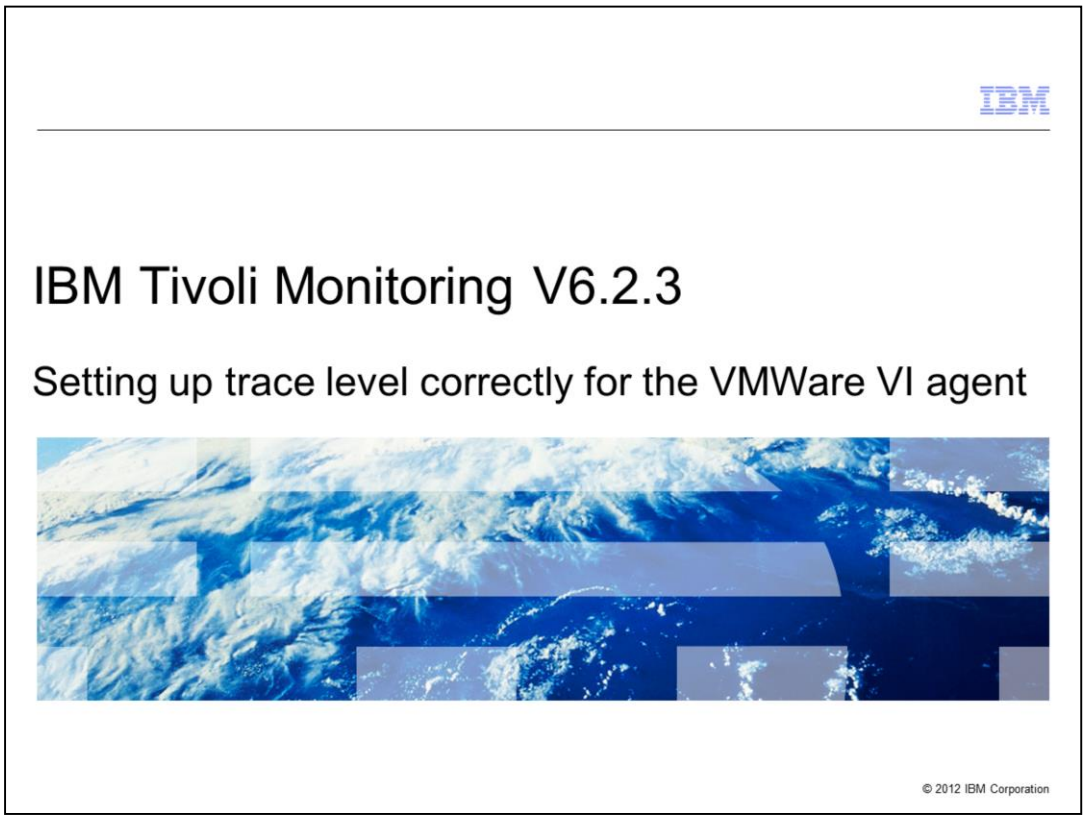
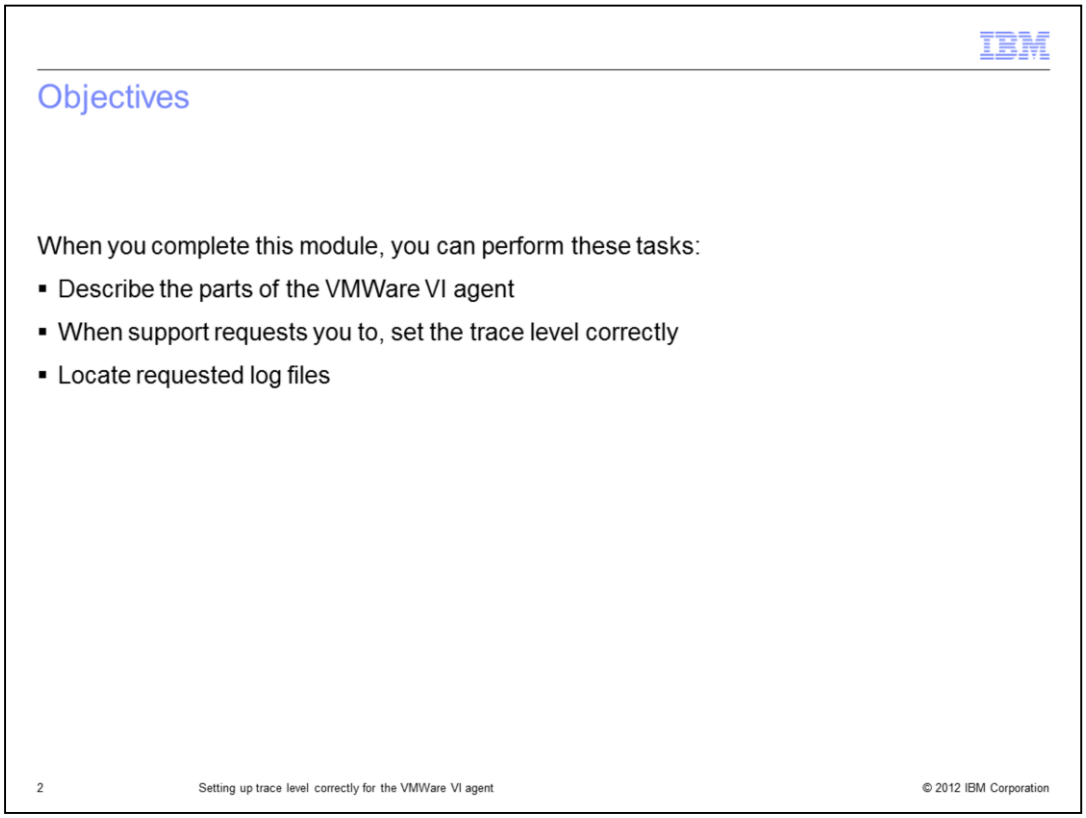


