IBM Tivoli Composite Application Manager for Applications
Version 7.2

Offering Guide

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IBM

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Chapter 1. Introduction

The IBM® Tivoli® Composite Application Manager (ITCAM) for Applications offering includes multiple component products. This document provides an overview of the component products and the installation process to help you determine which products you need to download, install, and configure.

See Table 2 on page 10 for the version of IBM Tivoli Monitoring that is required for the individual agent components.

If you download the component products from Passport Advantage®, follow the instructions in the download document (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2/downloaddoc/DownloadDocument_itcamforapplications72.html).

The ITCAM for Applications offering is a package of component products that monitor and manage systems, application servers, and Database servers; track availability and performance; and provide reports, in a browser-based graphical user interface, to track trends and troubleshoot problems. The user interface also offers expert advice on alerts and corrective actions.

The IBM SmartCloud Application Performance Management UI Version 7.5 provides new, easy to understand, easy to customize, dashboards for IBM SmartCloud Application Performance Management, Tivoli Monitoring, and ITCAM products. The UI includes predefined templates for simple J2EE, complex J2EE, and SAP applications, which are based on industry standards. You can use these templates to quickly and easily to build your own dashboards to monitor the resources of your IT environments. The UI also has integrated views to monitor IBM Tivoli Monitoring situation-based events and transactions of your applications. The UI is available on the IBM Integrated Service Management Library (http://www.ibm.com/software/brandcatalog/ismlibrary/).

IT operations and administrators can use ITCAM for Applications to maintain high performance and availability levels for composite applications and services. By using the ITCAM for Applications consolidated set of tools, IT organizations can optimize service levels and contain costs on critical application resources across the enterprise.

Contents of the offering

This offering simplifies the ITCAM portfolio and creates a single product to solve your application management needs. Rather than having to determine your exact requirements before purchasing, you can buy a single license to use a single agent, any three agents (three Pack), or all application management technologies or agents (Full Pack) in this offering.

Before you install any of the agents in this offering, you must install Tivoli Monitoring, which is the prerequisite software. See Table 2 on page 10 for the version of Tivoli Monitoring that is required for the individual agent components.

Note: This offering is compatible with IBM Tivoli Monitoring Version 6.2.2 Fix Pack 2 and later. To use the self-describing agent feature that is provided in IBM Tivoli Monitoring V6.2.3 and later, you must install IBM Tivoli Monitoring Version 6.2.3 Fix Pack 1.

IBM Tivoli Composite Application Manager Agent for DB2® Version 7.1
> Provides intelligent monitoring and management of DB2 Database servers. Views show key metrics that are unique to each application, including buffer hits, connections used, thread activity, deadlocks, and contention.

IBM Tivoli Composite Application Manager Agent for HTTP Servers Version 7.1
> Ensures the availability and performance of critical business applications and services by

comprehensively monitoring the health and performance of the HTTP server. The agent proactively alerts administrators of health and performance problems, provides real-time metrics for problem diagnosis, and collects historical metrics for reporting and capacity trending.

IBM Tivoli Composite Application Manager Agent for J2EE Version 7.1
Ensures the availability and performance of critical business applications and services by comprehensively monitoring the health and performance of the underlying J2EE application server. The agent proactively alerts administrators of health and performance problems, provides real-time metrics for problem diagnosis, and collects historical metrics for reporting and capacity trending.

IBM Tivoli Composite Application Manager Agent for Lotus® Domino® Version 6.2.1
Provides secure monitoring and management of Lotus Domino servers, helping to optimize the performance of the Lotus Domino application. The functionality that is provided uses standard models that focus on server availability, database management, mail routing, replication, server processes, and server health.

IBM Tivoli Composite Application Manager Agent for Lotus Sametime® Version 6.2.4
Provides monitoring capabilities for Lotus Sametime community servers. The agent monitors server status, the availability of Sametime server processes, service port connectivity, statistics data, and the configuration of community service clustering. The agent also provides function tests for login, awareness, and instant messaging.

IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Application Domain Version 7.1
Monitors the availability, health, and performance of the following PeopleSoft Enterprise resources: PeopleSoft Application Domain, client connections, Tuxedo, Domain-wide view of Process Schedulers, and Application Domain and Tuxedo logs.

IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Process Scheduler Version 7.1
Monitors the availability, health, and performance of the following PeopleSoft Enterprise resources: Process (Batch) Scheduler, Tuxedo, individual Batch Process status, and Process Scheduler and Tuxedo Logs.

IBM Tivoli Composite Application Manager Agent for SAP Applications Version 7.1
Monitors the SAP environment. This monitoring agent offers a central point of management for gathering the information that is required to detect problems early and to take steps to prevent them from recurring. The agent enables effective Systems Management across SAP releases, applications, and components and the underlying databases, operating systems, and external interfaces. You can easily collect and analyze critical information about the SAP enterprise.

This version replaces IBM Tivoli Monitoring for Applications Version 6.2: mySAP Agent.

IBM Tivoli Composite Application Manager Agent for Siebel CRM Version 7.1
Monitors the availability, health, and performance of key Siebel CRM resources: application server, gateway name server, components, tasks, file systems, and Siebel logs. The Siebel agent also allows you to complete basic actions with Siebel CRM.

IBM Tivoli Composite Application Manager for SOA Version 7.2
Provides monitoring and management of services and mediations in a service-oriented architecture (SOA) environment. ITCAM for SOA monitors a wide variety of metrics on many application server runtime environments and enterprise services buses. Now, ITCAM for SOA monitors the Business Process Execution Language (BPEL) and Business Process Definition (BPD) business processes from IBM Business Process Manager (IBPM) Version 7.5.1 and Version 8.0. ITCAM for SOA monitors interactions between components by implementing a service in the BPM environment.

