

IBM Enterprise Content Management System Monitor

User's Guide

IBM

IBM Enterprise Content Management System Monitor

Version 5.5.9

User's Guide

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This document contains information about the use of the IBM Enterprise Content Management System Monitor after it is installed and configured. The target audience for this guide are the users of the ESM.

Preface

About this document

This document is written as plain text document and provided as html / pdf. The newest ESM related documents can be found in the help section of the console.

Who should read this guide?

The target audience for this guide are those who install or maintain ESM environments.

Every effort has been made to provide you with complete installation instructions. If information becomes available after the creation of the installation media from which you accessed this guide, we will provide an updated version of the guide on the IBM Customer Service and Support web site (<https://www.ibm.com/support>). As a general rule, you should refer to the IBM web site to obtain the current version of this guide.

This guide provides instructions for installing and/or upgrading IBM Enterprise Content Management System Monitor, and identifies the IBM/FileNet and 3rd Party products that are certified for the current release. Be aware that each release of IBM Enterprise Content Management System Monitor may have multiple Interim Fixes, or Fix Packs available for installation, each with potentially different dependencies and installation requirements. Therefore, before you attempt to install or upgrade IBM Enterprise Content Management System Monitor, review the list of releases and their associated dependencies on the IBM Support web site (<https://www.ibm.com/support>).

Before you start

Users of the guide should have knowledge about Unix and/or Microsoft Windows® operating system, web servers, database systems and middleware platforms. The configuration of managed systems (clients) requires advanced knowledge of all IBM ECM systems that should be monitored.

You should read the Upgrade Notes section below!

If you lack the requisite skill sets it is strongly recommended to have IBM Lab Services or a certified ValueNet Partner in order to install this product.

TIP

For tips and tricks regarding the configuration and maintenance of IBM Enterprise Content Management System Monitor please check the CENIT Field Guides at [IBM ESM Field Guides](#).

The updated documentation can be downloaded from the [IBM download pages](#).

Feedback on documentation

Send your comments by e-mail to comments@us.ibm.com. Be sure to include the name of the product, the version number of the product, and the name and part number of the book (if applicable). If you are commenting on specific text, include the location of the text (for example, a chapter and section title, a table number, a page number, or a help topic title)

IBM Enterprise Content Management System Monitor Console

This section describes the available dashboards and gives an overview of what can be done within the dashboards.

Monitoring Dashboard

The monitoring dashboard offers the possibility to create several views for the configured situations or take a look at the currently running tasks.

Adding, working with and sharing of dashboard tabs within the monitoring dashboard

Per default the monitoring dashboard has one inbuilt dashboard tab. The highlighted buttons in the screenshot below offer several options to work with the tab(s).

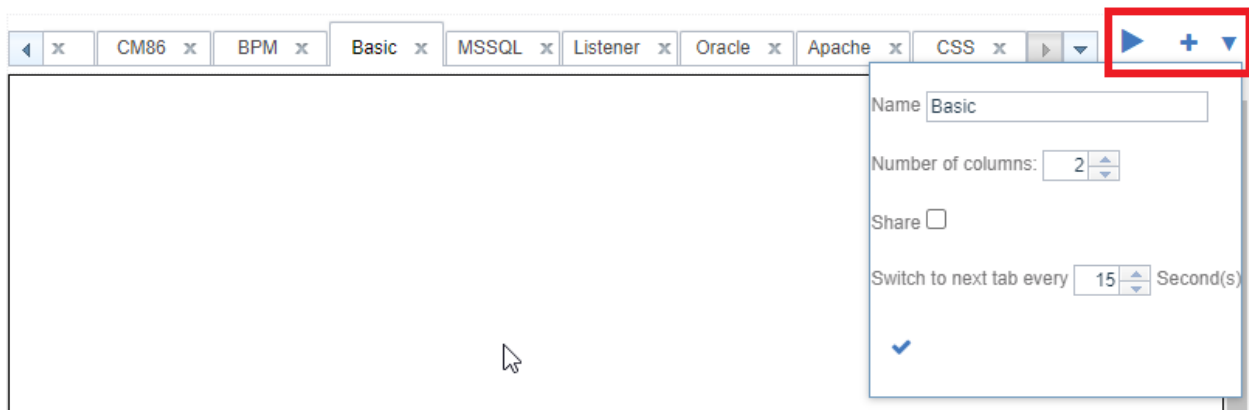


Image of Multi Tabs

Play/Pause button

If several tabs have been added, this button can be used to automatically switch between the tabs every x seconds. The seconds are defined in the options setting that pops up when clicking the drop down button. Once activated the play button will turn in a pause button. Click on that to pause the switching again.

Plus button

Clicking on the plus button adds an additional tab in the list after the tab that is currently active.

Drop down button

In the options setting from the drop down, the name of the currently active tab can be adjusted. You can also define the number of columns for that tab in there. Furthermore as admin you have the possibility to share the tab. Sharing a tab means that tab is automatically shown for all other ESM users. The background of the tab page will be highlighted and all shared tabs will be moved to the end of the tab list. As said, all of the settings in here are performed only on the active tab except the setting for the seconds between the switching which is valid for all tabs.

NOTE

Users have the possibility to customize a shared tab on their end. But the customization is only valid for the session life time - It is not stored. Only admins can adjust such a tab permanently.

Situations

From the sidebar choose the situation icon. This will show all available situations as a list or all situation groups, depending on which level you are.

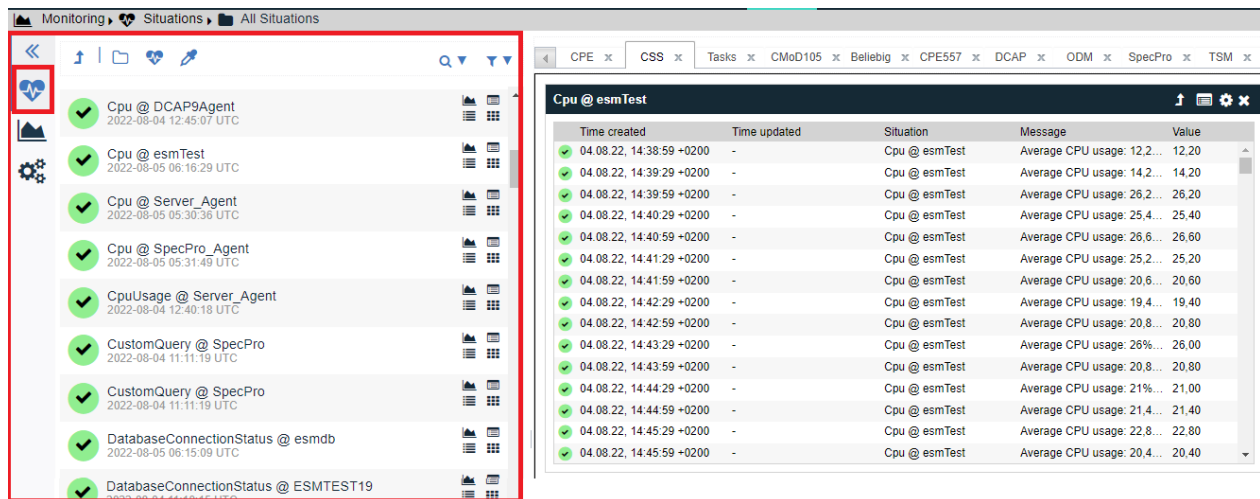


Image of Monitoring Situation List

Double Click on a situation group

Double clicking on a situation group will open the list with all situations from the situation group in the sidebar. This function can be used for browsing functionality.

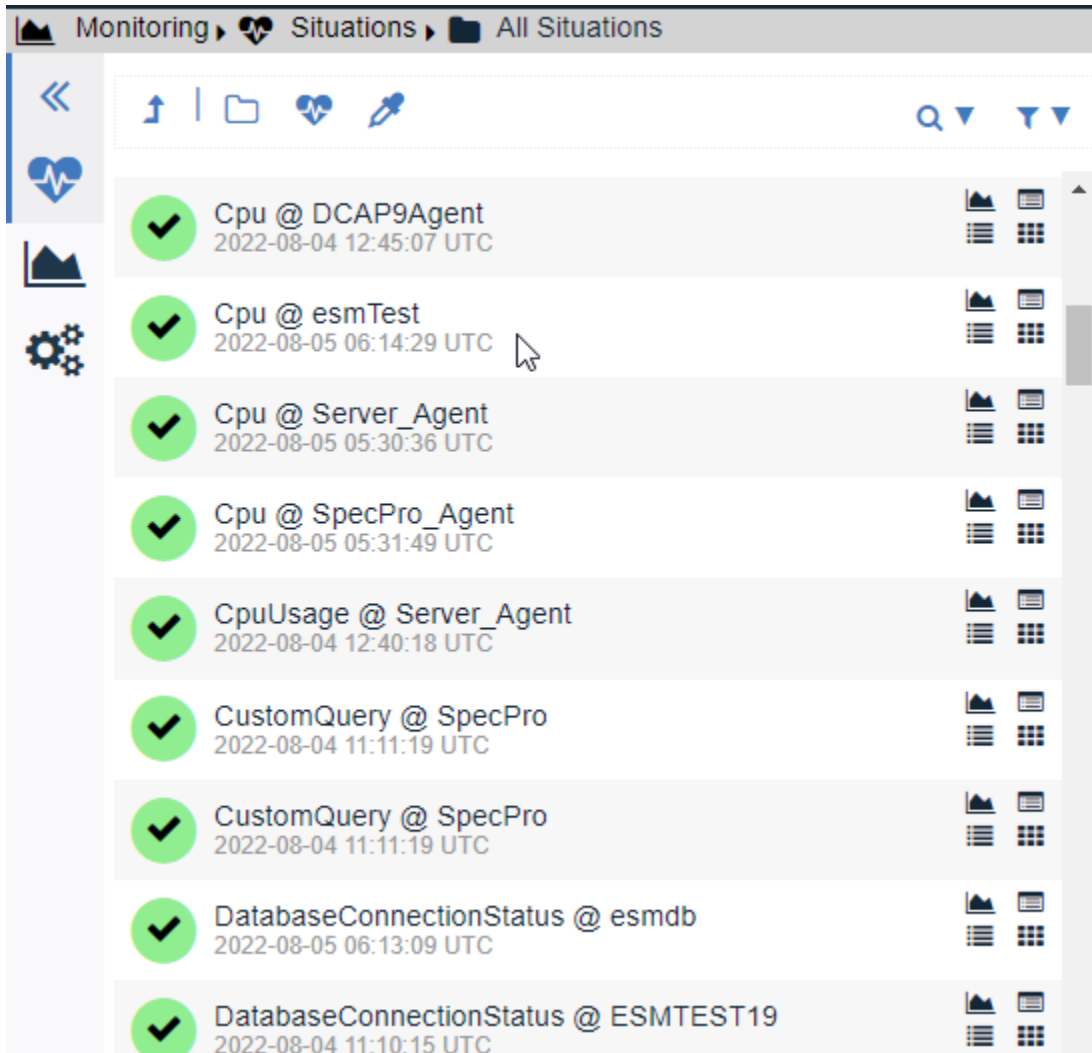


Image of List in sidebar

Choose from one of the icons next to the situation or the situation group to place it in the active monitoring dashboard.