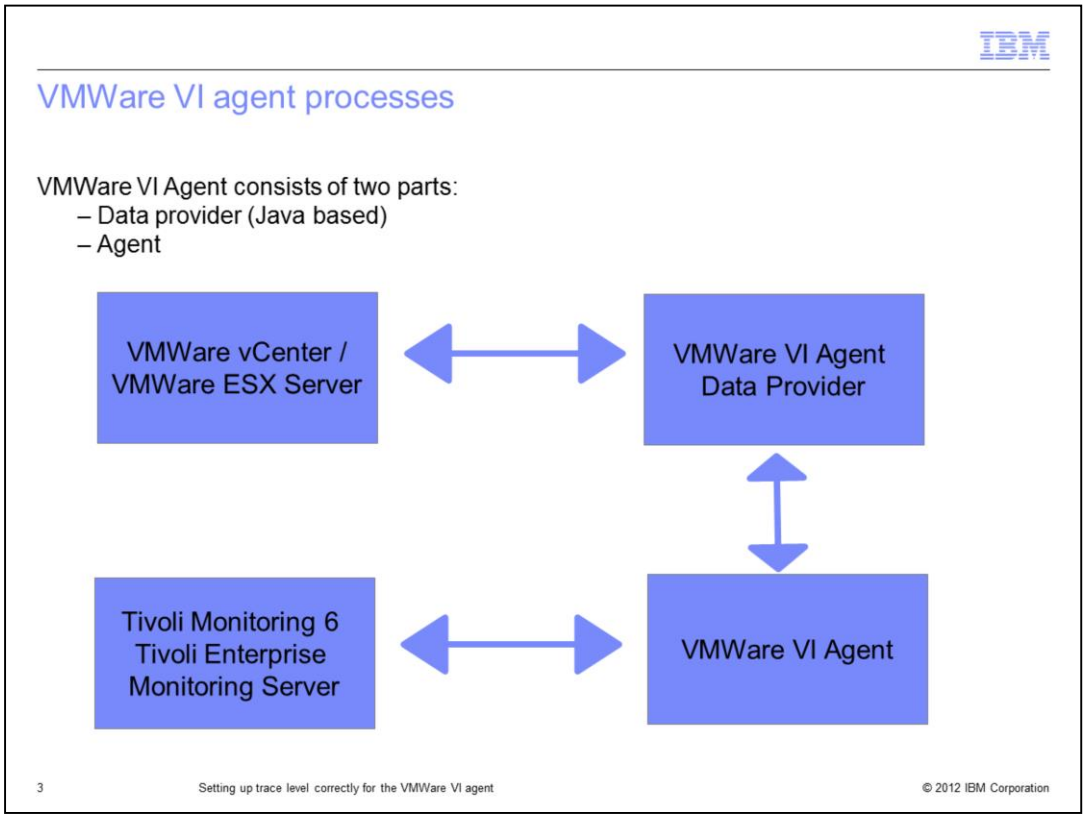
IBM Tivoli® Monitoring V6.2.3, Setting up trace level correctly for the VMWare VI agent



This module contains the main steps to set a trace level and find the created logs of the VMWare VI agent.

