

IBM® Tivoli® Netcool/OMNIbus Probe for
Sitescope
5.0

Reference Guide
March 31, 2011



Note

Before using this information and the product it supports, read the information in [Appendix A, “Notices and Trademarks,” on page 11.](#)

Edition notice

This edition applies to version 5.0 of IBM Tivoli Netcool/OMNIBus Probe for Sitescope (SC23-7923-03) and to all subsequent releases and modifications until otherwise indicated in new editions.

This edition replaces SC23-7923-02.

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Contents

Document control page..... v

Chapter 1. Probe for SiteScope..... 1

 Summary..... 1

 Installing probes..... 2

 Internationalization support..... 2

 Example multi-byte character set on Solaris..... 3

 Example multi-byte configuration on Windows..... 3

 Data acquisition..... 4

 Reading log files..... 4

 Modes of operation..... 4

 Peer-to-peer failover functionality..... 5

 Properties and command line options..... 6

 Elements..... 7

 Error messages..... 8

Appendix A. Notices and Trademarks..... 11

 Notices..... 11

 Trademarks..... 12

Document control page

Use this information to track changes between versions of this guide.

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http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/index.jsp?topic=/com.ibm.tivoli.nam.doc/welcome_ptsm.htm

Table 1. Document modification history		
Document version	Publication date	Comments
01	July 25, 2008	First IBM publication.
02	December 31, 2008	Summary table updated. IPv6 support information added. FIPS information added. Installation section added.
03	March 31, 2011	Installation section replaced by “Installing probes” on page 2.

Chapter 1. Probe for Sitescope

The Probe for Sitescope reads daily log files produced by the Sitescope web site monitoring and reporting application. By default, the Sitescope application produces log files with names corresponding to the date.

This guide contains the following sections:

- [“Summary” on page 1](#)
- [“Installing probes” on page 2](#)
- [“Data acquisition” on page 4](#)
- [“Properties and command line options” on page 6](#)
- [“Elements” on page 7](#)
- [“Error messages” on page 8](#)

Summary

Each probe works in a different way to acquire event data from its source, and therefore has specific features, default values, and changeable properties. Use this summary information to learn about this probe.

The following table provides a summary of the Probe for Sitescope.

Table 2. Summary	
Probe target	Sitescope website log files
Probe executable name	nco_p_sitescope (UNIX) nco_p_sitescope.exe (Windows)
Package version	5.0
Probe supported on	For details of supported operating systems, see the following Release Notice on the IBM Software Support Website: https://www-304.ibm.com/support/docview.wss?uid=swg21413310
Properties file	\$OMNIHOME/probes/arch/sitescope.props %OMNIHOME%\probes\arch\sitescope.props
Rules file	\$OMNIHOME/probes/arch/sitescope.rules %OMNIHOME%\probes\arch\sitescope.rules
Requirements	A currently supported version of IBM Tivoli Netcool/OMNIBus
Connection method	Reads an open flat file, line-by-line
Remote connectivity	No
Multicultural support	Not Available

Table 2. Summary (continued)	
Peer-to-peer failover functionality	Available
IP environment	IPv4 and IPv6 Note : The probe is supported on IPv6 when running on IBM Tivoli Netcool/OMNIBus 7.4.0.
Federal Information Processing Standards (FIPS)	IBM Tivoli Netcool/OMNIBus uses the FIPS 140-2 approved cryptographic provider: IBM Crypto for C (ICC) certificate 384 for cryptography. This certificate is listed on the NIST website at http://csrc.nist.gov/groups/STM/cmvp/documents/140-1/1401val2004.htm . For details about configuring Netcool/OMNIBus for FIPS 140-2 mode, see the <i>IBM Tivoli Netcool/OMNIBus Installation and Deployment Guide</i> .

Installing probes

All probes are installed in a similar way. The process involves downloading the appropriate installation package for your operating system, installing the appropriate files for the version of Netcool/OMNIBus that you are running, and configuring the probe to suit your environment.

