

CA Mediation Manager and CA Mediation Manager for Infrastructure Management

Administration Guide

**CA Mediation Manager Release 2.2.5 / CA Mediation Manager
for Infrastructure Management 2.3.2, Release 2.2.5**



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CA Technologies Product References

This document references the following CA Technologies products:

- CA Mediation Manager
- CA Mediation Manager for Infrastructure Management 2.3.2

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Chapter 1: Introduction

This guide provides information about the architecture, installation, prerequisites, and requirements for installing CA Mediation Manager.

Note: The information in this chapter applies only to CA Mediation Manager.

This section contains the following topics:

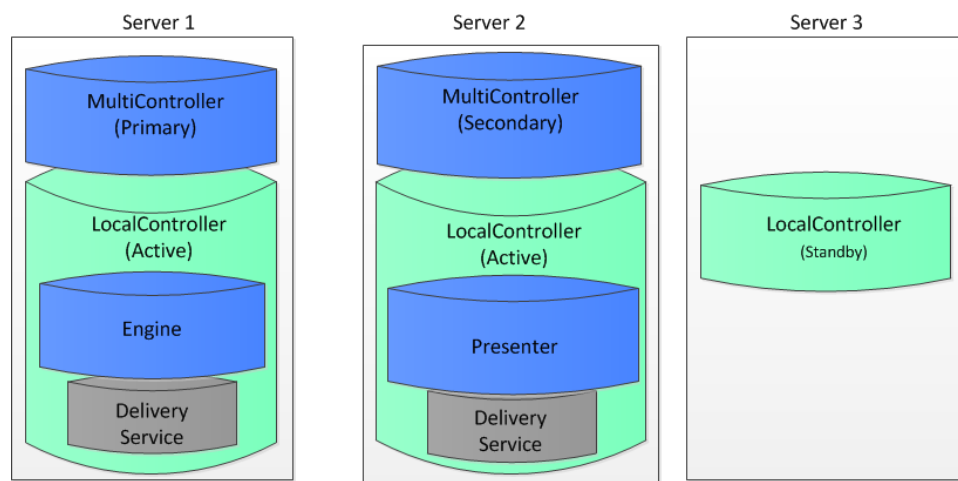
[Architecture](#) (see page 7)

Architecture

CA Mediation Manager consists of two main components and two subcomponents. The main components are the MultiController (MC) and the LocalController (LC).

The subcomponents are the Engine and the Presenter.

The following diagram describes the general architecture in a multi-server installation:



The architecture also includes the Generic Executor; though not shown in the diagram is described later in this deliverable.

Chapter 2: Overview

Note: The information in this chapter applies only to CA Mediation Manager.

This section contains the following topics:

[Component Overview](#) (see page 9)

[Main Components](#) (see page 9)

[Subcomponents](#) (see page 16)

[Other Components](#) (see page 16)

Component Overview

The CA Mediation Manager installer installs the MultiController, LocalController, and the web components.

The CA Mediation Manager installer also installs the following components:

- Delivery Service (part of the LocalController)
- Generic Executor

The subcomponents, Engine and Presenter, are installed when you install a device pack.

Note: For more installation details for your specific device pack, see the Device Pack Guide in the DpConfig folder in CAMM_HOME, the directory where CA Mediation Manager is installed.

Main Components

CA Mediation Manager has three main components: MultiController, LocalController, and Web.

MultiController

You can deploy up to two MultiControllers, primary and secondary, in a cluster. Deploy at least one MultiController per cluster. A MultiController performs the following actions in your cluster environment:

- Monitors heartbeat messages from LocalController components on remote servers.
- Acts as the centralized licensing server for the cluster.
- Stores centralized configuration files for components in the cluster.

LocalController

Install one LocalController on each physical server in the cluster where a subcomponent (Engine or Presenter) resides. A LocalController performs the following actions:

- Provides the communication mechanism for subcomponents installed on the server.
- Monitors heartbeat messages for subcomponents on the local server and automatically restarts subcomponents if they fail.
- Uses a delivery service to process output from the Engine. This service delivers XML documents in a compressed and encrypted format to a local or remote Presenter.

Web

The web component lets you centrally manage the device pack deployment using its web-based interface. The interface displays the following information:

- Status of the running Device packs.
- Status of the LocalControllers on which the device packs are installed.
- Status of the primary and secondary MultiController.

CA Mediation Manager installs two web servers:

- Primary web server
- Secondary web server

The primary web server is installed during the primary MultiController installation and a secondary web server is installed during the secondary MultiController installation.

- To access the primary web server, launch the CA Mediation Manager Web UI:

`http://<PrimaryMCMachineIP>:<web-port>/tim-web/index.htm`

Where <web-port> is the port number configured during the CA Mediation Manager installation and <PrimaryMCMachineIP> is the IP address or hostname of the *primary MultiController* system.

If the primary MultiController is not responding, the secondary MultiController automatically starts the secondary web server.

If the primary MultiController starts responding, the secondary MultiController stops the secondary web server.

- To access the secondary web server, launch the CA Mediation Manager Web UI:

`http://<SecondaryMCMachineIP>:<web-port>/tim-web/index.htm`

Where <web-port> is the port number configured during the CA Mediation Manager installation and <SecondaryMCMachineIP> is the IP address or hostname of the *secondary MultiController* system.

The subsequent sections describe the web component options.

Default Options

The following information describes the default options in the Management tab of CA Mediation Manager:

Install or Remove

Installs or removes the device packs from the existing repository. The default path used during the installation is \$CAMM_HOME/MC/repository/device packs. If you used a different path during the installation, browse and select your device pack path.

Upgrade

Upgrades the version of the device pack.

Advanced Options

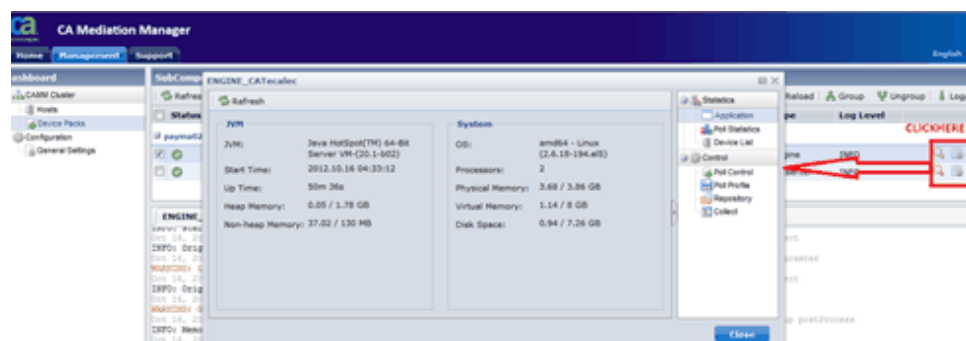
The following information describes the advanced options.

Statistics

Provides the following options to collect and understand statistics:

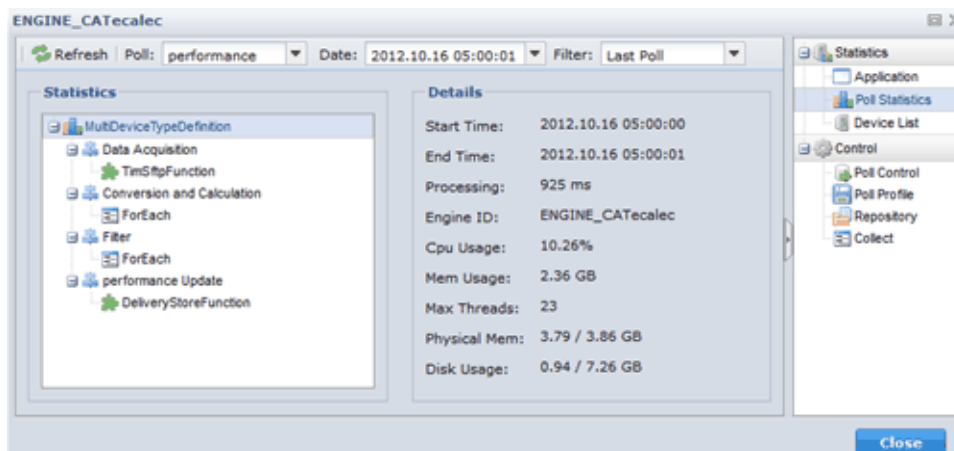
Application

Provides performance metrics of Java Virtual Machine (JVM) and the system on which the Engine or Presenter is running.



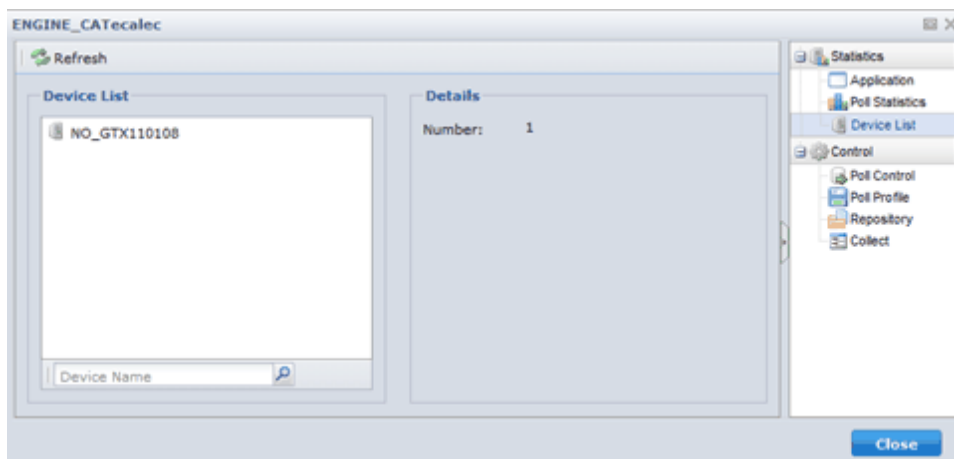
Poll Statistics

Provides inventory poll and performance poll status. Restart the engine to reflect changes.



Device List

Provides the list of devices discovered by an inventory poll by using the inventory device list file in the \$CMM_HOME/repository/work folder.