IBM Tivoli Composite Application Manager for SOA Version 7.1.1
This component is provided for compatibility with previous versions only.

IBM Tivoli Composite Application Manager Agent for Sybase ASE Version 6.2
Provides intelligent monitoring and management of Sybase servers. Views show key metrics that are unique to each application, including buffer hits, connections used, thread activity, deadlocks, and contention.

IBM Tivoli Composite Application Manager Agent for WebSphere® Applications Version 7.2
Ensures the availability and performance of critical business applications and services by comprehensively monitoring the health and performance of WebSphere application resources. The agent proactively alerts administrators of health and performance problems, provides real-time metrics for problem diagnosis, and collects historical metrics for reporting and capacity trending.

IBM Tivoli Composite Application Manager Agent for WebSphere Applications Version 7.1
This agent is provided for compatibility with previous versions only.

IBM Tivoli Composite Application Manager Agent for WebSphere DataPower® Appliance Version 7.1
Provides a central point of monitoring for the WebSphere DataPower appliances in your enterprise environment and offers a comprehensive method to gather information that is required to detect problems early. This agent can identify and notify you of common problems with the appliances that it monitors by providing availability, performance, resource, and workload information.

IBM Tivoli Composite Application Manager Agent for WebSphere Message Broker Version 7.1
Provides a monitoring and management tool with the means to verify, analyze, and tune WebSphere Message Broker topologies that are associated with WebSphere Message Broker products.

Note: You must install IBM Tivoli Monitoring Version 6.2.3 Fix Pack 1 or later to work with this agent.

IBM Tivoli Composite Application Manager Agent for WebSphere Message Broker Version 7.0.1 Fix Pack 2

Important: This agent works with IBM Tivoli Monitoring Version 6.2.2 or later.

IBM Tivoli Composite Application Manager Agent for WebSphere MQ Version 7.1
Provides comprehensive, proactive monitoring and management capabilities for IBM WebSphere MQ. The agent helps monitor the status of key components such as queues, queue managers, channels, and message flows; helps identify problems in real time; and helps deliver quick problem resolution through local correlation, root cause analysis, and corrective actions.

Note: You must install IBM Tivoli Monitoring Version 6.2.3 Fix Pack 1 or later to work with this agent.

IBM Tivoli Composite Application Manager Agent for WebSphere MQ Version 7.0.1 Fix Pack 2

Important: This agent works with IBM Tivoli Monitoring Version 6.2.2 or later.

IBM Tivoli Composite Application Manager Agent for WebSphere MQ File Transfer Edition Version 7.0.1
Monitors the activity in WebSphere MQ File Transfer Edition networks that are defined by coordination queue managers. This agent can be installed either locally or remotely to a coordination queue manager. The agent monitors status of the WebSphere MQ File Transfer Edition agent, file transfer status, transfer message logs, and other items.

IBM Tivoli Composite Application Manager Configuration Agent for WebSphere MQ Version 7.1
Simplifies the tasks of defining your configuration of WebSphere MQ. You can use ITCAM configuration agent for WebSphere MQ to manage your WebSphere MQ network from a single point of control, see how your WebSphere MQ queue managers and resources are related by viewing a hierarchical representation of your entire network, and group-related WebSphere MQ resources together in ways that reflect the business-oriented relationships between them and the logical structure of your enterprise.

Important: You must install IBM Tivoli Monitoring Version 6.2.3 Fix Pack 1 or later to work with this agent.

IBM Tivoli Composite Application Manager Configuration Agent for WebSphere MQ Version 7.0.1 Fix Pack 2

Important: This agent works with IBM Tivoli Monitoring Version 6.2.2 or later.

IBM Tivoli Composite Application Manager Extended Agent for Oracle Database Version 6.3.1 Fix Pack 1 Provides intelligent monitoring and management of Oracle Database servers, Oracle Real Application Clusters (RAC) Database servers, Automated Storage Management (ASM) software, and Oracle Data Guard. Views show key metrics that are unique to each application, including buffer hits, connections used, thread activity, deadlocks, and contention.

IBM Tivoli Monitoring for Virtual Environments Agent for NetAPP Storage Version 7.1
Provides you with the capability to monitor NetApp and IBM N Series storage systems through NetApp DataFabric Manager (DFM).

IBM Tivoli Monitoring for Virtual Environments Agent for VMware Version 7.1
Provides you with the capability to monitor a VMware environment and to provide basic actions with VMware Virtual Centers.

IBM Tivoli Monitoring Version 6.2.3 Fix Pack 1
Monitors and manages system and network applications on various operating systems, tracks the availability and performance of your enterprise system, and provides reports to track trends and troubleshoot problems. Tivoli Monitoring also provides the following components that consolidate, distribute, store, and display data for the monitoring agents that is shared by all component products in this offering:

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

See the Tivoli Monitoring documentation in the IBM Tivoli Monitoring Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v15r1/topic/com.ibm.itm.doc_6.2.3fp1/welcome.htm) for descriptions of what is new in V6.2.3 Fix Pack 1.

New in this release

For version 7.2 of ITCAM for Applications, the following enhancements are available since version 7.1.
- Added new versions of the following agents:
  - IBM Tivoli Composite Application Manager Agent for Websphere Applications Version 7.2
  - IBM Tivoli Composite Application Manager Agent for WebSphere Message Broker Version 7.1
  - IBM Tivoli Composite Application Manager Agent for WebSphere MQ Version 7.1
  - IBM Tivoli Composite Application Manager Configuration Agent for WebSphere MQ Version 7.1
  - IBM Tivoli Composite Application Manager for SOA Version 7.2

Sources of information

This publication provides basic information in summary form.

