IBM Tivoli Composite Application Manager for Microsoft
Applications: Microsoft Internet Information Services Agent
Version 6.3.1

Installation and Configuration Guide

IBM

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Chapter 1. Overview of the agent

The IBM Tivoli Composite Application Manager for Microsoft Applications: Microsoft Internet Information Services Agent (product code Q7) provides you with the capability to monitor Microsoft Internet Information Server. You can also use the agent to take basic actions with the Microsoft Internet Information Server.

IBM® Tivoli® Monitoring is the base software for the Microsoft IIS 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.

Functions of the monitoring agent

Availability Monitoring
      Monitors the following services and processes:
- IIS Admin Service
- World Wide Web Publishing Service
- FTP Publishing Service [MS FTP V6.0]
- Network News Transfer Protocol (NNTP) Service [MS IIS V6.0]
- Simple Mail Transfer Protocol (SMTP) Service
- HTTP SSL Service [MS IIS V6.0]
- Windows Process Activation Service (WAS) [MS IIS V7.x and later]
- Application Host Helper Service [MS IIS V7.x and later]
- Web Management Service [MS IIS V7.x and later]
- Net.Pipe Listener Adapter Service [MS IIS V7.x and later]
- Net.Tcp Listener Adapter Service [MS IIS V7.x and later]
- Net.Msmq Listener Adapter Service [MS IIS V7.x and later]
- Net.Tcp Port Sharing Service
- Microsoft FTP Service [MS FTP V7.x and later]

- DCOM DLL Host Process
- ASP.Net Worker Process

Note: The services for which the IIS version is not explicitly mentioned are applicable to both IIS V6.0,IIS V7.x and later.

Error and Event log Monitoring

Monitors for the following event sources affecting Microsoft IIS Server availability or performance:

- IISADMIN
- FtpCtrs
- IISInfoCtrs
- W3Ctrs
- W3SVC-WP
- HostableWebCore
- Microsoft-Windows-IIS-IISManager
- WMSVC
- IISService
- WAS-LA
- Http
- IIS Config
- IISCTLS
- IISLOG
- IISMAP
- IISWMI
- isapnp
- MSFTPSVC
- NNTPSVC
- SMTPSVC
- W3SVC
- APPHOSTSVC
- IIS-METABASE
- SMSvcHost 3.0.0.0
- WAS
- FTPSVC
- DCOM
- IIS-METABASE

Performance monitoring

Gathers performance attributes in the following areas, providing situations where appropriate:

- Web Service
- Web Service Cache
- Internet Information Service Gl
- FTP Service
- ASP
- ASP.NET Applications
- WAS-W3WP
- W3SVC-W3WP

- Microsoft FTP Service
- IIS Web Server Status
- IIS FTP Server Status
- IIS SMTP Server Status
- IIS NNTP Server Status
- IIS Version Information
- FTP Version Information
- SMTP Version Information
- NNTP Version Information
- IIS Web Server Sites Status
- FTP Server Sites Status
- SMTP Server
- NNTP Server
- IIS Components
- Application Pools Settings
- Mime Types
- HTTP Error Log
- Web Service Extensions Restricted List
- HTTP Custom Error Messages
- IIS Web Server Bindings
- IIS websites Detail
- IIS FTP Server Bindings
- IIS FTP Sites Detail
- Website Certificate Details
- Website Virtual Dir Details
- Website Dynamic IP and Domain Restrictions
- Website Dynamic IP Restrictions Settings
- Websites W3C Logs
- FTP Site Dynamic IP and Domain Restrictions
- FTP Logon Attempt Restrictions Settings
- Centralized Certificate Details
- Virtual Domain Setting
- MSMQ Incoming HTTP Traffic
- Failed Request Tracing
- HTTP Service Request Queues
- HTTP Error Response
- MSMQ Outgoing HTTP Session

Actions

Provides actions to start and stop the website, FTP sites, Application Pools and the following services:

- IIS Admin Service
- World Wide Web Publishing Service
- FTP Publishing Service
- Network News Transfer Protocol (NNTP) Service
- Simple Mail Transfer Protocol (SMTP) Service

- HTTP SSL Service
- Windows Process Activation Service (WAS)
- Application Host Helper Service
- Web Management Service
- Net.Pipe Listener Adapter Service
- Net.Tcp Listener Adapter Service
- Net.Msmq Listener Adapter Service
- Net.Tcp Port Sharing Service
- Microsoft FTP Service

Reporting
> Provides a history enablement file that generates reports for all attributes collected.

