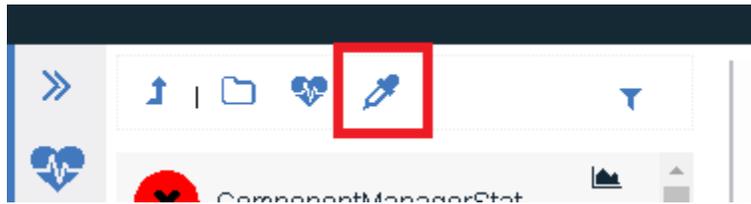


Image of button for placing empty samples portlet

The button places an empty portlet for samples on the right in the console. This portlet can be configured to show a list with samples of a certain probe (drop down). Also the period that should be covered can be adjusted. Afterwards click on save icon to show the list.



Image of empty samples portlet

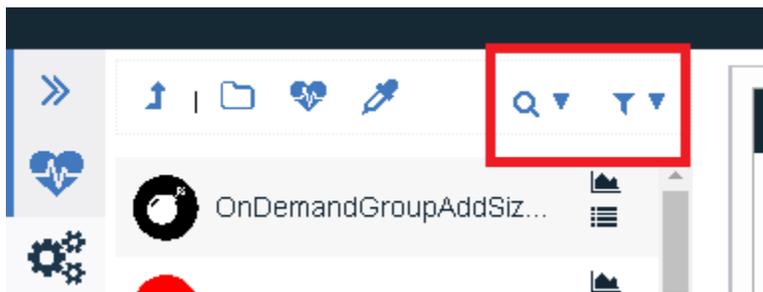


Image of filter button for list

The listed entries in the sidebar can be filtered using these buttons. The first one (search option) is for filtering the objects based on the name. The search is not case sensitiv. Also tags can be added which are taken into account when the search is performed. Click on "Filter" to apply the settings, click on "Reset" to remove the filter once it has been applied.

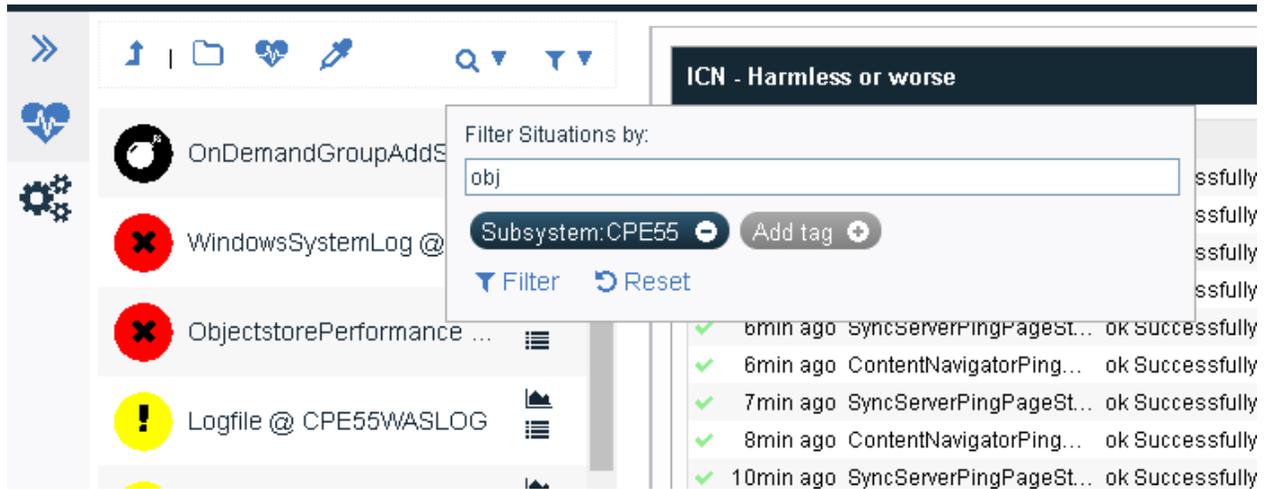


Image of filter setting for the list based on object name and tag

The second one is for a filter based on the severity. Once the button is clicked an overlaying window opens. You can select the severity from the drop down. The filter is applied automatically.

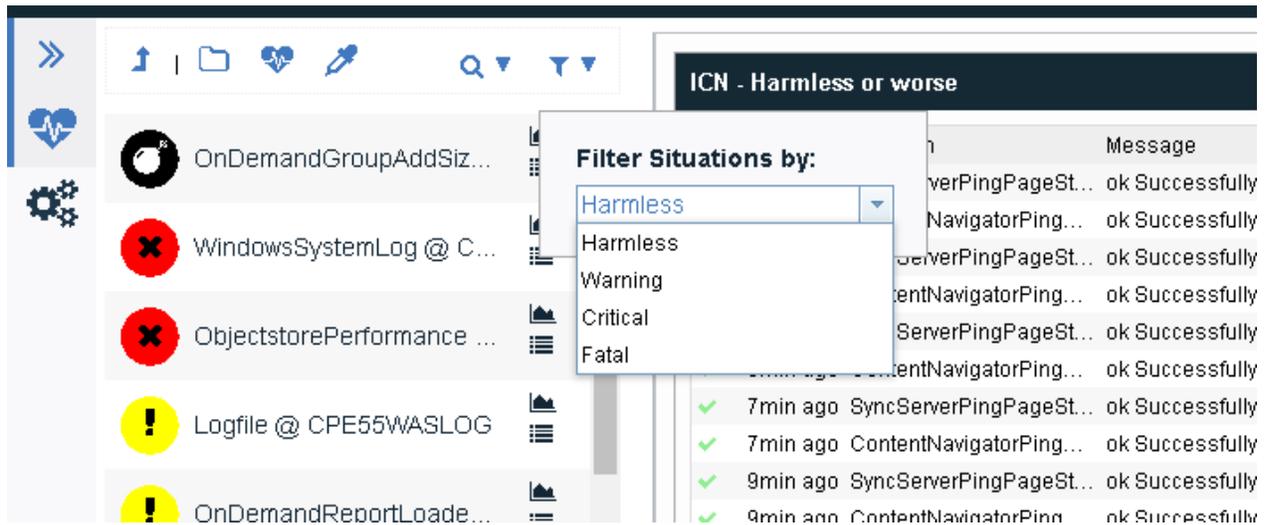


Image of filter setting for the list based on the severity

NOTE | Situations with unknown severity will always be shown.