Information center for this offering

For detailed information about the component products, including installation instructions, see the product-specific information in the IBM Tivoli Composite Application Manager for Applications

Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/
com.ibm.itcama.doc_7.2/welcome_itcamfapps72.html).

IBM software support overview

Customers who are entitled to IBM Software Support can use the *IBM Software Support Handbook* to
address all questions that are related to IBM Software Support.

In general, customers in the United States can open a Service Request or a Problem Management Record
(PMR) electronically by using IBM online Service Request tools or by calling 1-800-IBM-SERV for voice
support. Customers outside the United States can also use IBM online Service Request tools or can call
the IBM number in their country for voice support. The *IBM Software Support Handbook* contains contact
information, phone numbers, information about IBM online Service Request tools, and other IBM
Software Support information.

When you submit PMRs for IBM Tivoli Composite Application Manager for Applications Version 7.2
(5725-I45), use component ID (compid) **5725I4500**. The compid can be different if you know the problem
area or failing component.

Review the IBM product support pages to find solutions to known problems. This method is a quick way
to get answers to your questions.

Before you contact IBM Software Support, be sure to review the documentation for the component you
want to troubleshoot.

Architecture

ITCAM for Applications helps you manage server and middleware components (including operating
systems, application servers, Database servers, messaging servers, Lotus Domino servers, web servers,
J2EE servers, and Lotus Sametime servers), even in virtualized environments.

Figure 1 on page 6 illustrates the architecture of the monitoring environment after the following
monitoring components are installed:
- Tivoli Data Warehouse
- Tivoli Enterprise Portal browser and desktop clients
- Tivoli Enterprise Portal Server
- The hub Tivoli Enterprise Monitoring Server
- The remote Tivoli Enterprise Monitoring Servers
- Any of the following components:
  - Agent for HTTP Servers
  - Agent for J2EE
  - DB2 agent
  - Lotus Domino agent
  - Lotus Sametime agent
  - Operating system agents
  - Oracle Database Extended agent
  - PeopleSoft agents
  - SAP agent
  - Siebel agent
  - SOA agent
  - Sybase ASE agent
  - NetApp Storage agent

- – VMWare VI agent
- – Agent for WebSphere Applications
- – WebSphere DataPower Appliance agent
- – WebSphere Message Broker Monitoring agent
- – WebSphere MQ Monitoring agent
- – WebSphere MQ Configuration agent
- – WebSphere MQ File Transfer Edition agent

Figure 2 on page 7 illustrates the optional integration of the Tivoli event management and business
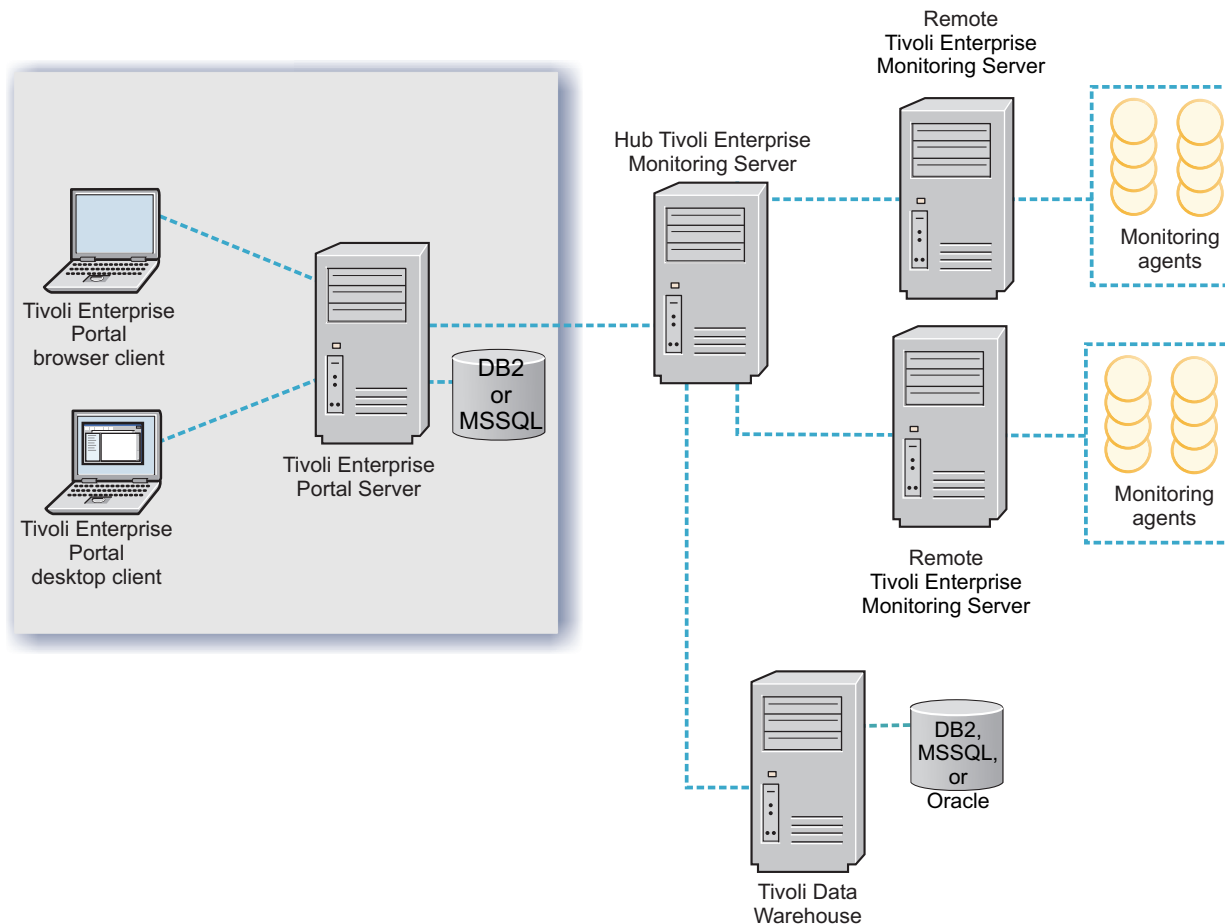
Figure 1. Architecture of the monitoring environment