The installation process consists of the following steps:

1. Downloading the installation package for the probe from the Passport Advantage Online website.

Each probe has a single installation package for each operating system supported. For details about how to locate and download the installation package for your operating system, visit the following page on the IBM Tivoli Knowledge Center:

http://www-01.ibm.com/support/knowledgecenter/SSSHTQ/omnibus/probes/all_probes/wip/reference/install_download_intro.html

2. Installing the probe using the installation package.

The installation package contains the appropriate files for all supported versions of Netcool/OMNIBus. For details about how to install the probe to run with your version of Netcool/OMNIBus, visit the following page on the IBM Tivoli Knowledge Center:

http://www-01.ibm.com/support/knowledgecenter/SSSHTQ/omnibus/probes/all_probes/wip/reference/install_install_intro.html

3. Configuring the probe.

This guide contains details of the essential configuration required to run this probe. It combines topics that are common to all probes and topics that are peculiar to this probe. For details about additional configuration that is common to all probes, see the *IBM Tivoli Netcool/OMNIBus Probe and Gateway Guide*.

Internationalization support

The probe supports multibyte character sets (for example, Japanese) and character sets that contain individual multibyte characters (for example German, French, and Spanish). To view the character sets correctly, you must configure the locale settings on the host machine correctly.

If you are using a language that contains multibyte characters, you must set the LANG environment variables to the name of your character set, and export the LC_ALL environment variable. For example, if you are using Japanese, set these environment variables to ja_JP.UTF-8; if you are using German, set these environment variables to de_DE.UTF-8. This will enable the probe to recognise the multibyte characters used by your character set when they occur in any network events.

The probe supports the following language locales:

<i>Table 3. Supported language locales</i>				
Languages	AIX	HP-UX	Solaris	Linux
English (US)	en_US	en_US	en_US	en_US
Simplified Chinese	zh_CN	zh_CN	zh_CN	zh_CN
Traditional Chinese	zh_TW	zh_TW.eucTW	Zh_TW.big5	zh_TW.big5
Czech	cs_CZ	cs_CZ	cs	cs_CZ
French (standard)	fr_FR	fr_FR	fr	fr_FR
German (standard)	de_DE	de_DE	de	de_DE
Hungarian	hu_HU	hu_HU	hu	hu_HU
Italian (standard)	it_IT	it_IT	it	it_IT
Japanese	ja_JP	ja_JP	ja	ja_JP
Korean	ko_KR	ko_KR	ko	ko_KR
Polish	pl_PL	pl_PL	pl	pl_PL
Portuguese (Brazilian)	pt_BR	pt_BR	pt	pt_BR
Russian	ru_RU	ru_RU	ru	ru_RU
Spanish	es_ES	es_ES	es	es_ES

Example multi-byte character set on Solaris

The following steps describe how to configure Solaris to use the Japanese character set:

1. Install the necessary components for Japanese on to the host machine using the Solaris CD.
2. Set the LANG and LC_ALL environment variables to ja_JP PCK. This uses SJIS encoding.

Note : You may have to set the LANG in the host machine's default settings file and reboot it to make the changes take effect.

3. Make sure that the file \$OMNIHOME/platform/arch/locales/locales.dat has the following entry:

```
locale = ja_JP PCK, japanese, sjis
```

Where ja_JP PCK is the vendor locale, japanese is the Sybase language, and sjis is the Sybase character set.

Example multi-byte configuration on Windows

The following steps describe how to configure Windows to use the Japanese character set:

1. Install the necessary language pack using the **Control Panel**.

Note : You must reboot the machine to make the character set available.

2. Make sure the file %OMNIHOME%\locales\locales.dat, has the following element:

```
locale = jpn, japanese, sjis
```

Where jpn is the vendor locale, japanese is the Sybase language, and sjis is the Sybase character set

Note : You must reboot the machine to be able to use the probe as a service in the required locale.

Data acquisition

Each probe uses a different method to acquire data. Which method the probe uses depends on the target system from which it receives data.

The Probe for Sitescope reads the log files generated by the Sitescope application.

Data acquisition is described in the following topics:

- [“Reading log files” on page 4](#)
- [“Modes of operation” on page 4](#)
- [“Internationalization support” on page 2](#)

Reading log files

The probe reads the log files based on the values set in the properties file.

The **LogFile** property specifies which log files the probe should read. The **LogFileFormat** property specifies the format of the log file name. If the Sitescope log files are in the same path as the probe working directory, it may not be necessary to specify the entire path. However, as the working directory depends on where the probe was started, the full path should be specified.

