CA Workload Automation Agent for PeopleSoft

Implementation Guide
r11.3, Second Edition

CA Technologies Product References

This document references the following CA Technologies products:

- CA Process Automation
- CA Workload Automation AE
- CA Workload Automation Agent for Application Services (CA WA Agent for Application Services)
- CA Workload Automation Agent for Databases (CA WA Agent for Databases)
- CA Workload Automation Agent for i5/OS (CA WA Agent for i5/OS)
- CA Workload Automation Agent for Informatica (CA WA Agent for Informatica)
- CA Workload Automation Agent for Linux (CA WA Agent for Linux)
- CA Workload Automation Agent for Micro Focus (CA WA Agent for Micro Focus)
- CA Workload Automation Agent for Microsoft SQL Server (CA WA Agent for Microsoft SQL Server)
- CA Workload Automation Agent for Oracle E-Business Suite (CA WA Agent for Oracle E-Business Suite)
- CA Workload Automation Agent for PeopleSoft (CA WA Agent for PeopleSoft)
- CA Workload Automation Agent for Remote Execution (CA WA Agent for Remote Execution)
- CA Workload Automation Agent for SAP (CA WA Agent for SAP)
- CA Workload Automation Agent for UNIX (CA WA Agent for UNIX)
- CA Workload Automation Agent for Web Services (CA WA Agent for Web Services)
- CA Workload Automation Agent for Windows (CA WA Agent for Windows)
- CA Workload Automation CA 7 Edition
- CA Workload Automation DE
- CA Workload Automation Desktop Client (CA WA Desktop Client)
- CA Workload Automation ESP Edition
- CA Workload Control Center

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- Online and telephone contact information for technical assistance and customer services

- Information about user communities and forums

- Product and documentation downloads

- CA Support policies and guidelines

- Other helpful resources appropriate for your product

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Chapter 1: Introduction

This section contains the following topics:

Intended Audience

This document is for system administrators who are responsible for upgrading, installing, and configuring agents.

You require knowledge of the operating system where the agent is installed and any third-party products or software technology that the agent uses.

Notes:

- The term *Windows* refers to any Microsoft Windows operating system supported by the agent.

- The UNIX instructions in this document also apply to Linux systems unless otherwise noted.

Agents and Agent Plug-ins

Agents are the key integration components of CA Technologies workload automation products. Agents let you automate, monitor, and manage workload on all major platforms, applications, and databases. To run workload on a particular system, you install an agent on that system. If your workload must run on a UNIX computer, for example, you can install and configure the CA WA Agent for UNIX. The agent can run UNIX scripts, execute UNIX commands, transfer files using FTP, monitor file activity on the agent computer, and perform many other tasks.

You can extend the functionality of the agent by installing one or more agent plug-ins in the agent installation directory. If you have a relational database such as Oracle, you can install a database agent plug-in to query and monitor the database. Other agent plug-ins are also available. For more information about agent plug-ins, see the *Implementation Guide* for the appropriate agent plug-in.

Note: The agent plug-ins are only available for UNIX, Linux, and Windows operating environments.

Example: Workload with Different Types of Jobs

The following workload contains z/OS jobs, a UNIX job, an SAP job, and a Windows job, running on different computers, in different locations, and at different times:
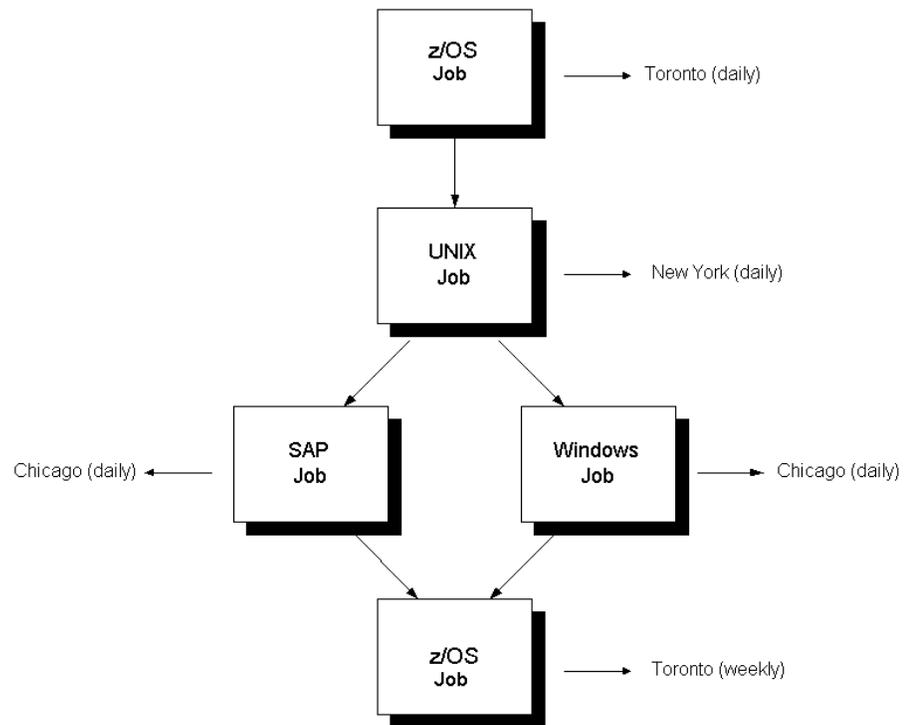
CA WA Agent for PeopleSoft

