

SolutionPack for Transaction

Release number 1.0.0.0

Summary Sheet

August, 2014

- ◆ [Overview](#).....2
- ◆ [Technical specifications](#).....2
- ◆ [Where to find the latest SolutionPack software](#).....2
- ◆ [Installing the SolutionPack](#).....3
- ◆ [Configuring the SolutionPack](#).....4
- ◆ [Confirming report creation](#).....4
- ◆ [Troubleshooting](#)5

Overview

This article explains how to install and configure the SolutionPack for Transaction. This SolutionPack helps you measure the performance of your network by providing transactions that return key performance indicators.

You can execute and report on these transactions using this SolutionPack.

- ◆ HTTP head - implements an HTTP head request over a specific URL
- ◆ HTTP - implements an HTTP request over a specific URL
- ◆ SQL-based query - executes a query against an SQL server
- ◆ TCP connect - connects to a port on a server and executes a command
- ◆ DNS query - executes a query that retrieves DNS records from a specific resolver
- ◆ FTP commands - executes the retrieve, store and delete commands
- ◆ SFTP - executes the retrieve, store and delete commands over the SSH file transfer protocol
- ◆ LDAP - performs a search query against an LDAP server
- ◆ RADIUS - performs an authentication request against a RADIUS server
- ◆ SCRIPT - executes a custom command on a local machine

This SolutionPack is one of many provided with [Service Assurance Suite](#).

Technical specifications

SolutionPack version
1.0

Compatible EMC M&R version
6.4u1 and later

Data collection method
Transaction Collector

Main reports

- ◆ Transactions List by Type
- ◆ Transactions List by Group
- ◆ Transactions List by Destination (Target)
- ◆ Transactions List by Source

Where to find the latest SolutionPack software

Install the latest core software update for your product suite. SolutionPacks distributed with core software have a 30-day free evaluation period. If you plan to use the software longer than 30 days, you must install a SolutionPack license before the trial period ends.

Installing the SolutionPack

After you log in as an administrator, you can install a SolutionPack from Centralized Management.

Before you begin

- ◆ Determine whether you need a SolutionPack license file by checking the feature names and expiration dates listed in **Centralized Management > License Management**. If not listed, obtain a license by completing a Support Request (SR) form, which is available on the EMC support website <http://support.emc.com>. This SolutionPack requires a license for the SolutionPack for Transaction and the Transaction Collector.
- ◆ Make sure the core modules, such as the Module-Manager, are up-to-date on all servers since not all module dependencies are validated during the SolutionPack installation. The *EMC M&R (Watch4net) 6.4 Installation and Configuration Guide* provides for more information.

Procedure

1. Log in and select **Administration**.
2. Select **Centralized Management** in the Administration tree.
3. Select **SOLUTIONPACK CENTER**.
4. Select the SolutionPack in the **Browse and Install SolutionPacks** screen.
5. Read the summary information and click **Install**.
6. Select the components to install.
 - a. Type the instance name.
 - b. Select the server in one or more list boxes. For example, select the server in the **Collector** and **Reports** list boxes.
 - c. Click **Next**.
For each list box you select, a screen appears.
 - d. Click **Next** after you complete each screen.
7. When the **Transaction Collector** screen appears, set these values:
 - **Transaction Collector Host or IP:** The IP address of the host where the Transaction Collector is running.
 - **Transaction Collector port:** The port used for communication by the Transaction Collector.
 - **Transaction Collector username:** The EMC M&R login name where you installed the Transaction Collector. (This field displays **admin** by default.)
 - **Transaction Collector password:** The EMC M&R password where you installed the Transaction Collector.
 - **Transaction Collector instance:** The instance name of the Transaction Collector, such as **generic-transaction**.

If using more than one Transaction Collector instance, click **+** to add more credentials.
8. Click **Install** after you complete the last screen.
The installation process begins.

9. Select the maximize arrow next to each component to view the installation process.

When the installation successfully completes, green checkmarks appear.

After you finish

After the installation is complete, select **Centralized Management** › **SolutionPack** to verify the installed SolutionPack. Restart the tomcat service to enable the Transaction Collector and then configure transaction types in the **Administration** › **Transaction Collector** › **Configuration Management** interface.

Configuring the SolutionPack

After you install the SolutionPack for Transaction, you must restart the Tomcat service before transactions can be retrieved. Different transaction types are provided by default. You can add new ones in the **Transaction Collector Configuration Management** interface.

The **Administration** › **Modules** › **Transaction Collector** › **Configuration Management** interface provides an automated way to add or edit transaction types. If you are unable to save a new transaction in the Configuration Management interface, you can add or edit the transaction manually by editing xml files. Instructions are provided in the **Configuration** chapter of the *Transaction Collector Administration Guide*. This guide is in the `/APG/Doc` folder in your installation path.

