

This module is for IBM Tivoli<sup>®</sup> Composite Application Manager for Transactions (ITCAM) V7.3, Configuring trace levels on a T6 (RRT) agent.

	IBM
Objective	
When you complete this module, you can configure higher trace levels on a T6 on Windows for debugging purposes	(RRT) agent
2 Configuring trace levels on a T6 Robotic Response Time agent	© 2012 IBM Corporation

When you complete this module, you can configure the trace level on the IBM Tivoli Composite Application Manager for Transactions T6 or (RRT) agent on a Windows computer.

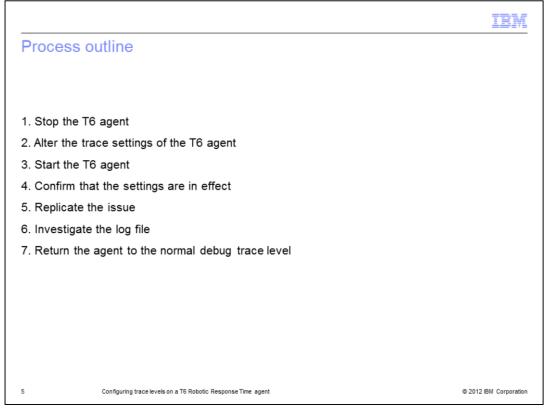
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Assumptions	
Environment configuration – IBM Tivoli Composite Application Manager for Transactions T3 agent and T6 installed	agents are
<ul> <li>Profiles are present to run on the T6 agent</li> </ul>	
3 Configuring trace levels on a T6 Robotic Response Time agent	© 2012 IBM Corporation

The module developer assumes that you have completed the set up of IBM Tivoli Composite Application Manager for Transactions with the T3 and T6 agents.

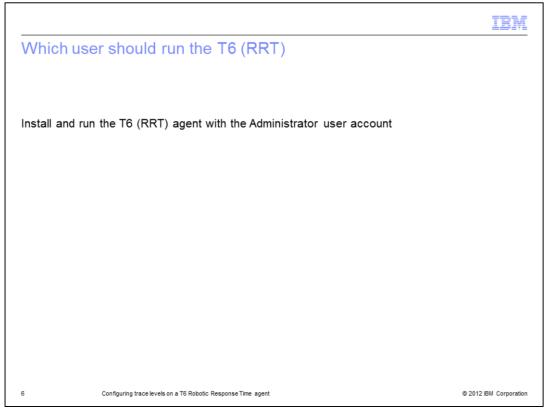
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Problem											
<ul> <li>Often, if you encouler level to help diagn</li> </ul>			T6 age	nt, you	need t	to enal	ble a h	igher	debug	trace	
<ul> <li>You can set the tra the agent.</li> </ul>	ace levels by	y using	the Mar	nage Tiv	voli En	nterpris	e Mor	itoring	Servi	ces on	
the agent.											
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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.

Before configuring the trace levels, stop the T6 Robotic Response Time agent.



The major steps in this process are to stop the T6 agent, alter the trace settings, and start the T6 agent. Then confirm the settings and replicate the issue to collect the data. Next, investigate the log file. Finally, return the agent to the normal debug trace level.



Use the Administrator user account to install and run the T6 (RRT) agent.

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Stopping the T	6 agent									
Stop the T6 agen	t									
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tacmd stopAgen	t command									
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👻 🔤 ITCAM for Robotic Response Ti	me Primary	Yes (TEMS)	Stopped	Manual	LocalSystem	Yes	No	07.30.00.00		
7 Configu	ring trace levels on a T6 F	Robotic Respon	seTime agent						© 2012	IBM Corporati

Stop the T6 agent before you make changes. Use the Manage Tivoli Enterprise Monitoring Services or the **tacmd stopAgent** command to stop the agent.

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Edit the trace parameters	Change Startup Parms		ll.
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To edit the trace parameters in Manage Tivoli Enterprise Monitoring Services, right-click the RRT agent entry. Then click **Advanced > Edit Trace Parms**.

