

IBM Tivoli Composite Application Manager for Transactions V7.3

Configuring higher trace levels on a T5 Web Response Time agent



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This module is for IBM Tivoli® Composite Application Manager for Transactions V7.3, Configuring higher trace levels on a T5 (WRT) Web Response Time agent.

Objective

When you complete this module, you can configure higher trace levels on a T5 (WRT) Web Response Time agent on Windows® for debugging purposes

When you complete this module, you can configure the trace level on the IBM Tivoli Composite Application Manager for Transactions T5 or (WRT) Web Response Time agent on a Windows computer.

Assumptions

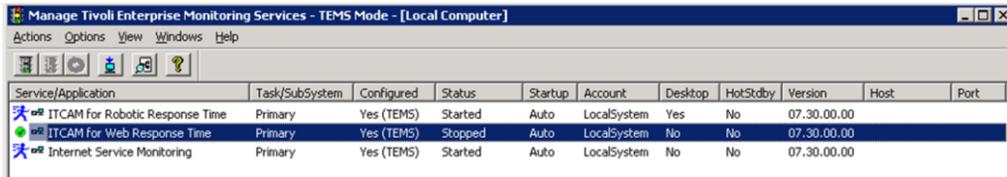
Environment configuration

- IBM Tivoli Composite Application Manager for Transactions T3 agent and T5 (WRT) agents are installed
- Profiles are present to run on the T5 (WRT) agent

The module developer assumes that you have completed the set up IBM Tivoli Composite Application Manager for Transactions with the T3 and T5 agents.

Problem

- When you encounter an issue on a T5 (WRT) Web Response Time agent, you need to enable a higher debug trace level to diagnose the problem
- You can set the trace levels by using the Manage Tivoli Enterprise Monitoring Services on the agent



Service/Application	Task/SubSystem	Configured	Status	Startup	Account	Desktop	HotStdyby	Version	Host	Port
IITCAM for Robotic Response Time	Primary	Yes (TEMS)	Started	Auto	LocalSystem	Yes	No	07.30.00.00		
IITCAM for Web Response Time	Primary	Yes (TEMS)	Stopped	Auto	LocalSystem	No	No	07.30.00.00		
Internet Service Monitoring	Primary	Yes (TEMS)	Started	Auto	LocalSystem	No	No	07.30.00.00		

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If you installed the agent using a default installation, you should have a short-cut on the desktop to start the Manage Tivoli Enterprise Monitoring Services software.

Before configuring the trace levels, stop the T5 Web Response Time agent.

Process outline

- Stop the T5 (WRT) agent
- Alter the trace settings of the T5 (WRT) agent
- Start the T5 (WRT) agent
- Confirm that the settings are in effect
- Replicate the issue
- Investigate the log file
- Return the agent to the normal debug trace level

The major steps in this process are to stop the agent, alter the agent trace settings, and start the agent. Then confirm the settings and replicate the issue. When the data is collected, investigate the log file. Finally, return the agent to the normal debug trace level.

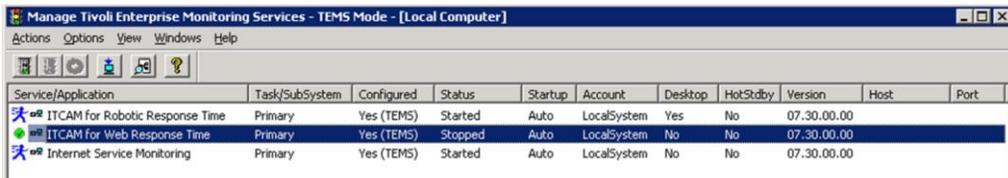
Which user can run the T5 (WRT) agent?

The T5 (WRT) agent must be installed and run with an Administrator ID

You must install and run the T5 agent Administrator account ID.

