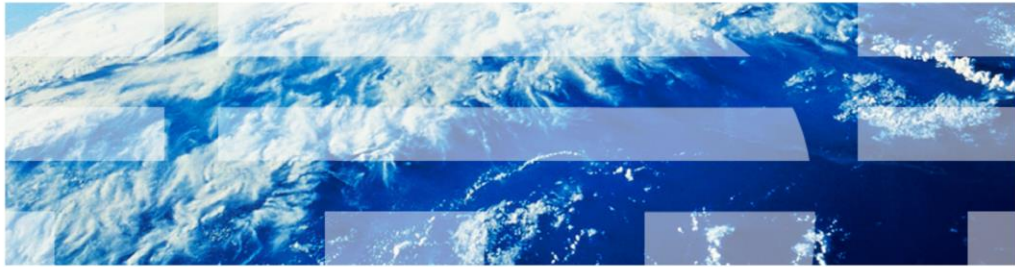


IBM Tivoli Composite Application Manager for Transactions V7.3

Configuring trace levels on a T6 Robotic Response Time agent



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

Objective

When you complete this module, you can configure higher trace levels on a T6 (RRT) 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 T6 or (RRT) agent on a Windows computer.

Assumptions

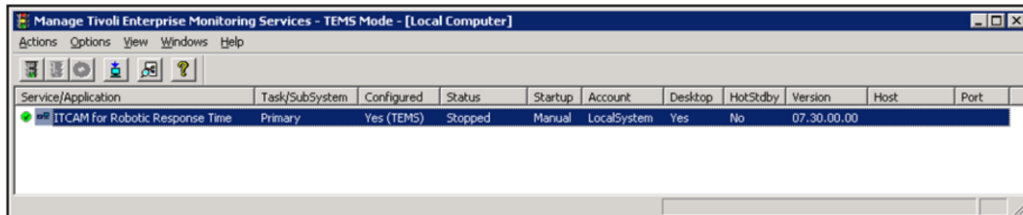
Environment configuration

- IBM Tivoli Composite Application Manager for Transactions T3 agent and T6 agents are installed
- Profiles are present to run on the T6 agent

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.

Problem

- Often, if you encounter an issue on a T6 agent, you need to enable a higher debug trace level to help diagnose the problem
- You can set the trace levels by using the Manage Tivoli Enterprise Monitoring Services on the agent.



4

Configuring trace levels on a T6 Robotic Response Time agent

© 2012 IBM Corporation

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.

Process outline

1. Stop the T6 agent
2. Alter the trace settings of the T6 agent
3. Start the T6 agent
4. Confirm that the settings are in effect
5. Replicate the issue
6. Investigate the log file
7. Return the agent to the normal debug trace level

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.

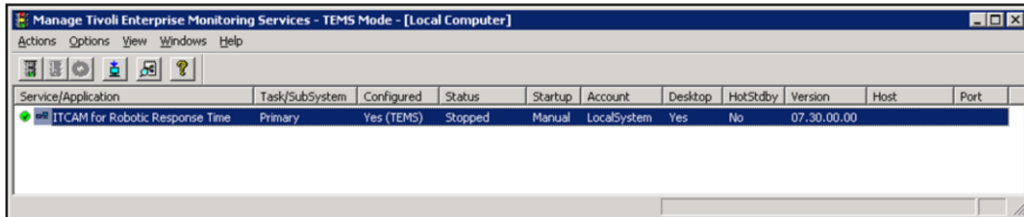
Which user should run the T6 (RRT)

Install and run the T6 (RRT) agent with the Administrator user account

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

Stopping the T6 agent

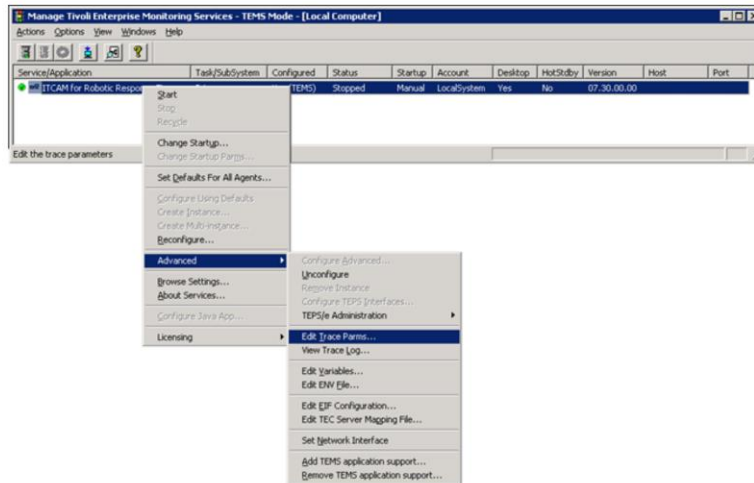
- Stop the T6 agent
- The T6 agent can be stopped with the Manage Tivoli Enterprise Monitoring Services or the **tacmd stopAgent** command