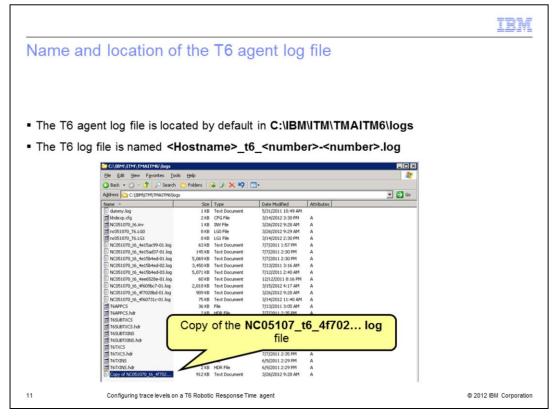
	IBM
Altering the trace level	
<ul> <li>Click the menu arrow to see what choices you have</li> </ul>	
<ul> <li>For highest trace level, select the following option:</li> </ul>	
ERROR (UNIT:kra ALL)(UNIT:kt1 ALL)(UNIT:kt2 ALL)(UNIT:kt6 ALL)	
ITCAM for Robotic Response Time : Trace Parameters	
Description:	
Enter RAS1 Filters: ERROR (COMP.transport NONE)	
ERROR (COMP:transport NONE)	
ERROR (UNIT:kri ALL) (UNIT:kri ALL) (UNIT:kri ALL) ERROR (UNIT:kri ALL) (UNIT:kri ALL) (UNIT:kri ALL)	
Maximum Number of Log Files Per Session: 03	
Maximum Number of Log Files Total: 9	
KDC_DEBUG Setting: None	
OK Cancel	
9 Configuring trace levels on a T6 Robotic Response Time agent	© 2012 IBM Corporation

Click the menu arrow to see what choices you might already have configured previously. For the highest level of tracing select ERROR (UNIT:kra ALL)(UNIT:kt1 ALL)(UNIT:kt2 ALL)(UNIT:kt6 ALL).

If it is not on the selection list, type it. Click **OK**.

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Use Manage Tivoli Enterprise Monitoring Services to start the agent.



In a default installation, the T6 agent log file is located in the **C:\IBM\ITM\TMAITM6\logs** directory.

The log file is named **<Hostname>\_t6\_<number>-<number>.log**. The **hostname** is that of your machine where the T6 agent resides. The first number is a time stamp, and the second number is the number of the log. In a default installation, when the logs reach a certain size, they roll on to another log file. This number is typically 01 to 09. For example, you start your agent and it starts writing to <Hostname>\_t6\_<number>-01.log. When that file reaches a certain size, the agent stops writing to that log file and creates or starts writing to <Hostname>\_t6\_<number>-02.log. When the agent has written to <Hostname>\_t6\_<number>-01.log file.

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Navigate to the directory containing your T6 logs. In a default installation, you find the logs in the **C:\IBM\ITM\TMAITM6\logs** directory.

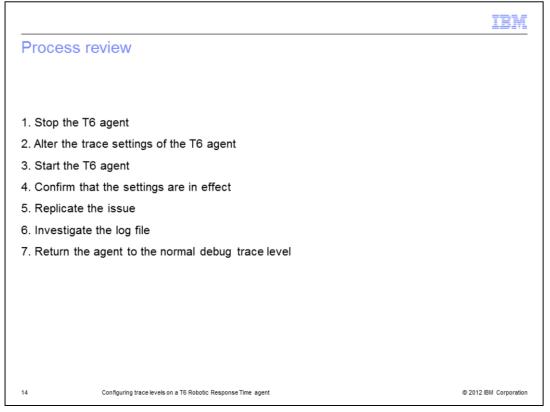
Look for the most recent modified file matching the format: **<Hostname>\_t6\_<number>-<number>.log**. Right-click the file, then copy and paste it into the same directory.

When the agent is running, you cannot view the current log file. If you attempt to open the file, the software opens a window with a message that the file is in use by another process. You must make a copy of the current file and open the copy to view.

In the log file, search for the line that starts with **KBB\_RAS1:**. That line shows the trace parameters in use.

		IBM
Retu	rning the agent to normal operation trace debug level	
- Popl	iests the iesus and investigate the log for errors	
	icate the issue and investigate the log for errors	
<ul> <li>Revi</li> </ul>	ew the log file and return the agent to the normal operating trace levels	
	ITCAM for Robotic Response Time : Trace Parameters	
	Description:	sport NONE)
	Enter RAS1 Filters:	
	ERROR (COMP-transport NONE)	
	Maximum Log Size Per File (MB): 5	
	Maximum Number of Log Files Per Session: 03	
	Maximum Number of Log Files Total: 9	
	KDC_DEBUG Setting: None	
	OK Cancel	
13	Configuring trace levels on a T6 Robotic Response Time agent	© 2012 IBM Corporation

After you replicate the issue and capture the errors for debugging purposes, return the agent back to the default trace levels. Remember to stop the agent using the Manage Tivoli Enterprise Monitoring Services like you did previously, then change the parameter back to **ERROR (COMP:transport NONE)**. Start the agent.



The major steps in this process are to stop the agent, alter the trace settings, and start the T6 agent. Next, confirm that the settings are in effect and replicate the issue. Then you can copy and investigate the log file to troubleshoot the problem. Finally, return the agent to its normal debug trace level.

		IBM
Summary		
	ou have completed this module, you can increase the debug trace lev Composite Application Manager for Transactions T6 agent on Window	
15	Configuring trace levels on a T6 Robotic Response Time agent	© 2012 IBM Corporation

Now that you have completed this module, you can increase the debug trace levels on the IBM Tivoli Composite Application Manager for Transactions T6 agent on Windows.

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