The CA WA Agent for PeopleSoft lets a user perform the following tasks:

- Execute PeopleSoft programs
- Monitor the status of executed PeopleSoft programs
- Report program execution status
- Cancel the execution of PeopleSoft programs
- Delete PeopleSoft jobs
- Retrieve PeopleSoft spool files and trace files

The following diagram shows the functional relationship between the scheduling manager, the PeopleSoft Agent plug-in, and the PeopleSoft system.
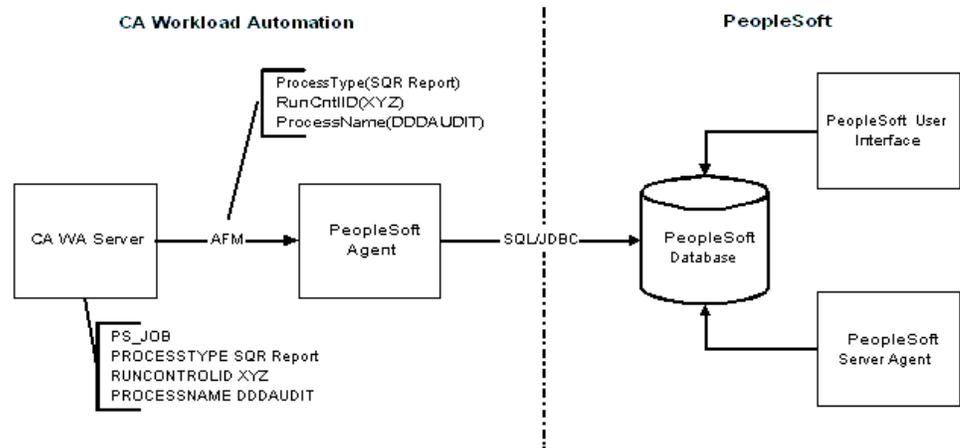
Job Types Supported by CA WA Agent for PeopleSoft

With the CA WA Agent for PeopleSoft, you can define and run the following job:

PeopleSoft

Lets you run different types of PeopleSoft processes defined in your PeopleSoft system. Each process runs a PeopleSoft program or a collection of programs.

Chapter 2: Implementation Checklist

This section contains the following topics:

How to Install and Configure the PeopleSoft Agent Plug-in

CA WA Agent for PeopleSoft is an agent plug-in that installs into the CA WA Agent for UNIX, Linux, or Windows installation directory.

Note: Before you install the agent plug-in, install and configure the agent.

To install and configure the agent plug-in, follow these steps:

1. Review the system requirements in the *CA Workload Automation Agent for PeopleSoft Release Notes*.

2. Collect your PeopleSoft information (see page 11).

3. Decide whether to create an alias (see page 12).

4. Review the agent plug-in installation options (see page 15).

5. Install the agent plug-in (see page 17).

6. Configure the scheduling manager to work with the agent plug-in (see page 21).

7. (Optional) Run a verification test (see page 22).

8. (Optional) Configure the agent plug-in.

Collecting Your PeopleSoft Information

During the agent plug-in installation, you are prompted for information about your PeopleSoft system. Speak to your PeopleSoft administrator and collect the following information:

Information	Your Value
Type of database you are using with PeopleSoft (Oracle, SQL Server, or DB2)	

Information	Your Value
Address of the computer where your database is installed	
Database listener port	
System identifier (SID) for an Oracle database or database name for an SQL Server or DB2 database	
User ID and password of a user who has access to the database	
PeopleTools version	
Path to the PeopleSoft report repository directory	
PeopleSoft home directory (PS_HOME) if you are installing the agent on a different computer than PeopleSoft	

Deciding Whether to Create an Alias

You install an agent plug-in into the agent installation directory to extend the core functionality of the agent. By default, the agent plug-in operates under the same agent name that is assigned to the agent. An alias lets you create a unique agent name for an agent plug-in, which is useful for controlling agent security or for setting up clustered environments. The installation program generates the alias by adding a suffix to the agent name.