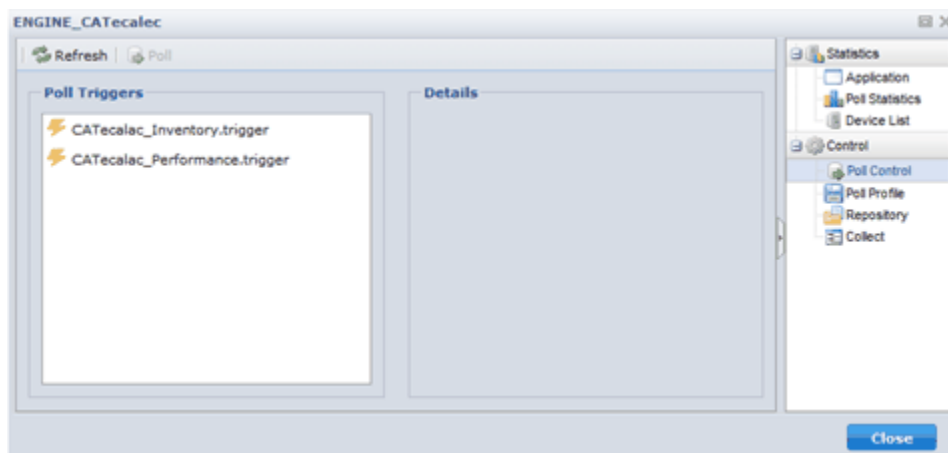
Control

Provides the following interfaces that let you:

- Trigger manual polling
- View and edit external global variables values that a device pack uses
- View and edit device pack files
- Collect log files

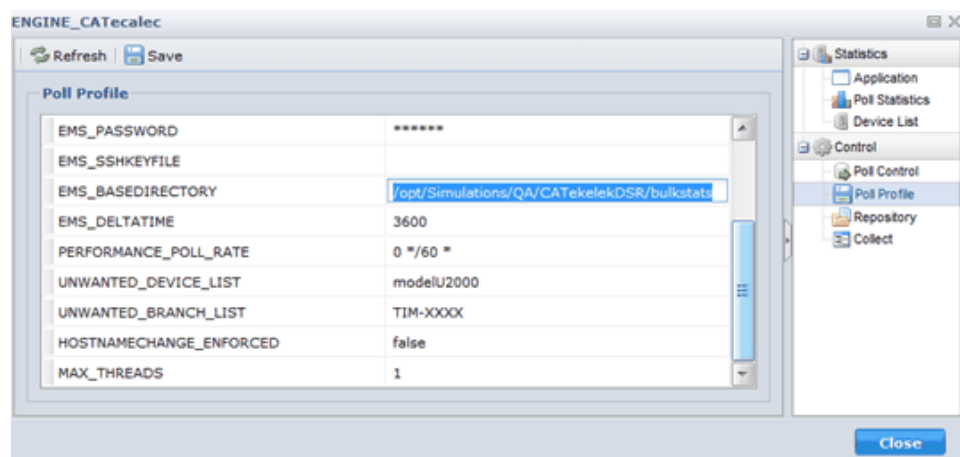
Poll Control

Triggers inventory polling and performance polling.



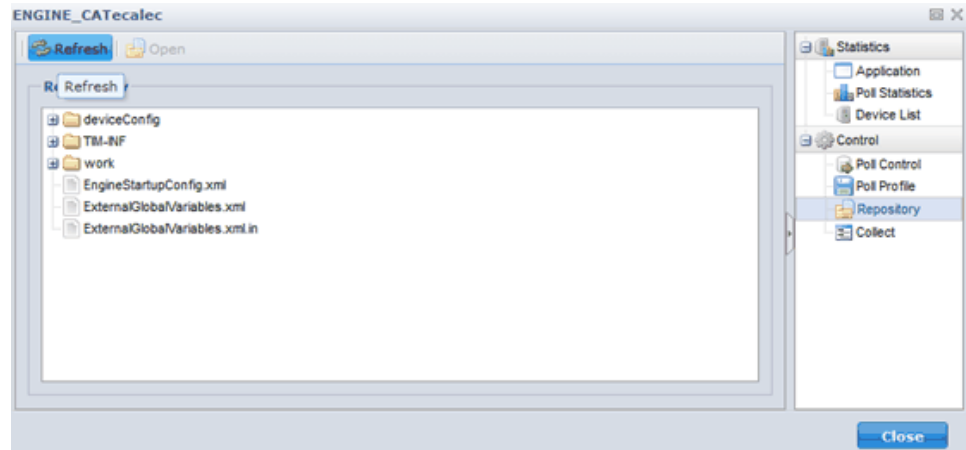
Poll Profile

Incorporates the list of external global variables that you modified. Restart the Engine or Presenter to reflect your changes.



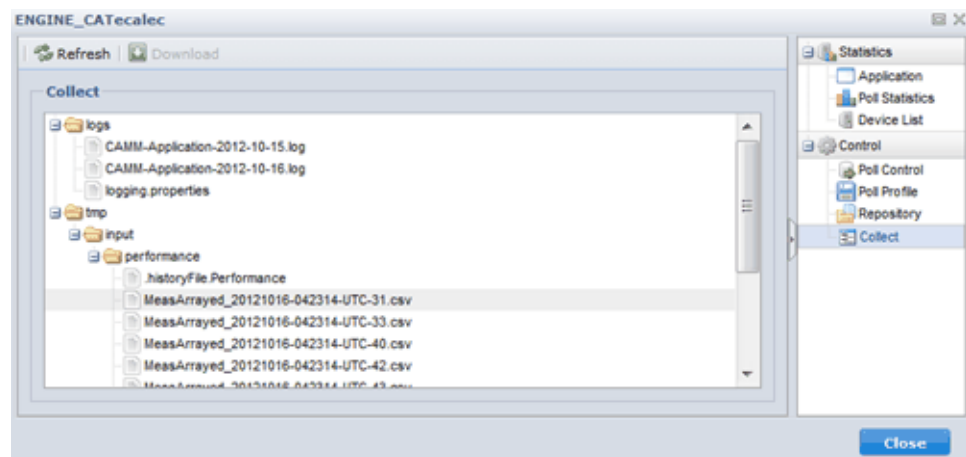
Repository

Lets you view and modify the files of the device pack component in the MultiController. Restart the Engine or Presenter to reflect your changes.



Collect

Collects the Engine and Presenter logs.



General Settings

Use the following options to specify general settings:

Connection

Specifies the default settings for the number of retries and connection intervals between the CA Mediation Manager components.

Logging

Specifies logging options, such as refresh rate, buffer size, and maximum line number for the CA Mediation Manager components.

Subcomponents

There are two subcomponents in CA Mediation Manager: Engine and Presenter.

Engine

The Engine is the main, threaded polling engine in CA Mediation Manager. You can deploy the Engine in the active or standby mode. The Engine performs the following actions:

- Gathers information from devices using XML, CSV, Telnet, SSH, and so on, and processes the data to a CA Mediation Manager-standard XML document.
- Deploys the CA Mediation Manager-standard XML document to the queue for processing by the Delivery Service.

Presenter

The Presenter is a threaded presentation engine that performs the following actions:

- Receives the CA Mediation Manager-standard XML document from the Engine.
- Formats the data to the required output format, such as CSV, XML, SNMP, and DDI.

Other Components

The Generic Executor and Delivery Service are the two other components of CA Mediation Manager. The Generic Executor starts the other components. The Delivery Service sends the XML file output to the Presenter.

Generic Executor

All components in a cluster share a common set of functions for communication and execution. The Generic Executor starts the Engine and Presenter subcomponents and cleans the temporary and log files.

The Generic Executor starts at system startup and listens on a specific TCP port. To start a component like the MultiController, the CA Mediation Manager Control Utility, `cammCtrl`, sends a MultiController XML configuration file to the Generic Executor. When the Generic Executor receives this data, it identifies and starts the MultiController component using the information in the configuration file.

Delivery Service

When an Engine finishes its poll cycle, it generates one or more CA Mediation Manager-standard XML documents in the queue directory. The Delivery Service monitors the queue directory independently and distributes the data to one or more local or remote Presenters.

If a local or remote Presenter is unavailable, the Delivery Service does not process the queue until the local or remote Presenter becomes available.

Chapter 3: Install, Uninstall, and Upgrade CA Mediation Manager

Note: The information in this chapter applies only to CA Mediation Manager.

This section contains the following topics:

[System Requirements](#) (see page 19)

[Installation and Upgrade](#) (see page 19)

[Starting and Stopping Services](#) (see page 20)

System Requirements

CA Mediation Manager requires the Java Runtime Environment (JRE) version 1.7 or later.

The following table describes the minimum hardware requirements for each supported operating system:

Operating System	Architecture	CPU	Memory	Disk
Solaris 9 or 10	SPARC (64-bit)	1 x 1.4 GHz	4 GB	18 GB
Linux	x86 (64-bit)	1 x 2 GHz	4 GB	18 GB
Windows 2003	x86 (64-bit)	1 x 2 GHz	4 GB	18 GB
Windows 2008	x86 (64-bit)	1 x 2 GHz	4 GB	18 GB

Note: Maintain consistency between the JRE and the operating system architecture. For example, on 64-bit operating systems, the JRE you use to install and run CA Mediation Manager must also be 64-bit. CA Technologies recommends using the latest version of JRE, which you can obtain from the Java download [site](#).

Installation and Upgrade

To install and upgrade CA Mediation Manager and device packs, see the *CA Mediation Manager Installation Guide*.

Starting and Stopping Services

The following information describes starting and stopping services in CA Mediation Manager for UNIX and Windows.

UNIX

You can execute the startall or stopall script or the init.camm script to start or stop CA Mediation Manager. The init.camm script is in the Tools directory in the CAMM Home directory.

Execute the following init.camm.install script, as root or sudo su, to start or stop CA Mediation Manager automatically at the system startup or shut down:

```
shell# tools/init.camm.install
```

Execute the following init.camm.uninstall script to remove the setting that automatically starts or stops CA Mediation Manager:

```
shell# tools/init.camm.uninstall
```

Windows

During the CA Mediation Manager installation on Windows, the Generic Executor and the Web component are registered as Windows Services. The service names are CAMM-GE-{user}-{port}, and CAMM-tomcat7-8880.