New in this release

For version 6.3.1 of the Microsoft IIS agent, the following enhancements were made since version 6.3, including the fix packs:

- Changes related to system requirements. See the information about system requirements in Software product compatibility reports (http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html).
- New or changed attribute groups:
  - Failed Request Tracing
  - Failed Request Tracing Rules
  - HTTP Error Response
  - HTTP Service Request Queues
  - MSMQ Outgoing HTTP Session
- New or changed workspaces:
  - Connection and Logon Attempt Statistics
  - User and Connection Statistics
  - Failed Request Tracing Statistics
  - Virtual Domain and Centralized Certificate Settings
  - MSMQ HTTP Traffic Statistics
  - HTTP Request and Response Statistics
- New or changed situations:
  - WAS SID Mapping Failed
  - WAS Terminated
- Updated the `kq7.baroc` file to support event mapping changes
- Added new Cognos® data models and reports
- Added the Prerequisite Scanner report to verify the availability of tables and views in the Tivoli Data Warehouse for the predefined reports

Components of the IBM Tivoli Monitoring environment

After you install and set up the Microsoft IIS 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, Microsoft IIS 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.

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.

IBM Tivoli Common Reporting
> Tivoli Common Reporting is a separately installable feature available to users of Tivoli software that provides a consistent approach to generating and customizing reports. Some individual products provide reports that are designed for use with Tivoli Common Reporting and have a consistent look and feel.

IBM Tivoli Application Dependency Discovery Manager (TADDM)
> TADDM delivers automated discovery and configuration tracking capabilities to build application maps that provide real-time visibility into application complexity.

IBM Tivoli Business Service Manager
> The Tivoli Business Service Manager component delivers real-time information to help you respond to alerts effectively based on business requirements. Optionally, you can use this component to meet service-level agreements (SLAs). Use the Tivoli Business Service Manager tools to help build a service model that you can integrate with Tivoli Netcool/OMNIbus alerts or optionally integrate with data from an SQL data source. Optional components provide access to data from other IBM Tivoli applications such as Tivoli Monitoring and TADDM.

Tivoli Integrated Portal
> Tivoli Integrated Portal helps the interaction and secure passing of data between Tivoli products through a common portal. Within the same dashboard view, you can launch from one application to another and research different aspects of your managed enterprise. This component is installed automatically with the first Tivoli product that uses the Tivoli Integrated Portal framework. Subsequent products can install updated versions of Tivoli Integrated Portal. After version 2.2, this component is replaced by the Dashboard Application Services Hub.

Agent Management Services

You can use IBM Tivoli Monitoring Agent Management Services to manage the Microsoft IIS 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 Microsoft IIS 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.

IBM Tivoli Common Reporting
> Use the Tivoli Common Reporting web user interface for specifying report parameters and other report properties, generating formatted reports, scheduling reports, and viewing reports. This user interface is based on the Dashboard Application Services Hub for Tivoli Common Reporting 3.1 and on Tivoli Integrated Portal for earlier versions.

IBM Tivoli Application Dependency Discovery Manager
The Discovery Management Console is the TADDM client user interface for managing discoveries.

IBM Tivoli Business Service Manager
The Tivoli Business Service Manager console provides a graphical user interface that you can use to logically link services and business requirements within the service model. The service model provides an operator with a second-by-second view of how an enterprise is performing at any moment in time or how the enterprise performed over a time period.

Tivoli Integrated Portal
Web-based products that are built on the Tivoli Integrated Portal framework share a common user interface where you can launch applications and share information. After version 2.2, this interface is replaced by the Dashboard Application Services Hub.

Data sources

Monitoring agents collect data from specific data sources.

