

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.

	IBM
Objective	
When you complete this module, you can configure higher trace levels on a T5 (Response Time agent on Windows [®] for debugging purposes	WRT) Web
2 Configuring higher trace levels on a T5 Web 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 T5 or (WRT) Web Response Time agent on a Windows computer.

	IBM
Assumptions	
– IBM Tivoli Composite Application Manager for Transactions T3 agent and T5 (WF	RT)
– Profiles are present to run on the T5 (WRT) agent	
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The module developer assumes that you have completed the set up IBM Tivoli Composite Application Manager for Transactions with the T3 and T5 agents.

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 the agent Manage Tivoli Enterprise Monitoring Services - TEMS Mode - [Local Computer] 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 software.

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



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.



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

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Stopping the T5	agent									
Stop the T5 (WRT) V	Veb Resp	onse Tir	ne agent	t						
The T5 (W/RT) Web	Response	Time a	nent can	ho st	onned	vith M	anade	Tivoli F	ntornrig	0
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2 P Internet Service Monitoring	Primary	Yes (TEMS)	Started	Auto	LocalSystem	No	No	07.30.00.00		
Configuring hi	gher trace levels on	a T5 Web Resp	onse Time agen	t					© 2012 IB	M Corporal

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.



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.

		IBM
Altering the trace leve	el	
 Click the menu arrow to se 	e what choices you have	
 For the highest trace level 	select the following option:	
FRROR (UNIT kra ALL)(UNI	F.kt1 ALL)(UNIT:kt2 ALL)(UNIT:kt5 ALL)	
Manage Tivoli Enterprise Monitoring	Services - TEMS Mode - [Local Computer]	
Actions Options View Windows Help	ITCAM for Web Response Time : Trace Parameters	
Service/Application	Description: All error tracing for agent and framework. Version Host	Port
TICAM for Robotic Response Time	Enter RAST Filters: 07.30.00.00 07.30.00.00 07.30.00.00 07.30.00.00	
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	Maximum Number of Log Files Per Session: 03	
	Maximum Number of Log Files Totat 9	
	KDC_DEBUG Setting:	
	OK Cancel	
		, the
9 Configuring higher trace le	els on a T5 Web 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, 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.

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Starting the age	nt									
		_								
Start the T5 (WRT)	WebRespo	onse Tir	ne agen	t						
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ITCAM for Web Response Time	Primary	Yes (TEMS)	Stopped	Auto	LocalSystem	No	No	07.30.00.00		
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Use either Manage Tivoli Enterprise Monitoring Services or the **tacmd** command to start the agent.

				IBM
Name and location of the T5	agent lo	g file		
The default directory for the T5 (WRT) agent log f	ile is C:\IBM\I	TM\TMAITM6\logs	
The default log file name is <hostnar< td=""><td>me>_t5_<ni< td=""><td>umber>-<num< td=""><td>ber>.log</td><td></td></num<></td></ni<></td></hostnar<>	me>_t5_ <ni< td=""><td>umber>-<num< td=""><td>ber>.log</td><td></td></num<></td></ni<>	umber>- <num< td=""><td>ber>.log</td><td></td></num<>	ber>.log	
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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**.

		IBM
How to	tell that your change is successful	
 Navigate 	to the directory that contains the T5 logs	
 Make a d 	copy of the current log file and then view it using WordPad or another tex	t editor
Copy of NC051069_ts	s_df6ceb29-01.log - WordPad Format Helo	
+4F6EE29.0000 +4F6EE29.0000 +4F6EE29.0000 +4F6EE29.0000 +4F6EE29.0000 +4F6EE29.0000 +4F6EE29.0000 +4F6EE29.0000 +4F6EE29.0000 +4F6EE29.0000 -4F6EE29.0000 -4F6EE29.0000 -4F6EE29.0000	System Name: IBM Tivol1 RAS1 Service Log <	<u></u> €5.inv
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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.

		IBM
Returning the age	nt to the normal operation trace le	vel
Replicate the problem	and investigate the log for errors	
After reviewing the log	file return the agent to the normal operating tra	ace levels
And reviewing the log	nie, return the ugent to the normal operating to	
Manage Tivoli Enterprise Monitorin	j Services - TEMS Mode - [Local Computer]	- - ×
Actions Options View Windows Help	ITCAM for Web Response Time : Trace Parameters	
Service/Application	Description:	Version Host Port
TCAM for Robotic Response Time	Enter RAS1 Filters:	07.30.00.00
TCAM For Web Response Time	ERROR	07.30.00.00
	ERROR (UNIT:kt1 ALL) (UNIT:kt2 ALL) (UNIT:kt5 ALL) ERROR (UNIT:kt3 ALL) (UNIT:kt2 ALL) (UNIT:kt5 ALL)	
	Maximum Number of Log Files Per Session: 03	
	Maximum Number of Log Files Total:	
	KDC_DEBUG Setting: None	
	OK Cancel	
,		11

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 your 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.



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.

		IBM
Summar	у	
Now that y IBM Tivoli agent on N	you have completed this module, you can increase the debug trace lev Composite Application Manager for Transactions T5 (WRT) Web Res Windows	vels on the ponse Time
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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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