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

Editing the trace parameters

- Right-click the RRT entry on the Manage Tivoli Enterprise Monitoring Services
- Click **Advanced > Edit Trace Parm**s



8

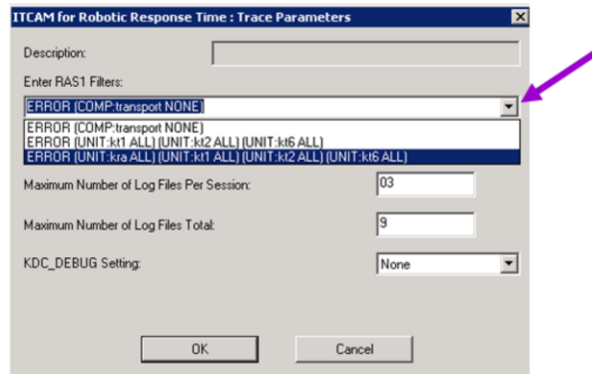
Configuring trace levels on a T6 Robotic Response Time agent

© 2012 IBM Corporation

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

Altering the trace level

- Click the menu arrow to see what choices you have
- For highest trace level, select the following option:
ERROR (UNIT:kra ALL)(UNIT:kt1 ALL)(UNIT:kt2 ALL)(UNIT:kt6 ALL)



9

Configuring trace levels on a T6 Robotic Response Time agent

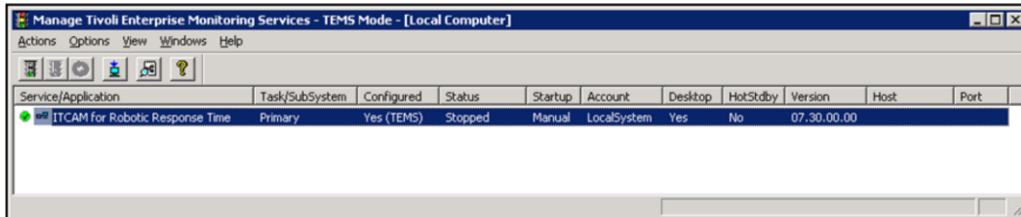
© 2012 IBM Corporation

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**.

Starting the agent from the Manage Tivoli Enterprise Monitoring Services

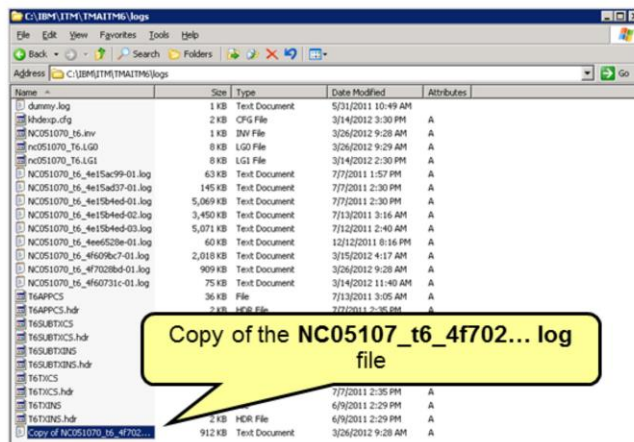
- Start the T6 agent
- The T6 agent can be started with the Manage Tivoli Enterprise Monitoring Services or the **tacmd startAgent** command



Use Manage Tivoli Enterprise Monitoring Services to start the agent.

Name and location of the T6 agent log file

- The T6 agent log file is located by default in **C:\IBM\TM\TMAITM6\logs**
- The T6 log file is named **<Hostname>_t6_<number>-<number>.log**



11

Configuring trace levels on a T6 Robotic Response Time agent

© 2012 IBM Corporation

In a default installation, the T6 agent log file is located in the **C:\IBM\TM\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>-09.log**, it overwrites the **<Hostname>_t6_<number>-01.log** file.

