Oracle® Enterprise Manager

Configuration for Oracle Collaboration Suite

10*g* Release 2 (10.2)

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Oracle Enterprise Manager Configuration for Oracle Collaboration Suite, 10*g* Release 2 (10.2)

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Preface

This manual describes how to configure Oracle Enterprise Manager Grid Control 10*g* Release 2 (10.2) to manage Oracle Collaboration Suite 10*g* Release 1 (10.1) and Oracle Collaboration Suite Release 2 (9.0.4).

The chapters in Part I, "Configuring Collaboration Suite 10g Release 1 Targets" of this manual describe how to configure Grid Control 10.2 to manage Oracle Collaboration Suite 10*g* Release 1 components.

The chapters in Part II, "Configuring Collaboration Suite Release 2 Targets" of this manual describe how to configure Grid Control 10.2 to manage Oracle Collaboration Suite Release 2 components.

Note that later versions of this and other Enterprise Manager books may be available on the Oracle Technology Network:

http://www.oracle.com/technology/documentation/oem.html

Audience

This manual is intended for Grid Control 10.2 users who want to manage Oracle Collaboration Suite components with Grid Control.

Documentation Accessibility

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Related Documents

For more information, see the following related documentation:

- Oracle Collaboration Suite 10*g* Release 1 Documentation at:

  http://www.oracle.com/technology/documentation/collab10g.html

- Oracle Collaboration Suite Release 2 Documentation at:

  http://www.oracle.com/technology/documentation/collab.html

- Oracle Enterprise Manager Documentation at:

  http://www.oracle.com/technology/documentation/oem.html

  For more information about Oracle Enterprise Manager, see these manuals in the Oracle Enterprise Manager 10*g* Release 2 documentation set:

  – *Oracle Enterprise Manager Concepts*

  – *Oracle Enterprise Manager Grid Control Quick Installation Guide*

  – *Oracle Enterprise Manager Grid Control Installation and Basic Configuration*

  – *Oracle Enterprise Manager Advanced Configuration*

  – *Oracle Enterprise Manager Policy Reference Manual*

  – *Oracle Enterprise Manager Metric Reference Manual*

  – *Oracle Enterprise Manager Extensibility*

  – *Oracle Enterprise Manager Command Line Interface*

  Oracle Enterprise Manager also provides extensive online help. Click **Help** on any Oracle Enterprise Manager page to display the online help system.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Part I

Configuring Collaboration Suite 10g Release 1 Targets

The chapters in Part 1 describe how to set up Oracle Enterprise Manager Grid Control 10*g* Release 2 (10.2) to monitor Oracle Collaboration Suite 10*g* Release 1 (10.1) targets.

Part I contains the following chapters:

- Chapter 1, "Introduction to Managing Oracle Collaboration Suite 10g Release 1"
- Chapter 2, "Managing Oracle Collaboration Suite"

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Introduction to Managing Oracle Collaboration Suite 10g Release 1

Part I of this manual provides an overview of the benefits of using Oracle Enterprise Manager Grid Control 10*g* Release 2 (10.2) to monitor Oracle Collaboration Suite 10*g* Release 1 (10.1) components. It also includes information about how to set up Grid Control 10*g* Release 2 (10.2) to monitor Oracle Collaboration Suite 10*g* Release 1 (10.1) targets.

Grid Control 10*g* Release 2 supports the following Oracle Collaboration Suite 10*g* Release 1 components:

- Oracle Calendar
- Oracle Collaboration Suite Search
- Oracle Content Services
- Oracle Discussions
- Oracle Identity Management
- Oracle Mail
- Oracle Mobile Collaboration
- Oracle Real-Time Collaboration
- Oracle Voicemail & Fax
- Oracle Web Access Client
- Oracle Workspaces

This chapter contains the following sections:

- Installing Oracle Enterprise Manager Grid Control 10g Release 2
- Benefits of Managing Oracle Collaboration Suite with Grid Control
- Configuring Collaboration Suite Services and Systems

> **Note:** For information on setting up Grid Control 10*g* Release 2 (10.2) to monitor Oracle Collaboration Suite Release 2 (9.0.4) components, see the chapters in Part II, "Configuring Collaboration Suite Release 2 Targets" of this manual.

1.1 Installing Oracle Enterprise Manager Grid Control 10g Release 2

Before you begin configuring Grid Control 10*g* Release 2 (10.2) to manage your Oracle Collaboration Suite 10*g* Release 1 components, you must install and configure Grid Control 10.2 on at least one host computer on your network.

Oracle recommends that you install the Grid Control components on their own host or hosts. For example, if the Oracle Collaboration Suite middle tier is installed on `host1.us.oracle.com`, then install and configure the Oracle Management Service and Oracle Management Repository on `host2.us.oracle.com`.

Install the Grid Control 10.2 Oracle Management Agent on every host that includes components that you want to manage with Grid Control.

See *Oracle Enterprise Manager Basic Installation and Configuration* for Oracle Enterprise Manager Grid Control 10.2 at:

`http://www.oracle.com/technology/documentation/oem.html`

1.2 Benefits of Managing Oracle Collaboration Suite with Grid Control

When you set up Grid Control 10*g* Release 2 (10.2) to monitor Oracle Collaboration Suite 10*g* Release 1 targets, Grid Control provides the following benefits:

- Visualization of your Collaboration Suite deployment

  The Enterprise Manager concepts of services and systems enable you to better visualize your Collaboration Suite deployment. Critical application functions are defined and monitored as services in Grid Control. Each Collaboration Suite component (such as Mail, Calendar, Content Services, and so on) is a service. In addition, each component is made up of a set of services.

  For example, the Mail service includes services that represent IMAP, POP, NNTP, SMTP, and the Web Mail application. By breaking down the Mail service into individual sub-services, you can monitor specific Mail functionality separately. This allows you to distinguish between all Mail services being unavailable or just the Web Mail application being inaccessible to users.