Image of Monitoring Situation List Icons

Upper Left Icon

The upper left icon is for a graphical presentation of the sample values with a minimized list of the information from the last samples. The sample list can be hidden via a checkbox in the settings (button on the upper right corner of the portlet). After clicking the icon the situation is automatically placed at the next available slot in the active monitoring dashboard. This can be outside of the visible field. The new entry will look like this:

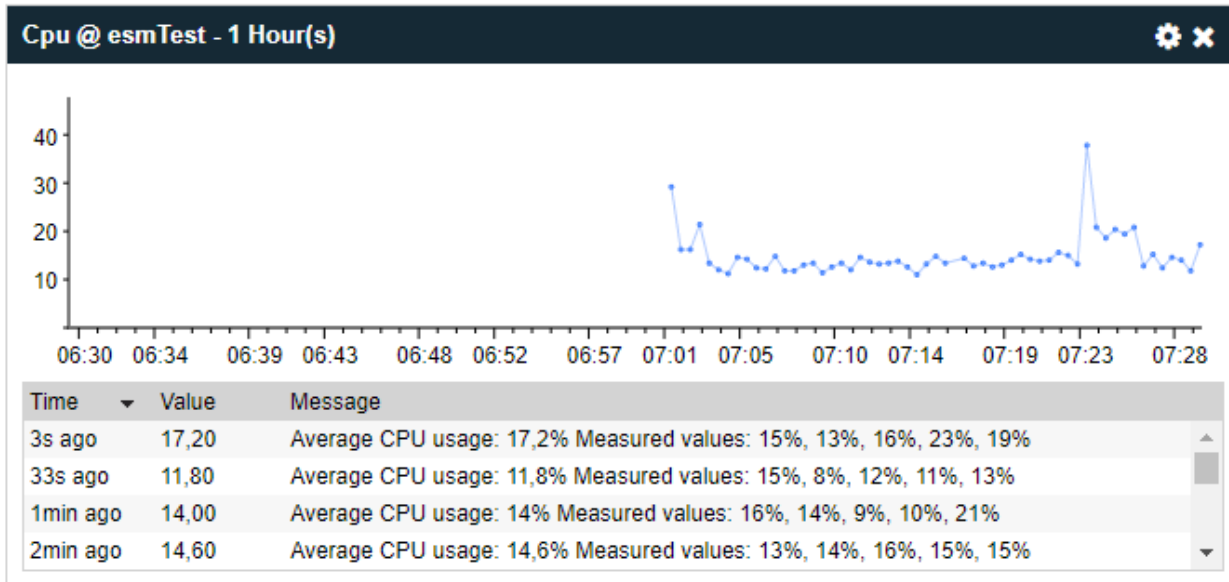


Image of Situation Graph

Upper Right Icon

The upper right icon is for a incidents details view. The view opens above the dashboard on the right. It is pre-filtered with the settings from the entry you clicked on the icon. Within the view, actions on the list (such as deleting or closing entries etc.), also more filtering can be done. This list can also be opened from the "Situation List" portlet described below. The list allows sorting via the header of the columns. The default sort order is Severity followed by Time created. The incident list will look like this:

Time created	Time updated	Value	Message	Classification	Error	Situation	Updates Annotation
05.08.22, 07:45:59 +0200	-	13,00	Average CPU usage: 13% Mea...	cpu		Cpu @ esmTest	
05.08.22, 07:45:29 +0200	-	18,00	Average CPU usage: 18% Mea...	cpu		Cpu @ esmTest	
05.08.22, 07:44:59 +0200	-	20,00	Average CPU usage: 20% Mea...	cpu		Cpu @ esmTest	
05.08.22, 07:44:29 +0200	-	16,00	Average CPU usage: 16% Mea...	cpu		Cpu @ esmTest	
05.08.22, 07:43:59 +0200	-	18,80	Average CPU usage: 18,8% M...	cpu		Cpu @ esmTest	
05.08.22, 07:43:29 +0200	-	16,80	Average CPU usage: 16,8% M...	cpu		Cpu @ esmTest	
05.08.22, 07:42:59 +0200	-	16,80	Average CPU usage: 16,8% M...	cpu		Cpu @ esmTest	
05.08.22, 07:42:29 +0200	-	16,40	Average CPU usage: 16,4% M...	cpu		Cpu @ esmTest	
05.08.22, 07:41:59 +0200	-	14,80	Average CPU usage: 14,8% M...	cpu		Cpu @ esmTest	
05.08.22, 07:41:29 +0200	-	13,20	Average CPU usage: 13,2% M...	cpu		Cpu @ esmTest	
05.08.22, 07:40:59 +0200	-	12,40	Average CPU usage: 12,4% M...	cpu		Cpu @ esmTest	
05.08.22, 07:40:29 +0200	-	14,20	Average CPU usage: 14,2% M...	cpu		Cpu @ esmTest	
05.08.22, 07:39:59 +0200	-	12,40	Average CPU usage: 12,4% M...	cpu		Cpu @ esmTest	
05.08.22, 07:39:29 +0200	-	14,80	Average CPU usage: 14,8% M...	cpu		Cpu @ esmTest	
05.08.22, 07:38:59 +0200	-	13,00	Average CPU usage: 13% Mea...	cpu		Cpu @ esmTest	
05.08.22, 07:38:29 +0200	-	12,60	Average CPU usage: 12,6% M...	cpu		Cpu @ esmTest	
05.08.22, 07:37:59 +0200	-	16,20	Average CPU usage: 16,2% M...	cpu		Cpu @ esmTest	
05.08.22, 07:37:29 +0200	-	13,80	Average CPU usage: 13,8% M...	cpu		Cpu @ esmTest	
05.08.22, 07:36:59 +0200	-	15,20	Average CPU usage: 15,2% M...	cpu		Cpu @ esmTest	
05.08.22, 07:36:29 +0200	-	12,80	Average CPU usage: 12,8% M...	cpu		Cpu @ esmTest	
05.08.22, 07:35:59 +0200	-	12,20	Average CPU usage: 12,2% M...	cpu		Cpu @ esmTest	
05.08.22, 07:35:29 +0200	-	13,20	Average CPU usage: 13,2% M...	cpu		Cpu @ esmTest	
05.08.22, 07:34:59 +0200	-	16,00	Average CPU usage: 16% Mea...	cpu		Cpu @ esmTest	
05.08.22, 07:34:29 +0200	-	13,80	Average CPU usage: 13,8% M...	cpu		Cpu @ esmTest	
05.08.22, 07:33:59 +0200	-	15,60	Average CPU usage: 15,6% M...	cpu		Cpu @ esmTest	
05.08.22, 07:33:29 +0200	-	15,00	Average CPU usage: 15% Mea...	cpu		Cpu @ esmTest	
05.08.22, 07:32:59 +0200	-	14,40	Average CPU usage: 14,4% M...	cpu		Cpu @ esmTest	
05.08.22, 07:32:29 +0200	-	13,00	Average CPU usage: 13% Mea...	cpu		Cpu @ esmTest	

Image of Situation Graph

Lower Right Icon

The lower right icon is for a heatmap presentation of the incidents. It will create a portlet that only shows the severity as a colour and the current value. It is also automatically placed at the next available slot. There is no possibility to choose a period. By clicking on the settings icon the displayed situation can be changed. The list portlet looks like this:

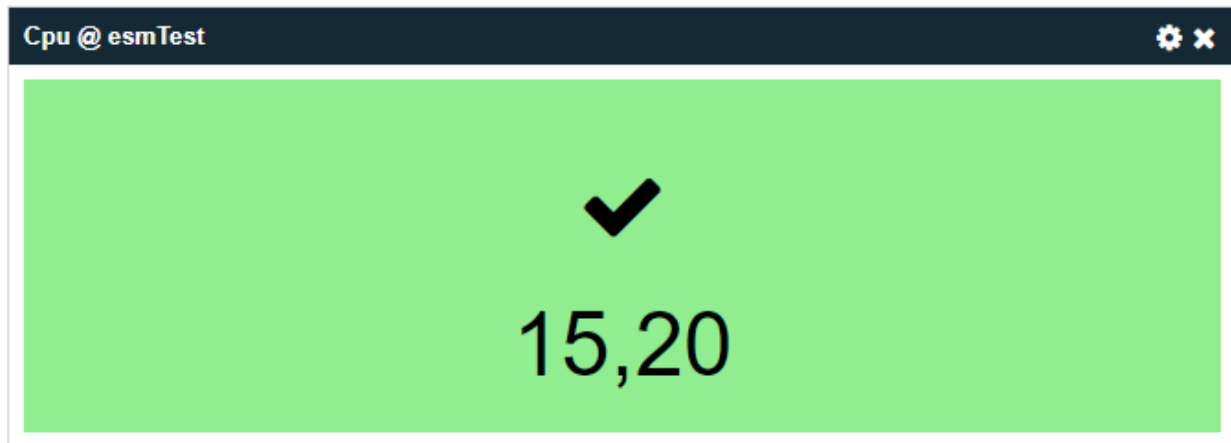


Image of Situation Heat

Lower Left Icon

The lower left icon is for a list presentation of the incidents, values will only be displayed as a number in the list. It is also automatically placed at the next available slot, but it will directly open the event list. The list allows sorting via the header of the columns. The default sort order is Severity followed by Time created. Same as for the heatmap portlet, there is no possibility to choose a period. By clicking on the settings icon the displayed situation can be changed. The list entry looks like this:

Time created	Time updated	Situation	Message	Value
04.08.22, 14:38:59 +...	-	Cpu @ esmTest	Average CPU usage:...	12,20
04.08.22, 14:39:29 +...	-	Cpu @ esmTest	Average CPU usage:...	14,20
04.08.22, 14:39:59 +...	-	Cpu @ esmTest	Average CPU usage:...	26,20
04.08.22, 14:40:29 +...	-	Cpu @ esmTest	Average CPU usage:...	25,40
04.08.22, 14:40:59 +...	-	Cpu @ esmTest	Average CPU usage:...	26,60
04.08.22, 14:41:29 +...	-	Cpu @ esmTest	Average CPU usage:...	25,20
04.08.22, 14:41:59 +...	-	Cpu @ esmTest	Average CPU usage:...	20,60
04.08.22, 14:42:29 +...	-	Cpu @ esmTest	Average CPU usage:...	19,40
04.08.22, 14:42:59 +...	-	Cpu @ esmTest	Average CPU usage:...	20,80
04.08.22, 14:43:29 +...	-	Cpu @ esmTest	Average CPU usage:...	26,00
04.08.22, 14:43:59 +...	-	Cpu @ esmTest	Average CPU usage:...	20,80
04.08.22, 14:44:29 +...	-	Cpu @ esmTest	Average CPU usage:...	21,00
04.08.22, 14:44:59 +...	-	Cpu @ esmTest	Average CPU usage:...	21,40
04.08.22, 14:45:29 +...	-	Cpu @ esmTest	Average CPU usage:...	22,80
04.08.22, 14:45:59 +...	-	Cpu @ esmTest	Average CPU usage:...	20,40

Image of Situation List

List views are best for showing samples from logfiles. Graphical views are good for samples with changing values.

NOTE | Currently a total of 16 portlets can be added to one dashboard.

Setup of the situation portlets

Each of the portlets can be adjusted. Therefore you can use the settings icon at the top right corner of the portlet.