service management products into the monitoring environment. In Figure 2 on page 7, the box that is labeled "Tivoli Monitoring Infrastructure" represents everything in Figure 1 except for the monitoring agents. If you are using the IBM Tivoli Enterprise Console® or IBM Tivoli Netcool/OMNIbus products, in addition to Tivoli Monitoring, to manage events in your enterprise, you can integrate and manage events from a single console. The event synchronization component sends updates to situation events that are forwarded to a Tivoli Enterprise Console event server or a Netcool/OMNIbus Object server back to the monitoring server.
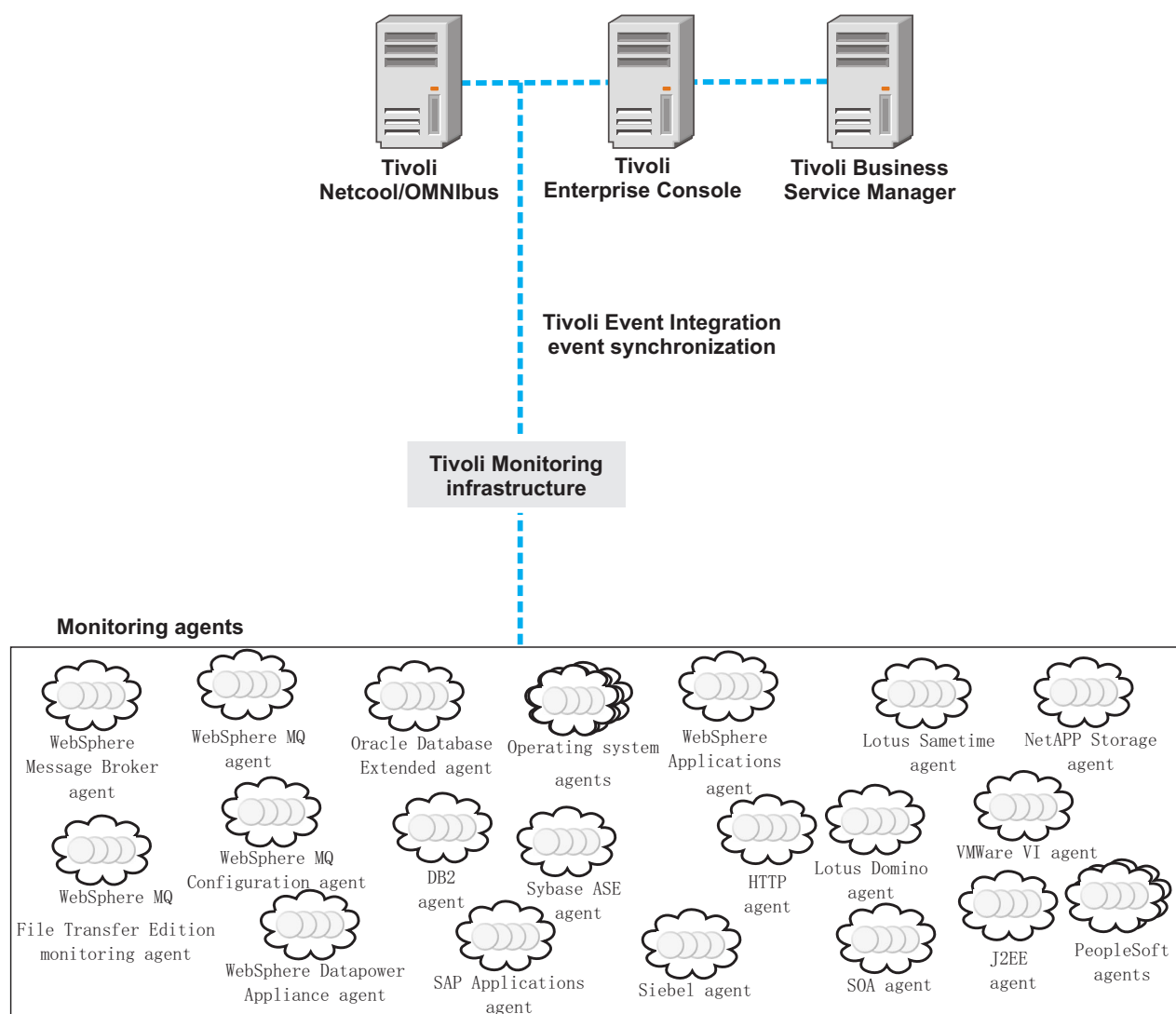
Figure 2. Integrating Tivoli event management and business service management into the environment

For information about how to design your network firewall in relation to your Tivoli Monitoring environment, see appendix C, "Firewalls," of the *IBM Tivoli Monitoring: Installation and Setup Guide* in the IBM Tivoli Composite Application Manager for Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2/welcome_itcamfapps72.html).

Chapter 2. Planning your installation

Before you install the component products, identify which components you want to install, where to install them, hardware and software requirements, sizing, and the order for installing.

Which component products to install

Install different component products that are based on the software that you want to monitor.

Install different component products that are based on the software that you want to monitor.

Before you install any of the agents that are listed in Table 2 on page 10, you must install IBM Tivoli Monitoring Version 6.2.2 Fix Pack 2, which is the prerequisite software. To use the self-describing agent feature or the Messaging agents V7.1, you must install IBM Tivoli Monitoring Version 6.2.3 Fix Pack 1.