Note: If you are installing the agent plug-in to work with CA Workload Automation DE, an alias is required. Setting up an alias for use with other scheduling managers is optional.

Suppose that you have installed an agent that is named AGT10 on a Windows computer. Users who have access to that agent through their security permissions specify AGT10 as the agent name in their job definitions. Now suppose that you install an agent plug-in into the installation directory for AGT10. You can create an alias for the agent plug-in, for example, AGT10_PS. You can then restrict access to that alias to only those users that run PeopleSoft workload. Those specific users then must specify AGT10_PS as the agent name in their job definitions.

Each agent plug-in has a default alias that you can enable during installation. For example, the agent plug-in for CA WA Agent for PeopleSoft has the default alias *agentname*_PS. You can enable or change the default alias name after installation. To work, also configure the alias on the scheduling manager.

Note: To configure agent aliasing for clustered environments, see the *CA Workload Automation Agent for UNIX, Linux, or Windows Implementation Guide*.

Chapter 3: Installing the Agent Plug-in

This section contains the following topics:

CA WA Agent for PeopleSoft Installation Options

The interactive installation program prompts you for the following information:

Database type

Specifies the type of database you want to use with the agent plug-in. Select from one of the following types:

- Oracle

- SQL Server

- DB2

Database host

Specifies the address of the computer where your database is installed.

Database port

Specifies the database listener port.

Database SID (applies to Oracle)

Specifies the system identifier (SID) of the Oracle instance.

Database name (applies to DB2 and SQL Server)

Specifies the name of the database.

Default database user ID

Specifies the user who has access to the database.

Default database user password

Specifies the password corresponding to the default database user ID.

PeopleTools version

Specifies the version of your PeopleTools. The version must be a number.

Example: 8.49 (for PT 8.4.9)

Note: You can determine your version of PeopleTools by pressing CTRL+J while you are on a PIA page in an application.

Report repository path

Specifies the path to the PeopleSoft report repository directory required when the output destination type value is WEB.

Example: C:\psreports

PS_HOME path relative to Process Scheduler Server

Specifies the PeopleSoft home directory relative to the agent plug-in. Set this value only if the agent plug-in does not have access to the PS_HOME directory.

Note: If you installed the agent and the agent plug-in on the same server as the PeopleSoft Process Scheduler server, you do not have to set ps.home.

Do you want to set up the alias?

Sets whether the default alias is enabled for the agent plug-in.

Y

Enables the default alias.

N

Disables the default alias.

Default: Y

Note: The default alias for CA WA Agent for PeopleSoft is AGENTNAME_PS.

Controlling the Agent Plug-in

You control the agent plug-in using the agent where the plug-in is installed. Depending on your operating system, you have several options for starting or stopping the agent. On UNIX, issue a command to run a start or stop script. On Windows, start or stop the agent as a Windows service.

Note: For more information about starting and stopping the agent, see the *CA Workload Automation Agent for UNIX, Linux, or Windows Implementation Guide*.

Install CA WA Agent for PeopleSoft

You install the agent plug-in using an interactive program that prompts you for the required information.

Follow these steps:

Copy the ps.pak file into the agent installation directory. You can copy this file from the product CD or can download a zip file that contains the file from the CA Support Online website (http://ca.com/support).

1. Change to the agent installation directory. For example, type the following command:

   ■ On UNIX:

   ```
   cd opt/CA/WA_Agent_R11_3
   ```

   ■ On Windows:

   ```
   cd C:\Program Files\CA\WA Agent R11.3
   ```

2. Stop the agent using one of the following commands:

   ■ On UNIX:

   ```
   ./cybAgent -s
   ```

   ■ On Windows:

   ```
   cybAgent -s
   ```

3. Start the installation program using one of the following commands:

   ■ On UNIX:

   ```
   ./PluginInstaller ps.pak install_dir
   ```

   ■ On Windows:

   ```
   PluginInstaller ps.pak install_dir
   ```

   install_dir

   Specifies the agent installation directory.

4. Enter the information the installation program prompts you for.

   The installation program displays a message and closes automatically upon a successful installation.

5. Start the agent using one of the following commands:

   ■ On UNIX:

     ```
     ./cybAgent &
     ```

   ■ On Windows:

     ```
     cybAgent -a
     ```

   The agent starts.

Note: The installation program backs up all modified and replaced files. The backup files are compressed into a file that is named backup_timestamp.zip, which is located in the backups subdirectory of the agent installation directory. You can use Winzip or other similar utilities to open the backup file. A backup copy of the agentparm.txt file is stored in the zip file.