Settings of the graph portlet

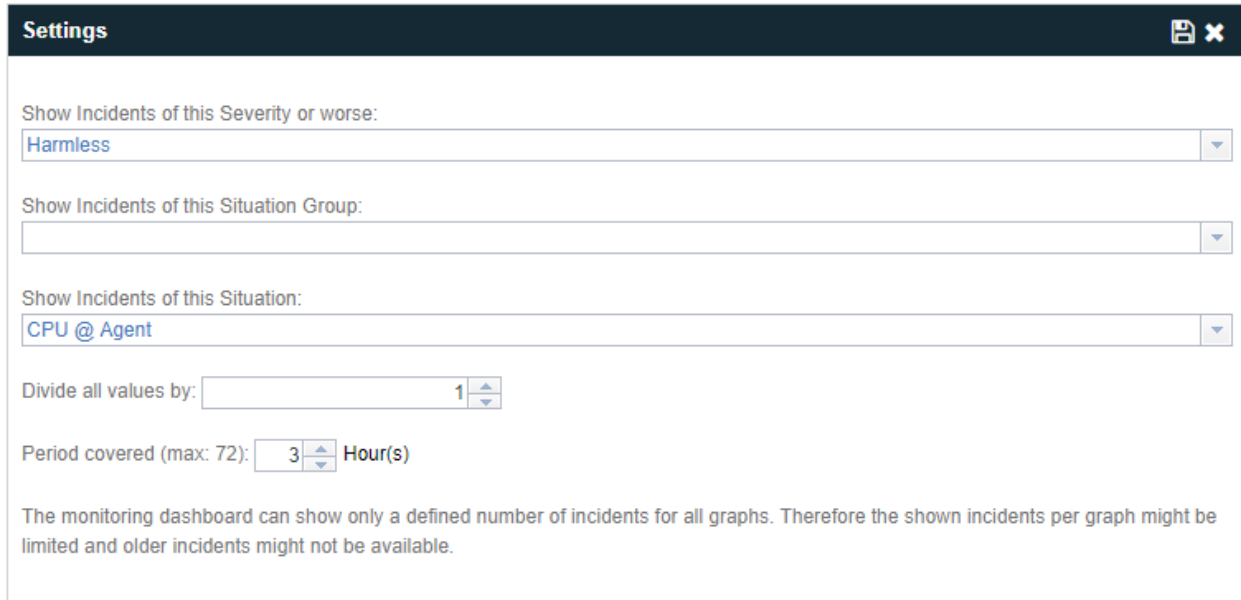


Image of graph portlet settings

NOTE

Multiple (4) graphs can be shown if the parameter "Show Incidents of this Situation" is empty and the parameter "Show Incidents of this Situation Group" is used. As only 4 graph will be shown the portlet will pick just random 4 if more then 4 situations are part of the situation group that is selected.

Show Incidents of this Severity or worse

Select the severity from the drop down. Only incidents with this or a higher severity will be shown in the portlet.

Show Incidents of this Situation Group

Select a situation group from the drop down. Only incidents from this situation group will be shown.

Show Incidents of this Situation

Select a situation from the drop down. Only incidents from this situation will be shown.

Divide all values by

The user can enter a divisor not a multiplier (aka multiplicator). Up- and downscaling must be possible. The idea behind the division in comparison to the multiplication is, in the product's environment it is more common to have huge raw values, that should be scaled down instead of the opposite. But 0.001 is harder to recognize than 1000.

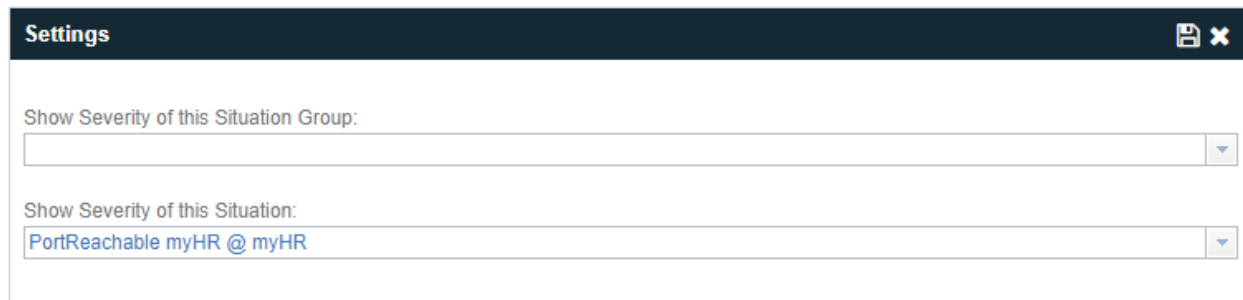
NOTE

The scale will be shown in the title bar of the portlet as well.

Period covered (max: 72)

The default period is 3 hours, this defines the x-axes for the graph.

Settings of the heat portlet



Settings

Show Severity of this Situation Group:

Show Severity of this Situation:

PortReachable myHR @ myHR

Image of heat portlet settings

Show Severity of this Situation Group

Select the situation group from the dropdown that should be used for showing the severity.

Show Severity of this Situation

Select the situation from the dropdown that should be used for showing the severity.

Settings of the list portlet



Settings

Show Items of this Severity or worse:

Harmless

Show Items of this Situation Group:

Show Items of this Situation:

Incidents:

Divide all values by: 1

Image of list portlet settings

Show Items of this Severity or worse

Select the severity from the drop down. Only incidents with this or a higher severity will be shown in the portlet.

Show Items of this Situation Group

Select a situation group from the drop down. Only incidents from this situation group will be shown.

Show Items of this Situation

Select a situation from the drop down. Only incidents from this situation will be shown.

Incidents

The portlet can have two layouts. One that shows a list where each incident is shown as new object (checked) and one that shows the Incident as a status object where only the timestamp and severity is updated (unchecked).

Divide all values by

The user can enter a divisor not a multiplier (aka multiplicator). Up- and downscaling must be possible. The idea behind the division in comparison to the multiplication is, in the product's environment it is more common to have huge raw values, that should be scaled down instead of the opposite. But 0.001 is harder to recognize than 1000.

NOTE | The scale will be shown in the title bar of the portlet as well.

Buttons above the list

The buttons are used for browsing through the list or placing entries in the console.

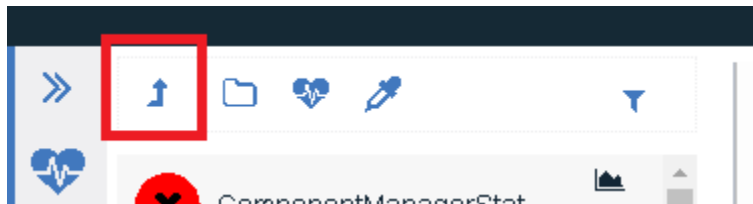


Image of sidebar button up

If you are browsing the situations in the sidebar, this button brings you one level up.

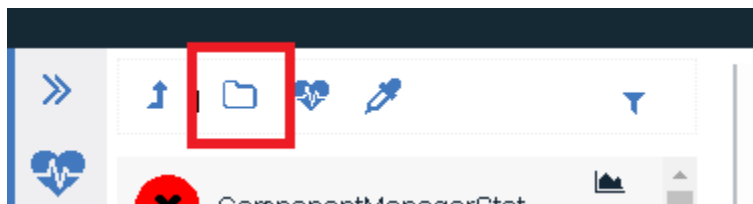


Image of placing all situation groups

Once the button is clicked a portlet containing all situation groups is added to the console on the right. See next screenshot.



Image of portlet with all situation groups

Clicking on the settings icon opens the configuration for this portlet. You can select a severity level for the shown items, which groups should be shown and which items of the groups should be shown. Save the settings by clicking on the disk icon.

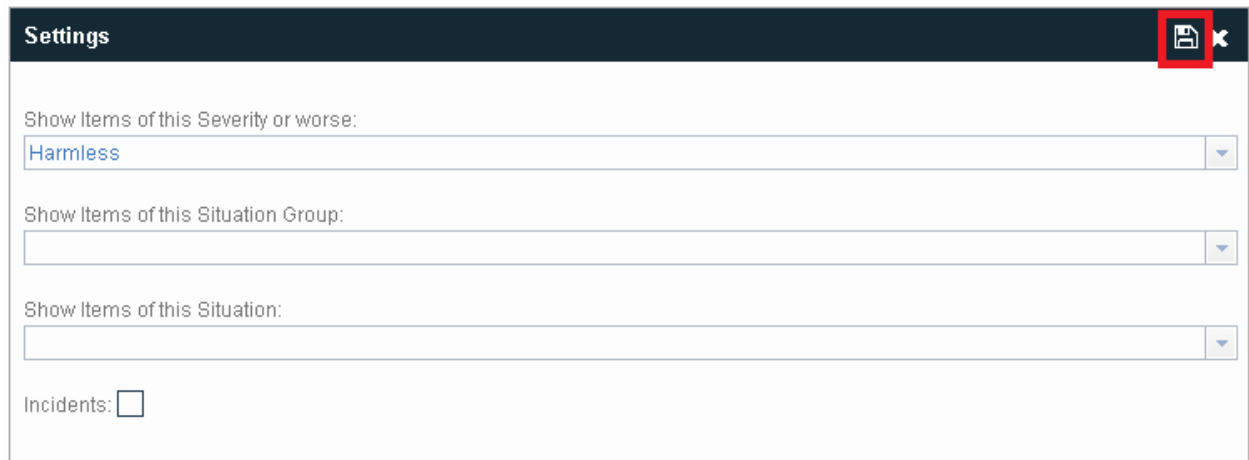


Image of portlet settings for situation group portlet

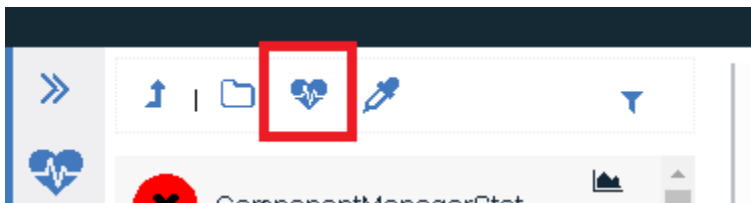


Image of button for placing empty situation portlet

The button places an empty portlet for situations on the right in the console. This portlet can be configured to show incidents of a certain situation (drop down). Also the period that should be covered can be adjusted. Afterwards click on save icon to show the graph.

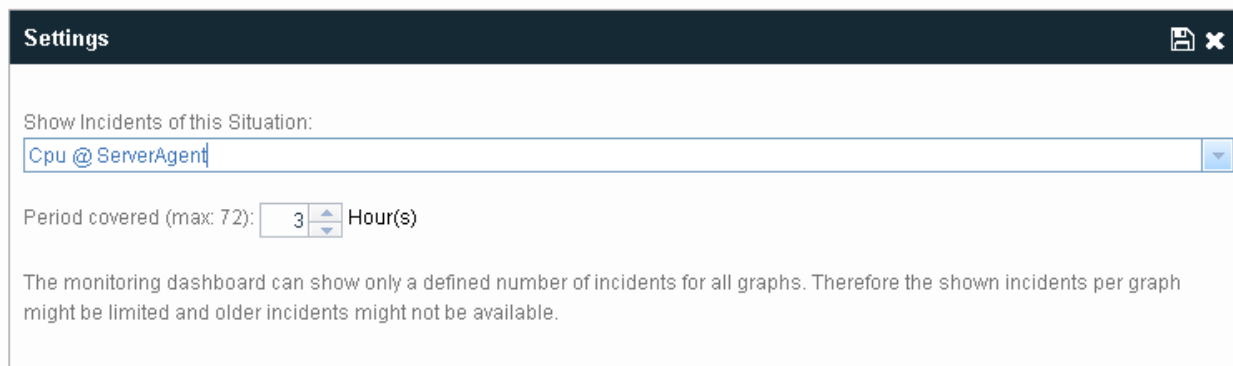


Image of empty portlet



Image of button for placing empty samples portlet

The button places an empty portlet for samples on the right in the console. This portlet can be configured to show a list with samples of a certain probe (drop down). Also the period that should be covered can be adjusted. Afterwards click on save icon to show the list.