When you complete this module, you can perform these tasks:

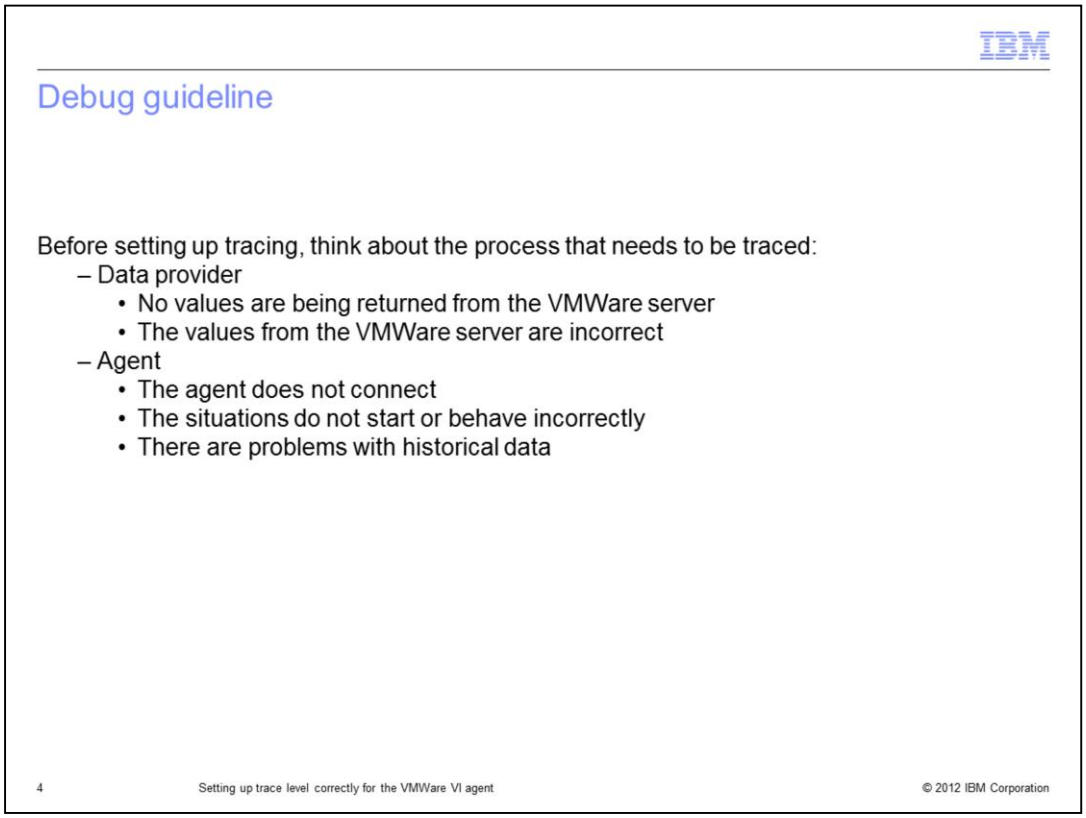
- Describe the parts of the VMWare VI agent
- Set the trace level correctly when requested to by support
- Find the requested logs



The VMWare VI agent consists of two parts: the data provider and the VMWare VI agent itself.

The data provider is a Java based process started automatically when starting the VMWare VI agent. It is responsible for connecting to the VMWare server and collects all the data from the VMWare servers. It returns this data to the VMWare VI agent.