  Service availability and performance are monitored automatically by Grid Control beacons, which run service tests that simulate real user access to the service. By monitoring service availability and performance of Collaboration Suite services, you can identify and resolve user-visible problems more quickly and thus minimize the impact on users.

  Collaboration Suite services run on a Collaboration Suite system defined in Grid Control. The system includes the software infrastructure components that the Collaboration Suite services rely on. The system includes components such as databases, HTTP servers, OC4Js, and other servers (such as IMAP or Calendar servers) used by Collaboration Suite.

  The system is a collection of server targets that are grouped together in Grid Control to give you a view of the "data-center" components that comprise your Collaboration Suite.

  You can add a Collaboration Suites tab in Grid Control, then configure a Collaboration Suite service for each of your Collaboration Suite instances. You can manage all the instances from the Collaboration Suites tab. The hierarchy of services and systems that represent each Collaboration Suite instance is displayed on the Collaboration Suites tab, along with critical performance, usage, and availability data for each instance. Figure 1–1, "Collaboration Suites Tab" shows the Collaboration Suites tab.

Figure 1–1   Collaboration Suites Tab

From the Collaboration Suites tab, you can navigate to the Home page for each Collaboration Suite service, then view the relationship between the components that make up that Collaboration Suite deployment. Figure 1–2, "Collaboration Suite Service Home Page" shows the Collaboration Suite Service Home page.

Figure 1–2   Collaboration Suite Service Home Page

From the Collaboration Suite Service Home page, you can launch the Collaboration Suite Service dashboard (see Figure 1–3, "Collaboration Suite Services Dashboard") or drill down to more detailed information about the Collaboration Suite instance and components.

Figure 1–3   Collaboration Suite Services Dashboard
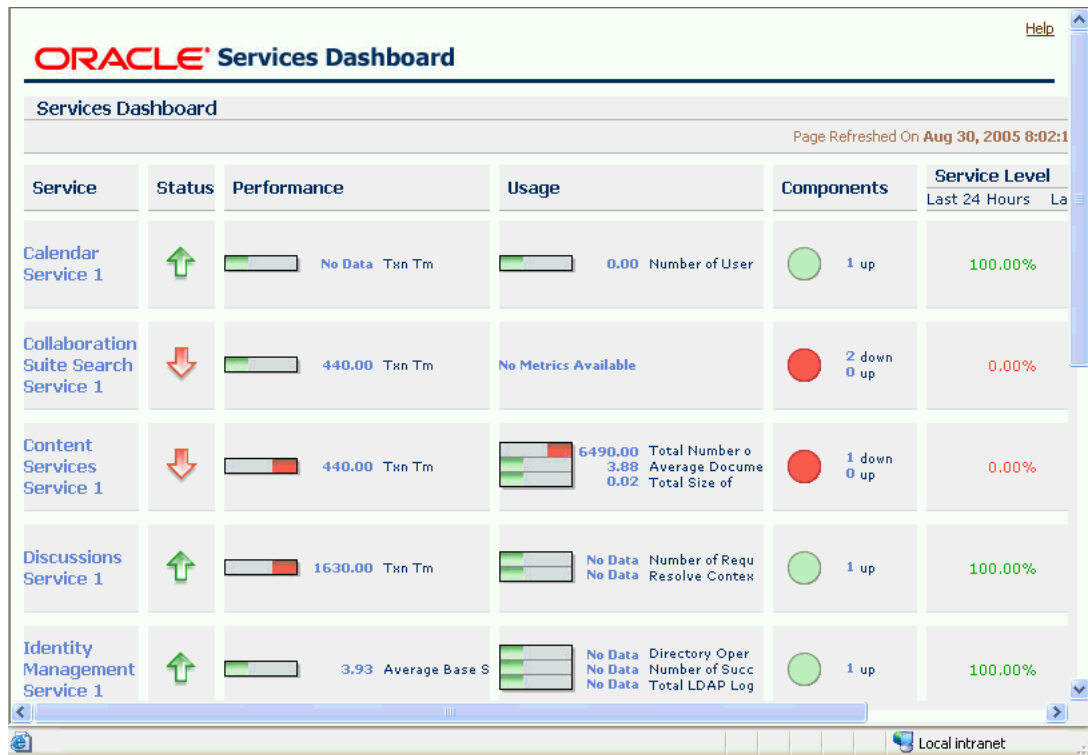
- Automated Collaboration Suite monitoring and alerts

  Grid Control automatically gathers and evaluates diagnostic information from Collaboration Suite targets distributed across your enterprise. Collaboration Suite performance metrics are automatically monitored against pre-defined thresholds, and alerts are generated when metrics exceed these thresholds.

- Collaboration Suite root cause analysis

  Individual services in Collaboration Suite are associated with the critical service and system components they rely on. This allows Grid Control to perform root cause analysis down to the system level whenever a service outage is detected. When you are configuring a Collaboration Suite service or component service in Grid Control, the UI pages give you the option of providing information about the beacons, databases, and application servers that are critical for the component. When you specify this information, Grid Control will take those beacons, databases, and application servers into account when it performs a root cause analysis for the service.

- Collecting and using Collaboration Suite client configuration data

  The Oracle Collaboration Suite extensions to the basic Client System Analyzer (CSA) application enable Collaboration Suite-specific information to be collected from Windows client machines. After CSA for Collaboration Suite collects the information, it is uploaded to the Grid Control Management Repository.

  Collaboration Suite administrators and help desk personnel assisting Collaboration Suite end users can use the collected information to identify clients that are not properly configured to use Oracle Collaboration Suite.

  After installing and configuring the Collaboration Suite enhancements to CSA, the Collaboration Suite administrator can provide users with the URL for the CSA for Collaboration Suite application. When users access the URL, they give permission

for the CSA applet to be downloaded to their Windows client machine. After it is downloaded, the applet collects Collaboration Suite-specific information on the Windows client machine.