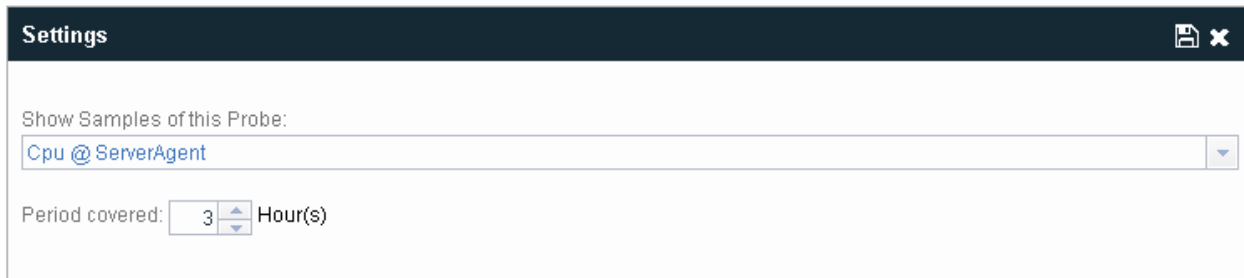


Image of empty samples portlet

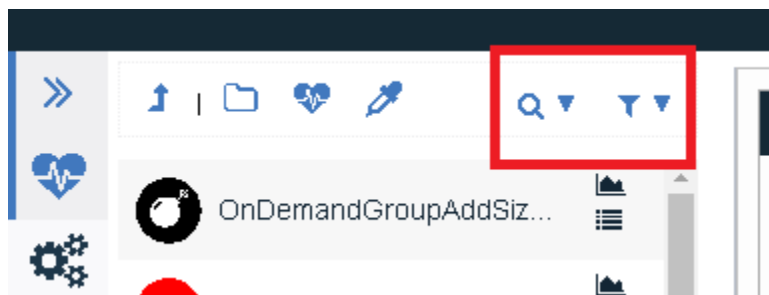


Image of filter button for list

The listed entries in the sidebar can be filtered using these buttons. The first one (search option) is for filtering the objects based on the name. The search is not case sensitiv. Also tags can be added which are taken into account when the search is performed. Click on "Filter" to apply the settings, click on "Reset" to remove the filter once it has been applied.

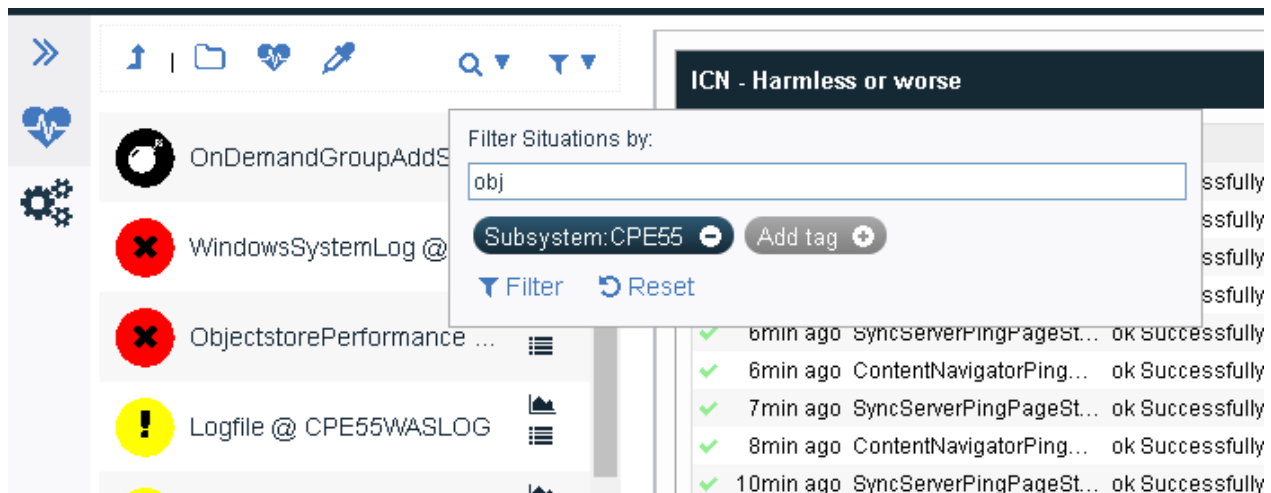


Image of filter setting for the list based on object name and tag

The second one is for a filter based on the severity. Once the button is clicked an overlaying window opens. You can select the severity from the drop down. The filter is applied automatically.

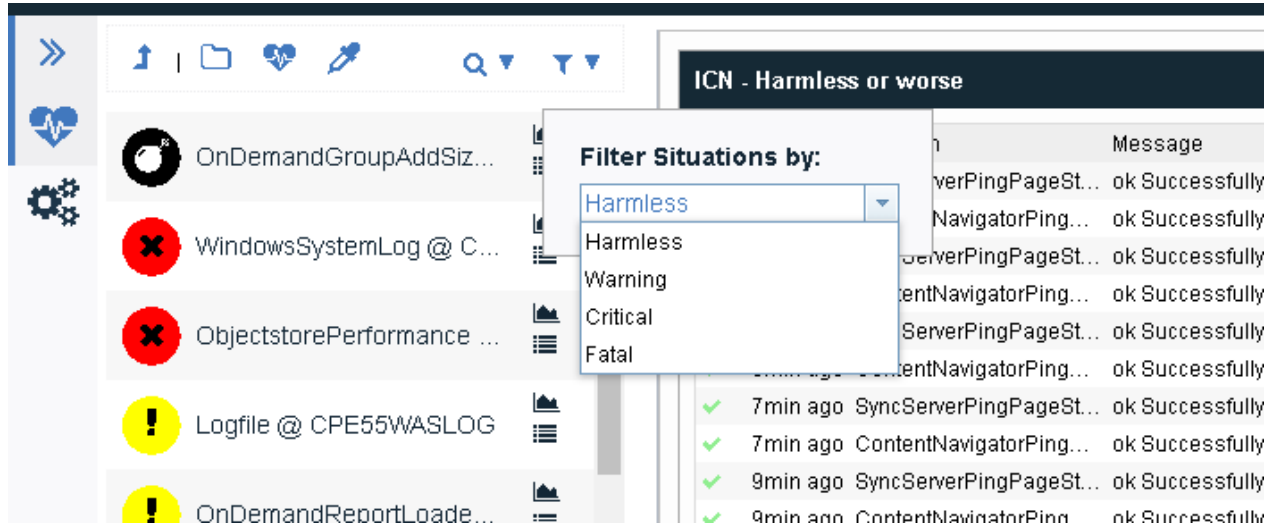


Image of filter setting for the list based on the severity

NOTE | Situations with unknown severity will always be shown.

Incident list and details of an incident

A list for getting all incidents is available.

This list uses lazy loading.

Filtering by the combination of the following criteria is possible.

- Least severity (= severity x or worse)
- Situation Group
- Situation

The filters are defined in the in the portlet criteria. The portlet can show a high level view e.g. "Situation Groups", but the list will show the incidents of the "Situation Groups".

This list shows the following information in the given order in a row per incident:

- Severity (Icon)
- Timestamp (in ISO format)
- Value
- Message
- Classification
- Error
- Situation Name

The default sorting is by descending timestamp (oldest at the bottom, newest at the top of the list).

The list can be reached by clicking in the list icon in any of the portlets.

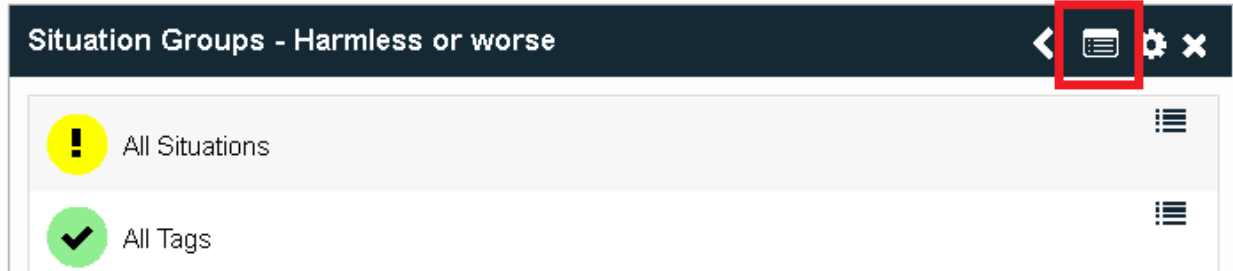


Image of list icon in portlet

Detailed information about an incident can be shown by selecting an entry in the incident list - The details are also available when double clicking on a incident directly in the portlet.

The following image shows the incident list including the details of a selected incident. The details section is automatically opened once a entry from the list is selected. The section will close once you click on the same entry again. Selecting any other entry will open the details for this one. The selected entry is highlighted in the list.

Timestamp	Value	Message	Classification	Error	Situation
11.07.18, 08:28:39 +0200	16,00	COUNT(id) FROM PROBECONFIGURATION	COUNT(ID)		Probes In ESM DB
11.07.18, 08:28:39 +0200	0,00	COUNT(id) FROM INCIDENT WHERE error IS I	COUNT(ID)		ESM DB Error Incidents
11.07.18, 08:28:39 +0200	14,00		PortReachableProbe		PortReachable @ Nexus
11.07.18, 08:28:39 +0200	0,00	Remote Object is not available	karaf-agent		P8 Rmi @ TestAgent
11.07.18, 08:28:39 +0200	3,00	Database request took 3 milliseconds.	COMPLETE		ESM DB Incident Count
11.07.18, 08:28:39 +0200	73,00	Diskspace Free: 72%	disk/		Free Diskspace @ TestAgent
11.07.18, 08:28:39 +0200	0,00	CPU: 0.0%	cpu		CPU @ TestAgent

Total number of Incidents: 32536

Incident Details:

Label	Value
id	32536
timestamp	11. Juli 2018 um 08:28:39 Mitteleuropäische Sommerzeit
timestampCreated	11. Juli 2018 um 08:28:39 Mitteleuropäische Sommerzeit
updateCount	
severity	HARMLESS
message	COUNT(id) FROM INCIDENT WHERE error IS NOT NULL
value	0
situationCfgid	00004444-2222-1111-1111-000000004444
error	

No Knowledge Base Entries available

Image of Incident list including details of a selected incident

Incident handling

Within the history view of each portlet, ESM offers possibilities to handle events. Therefore some buttons are available at the top in this view.



Image of Top Buttons in History

Functions of the buttons from left to right:

1. Leave this view
2. Acknowledge the selected entry. The user can add some text e.g. that he is working on this entry. - Acknowledging can be overwritten by clicking the button again.
3. Close the selected incident. For closing all incidents of the current list, select the drop down button next to it on the right side. (Incident will not be shown in the portlet anymore) - This can be undone by doing the same again.
4. Delete the selected incident, For deleting all incidents of the current list, select the drop down button next to it on the right. (The Incident is completely removed - deleted from DB) - This cannot be undone.
5. Reload/Refresh the list

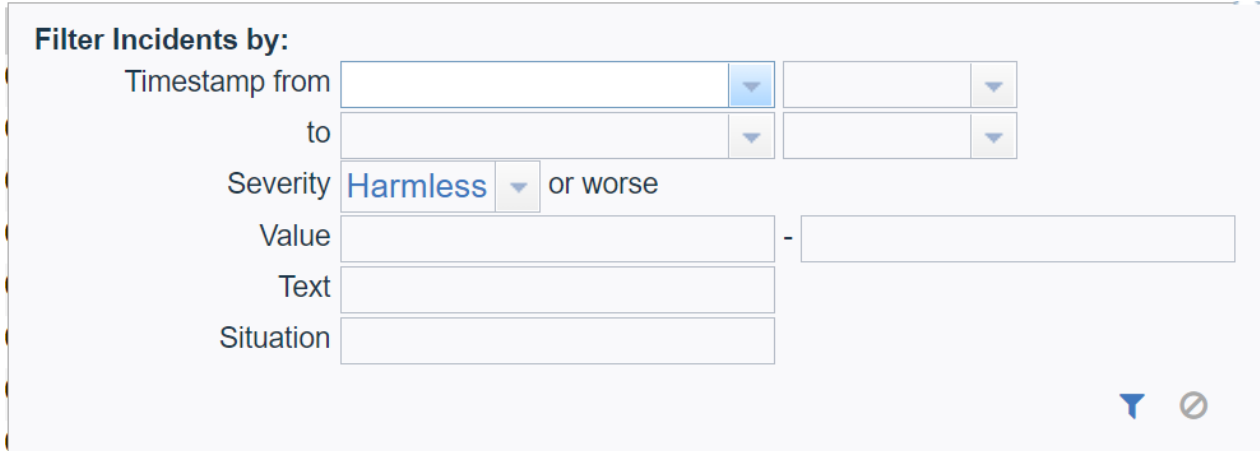
Incident filtering

The history view also offers the possibility to filter for certain incidents.