How to Remove the Agent Plug-in

You can remove an agent plug-in when you no longer require it.

To remove the agent plug-in, follow these steps:

1. Disable the agent plug-in (see page 18).

2. (Optional) Remove the agent plug-in from the scheduling manager (see page 19).

Disable CA WA Agent for PeopleSoft

Use this procedure when you want to remove CA WA Agent for PeopleSoft from your system.

Follow these steps:

1. Verify that all workload is complete.

2. Stop the agent.

3. Open the agentparm.txt file that is located in the agent installation directory.

4. Comment out the plugins.start_internal_*n* parameter, and renumber any subsequent plugins.start_internal_*n* parameters.

   Note: Renumber all other agent plug-ins that are assigned a greater number than the agent plug-in you are uninstalling.

5. Comment out the communication.alias parameter if you created an alias during the agent plug-in installation.

   Note: Renumber any subsequent communication.alias_*n* parameters.

6. Save and close the agentparm.txt file.

7. Remove the ps.jar file from the JARs subdirectory of the agent installation directory.

8. Start the agent.

Example: Renumber the plugins.start_internal_*n* Parameter

Suppose that you have the following agent plug-ins set in the agentparm.txt file:

```
plugins.start_internal_1=runner
plugins.start_internal_2=ps
plugins.start_internal_3=ftp
plugins.start_internal_4=microfocus
```

To disable the agent plug-in for CA WA Agent for PeopleSoft, you would modify the agentparm.txt file as follows:

```
plugins.start_internal_1=runner
#plugins.start_internal_2=ps
plugins.start_internal_2=ftp
plugins.start_internal_3=microfocus
```

Example: Renumber the communication.alias_*n* Parameter

Suppose that you have two alias agent plug-ins. The agentparm.txt file has the following parameters:

```
communication.alias_1=AGENTNAME_PS
communication.alias_2=AGENTNAME_MF
```

To disable the agent plug-in for CA WA Agent for PeopleSoft, modify the agentparm.txt file as follows:

```
#communication.alias_1=AGENTNAME_PS
communication.alias_1=AGENTNAME_MF
```

Remove the Agent Plug-in from the Scheduling Manager

In addition to disabling the agent plug-in, you can remove it from the configuration on the scheduling manager.

Note: For detailed instructions to remove the agent from the scheduling manager, see the documentation for your scheduling manager.

Chapter 4: Your Scheduling Manager and the Agent Plug-in

This section contains the following topics:

Configuring the Scheduling Manager to Work with the Agent Plug-in

If you have defined the following items for the agent plug-in, configure the items on the scheduling manager:

- An alias

- A user

For detailed configuration instructions, see the documentation for your scheduling manager.

Running a Verification Test

For your verification test, you define a PeopleSoft job. To define the job, you require the following information:

Agent name

Specifies the name of your agent or the alias for the agent plug-in if you created an alias.

PeopleSoft process name

Specifies the PeopleSoft process to run. PeopleSoft stores the list of process names in the PS_PRCSDEFN table.

PeopleSoft process type

Specifies the PeopleSoft process type corresponding to the process you want to run. PeopleSoft stores the list of process types in the PS_PRCSTYPDEFN table.

Run control ID

Identifies a set of PeopleSoft run parameters for a given PeopleSoft process.

PeopleSoft operator ID

Specifies the PeopleSoft operator ID under whose authority the report runs.

For more information about defining a PeopleSoft job, see the documentation for your scheduling manager.

Chapter 5: Configuring the Agent Plug-in

This section contains the following topics:

How to Configure Agent Parameters

You configure agent parameters by editing the agentparm.txt file, which is located in the agent installation directory. When you install the agent, the installation program adds frequently configured agent parameters to the file. Other agent parameters exist, which you must manually add to the agentparm.txt file to configure the agent. For any configuration changes to take effect, always stop and restart the agent. For some agent parameters, such as the agent name and communication parameters, also configure the parameters on the scheduling manager.

To configure agent parameters, do the following steps:

1. Configure agent parameters on the agent (see page 23).

2. Configure agent parameters on the scheduling manager (see page 24).

Configure Agent Parameters on the Agent

Configure agent parameters on CA WA Agent for UNIX, Linux, or Windows using the following procedure.