Incident list and details of an incident

A list for getting all incidents is available.

This list uses lazy loading.

Filtering by the combination of the following criteria is possible.

- Least severity (= severity x or worse)
- Situation Group
- Situation

The filters are defined in the in the portlet criteria. The portlet can show a high level view e.g. "Situation Groups", but the list will show the incidents of the "Situation Groups".

This list shows the following information in the given order in a row per incident:

- Severity (Icon)
- Timestamp (in ISO format)
- Value
- Message
- Classification
- Error
- Situation Name

The default sorting is by descending timestamp (oldest at the bottom, newest at the top of the list).

The list can be reached by clicking in the list icon in any of the portlets.

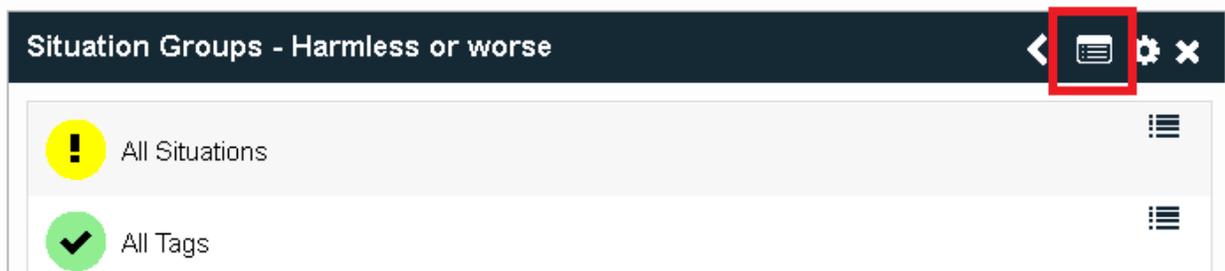


Image of list icon in portlet

Detailed information about an incident can be shown by selecting an entry in the incident list - The details are also available when double clicking on a incident directly in the portlet.

The following image shows the incident list including the details of a selected incident. The details section is automatically opened once a entry from the list is selected. The section will close once you click on the same entry again. Selecting any other entry will open the details for this one. The selected entry is highlighted in the list.

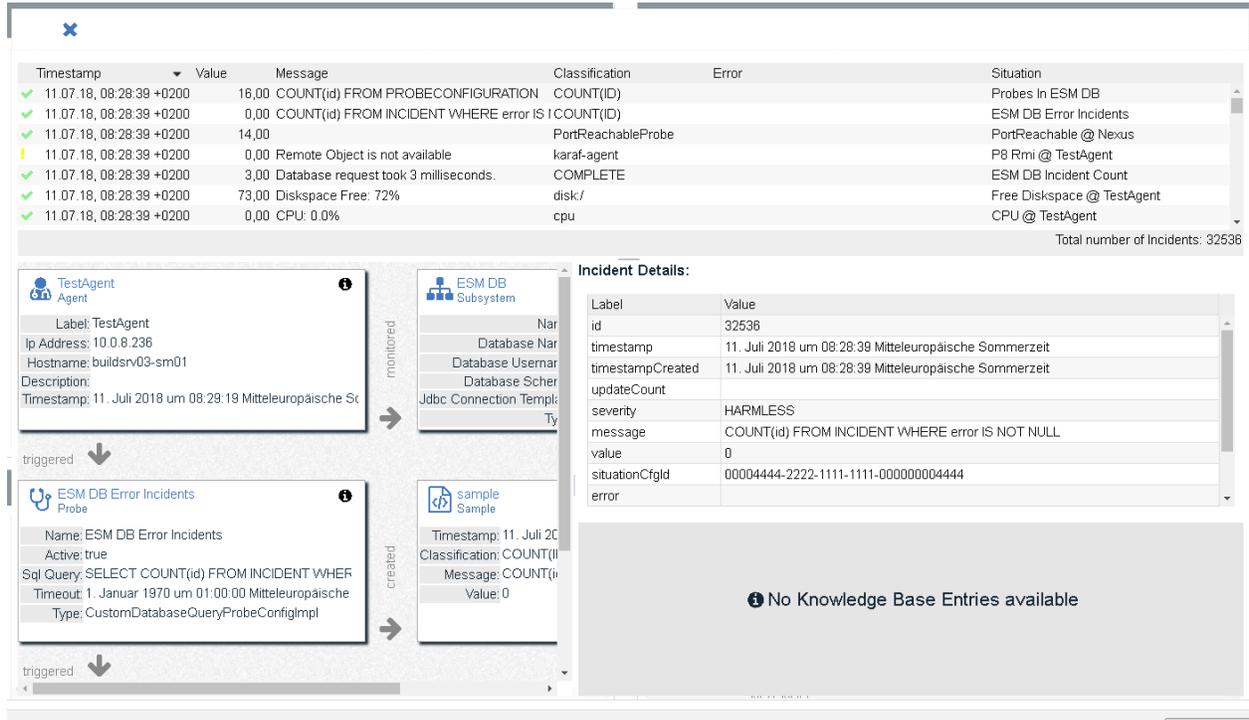


Image of Incident list including details of a selected incident

Task Portlets

From the sidebar choose the task portlet icon. This will show the recent tasks as a list.