Stopping the T5 agent

- Stop the T5 (WRT) Web Response Time agent
- The T5 (WRT) Web Response Time agent can be stopped with Manage Tivoli Enterprise Monitoring Services or the **tacmd stopAgent** command



Service/Application	Task/SubSystem	Configured	Status	Startup	Account	Desktop	HotStdyby	Version	Host	Port
ITCAM for Robotic Response Time	Primary	Yes (TEMS)	Started	Auto	LocalSystem	Yes	No	07.30.00.00		
ITCAM for Web Response Time	Primary	Yes (TEMS)	Stopped	Auto	LocalSystem	No	No	07.30.00.00		
Internet Service Monitoring	Primary	Yes (TEMS)	Started	Auto	LocalSystem	No	No	07.30.00.00		

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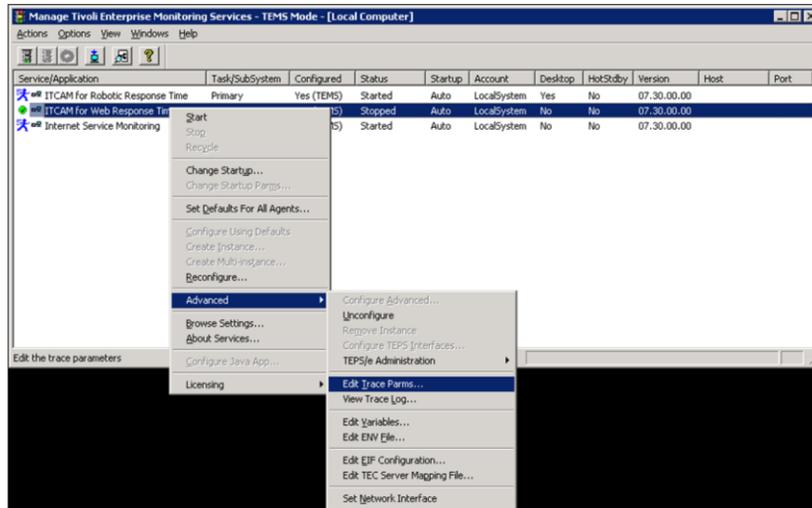
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Before you make these changes, stop the T5 (WRT) Web Response Time agent.

Use the Manage Tivoli Enterprise Monitoring Services or the **tacmd stopAgent** command to stop the agent.

Editing the trace parameters

- Right-click the (WRT) Web Response Time entry on the Manage Tivoli Enterprise Monitoring Services
- Select **Advanced** then **Edit Trace Parm**s



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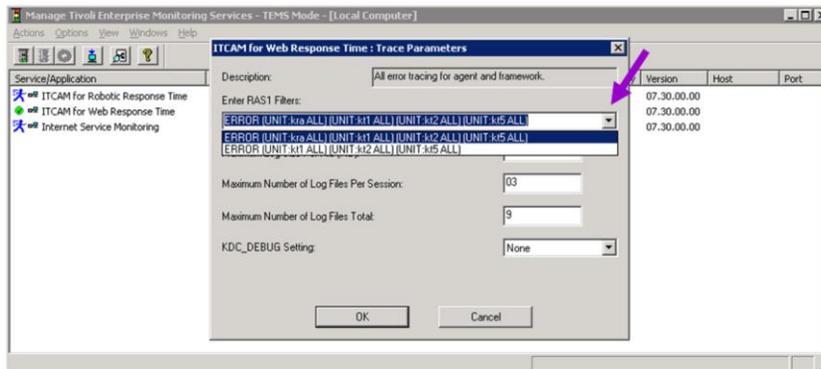
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To edit the trace parameters, in the Manage Tivoli Enterprise Monitoring Services window, right-click the WRT (Web Response Time) for the required agent entry.

Altering the trace level

- Click the menu arrow to see what choices you have
- For the highest trace level select the following option:
ERROR (UNIT:kra ALL)(UNIT:kt1 ALL)(UNIT:kt2 ALL)(UNIT:kt5 ALL)



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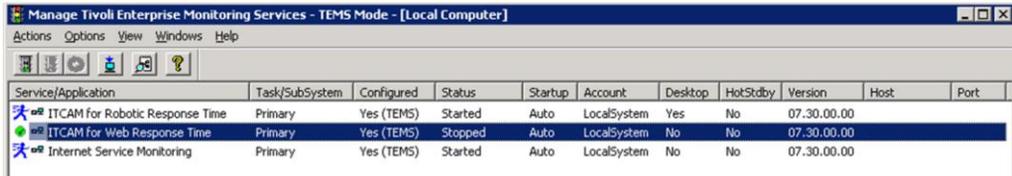
Click the menu arrow to see what choices you might already have configured previously.

For the highest level of tracing, click **ERROR (UNIT:kra ALL)(UNIT:kt1 ALL)(UNIT:kt2 ALL)(UNIT:kt5 ALL)**. If it is not available to be selected, you can type it into the field.