Table 1. Agents that are included with Tivoli Monitoring

Agents included with Tivoli Monitoring	Monitored resources

Operating system agents, including AIX® for System p® agents, and agentless OS monitors:
• The agents that monitor Power® virtualized environments, such as the Hardware Management Console (HMC), the Central Electronic Complex (CEC), the Virtual I/O Server (VIOS), and AIX Premium, are included with the base IBM Tivoli Monitoring V6.2 and later product.
• The following agentless OS monitors are included with the base IBM Tivoli Monitoring V6.2.1 product:
  – Agentless Monitoring for AIX
  – Agentless Monitoring for HP-UX
  – Agentless Monitoring for Linux
  – Agentless Monitoring for Solaris
  – Agentless Monitoring for Windows
	Operating systems, including:
	• AIX
	• HP-UX
	• i5/OS®
	• Linux
	• Sun Solaris
	• Windows

IBM Tivoli Universal Agent IBM Tivoli Monitoring Agent Builder	Custom software

For more information, or if you already installed Tivoli Monitoring, see the Note in the Contents of the offering section. Tivoli Monitoring includes the following components that are shared by all component products in this offering and also the agents that are listed in Table 1:
- Tivoli Enterprise Portal browser and desktop clients
- Tivoli Enterprise Portal Server
- Tivoli Enterprise Monitoring Server
- Tivoli Data Warehouse

Table 2 on page 10 lists which component products you must install based on the software that you want to monitor. For more information about the software that the included agents can monitor, see the agent-specific Prerequisites information in the IBM Tivoli Composite Application Manager for Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2/welcome_itcamfapps72.html).

Table 2. Determining the additional component products to install

Install this agent or product:	Which includes these agents:	To monitor these resources:	Tivoli Monitoring version
IBM Tivoli Composite Application Manager Agent for DB2 Version 7.1	• DB2 agent	• IBM DB2	V6.2.2 Fix Pack 2 or later
IBM Tivoli Composite Application Manager Agent for HTTP Servers Version 7.1	• HTTP Servers agent	• Web servers	V6.2.2 Fix Pack 2 or later
IBM Tivoli Composite Application Manager Agent for J2EE Version 7.1	• J2EE agent	• J2EE servers	V6.2.2 Fix Pack 2 or later
IBM Tivoli Composite Application Manager Agent for WebSphere Applications Version 7.2	• Agent for WebSphere Applications	• IBM WebSphere software	V6.2.2 Fix Pack 2 or later
IBM Tivoli Composite Application Manager Agent for WebSphere Applications Version 7.1 (for compatibility with previous versions only)			
IBM Tivoli Composite Application Manager Agent for Lotus Domino Version 6.2.1	• Lotus Domino agent	• IBM Lotus Domino	V6.2.1 Interim Fix 2 or later
IBM Tivoli Composite Application Manager Agent for Lotus Sametime V6.2.4	• Lotus Sametime agent	• Sametime community server	V6.2.2 Fix Pack 2 or later
IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Application Domain V7.1	• PeopleSoft Enterprise Application Domain agent	• PeopleSoft Enterprise – PeopleSoft Application Domain	V6.2.2 Fix Pack 2 or later

IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Process Scheduler V7.1	• PeopleSoft Enterprise Process Scheduler agent	• PeopleSoft Enterprise
		  – Process Scheduler
		  – Tuxedo
			V6.2.2 Fix Pack 2 or later

IBM Tivoli Composite Application Manager Agent for SAP Applications Version 7.1	• SAP agent	• SAP	V6.2.2 Fix Pack 2 or later
IBM Tivoli Composite Application Manager Agent for Siebel CRM Version 7.1	• Siebel agent	• Siebel CRM	V6.2.2 Fix Pack 2 or later

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

Install this agent or product:	Which includes these agents:	To monitor these resources:	Tivoli Monitoring version
IBM Tivoli Composite Application Manager for SOA Version 7.2 IBM Tivoli Composite Application Manager for SOA Version 7.1.1 (for compatibility with previous versions only)	• SOA agent	• BEA WebLogic Server • IBM Business Process Manager Standard Version 7.5.1 and Advanced Version 8.0 • IBM CICS® Transaction Server • IBM WebSphere Application Server • IBM WebSphere DataPower SOA Appliance • IBM WebSphere Enterprise Service Bus • IBM WebSphere Message Broker • JBoss • .NET • SAP NetWeaver • IBM WebSphere Community Edition	V6.2.2 Fix Pack 3 or later
IBM Tivoli Composite Application Manager Agent for Sybase ASE Version 6.2	• Sybase Server agent	• Sybase Server	V6.2 Fix Pack 1 or later
IBM Tivoli Composite Application Manager Agent for WebSphere DataPower Appliance Agent Version 7.1	• WebSphere DataPower Appliance agent	• DataPower appliances	V6.2.2 Fix Pack 2 or later
IBM Tivoli Composite Application Manager Agent for WebSphere Message Broker Version 7.1	• WebSphere Message Broker agent	• IBM WebSphere Message Broker	V6.2.3 Fix Pack 1 or later
IBM Tivoli Composite Application Manager Agent for WebSphere Message Broker Version 7.0.1 Fix Pack 2			V6.2.2 Fix Pack 2 or later
IBM Tivoli Composite Application Manager Agent for WebSphere MQ Version 7.1	• WebSphere MQ agent	• IBM WebSphere MQ	V6.2.3 Fix Pack 1 or later
IBM Tivoli Composite Application Manager Agent for WebSphere MQ Version 7.0.1 Fix Pack 2			V6.2.2 Fix Pack 2 or later