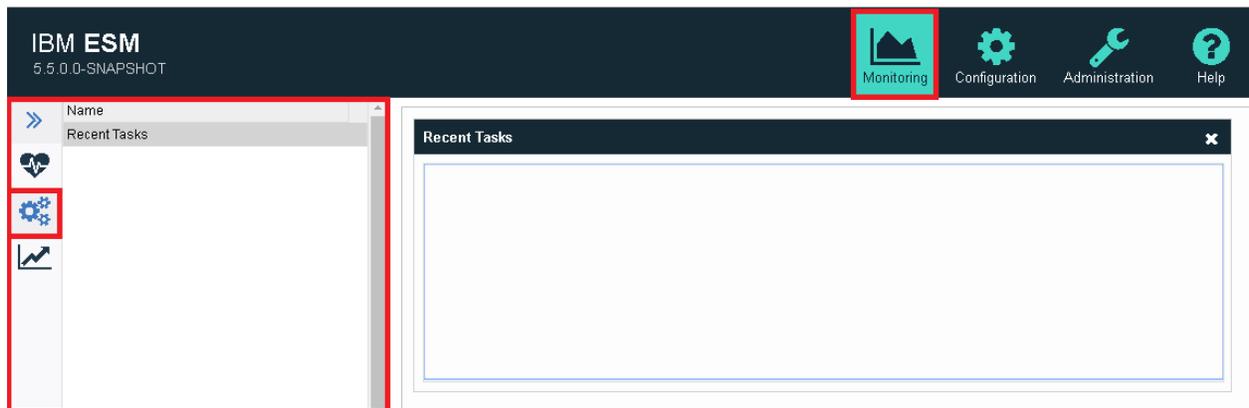


Image of Monitoring Task Portlet

The list can be sorted by name. As default only the "Recent Task" entry is available. Double click on a list entry will place it at the next available slot in the monitoring window. This can be outside of the visible field. The new entry is a list and will look like this:



Image of Monitoring Recent Tasks List

Configuration Dashboard

The configuration dashboard offers the possibility to configure ESM based on your needs. Within the configuration you can review the agents, configure your subsystems, situation groups and task or browse and adjust the knowledgebase.

Agents

Choose the agent icon from the sidebar. This will open a list with all agents. Also the status of the agent is displayed.



Image of Configuration Agent

Subsystems

Choose the subsystem icon from the sidebar. This will open a list with the already configured subsystems. You have the possibility to create a new subsystem, add a probe to the selected subsystem, modify the selected subsystem or delete the selected subsystem.

For more details please refer to the "Configuration Guide for ESM 5.5.2".

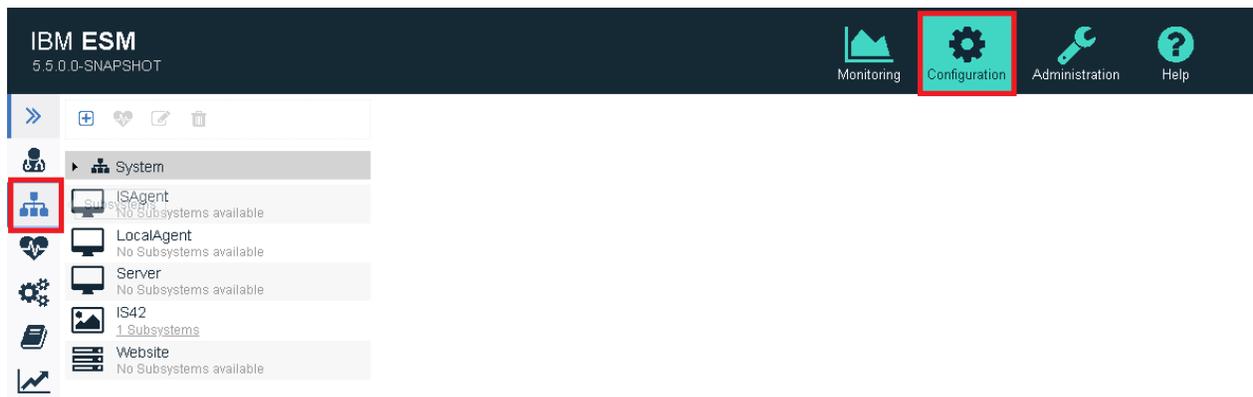


Image of Configuration Subsystem

Sample Filtering

The sample filtering is a mechanism to filter sample depending on certain criteria. If samples match the criteria, they will directly be filtered on the agent.