Follow these steps:

1. Change to the agent installation directory.

2. Stop the agent using one of the following commands:

   ■ On UNIX:

   ```
   ./cybAgent -s
   ```

   ■ On Windows:

   ```
   cybAgent -s
   ```

3. Open the agentparm.txt file that is located in the agent installation directory.

4. Make the required changes to the agent parameters.

5. Save and close the agentparm.txt file.

6. Start the agent using one of the following commands:

    ■   On UNIX:

        ```
        ./cybAgent &
        ```

    ■   On Windows:

        ```
        cybAgent -a
        ```

Configure Agent Parameters on the Scheduling Manager

When you change an agent parameter in the agentparm.txt file that is also defined on the scheduling manager, such as the agent name, configure the agent parameter on the scheduling manager.

Note: For detailed instructions to configure agent parameters on the scheduling manager, see the documentation for your scheduling manager.

PeopleSoft Agent Plug-in Parameters in the agentparm.txt File

You can configure the following parameters in the agentparm.txt file. The file is located in the agent installation directory. You can open the agentparm.txt file in any standard text editor.

communication.alias_*n*

Defines the alias name for the agent. The *n* suffix increments sequentially for each alias agent.

Note: To enable an alias on the agent, verify that the comment character (#) is removed from the parameter line.

Default: AGENTNAME_PS

plugins.start_internal_*n*

Specifies the agent plug-in to start by the core Java agent.

n

Denotes an integer that is assigned to the agent plug-in, starting at 1. The *n* suffix must increase sequentially for each agent plug-in.

Default: ps

ps.db.accessId

Sets the user ID that the agent plug-in uses to connect to the PeopleSoft database.

Example: sysadm

ps.db.accessPassword

Sets the encrypted password that the agent plug-in uses to connect to the PeopleSoft database.

Example: 7379736164D

ps.db.typeName

Sets the database type to one of the following databases:

- ORACLE
- MICROSFT
- DB2

ps.db.typeNr

Sets the database type number as follows:

- 1—DB2
- 2—Oracle
- 7—Microsoft

ps.db.url

Specifies the JDBC connection string (URL) for the database. The URL format for each database is as follows:

- IBM DB2 database:

  `jdbc:db2://host:port/dbname`

  Example: jdbc:db2://sapent:50000/SAMPLE

- Oracle database:

  `jdbc:oracle:thin:@host:port:dbname`

  Example: jdbc:oracle:thin:@gemini:1527:cyb

- Oracle Real Application Clusters (RAC)

  Example: jdbc:oracle:thin:@(DESCRIPTION=(LOAD_BALANCE=on) (ADDRESS=(PROTOCOL=TCP)(HOST=host1) (PORT=1521))

  (ADDRESS=(PROTOCOL=TCP)(HOST=host2) (PORT=1521)) (CONNECT_DATA=(SERVICE_NAME=service)))

- Microsoft SQL Server database:

  `jdbc:sqlserver://host:port;DatabaseName=dbname`

  Example: jdbc:sqlserver://qatest04:1433;DatabaseName=JAT50

Note: The agent only works with one PeopleSoft database instance. To change the URL, update this parameter in the agentparm.txt file. You cannot override the ps.db.url parameter in the job definition.

ps.default.oprId

Sets the default operator ID under whose authority the PeopleSoft reports run. The agent plug-in validates this operator ID against the corresponding value in the PeopleSoft database. The ps.default.oprPassword parameter specifies the password that is related to this ID. You can specify an operator ID in a job definition to override the default value.

Example: VP1

ps.default.oprPassword

Sets the encrypted password for the default operator ID specified in the ps.default.oprId parameter.

Example: 6343B940CFCBC53E

ps.default.outDestFormat

Sets the default output destination format. For a list of output destination formats, see the PSXLATITEM table in the PeopleSoft database. You can specify an output destination format in a job definition to override the default value.

Example: PDF

ps.default.outDestType

Sets the default output destination type. For a list of output destination types, see the PSXLATITEM table in the PeopleSoft database. You can specify an output destination type in a job definition to override the default value.

Example: FILE

ps.default.printer

Sets the default value for the printer and includes the complete path and name of the printer.

Default: lpt

ps.default.runCntlId

Sets the default value for the run control ID that identifies a set of run parameters for a given PeopleSoft process. You can specify a run control ID in a job definition to override the default value.

Example: PS_ALL

ps.default.serverName

Sets the default value for the name of the target server executing the PeopleSoft job. You can leave this parameter undefined. The PeopleSoft scheduler determines where to run the job. You can specify a server name in a job definition to override the default value.

Example: PSNT

ps.home

Specifies the PeopleSoft home directory relative to the agent plug-in. Set this value only if the agent plug-in does not have access to the PS_HOME directory.

Note: If you installed the agent and the agent plug-in on the same server as the PeopleSoft Process Scheduler server, you do not have to set ps.home.

ps.jobmonitor.pollinginterval

Sets the PeopleSoft job monitor polling interval in milliseconds.