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

Install this agent or product:	Which includes these agents:	To monitor these resources:	Tivoli Monitoring version
IBM Tivoli Composite Application Manager Agent for WebSphere MQ File Transfer Edition Version 7.0.1	• WebSphere MQ File Transfer Edition monitoring agent	• WebSphere MQ File Transfer Edition • **Note:** This agent configures the WebSphere MQ.	V6.2.2 Fix Pack 2 or later
IBM Tivoli Composite Application Manager Configuration Agent for WebSphere MQ Version 7.1	• WebSphere MQ Configuration agent	• IBM WebSphere MQ	V6.2.3 Fix Pack 1 or later
IBM Tivoli Composite Application Manager Configuration Agent for WebSphere MQ Version 7.0.1 Fix Pack 2			V6.2.2 Fix Pack 2 or later
IBM Tivoli Composite Application Manager Extended Agent for Oracle Database Version 6.3.1 Fix Pack 1	• Oracle Database Extended agent	• Oracle RAC • Oracle ASM • Oracle Database • Oracle Data Guard	V6.2.2 Fix Pack 2 or later
IBM Tivoli Monitoring for Virtual Environments Agent for NetApp Storage Version 7.1	• NetApp Storage agent	• NetApp Storage	V6.2.2 Fix Pack 2 or later
IBM Tivoli Monitoring for Virtual Environments Agent for VMWare VI Version 7.1	• VMWare VI agent	• VMware ESX	V6.2.2 Fix Pack 2 or later

Where to install the component products

Information is available on where to install the component products.

For information about where to install the component products, see the product-specific installation information in the user's guides in the IBM Tivoli Composite Application Manager for Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2/welcome_itcamfapps72.html).

Different types of agent installation

Different types of agent installation exist.

Figure 3 on page 13 illustrates a typical agent installation, where the application agents, for example, are on the same computer as the applications that they are managing. Some agents support different configurations. For the agent that you are installing, see the agent-specific information in the information center, according to Table 4 on page 17.
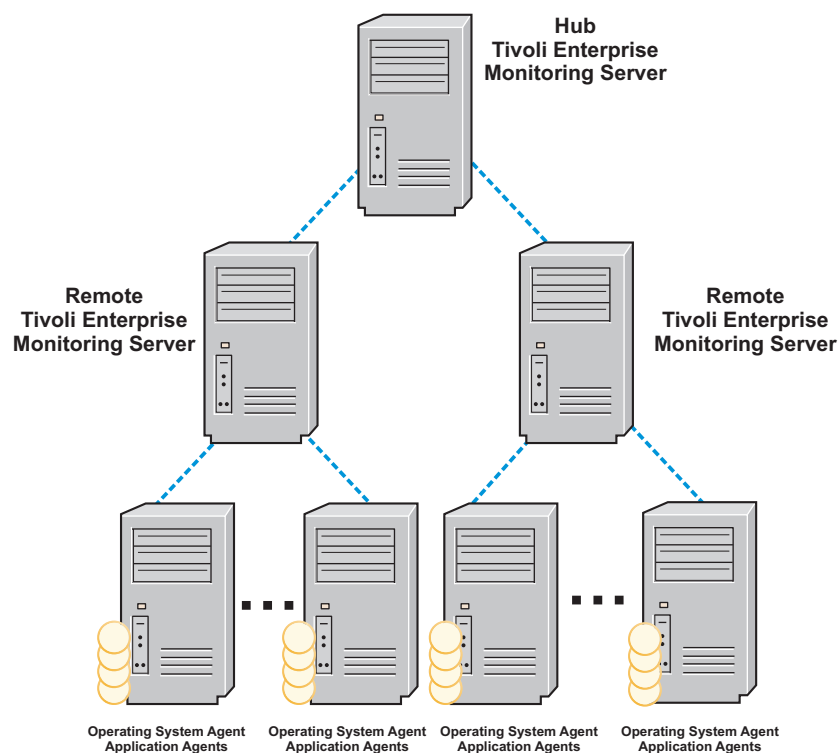
Figure 3. Typical agent installation

Figure 4 on page 14 illustrates the installation of a VMware VI agent, where the agent is not on the same computer as the system that is managed, but rather, manages systems remotely. The use of the VMware VirtualCenter greatly simplifies deployment of the VMware VI agent. A single VMware VI agent can remotely monitor many VMware ESX servers that are being managed by the VMware VirtualCenter. Optionally, the VMware VI agent can be configured to monitor one or more VMware ESX servers remotely.

Figure 4. VMware VI agent installation

Hardware and software requirements

See Table 3 for locations of the hardware and software requirements for the component products.