Click **OK**.

Starting the agent

- Start the T5 (WRT) Web Response Time agent
- The T5 (WRT) Web Response Time agent can be stopped with the Manage Tivoli Enterprise Monitoring Services or the **tacmd startAgent** command



Service/Application	Task/SubSystem	Configured	Status	Startup	Account	Desktop	HotStdyby	Version	Host	Port
ITCAM for Robotic Response Time	Primary	Yes (TEMS)	Started	Auto	LocalSystem	Yes	No	07.30.00.00		
ITCAM for Web Response Time	Primary	Yes (TEMS)	Stopped	Auto	LocalSystem	No	No	07.30.00.00		
Internet Service Monitoring	Primary	Yes (TEMS)	Started	Auto	LocalSystem	No	No	07.30.00.00		

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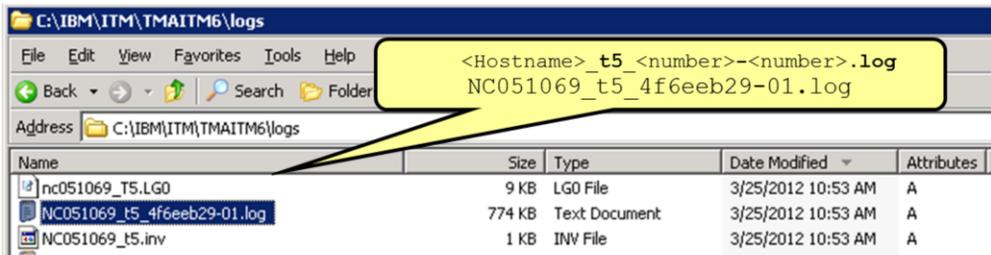
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Use either Manage Tivoli Enterprise Monitoring Services or the **tacmd** command to start the agent.

Name and location of the T5 agent log file

- The default directory for the T5 (WRT) agent log file is **C:\IBM\ITM\TMAITM6\logs**
- The default log file name is **<Hostname>_t5_<number>-<number>.log**



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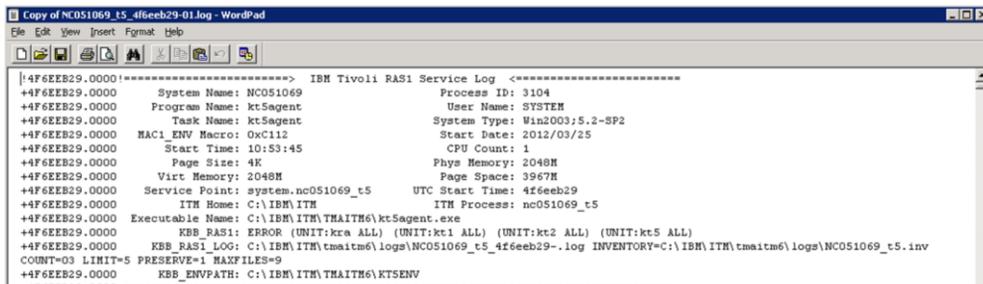
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In a default installation, the T5 agent log file is located in the **C:\IBM\ITM\TMAITM6\logs** directory. The default log file name is **<Hostname>_t5_<number>-<number>.log**, where **hostname** is that of your machine where the T5 resides, The first number is a time stamp, the second number is the number of the log.

For a default installation, when the logs reach a certain size, they roll on to another log file. The default numbers are typically 01 to 09. For example, when you start the agent, it starts writing to **<Hostname>_t5_<number>-01.log**. When that log reaches a certain size, the agent stops writing to that log file and creates or starts writing to **<Hostname>_t5_<number>-02.log**. When the agent has gotten to creating or writing to **<Hostname>_t5_<number>-09.log**, the software goes back to overwrite the **<Hostname>_t5_<number>-01.log**. This slide shows the default directory for the T5 agent log file and the default log file name. Notice the last number in the log file name is **01**.