End users who use CSA will see the summary report the applet displays after it collects the Collaboration Suite-specific data. The report identifies the area in which the Windows client does not meet Oracle Collaboration Suite requirements.

Administrators can use Grid Control to view the Collaboration Suite-specific client configuration information collected by CSA by navigating to the Collaboration Suite Server Home page, then clicking the **Client Configurations** link in the Related Topics section.

1.3 Configuring Collaboration Suite Services and Systems

This section describes how to configure Oracle Collaboration Suite services and systems. The steps described in this section are:

- Enabling the Collaboration Suites Tab

- Creating an Identity Management Service

- Creating a Collaboration Suite Service and System

> **Note:** The Oracle Management Agent for Grid Control 10*g* Release 2 (10.2) should be installed and running on the hosts that include the Oracle Collaboration Suite components that you want to manage.

1.3.1 Enabling the Collaboration Suites Tab

The Collaboration Suites tab is a subtab on the Grid Control Targets tab. After you enable the Collaboration Suites tab, you can create a Collaboration Suite service for each of your Collaboration Suite instances. Then you can manage all the instances from the Collaboration Suites tab.

To enable the Collaboration Suites tab, follow these steps:

1. In Grid Control, click **Preferences** at the top of a page.

2. On the Preferences page, click **Target Subtabs**.

3. On the Target Subtabs page, move **Collaboration Suites** to the Selected Target Subtabs box. The entry at the top of the Selected Target Subtabs box will appear on the far left of the Targets tab. The entry at the bottom will appear on the far right of the Targets tab.

4. In the Selected Subtabs box, move Collaboration Suites until it is in the position where you want the Collaboration Suites subtab to appear on the Targets tab, relative to the other subtabs.

5. Click the **Targets** tab. The Collaboration Suites tab appears in the specified position, relative to the other subtabs.

1.3.2 Creating an Identity Management Service

Each Collaboration Suite service that you create must be associated with an Identity Management service. Therefore, before you create your first Collaboration Suite service, an Identity Management service must exist or you must create one.

The tasks described in this section are:

- [Specifying Access Rights for the LDAP User](#)

- [Steps for Creating an Identity Management Service](#)

1.3.2.1 Specifying Access Rights for the LDAP User

When you are creating an Identity Management service (or an LDAP service test) in Grid Control, you are prompted to specify a value for the LDAP User Name property in the Internet Directory Test Properties section of the Create Identity Management Service General page.

If the user name specified for the LDAP User Name property has the access rights for the Collaboration Suite components and target types specified in Table 1–1, then when that user creates an Oracle Collaboration Suite component service (such as a Calendar service or other component service), the appropriate information required to create the component service will be automatically discovered from Oracle Internet Directory and displayed on the pages used to create the component service. If the user does not have the access rights documented in the table, then the user will need to specify the correct information on the pages used to create the component service.

When you are specifying an LDAP user during the creation of an LDAP service test, you should consider whether that user will also be creating an Oracle Collaboration Suite component service at some point in the future and whether it would be beneficial for that user to have the access rights in Table 1–1.

Table 1–1   Access Rights for the LDAP User

Oracle Collaboration Suite Component	Access Rights for the LDAP User
Calendar (Calendar web client)	Browse access on the object: `cn=OracleContext, cn=Services, cn=Calendar, cn=VirtualServices` and its subtree.
	Read access on the attributes: `orclservicesubtype, orclservicetype, labeleduri;webserviceurl` in the subtree of the above object.
Collaboration Suite Search/Ultra Search (oracle_ultrasearch targets)	Browse access on the object: `cn=OracleContext, cn=Services, cn=Ultrasearch, cn=VirtualServices` and its subtree.
	Read access on the attribute `orclassocdb` in the subtree of the above object.
	Browse access on the object that is the value of the attribute above - `orclassocdb`.
	Read access on the attribute `seealso` of the object found in the step above.
	Browse access on the object that is the value of the attribute above - `seealso`.
	Read access on the attribute `orclsystemname` of the object found in the step above.

Table 1–1   (Cont.) Access Rights for the LDAP User

Oracle Collaboration Suite Component	Access Rights for the LDAP User
Collaboration Suite Search/Ultra Search (oracle_ocsclient targets)	Browse access on the object: `cn=OracleContext, cn=Products, cn=OCSClient, cn=AppEntity, orclApplicationCommonName=OCSClientSingleton, cn=Associated Mid-tiers` Read access on the attribute `uniquemember` of the above object. Browse access on the object that is the value of the attribute above - `uniquemember`. Read access on the attribute `orclapplicationcommonname` of the object found in the step above.

Collaboration Suite Search/Ultra Search
 	
(all Administration web application services and Search web application services)
	Browse access on the object:
	
	`cn=OracleContext, cn=Services, cn=OCSClient, cn=VirtualServices, cn=IntegratedClient`
	
	Read access on the attribute `labeleduri;baseurl` of the above object.
	
	Browse access on the object:
	
	`cn=OracleContext, cn=Services, cn=OCSClient, cn=VirtualServices, cn=Search`
	
	Read access on the attribute `labeleduri;webbaseurl` of the above object.

Collaboration Suite Search/Ultra Search (the Web Crawler and Administration database)	Browse acccess on the object: `cn=OracleContext, cn=Services, cn=Ultrasearch, cn=VirtualServices` and its subtree. Read access on the attribute `orclassocdb` in the subtree of the above object. Browse access on the object that is the value of the attribute above - `orclassocdb`. Read access on the attribute `seealso` of the object found in the step above. Browse access on the object that is the value of the attribute above - `seealso`. Read access on the attributes `orclsid, orclnetdescstring` of the object found in the step above.
Content Services (oracle_files targets)	Browse access on the object: `cn=OracleContext, cn=Services, cn=Files, cn=VirtualServices` and its subtree. Read access on the attributes `cn, displayname` for every object in the subtree of the above object.
Content Services (Send App and Read App service)	Browse access on the object: `cn=OracleContext, cn=Services, cn=Files, cn=VirtualServices` and its subtree. Read access on the attribute `labeleduri;applicationuri` for every object in the subtree of the above object.