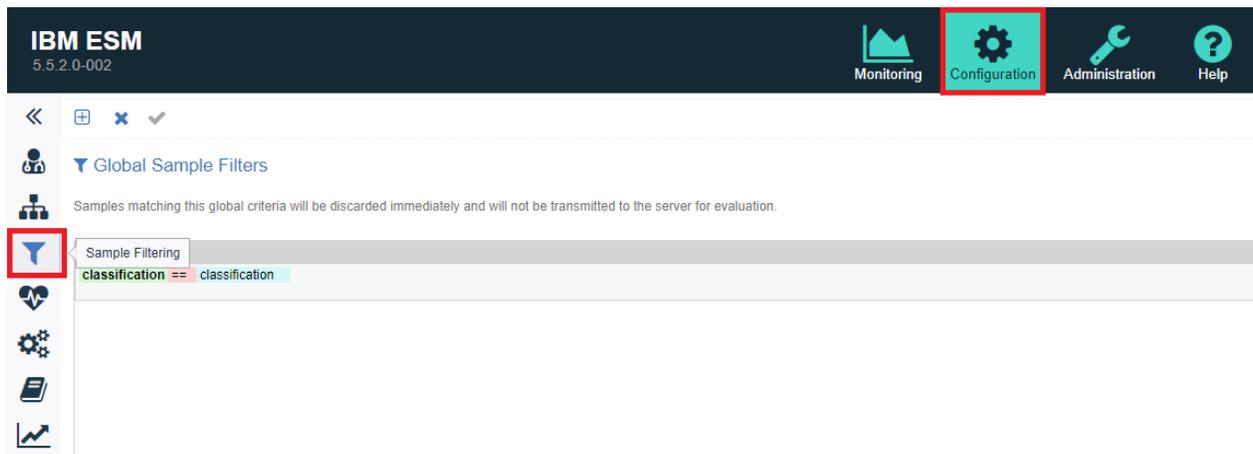


Image of Configuration Sample Filtering

Situation Groups

Choose the situation icon from the sidebar. This will open a list with the already configured situations. You have the possibility to create a new situation, duplicate, modify or delete the selected situation, or do the same with so called situation groups.

For more details please refer to the "Probes and Situation Guide for ESM 5.5.2".

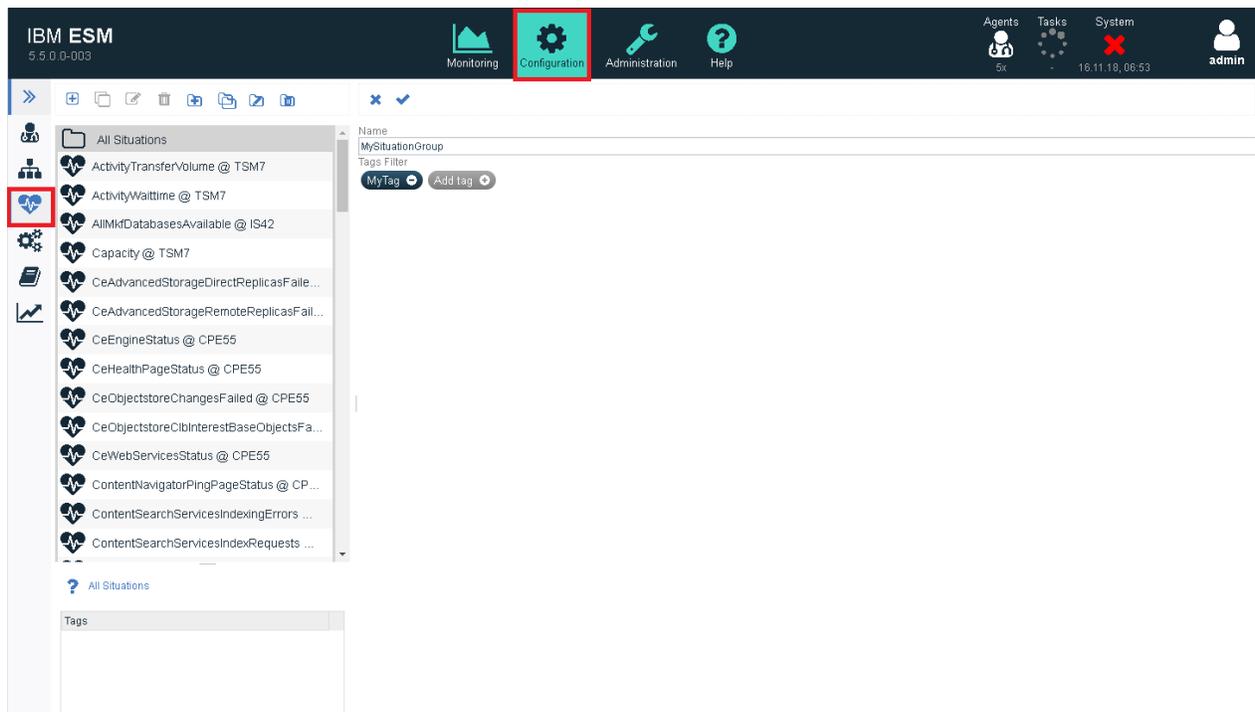


Image of Configuration Situation

Furthermore detailed information about the selected entry is given at the bottom of the list.

Task Configuration

Choose the task icon from the sidebar. This will open a list predefined task types. You have the possibility to create a new task, duplicate, modify or delete the selected task.

For more details please refer to the "Task Guide for ESM 5.5.2".

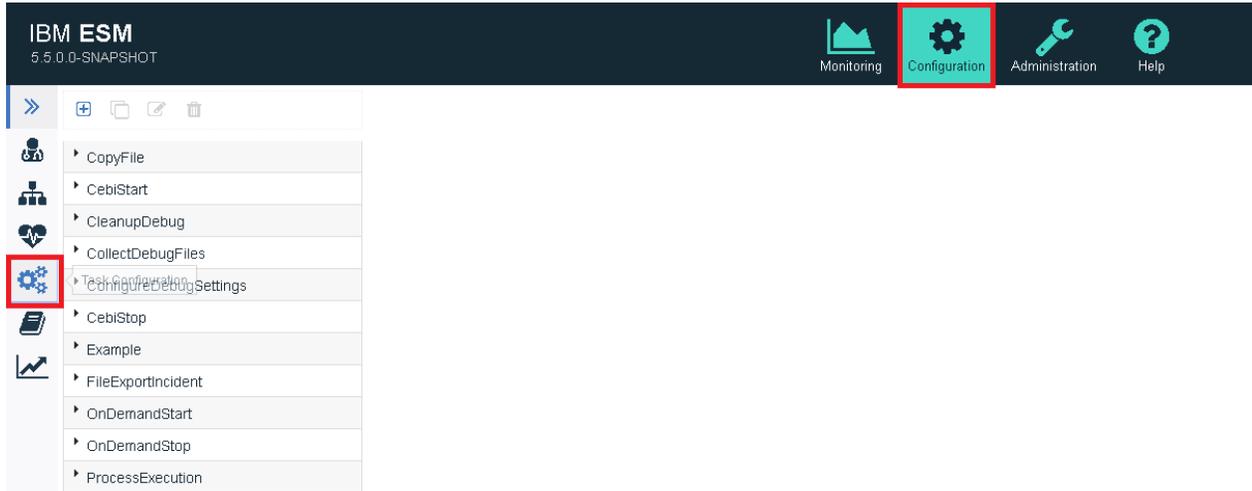


Image of Configuration Task

Furthermore detailed information about the selected entry is given at the bottom of the list.

