



**Reference Guide**





**Reference Guide**

**Note**

Before using this information and the product it supports, read the information in "Notices" on page 17.

**This edition applies to version 4.5.0 of IBM System Usage Reporter (product number 5724-R95) and to all subsequent releases and modifications until otherwise indicated in new editions.**

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## Document revision history

Version	Date	Comment
4.5.0	March 2009	Initial release.
4.5.0	May 2009	Changed references to the IBM FileNet Dashboard to IBM System Dashboard for Enterprise Content Management. Changed references to the IBM FileNet P8 Usage Reporter to IBM System Usage Reporter.

# Overview

The IBM® System Usage Reporter is an administrative tool that monitors the number of users who access FileNet products and provides both near real-time and historical usage information.

## Intended audience

This document is intended for FileNet administrators who are authorized to setup, configure, or run the IBM System Usage Reporter tool.

## Usage summary information

When you run the Usage Reporter you input information about the number of (authorized) users, the number of (authorized) concurrent users, and a specific period of time to obtain the following summary information about system usage at a client site:

- [General Usage Summary](#) – Provides the following view-only information, which you can use to compare the authorized numbers with the actual numbers.
  - Date and time of statistics calculation
  - Period of time statistics cover
  - Number of server processors
  - Number of authorized users
  - Number of distinct (actual) users
  - Number of authorized concurrent users
  - Number of actual concurrent users
- [Usage Summary](#) – Provides the following information:
  - *Distinct (actual) users* – Indicates the top ten named users. Those that are in excess of the number of authorized users input at the top of the screen are highlighted in red.
  - *Actual concurrent users* – Indicates the peak usage periods. Those that are in excess of the number of authorized concurrent users input at the top of the screen are highlighted in red.
- [Usage Detail Summary](#) – Provides detailed information about usage at peak periods and selected time periods.

**Note:** Usage summary data and usage detail summary data can be viewed online or exported for printing.

## FileNet product servers

Currently, the System Usage Reporter works with Content Engine (CE) servers only.

## Time frames

When choosing time frames, you can:

- Select a pre-defined time frame such as one week or one year
- Enter a specific time frame such as 17 June 2006 to 21 June 2006

## Authorized users and concurrent users

The number of authorized users and authorized concurrent users are unique to each installation.

## Export formats

The System Usage Reporter supports the following export formats:

- CVS
- XML
- HTML

**Note:** Only usage summary data and usage detail summary data can be exported for printing.



## Installation and configuration

This section discusses the various components of the System Usage Reporter and provides installation and configuration information for each component.

### Installing the Usage Reporter

The IBM System Usage Reporter is installed automatically when you install the IBM System Dashboard for Enterprise Content Management. For more information, see the *IBM System Dashboard for Enterprise Content Management User's Guide* (Dashboard.pdf) on the software media.

### Components

The System Usage Reporter has the following components:

- Reporter
- Collector
- Listener

#### Reporter

The Reporter component is the user interface, which is discussed at the beginning of this document.

#### Collector

The Collector component gathers data from host systems; identified by an XML file. The gathered data is then used by the Reporter component.

#### Listener

The Listener component receives a stream of data from the host systems and passively waits for a connection from the Collector.

**Note:** Since the System Usage Reporter is installed automatically with the IBM System Dashboard for Enterprise Content Management, it also uses the same Listeners as the Dashboard. For more information, see the *IBM System Dashboard for Enterprise Content Management User's Guide* (Dashboard.pdf) on the software media.

## Configuring the Usage Reporter

### Editing the cluster.xml file

After you install the System Usage Reporter, you can use the System Dashboard to create the XML file that identifies the host systems. Name the file “cluster.xml” and save it in the same directory as the Collector component. For more information, see the *IBM System Dashboard for Enterprise Content Management User's Guide* (Dashboard.pdf) on the software media.

**Note:** If you will be using only the Usage Collector and not the Dashboard, you can construct an abbreviated cluster definition XML file by hand. Use the following XML examples as the basis for your cluster.xml file.