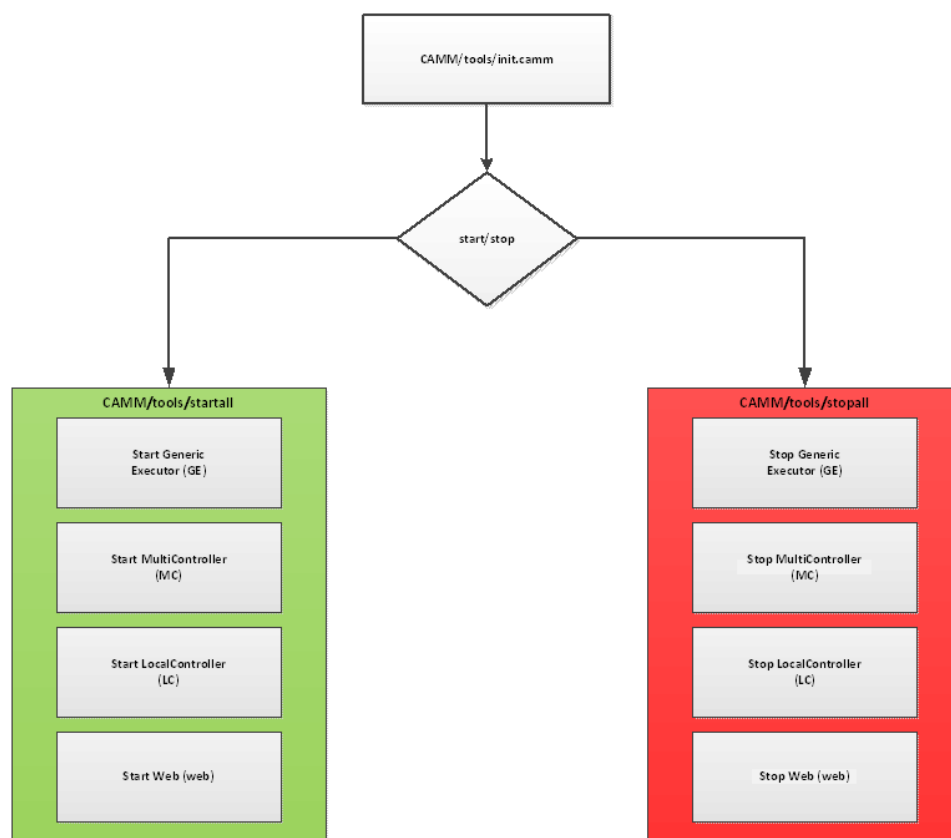
By default, these services are manually started. Similar to Linux, in Windows, you can automatically start or stop CA Mediation Manager at the system startup or shut down by executing `init.camm.install.bat`:

```
C:/CAMM/tools/init.camm.install.bat
```

Execute `init.camm.uninstall.bat` to remove the setting that automatically starts or stops CA Mediation Manager:

```
C:/CAMM/tools/init.camm.uninstall.bat
```

The following diagram illustrates the process flow of starting and stopping services:



Chapter 4: Component Configuration

The following sections describe how to configure the components in CA Mediation Manager:

Note: The information in this chapter applies only to CA Mediation Manager.

This section contains the following topics:

[Generic Executor Configuration](#) (see page 24)

[MultiController Configuration](#) (see page 29)

[LocalController Configuration](#) (see page 35)

[Failover Operation](#) (see page 41)

[MultiController Failure](#) (see page 41)

[High Availability Configuration](#) (see page 44)

[Log Files Configuration](#) (see page 46)

Generic Executor Configuration

The Generic Executor typically requires no configuration after the initial installation. Only one Generic Executor is required per server unless you require the components to run with different user IDs.

The Generic Executor configuration is installed in the Generic Executor directory, named GE_<userid>, in the CAMM HOME directory. The <userid> is the user name that you specified during the installation.

The Generic Executor directory contains a file named LocalConfig-ge.xml.

When the Generic Executor assumes the role of a component, it executes using the same user ID configured in the LocalConfig-ge.xml.

Example of a LocalConfig-ge.xml file for UNIX

```
<?xml version="1.0" encoding="UTF-8"?>
<AppDaemon>
  <Names>
  </Names>
  <Paths>
    <Path name="tim.base">/opt/CA/CAMM</Path>
    <Path name="appHome">${tim.base}/GE_camm</Path>
    <Path name="configBase">${appHome}/tmp</Path>
  </Paths>
  <Binding>
    CA Portal29560</Port>
    <UserId>camm</UserId>
  </Binding>
</AppDaemon>
```

Example of a LocalConfig-ge.xml file for Windows

For a Windows user, the primary Generic Executor configuration file is slightly different:

```
<?xml version="1.0" encoding="UTF-8"?>
<AppDaemon>
  <Names>
  </Names>
  <Paths>
    <Path name="tim.base">/opt/CA/CAMM</Path>
    <Path name="appHome">${tim.base}/GE_camm</Path>
    <Path name="configBase">${appHome}/tmp</Path>
  </Paths>
  <Binding>
    CA Portal29560</Port>
    <UserId>camm</UserId>
  </Binding>
  <CompanyItems>
```



```

<Item>
  <Name>MC</Name>
  <Config>${tim.base}/MC/LocalConfig-mc.xml</Config>
  CA Portal29599</Port>
</Item>
<Item>
  <Name>LC</Name>
  <Config>${tim.base}/LC/LocalConfig-lc.xml</Config>
  CA Portal29598</Port>
</Item>
</CompanyItems>
</AppDaemon>

```

The <CompanyItems> section added to the Generic Executor configuration file defines the locations and service ports for MultiController and LocalController. With <CompanyItems> defined, the Generic Executor checks these items every one minute and if they are not running, the Generic Executor starts them automatically. This configuration enables the MultiController and the LocalController to start without external intervention.

The <CompanyItems> feature is disabled after installation by default. You can execute the `camm.init.install` command to enable it.

Note: Only the primary Generic Executor requires the <CompanyItems> section. Other Generic Executors must not contain this section.

How the Generic Executor Works

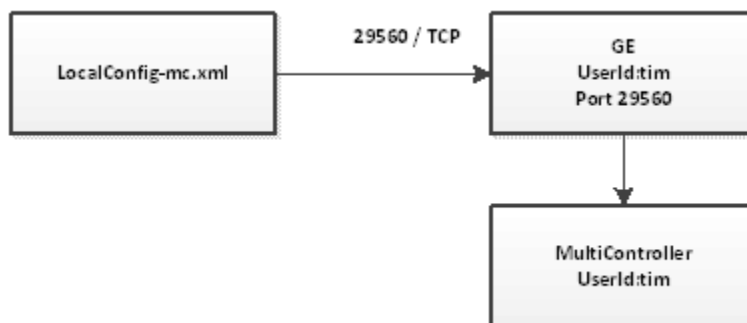
The Generic Executor is a reusable entity and is the foundation of CA Mediation Manager components. When a server starts, it is mandatory that at least one Generic Executor component exists and is started.

By default, the `LocalConfig-ge.xml` file contains the User ID of the `CAMM_USER` and the TCP port information. The following diagram illustrates the Generic Executor on TCP port 29560 and the `CAMM_USER` who installed CA Mediation Manager:



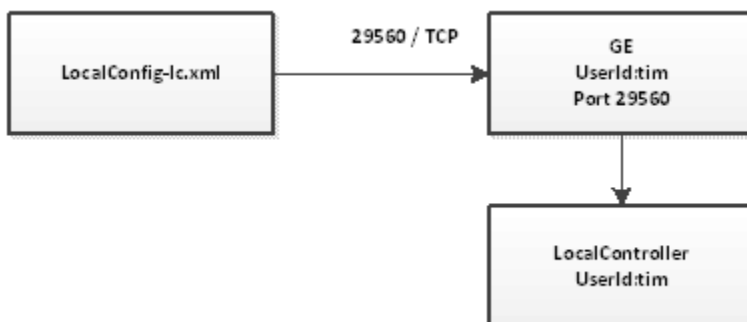
If you require a MultiController to run on a server, you need a LocalConfig-mc.xml configuration file for the MultiController and the TCP port for the Generic Executor.

The following diagram illustrates how the LocalConfig-mc.xml file is sent to the Generic Executor on TCP port 29560, and the Generic Executor starts a new process for the MultiController:



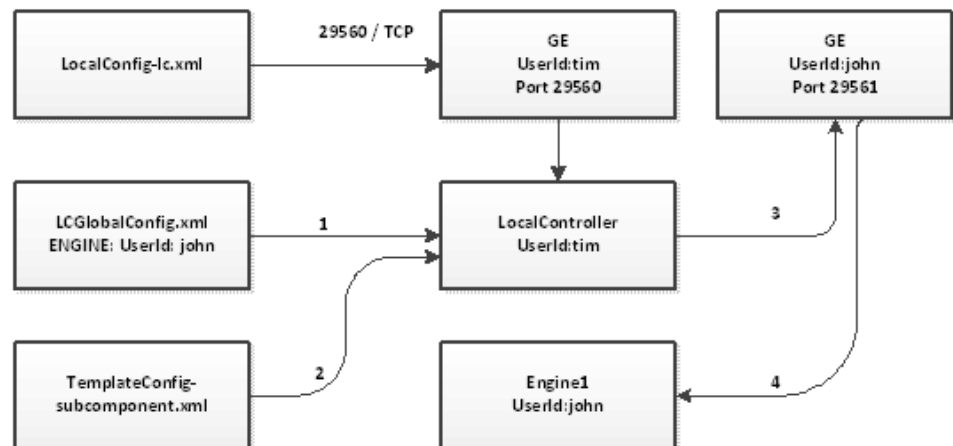
If a LocalController must run on a server, only a LocalConfig-lc.xml configuration file for the LocalController and the TCP port for the Generic Executor are required.

The following diagram illustrates how the LocalConfig-lc.xml file is sent to the Generic Executor on TCP port 29560, and the Generic Executor starts a new process for the LocalController:



When the LocalController starts, it reads the LCGlobalConfig.xml file from its repository. The LCGlobalConfig.xml file contains the subcomponents and port information.

If an Engine is required to run on a server, the LocalController uses the LCGlobalConfig.xml file to determine which user ID it must run as. In the LocalController directory, the LocalController looks up the ExecutorMap.xml file. This action allows the LocalController to locate a Generic Executor running as the required user ID. The TemplateConfig-subcomponent.xml file is then combined with the specific configuration from the LCGlobalConfig.xml file. The combination is sent to the TCP port of the Generic Executor.



Generic Executor Configuration Options

The Paths **tim.base**, **appHome**, and **configBase** are required and are configured by the installer.

tim.base

Specifies the base directory of CA Mediation Manager.

appHome

Specifies the base directory of this CA Mediation Manager Generic Executor.

configBase

Specifies the temporary directory for storing configurations of components that the Generic Executor is currently executing.

Port

Specifies the TCP port on which the Generic Executor listens.

Default: TCP 29560

UserId

Specifies the User ID that owns the Generic Executor process and its subprocesses.

Generic Executor Startup Sequence

You can manually start the Generic Executor process (or service on Windows) using the startall or startall.bat script. However, if camm.init.install is executed, the Generic Executor starts automatically on system startup.

Add Another Generic Executor

Add another Generic Executor if you require a component to execute as a different User ID.

Follow these steps:

1. Add a new user to the LocalController that requires the additional user ID. The new user must be a member of the same group that owns the CAMM_HOME directory.

Note: Repeat this procedure for any standby LocalControllers.

2. Log in as the new user.
3. Execute the following command to add the new Generic Executor:

(For UNIX) shell# /opt/CA/CAMM/tools/camm.ge.install -p <Port number>

(For Windows) > %TIM_HOME%/tools/camm.ge.install.bat -p <Port number>

Where, TIM_HOME is the CA Mediation Manager installation directory and <Port number> is the port number to install the Generic Executor.

The additional Generic Executor is added.

Note: A configuration file in the LocalController directory named ExecutorMap.xml is modified to provide a map between the required User ID and the TCP port.

When the Engine subcomponent is started, the LocalController references the User ID provided in the LCGlobalConfig for that component. If the User ID is not the default User ID, the ExecutorMap is referenced and the TCP port for the alternative Generic Executor starts the subcomponent.