If no specific log file name is indicated, the probe attempts to open the log file named according to the current date and the **LogFileFormat** property. When the date changes on the host machine, the probe searches for the updated log file. The probe then reads the log file and parses the file according to the rules defined in the sitescope.rules file.

By default, the probe expects the date part of the log file name to be UCT. You can, however, specify that this is the local date by using the **UseLocalTime** property.

Modes of operation

The modes of operation determine how the probe stores and reads recovery data. This affects how the probe behaves on startup.

You can run the probe in one of the following modes:

- **Recovery** - When the probe suddenly disconnects, information about the incomplete reading of the log file is stored in the recovery file as recovery data. On startup, the probe uses the recovery data and continues to read events created since it disconnected. To run the probe in the Recovery mode, specify the recovery file in the **RecoveryFile** property, and set the **ReplayFile** and **CleanStart** properties to 0.

Note : If a recovery file is not present when the probe starts, the probe creates the recovery file with the name specified by the **RecoveryFile** property. If the **RecoveryFile** property is not specified, the default recovery file is used. Where more than one probe is being used, a different recovery file should be specified for each probe.

- Cleanstart - The probe ignores the recovery file and reads the log file for events created after the probe started. To run the probe in Cleanstart mode, set the **CleanStart** property to 1 and set the **ReplayFile** property to 0.
- Replay - The probe ignores the recovery file and starts reading events from the beginning of the log file, and then terminates. To run the probe in replay mode, set the **ReplayFile** property to 1 and set the **CleanStart** property to 0.

Note : If you set both the **CleanStart** property and the **ReplayFile** property to 1, the probe replays the log file from the start and then continues to read the log file as new events are received.

Windows NT considerations

Unlike the UNIX versions of the Probe for Sitescope, the Windows NT version of the probe uses the registry to store recovery data.

The Windows NT version of the Probe for Sitescope does not use a recovery file. Instead, the probe uses a registry key to store an offset from the beginning of the log file. This enables the probe to return to the same place in the log file after a restart. To use this facility, the probe must be installed as a service. To install the probe as a service, enter the following command at the console:

```
nco_p_sitescope /install
```

Once installed as a service, the probe can be run from the console, or it can be started and stopped using the Windows NT Services dialog box. To remove the probe after it has been installed as a service, enter the following command:

```
nco_p_sitescope /remove stdout
```

Do not specify stdout as the message log property when running the Windows NT version of the Probe for Sitescope. Instead use CON to log on to the console window.

Note : The **ReplayFile** feature is not available if the probe is installed as a service on Windows NT.

Peer-to-peer failover functionality

The probe supports failover configurations where two probes run simultaneously. One probe acts as the master probe, sending events to the ObjectServer; the other acts as the slave probe on standby. If the master probe fails, the slave probe activates.

While the slave probe receives heartbeats from the master probe, it does not forward events to the ObjectServer. If the master probe shuts down, the slave probe stops receiving heartbeats from the master and any events it receives thereafter are forwarded to the ObjectServer on behalf of the master probe. When the master probe is running again, the slave probe continues to receive events, but no longer sends them to the ObjectServer.

Example property file settings for peer-to-peer failover

You set the peer-to-peer failover mode in the properties files of the master and slave probes. The settings differ for a master probe and slave probe.

Note : In the examples, make sure to use the full path for the property value. In other words replace \$OMNIHOME with the full path. For example: /opt/IBM/tivoli/netcool.

The following example shows the peer-to-peer settings from the properties file of a master probe:

```
Server      : "NCOMS"
RulesFile   : "master_rules_file"
MessageLog  : "master_log_file"
PeerHost    : "slave_hostname"
PeerPort    : 6789 # [communication port between master and slave probe]
Mode        : "master"
PidFile     : "master_pid_file"
```

The following example shows the peer-to-peer settings from the properties file of the corresponding slave probe:

```
Server      : "NCOMS"
RulesFile   : "slave_rules_file"
MessageLog  : "slave_log_file"
PeerHost    : "master_hostname"
PeerPort    : 6789 # [communication port between master and slave probe]
Mode        : "slave"
PidFile     : "slave_pid_file"
```

Properties and command line options

You use properties to specify how the probe interacts with the device. You can override the default values by using the properties file or the command line options.