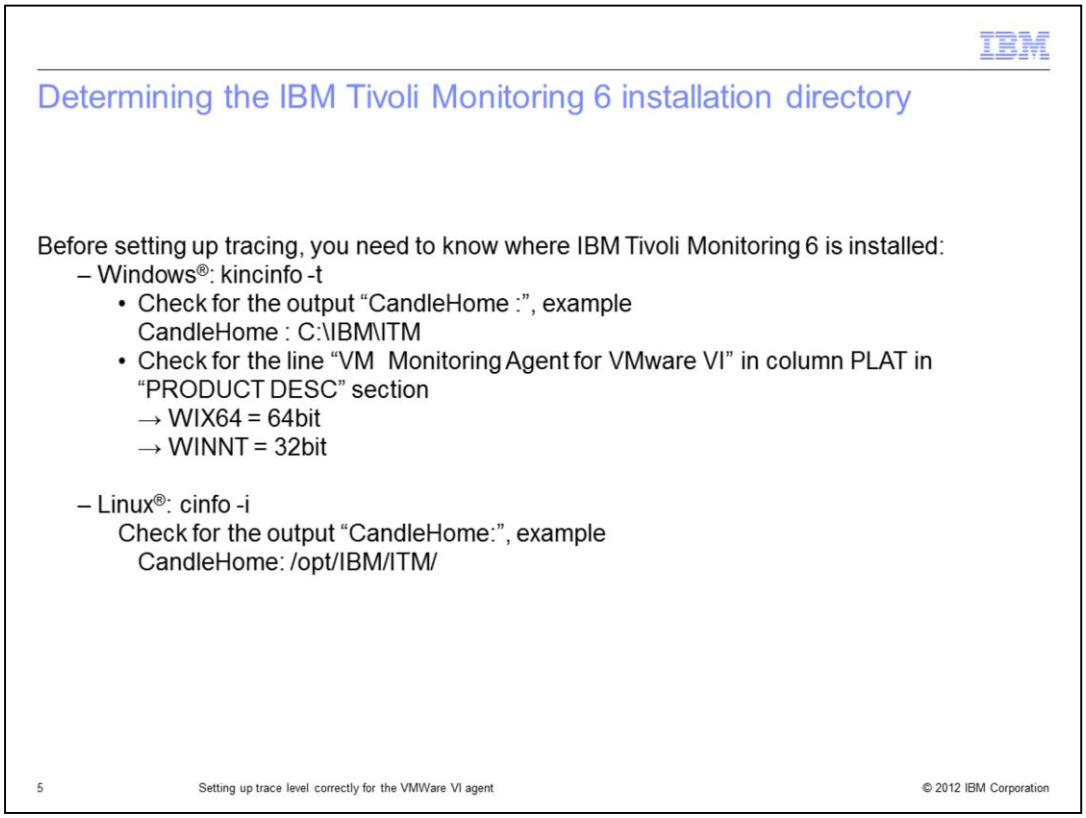
The VMWare VI agent is connected to the monitoring server, and sends all the data that is being returned from the Data Collector to the IBM Tivoli Monitoring 6 environment. It is responsible for handling situations, collecting historical data, and passing data from the data provider to the monitoring server.



Since the VMWare VI agent consists of two different parts or processes, you need to be clear which part of the agent needs to be investigated.

Since the data provider collects the data from the VMWare server, it needs to be investigated when the values being returned are incorrect or if no data is being returned.

The agent itself needs to be investigated if it is not being seen in the Tivoli Enterprise Portal console or not listed as a managed system. Also, if the distributed situations do not start or behave incorrectly, or if there is a problem with the historical data, then you should take a closer look at the agent.



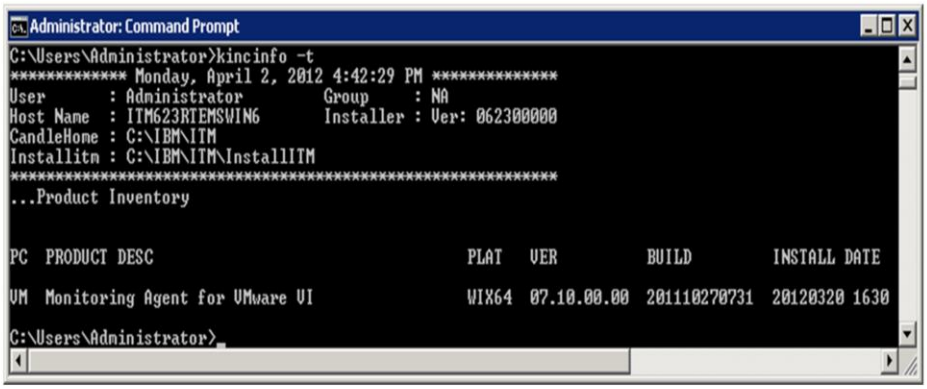
To set up the traces, first you need to know where IBM Tivoli Monitoring 6 is installed. If you already know, you can skip this step.

If you are not sure, run the commands you can see here on the agent system. These commands help you to determine where IBM Tivoli Monitoring 6 is installed. The value behind CandleHome is the installation directory.

On Windows, you need to know if this is a 32bit or 64bit agent installation.