Image of Filter Buttons in History

Clicking on the buttons opens the filter editor.



The screenshot shows a 'Filter Incidents by:' section with the following fields:

- Timestamp from: [input field] [dropdown arrow]
- to: [input field] [dropdown arrow]
- Severity: [dropdown menu with 'Harmless' selected] or worse
- Value: [input field] - [input field]
- Text: [input field]
- Situation: [input field]

At the bottom right of the form, there is a blue funnel icon and a grey circle with a diagonal slash icon.

Image of Filter Editor in History

It is possible to set several of the filters at the same time. Filter settings can be adjusted and submitted again. Possible filters are:

- Timestamp (Date and Time), from and to
- Severity, filters for the severity that is given and worse
- Value, from - to
- Text, searches for the given string in Message, Classification, Error and Annotation.
- Situation, searches for the given string in Situation.

Depending on the filters the search context might get complex and therefore the search can take some time.

The filter is submitted/activated by clicking on the filter icon at the bottom right corner in the editor. It can be deactivated by clicking on the deactivate button next to it. The filter editor stores the last filter setup until the history view is closed. Even if the filter editor is closed, the filter is still maintained.

Report Portlets

From the sidebar choose the task portlet icon. This will open a list with the available reports. Reports from the type aggregation can be added as portlet with the button on the right of the entry.

The portlet will show the latest available instance of this report - every time the report is created due to the schedule, the portlet will be updated as well.

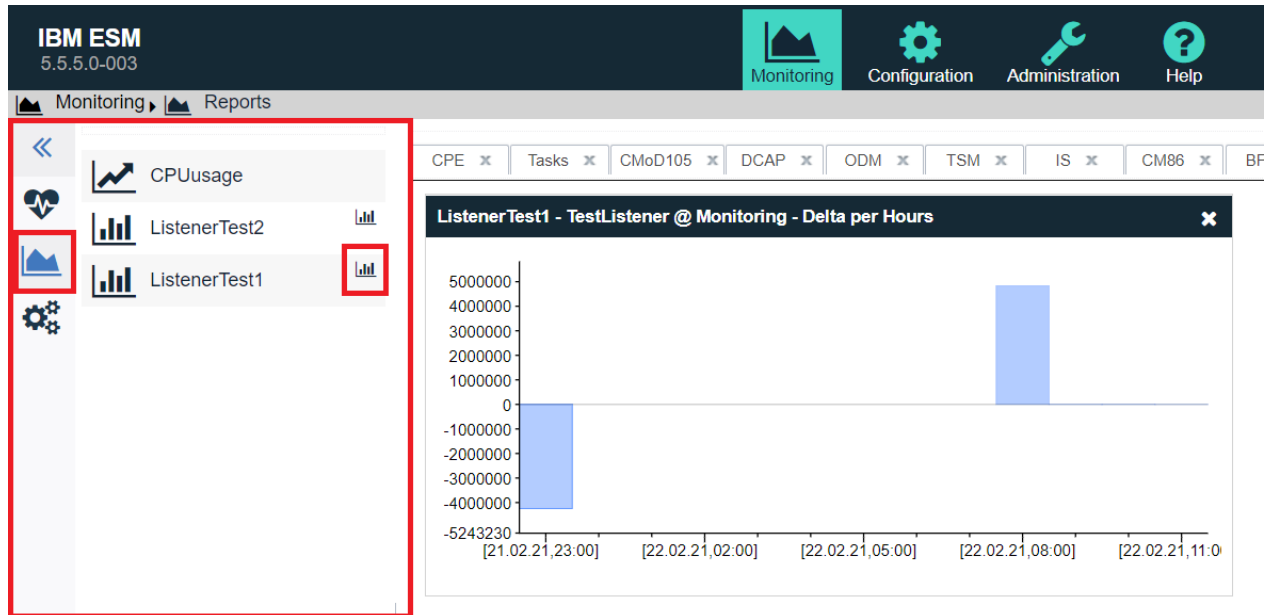


Image of Monitoring Report Portlet

Task Portlets

From the sidebar choose the task portlet icon. This will show the recent tasks as a list.

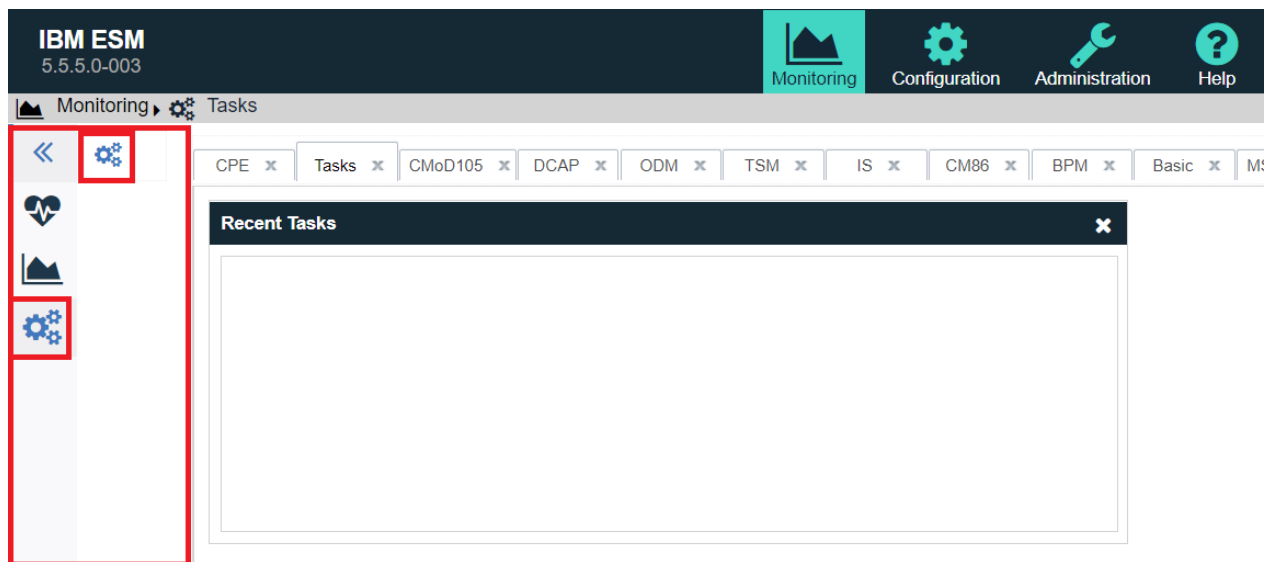


Image of Monitoring Task Portlet

Double click on a the button to add the "Recent Task" portlet on the next available slot in the monitoring window. This can be outside of the visible field. The portlet contains a list and will look like this:



Image of Monitoring Recent Tasks List

Configuration Dashboard

The configuration dashboard offers the possibility to configure ESM based on your needs. Within the configuration you can review the agents, configure your subsystems, situation groups and task or browse and adjust the knowledgebase.

Agents

Choose the agent icon from the sidebar. This will open a list with all agents. Also the status of the agent is displayed.

You can use the buttons above the agents list to restart a agent (only if online), delete offline agents or mark timed-out agents as offline in the DB.

NOTE

- Agents can only be deleted if there are no probes assigned to run at the agent that should be deleted.
- Setting an agent to offline only marks the agent as offline, it is not shutting down the agent. The status is only kept until the agent is sending heartbeat information again, if any. Afterwards the agent can be shown as online, timed-out or outdated again. This button serves the purpose to set the status of an agent to a defined state on the server.

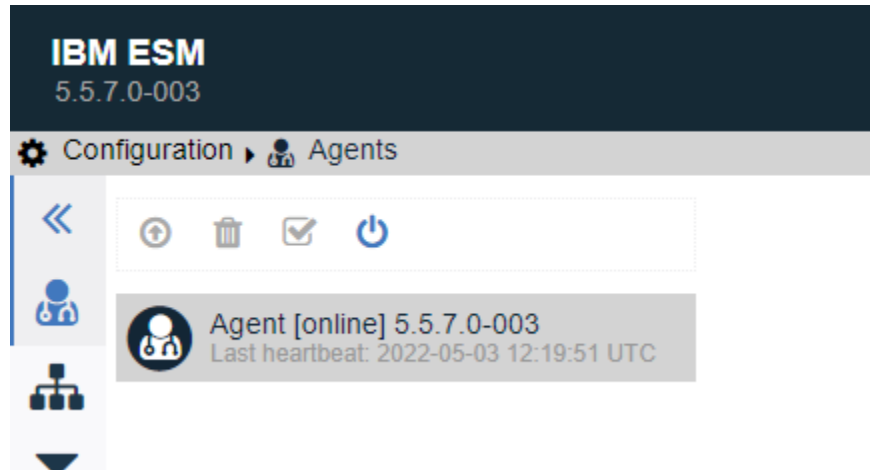


Image of Configuration Agent

NOTE

Due to technical restrictions, the left most button to update agent from the UI is not available in 5.5.9.

Subsystems

Choose the subsystem icon from the sidebar. This will open a list with the already configured subsystems. You have the possibility to create a new subsystem, add a probe to the selected subsystem, modify the selected subsystem or delete the selected subsystem.

For more details please refer to the "Configuration Guide for ESM 5.5.9".



Image of Configuration Subsystem

Sample Filtering

The sample filtering is a mechanism to filter sample depending on certain criteria. If samples match the criteria, they will directly be filtered on the agent.

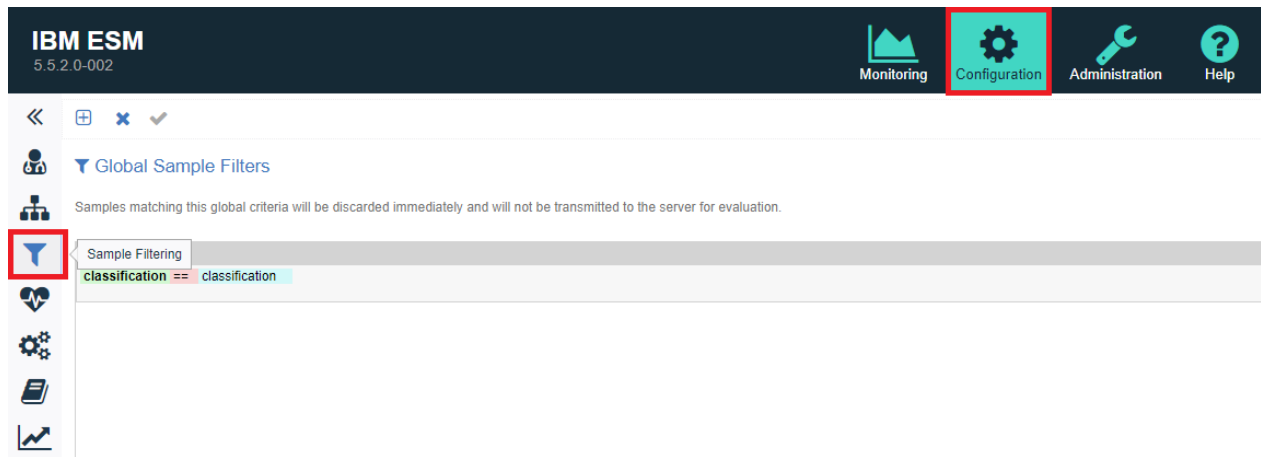


Image of Configuration Sample Filtering

Situation Groups

Choose the situation icon from the sidebar. This will open a list with the already configured situations. You have the possibility to create a new situation, duplicate, modify or delete the selected situation, or do the same with so called situation groups. Situations that contain a deactivated probe are highlighted with a different color.

For more details please refer to the "Probes and Situation Guide for ESM 5.5.9".