This reference is useful when the Engine uses user or host-based RSA key authentication to SFTP or SCP the information.

MultiController Configuration

The MultiController is the most essential part of the cluster. It contains the centralized license file and maintains a heartbeat with the components in the cluster.

The configuration for LocalControllers, Engines, and Presenters in the cluster are also located in the repository of the MultiController.

The MultiController listens for heartbeat operations from cluster members on TCP port number 29599.

During the GUI installation, you can configure only the mandatory options required to install a basic MultiController. However, you can manually edit the MC or LocalConfig-mc.xml file.

Sample LocalConfig-mc.xml file (basic configuration)

```
<?xml version="1.0" encoding="UTF-8"?>
<LocalConfig>
  <Description>Configuration for Multi Controller</Description>
  <Names>
    <Name name="mainClass">com.torokina.tim.mc.Main</Name>
    <Name name="appName">CMM-Multi-Controller</Name>
    <Name name="appShortName">MC</Name>
    <Name name="primaryMcAddress">127.0.0.1</Name>
    <Name name="secondaryMcAddress"></Name>
    <Name name="primaryMcPort">29599</Name>
    <Name name="secondaryMcPort">-1</Name>
    <Name name="myMode">primary</Name>
    <Name name="myAddress">127.0.0.1</Name>
    <Name name="mcPort">29599</Name>
    <Name name="otherMcAddress"></Name>
    <Name name="otherMcPort">-1</Name>
    <Name name="heartbeatFrequency">15</Name>
    <Name name="heartbeatTimeout">180</Name>
    <Name name="repositoryFrequency">15</Name>
  </Names>
  <Paths>
    <Path name="license">${tim.base}/license.lic</Path>
  </Paths>
</LocalConfig>
```

Sample LocalConfig-mc.xml file (hidden logging and cleanups configuration)

```
<Logging>
  <LogLevel>INFO</LogLevel>
  <LogDirectory>${logbase}</LogDirectory>
  <ObjectLogging>
    <ObjectToLog>
      <ObjectName>com.torokina.tim.config</ObjectName>
      <ObjectLogLevel>TRACE</ObjectLogLevel>
    </ObjectToLog>
  </ObjectLogging>
</Logging>
```

```
        </ObjectToLog>
    </ObjectLogging>
</Logging>
<CleanUps>
    <CleanUp>
        <CleanUpName>clean-temporary-directory</CleanUpName>
        <CleanUpAction>delete</CleanUpAction>
        <CleanUpTarget>${tmp}</CleanUpTarget>
        <Parameter>
            <ParameterName>expire</ParameterName>
            <ParameterValue>3d</ParameterValue>
        </Parameter>
    </CleanUp>
    <CleanUp>
        <CleanUpName>archive-log-directory</CleanUpName>
        <CleanUpAction>archive</CleanUpAction>
        <CleanUpTarget>${logbase}</CleanUpTarget>
        <Parameter>
            <ParameterName>expire</ParameterName>
            <ParameterValue>3d</ParameterValue>
        </Parameter>
    </CleanUp>
    <CleanUp>
        <CleanUpName>clean-log-directory</CleanUpName>
        <CleanUpAction>delete</CleanUpAction>
        <CleanUpTarget>${logbase}</CleanUpTarget>
        <Parameter>
            <ParameterName>expire</ParameterName>
            <ParameterValue>7d</ParameterValue>
        </Parameter>
    </CleanUp>
</CleanUps>
```

Specifying any of these fields in the correct XML structure in the LocalConfig-mc.xml file overwrites the default content. For example, the following configuration changes the default log level to FINEST.

Changing the default log level to FINEST

```
<?xml version="1.0" encoding="UTF-8"?>
<LocalConfig>
    ... ..
    <Logging>
        <LogLevel>FINEST</LogLevel>
        <LogDirectory>${logbase}</LogDirectory>
    </Logging>
    ... ..
</LocalConfig>
```

Sample LocalConfig-mc.xml (MultiController runtime) file

```
<?xml version="1.0" encoding="UTF-8"?>
<Runtime>
  <Names>
    <Name name="mainClass">com.torokina.tim.mc.Main</Name>
    <Name name="appName">CMM-Multi-Controller</Name>
    <Name name="appShortName">MC</Name>
    <Name name="primaryMcAddress">127.0.0.1</Name>
    <Name name="secondaryMcAddress"/>
    <Name name="primaryMcPort">29599</Name>
    <Name name="secondaryMcPort">-1</Name>
    <Name name="myMode">primary</Name>
    <Name name="myAddress">127.0.0.1</Name>
    <Name name="mcPort">29599</Name>
    <Name name="otherMcAddress"/>
    <Name name="otherMcPort">-1</Name>
    <Name name="heartbeatFrequency">15</Name>
    <Name name="heartbeatTimeout">180</Name>
    <Name name="repositoryFrequency">15</Name>
    <Name name="lcPort">29598</Name>
    <Name name="manageable">469</Name>
  </Names>
  <Paths>
    <Path name="license">${tim.base}/license.lic</Path>
    <Path name="apphome">${tim.base}/${appShortName}</Path>
    <Path name="runtimeConfig">${apphome}/runtime.xml</Path>
    <Path name="tmp">${apphome}/tmp</Path>
    <Path name="logbase">${apphome}/logs</Path>
    <Path name="basedir">${tim.base}</Path>
  </Paths>
</Runtime>
```

The runtime.xml file is merged with the hidden configuration and then starts the MultiController component.

MultiController Configuration Options

The following information describes the options that you can use to configure the MultiController.

Path

Lets you specify the path information for the following items:

basedir

Specifies the CA Mediation Manager base directory.

apphome

Specifies the CA Mediation Manager MultiController application home directory.

tmp

Specifies the CA Mediation Manager MultiController temporary files directory.

logbase

Specifies the CA Mediation Manager MultiController log directory.

runtimeConfig

Specifies the CA Mediation Manager MultiController runtime XML configuration provided by the Generic Executor.

Java

Lets you specify options for using Java.

CommandPath

Specifies the full path to the Java executer that the Generic Executor calls to start the MultiController.

ClassPath/JarBase

Lets you create a list with one or more entries to add to ClassPath.

Options

Specifies the command line options parsed to Java.

Environment

Specifies the environment variables that execute the MultiController component.

MainClass/Class

Specifies the main Java class to execute.

MainClass/Args

Specifies the arguments parsed to the Java class.

Runtime

Lets you specify runtime options.

Binding/BindAddress

Specifies the IP address to which the MultiController component binds.

Value: Use IP address 0.0.0.0 for all MultiController components. For two or more IP addresses use a comma-separated list.

The MultiController binds to TCP port 29599.

Binding/MyAddress

Specifies the IP address that the MultiController uses to identify itself.

Note: The IP address must be a valid IP address on this host.

MultiControllerConfig/Mode

Specifies the operating mode of the MultiController.

Value: Specify either Primary or Secondary.

MultiControllerConfig/MCAddresses/Other

Specifies the IP address of the other MultiControllers in the cluster.

MultiControllerConfig/Heartbeat/ParameterName == frequency

Specifies the frequency of heartbeat messages sent to other MultiControllers.

MultiControllerConfig/Heartbeat/ParameterName == timeout

Specifies the period that this MultiController waits for heart beats from the LocalController components. If the MultiController does not receive a heartbeat from a LocalController for 180 seconds, the MultiController triggers a failover to the first available LocalController.

Logging

Lets you specify logging options.

LogLevel

Specifies the logging level in the output log files.

Value: Specify DEBUG, TRACE, INFO, WARNING, or ERROR.

LogDirectory

Specifies the logging level in the output log files.

Value: Specify DEBUG, TRACE, INFO, WARNING, or ERROR.

ObjectLogging/ObjectToLog/ObjectName

Specifies the Java class name on which to enable logging.

ObjectLogging/ObjectToLog/ObjectLogLevel

Specifies the logging level for a Java class.

Cleanup

Lets you specify cleanup options.

CleanUpName

Specifies the descriptive name of the cleanup.

CleanUpAction

Specifies the cleanup action.

Value: Specify Delete or Archive.

CleanupTarget

Specifies the directory to clean up.

Value: Can specify using a CA Mediation Manager variable such as \${camm.variable}.

Parameter/ParameterName – Parameter/ParameterValue

Specifies a parameter to expire and its expiration time in the format of <n><unit>. For example:

10d = 10 days

10h = 10 hours

10m = 10 minutes

Start and Stop the MultiController Manually

The init.camm script automatically starts the MultiController process. You can use the cammCtrl utility to manually stop or start the MultiController component independently.

Follow these steps:

1. Log in as the CAMM_USER and go to the CAMM home directory.
2. Execute the following command to start the MultiController:

```
/opt/CA/CAMM# tools/startall -c mc
```

3. Execute the following command to stop the MultiController:

```
/opt/CA/CAMM # tools/stopall -c mc
```

LocalController Configuration

The LocalController is an essential service that is installed on each server in the cluster.

The LocalController performs the following key functions:

- Facilitates communication between subcomponents running on the local server and the remote MultiControllers.
- Monitors the performance and availability of Engines and Presenters and restarts any failed components.
- Listens for heartbeat operations from cluster members. By default, the LocalController listens on port 29598 or TCP.
- Sends heartbeat information to the MultiControllers.
- Starts, stops, and restarts local Engines and Presenters.

During the GUI installation, you can configure only the mandatory options that are required to install a basic LocalController. However, you may manually edit the LC or LocalConfig-lc.xml file.