On the next two slides, you find example screen captures.

Example for Windows output

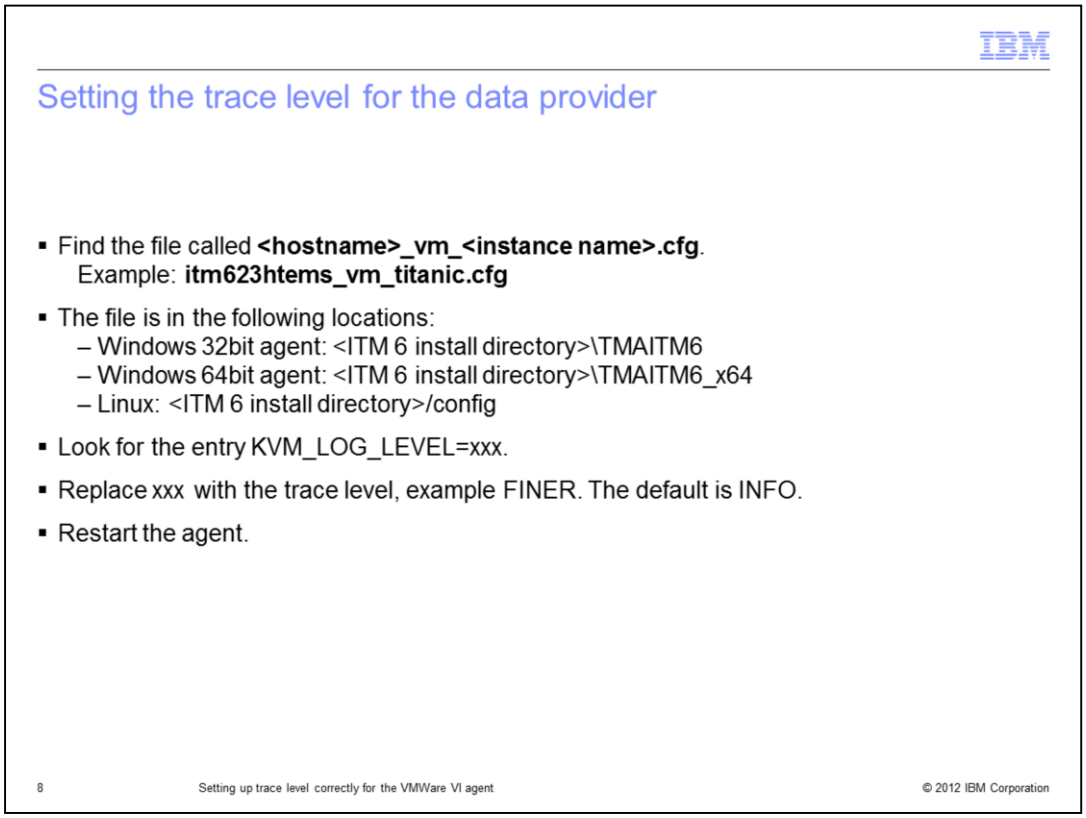


6 Setting up trace level correctly for the VMWare VI agent

Here is an example of the **kincinfo** output on Windows. In this case, you have a VMWare VI agent version 7.1 installed in a Windows 64 bit system. The CandleHome directory is **C:\IBM\ITM**.

Example for Linux output

The slide shows an example of the **cinfo** output on Linux where you can see the CandleHome information. In this case, the CandleHome directory is /**opt/IBM/ITM**.