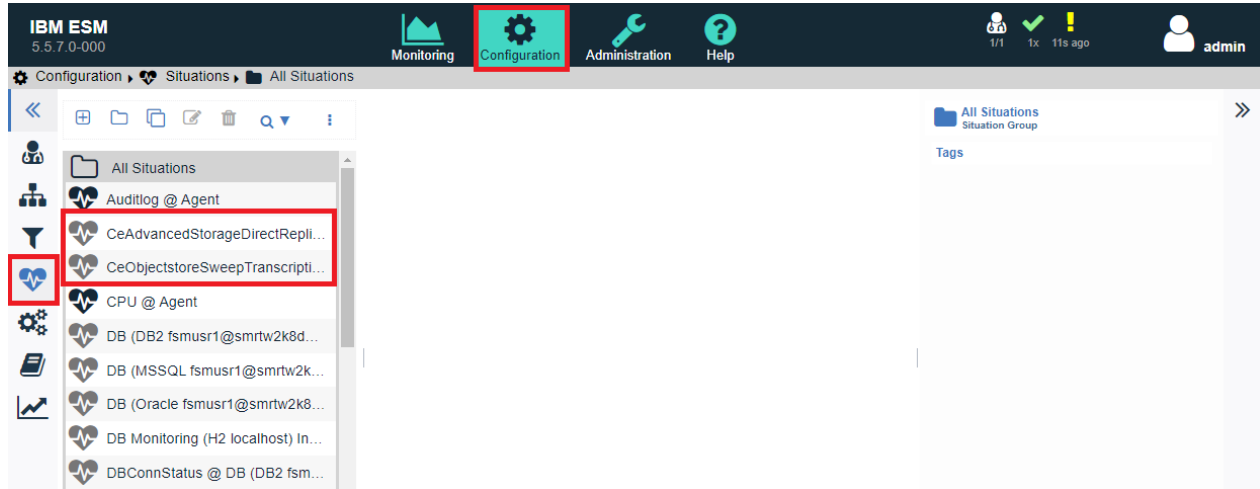


Image of Configuration Situation

Furthermore detailed information about the selected entry is given at the bottom of the list.

Task Configuration

Choose the task icon from the sidebar. This will open a list predefined task types. You have the possibility to create a new task, duplicate, modify or delete the selected task.

For more details please refer to the "Task Guide for ESM 5.5.9".

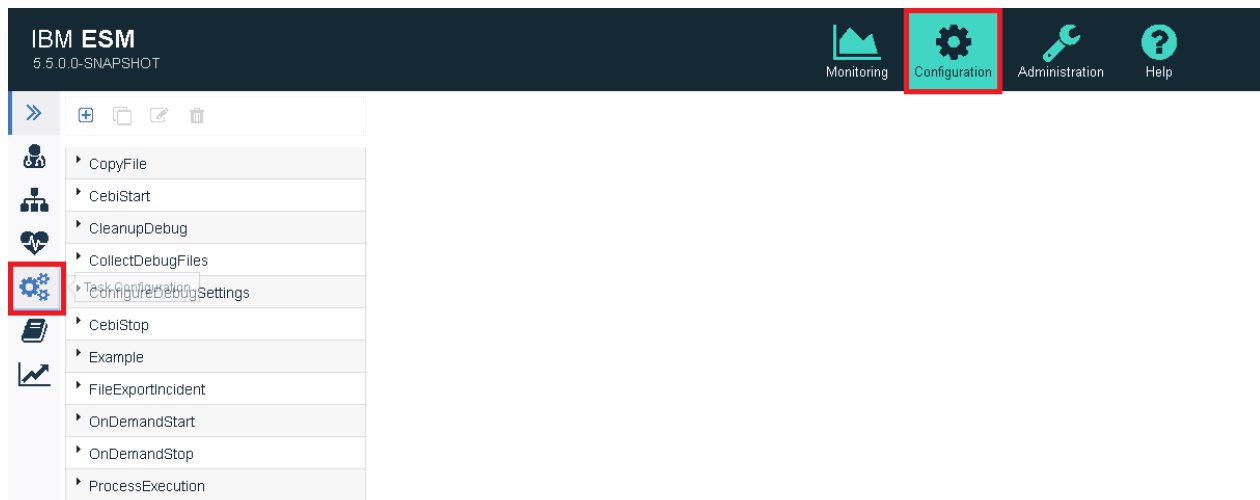


Image of Configuration Task

Furthermore detailed information about the selected entry is given at the bottom of the list.

Knowledge Base

Choose the knowledge base icon from the sidebar. This will open a list containing all available entries. You have the possibility to create a new entry, duplicate or delete a custom entry.

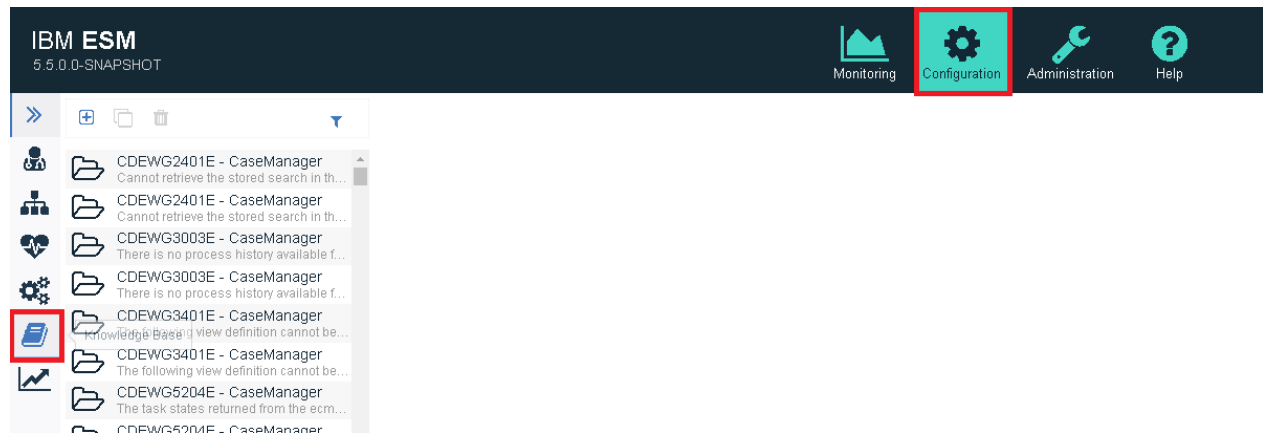


Image of Configuration Knowledge Base

Furthermore a possibility to filter the list based on ErrorID or subsystem is available. Either search for a snippet of the ErrorID or select the subsystem. A combination of both is also possible.

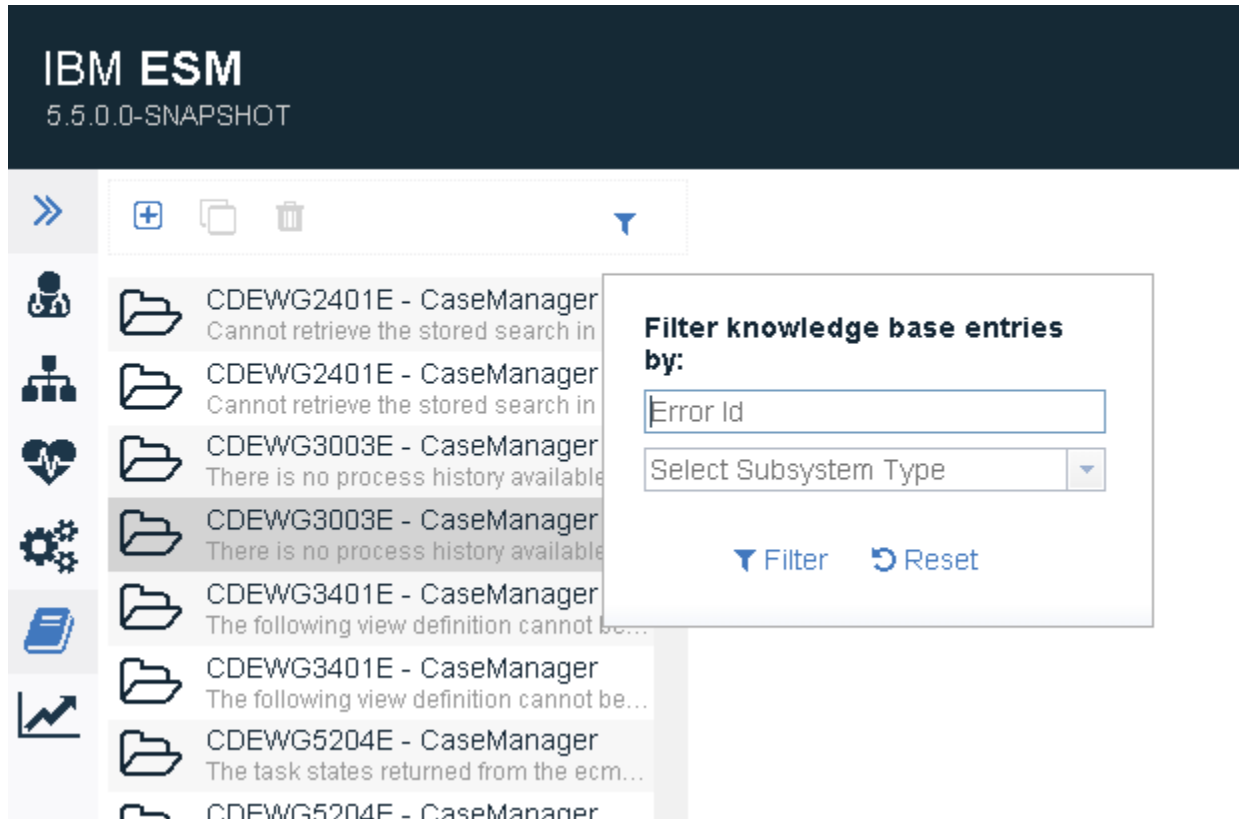


Image of Configuration Knowledge Base Filter

The filter is saved throughout the search and can be enhanced. A reset by using the reset button is also possible.

Double Click an entry to see more details like message, cause, corrective action and custom info. This information is also available at the bottom of the list.

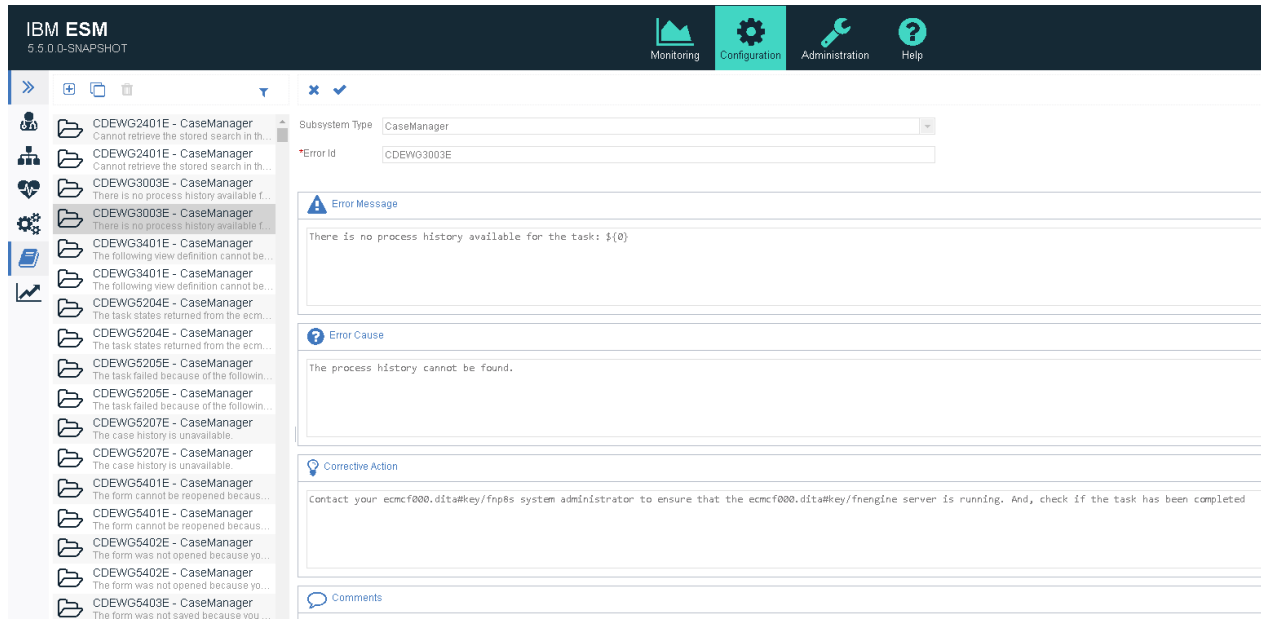


Image of Configuration Knowledge Entry

Reporting Configuration

Choose the reporting configuration from the sidebar. This will open a list with the already configured reports. You have the possibility to create new reports or delete the selected report.