Default: 10000 milliseconds (10 seconds).

ps.noCreateRunCntl

Overrides the default agent plug-in behavior of creating run control IDs if they do not exist, as follows:

true

Indicates that the agent plug-in does not create run control IDs. If the run control ID specified in the job definition does not exist, the job fails.

false

Indicates that the agent plug-in tries to create a run control ID if the run control ID specified in the job definition does not exist.

Default: false

ps.reportRepositoryPath

Specifies the path to the PeopleSoft report repository directory required when the output destination type value is WEB.

Example: C:\psreports

ps.runIndependent

Do not change this value. This parameter resolves conflicts with retrieving the spool file.

ps.skipOprPswdValidation

Overrides the default agent plug-in behavior of skipping the validation of the operator ID password, as follows:

true

Lets you submit a PeopleSoft process request without a valid password for the corresponding operator ID.

false

Requires you to have a valid password for the corresponding operator ID.

Default: false

ps.unquoteBindVar.*Process Type*

Sets how the agent plug-in handles quotation marks for bind variables for a specified Process Type, as follows:

custom

Lets you specify the Process Names for the bind variables that should be unquoted.

false

Sets bind variables in quotation marks for a specified Process Type.

true

Does not set bind variables in quotation marks for a specified Process Type. For example, if you specify ps.unquoteBindVar.Informatica, the resolved bind variables are not quoted for the Informatica process type.

Default: false

Process_Type

Specifies the name of the process. If there is a space in the Process Type, use an underscore instead of a space.

Examples: ps.unquoteBindVar.Informatica, ps.unquoteBindVar.Application_Engine

ps.version

Specifies the version of your PeopleTools. The version must be a number.

Example: 8.49 (for PT 8.4.9)

Note: You can determine your version of PeopleTools by pressing CTRL+J while you are on a PIA page in an application.

PS_HOME

Sets the home directory for the PeopleSoft application relative to the PeopleSoft Process Scheduler server.

Example: c:/appl/PeopleSoft/PT8.40

How to Set Up an Alias for the Agent Plug-in

During the agent plug-in installation, you are prompted to create a default alias, which you can change after installation. If you enable an alias on the agent plug-in, also configure the alias on the scheduling manager.

To set up an alias for the agent plug-in, follow these steps:

1. Create an alias for the agent plug-in (see page 30).

2. Configure the alias on the scheduling manager (see page 30).

Create an Alias for the Agent Plug-in

An alias lets you create a unique agent name for an agent plug-in. Each agent plug-in has a default alias, which you can enable or change.

To create an alias for the agent, configure the following parameter on the agent:

communication.alias_*n*

Defines the alias name for the agent. The *n* suffix increments sequentially for each alias agent.

Note: To enable an alias on the agent, verify that the comment character (#) is removed from the parameter line.

Configuring an Alias on the Scheduling Manager

When you create an alias for an agent plug-in, also configure the alias on the scheduling manager. Define the alias on the scheduling manager with the same address, port number, and encryption key as the agent where the agent plug-in is installed.

Note: For detailed instructions to configure an alias on the scheduling manager, see the documentation for your scheduling manager.

Unquote Bind Variables

You can override the default agent plug-in behavior of quoting resolved bind variables. For most Process Types, bind variables should be quoted. One known exception is the Process Type of Informatica. To unquote bind variables, configure the following parameter on the agent:

ps.unquoteBindVar.*Process_Type*

Sets how the agent plug-in handles quotation marks for bind variables for a specified Process Type, as follows:

custom

Lets you specify the Process Names for the bind variables that should be unquoted.

false

Sets bind variables in quotation marks for a specified Process Type.

true

Does not set bind variables in quotation marks for a specified Process Type. For example, if you specify ps.unquoteBindVar.Informatica, the resolved bind variables are not quoted for the Informatica process type.

Default: false

Process_Type

Specifies the name of the process. If there is a space in the Process Type, use an underscore instead of a space.

Examples: ps.unquoteBindVar.Informatica, ps.unquoteBindVar.Application_Engine

Example: Unquote Bind Variables for a Process

The following example unquotes bind variables only for the Process Name OMC3220-:

```
ps.unquoteBindVar.Crystal=custom
ps.unquoteBindVar.Crystal.OMC3220-=true
```

Restricting Access to the PeopleSoft Database

You can restrict access to the PeopleSoft database by granting privileges to the user ID the agent plug-in uses to connect to the database. Grant UPDATE, INSERT, and SELECT privileges to this user and specify the user ID in the ps.db.accessId parameter.