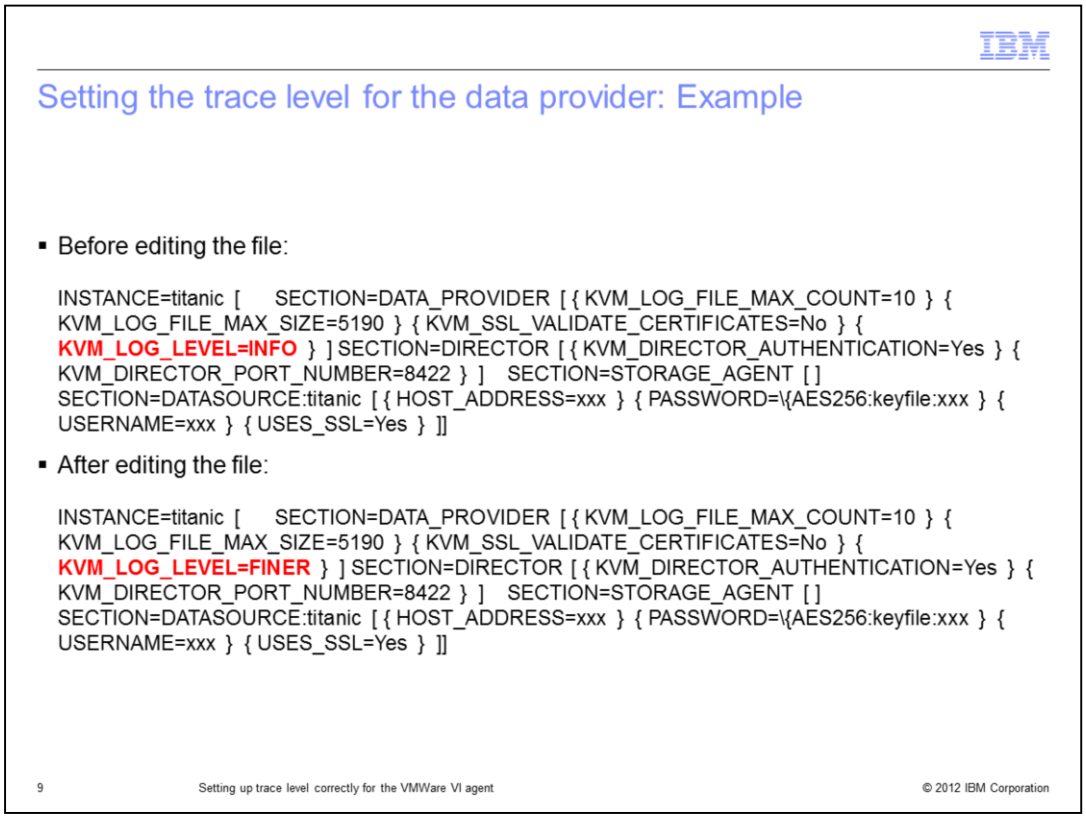
Setting the trace level is very simple.

First you locate the configuration file. For this you follow the steps from the previous slides.

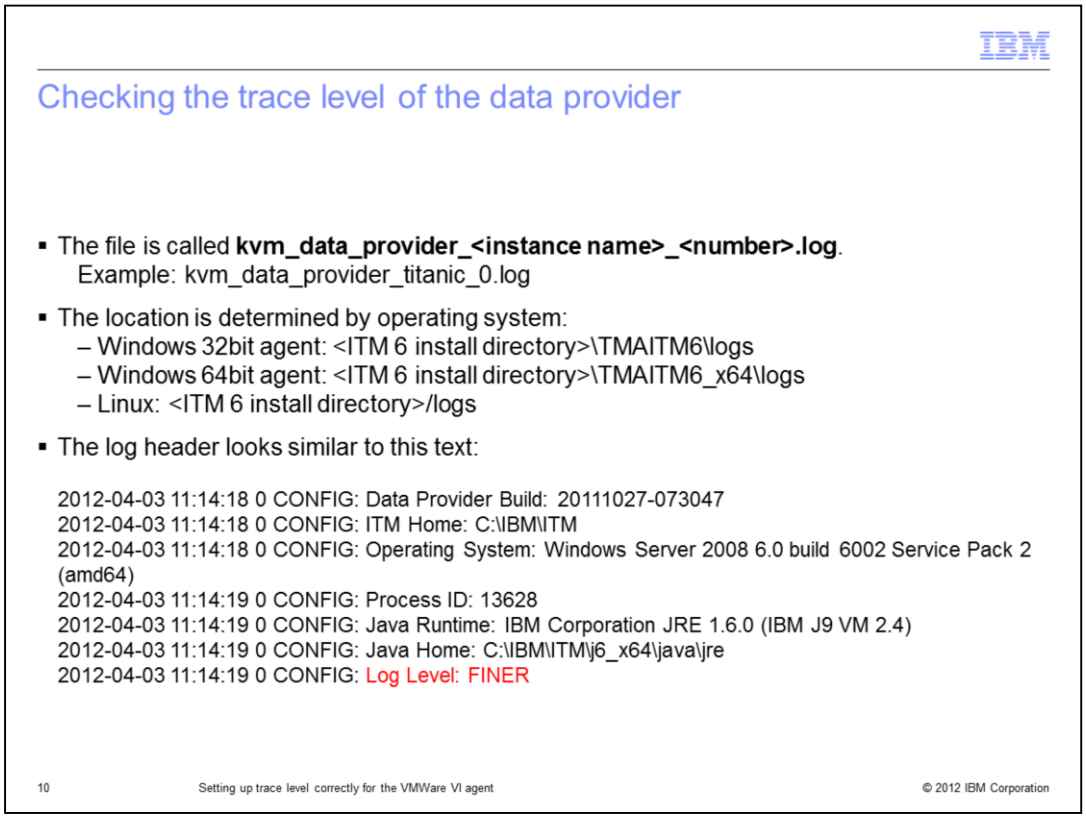
The file itself is a simple ASCII file that can be edited with any text editor. Here you can see the naming convention of the configuration file and the locations where you can find the related log files, based on the operating system.