Sample LocalConfig-lc.xml file (basic configuration)

```
<LocalConfig>
  <Names>
    <Name name="mainClass">com.torokina.tim.lc.Main</Name>
    <Name name="primaryMcAddress">127.0.0.1</Name>
    <Name name="secondaryMcAddress"></Name>
    <Name name="primaryMcPort">29599</Name>
    <Name name="secondaryMcPort">-1</Name>
    <Name name="myAddress">127.0.0.1</Name>
    <Name name="appName">CMM-Local-Controller</Name>
    <Name name="appShortName">LC</Name>
    <Name name="lcPort">29598</Name>
    <Name name="heartbeatFrequency">15</Name>
    <Name name="heartbeatTimeout">180</Name>
  </Names>
  <Paths>
    <Path name="dsLocalConfig">${basedir}/DS/LocalConfig-ds.xml</Path>
  </Paths>
</LocalConfig>
```

Sample LocalConfig-lc.xml file (hidden logging and cleanups configuration)

```
<Logging>
  <LogLevel>INFO</LogLevel>
  <LogDirectory>${logbase}</LogDirectory>
  <ObjectLogging>
    <ObjectToLog>
      <ObjectName>com.torokina.tim.config</ObjectName>
      <ObjectLogLevel>TRACE</ObjectLogLevel>
    </ObjectToLog>
  </ObjectLogging>
</Logging>
```

```
</ObjectToLog>
</ObjectLogging>
</Logging>
<CleanUps>
  <CleanUp>
    <CleanUpName>clean-temporary-directory</CleanUpName>
    <CleanUpAction>delete</CleanUpAction>
    <CleanUpTarget>${tmp}</CleanUpTarget>
    <Parameter>
      <ParameterName>expire</ParameterName>
      <ParameterValue>3d</ParameterValue>
    </Parameter>
  </CleanUp>
  <CleanUp>
    <CleanUpName>archive-log-directory</CleanUpName>
    <CleanUpAction>archive</CleanUpAction>
    <CleanUpTarget>${logbase}</CleanUpTarget>
    <Parameter>
      <ParameterName>expire</ParameterName>
      <ParameterValue>3d</ParameterValue>
    </Parameter>
  </CleanUp>
  <CleanUp>
    <CleanUpName>clean-log-directory</CleanUpName>
    <CleanUpAction>delete</CleanUpAction>
    <CleanUpTarget>${logbase}</CleanUpTarget>
    <Parameter>
      <ParameterName>expire</ParameterName>
      <ParameterValue>7d</ParameterValue>
    </Parameter>
  </CleanUp>
</CleanUps>
```

Sample LocalConfig-lc.xml file (LocalController runtime)

```
<?xml version="1.0" encoding="UTF-8"?>
<Runtime>
  <Names>
    <Name name="mainClass">com.torokina.tim.lc.Main</Name>
    <Name name="primaryMcAddress">127.0.0.1</Name>
    <Name name="secondaryMcAddress"/>
    <Name name="primaryMcPort">29599</Name>
    <Name name="secondaryMcPort">-1</Name>
    <Name name="myAddress">127.0.0.1</Name>
    <Name name="appName">CMM-Local-Controller</Name>
    <Name name="appShortName">LC</Name>
    <Name name="lcPort">29598</Name>
    <Name name="heartbeatFrequency">15</Name>
    <Name name="heartbeatTimeout">180</Name>
    <Name name="mcPort">29599</Name>
```

```
<Name name="manageable">996</Name>
</Names>
<Paths>
  <Path name="dsLocalConfig">${basedir}/DS/LocalConfig-ds.xml</Path>
  <Path name="apphome">${tim.base}/${appShortName}</Path>
  <Path name="runtimeConfig">${apphome}/runtime.xml</Path>
  <Path name="tmp">${apphome}/tmp</Path>
  <Path name="logbase">${apphome}/logs</Path>
  <Path name="basedir">${tim.base}</Path>
</Paths>
</Runtime>
```

LocalController Configuration Options

The following information describes the options that you can use to configure the LocalController.

Path

Lets you specify the path information for the following items:

basedir

Specifies the CA Mediation Manager base directory.

apphome

Specifies the CA Mediation Manager LocalController application home directory.

tmp

Specifies the CA Mediation Manager LocalController temporary files directory.

logbase

Specifies the CA Mediation Manager LocalController log directory.

runtimeConfig

Specifies the CA Mediation Manager LocalController runtime XML configuration file provided by the Generic Executor.

Java

Lets you specify options for using Java.

CommandPath

Specifies the full path to the Java executer that the Generic Executor calls to start the LocalController.

ClassPath/JarBase

Lets you create a list with one or more entries to add to ClassPath.

Options

Specifies the command line options parsed to Java.

Environment

Specifies the environment variables that execute the MultiController component.

MainClass/Class

Specifies the main Java class to execute.

MainClass/Args

Specifies the arguments parsed to the Java class.

Runtime

Lets you specify runtime options.

Binding/BindAddress

Specifies the IP address to which the LocalController component binds.

Value: Use IP address 0.0.0.0 for all LocalController components. For two or more IP addresses use a comma-separated list.

Binding/MyAddress

Specifies the IP address that the LocalController uses to identify itself.

Note: This IP address must be a valid IP address on this host.

Binding/BindPort

Specifies the IP address that the LocalController uses to identify itself.

Note: This IP address must be a valid IP address on this host. By default, the LocalController binds to TCP port 29598.

LocalControllerConfig/Mode

Specifies the operating mode of the LocalController.

Value: Specify either Active or Standby.

LocalControllerConfig/MCAddresses/Primary

Specifies the IP address of the primary MultiController in the cluster.

LocalControllerConfig/MCAddresses/Secondary

Specifies the IP address of the secondary MultiController in the cluster.

LocalControllerConfig/Heartbeat/ParameterName == frequency

Specifies the frequency of the heartbeat messages sent to the MultiController.

LocalControllerConfig/Heartbeat/ParameterName == timeout

Specifies how long this LocalController waits for heart beats from subcomponents (Engines and Presenters). If the LocalController does not receive a heartbeat from a subcomponent for 180 seconds, the LocalController restarts.

Logging

Lets you specify logging options.

LogLevel

Specifies the logging level in the output log files.

Value: Specify DEBUG, TRACE, INFO, WARNING, or ERROR.

LogDirectory

Specifies the logging level in the output log files.

Value: Specify DEBUG, TRACE, INFO, WARNING, or ERROR.

ObjectLogging/ObjectToLog/ObjectName

Specifies the Java class name on which to enable logging.

ObjectLogging/ObjectToLog/ObjectLogLevel

Specifies the logging level for a Java class.

Cleanup

Lets you specify cleanup options.

CleanUpName

Specifies the descriptive name of the cleanup.

CleanUpAction

Specifies the cleanup action.

Value: Specify Delete or Archive.

CleanupTarget

Specifies the directory to clean up.

Value: Can specify using a CA Mediation Manager variable such as \${camm.variable}.

Parameter/ParameterName – Parameter/ParameterValue

Specifies a parameter to expire and its expiration time in the format of <n><unit>. For example:

10d = 10 days

10h = 10 hours

10m = 10 minutes

Start and Stop the LocalController Manually

The `init.camm` script automatically starts the LocalController process. You can use the `cammCtrl` utility to manually stop or start the LocalController component independently.

Follow these steps:

1. Log in as the `CAMM_USER` and go to the CAMM home directory.
2. Execute the following command to start the LocalController:

```
/opt/CA/CAMM# tools/startall -c lc
```

3. Execute the following command to stop the LocalController:

```
/opt/CA/CAMM # tools/stopall -c lc
```

Engine and Presenter Configuration

The installation and configuration of the Engine and the Presenter is achieved using the Device Pack installation program provided with each device pack.

Failover Operation

A MultiController operates in one of two modes: Primary or Secondary.

The MultiController has three main communication functions:

- Heartbeat
- Name service lookup
- Repository synchronization

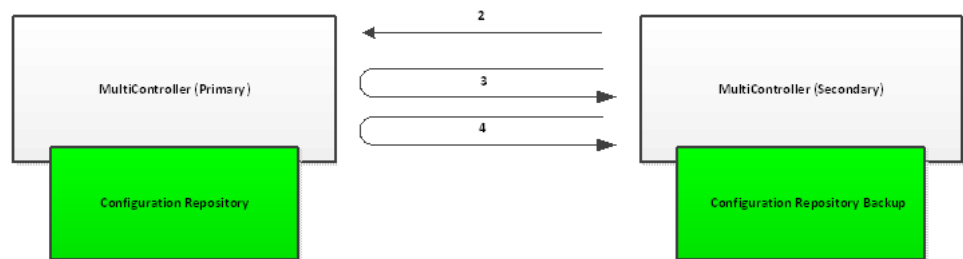
MultiController Failure

The following information describes how CA Mediation Manager manages MultiController failure.

MultiController Communication

The following diagram shows how the Secondary MultiController communicates with the Primary.

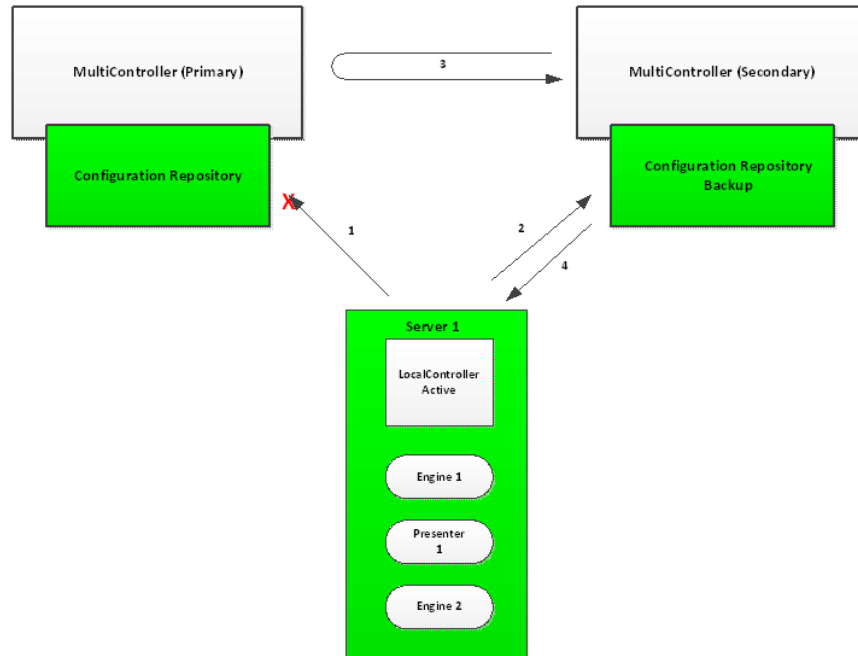
There is a watchdog on the Primary that also notices if the Secondary becomes unavailable. When the Secondary becomes unavailable, an alert is created in the log file.



1. The MultiController Secondary starts.
2. The MultiController Secondary sends the first heartbeat to the Primary to register as alive.
3. The MultiController Secondary periodically sends a heartbeat to the Primary.
4. The MultiController Secondary periodically synchronizes the repository.

Primary MultiController Failure

The following diagram shows how a failure of the Primary MultiController is handled by the Secondary. During this process, the Secondary MultiController takes over heartbeat, name service and configuration repository requests until the Primary MultiController becomes available again.



1. The LocalController sends a heartbeat to a Primary, and it fails.
2. The LocalController sends a heartbeat to a Secondary MultiController.
3. As the Secondary MultiController believes the Primary is still available, it proxies the request to the Primary MultiController.
4. The Primary responds to the heartbeat back through the Secondary MultiController to the LocalController.