Knowledge Base

Choose the knowledge base icon from the sidebar. This will open a list containing all available entries. You have the possibility to create a new entry, duplicate or delete a custom entry.

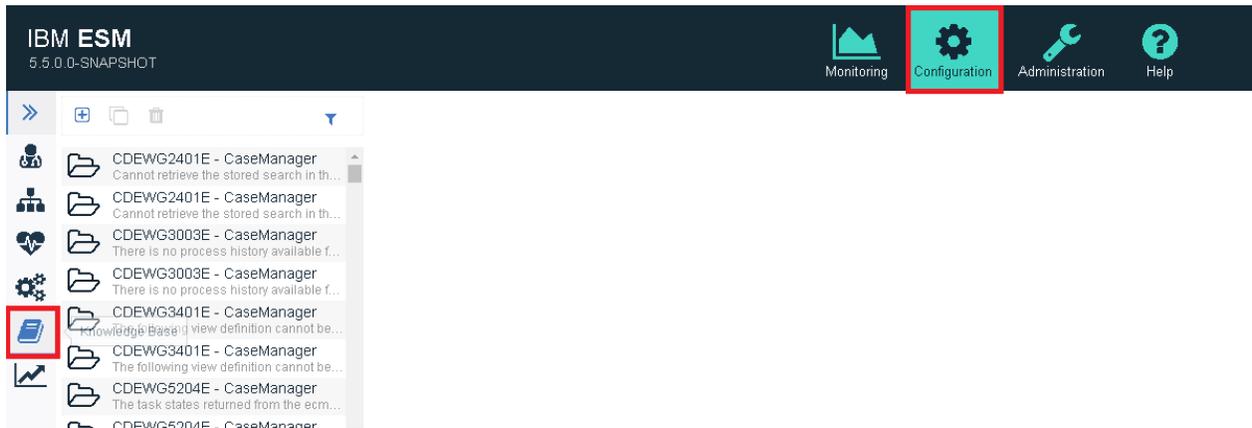


Image of Configuration Knowledge Base

Furthermore a possibility to filter the list based on ErrorID or subsystem is available. Either search for a snippet of the ErrorID or select the subsystem. A combination of both is also possible.

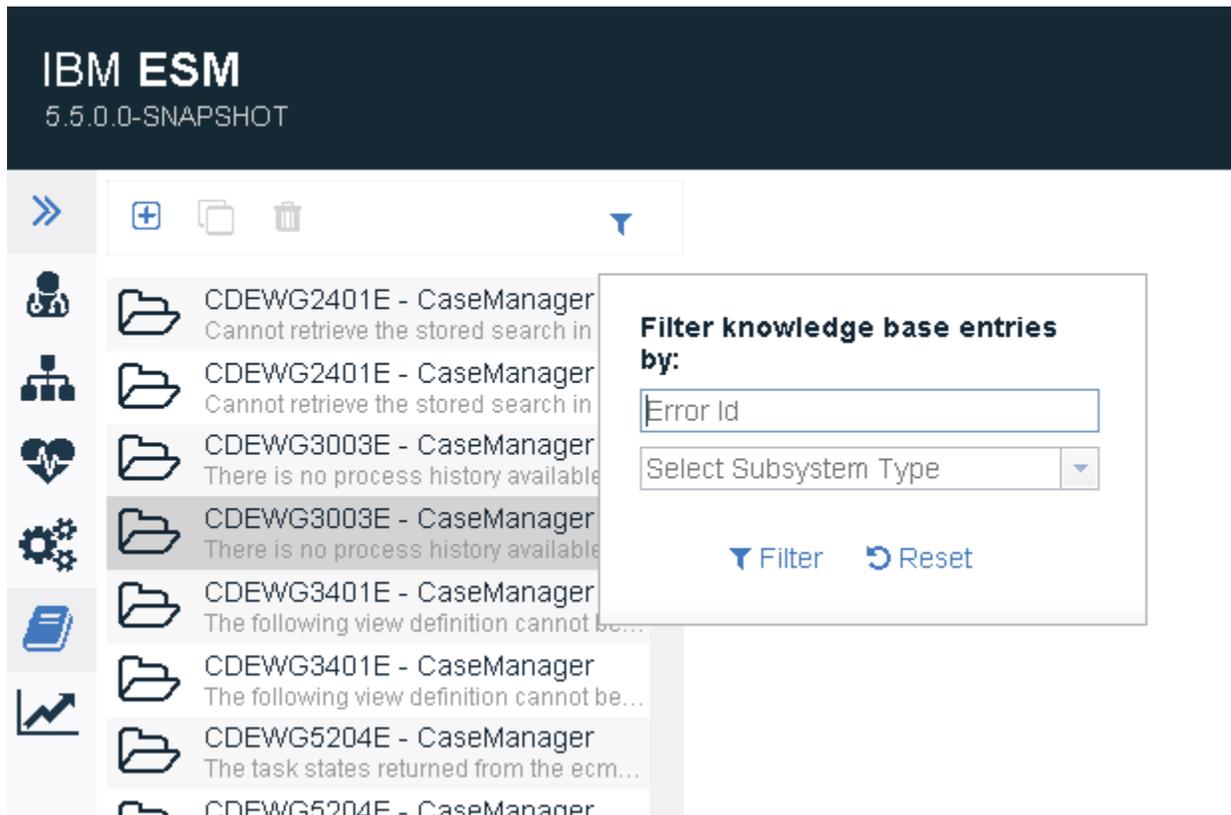


Image of Configuration Knowledge Base Filter

The filter is saved throughout the search and can be enhanced. A reset by using the reset button is also possible.