The agent plug-in requires UPDATE and INSERT access to the following PeopleSoft database tables:

- PS_CDM_AUTH
- PS_PRCSRQSTDIST
- PS_CDM_LIST
- PSPRCSRQSTTEXT
- PSPRCSPARMS
- PSPRCSQUE
- PSPRCSRQST
- PS_PRCSSYSTEM
- PS_PRCSRUNCNTL
- PS_PRCSSEQUENCE (in PeopleTools 8.4 and higher)
- PS_PRCSSYSTEM (in PeopleTools lower than 8.4)

The agent plug-in requires SELECT access to Process Scheduler database tables. We recommend that you allow SELECT access to all tables prefixed by PS or PS_.

Default Values for PeopleSoft Jobs

You can set default values for PeopleSoft jobs by configuring the corresponding parameters in the agentparm.txt file. Setting defaults can save time and can prevent job definition errors for details that are common to all your jobs. Specify these details in a job definition only when you want to override the default parameters.

You can set default values for the following PeopleSoft job details:

- run control ID

- operator ID and password

- output destination format for a PeopleSoft report

- output destination type for a PeopleSoft report

To set default values for PeopleSoft jobs, configure any of the following parameters on the agent:

- ps.default.runCntlId

- ps.default.oprId

- ps.default.oprPassword

- ps.default.outDestFormat

- ps.default.outDestType

Notes:

- Remove the comment syntax (#) from the parameter.

- Encrypt the password that you set for the ps.default.oprPassword parameter.

Encrypt the Password

To encrypt a password, run the password utility that is provided with the agent.

Follow these steps:

1. Change to the agent installation directory.

2. Run the password utility using the following command:

   - On UNIX:

     `password`

   - On Windows:

     `password.bat`

3. Enter your password when prompted.

   The program responds with your encrypted password.

4. Copy the encrypted string.

Change the Default Database User ID and Password

The agent plug-in installation program prompts you for a default database user ID and password. You can change the default database user ID and password after the installation.

To change the default database user and password, configure the following parameters on the agent:

ps.db.accessId

Sets the user ID that the agent plug-in uses to connect to the PeopleSoft database.

Example: sysadm

ps.db.accessPassword

Sets the encrypted password that the agent plug-in uses to connect to the PeopleSoft database.

Example: 7379736164D

Note: The password must be encrypted.

Configure Access to PeopleSoft Log and Trace Files

You can configure the agent plug-in to access PeopleSoft log and trace files.

Follow these steps:

1. Stop the agent.

2. Open the agentparm.txt file that is located in the agent installation directory.

3. Specify values for the following parameters:

   ps.reportRepositoryPath

   Specifies the path to the PeopleSoft report repository directory required when the output destination type value is WEB.

   Example: C:\psreports

   PS_HOME

   Sets the home directory for the PeopleSoft application relative to the PeopleSoft Process Scheduler server.

   Example: c:/appl/PeopleSoft/PT8.40

4. Remove the comment character (#) and set a value for the following parameter *only* if the agent plug-in does not have access to the PS_HOME directory:

   ps.home

   Specifies the PeopleSoft home directory relative to the agent plug-in. If you installed the agent and the agent plug-in on the same server as the PeopleSoft Process Scheduler server, you do not have to set ps.home.

   Example: \\host\pt8.40

   Note: \\host\pt8.40 is a UNC path pointing to PeopleSoft home on the PeopleSoft Process Scheduler server. In this example, the agent runs from a domain user account that has access to the UNC path. For more information about running the agent from a user account, see the *CA Workload Automation Agent for UNIX, Linux, or Windows Implementation Guide*.

5. Save and close the agentparm.txt file.

6. Start the agent.

   The agent starts, and access to log and trace files is configured.

Note: The user accessing the log and trace files requires read access to the directory where they are stored.

Configure the Windows Service Logon as a Local User Account

By default, the agent service is configured to log in as a System account. Although not recommended, you can also run the agent from a local user account.

You can configure the password for the specified user account to match the current password for that user.

Follow these steps:

1. Stop the agent.

2. Open the Windows Control Panel.

3. Open the Administrative Tools.

4. Double-click Services.

5. Stop the agent service if it is running.

   For example, right-click the CA Workload Automation Agent 11.3 service and select Stop.

6. Double-click the agent service name to open the properties dialog for the agent service.

7. Click the Log On tab.

8. Select This account.

9. Specify the local user and password in the required fields.

10. Click OK.

11. Close all Windows dialogs and start the agent.

    The agent service is configured for your local user account.