MultiController Proxy Capability

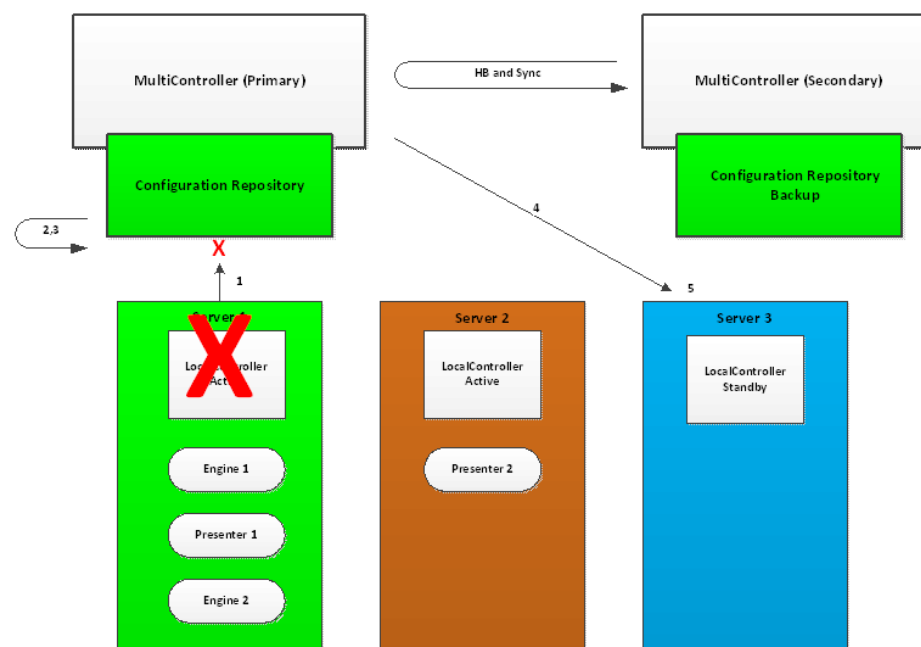
In certain networks, the LocalController cannot directly contact the Primary MultiController. For this reason, the Secondary MultiController has a proxy capability and attempts to send a heartbeat to the Primary MultiController.

However, configuration repository requests sent to the Secondary MultiController are handled by the Secondary MultiController so that the configuration repositories are synchronized.

LocalController Failure

All LocalController components send heartbeat information to the MultiControllers. If the active MultiController detects that it did not receive a heartbeat from the LocalController, it logs a missed heartbeat. If this time exceeds the timeout period, then the MultiController triggers a failover to the first available standby LocalController using the process described in the following diagram.

Failback is a manual process. To achieve failover, force a failure on the LocalController on Server 3.



1. The MultiController is aware that a heartbeat has not been received for a time exceeding the timeout period.
2. The MultiController moves the configuration repository for all Engine subcomponents from Server1 to Server 3.
3. If Server 1 does not have any subcomponents installed, the MultiController marks the configuration of Server 1 to standby.
4. The MultiController sends a message to the LocalController on Server 3 to restart and reread its configuration.
5. The LocalController on Server 3 becomes active.

Subcomponent Failure

The LocalController component monitors its running subcomponents (Engines and Presenters). If a subcomponent fails, the subcomponent is immediately restarted.

High Availability Configuration

The following sections describe how to configure CA Mediation Manager for high availability.

Configure the Primary MultiController

During the primary MultiController installation, configure the primary MultiController for high availability.

Follow these steps:

1. In the MultiController Configuration panel, select the *Will the other MC exist in the Cluster* check box.
2. Provide the primary MultiController IP address and click Next.
3. In the Other MultiController Configuration panel, provide the IP address of the secondary MultiController.
4. Click Next and complete the installation.

Configure the Secondary MultiController

During the secondary MultiController installation, configure the secondary MultiController for high availability.

Follow these steps:

1. In the MultiController Configuration panel, select Secondary from the MultiController dropdown.
2. Provide the secondary MultiController IP address.
3. Select the *Will the other MC exist in the Cluster* check box and click Next.
4. In the Other MultiController Configuration panel, provide the IP address of the primary MultiController.
5. Click Next and complete the installation.

Configure the LocalController

During the LocalController installation, configure the LocalController for high availability.

Follow these steps:

1. In the LocalController Configuration panel, provide the IP address for both the primary MultiController and the secondary MultiController.
2. Click Next and complete the installation.
3. Repeat these steps for each LocalController installation.

Log Files Configuration

The following sections describe how to configure log files in CA Mediation Manager.

Configure the logging properties for all the CA Mediation Manager components using the logging.properties file, which is created in the default log directory when the component is started. The logging.properties file is preconfigured to generate log files in the default log directory. However, you can edit the logging.properties file to redirect the log files in to another directory. Once the logging.properties file is modified, restart the component to load the modified logging properties. All logs (application logs and STD-ERROR/STD-OUTPUT logs) are generated in the directory that is specified in the logging.properties file.

logging.properties File - Examples by Component

The following examples describe the different logging.properties files:

MultiController example logging.properties file

```
com.torokina.common.logging.apache.FileHandler.directory=/opt/CA/CAMM/MC/logs

handlers=com.torokina.common.logging.apache.FileHandler

com.torokina.common.logging.apache.FileHandler.level=INFO

.level=INFO

com.torokina.common.logging.apache.FileHandler.prefix=CAMM-Multi-Controller-
```

LocalController example logging.properties file

```
com.torokina.common.logging.apache.FileHandler.directory=/opt/CA/CAMM/LC/logs

handlers=com.torokina.common.logging.apache.FileHandler

com.torokina.common.logging.apache.FileHandler.level=INFO

.level=INFO

com.torokina.common.logging.apache.FileHandler.prefix=CAMM-Local-Controller-
```

Delivery System example logging.properties file

```
com.torokina.common.logging.apache.FileHandler.directory=/opt/CA/CAMM/DS/logs

handlers=com.torokina.common.logging.apache.FileHandler

com.torokina.common.logging.apache.FileHandler.level=INFO

.level=INFO

com.torokina.common.logging.apache.FileHandler.prefix=CAMM-Delivery-System-
```

ENGINE_CAMM example logging.properties file

```
com.torokina.common.logging.apache.FileHandler.directory=/opt/CA/CAMM/COMPONENTS/ENGINE_CAMM/logs

handlers=com.torokina.common.logging.apache.FileHandler

com.torokina.common.logging.apache.FileHandler.level=INFO
```

```
.level=INFO
```

```
com.torokina.common.logging.apache.FileHandler.prefix=CAMM-ENGINE_
CAMM-
```

Generic Executor example logging.properties file

By default the Generic Executor does not create a logging.properties file in its log directory. All logs are generated in the ~GE/logs directory. The following example shows how you can create the logging.properties file in the logs directory to redirect the Generic Executor logs (non-Windows platforms only):

```
#Properties for Logger
```

```
#Tue May 07 04:08:45 EDT 2013
```

```
com.torokina.common.logging.apache.FileHandler.directory=/opt/CA/C
AMM/GE/logs
```

```
handlers=com.torokina.common.logging.apache.FileHandler
```

```
com.torokina.common.logging.apache.FileHandler.level=INFO
```

```
.level=INFO
```

```
com.torokina.common.logging.apache.FileHandler.prefix=CAMM-Generi
c-Executor-
```

Configuring Log File Cleanup

By default the cleanup action for each component is configured to run on the *logbase* directory. If the log files are redirected to another directory, modify the cleanup configuration for successful *Archive* or *Delete* actions.

Define cleanup actions in the *LocalConfig* xml-element in the configuration files. For CA Mediation Manager components, define the cleanup actions in the respective configuration files:

- **MultiController:** LocalConfig-mc.xml
- **LocalController:** LocalConfig-lc.xml
- **Delivery Service:** LocalConfig-ds.xml
- **Subcomponents (ENGINE or PRESENTER):** TemplateConfig-subcomponent.xml

Note: You can find the TemplateConfig-subcomponent.xml file in the <cam.m.base>/LC directory.

The following examples describe two sample cleanup configurations.

Example: Cleanup configuration file (*Delete* action) for the Delivery Service component

```
<LocalConfig>
<Description>Configuration for Delivery Module</Description>
...
...
<CleanUps>
    <!-- SAMPLE DELETE ACTION -->
    <CleanUp>
        <CleanUpName>Delete</CleanUpName>
        <CleanUpAction>delete</CleanUpAction>

        <CleanUpTarget>${apphome}/.local</CleanUpTarget> <!--
Directory Name -->

        <Parameter>
            <ParameterName>expire</ParameterName>
            <ParameterValue>7d</ParameterValue> <!--
1y0m3d1h -->

        </Parameter>
        <Parameter>

        <ParameterName>includeDir</ParameterName>

        <ParameterValue>true</ParameterValue><!-- true/false -->
        </Parameter>
        <Parameter>

        <ParameterName>recursive</ParameterName>

        <ParameterValue>true</ParameterValue><!-- true/false -->
        </Parameter>
```

```
<Parameter>
    <ParameterName>match</ParameterName>

    <ParameterValue>^[\\d]+\\.xml$</ParameterValue>

    <!-- Regular Pattern -->

</Parameter>

</CleanUp>
```

Example: Cleanup configuration file (*Archive* action) for the Delivery Service component

```

<!-- SAMPLE  ARCHIVE  ACTION  -->
<CleanUp>
    <CleanUpName>Archive</CleanUpName>
    <CleanUpAction>archive</CleanUpAction>
    <CleanUpTarget>${logbase}</CleanUpTarget> <!--
Directory Name -->
    <Parameter>
        <ParameterName>expire</ParameterName>
        <ParameterValue>7d</ParameterValue> <!--
1y0m3d1h -->
    </Parameter>
    <Parameter>
        <ParameterName>includeDir</ParameterName>
        <ParameterValue>true</ParameterValue><!-- true/false -->
    </Parameter>
    <Parameter>
        <ParameterName>recursive</ParameterName>
        <ParameterValue>true</ParameterValue><!-- true/false -->
    </Parameter>
    <Parameter>
        <ParameterName>match</ParameterName>
        <ParameterValue>CMM-.*\.log</ParameterValue>
        <!-- Regular Pattern -->
    </Parameter>
    <Parameter>

```

```
<ParameterName>achiveHome</ParameterName>

<ParameterValue>${logbase}</ParameterValue> <!-- folder path
-->

</Parameter>

<Parameter>

<ParameterName>achivePrefix</ParameterName>

<ParameterValue>Archive-</ParameterValue> <!-- prefix string
-->

</Parameter>

<Parameter>

<ParameterName>achiveSuffix</ParameterName>

<ParameterValue>.zip</ParameterValue>
<!-- suffix string -->

</Parameter>

</CleanUp>

</CleanUps>

<LocalConfig>
```

You can include any of the cleanup actions in the component configuration file. The Generic Executor performs all the cleanup actions. The Generic Executor stores cleanup files in the {camm.base }/GE_<User>/cleanup directory, where camm.base is the CA Mediation Manager installation directory. Once the component configuration file is modified, restart the related component so that the modified configurations can take effect.

Chapter 5: Using EMS Profiles for CA Mediation Manager for Infrastructure Management 2.3.2, Release 2.2.5

Note: The information in this chapter applies only to CA Mediation Manager for Infrastructure Management 2.3.2.