The Microsoft IIS agent collects data from the following sources:

WMI By using WMI (Windows Management Instrumentation), you can monitor and control managed resources throughout the network. Resources include hard drives, file systems, operating system settings, processes, services, shares, registry settings, networking components, event logs, users, and groups. WMI is built into clients with Windows 2000 or later, and can be installed on any 32-bit Windows client.

Perfmon
Use the Windows Performance Monitor, or Perfmon, to view various system and application performance metrics for collection and use by management applications. You typically view system metrics on a Windows system through the 'perfmon' application.

Availability
Use the agent to monitor availability of the application and related components in the following ways:
- Monitor the status of the processes.
- Monitor the Windows services used by the application.

Scripts
The agent uses application-specific commands and interfaces to gather metrics.

Log files
The agent uses the file system to monitor application log files or other data files to gather metrics.

Windows Event Log
The agent collects Windows Event Log entries related to the monitored resource and forwards them to IBM Tivoli Monitoring.

Table 1. Mechanisms used to gather attributes

Attribute group	Collection source
Availability	Operating system
Performance Object Status	Operating system
Thread Pool Status	Operating system
Event Log	Windows Event Log
Active Server Pages	Perfmon
ASP NET	Perfmon

Table 1. Mechanisms used to gather attributes (continued)

Attribute group	Collection source
ASP NET Apps V4	Perfmon
ASP NET Apps Filter	Filter
Internet Information Services Gl	Perfmon
IIS Version Information	Windows registry
FTP Version Information	Windows registry
SMTP Version Information	Windows registry
NNTP Version Information	WMI
IIS Web Server Status	WMI
IIS NNTP Server Status	WMI
IIS FTP Server Status	WMI
IIS SMTP Server Status	WMI
IIS Components	Windows registry
Web Service Cache	Perfmon
Web Service	Perfmon
IIS Web Server Site Status	WMI
IIS Web Server Bindings	WMI
IIS Web Sites Detail	WMI
FTP Service	Perfmon
FTP Server Site Status	WMI
IIS FTP Server Bindings	WMI
IIS FTP Sites Detail	WMI
Microsoft FTP Service	WMI
W3SVC W3WP	WMI
WAS W3WP	WMI
Application Pool WAS	Perfmon
IIS Application Pools Setting	WMI
Mime Types	WMI
Http Error Log	Windows system log file
Web Service Extensions Restricted List	WMI
HTTP Custom Error Messages	IIS administration utility
IIS Application Pools Details	WMI and Windows registry
Website Certificate Details	Script
Website Virtual Dir Details	WMI
Website Dynamic IP and Domain Restrictions	IIS configuration file
Website IP and Domain Restrictions Settings	IIS configuration file
Website Dynamic IP Restrictions Settings	IIS configuration file
FTP Site Dynamic IP and Domain Restrictions	IIS configuration file
FTP Site IP and Domain Restrictions Settings	IIS configuration file
Websites W3C Logs	Windows system log file
FTP Logon Attempt Restrictions Settings	IIS configuration file

Table 1. Mechanisms used to gather attributes (continued)

Attribute group	Collection source
Centralized Certificate Details	Windows registry
MSMQ Incoming HTTP Traffic	Perfmon
Virtual Domain Setting	IIS configuration file
Failed Request Tracing	Script
Failed Request Tracing Rules	Script
HTTP Error Response	Perfmon
HTTP Service Request Queues	Perfmon
MSMQ Outgoing HTTP Session	Perfmon

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 Microsoft IIS 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*.

With the self-describing agent capability, new or updated IBM Tivoli Monitoring agents using IBM Tivoli Monitoring V6.2.3 or later can become operational after installation without having to perform additional product support installation steps. To take advantage of this capability, see *Enabling self-describing agent capability at the hub monitoring server* in the *IBM Tivoli Monitoring Installation and Setup Guide*. Also, see *Self-describing monitoring agents* in the *IBM Tivoli Monitoring Administrator's Guide*.

Requirements

Before installing and configuring the agent, make sure your environment meets the requirements for the IBM Tivoli Composite Application Manager for Microsoft Applications: Microsoft Internet Information Services Agent.

For the most current 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 Microsoft Applications product.