Table 1–1   (Cont.) Access Rights for the LDAP User

Oracle Collaboration Suite Component	Access Rights for the LDAP User
Content Services (associated Databases)	Browse access on the object: `cn=OracleContext, cn=Products, cn=IFS, cn=Database Instances` and its subtree. Read access on the attribute `seealso` for every object in the subtree of the above object. Browse access on the object that is the value of the attribute above - `seealso` Read access on the attributes - `orclsid`, `orclnetdescstring` of the object found in the step above.
Discussions (oracle_discussions targets)	Browse access on the object: `cn=OracleContext, cn=Services, cn=ThreadedDiscussions, cn=VirtualServices` and its subtree. Read access on the attribute `orclassociasinstance` for every object inthe subtree of the above object.
Discussions (Collaboration Suite Database targets)	Browse access on the object: `cn=OracleContext, cn=Services, cn=ThreadedDiscussions, cn=VirtualServices` and its subtree. Read access on the attribute `orclraparameter` for every object in the subtree of the above object. Browse access on the object (and its subtree) based on the domain of the value of the attribute `orclraparameter` in the steps above and which starts under the `object cn=OracleContext, cn=Products, cn=EMailServerContainer, cn=um_system` Read access on the attributes: `orclmailstore` for every object - `cn=Users` of objects in the subtree of the object found in the step above. Browse access on the object that is the value of the attribute above - `orclmailstore` Read access on the attributes - `orclsid`, `orclnetdescstring` of the object found in the step above.
Discussions (News Feed and Web application services)	Browse access on the object: `cn=OracleContext, cn=Services, cn=ThreadedDiscussions, cn=VirtualServices` and its subtree. Read access on the attribute `labeledurl;rss` for every object in the subtree of the above object. Browse access on the object: `cn=OracleContext, cn=Services, cn=ThreadedDiscussions, cn=VirtualServices` and its subtree. Read access on the attribute `labeledurl;webui` for every object in the subtree of the above object.

Table 1–1   (Cont.) Access Rights for the LDAP User

Oracle Collaboration Suite Component	Access Rights for the LDAP User
Discussions (Databases associated with Discussions instances)	Browse access on the object: `cn=OracleContext, cn=Services, cn=ThreadedDiscussions, cn=VirtualServices` and its subtree. Read access on the object `orclraparameter` for every object in the subtree of the above object. Browse access on the object (and its subtree) based on the domain of the value of the attribute - `orclraparameter` in the steps above and which starts under the object `cn=OracleContext, cn=Products, cn=EmailServerContainer, cn=um_system` Read access on the attributes: `orclmailstore` for every object - `cn=Users` of objects in the subtree of the object found in the step above. Browse access on the object that is the value of the attribute above - `orclmailstore` Read access on the attributes - `x121address, orclmailstoreport, orclmailstoresid` of the object found in the step above.
Identity Management	Not applicable.
Mail (imap, smtp_in, pop, nntp_in, housekeeper, slist, vscrub, and mailstore targets)	Browse access on the object: `cn=OracleContext, cn=Computers` and its subtree. Read access on the attributes - `cn` for every object, `cn=mailProcessConfig` of object - `cn=EmailServer` in the subtree of the above object.

Mail
 	
(imap, smtp, pop, nntp, Web Read, and Web Send services)
	Browse access on the object:
	
	`cn=OracleContext, cn=Services, cn=Email, cn=VirtualServices, cn=imap`
	
	Read access on the attribute `labeleduri` of the above object.
	
	Browse access on the object:
	
	`cn=OracleContext, cn=Services, cn=Email, cn=VirtualServices, cn=smtp`
	
	Read access on the attribute `labeleduri` of the above object.
	
	Browse access on the object:
	
	`cn=OracleContext, cn=Services, cn=Email, cn=VirtualServices, cn=pop`
	
	Read access on the attribute `labeleduri` of the above object.
	
	Browse access on the object:
	
	`cn=OracleContext, cn=Services, cn=Email, cn=VirtualServices, cn=nntp`
	
	Read access on the attribute `labeleduri` of the above object.
	
	Browse access on the object:
	
	`cn=OracleContext, cn=Services, cn=Email, cn=VirtualServices, cn=WebMail`
	
	Read access on the attribute `labeleduri;webbaseurl` of the above object.

Table 1–1   (Cont.) Access Rights for the LDAP User

Oracle Collaboration Suite Component	Access Rights for the LDAP User
Mail (databases associated with Mail services)	Browse access on the object: `cn=OracleContext, cn=Products, cn=EmailServerContainer, cn=um_system, cn=Mailstores` and its subtree. Read access on the attributes: `x121address, orclmailstoreport, orclmailstoreside` for every object in the subtree of the above object.
Mobile Collaboration (oracle_mcs targets)	Browse access on the object: `cn=OracleContext, cn=Products, cn=Wireless` and its subtree. Read access on the attributes: `uniquemember` for every object - `cn=AssociatedMid-tiers` of objects in the subtree of the above object. Browse access on the objects that is the value of the attribute above - `uniquemember` Read access on the attribute - `orclapplicationcommonname` of the objects found in the step above.
Mobile Collaboration (all Web application services)	Browse access on the object: `cn=OracleContext, cn=Services, cn=Wireless, cn=VirtualServices, cn=WIRELESS1` Read access on the attribute `labeleduri;mobilesetupurl` of the above object.
Real-Time Collaboration (all Web Presence and Web Conference services)	Browse access on the object: `cn=OracleContext, cn=Services, cn=RTC, cn=VirtualServices, cn=RTC` Read access on the attribute `labeleduri;enduserurl` of the above object.
Voicemail & Fax (Voicemail & Fax system)	Browse access on the object: `cn=OracleContext, cn=Products, cn=UMContainer, cn=GlobalProperties` Read access on the attribute `orclumovftargetname` of the above object.
Voicemail & Fax (Mail Store)	Browse access on the object: `cn=OracleContext, cn=Products, cn=UMContainer, cn=MailStoreContainer` and its subtree. Read access on the attribute `orclumemailmailstoredn` for every object in the subtree of the above object. Browse access on the objects based value of the attribute - `orclumemailmailstoredn` in the step above. Read access on the attributes - `x121address, orclmailstoreport, orclmailstoresid` for every object found in the step above.