#### To specify a single host:

1. Use the following example text to specify a single host.

```
<Clusters>
  <Cluster>
    <Host>host</Host>
  </Cluster>
</Clusters>
```

2. Change “host” to the actual target host.

#### To specify multiple hosts:

1. Use the following example text to specify multiple hosts.

**NOTE** The number of cluster nodes should match the number of host systems.

```
<Clusters>
  <Cluster>
    <Host>host1</Host>
  </Cluster>
  <Cluster>
    <Host>host2</Host>
  </Cluster>
</Clusters>
```

2. Change “host1” and “host2” to the actual target hosts.

## Using the Usage Reporter

Usage data must be collected before the Usage Reporter can report it.

### Collecting Usage Data

To specify the database where collected data is stored:

1. Open a command line prompt.
2. Change directories to the Collector location.
3. Run the Collector (FileNet Usage Collector.exe).

You might see the following message prompting you to create a license.properties file:

```
The license.properties file was not found.  
Would you like to create a new one?
```

4. Type “y” and press **Enter**.

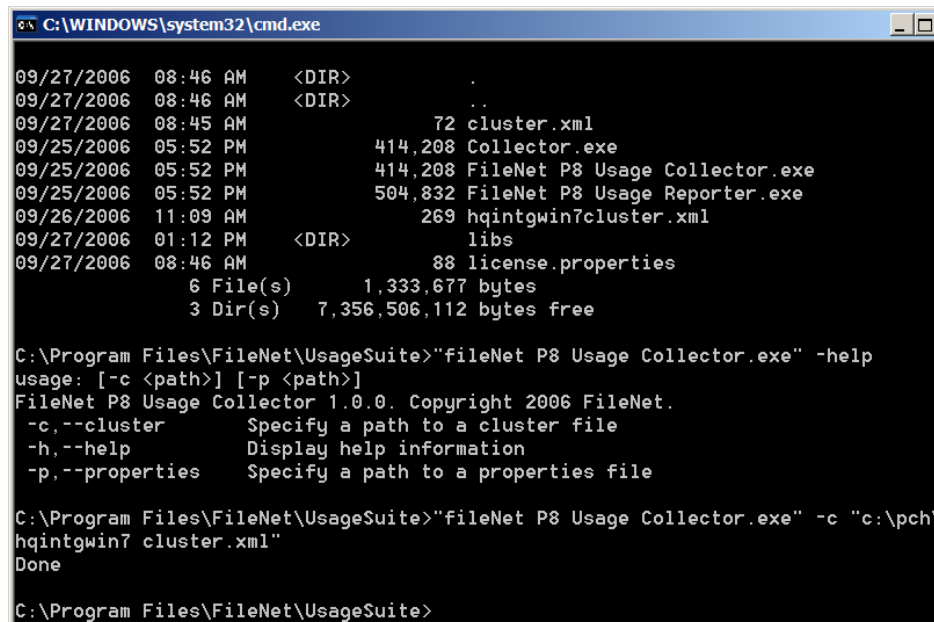
The following message prompts you to enter the database location:

```
Enter the location of the database followed by a slash.
```

5. Type “./libs/” and press **Enter**.

The usage collector begins collecting data. When it is finished, you will see “Done” on the console.

Use the following screen capture as a reference.



```
C:\WINDOWS\system32\cmd.exe  
09/27/2006 08:46 AM <DIR> .  
09/27/2006 08:46 AM <DIR> ..  
09/27/2006 08:45 AM          72 cluster.xml  
09/25/2006 05:52 PM    414,208 Collector.exe  
09/25/2006 05:52 PM    414,208 FileNet P8 Usage Collector.exe  
09/25/2006 05:52 PM    504,832 FileNet P8 Usage Reporter.exe  
09/26/2006 11:09 AM      269 hqintgwin7cluster.xml  
09/27/2006 01:12 PM <DIR>  libs  
09/27/2006 08:46 AM      88 license.properties  
6 File(s)      1,333,677 bytes  
3 Dir(s)      7,356,506,112 bytes free  
  
C:\Program Files\FileNet\UsageSuite>"fileNet P8 Usage Collector.exe" -help  
usage: [-c <path>] [-p <path>]  
FileNet P8 Usage Collector 1.0.0. Copyright 2006 FileNet.  
-c,--cluster      Specify a path to a cluster file  
-h,--help         Display help information  
-p,--properties   Specify a path to a properties file  
  
C:\Program Files\FileNet\UsageSuite>"fileNet P8 Usage Collector.exe" -c "c:\pch\  
hqintgwin7 cluster.xml"  
Done  
  
C:\Program Files\FileNet\UsageSuite>
```

## Scheduling data collection

You should run the Collector at least once, usually toward the end of each day. The most convenient way to ensure that the Collector runs at a regularly scheduled time is to create a cronjob (UNIX) or a scheduled task (Windows).