The default trace level value is set to **INFO**. This default value should only be changed when you are asked to by IBM support.

The next slide shows an example.



Here is the example of the configuration file for the data provider. The changes that need to be made are marked in red. You must change the value for the **KVM_LOG_LEVEL** variable.



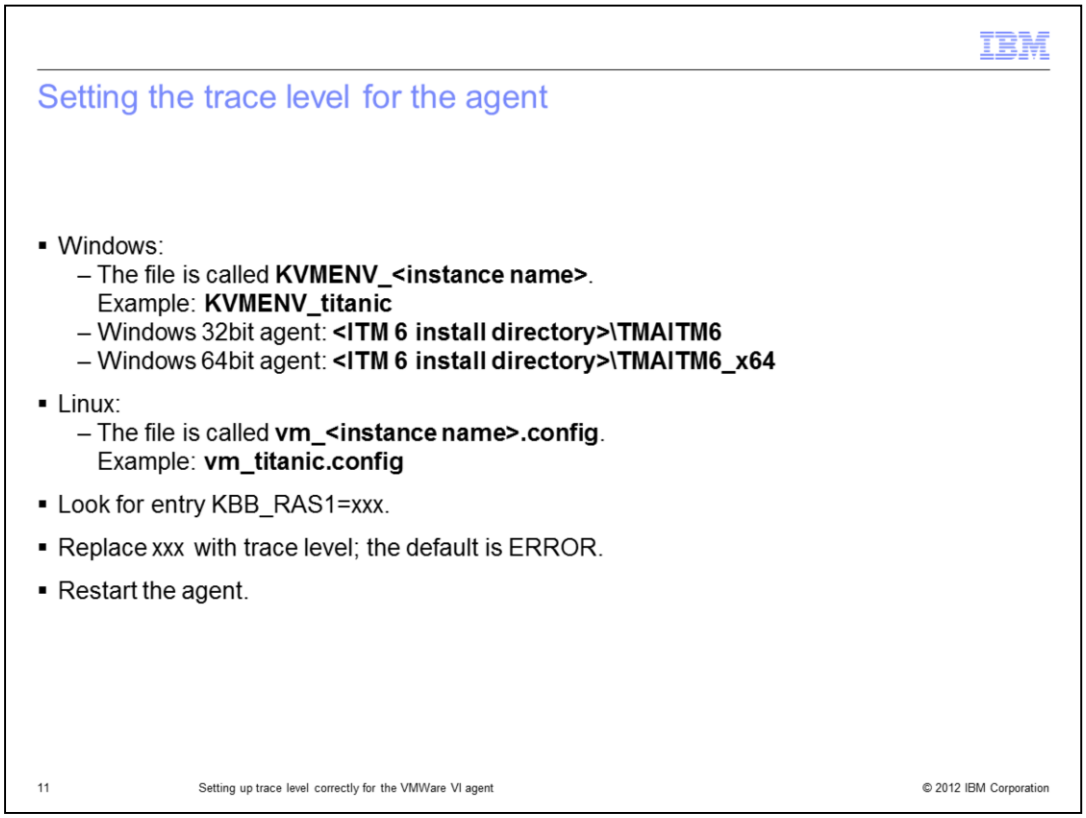
After setting the trace level, it is good to check if it was set correctly.

If IBM support asks for logs at a certain level, and logs are sent with an incorrect trace level, it cost additional time to recreate and resend the logs.

Here you can see the naming convention of the logs for the data provider and the path where you can find the logs, based on the operating system.

The number in the log file name starts with 0, and the highest number is 9. They are given in a round robin procedure. Starting with 0, the number is increased by 1. After it reaches 9, it jumps back to 0, and the log file with number 0 is overwritten.