Table 1–1   (Cont.) Access Rights for the LDAP User

Oracle Collaboration Suite Component	Access Rights for the LDAP User
Web Access Client (oracle_intgclient targets)	Browse access on the object: `cn=OracleContext, cn=Products, cn=OCSClient, cn=AppEntity, orclApplicationCommonName=IntegratedClient, cn=Associated Mid-tiers` Read access on the attribute `uniquemember` of the above object. Browse access on the attribute `orclapplicationcommonname` of the object found in the step above.
Web Access Client (all Web application services)	Browse access on the object: `cn=OracleContext, cn=Services, cn=OCSClient, cn=VirtualServices, cn=IntegratedClient` Read access on the attribute `labeleduri;baseurl` in the subtree of the above object.
Web Access Client (Databases associated with Web Access Client instances)	Browse access on the object: `cn=OracleContext, cn=Products, cn=OCSClient, cn=DataStore` and its subtree. Read access on the attribute `seealso` for every object in the subtree of the above object. Browse access on the objects that is the value of the attribute above - `seealso` Read access on the attributes - `orclsid`, `orclnetdescstring` of the objects found in the step above.
Workspaces (oracle_workspaces targets)	Browse access on the object: `cn=OracleContext, cn=Products, cn=CollaborativeWorkspaces, cn=Midtier Instances` and its subtree. Read access on the attribute `orclapplicationcommonname` for every object in the subtree of the above object.
Workspaces (Web application service)	Browse access on the object: `cn=OracleContext, cn=Services, cn=CollaborativeWorkspaces, cn=VirtualServices` Read access on the attribute `labeleduri;webbaseurl` of the above object.
Workspaces (Databases associated with Workspaces)	Browse access on the object: `cn=OracleContext, cn=Products, cn=CollaborativeWorkspaces, cn=Database Instances` and its subtree. Read access on the attribute - `seealso` for every object in the subtree of the avove object. Browse access on the object that is the value of the attribute above - `seealso` Read access on the attributes - `orclsid`, `orclnetdescstring` of the object found in the step above.

1.3.2.2 Steps for Creating an Identity Management Service

To create an Identity Management service, follow these steps:

1. On the Targets tab in Grid Control, click **Services**.

2. On the Services page, choose **Identity Management Service** in the **Add** box and click **Go**.

3. On the Create Identity Management Service General page, you:

- Specify the time zone that you want Grid Control to use when displaying monitoring data for the Identity Management service.

- Identity the targets related to the Identity Management service that you are creating.

- Specify the beacons that you would like to monitor the Identity Management service, and specify a key beacon.

- Specify values for the Internet Directory and Single Sign-On test properties. The beacons use these properties to run the performance and availability tests for the Identity Management service.

> **Note:** You will be asked to specify a value for the LDAP User Name property for the Internet Directory test. If the user name specified for the LDAP User Name property has the access rights specified in Table 1–1, " Access Rights for the LDAP User" on page 1-7, then when that user creates an Oracle Collaboration Suite component service (such as Calendar), the appropriate information required to create the component service will be automatically discovered from Oracle Internet Directory and displayed on the pages used to create the component service.
>
> If the user name specified for the LDAP User Name does *not* have the access rights specified in Table 1–1, then that user will need to specify the correct information on the pages used to create the component service.

- Specify the databases that are critical for the Identity Management service. The databases you specify will be used in root cause analysis for the Identity Management service.

- Specify the application servers that are critical for the Identity Management service. The application servers you specify will be used in root cause analysis for the Identity Management service.

Click **Help** on the Create Identity Management Service General page to learn more about the information to provide on the page.

4. On the Create Identity Management Service Beacons page, the beacons you specified on the General page for monitoring the Internet Directory and Single Sign-On service are displayed. You have the option of making changes to these beacons on this page.

5. On the Create Identity Management Service Database Association page, the databases you specified on the General page are displayed. You have the option of making changes to these databases on this page.

6. On the Create Identity Management Service Names page, you can view and modify the names of the service and system components that will be created for the Identity Management service. These names cannot be modified after the Identity Management Service is created.

7. Click **Finish** after you have specified the correct values on the Create Identity Management Service pages for the Identity Management service you are creating.

8. Grid Control displays the Identity Management service and subcomponent services on the Services tab. Grid Control also creates the Identity Management system, which appears on the Systems tab.

1.3.3 Creating a Collaboration Suite Service and System

Before you create a Collaboration Suite service, you need to create one or more test users. You can create one test user for all the component services you plan to create, or you can create a separate test user for each of the individual component services.

You can create a Collaboration Suite service for each of your Collaboration Suite instances, then view and manage all the instances from the Collaboration Suites tab. The hierarchy of services and systems that represent each Collaboration Suite instance is displayed on the Collaboration Suites tab, along with critical performance, usage, and availability data for each instance.

During the process of creating a Collaboration Suite service in Grid Control, you also create component service targets and system targets associated with the Collaboration Suite service.