For more details please refer to the "Configuration Guide for ES M 5.5.9".

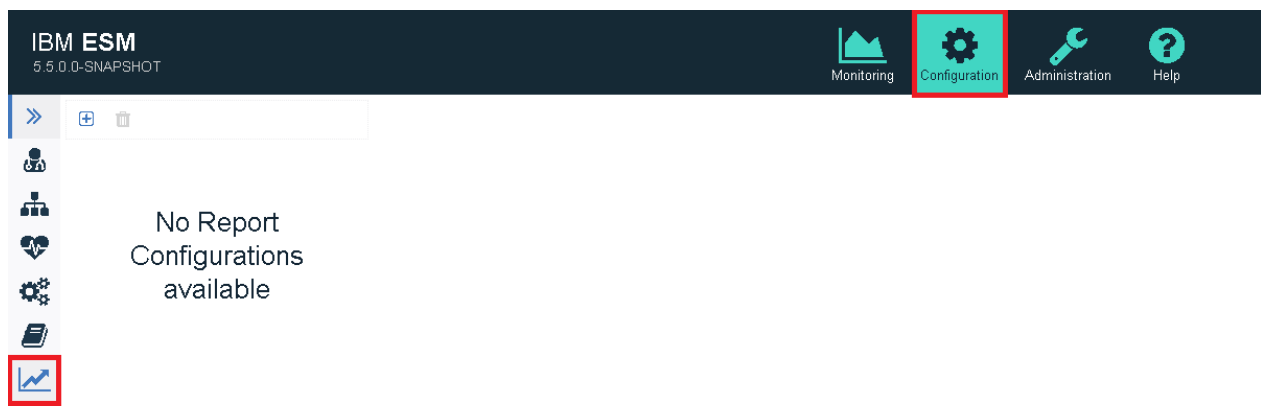


Image of Configuration Reporting

Administration Dashboard

The administration dashboard offers the possibility to adjust Server Settings, review the audit log, manage users and login modules, such as LDAP integration and administrate SMTP and SNMP forwarding.

Server

Once you have selected the server icon on the left, two options are offered. You can either adjust server settings or review the audit log.

Settings

Double click on the Settings button to open the Server Settings. Currently you can enable or disable the automatic deployment of the base monitoring for new agents and adjust the Database Cleanup configuration.

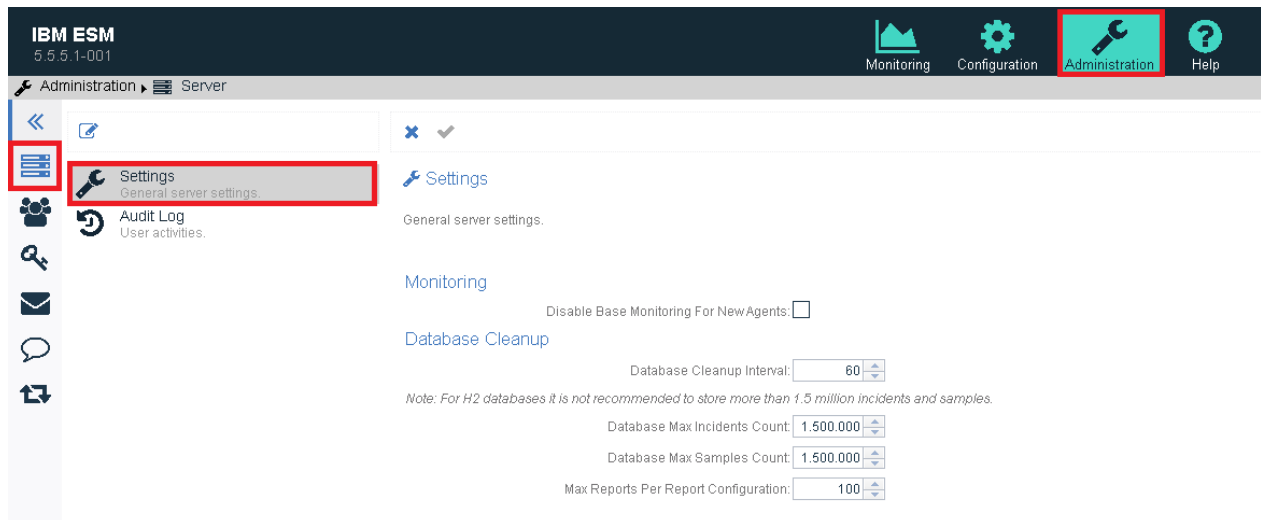


Image of Administration Server Settings

Audit Log

Choose the audit log icon from the sidebar. This will open the audit log on the right side of the sidebar. You have the possibility to reload the audit log.

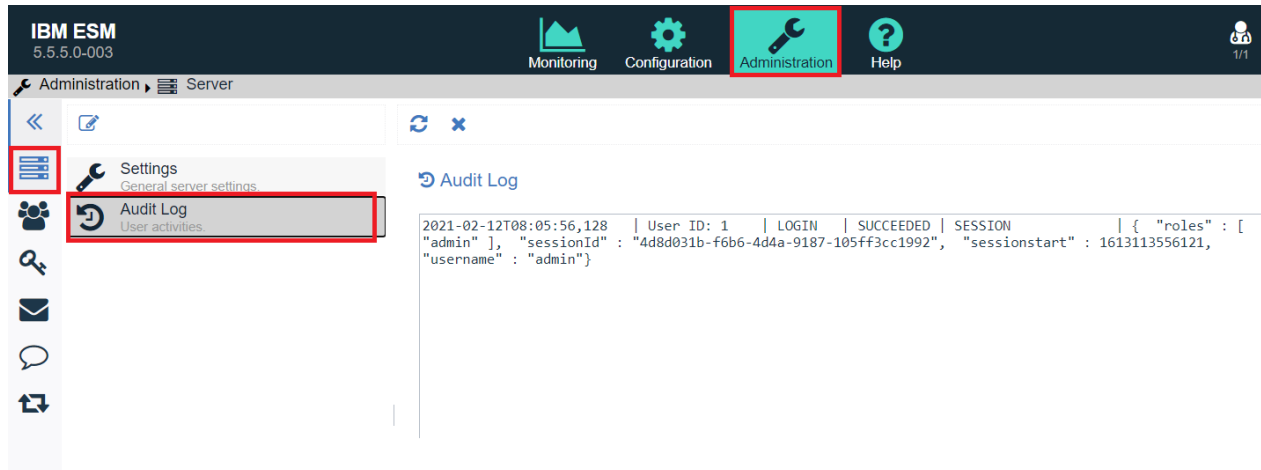


Image of Administration Server Audit Log

User Management

Choose the user management icon from the sidebar. This will open a list containing all users. Per default only the admin account exists.

You have the possibility to create an internal or external user, remove the selected user or unlock a locked account.

For more details please refer to the "Configuration Guide for ESM 5.5.9".



Image of Administration Users

Login Module

Choose the login module icon from the sidebar. This will open a list of already created login modules. Per default no login module is available.

You have the possibility to create a new login module or remove the selected login module.

For more details please refer to the "Configuration Guide for ESM 5.5.9".



Image of Administration Login Module

Mail Server administration

Choose the Mail Server administration icon from the sidebar. This will open a list of already created mail server setups.

You have the possibility to create a new mail server setup or remove the selected setup.

For more details please refer to the "Configuration Guide for ESM 5.5.9".

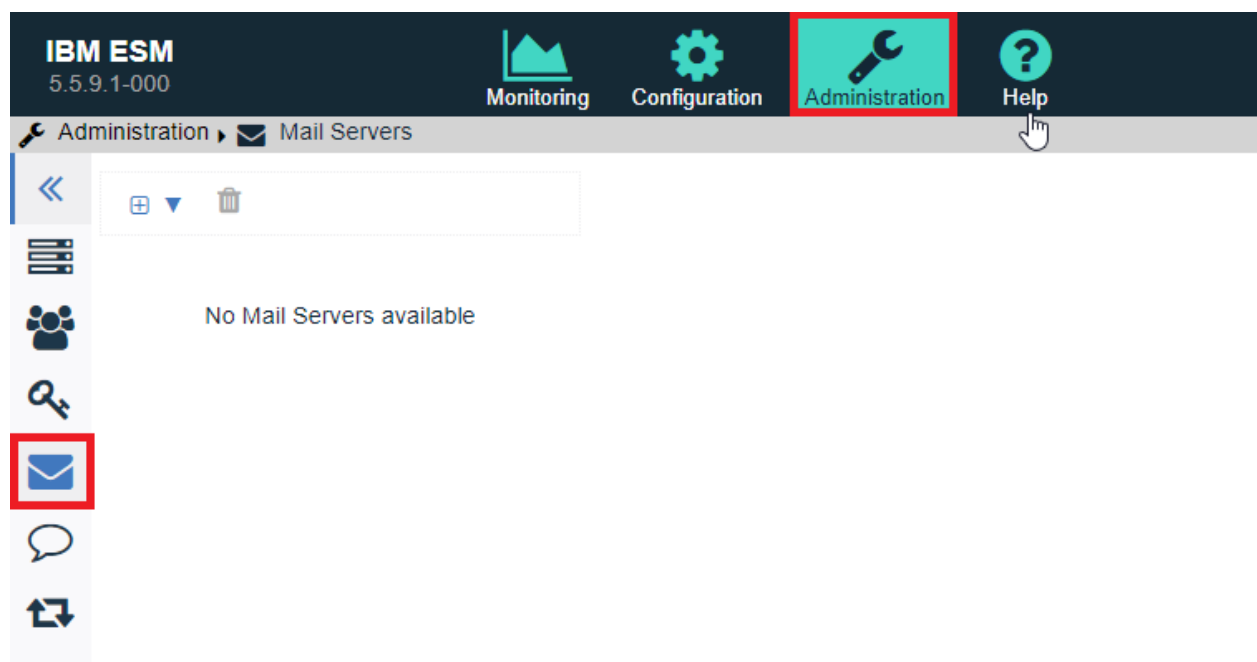


Image of Administration SMTP

Help Dashboard

The help dashboard offers the documentation as html. Select from one of the available documents on the left site:

- IBM Enterprise Content Management System Monitor Release Notes
- IBM Enterprise Content Management System Monitor User's Guide
- IBM Enterprise Content Management System Monitor Installation Guide
- IBM Enterprise Content Management System Monitor Configuration Guide
- IBM Enterprise Content Management System Monitor Probes and Situations Guide
- IBM Enterprise Content Management System Monitor Tasks Guide

IBM ESM
5.5.0.0-SNAPSHOT

Monitoring Configuration Administration Help

IBM Enterprise Content Management System Monitor Release Notes
Frank Larisch, Michael Wohland
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Image of Help

Information Sidebar

In the Configuration and Administration a sidebar on the right side is available. The sidebar can be toggled.