Double Click an entry to see more details like message, cause, corrective action and custom info. This information is also available at the bottom of the list.

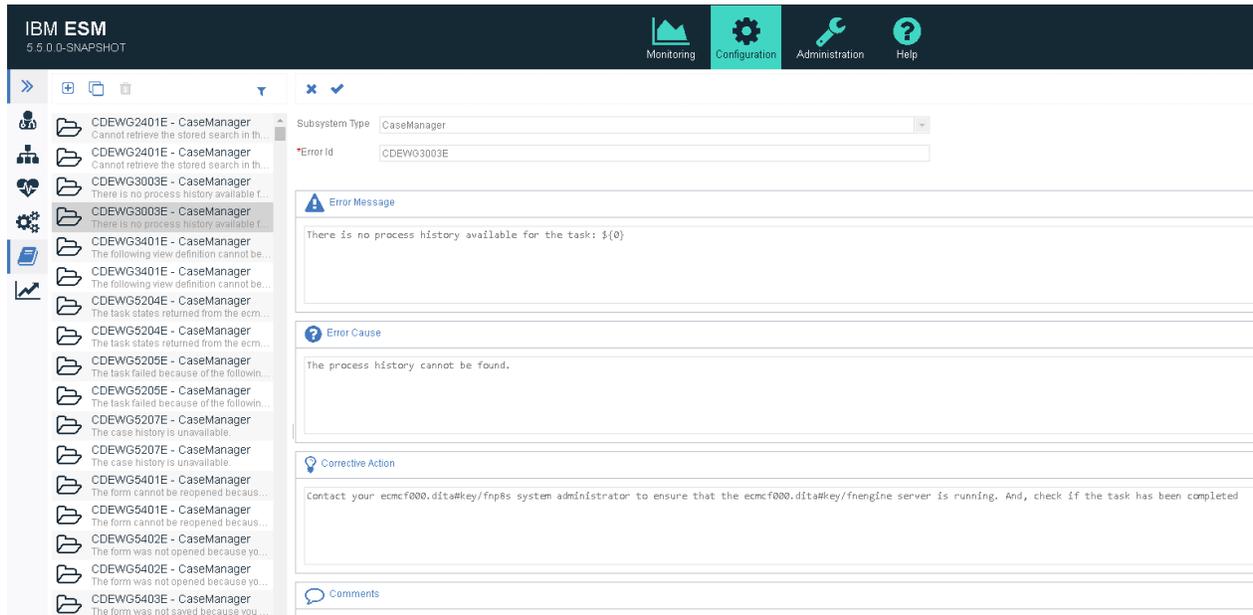


Image of Configuration Knowledge Entry

Reporting Configuration

Choose the reporting configuration from the sidebar. This will open a list with the already configured reports. You have the possibility to create new reports or delete the selected report.

For more details please refer to the "Configuration Guide for ESM 5.5.2".



Image of Configuration Reporting

Administration Dashboard

The administration dashboard offers the possibility to manage users and login modules, such as LDAP integration, administrate SMTP forwarding and reviewing the audit log.

User Management

Choose the user management icon from the sidebar. This will open a list containing all users. Per default only the admin account exists.

You have the possibility to create an internal or external user, remove the selected user or unlock a locked account.

For more details please refer to the "Configuration Guide for ESM 5.5.2".



Image of Administration Users

Login Module

Choose the login module icon from the sidebar. This will open a list of already created login modules. Per default no login module is available.

You have the possibility to create a new login module or remove the selected login module.

For more details please refer to the "Configuration Guide for ESM 5.5.2".



Image of Administration Login Module

SMTP Server administration

Choose the SMTP Server administration icon from the sidebar. This will open a list of already created smtp server setups. Per default setup is available.

You have the possibility to create a new smtp server setup or remove the selected setup.

For more details please refer to the "Configuration Guide for ESM 5.5.2".



Image of Administration SMTP

Audit Log

Choose the audit log icon from the sidebar. This will open the audit log on the right side of the sidebar.

You have the possibility to reload the audit log.

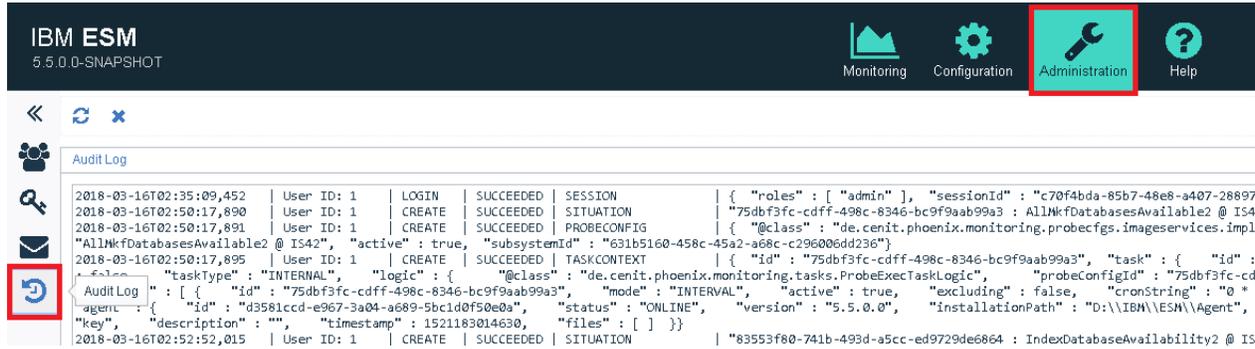


Image of Administration Audit Log

Help Dashboard

The help dashboard offers the documentation as html. Select from one of the available documents on the left site:

- IBM Enterprise Content Management System Monitor Release Notes
- IBM Enterprise Content Management System Monitor User's Guide
- IBM Enterprise Content Management System Monitor Installation Guide
- IBM Enterprise Content Management System Monitor Configuration Guide
- IBM Enterprise Content Management System Monitor Probes and Situations Guide
- IBM Enterprise Content Management System Monitor Tasks Guide

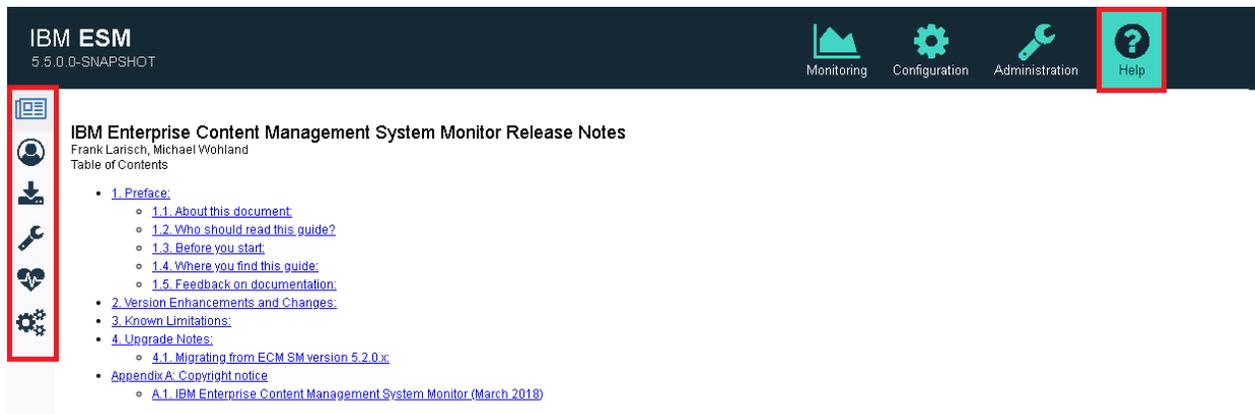


Image of Help

Messages and Error Codes

Table 1. List of possible errorcodes

Source	Formatted LogId	Explanation	Action
LogIdAccess	CDESD6501I or W or E	The user has no permission to execute the requested action.	Please check your permissions or ask your administrator to change them.
	CDESD6502I or W or E	The user has permission to execute the requested action.	Informs about successful authorization.
LogIdAgent	CDESA5501I or W or E	Adding one or more new agents failed.	Check the detailed error message for the specific reason.
	CDESA5502I or W or E	Runtime Fault.	Verify if there are any other previous messages, leading to this exception.
	CDESA5503I or W or E	No Data Available.	Check the input. However, it is not necessarily a mistake.
LogIdArgs	CDESC2501I or W or E	Incorrect or missing argument.	This should not happen in production code. Search the log for a hint what went wrong, but it is possible, there is no such log entry.
LogIdConfig	CDESD2001I or W or E	Invalid configuration was provided.	Please check the product configuration.
	CDESD2002I or W or E	Reading configuration was successful.	Informs about successful configuration import/loading.
	CDESD2003I or W or E	Reading configuration failed.	Please check the product installation.
	CDESD2004I or W or E	Saving configuration was successful.	Informs about successful configuration export/saving.
	CDESD2005I or W or E	Saving configuration was failed.	Please check the product installation.
	CDESD2006I or W or E	A configuration could not be removed.	Verify if the format of the configuration was correct and the configuration which should be removed exists.
	CDESD2007I or W or E	A property was supposed to be set, but failed.	Please check the product's configuration.
	CDESD2008I or W or E	A property was tried to be loaded, but failed due to unknown reasons.	Please check the product's configuration.
	CDESD2009I or W or E	A problem occurred while trying to send an email.	Please make sure the configuration is valid.
	CDESD2010I or W or E	Configuration was not found.	Please check the product's installation.
LogIdDb	CDESD6001I or W or E	Connection failed.	Please check your DB configuration.
	CDESD6002I or W or E	Updating the database failed.	Probably a problem occurred by modifying the request.

Source	Formatted LogId	Explanation	Action
	CDESD6003I or W or E	An error occurred while trying to write to the database.	Please make sure the database is available and check its configuration.
	CDESD6004I or W or E	An error occurred while trying to read from the database.	Please make sure that the database is available and check its configuration.
	CDESD6005I or W or E	There was a locking issue, while trying to perform a transaction.	Verify if another process locks the specific database resource and free it.
	CDESD6006I or W or E	A previous transaction failed. A database rollback will be performed.	Check previous log messages to find out the reason of the rollback.
	CDESD6007I or W or E	A relation between two or more database items did not exist.	Check the request and verify if the requested items have a relation to each other, via your database management console.
	CDESD6008I or W or E	A database action was about to be performed, but a required property of the query was not set.	Check the query and verify which item was missing.
	CDESD6009I or W or E	An item was added / moved / updated. This message informs the user about the performed action.	Nothing to be done.
	CDESD6010I or W or E	There was an exception, related to a specific JPA component, whose reason was not further specified.	Read the print of the stack trace in the log file to get further information.
	CDESD6011I or W or E	An error occurred while trying to remove an item from the database.	Please make sure the database is available and check its configuration.
LogIdIo	CDESC3501I or W or E	File already exists.	Change the name of the file being created or delete the file that is already there.
	CDESC3502I or W or E	A file (or directory) cannot be created/removed.	Verify if the file or directory which was about to be created, exists and can be accessed.
	CDESC3503I or W or E	A file (or directory) is of an invalid type or {@code null}.	Please check that the file or directory is valid.
	CDESC3504I or W or E	Attempting to open a file or resource failed.	Please check that the file or resource is in the proper directory and can be accessed.
	CDESC3505I or W or E	Attempting to delete a file or resource failed.	Please check that the specified file is not in use.
	CDESC3506I or W or E	Attempting to close a file or resource failed.	Please check that the specified file is not in use and your current OS user has the rights to access the file.
	CDESC3507I or W or E	Attempting to write a file or resource failed.	Please check that the specified file is not in use and your current OS user has the rights to access the file.