The rest of this section provides information you need to be aware of before you create Collaboration Suite services and component services.

The steps described in this section are:

- Access Rights for Collaboration Suite Services and Component Services
- Steps for Creating a Collaboration Suite Service
- Installing Oracle Collaboration Suite Metric and Policy Helpsets
- Steps to Perform Before Creating a Mail Service
- Steps to Perform Before Creating an Ultra Search Service
- Steps to Perform Before Creating a Mobile Collaboration Service
- Specifying the Oracle HTTP Server Port for the Mobile Collaboration Push Mail Service
- Steps to Perform Before Creating a Voicemail & Fax Service
- Disabling Auto Versioning for Content Services
- Specifying the Full Path Name to a Content Services Service Sample File

1.3.3.1 Access Rights for Collaboration Suite Services and Component Services

To create, edit, and delete Oracle Collaboration Suite services, component services, subcomponent services, and aggregate services, you must have the specific Oracle Enterprise Manager access rights documented in Table 1–2.

Table 1–2   Access Rights for Managing Collaboration Suite Services

Operation	Access Rights Needed
Create an Oracle Collaboration Suite service	None

Table 1–2   (Cont.) Access Rights for Managing Collaboration Suite Services

Operation	Access Rights Needed
Edit an Oracle Collaboration Suite service	For basic operations on the Configure Collaboration Suite Service page: ■ Operator on the Oracle Collaboration Suite service ■ Operator on the Oracle Collaboration Suite system ■ View on the Identity Management service associated with the Oracle Collaboration Suite service (in the **Associated Identity Management Service** list, you can view only those Identity Management services to which you have been granted the View access right) To associate a different Identity Management service with the Oracle Collaboration Suite service on the Configure Collaboration Suite Service page: ■ Operator on the Oracle Collaboration Suite service ■ Operator on all the underlying component services and subcomponent services
Delete an Oracle Collaboration Suite service	This operation requires: ■ Full on the Oracle Collaboration Suite service ■ Full on the Oracle Collaboration Suite system ■ All the access rights in the **Delete a component service (such as the Mail service)** row for every component under the Oracle Collaboration Suite service
Create a new component service (such as the Mail service)	This operation requires: ■ Operator on the Oracle Collaboration Suite service ■ Operator on the Oracle Collaboration Suite system
Edit an Identity Management Service or Identity Management User Access Service	This operation requires: ■ Operator on the Collaboration Suite Service that the Identity Management Service is associated with ■ Operator on all the underlying component services and subcomponent services for the Collaboration Suite service
Edit a component service (such as the Mail service)	To edit component services, you need these access rights*: ■ Operator on the component service ■ Operator on the component system * To edit a Web Access Client service, you must have both the access rights above *and* the access rights listed in the **Edit a subcomponent service or aggregate service (such as the Mail User Access Service)** row of this table.
Delete a component service (such as the Mail service)	This operation requires: ■ Full on the component service ■ Full on the component system ■ Full on all the underlying subcomponent services and leaf level services ■ Full on the underlying redundancy groups ■ Operator on the beacons for the component service
Create a subcomponent service or aggregate service (such as the Mail User Access Service)	This operation requires: ■ Operator on the component service ■ Operator on the component system

Table 1–2   (Cont.) Access Rights for Managing Collaboration Suite Services

Operation	Access Rights Needed
Edit a subcomponent service or aggregate service (such as the Mail User Access Service)	This operation requires: ■ Operator on the subcomponent service ■ Operator on the component system ■ Full on the leaf level services ■ Full on the redundancy groups ■ Operator on the beacons ■ View on Management Agent monitored targets (including component-specific targets, HTTP Server, Web Cache, OC4J, Database, and RAC Database) ■ View on all cross-component targets (services or redundancy groups). For example, for the Mobile Collaboration Service, you should also have the View access right for dependent IMAP service, SMTP service, Internet Directory service, and Calendar Server redundancy group.
Delete a subcomponent service or aggregate service (such as the Mail User Access Service)	This operation requires: ■ Full on the subcomponent service ■ Full on the component system ■ Full on the leaf level services ■ Full on the redundancy groups ■ Operator on the beacons associated with the subcomponent service

1.3.3.2 Steps for Creating a Collaboration Suite Service

To create an Oracle Collaboration Suite service, follow these steps:

1. On the Targets tab in Grid Control, click **Collaboration Suites**.

2. On the Collaboration Suites tab, click **Add**. See "Enabling the Collaboration Suites Tab" on page 1-6 if the Collaboration Suites tab does not exist.

3. On the Add Collaboration Suite Service page, you:

   ■ Specify a service name for the service and a system name for the system associated with the service. You also specify the time zone that you want Grid Control to use when displaying monitoring data for the Collaboration Suite service.

   ■ Specify the Identity Management service that is associated with this Collaboration Suite service. See "Creating an Identity Management Service" on page 1-6 if no Identity Management services exist.

   ■ In the Components table, click **Add** for a component service to create the component service as part of the Collaboration Suite service.

   ■ Specify whether the dashboard for the Collaboration Suite service you are creating will be available to any user who knows the dashboard URL.

4. When you choose a component service to add in the Components table on the Add Collaboration Suite Service page, the General page (and associated pages) used to create that component service are displayed. To create the service, click **Continue** after specifying the correct information on the pages used to define the component service. Click **Help** on any page for more information about that page.

5. After you create a component service, Grid Control displays the Add Collaboration Suite Service page again. You can either continue to create component services one at a time by repeating the previous step, or you can finish creating the Collaboration Suite service after you create a component service.

6. Click **OK** to create the Collaboration Suite service.

7. Grid Control displays the Collaboration Suite service on the Collaboration Suites tab.

Note that the systems and redundancy groups associated with a Collaboration Suite component are created when the component service is created.