The default size of a log file is 5 MB. This value can be changed if support asks for that action to happen.

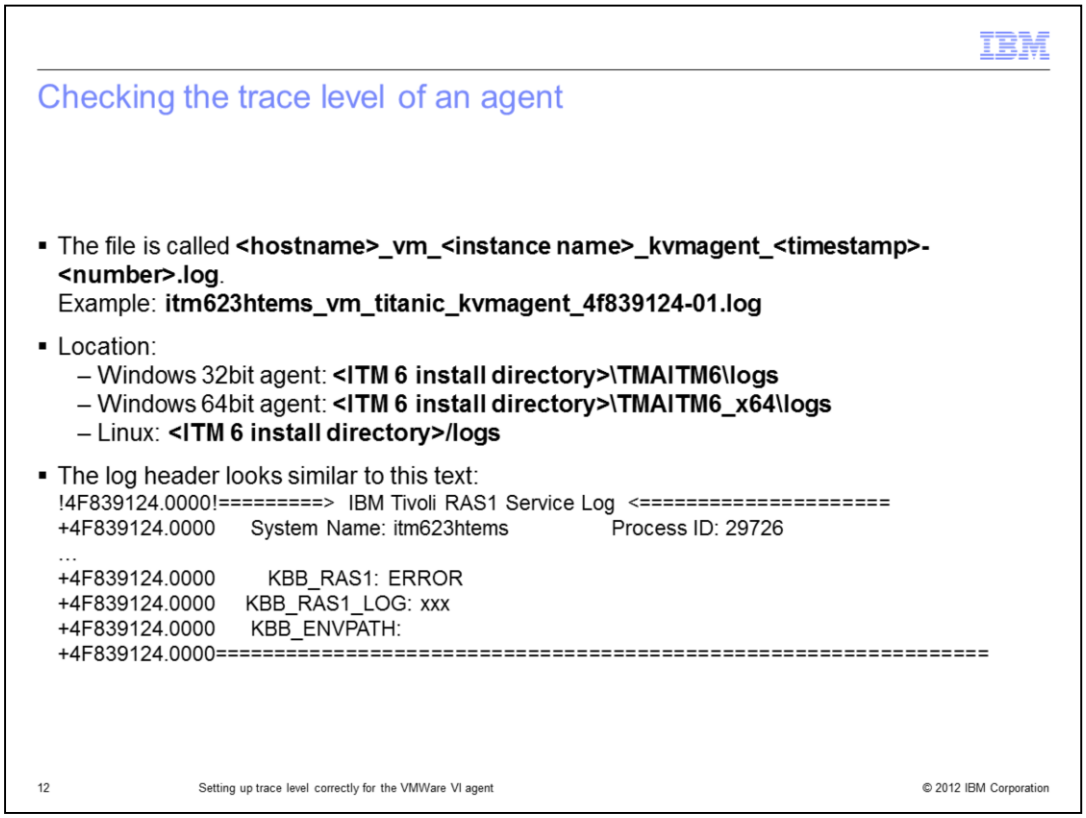


Setting the trace level for the agent is very simple.

First, you locate the configuration file. For this you need to follow the steps from the previous slides.

The file itself is a simple ASCII file that can be edited with any text editor. It is named **KMVENV_<instance name of your agent>** in a Windows environment and, **vm_<instance name of your agent>** in a Linux environment.

The default value for the trace level is set to ERROR. This default value should only be changed when asked to by IBM support.



After setting the trace level, it is good to check to see if it was correctly set.

If IBM support asks for logs at a certain level, and logs are sent with a incorrect trace level, it costs additional time to recreate and resend the logs.

Here you can see the naming convention of the logs for the agent and the path where you can find the logs, based on the operating system.

The number in the log file name starts with 1, and per default, the highest number is 3. They are given in a round robin procedure. Starting with 1 the number is increased by one. After it reaches 3, it jumps back to 2 and the log file with number 2 is overwritten. The file with number 1 is preserved by default.

The default size of a log file is 5 megabytes.

The number of log files and the size values can be changed when asked to by support.

Here you can see the header of the log file, and here you can check the value associated to the KBB_RAS1 variable, which represents the trace level.

Now you have completed this module, you understand the two parts of the VMWare VI agent, know how to set up the trace levels correctly, and know how to find the corresponding logs.

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