Note

Do not follow the manual **Installation** chapter instructions in the *Transaction Collector Administration Guide* because the Transaction Collector and the `authentication.xml` file have already been set up as part of installing this SolutionPack.

Procedure

1. To use the Transaction Collector, restart the Tomcat service after installing the SolutionPack by executing `/opt/APG/bin/manage-modules.sh service restart tomcat Default`
2. To edit or add a transaction, navigate to **Administration** › **Collecting** › **Transaction Collector**.
The **Configuration Management** screen appears.
3. Click **Retrieve** to edit the running Transaction Collector.
4. You may, optionally, set up default entries that will populate fields in the transaction setup by editing the **Collector Properties** or **Default Attributes** entries in the **Configuration Management** navigation tree.
5. To add a new transaction, expand **Transactions** › **Add a Transaction** and select a transaction type or group.
6. Edit the parameters and attributes. Click **Save**.
7. Click **List** to return to the Configuration Management screen and click **Push** to restart the collector with the new transaction.

Confirming report creation

After you install a SolutionPack, you can view its reports.

To view the reports:

Procedure

1. Go to **User Interface** › **Report Library**.
2. Click the SolutionPack to view its reports.

Results

It may take up to an hour to display all relevant information in these reports.

Troubleshooting

Report display problems

- ◆ [What to do if data does not appear in any reports on page 5](#)
- ◆ [What to do if data does not appear in some reports on page 5](#)
- ◆ [Troubleshooting collector errors with Collector-Manager log files on page 6](#)

What to do if data does not appear in any reports

Procedure

1. After the completion of at least three collection cycles, verify if data is populating into the reports. If there is still no data in the reports, continue to the next step.
2. Run the scheduled task to import data into reports. If there is still no data in the reports, continue to the next step.
3. To view the log files for errors, go to **Centralized Management** and click **Collecting** › **Collector-Manager::<instance name>** › **Log Files**.

Running a scheduled task to import data into reports

After you push a new configuration into a collector, a scheduled task runs and populates the reports with new data. You can manually run the scheduled task to import the data more quickly.

Before you begin

Allow at least three polling cycles to pass before manually running the scheduled task.

Procedure

1. Click **Administration**.
2. Click **Centralized Management**.
3. Expand **Scheduled Tasks**.
4. Click **Database**.
5. Select the **import-properties-Default** task.
6. Click **Run Now**.
7. Confirm success in running the task in the **Last Result** and **Last Result Time** columns.

What to do if data does not appear in some reports

Procedure

1. Run the scheduled task to import data into reports. If there is still no data in the reports, continue to step 2.

2. Search for the metric in the database.
3. To view the log files for errors, go to **Centralized Management** and click **Collecting** › **Collector-Manager::<instance name>** › **Log Files**.

Searching for metrics in the database

You can verify that a metric is being collected and used for reporting when you search and find the metric in the database.

Procedure

1. Go to the **Administration** page.
2. Under **Modules**, click **Management of Database Modules**.
3. On the **Metric Selection** page, create the filter, type the number of results, and select the properties to display for the metric.

For example, to list up to 100 results of the SignalWait Time metric with the properties of device and IP, type `name=='SignalWaitTime'` in the **Filter** field, **100** in the **Maximum results** field, and select device and IP for the **Properties to show**.

4. Click **Query**.

A list of the metric results appears. If nothing displays, the metric is not being collected.

Troubleshooting collector errors with Collector-Manager log files

Review the Collector-Manager log files to troubleshoot problems with data collection.

Procedure

1. Click **Administration**.
2. Click **Centralized Management**.
3. Expand **Collecting**.
4. Click the Collector-Manager for your collector instance.

Collector-Manager::<Collector-Manager instance> - **<physical_host_ID>**

5. Expand **Log Files** and click the **View File** icon to review the configuration error messages.

Copyright © 2014 EMC Corporation. All rights reserved. Published in USA.

Published August, 2014

EMC believes the information in this publication is accurate as of its publication date. The information is subject to change without notice.

The information in this publication is provided as is. EMC Corporation makes no representations or warranties of any kind with respect to the information in this publication, and specifically disclaims implied warranties of merchantability or fitness for a particular purpose. Use, copying, and distribution of any EMC software described in this publication requires an applicable software license.

EMC², EMC, and the EMC logo are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks used herein are the property of their respective owners.

For the most up-to-date regulatory document for your product line, go to EMC Online Support (<https://support.emc.com>).