Chapter 6: Troubleshooting the Agent Plug-in

This section contains the following topics:

PeopleSoft-related Log Files

The following PeopleSoft-related log files are located in a log directory within the System Agent installation directory:

peoplesoft.log

Logs job processing activity, errors, and exceptions.

ps_backup.log

Logs activity that is related to persistence.

When you encounter a problem processing PeopleSoft jobs, the relevant messages are contained in the following log files:

- receiver.log

- peoplesoft.log

- transmitter.log

Note: For more information about agent logs, see the *CA Workload Automation Agent for UNIX, Linux, or Windows Implementation Guide*.

Failed to Connect to PeopleSoft Database

Valid on UNIX, Linux, and Windows

Symptom:

When I start the agent, it fails to connect to PeopleSoft. The following error message appears in the peoplesoft.log:

cybermation.plugins.ps.PsConfigException: Failed to connect to PS DB

Solution:

The PeopleSoft database connection parameters are not set correctly.

Follow these steps:

1. Stop the agent.

2. Open the agentparm.txt file.

3. Review the following parameters and make corrections as required:

    ■   ps.db.accessId

    ■   ps.db.accessPassword

    ■   ps.db.url

4. Save your changes.

5. Start the agent.

Validating the Operator ID

The agent checks whether a user is authorized to run a request. If the operator ID is invalid or unauthorized, you receive the following type of error message:

```
PS OprId=user not valid or not authorized for PRCSTYPE=type AND PRCSNAME=name
```

To validate the operator ID, use the following SQL query:

```
select OPRID from PSOPRDEFN where OPRID = 'oprid'
```

oprid

> Specifies the operator ID to validate. Enclose the operator ID in single quotation marks.

Template Tables and Modifications

To generate a list of command-line arguments, PeopleSoft uses two tables:

PS_PRCSTYPEDEFN

Stores the template for a particular Process Type.

PS_PRCSDEFN

Stores template modifications for a particular Process Name.

Obtain Template Modifications for Most Process Types

To retrieve template modifications for the parmlist, use the following SQL statement:

```
select PARMLIST, PARMLISTTYPE
from PS_PRCSDEFN
where PRCSNAME='process_name'and PRCSTYPE='process_type'
```

PARMLISTTYPE usually indicates that PS_PRCSDEFN.PARMLIST should be added to the end of PS_PRCSTYPEDEFN.PARMLIST.

The appended arguments are usually constants or bind variables.

Chapter 7: Related Documentation

Documentation for the agent and scheduling managers is available in HTML and PDF format at http://ca.com/support.

Note: To view PDF files, download and install the Adobe Reader from the Adobe website if it is not already installed on your computer.

This section contains the following topics:

CA Workload Automation AE Documentation

To work with the agent and CA Workload Automation AE, see the following documentation:

Task	Documentation
Configure the scheduling manager to work with the agent	*CA Workload Automation AE UNIX Implementation Guide*
	CA Workload Automation AE Windows Implementation Guide
Define, monitor, and control jobs	*CA Workload Automation AE Reference Guide*
	CA Workload Automation AE User Guide
	CA Workload Control Center Workload Scheduling Guide

CA Workload Automation DE Documentation

To work with the agent and CA Workload Automation DE, see the following documentation:

Task	Documentation
Configure the scheduling manager to work with the agent	*CA Workload Automation DE Admin Perspective Help*
Define jobs	*CA Workload Automation DE Define Perspective Help*
Monitor and control jobs	*CA Workload Automation DE Monitor Perspective Help*

Note: The online help is available in HTML and PDF formats.

CA Workload Automation ESP Edition Documentation

To work with the agent and CA Workload Automation ESP Edition, refer to the following documentation:

Task	Documentation
Configure the agent to work with the scheduling manager	*CA Workload Automation ESP Edition Installation and Configuration Guide*
Define jobs	*ESP Business Agent for PeopleSoft Guide to Scheduling Workload*
Monitor and control jobs	*CA Workload Automation Agent for UNIX, Linux, or Windows Guide to Scheduling Workload*
	CA Workload Automation ESP Edition Operator's Guide

CA Workload Automation CA 7 Edition Documentation

To work with the agent and CA Workload Automation CA 7 Edition, see the following documentation:

Task	Documentation
Configure the scheduling manager to work with the agent	*CA Integrated Agent Services Implementation Guide*
	CA Workload Automation CA 7 Edition Interface Reference Guide
	CA Workload Automation CA 7 Edition Systems Programming Guide
Define, monitor, and control jobs	*CA Integrated Agent Services User Guide*
	CA Workload Automation CA 7 Edition Interface Reference Guide
	CA Workload Automation CA 7 Edition Database Maintenance Guide
	CA Workload Automation CA 7 Edition Command Reference Guide

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