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

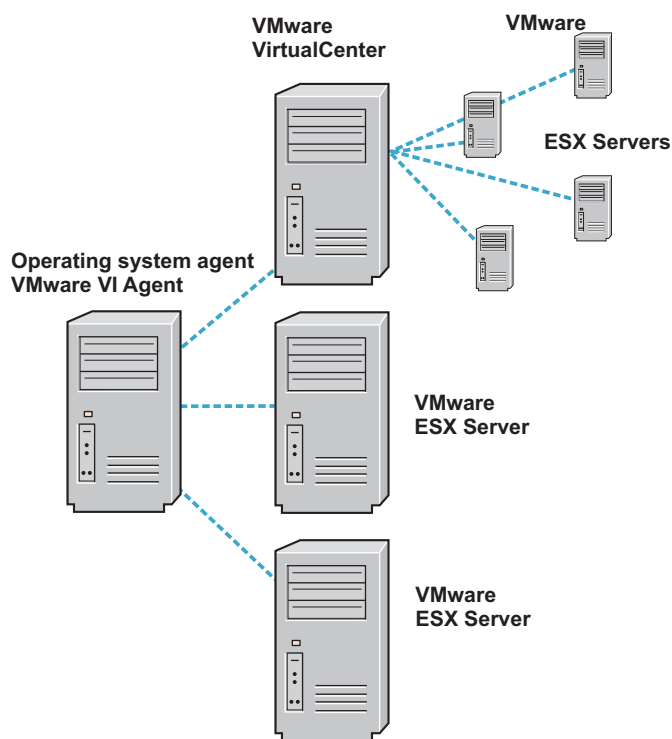| Information	Location of information
Operating system support for the most recent version of each Tivoli product	See the Software Product Compatibility reports (http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/ clarity/ index.html) as described in the Prerequisites topic in the IBM Tivoli Composite Application Manager for Applications Information Center (http://publib.boulder.ibm.com/infocenter/ tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2/ welcome_itcamfapps72.html)
Tivoli Monitoring hardware and software requirements	*IBM Tivoli Monitoring Installation and Setup Guide*
Agent hardware and software requirements	See the Software Product Compatibility reports (http://publib.boulder.ibm.com/infocenter/prodguid/v1r0/ clarity/ index.html) as described in the Prerequisites topic in the IBM Tivoli Composite Application Manager for Applications Information Center (http://publib.boulder.ibm.com/infocenter/ tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2/ welcome_itcamfapps72.html)

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* in the IBM Tivoli Composite Application Manager for Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2/welcome_itcamfapps72.html)
- Tivoli Data Warehouse load projections spreadsheet in the IBM Tivoli Open Process Automation Library

Order of installation or upgrade

Install or upgrade the components by using the following procedure:

Procedure

1. Complete one of the following procedures:
   - For a new installation of IBM Tivoli Monitoring and to work with the Messaging agents, install IBM Tivoli Monitoring Version 6.2.3 Fix Pack 1, according to the information in the *IBM Tivoli Monitoring Installation and Setup Guide* in the IBM Tivoli Composite Application Manager for Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2/welcome_itcamfapps72.html). Follow the upgrade order for server components (such as the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Data Warehouse).
   - For an existing installation of IBM Tivoli Monitoring, you can upgrade your version of IBM Tivoli Monitoring version according to the prerequisites of the different agents. For more information about IBM Tivoli Monitoring compatibility, seeChapter 2, "Planning your installation," on page 9
2. To work with the following Messaging agents, you must install IBM Tivoli Monitoring Version 6.2.3 Fix Pack 1 or later:
   - IBM Tivoli Composite Application Manager Agent for WebSphere Message Broker Version 7.1
   - IBM Tivoli Composite Application Manager Agent for WebSphere MQ Version 7.1
   - IBM Tivoli Composite Application Manager Configuration Agent for WebSphere MQ Version 7.1
3. Install the agent application support on the Tivoli Enterprise Monitoring Server, the Tivoli Enterprise Portal Server, and if you are using it, the Tivoli Enterprise Portal desktop client. You can use the Tivoli Monitoring images to install support files for the operating system agents. For all other types of agent, use the agent image to install the support files.
4. Optionally, install the IBM Tivoli Monitoring V6.2.3 Fix Pack 1 (or later) operating system agent. The operating system agent is used to remotely install, configure, and upgrade other agents on the same server, you must install the operating system agent first to remotely deploy other agents.
5. Install any other agents that you plan to use.

Chapter 3. Installing and configuring your monitoring agents

The IBM Tivoli Composite Application Manager for Applications Information Center contains information about installing and configuring your monitoring agents.

See the IBM Tivoli Composite Application Manager for Applications Information Center (http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcama.doc_7.2/welcome_itcamfapps72.html) for information about how to install and configure your monitoring agents.

Table 4. Location of component installation and configuration information in the documentation information center

Product/component	Installation information	Agent-specific installation and Configuration information
IBM Tivoli Composite Application Manager Agent for DB2 Version 7.1	*IBM Tivoli Monitoring: Installation and Setup Guide*	*IBM Tivoli Composite Application Manager Agent for DB2 User's Guide*
IBM Tivoli Composite Application Manager Agent for HTTP Servers Version 7.1	*IBM Tivoli Composite Application Manager Agent for HTTP Servers Installation and Configuration Guide*	
IBM Tivoli Composite Application Manager Agent for J2EE Version 7.1	*IBM Tivoli Composite Application Manager Agent for J2EE Data Collector Installation and Configuration Guide* *IBM Tivoli Composite Application Manager Agent for J2EE Installation and Configuration Guide*	
IBM Tivoli Composite Application Manager Agent for WebSphere Applications Version 7.2 and Version 7.1	*IBM Tivoli Composite Application Manager Agent for WebSphere Applications Installation and Configuration Guide*	
IBM Tivoli Composite Application Manager Agent for WebSphere DataPower Appliance Version 7.1	*IBM Tivoli Composite Application Manager Agent for WebSphere DataPower Appliance User's Guide*	*IBM Tivoli Composite Application Manager Agent for WebSphere DataPower Appliance User's Guide*
IBM Tivoli Composite Application Manager Agent for Lotus Domino Version 6.2.1	*IBM Tivoli Monitoring: Installation and Setup Guide*	*IBM Tivoli Composite Application Manager Agent for Lotus Domino User's Guide*
IBM Tivoli Composite Application Manager Agent for Lotus Sametime Version 6.2.4	*IBM Tivoli Monitoring: Installation and Setup Guide*	*IBM Tivoli Composite Application Manager Agent for Lotus Sametime User's Guide*
IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Application Domain V7.1	*IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Application Domain User's Guide*	*IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Application Domain User's Guide*
IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Process Scheduler V7.1	*IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Process Scheduler User's Guide*	*IBM Tivoli Composite Application Manager Agent for PeopleSoft Enterprise Process Scheduler User's Guide*
IBM Tivoli Composite Application Manager Agent for SAP Applications Version 7.2	*IBM Tivoli Monitoring: Installation and Setup Guide*	*IBM Tivoli Composite Application Manager Agent for SAP Applications User's Guide*
IBM Tivoli Composite Application Manager Agent for Siebel CRM Version 7.1	*IBM Tivoli Monitoring: Installation and Setup Guide*	*IBM Tivoli Composite Application Manager Agent for Siebel CRM User's Guide*