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" on page 12
- "Installing language packs on Windows, UNIX, or Linux systems silently" on page 12

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.

Installing language packs on Windows, UNIX, or Linux systems silently

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."

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
```

Prerequisites checking

The prerequisite checker utility verifies whether all the prerequisites that are required for the agent installation are met. The prerequisite checker creates a log file that contains a report of all the prerequisites checks when the prerequisite checker was run.

For the Microsoft IIS agent, the prerequisite checker verifies the following requirements:

- Memory
- Disk
- Operating systems
- Microsoft Internet Information Server versions

Additionally, the prerequisite checker verifies whether the user, who installs the agent, is a member of the Administrators group.

For detailed information about installation prerequisites, see the Software product compatibility reports (http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/clarity/index.html).

You can run the prerequisite checker in stand-alone mode or remotely. For more information about the prerequisite checker, see "Prerequisite Checking for IBM Tivoli Monitoring Agents" in the *IBM Tivoli Monitoring Installation and Setup Guide*.

Running as a non-administrator user

You can run the monitoring agent for Internet Information Services as a non-administrator user. However, some functionality is unavailable.

To create a non-administrator user, create a new user and set up registry permissions for the new user as follows :

- Full access to the `HKEY_LOCAL_MACHINE\SOFTWARE\Candle` directory
- Read access to the `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Perflib` directory

If you define these permissions for a non-administrator user, data is displayed for all the Perfmon-based attribute groups. See "Data sources" on page 7 for a list of all the Perfmon-based attributes. The non-administrator user must be a member of the Performance Monitor Users and Performance Log Users groups.

The following table contains the attribute groups for the IIS Server versions that display data for users who are members of the *Administrators* group.

Table 2. Attribute groups that display data for users who are members of the Administrators group

Attribute group	IIS 6.0	IIS 7.x, or later
ASP NET Apps Filter	Yes	Yes
Availability	Yes	Yes
Mime Types	Yes	Yes
Web Service Extensions Restricted List	Yes	Yes
HTTP Custom Error Messages	Yes	Yes
IIS FTP Server Status	Yes	Yes
IIS Version Information	Yes	Yes
FTP Version Information	Yes	Yes
IIS SMTP Server Status	Yes	Yes
SMTP Version Information	Yes	Yes
SMTP Server	Yes	Yes
IIS NNTP Server Status	Yes	No
IIS FTP Sites Detail	Yes	No
NNTP Version Information	Yes	No
NNTP Server	Yes	No
W3SVC W3WP	No	Yes
WAS W3WP	No	Yes
IIS Components	No	Yes
Microsoft FTP Service	No	Yes

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 Microsoft IIS 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 you type are not displayed to help maintain the security of these values.

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

HTTP Error Log Configuration (HTTP_ERROR_LOG)

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

> This group defines information that applies to the entire agent.

> **Log File Directory (KQ7_HTTP_ERROR_LOG_FILE)**
>> HTTP Error Log File Directory
>>
>> The type is string.
>>
>> This value is optional.
>>
>> Default value: C:\WINDOWS\system32\LogFiles\HTTPERR

Site Log Configuration (SITE_LOG)

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

> This group defines information that applies to the entire agent.

> **Log File Directory (KQ7_SITE_LOG_FILE)**
>> Site Log File Directory
>>
>> The type is string.
>>
>> This value is optional.
>>
>> Default value: C:\inetpub\logs\LogFiles

Remote installation and configuration

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

When installing the agent remotely, you must provide the configuration values for the agent to operate. See "Configuration values."

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, you must have installed the application support for that agent (Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal). You must also have installed the agent bundle into 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*.

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 Q7 -n Primary:sample.node.name:NT
-p  HTTP_ERROR_LOG.KQ7_HTTP_ERROR_LOG_FILE=value
 SITE_LOG.KQ7_SITE_LOG_FILE=value
```

Appendix. ITCAM for Microsoft Applications documentation library

Various publications are relevant to the use of ITCAM for Microsoft 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 Microsoft Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamms.doc_7.1/welcome.htm)

- Quick Start Guides
- 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/topic/com.ibm.itm.doc_6.3/welcome.htm) 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 Application Performance Management 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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