Depending on the selection of the left bar, different kind of information are shown in here. In some cases it is also possible to switch to related objects like subsystems or situations by double clicking on the object name.

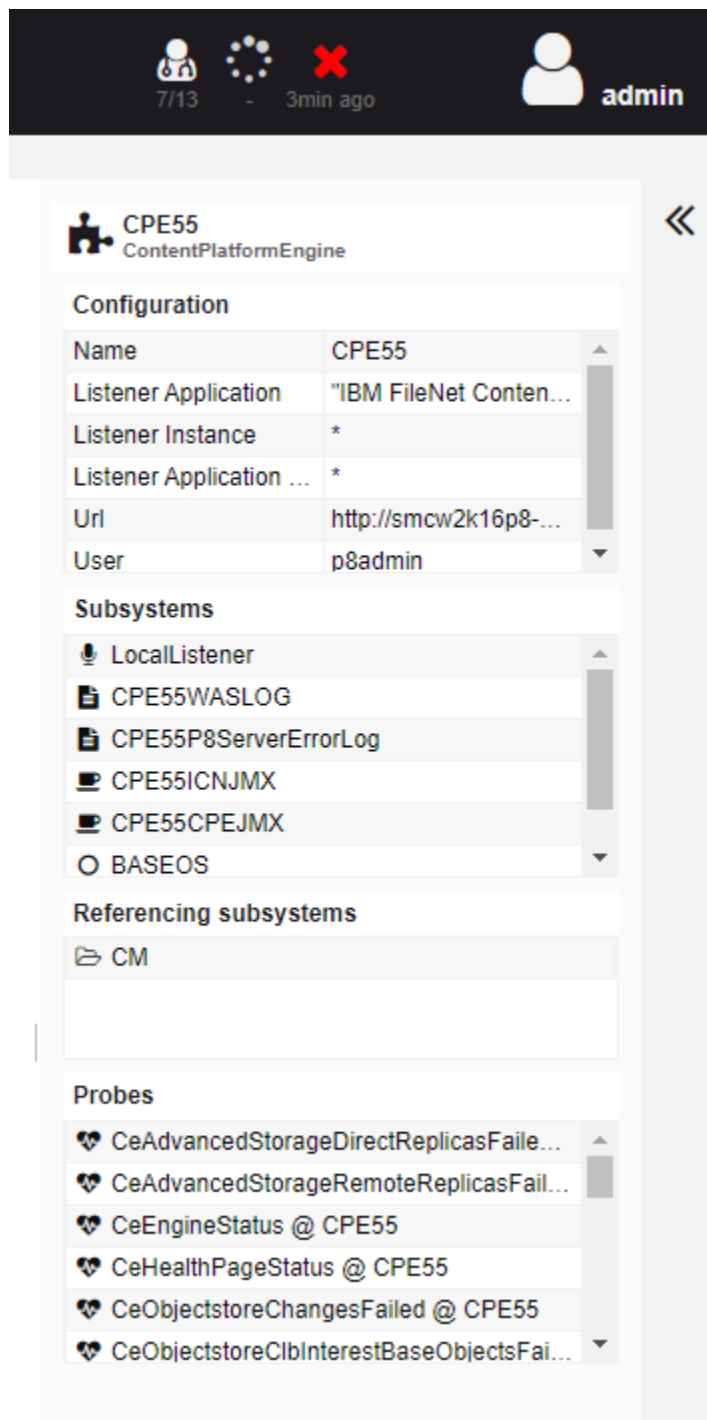


Image of Sidebar Right

Messages and Error Codes

Table 1. List of possible errorcodes

Source	Formatted LogId	Explanation	Action
LogIdAccess	CDESD65011 or W or E	The user has no permission to execute the requested action.	Please check your permissions or ask your administrator to change them.
	CDESD65021 or W or E	The user has permission to execute the requested action.	Informs about successful authorization.
LogIdAgent	CDESA55011 or W or E	Adding one or more new agents failed.	Check the detailed error message for the specific reason.
	CDESA55021 or W or E	Runtime Fault.	Verify if there are any other previous messages, leading to this exception.
	CDESA55031 or W or E	No Data Available.	Check the input. However, it is not necessarily a mistake.
LogIdArgs	CDESC25011 or W or E	Incorrect or missing argument.	This should not happen in production code. Search the log for a hint what went wrong, but it is possible, there is no such log entry.
LogIdConfig	CDESD20011 or W or E	Invalid configuration was provided.	Please check the product configuration.
	CDESD20021 or W or E	Reading configuration was successful.	Informs about successful configuration import/loading.
	CDESD20031 or W or E	Reading configuration failed.	Please check the product installation.
	CDESD20041 or W or E	Saving configuration was successful.	Informs about successful configuration export/saving.
	CDESD20051 or W or E	Saving configuration was failed.	Please check the product installation.
	CDESD20061 or W or E	A configuration could not be removed.	Verify if the format of the configuration was correct and the configuration which should be removed exists.
	CDESD20071 or W or E	A property was supposed to be set, but failed.	Please check the product's configuration.
	CDESD20081 or W or E	A property was tried to be loaded, but failed due to unknown reasons.	Please check the product's configuration.
	CDESD20091 or W or E	A problem occurred while trying to send an email.	Please make sure the configuration is valid.
	CDESD20101 or W or E	Configuration was not found.	Please check the product's installation.
LogIdDb	CDESD60011 or W or E	Connection failed.	Please check your DB configuration.

Source	Formatted LogId	Explanation	Action
	CDESD6002I or W or E	Updating the database failed.	Probably a problem occurred by modifying the request.
	CDESD6003I or W or E	An error occurred while trying to write to the database.	Please make sure the database is available and check its configuration.
	CDESD6004I or W or E	An error occurred while trying to read from the database.	Please make sure that the database is available and check its configuration.
	CDESD6005I or W or E	There was a locking issue, while trying to perform a transaction.	Verify if another process locks the specific database resource and free it.
	CDESD6006I or W or E	A previous transaction failed. A database rollback will be performed.	Check previous log messages to find out the reason of the rollback.
	CDESD6007I or W or E	A relation between two or more database items did not exist.	Check the request and verify if the requested items have a relation to each other, via your database management console.
	CDESD6008I or W or E	A database action was about to be performed, but a required property of the query was not set.	Check the query and verify which item was missing.
	CDESD6009I or W or E	An item was added / moved / updated. This message informs the user about the performed action.	Nothing to be done.
	CDESD6010I or W or E	There was an exception, related to a specific JPA component, whose reason was not further specified.	Read the print of the stack trace in the log file to get further information.
	CDESD6011I or W or E	An error occurred while trying to remove an item from the database.	Please make sure the database is available and check its configuration.
LogIdIo	CDESC3501I or W or E	File already exists.	Change the name of the file being created or delete the file that is already there.
	CDESC3502I or W or E	A file (or directory) cannot be created/removed.	Verify if the file or directory which was about to be created, exists and can be accessed.
	CDESC3503I or W or E	A file (or directory) is of an invalid type or {@code null}.	Please check that the file or directory is valid.
	CDESC3504I or W or E	Attempting to open a file or resource failed.	Please check that the file or resource is in the proper directory and can be accessed.
	CDESC3505I or W or E	Attempting to delete a file or resource failed.	Please check that the specified file is not in use.
	CDESC3506I or W or E	Attempting to close a file or resource failed.	Please check that the specified file is not in use and your current OS user has the rights to access the file.

Source	Formatted LogId	Explanation	Action
	CDESC3507I or W or E	Attempting to write a file or resource failed.	Please check that the specified file is not in use and your current OS user has the rights to access the file.
	CDESC3508I or W or E	Attempting to read a file or resource failed.	Please check that the specified file is not in use and your current OS user has the rights to access the file.
	CDESC3509I or W or E	Could not reach the destination via network.	Please make sure that networking is configured and the host is reachable.
	CDESC3510I or W or E	Character encoding problems.	Probably the character encoding is not supported.
	CDESC3511I or W or E	General I/O Error.	There can be several reasons why this I/O error occurred, please contact support.
	CDESC3512I or W or E	A connection to the requested system could not be established.	Please make sure that you have entered the correct connection parameters. Refer to the documentation of the system, you want to connect to.
	CDESC3513I or W or E	A connection was successfully established.	Informational message about a successful connection.
	CDESC3514I or W or E	A connection was or is about to be closed.	Informational message about a connection closing process.
	CDESC3515I or W or E	A connection was unintendedly lost.	The connection to the system was unexpectedly lost. Verify if the system is available.
LogIdOsgi	CDESC4001I or W or E	Attempting to look up the service failed.	Open the OSGi console to check if the service is available.
	CDESC4002I or W or E	A service could not be started.	Please check the log message for missing dependencies or runtime exceptions.
	CDESC4003I or W or E	A service could not be reinitialized.	Verify if dependent services are available or if another required component is missing.
LogIdReflection	CDESC4501I or W or E	A requested method was not found via Java reflection.	Please change method name configuration if possible.
	CDESC4502I or W or E	The security manager denied the execution.	Please configure the security manager appropriately.
	CDESC4503I or W or E	A requested class was not found.	Please configure the classpath appropriately and check if the JAR files have the latest version.
	CDESC4504I or W or E	The internal object could not be copied.	Please contact the support.
LogIdSecurity	CDESC7001I or W or E	The user does not exist	Create user.

Source	Formatted LogId	Explanation	Action
	CDESC7002I or W or E	The user account is deactivated	Activate the user account.
	CDESC7003I or W or E	The user account is locked	Unlock the user account.
	CDESC7004I or W or E	User account was locked because the maximum failed login attempt of was reached.	Unlock the user account.
LogIdTask	CDESC6001I or W or E	A task could not be executed successfully	Depending on the task's logic this could be a technical or a user input issue.
LogIdThread	CDESC5001I or W or E	An error occurred while trying to access another thread.	Please restart the service and try again. If the error persists, please contact support.
	CDESC5002I or W or E	A thread was interrupted.	Please restart the service and try again. If the error persists, please contact support.
	CDESC5003I or W or E	An unspecified runtime exception occurred.	Verify if there are any other previous messages, leading to this exception.
LogIdValidation	CDESM3001I or W or E	A validation check succeeded.	Informal message; nothing else is to do.
	CDESM3002I or W or E	A validation check did not succeed, but this is valid.	Informal message; nothing else is to do.
	CDESM3003I or W or E	A validation check did not succeed, but was expected to succeed.	Informal message; nothing else is to do.
	CDESM3004I or W or E	A URL which was about to be parsed, did not have the correct format.	Verify in the log file, what the URL looked like and enter the URL in the correct format.
	CDESM3005I or W or E	A String object did not have the correct format.	Verify in the log file, what the string looked like and enter the String in the correct format.
	CDESM3006I or W or E	A value which was supposed to be created, already exists.	Decide whether to override the already existing value or to leave it.
	CDESM3007I or W or E	A value which was supposed to be from a specific datatype, had a different datatype.	This is an internal issue and should be reported to the distributor of the software.
	CDESM3008I or W or E	A numeric value was supposed to be transformed to a string, but had a incorrect format.	Verify if the given value had a valid number format.

Accessibility conform Controls

ESM can be controlled only with the keyboard, no mouse is needed. The following shows the list of shortcuts and control keys:

- The "Tab" key can be used to browse through the different available entries inside the console.
- Arrow keys, page up and down or pos1 and end are used to select an entry within the favored grid (e.g. a list or line). In nested lists the list can only be browsed using arrow up and down. Page up and down and pos1 and end will not work.
- Use space or ctrl + space to select or deselect an entry in the list or the line.
- Enter is the same as double-click on a selected entry (mostly this opens an editor).
- Alt + c means cancel within an editor (valid for Chromium-based browsers).

Encryption mechanism in ESM

ESM uses JAVA based encryption mechanisms. These mechanisms are FIPS 140-2 conform.

Appendix A: Copyright notice

IBM Enterprise Content Management System Monitor

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