The following table describes the properties and command line options specific to this probe. For information about default properties and command line options, see the *IBM Tivoli Netcool/OMNIBus Probe and Gateway Guide*, (SC23-6373).

Table 4. Properties and command line options		
Property name	Command line option	Description
CleanStart <i>string</i>	-cleanstart (equivalent to CleanStart with a value of 1)	Use this property to specify whether the probe performs a cleanstart on start up; that is, ignores the recovery file and start reading events from the log file created after the probe started: 0: The probe disables the cleanstart feature. 1: The probe enables the cleanstart feature. The default is 0.
LogFile <i>string</i>	-logfile <i>string</i>	Use this property to specify the path to the log file from which the probe reads messages. The default is " ".
LogFileFormat <i>string</i>	-logfileformat <i>string</i>	Use this property to specify the format of the log file name. The default is SiteScope%Y_%m_%d.log. Where, <i>Y</i> denotes the year, <i>m</i> denotes the month and <i>d</i> denotes the day.
PollTime <i>integer</i>	-polltime <i>integer</i>	Use this property to specify the polling time specified in seconds. The default is 5.

Table 4. Properties and command line options (continued)		
Property name	Command line option	Description
RecoveryFile <i>string</i>	-recoveryfile <i>string</i>	Use this property to specify the name of the recovery file to which the probe writes recovery data. The default is \$OMNIHOME/var/sitescope.reco. Note : This property is not supported on Windows NT.
ReplayFile <i>integer</i>	-replayfile (equivalent to ReplayFile with a value of 1)	Use this property to specify whether the probe reads events from the beginning of the log file: 0: The probe does not use the replay feature. 1: The probe uses the replay feature. The default is 0.
TimeFormat <i>string</i>	-timeformat <i>string</i>	Use this property to specify the timestamp conversion format (refer to the UNIX online manual page for <code>strftime</code>). The default is %H:%M:%S %d/%m/%Y.
UseLocalTime <i>integer</i>	-uselocaltime <i>integer</i>	Use this property to specify whether the probe should use local time rather than UCT when deciding which log file to open next: 0: The probe uses the UCT time. 1: The probe uses the local time. The default is 0.

Elements

The probe breaks event data down into tokens and parses them into elements. Elements are used to assign values to ObjectServer fields; the field values contain the event details in a form that the ObjectServer understands.

The following table describes the elements that the Probe for Sitescope generates. Not all the elements described are generated for each event; the elements that the probe generates depends upon the event type.

Table 5. Elements	
Element name	Element description
\$EventType	This element displays the event type.
\$Service	This element contains name of the service creating the event.

Table 5. Elements (continued)	
Element name	Element description
\$Summary	This element contains the event summary.
\$UTC	This element displays the time (in seconds) since midnight on January 1 1970.

Error messages

Error messages provide information about problems that occur while running the probe. You can use the information that they contain to resolve such problems.

The following table describes the error messages specific to this probe. For information about generic error messages, see the *IBM Tivoli Netcool/OMNIBus Probe and Gateway Guide*, (SC23-6373).

Table 6. Error messages		
Error	Description	Action
Failed to Open Logfile	The probe is unable to open the log file specified in the properties file or the command line.	Check the properties file or the command line.
Unable to open recovery file <i>Filename</i> - <i>Error</i> Unable to update recovery file - <i>Error</i> Failed to reset recovery file for <i>Filename</i> Failed to Open Recovery File	The probe cannot open, read, or reset the recovery file.	Check that the file exists and that the permissions are set correctly.
Unable to obtain status of event log - <i>Error</i>	The probe cannot obtain the status of the event log.	Check that the file exists and that the permissions are set correctly.

Table 6. Error messages (continued)

Error	Description	Action
Failed to open registry key: <i>string</i> Type found in the registry is not string New value created and position set to 0 Unable to open registry key: <i>string</i> Registry key could not be opened: status - <i>number</i> Unable to update data in register Error, unable to retrieve recovery position: <i>number</i>	The recovery position key in the registry has been corrupted or deleted (NT only).	Restart the probe.
Failed to re-read rules file...	The probe is unable to read the rules file.	Check that the rules file exists and that it is available.

Appendix A. Notices and Trademarks

This appendix contains the following sections:

- Notices
- Trademarks

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