How to tell that your change is successful

- Navigate to the directory that contains the T5 logs
- Make a copy of the current log file and then view it using WordPad or another text editor



```

Copy of NC051069_t5_4f6eeb29-01.log - WordPad
File Edit View Insert Format Help
|4f6EEB29.0000!-----> IBM Tivoli RAS1 Service Log <-----
+4f6EEB29.0000      System Name: NC051069          Process ID: 3104
+4f6EEB29.0000      Program Name: ktSagent             User Name: SYSTEM
+4f6EEB29.0000      Task Name: ktSagent               System Type: Win2003;5.2-SP2
+4f6EEB29.0000      MAC1_ENV Macro: 0xC112            Start Date: 2012/03/25
+4f6EEB29.0000      Start Time: 10:53:45              CPU Count: 1
+4f6EEB29.0000      Page Size: 4K                     Phys Memory: 2048M
+4f6EEB29.0000      Virt Memory: 2048M                Page Space: 3967M
+4f6EEB29.0000      Service Point: system.nc051069_t5  UTC Start Time: 4f6eeb29
+4f6EEB29.0000      ITM Home: C:\IBM\ITM              ITM Process: nc051069_t5
+4f6EEB29.0000      Executable Name: C:\IBM\ITM\TMAITM6\ktSagent.exe
+4f6EEB29.0000      KBB RAS1: ERROR (UNIT:kra ALL) (UNIT:kt1 ALL) (UNIT:kt2 ALL) (UNIT:kt5 ALL)
+4f6EEB29.0000      KBB RAS1_LOG: C:\IBM\ITM\TMAITM6\logs\NC051069_t5_4f6eeb29-.log INVENTORY=C:\IBM\ITM\TMAITM6\logs\NC051069_t5.inv
COUNT=03 LIMIT=5 PRESERVE=1 MAXFILES=9
+4f6EEB29.0000      KBB_ENVPATH: C:\IBM\ITM\TMAITM6\KTSENV
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Navigate to the directory containing your T5 logs. In a default installation, you find the logs in **C:\IBM\ITM\TMAITM6\logs**.

Look for the most recent modified file matching the format: **<Hostname>_t5_<number>-<number>.log**. Right-click the file, then copy and paste it into the same directory.

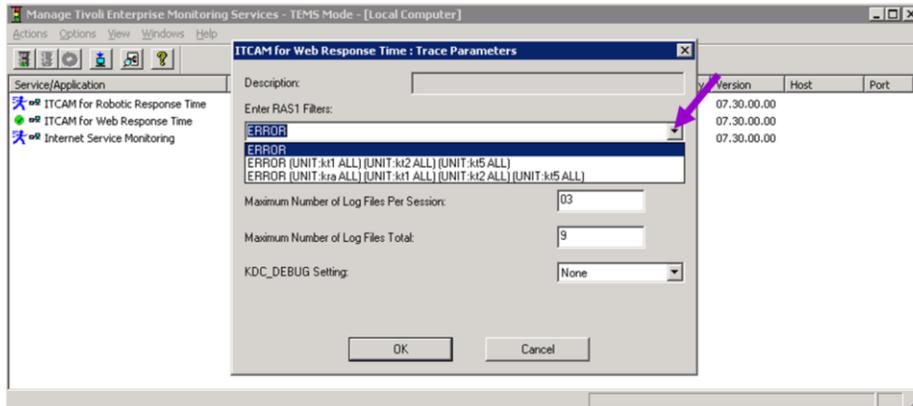
If the agent is running, you cannot view the current log file. If you attempt to open the file, the software opens a window that states that the file is in use by another process. To view the file, you must make a copy.

Search for the line starting with the text **KBB_RAS1:**.

That line shows what trace parameters are in use.

Returning the agent to the normal operation trace level

- Replicate the problem and investigate the log for errors
- After reviewing the log file, return the agent to the normal operating trace levels



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After you have replicated the issue and have captured the errors for debugging purposes, you can return the agent back to the default trace levels. It is good practice to return the system back to the condition it was in before you altered the trace levels.

Stop the agent using the Manage Tivoli Enterprise Monitoring Services window like you did before and change the parameter back to ERROR.

Process review

- Stop the T5 (WRT) agent
- Alter the trace settings of the T5 (WRT) agent
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- Investigate the log file
- Return the agent to the normal debug trace level

The major steps in this process are to stop the agent, alter the trace settings, confirm the settings, and start the agent. Then confirm the settings and replicate the issue. With the collected data, investigate the log file. Finally, return the agent to the normal debug trace level.

Summary

Now that you have completed this module, you can increase the debug trace levels on the IBM Tivoli Composite Application Manager for Transactions T5 (WRT) Web Response Time agent on Windows

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