This section contains the following topics:

[EMS Integration Profiles](#) (see page 53)

[Add Event Rules](#) (see page 57)

[Self-Monitoring Device Pack](#) (see page 58)

EMS Integration Profiles

EMS integration profiles specify how EMS inventory discovery operates in your Data Aggregator environment.

With EMS integration profiles, you specify the status, data collector, device pack, EMS IP, and Backup EMS IP. Specify one IP domain for each EMS integration profile you create. The IP domain that you specify is for the target EMS server, which manages multiple devices (typically 1,000 devices at a time). Data Aggregator processes the inventory data from the EMS server constantly and all at once. (With SNMP or ICMP, polling is done device-by-device.)

Note:

- After you install the device pack, the EMS Integration Profiles option becomes visible in the user interface.
- Do not add the same EMS integration profile more than once for the same Data Collector.

Add EMS Integration Profiles

You can create EMS integration profiles to specify how EMS inventory discovery operates in your Data Aggregator environment.

Note: You must be logged in as an administrator to perform this task.

Creating EMS integration profiles without first setting the scope to a tenant puts the profile in the global space, accessible by all tenants. Running a discovery using a profile in the global space lets anyone see the discovery results, whether they set the scope to a tenant.

Therefore, set the scope to a tenant *before* you create an EMS integration profile to make that profile accessible only to a specific tenant. After you set the scope to a tenant, the tenant indicator appears at the top right of the page. You can then manually synchronize the tenant with CA Infrastructure Management, or wait for the automatic synchronization to occur. You cannot create the EMS integration profile until the tenant is synchronized with Data Aggregator.

Note: For more information about setting the scope to a tenant and synchronizing a tenant, see the *CA Performance Center Administrator Guide*.

Follow these steps:

1. Select Admin, Data Source Settings, and click a Data Aggregator data source in the CA Performance Center user interface.

2. Click EMS Integration Profiles from the Monitoring Configuration menu.

The EMS Integration Profiles page opens, displaying a list of available discovery profiles.

3. Click New.

The Add EMS Discovery Profile dialog opens.

4. Enter the required information in the fields. The configuration fields that display depend on the device pack you select. Each device pack has unique global variables that you configure.

Note: For information about unique global variables for each product, see the CA Support site.

5. Click Save.

The EMS integration profile is created.

The inventory discovery does *not* run automatically when you click Save and the Enabled option is selected. The inventory discovery only runs when one of the following conditions is met:

- The inventory poll schedule is reached.
- The EMS integration profile is manually started.

Note: To edit EMS integration profile information, select an EMS integration profile in the Add EMS Discovery Profile dialog, click Edit, and update the information in the dialog. However, if you edit the information in the Inventory_Poll_Rate and Performance_Poll_Rate fields, the changes are not applied. If there is a change in the information for these two fields, delete and recreate the EMS integration profile.

More Information:

[View EMS Discovery Results](#) (see page 56)

[Start EMS Discovery Manually](#) (see page 55)

Start EMS Discovery Manually

EMS Integration Profiles discover devices and their components in your network. You can manually start an EMS Integration profile to begin discovery.

Note: Alternatively, you can wait until the inventory poll schedule is reached for discovery to begin automatically.

Follow these steps:

1. Select Admin, Data Source Settings, and click a Data Aggregator data source in the CA Performance Center user interface.
2. Click EMS Integration Profiles from the Monitoring Configuration menu.

The EMS Integration Profiles page opens, displaying a list of available discovery profiles.

3. Select one or more EMS integration profiles that you want to run a discovery on, and click Start.

Note: You can only run a discovery on an EMS integration profile that has a status of 'READY'.

A confirmation dialog opens.

4. Click Yes.

The Discovery starts. The Status column for the selected Discovery profiles indicates 'Started'.

A confirmation dialog opens.

5. Click OK.

Devices and all of their associated interfaces are discovered and polling begins. You are returned to the EMS Integration Profiles page.

If discovery hangs for more than 10 minutes, Data Aggregator stops it. Data Aggregator considers a discovery to be hanging when no new devices are discovered within 10 minutes *and* the state for the selected discovery profiles have not changed within 10 minutes. An audit event is generated on the discovery instance item. If no devices were discovered successfully, the Status column for the selected discovery profiles indicates 'FAILURE'. If at least one device but not all devices were discovered successfully, the Status column indicates 'PARTIAL_FAILURE'.

The discovered devices and components can take up to 5 minutes to synchronize with CA Performance Center. When the synchronization is complete, the discovered devices and components appear in the Inventory tab in CA Performance Center.

More Information:

[View EMS Discovery Results](#) (see page 56)

View EMS Discovery Results

You can view a summary of the number of all manageable EMS devices that were discovered.

Follow these steps:

1. Select Admin, Data Source Settings, and click a Data Aggregator data source in the CA Performance Center user interface.
2. Click EMS Integration Profiles from the Monitoring Configuration menu.

The EMS Integration Profiles page opens, displaying a list of available discovery profiles.

3. Select an EMS integration profile instance for which you want to view discovery results, and click History.

The EMS History results display as follows:

- The Device table shows the monitored devices and time of creation for each.
- The Element table shows the monitored interfaces and time of creation for each.

Start or Stop EMS Discovery Services

"Start" services are used for discovery on EMS servers to review the inventory continuously. Although discovery can be scheduled, you can manually start, stop, or restart services on demand. For example, you can restart discovery after an EMS server has been down and brought back up, or after upgrading a device pack installation.

Stopping a service deletes any inactive data poll but waits for any active data polling to complete without any interruption. No EMS files are deleted. This action also disables any new polling from occurring as long as it is in the stopped state. The service remains in the stopped state until you start it again.

Restarting Data Collector has no effect on the status of any EMS integration profile.

Note: You must be logged in as an administrator to perform this task.

Follow these steps:

1. Select Admin, Data Source Settings, and click a Data Aggregator data source in the CA Performance Center user interface.
2. Click EMS Integration Profiles from the Monitoring Configuration menu.

The EMS Integration Profiles page opens, displaying a list of available discovery profiles.

3. Select a profile, and click Start or Stop.

A confirmation dialog opens.

4. Click Yes to confirm the action.

The service starts or stops, depending on your choice. This service remains in the started or stopped state until you change it manually.

Add Event Rules

Event rules can be added using the Data Aggregator monitoring profiles dialog.

Note: For more information, see the *Data Aggregator Administrator Guide* or online help.

Self-Monitoring Device Pack

Note: The information in this section applies only to CA Mediation Manager for Infrastructure Management 2.3.3. If you are using CA Mediation Manager for Infrastructure Management 2.3.2 or the earlier releases, contact CA Support and request a Program Temporary Fix (PTF) to install the Self-Monitoring Device Pack. For example, if you are using CA Mediation Manager for Infrastructure Management 2.3.2, request for PTF_2.3.2_09.

You can use Self-Monitoring Device Pack to monitor the state of the Engine of the existing device packs and also the Self-Monitoring Device Pack. When you follow the procedure in the Install or Upgrade Device Packs section of the *CA Mediation Manager Installation Guide* to install the Self-Monitoring Device Pack in Data Collector, specify the option that indicates CAMM_IM_SelfMonitoring. To monitor the device packs in multiple Data Collectors, install Self-Monitoring Device Pack in all Data Collectors.

The following types of reports in CA Performance Center are used to monitor the status of the Engine:

- Reports for All Engines
- Reports for the Selected Engine

Reports for All Engines

The following reports are available to monitor the status of all Engines.

JVM Memory Usage

Indicates the percentage of the average Java virtual machine (JVM) memory usage by all Engines.

Number of Threads used per Poll

Indicates the number of threads used by all Engines in a poll.

Number of Engines

Indicates the total number of Engines on a Data Collector that the Self-Monitoring Device Pack monitors.

Number of Devices Polled

Indicates the total number of devices that all Engines poll.

Reports for the Selected Engine

The following reports are available to monitor the status of the selected Engine:

JVM Memory Usage

Indicates percentage of the JVM memory usage (in percentage) by the selected Engine

Number of Devices Polled

Indicates the total number of devices that the selected Engine polls.

Number of Threads used per Poll

Indicates the total number of threads that the selected Engine uses.

Files Processed during Conversion and Calculation

Indicates the total number of processed files, files that are failed, and successfully processed files during the Conversion and Calculation phase.

Files Processed during Filter

Indicates the total number of processed files, processed files that are failed, and successfully processed files during the Filter phase.

Processed Files to be Delivered to Data Aggregator

Indicates the total number of processed files, successfully processed files, and processed files that are not delivered to Data Aggregator.

Time Taken in each Phase

Indicates the time taken (in seconds) by the Engine during each phase. The Engine processes the data in the following phases sequentially:

- **Data acquisition:** The Engine connects to the Element Management Server (EMS) or the device to gather raw data by using protocols, such as SFTP, FTP, COPY, and HTTP. Data that are collected is written in a text file and processed in the next phase.
- **Conversion and Calculation:** The Engine converts the received file to the CAMM XML format. From each file, the Engine also identifies key elements, such as Metric Family, Metrics, Device, Device IP, and Delta time.
- **Filter:** If required, the Engine performs filtering, such as removal of unwanted device or unwanted metric family. After the filtering process, the Engine generates a new file in same format for every input file.
- **Delivery system:** The files that are collected from previous phase are sorted by timestamp and sent to Data Aggregator for further processing.

Note: The processed files in the last phase are deleted if the Log level is not in the DEBUG mode.

Time Taken to Complete a Poll

Indicates the time taken (in seconds) by the selected Engine to complete a poll.

Size of Processed Files per Poll

Indicates the average size (in KB) of the processed files per poll.

Chapter 6: Frequently Asked Questions

Some of the frequently asked questions when working with CA Mediation Manager or CA Mediation Manager for Infrastructure Management are as follows:

This section contains the following topics:

[CA Mediation Manager](#) (see page 61)

[CA Mediation Manager for Infrastructure Management](#) (see page 64)

CA Mediation Manager

Question: What are the default ports used by the CA Mediation Manager components?

Answer: The default ports that are used by the components are as follows:

Component	Port	Type
MultiController	29599	TCP
LocalController	29598	TCP
Generic Executor	29560	TCP
Web Manager	8880	HTTP

Question: How do I stop or start the services of all the components of CA Mediation Manager?

Answer: Execute the following command to start the services of all components:

```
$CAMM_HOME/tools/startall
```

Execute the following command to stop the services of all components:

```
$CAMM_HOME/tools/stopall
```

Where \$CAMM_HOME is the installation directory.

Question: How do I stop or start the services of the individual components of CA Mediation Manager?

Answer: Execute the following command to start the services of a component:

```
$CAMM_HOME/tools/startall <component>
```

Execute the following command to stop the services of a component:

```
$CAMM_HOME/tools/stopall <component>
```

Where \$CAMM_HOME is the installation directory and <component> is GE, MC, LC, or WEB

Example: \$CAMM_HOME/tools/stopall MC

Question: How can I manage a subcomponent of CA Mediation Manager (for example, start, stop, restart, add, delete, or update a subcomponent)?