Source	Formatted LogId	Explanation	Action
	CDESC35081 or W or E	Attempting to read a file or resource failed.	Please check that the specified file is not in use and your current OS user has the rights to access the file.
	CDESC35091 or W or E	Could not reach the destination via network.	Please make sure that networking is configured and the host is reachable.
	CDESC35101 or W or E	Character encoding problems.	Probably the character encoding is not supported.
	CDESC35111 or W or E	General I/O Error.	There can be several reasons why this I/O error occurred, please contact support.
	CDESC35121 or W or E	A connection to the requested system could not be established.	Please make sure that you have entered the correct connection parameters. Refer to the documentation of the system, you want to connect to.
	CDESC35131 or W or E	A connection was successfully established.	Informational message about a successful connection.
	CDESC35141 or W or E	A connection was or is about to be closed.	Informational message about a connection closing process.
	CDESC35151 or W or E	A connection was unintendedly lost.	The connection to the system was unexpectedly lost. Verify if the system is available.
LogIdOsgi	CDESC40011 or W or E	Attempting to look up the service failed.	Open the OSGi console to check if the service is available.
	CDESC40021 or W or E	A service could not be started.	Please check the log message for missing dependencies or runtime exceptions.
	CDESC40031 or W or E	A service could not be reinitialized.	Verify if dependent services are available or if another required component is missing.
LogIdReflection	CDESC45011 or W or E	A requested method was not found via Java reflection.	Please change method name configuration if possible.
	CDESC45021 or W or E	The security manager denied the execution.	Please configure the security manager appropriately.
	CDESC45031 or W or E	A requested class was not found.	Please configure the classpath appropriately and check if the JAR files have the latest version.
	CDESC45041 or W or E	The internal object could not be copied.	Please contact the support.
LogIdSecurity	CDESC70011 or W or E	The user does not exists	Create user.
	CDESC70021 or W or E	The user account is deactivated	Activate the user account.
	CDESC70031 or W or E	The user account is locked	Unlock the user account.

Source	Formatted LogId	Explanation	Action
	CDESC7004I or W or E	User account was locked because the maximum failed login attempt of was reached.	Unlock the user account.
LogIdTask	CDESC6001I or W or E	A task could not be executed successfully	Depending on the task's logic this could be a technical or a user input issue.
LogIdThread	CDESC5001I or W or E	An error occurred while trying to access another thread.	Please restart the service and try again. If the error persists, please contact support.
	CDESC5002I or W or E	A thread was interrupted.	Please restart the service and try again. If the error persists, please contact support.
	CDESC5003I or W or E	An unspecified runtime exception occurred.	Verify if there are any other previous messages, leading to this exception.
LogIdValidation	CDESM3001I or W or E	A validation check succeeded.	Informal message; nothing else is to do.
	CDESM3002I or W or E	A validation check did not succeed, but this is valid.	Informal message; nothing else is to do.
	CDESM3003I or W or E	A validation check did not succeed, but was expected to succeed.	Informal message; nothing else is to do.
	CDESM3004I or W or E	A URL which was about to be parsed, did not have the correct format.	Verify in the log file, what the URL looked like and enter the URL in the correct format.
	CDESM3005I or W or E	A String object did not have the correct format.	Verify in the log file, what the string looked like and enter the String in the correct format.
	CDESM3006I or W or E	A value which was supposed to be created, already exists.	Decide whether to override the already existing value or to leave it.
	CDESM3007I or W or E	A value which was supposed to be from a specific datatype, had a different datatype.	This is an internal issue and should be reported to the distributor of the software.
	CDESM3008I or W or E	A numeric value was supposed to be transformed to a string, but had a incorrect format.	Verify if the given value had a valid number format.

Accessibility conform Controls

ESM can be controlled only with the keyboard, no mouse is needed. The following shows the list of shortcuts and control keys:

- The "Tab" key can be used to browse through the different available entries inside the console.
- Arrow keys, page up and down or pos1 and end are used to select an entry within the favored grid (e.g. a list or line). In nested lists the list can only be browsed using arrow up and down. Page up and down and pos1 and end will not work.
- Use space or ctrl + space to select or deselect an entry in the list or the line.
- Enter is the same as double click on a selected entry (mostly this opens an editor).
- Alt + c means cancel within an editor (valid for Internet Explorer).
- Alt + s means save within an editor (valid for Internet Explorer).
- Shift + F8 can be used in lists with multi selection to select multiple entries (valid for Internet explorer). Use arrow keys and space to select the favored entries.

Encryption mechanism in ESM

ESM uses JAVA based encryption mechanisms. These mechanisms are FIPS 140-2 conform.

Appendix A: Copyright notice

IBM Enterprise Content Management System Monitor (April 2019)

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