**Note:** For UNIX systems:

- Add the following line to your crontab: `0 0 * * * user UsageCollector`
  1. Change *user* to the username assigned to the Collector.
  2. Change *UsageCollector* to the full path of the Collector. (For example: `/usr/home/username/UsageSuite/UsageCollector.jar`.)

## Viewing Usage Reports

When you use the System Usage Reporter, you can view three different types of summary data based upon your input criteria. (For more information, see Usage summary information on page 14.) You can also export the usage summary data.

**Note:** Since the tasks you can perform after you start the application and query for summary data do not have to occur in any particular order, they are presented as individual steps.

### To use the System Usage Reporter:

1. Select the System Usage Reporter from the Start menu.
2. Enter the following information:
  - o P8 component
  - o Number of authorized distinct users
  - o Number of authorized concurrent users
  - o Timeframe

### To view General Usage Summary data:

1. Click the **Summary** tab to view General Usage Summary data.

The screenshot shows the FileNet P8 Usage Reporter application window. The title bar reads "FileNet P8 Usage Reporter". The window is divided into two main sections: "Report Settings" and "Summary".

**Report Settings:**

- P8 component:** A dropdown menu showing "IS (ver: 4.0, instance: 0) on hq-inti".
- Export data for all P8 components:** A checkbox that is currently unchecked, with an "Export" button to its right.
- Authorized users:** A numeric input field with "0" and a "Set" button.
- Concurrent users:** A numeric input field with "0" and a "Set" button.
- Calculated authorized peak users:** A label showing "0".
- Database last updated on:** A label showing "09/06/06".
- Showing data for:** A radio button selected next to "the past year", with a "Show" button.
- Show data from:** A radio button unselected next to a date range selector showing "1/1/2006 to 1/1/2006", with a "Show" button.

**Summary:**

The "Summary" tab is active, showing "Usage Information":

Statistics calculated: Sep 28, 2006 @ 10:48 AM	Period: 1 year
Authorized users: 0	Authorized concurrent users: 0
Distinct users: 340	Actual concurrent users: 340
Number of processors: 4	

A yellow box at the bottom of the summary section contains the text: "Hover your mouse over any item for more information."

An "Exit" button is located at the bottom right of the window.

**To view Usage Summary data:**

1. Click the Usage Report tab to view Usage Summary data.

The screenshot shows the FileNet P8 Usage Reporter application window. The title bar reads "FileNet P8 Usage Reporter". The window is divided into several sections:

- Report Settings:**
  - P8 component: IS (ver: 4.0, instance: 0) on hq-inti
  - Export data for all P8 components:  Export
  - Authorized users: 0 Set
  - Concurrent users: 0 Set
  - Calculated authorized peak users: 0
  - Database last updated on 09/06/06
  - Showing data for: the past year Show
  - Show data from: 1/1/2006 to 1/1/2006 Show
- Summary Usage Report:**
  - Usage Report Table:**

Named Users	Day	Date	Time
340 Sat		07/22/06	1:12 AM
340 Sat		07/22/06	1:42 AM
340 Sat		07/22/06	1:42 AM
340 Sat		07/22/06	1:02 AM
  - Summary Table:**

Week Ending	Peak Usage	Peak Day	Peak Date	Peak Time
07/22/06	340 Sat		07/22/06	5:12 AM
07/22/06	340 Sat		07/22/06	5:12 AM
07/22/06	340 Sat		07/22/06	3:12 PM
07/22/06	340 Sat		07/22/06	1:52 PM
  - Buttons: View Detail, Export
- Exit:** Exit button at the bottom right.