Answer: The functions and the corresponding commands for the subcomponent are as follows:

Execute the following command to start a subcomponent:

```
$CAMM_HOME/tools/cammSubCtrl -ma <MCaddress> -id <subcomponent_id> _CAMM
```

Execute the following command to stop a subcomponent:

```
$CAMM_HOME/tools/cammSubCtrl -ma <MCaddress> -id <subcomponent_id> -s
```

Example: `$CAMM_HOME/tools/cammSubCtrl -ma 10.134.116.183 -id ENGINE_CAMM -s`

Execute the following command to restart a subcomponent:

```
$CAMM_HOME/tools/cammSubCtrl -ma <MCaddress> -id <subcomponent_id> -r
```

Execute the following command to add a subcomponent:

```
$CAMM_HOME/tools/cammSubCtrl -ma <MCaddress> -la <LCaddress> --add -f <dpack file>
```

Execute the following command to delete a subcomponent:

```
$CAMM_HOME/tools/cammSubCtrl -ma <MCaddress> -la <LCaddress> --delete -id <subcomponent_id>
```

Execute the following command to update a subcomponent:

```
$CAMM_HOME/tools/cammSubCtrl -ma <MCaddress> -la <LCaddress> --update -f <dpack file>
```

Where `$CAMM_HOME` is the installation directory

`<subcomponent>` is ENGINE or PRESENTER.

`mcaddress` is the MultiController IP address (**Default:** Localhost).

`lcaddress` is the LocalController IP address (**Default:** Localhost).

`subcomponent_id` is the identifier of the subcomponent.

Question: Where are the log files of the CA Mediation Manager components located?

Answer: The locations of the log files are as follows:

MultiController:

`$CAMM_HOME/MC/logs/CAMM-Multi-Controller-<timestamp>.log`

LocalController: `$CAMM_HOME/LC/logs/CAMM-Local-Controller-<timestamp>.log`

Generic Controller: `$CAMM_HOME/GE_<username>/logs/*.log`

Web: `$CAMM_HOME/WEBCAMM/logs/*.log`

Engine: `$CAMM_HOME/COMPONENTS/ENGINE_<DEVICE_PACK>/logs` directory

Presenter: `$CAMM_HOME/COMPONENTS/PRESENTER_<DEVICE_PACK>/logs` directory

Question: How do I increase the log level of a subcomponent?

Answer: Select a subcomponent in the web interface and change the Log Level option for the subcomponent from INFO to FINEST.

Important! Increasing the log level significantly increases the details being logged. Consequently, more disk space is used. Monitor the disk space and revert to default settings when the problem is resolved.

CA Mediation Manager for Infrastructure Management

Question: How do I start, stop, or check the status of the CA Performance Center services?

Answer: Execute the following commands to stop the services:

```
/etc/init.d/caperfcenter_console stop;  
/etc/init.d/caperfcenter_eventmanager stop;  
/etc/init.d/caperfcenter_devicemanager stop;  
/etc/init.d/caperfcenter_sso stop;
```

Execute the following commands to start the services:

```
/etc/init.d/caperfcenter_devicemanager start  
/etc/init.d/caperfcenter_sso start  
/etc/init.d/caperfcenter_eventmanager start  
/etc/init.d/caperfcenter_console start
```

Execute the following commands to check the status of the services:

```
/etc/init.d/caperfcenter_sso status  
/etc/init.d/caperfcenter_devicemanager status  
/etc/init.d/caperfcenter_eventmanager status  
/etc/init.d/caperfcenter_console status
```

Question: How do I start, stop, or check the status of the Data Aggregator services?

Answer: Execute the following commands to start the services:

```
/etc/init.d/dadaemon stop
```

Execute the following commands to stop the services:

```
/etc/init.d/dadaemon start
```

Execute the following commands to check the status of the services:

```
/etc/init.d/dadaemon status
```

Question: How do I start, stop, or check the status of the Data Collector services?

Answer: Execute the following commands to start the services:

```
/etc/init.d/dcmd stop
```

Execute the following commands to stop the services:

```
/etc/init.d/dcmd start
```

Execute the following commands to check the status of the services:

```
/etc/init.d/dcmd status
```

Question: How do I install device packs?

Answer: Follow these steps:

1. Download `ems_installer-<version>.zip` from CA Support site to any directory in CA Performance Center.
2. Unzip, execute `java -jar ems-installer-bin.jar`, and follow the instructions.

Question: Is it mandatory to install all components (Engine, Certification, and Views) of a device pack?

Answer: Yes.

Question: Is it mandatory to run a device pack from CA Performance Center?

Answer: Yes. Otherwise, you cannot see any reports for the device pack.

Question: Why are the Engine files not copied to Data Collector during the installation?

Answer: The Engine files are not copied to Data Collector in the following scenarios:

- Port 8681 on Data Collector is not accessible from CA Performance Center using HTTP.
- Data Collector is not running.
- Data Collector is busy to respond.

Question: If the installer cannot copy the Cert or Engine files or cannot deploy views to Data Collector or Data Aggregator, what corrective steps can I take?

Answer: If Data Collector and Data Aggregator are not running, start their services and rerun the installer. If Data Collector and Data Aggregator are running, manually copy the Cert or Engine files and manually deploy views.

Follow these steps:

1. Copy the certification jar file of the target device pack from
<ems-Installer-directory>/devicepacks/<DevicePackName>/certification to
<DA_INSTALL_DIRECTORY>/apache-karaf-2.3.0/deploy

Where <DA_INSTALL_DIRECTORY> is the Data Aggregator installation directory.
2. Copy the engine jar file of the target device pack from
<ems-Installer-directory>/devicepacks/<DevicePackName>/engine to
<DC_INSTALL_DIRECTORY>/apache-karaf-2.3.0/deploy

Where <DC_INSTALL_DIRECTORY> is the Data Collector installation directory.
3. Execute the following command to deploy the views of the target device pack as you cannot copy the views:

./<PerformanceCenterBaseDir>/Tools/bin/npcshell.sh dbmigrate -package
<DevicePackPackageName> -path
<ems-Installer-directory>/devicepacks/<DevicePackName>/view

Important! The information provided for "-package" must be the same as that in
<ems-Installer-directory>/devicepacks/<DevicePackName>/view/manifest.xml

Question: What is the next step after I install a device pack?

Answer: Create the EMS Integration profile.

Follow these steps:

1. Log in to CA Performance Center.

2. Navigate to Admin and select Data Aggregator.
3. Click Monitoring Configurations, EMS Integration Profiles.
4. Create a profile for the installed device pack.
5. Click New, select Data Collector from the drop-down list, provide values to the device pack parameters, and save.

Your device pack is now running and polling data.

Question: How can I check the device pack parameters and their values?

Answer: After you install a device pack, see the DPInfo_<DevicePack>.txt file in the <PC_INSTALL_DIR>/DevicePacks directory, where <PC_INSTALL_DIR> is the CA Performance Center installation directory. This file contains the variables, expected values, and all metric families and metrics collected by the device pack.

Question: How to edit the values in EMS Integration Profile?

Answer: If you are using CA Mediation Manager for Infrastructure Management 2.3.2, Release 2.2.5, select an EMS integration profile, click Edit, and update the information in the Add EMS Discovery Profile dialog to edit the EMS Integration profile information.

For earlier versions of CA Mediation Manager for Infrastructure Management prior to 2.3.2, send a REST Web Service request to edit these parameters. For more information about how to send the REST request to update parameters, see <http://<DA>:8581/rest/emsexternalvariables/documentation>.

Question: Where can I get the log files from the device pack?

Answer: Check the following locations on Data Aggregator:

- DA_INSTALL_DIR/apache-karaf-2.3.0/data/log/karaf.log
- DA_INSTALL_DIR/apache-karaf-2.3.0/data/log/ems.log

Where <DA_INSTALL_DIRECTORY> is the Data Aggregator installation directory.

Check the following locations on Data Collector:

- DC_INSTALL_DIR/apache-karaf-2.3.0/data/log/karaf.log
- DC_INSTALL_DIR/apache-karaf-2.3.0/data/log/ems.log

Where <DC_INSTALL_DIRECTORY> is the Data Collector installation directory.

Question: How can I confirm that a device pack is polling?

Answer: You can use either of the following methods to confirm if the generated device pack is polling:

- Check for any error messages in DC_INSTALL_DIR/apache-karaf-2.3.0/data/log/ems.log.
- Click History in EMS Integration Profile UI to view the collected data.

Question: I configured EMS Integration Profile. But, still several views on the dashboard are empty and a message "No Data to Display" is displayed. Why?

Answer: A graph or table view on a dashboard can show "No Data to Display" for one of the following reasons:

- The data source for the view has not been installed or has not been registered.

Each view receives data from a single data source. Some view containers appear on dashboards even if the corresponding data source is not registered. They are always empty until the data source is registered.

You can change display settings so that such views are never displayed in dashboards. For more information, see [View Suppression](#).

Tip: You can often determine which data source is associated with the view by clicking the ? button on the view.

- The data source is registered, but it has been temporarily disabled.

A disabled data source is not polled for data. An administrator can edit the data source to enable it. For more information, see [Register a Data Source](#).

- The view type requires editing before data can be displayed.

Some types of view do not have default settings. For example, multiviews and multitrend views require customization before they display any data.

- No data is available for the selected time range. To test this theory, select a different time range.
- Not enough time has transpired since polling started on the devices that are selected for reporting.
- If the polling interval is fairly long, the first data point can take a little longer to appear. The polling rates are set in the data sources.
- A service is not running.

If the device manager service is not running, you are likely to see the message. Instructions for checking the status of a CA Performance Center daemon are provided in the [Installation Guide](#).

- The current group does not contain items of the required type for this view.

The group of items whose data is reported on the dashboard is shown above the Time Period selector. Check the view: is this Server report trying to show data from a group of routers?

- The group is new or has recently been changed.

Check group membership. A group rule might be misconfigured.

If your user account has the required role right, edit the view to select another group context. Or click the Group Filter link above the Time Period selector and select another group context for the dashboard.

- The user account of the logged-in user does not have permission to view monitored items that have reported data.

- The data source has not properly synchronized with CA Performance Center.
- Components were not discovered, or managed item discovery failed.

This problem is data source-specific, so consult the online Help for the data source. For a Data Aggregator data source, you can check inventory discovery history. On the Discovery Profiles List page, select the Discovery profile that you created for the initial discovery and click the History button.

- Metric families were not configured or enabled.

A Data Aggregator data source automatically applies predefined (factory) monitoring profiles to the predefined collections, such as the All Routers collection. However, custom groups and custom collections are subject to misconfigured custom monitoring profiles.

- The database query timed out. Network connectivity issues between the CA Performance Center server and the data source can cause this problem.