> **Note:** When you create component and subcomponent services for an Oracle Collaboration Suite service, make sure that you do not include any blank characters at the end of the names that you specify for the component and subcomponent services. Grid Control cannot create the services if there are blank spaces at the end of the names.

1.3.3.3 Installing Oracle Collaboration Suite Metric and Policy Helpsets

In Grid Control, more than 90 metric helpsets for Oracle Collaboration Suite target types plus the Oracle Calendar policies helpset are not installed by default. Therefore, by default, online help is unavailable for the metrics for the Oracle Collaboration Suite target types that are supported in Grid Control and for Oracle Calendar policies.

A script is available that will include the Oracle Collaboration Suite metric helpsets and the Oracle Calendar policies helpset in the Grid Control online help system.

To run the script, follow these steps:

1. Make sure that the ORACLE_HOME variable is set to the directory where the Oracle Management Service for Grid Control is installed.

2. Change your default directory to the bin subdirectory of the Oracle home for the Oracle Management Service. Then stop the Oracle Management Service. For example:

```
$ cd $ORACLE_HOME/bin
$ ./emctl stop oms
```

3. Run the ocs_helpset.pl script, which is in the sysman/bin subdirectory of the Oracle home for the Oracle Management Service. This script copies the Oracle Collaboration Suite helpsets to the correct directories, so that these helpsets will be included in the Grid Control online help after the Oracle Management Service is restarted:

```
$ cd $ORACLE_HOME/sysman/bin
$ $ORACLE_HOME/perl/bin/perl ocs_helpset.pl
```

4. Restart the Oracle Management Service. For example:

```
$ cd $ORACLE_HOME/bin
$ ./emctl start oms
```

5. After the Oracle Management Service is started, when the first help topic is requested in Grid Control, it takes longer for that topic to be displayed than when only the default helpsets are included in the online help system. This extra time is due to the additional helpsets that are being loaded. The topic should display in

less than 2 minutes. Then, for all subsequent help requests, topics display in 2 seconds or less.

Note that after the Oracle Collaboration Suite metric and policy helpsets are included in the online help system, each time the Oracle Management Service is started, it will take a similar length of time (usually under two minutes) for the first help topic to display. Then for all subsequent help requests, topics display in 2 seconds or less.

1.3.3.4 Steps to Perform Before Creating a Mail Service

Before you create a Mail service, create a Collaboration Suite Database target for each mail store created for Oracle Mail. Create these targets on each mail store that you want to monitor.

To create a Collaboration Suite Database target:

1. In Grid Control, navigate to the Agent home page for the Oracle Management Agent that was installed on the mail store host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the mail store host.

2. In the Monitored Targets section of the Agent home page, select **Collaboration Suite Database** from the **Add** drop-down menu, then click **Go**.

   Grid Control displays the property page for the Collaboration Suite Database target type. Provide the required information, as described in Table 1–3.

3. Click **OK** to create the target.

   > **See Also:** "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help.

Table 1–3   Collaboration Suite Database Target Properties

Property	Description
DB Host	The host name of the machine that has the database with the ES_MAIL schema and data
DB Port	The port of the database with the ES_MAIL schema and data
DB SID	The SID of the database with the ES_MAIL schema and data
Collaboration Suite Database Connect Descriptor	The connect information for the mail store for this server. If the mail store is running in RAC mode, a RAC connect descriptor can be supplied.
	The default value is usually in the following format:
	`(DESCRIPTION=(FAILOVER=ON)(LOAD_BALANCE=ON) (ADDRESS_ LIST=(ADDRESS=(PROTOCOL=tcp)(HOST=<host-name>)( PORT=<port>)))(CONNECT_DATA=(SERVICE_ NAME=<service-name>)))`
	Edit the descriptor when the mail store is changed or connect information changes.
Collaboration Suite Database User	The database user name on the database with the ES_MAIL schema and data

Table 1–3   (Cont.) Collaboration Suite Database Target Properties

Property	Description
Collaboration Suite Database Password	The password of the database user on the database with the ES_MAIL schema and data
Oracle Home	The Oracle Home in which this component is installed.

1.3.3.5 Steps to Perform Before Creating an Ultra Search Service

Before you create an Ultra Search service, create an Ultra Search target for each Oracle Ultra Search instance.

To create an Oracle Ultra Search target:

1. In Grid Control, navigate to the home page for the Management Agent that was installed on the Oracle Ultra Search Repository Database host. Use these steps to navigate to the appropriate Agent home page:

    a. Click **Setup** at the top of any Grid Control page.

    b. Click **Agents** in the Overview of Setup page subtab.

    c. In the Agents table on the Agents page, click the link for the Management Agent for the Ultra Search Repository Database host.

2. In the Monitored Targets section of the page, select **Ultra Search** from the **Add** drop-down menu, then click **Go**.

    Grid Control displays the property page for the selected target type.

3. Provide the required information, as described in Table 1–4.

4. Click **OK** to create the target.

> **See Also:**   "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help.

Table 1–4   Oracle Ultra Search Target Properties

Property	Description
Name	Enter a unique name for the Oracle Ultra Search target. If you have multiple Oracle Ultra Search targets in your environment, consider including the host name in the target name.
Database Host	The host for Oracle Ultra Search repository database. This is usually an Oracle Application Server Infrastructure database. For example: `iashost2.acme.com`
Database Listener Port	The port for Oracle Ultra Search repository database. For example: `1521`
Oracle SID	The System Identifier (SID) for the Oracle Ultra Search repository database. For example: `iasdb`
Schema Username	User name for the owner of the Oracle Ultra Search schema. By default, the user name is `WKSYS`.
Schema Password	Password for the `WKSYS` user account.