How to tell that your change is successful

- Navigate to the directory that contains the T6 logs
- Make a copy of the current log file and then view it using your default text editor.
-

```

+4F7028B9.0000----- IBM Tiv
+4F7028B9.0000   System Name: NC051070
+4F7028B9.0000   Program Name: kt6agent
+4F7028B9.0000   Task Name: kt6agent
+4F7028B9.0000   MAC1_ENV Macro: DC112                               Start Date: 2012/03/26
+4F7028B9.0000   Start Time: 09:28:45                               CPU Count: 1
+4F7028B9.0000   Page Size: 4K                                         Phys Memory: 2048M
+4F7028B9.0000   Virt Memory: 2048M                                    Page Space: 3967M
+4F7028B9.0000   Service Point: system.nc051070_t6                   UTC Start Time: 4f7028bd
+4F7028B9.0000   ITM Home: C:\IBM\ITM                                 ITM Process: nc051070_t6
+4F7028B9.0000   Executable Name: C:\IBM\ITM\TMAITM6\kt6agent.exe
+4F7028B9.0000   KBB_RAS1: ERROR (UNIT:kra ALL) (UNIT:kt1 ALL) (UNIT:kt2 ALL) (UNIT:kt6 ALL)
+4F7028B9.0000   KBB_RAS1_LOG: C:\IBM\ITM\tsaitm6\logs\NC051070_t6_4f7028bd-.log INVENTORY=C:\IBM\ITM\tsaitm6\logs\NC051070_t6.inw COUNT=03 LIMIT=5
PRESERVE=1 MAXFILES=9
+4F7028B9.0000   KBB_ENVPATH: C:\IBM\ITM\TMAITM6\KT6ENV
+4F7028B9.0000-----
+4F7028B9.0000-AC4:RAS1,400,"CTBLD")
+4F7028B9.0000   Component: KBB
+4F7028B9.0000   Driver: tms_ctbs623mdv:d0162a/4044199.1
+4F7028B9.0000   TimeStamp: Jun 11 2010 23:00:14
  
```

12

Configuring trace levels on a T6 Robotic Response Time agent

© 2012 IBM Corporation

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

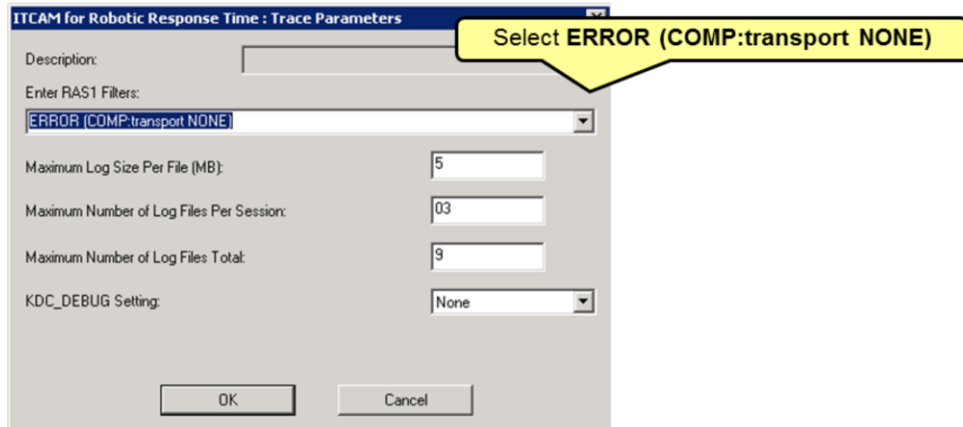
Look for the most recent modified file matching the format: **<Hostname>_t6_<number>-<number>.log**. Right-click the file, then copy and paste it into the same directory.

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.

Returning the agent to normal operation trace debug level

- Replicate the issue and investigate the log for errors
- Review the log file and return the agent to the normal operating trace levels



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.

Process review

1. Stop the T6 agent
2. Alter the trace settings of the T6 agent
3. Start the T6 agent
4. Confirm that the settings are in effect
5. Replicate the issue
6. Investigate the log file
7. Return the agent to the normal debug trace level

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.

Summary

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

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.

Trademarks, disclaimer, and copyright information

IBM, the IBM logo, ibm.com, and Tivoli are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of other IBM trademarks is available on the web at "[Copyright and trademark information](http://www.ibm.com/legal/copytrade.shtml)" at <http://www.ibm.com/legal/copytrade.shtml>

Other company, product, or service names may be trademarks or service marks of others.

THE INFORMATION CONTAINED IN THIS PRESENTATION IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY. WHILE EFFORTS WERE MADE TO VERIFY THE COMPLETENESS AND ACCURACY OF THE INFORMATION CONTAINED IN THIS PRESENTATION, IT IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. IN ADDITION, THIS INFORMATION IS BASED ON IBM'S CURRENT PRODUCT PLANS AND STRATEGY, WHICH ARE SUBJECT TO CHANGE BY IBM WITHOUT NOTICE. IBM SHALL NOT BE RESPONSIBLE FOR ANY DAMAGES ARISING OUT OF THE USE OF, OR OTHERWISE RELATED TO, THIS PRESENTATION OR ANY OTHER DOCUMENTATION. NOTHING CONTAINED IN THIS PRESENTATION IS INTENDED TO, NOR SHALL HAVE THE EFFECT OF, CREATING ANY WARRANTIES OR REPRESENTATIONS FROM IBM (OR ITS SUPPLIERS OR LICENSORS), OR ALTERING THE TERMS AND CONDITIONS OF ANY AGREEMENT OR LICENSE GOVERNING THE USE OF IBM PRODUCTS OR SOFTWARE.

© Copyright International Business Machines Corporation 2012. All rights reserved.