**To view Usage Detail Summary data:**

1. Select a record and click **View Detail** to view Usage Detail Summary data.

The screenshot shows the FileNet P8 Usage Reporter application window. The 'Report Settings' section includes a dropdown for 'P8 component' set to 'IS (ver: 4.0, instance: 0) on hq-inti', an 'Export' button, and input fields for 'Authorized users' and 'Concurrent users', both set to 0. It also shows 'Calculated authorized peak users: 0' and 'Database last updated on 09/06/06'. The 'Showing data for' dropdown is set to 'the past year' with a 'Show' button. Below this, there are date pickers for 'Show data from' set to 1/1/2006 to 1/1/2006 with a 'Show' button. The 'Usage Report' section is active, displaying a 'Peak Users Detail Report' table. The table has columns for 'Named Users', 'Day', 'Date', and 'Time'. Below it is a detailed table with columns for 'User Account', 'IP/Device', 'Resource', 'Time', and 'RPCs'. An 'Export' button is located below the detailed table, and an 'Exit' button is at the bottom right of the window.

**Usage Report > Peak Users Detail Report**

Named Users	Day	Date	Time
340	Sat	07/22/06	1:42 AM

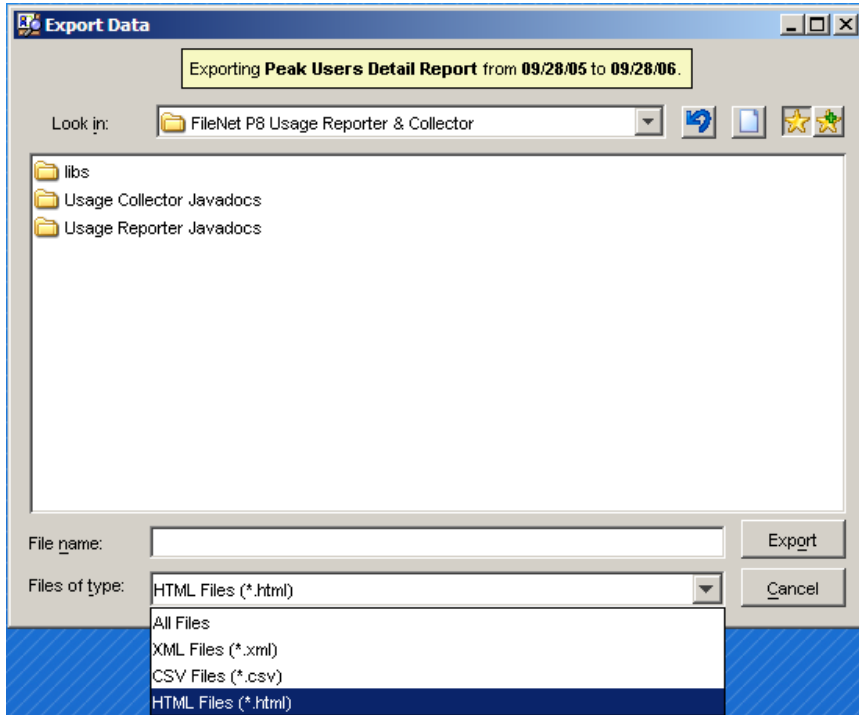
  

User Account	IP/Device	Resource	Time	RPCs
TGrGqgEsUlwNdJg	hq-inti	IS	Jul 22, 2006	2
LhgmzealHfqLtyH	hq-inti	IS	Jul 22, 2006	2
cZqoaAHdpzlytvr	hq-inti	IS	Jul 22, 2006	1
tZtA.ABDjhCUJNON	hq-inti	IS	Jul 22, 2006	1
KmkfOFXtMboObr	hq-inti	IS	Jul 22, 2006	1
YeKYOecaDitxIDR	hq-inti	IS	Jul 22, 2006	1
sNIPIbCAzLUhALH	hq-inti	IS	Jul 22, 2006	1

**To export data for printing:**

You can export data from the usage summary and the usage detail summary by selecting **Export** when viewing the associated data.

1. From either the Usage Summary or the Usage Detail Summary, select **Export**.



2. Name the file.
3. Choose the file type.
4. Click **Export**.



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## U.S. Patents Disclosure

This product incorporates technology covered by one or more of the following patents: U.S. Patent Numbers: 6,094,505; 5,768,416; 5,625,465; 5,369,508; 5,258,855.





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