Table 4. Location of component installation and configuration information in the documentation information center (continued)

Product/component	Installation information	Agent-specific installation and Configuration information
IBM Tivoli Composite Application Manager for SOA Version 7.2 and Version 7.1.1	*IBM Tivoli Composite Application Manager for SOA Installation Guide*	
IBM Tivoli Composite Application Manager Agent for WebSphere Message Broker Version 7.1 and Version 7.0.1 Fix Pack 2	*IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*	*IBM Tivoli Composite Application Manager Agent for WebSphere Message Broker User's Guide*
IBM Tivoli Composite Application Manager Agent for WebSphere MQ Version 7.1 and Version 7.0.1 Fix Pack 2	*IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*	*IBM Tivoli Composite Application Manager Agent for WebSphere MQ User's Guide*
IBM Tivoli Composite Application Manager Agent for WebSphere MQ File Transfer Edition Version 7.0.1	*IBM Tivoli Monitoring: Installation and Setup Guide*	*IBM Tivoli Composite Application Manager Agent for WebSphere MQ File Transfer Edition User's Guide*
IBM Tivoli Composite Application Manager Configuration Agent for WebSphere MQ Version 7.1 and Version 7.0.1 Fix Pack 2	*IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*	*IBM Tivoli Composite Application Manager Configuration Agent for WebSphere MQ User's Guide*
IBM Tivoli Composite Application Manager Extended Agent for Oracle Database Version 6.3.1 Fix Pack 1	*IBM Tivoli Monitoring: Installation and Setup Guide*	*IBM Tivoli Composite Application Manager Extended Agent for Oracle Database User's Guide*
IBM Tivoli Monitoring for Virtual Environments Agent for NetApp Storage Version 7.1	*IBM Tivoli Monitoring: Installation and Setup Guide*	*IBM Tivoli Monitoring for Virtual Environments Agent for NetApp Storage User's Guide*
IBM Tivoli Monitoring for Virtual Environments Agent for VMware VI Version 7.1	*IBM Tivoli Monitoring: Installation and Setup Guide*	*IBM Tivoli Monitoring for Virtual Environments Agent for VMware VI User's Guide*

Chapter 4. Integration among monitoring agents

A workspace is the fundamental user interface of the Tivoli Enterprise Portal. Through workspaces, you track the situations that monitor events in your environment. You watch current conditions in your system in the bar charts, pie charts, and table views of the workspaces. You notice indicators or messages and drill down in the workspace to specific events that were triggered by situations.

Links between workspaces give users a quick way to obtain another more information about events. For more comprehensive root cause analysis, the ITCAM agents for WebSphere Messaging contain integration with operating system agents through workspace linking, as indicated in Table 5 and Table 6.

Table 5. Workspace linking that is available from WebSphere MQ Monitoring agent workspaces

From this workspace:	To this workspace:
WebSphere MQ Monitoring Agent Queue Manager Status	Tivoli Monitoring OS Agent System Overview
WebSphere MQ Monitoring Agent Application Connections	Tivoli Monitoring OS Agent Process Overview
WebSphere MQ Monitoring Agent Queue Open Handle	Tivoli Monitoring OS Agent Process Overview

Table 6. Workspace linking that is available from WebSphere Message Broker Monitoring agent workspaces

From this workspace:	To this workspace:
WebSphere Message Broker Monitoring Agent Broker Information	WebSphere MQ Monitoring Agent Queue Manager Status
WebSphere Message Broker Monitoring Agent Broker Information	Tivoli Monitoring OS Agent System Overview
WebSphere Message Broker Monitoring Agent Components	WebSphere MQ Monitoring Agent Queue Manager Status
WebSphere Message Broker Monitoring Agent Components	Tivoli Monitoring OS Agent System Overview
WebSphere Message Broker Monitoring Agent Message Processing Node Information	WebSphere MQ Monitoring Agent Queue Status
WebSphere Message Broker Monitoring Agent Neighbors	WebSphere MQ Monitoring Agent Queue Manager Status
WebSphere Message Broker Monitoring Agent Broker Statistics	Tivoli Monitoring OS Agent System Overview
WebSphere Message Broker Monitoring Agent Execution Group Statistics	Tivoli Monitoring OS Agent System Overview

Table 7. Workspace linking that is available from ITCAM for SOA to ITCAM Agent for WebSphere Applications

From this workspace:	To this workspace:
Operation Flow	Business Process Manager Summary
Operation Flow	Application Health

Table 8. Workspace linking that is available from ITCAM Agent for WebSphere Applications to ITCAM for SOA

From this workspace:	To this workspace:
Application Health	Group Summary

Appendix. 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 websites contain troubleshooting information:

- Go to the IBM Software Support website (http://www.ibm.com/support/entry/portal/software) and follow the instructions.
- Go to the Application Performance Management Wiki (http://www.ibm.com/developerworks/servicemanagement/apm/index.html). 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 to troubleshoot problems with many IBM software products.

Note: The IBM Tivoli Composite Application Manager for SOA Version 7.2 and the IBM Tivoli Composite Application Manager Agent for WebSphere Applications Version 7.2 do not support ISA. For information on troubleshooting these agents, see the respective troubleshooting guides. To install the ISA software, go to the IBM Support Assistant website (http://www.ibm.com/software/support/isa).

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