1.3.3.6 Steps to Perform Before Creating a Mobile Collaboration Service

When the Mobile Collaboration service is created, Web applications associated with the service are also created. To ensure that these Web applications work properly, perform these steps before creating the Mobile Collaboration service:

1. On the Collaboration Suite Welcome page, click **Oracle Mobile Preferences** and specify the credentials the test uses to query the Mobile Collaboration middle tier.

2. On the Collaboration Suite Mobile Preferences page, create a test user mobile access account using the **Mobile Access Account ID**, **Mobile Access PIN**, and **Confirm your Mobile Access PIN** fields.

3. Click **OK**.

4. In the Administrator's Tools section of the Collaboration Suite Welcome page, click **provisioning console**.

5. On the Welcome to Self-Service Console page, click **Login** and log into the test user account. Click on **My Profile**.

6. On the View My Profile page, click **Edit My Profile**.

7. In Additional Personal Details section of the Edit My Profile page, make sure that the value selected in the Language field is **English (United States)**.

8. Click **Submit** and **OK**.

9. Go to the following URL (replace <host> and <port> with the name of the host and the port where the Collaboration Suite middle tier is installed):

   ```
   http://<host>:<port>/ptg/rm
   ```

10. On the Login page, specify the test user mobile access account credentials using the **Mobile Access Account ID** and **Mobile Access PIN** that were created earlier. Click **Submit**.

11. Click **Preferences**.

12. On the User Preferences page, make sure that Show Images is set to **Yes**, then click **Save** and **Logout**.

1.3.3.7 Specifying the Oracle HTTP Server Port for the Mobile Collaboration Push Mail Service

When the Mobile Collaboration service is being created, the value specified for the Port field in the Push Mail Test Properties section of the Create Mobile Collaboration Service All Test Properties page should be the port for the Oracle HTTP Server for the Mobile Collaboration middle tier.

If the port for the Oracle HTTP Server for the Mobile Collaboration middle tier is not specified during creation of the Mobile Collaboration Service, you can specify the correct Oracle HTTP Server port after the Mobile Collaboration Service is created by following these steps:

1. In Grid Control, navigate to the Collaboration Suites tab.

2. On the Collaboration Suites Services page, select the Oracle Collaboration Suite service that contains the Mobile Collaboration service, then click **Configure**.

3. In the Components section on the Configure Collaboration Suite Service page, click **Configure** for the Mobile Collaboration service.

4. On the Configure Mobile Collaboration Service page, click **Configure** for the Mobile Collaboration Push Mail Service.

5. In the Port field on the Configure Mobile Collaboration Push Mail Service All Test Properties page, specify the port for the Oracle HTTP Server for the Mobile Collaboration middle tier.

6. Click **Continue** and **Finish** to update the port number.

1.3.3.8 Steps to Perform Before Creating a Voicemail & Fax Service

Before you can create a Voicemail & Fax component service in Grid Control, you need to create Voicemail & Fax system targets for Oracle Collaboration Suite 10*g* Release 1 (10.1) for Windows.

Before you install Oracle Voicemail & Fax for Oracle Collaboration Suite 10*g* Release 1 (10.1) for Windows, be sure that the latest Oracle Management Agent for Windows is installed and properly configured on the Windows machine.

For complete information about installing Oracle Voicemail & Fax for Oracle Collaboration Suite 10*g* Release 1, see *Oracle Collaboration Suite Oracle Voicemail & Fax and Oracle Web Conferencing Conversion Servers Installation and Upgrade Guide for Microsoft Windows* for Oracle Collaboration Suite 10*g* Release 1 at:

http://www.oracle.com/technology/documentation/collab10g.html

After installing Oracle Voicemail & Fax for Oracle Collaboration Suite 10*g* Release 1 (10.1) for Windows, use Grid Control to centrally administer your Voicemail & Fax installation.

Before you start using Oracle Voicemail & Fax, use Grid Control to set up your sites and groups and configure the PBX-Application Cluster.

For more information about getting started with Grid Control and configuring Oracle Voicemail & Fax for Oracle Collaboration Suite 10*g* Release 1, see *Oracle Voicemail & Fax Administrator's Guide* for Oracle Collaboration Suite 10*g* Release 1 at:

http://www.oracle.com/technology/documentation/collab10g.html

After following the instructions in Oracle Voicemail & Fax Administrator's Guide, you can create a Voicemail & Fax component service in Grid Control by following the steps in Steps for Creating a Collaboration Suite Service on page 1-16.

1.3.3.9 Disabling Auto Versioning for Content Services

To prevent the Content Services Send Web Application service from creating a new test file each time it runs and pushing the previous test file to the Trash folder, you should set the Content Services versioning model to disabled before you create the Content Services service.

To set the Content Services versioning model to disabled, follow these steps:

1. Log into Content Services as the Content Services test user you created for the Content Services service test.

2. In the right hand pane in Content Services, right-click the folder for the test user.

3. Choose **Properties** and then on the Versioning tab enable **Modify Settings** and set **Versioning Model** to **Disable Versioning**.

1.3.3.10 Specifying the Full Path Name to a Content Services Service Sample File

Before you create the Content Services service in Grid Control, you need to create a Content Services sample file.

During the creation of the Content Services service, the full pathname to the Content Services sample file should be specified in the Server-Side Filename field in the Basic Test Properties section on the Configure Content Services General page.

If the full pathname to the sample file is not specified in the Server-Side Filename field when the Content Services service is created, the full pathname to the sample file can be added after the Content Services service is created by following these steps:

1. In Grid Control, navigate to the Collaboration Suites tab.

2. On the Collaboration Suites Services page, select the Oracle Collaboration Suite service that contains the Content Services service, then click **Configure**.

3. In the Components section on the Configure Collaboration Suite Service page, click **Configure** for the Content Services service.

4. On the Configure Content Services Service page, click **Configure** for the Content Services User Access Service.

5. In the Basic Test Properties section on the Configure Content Services User Access Service General page, specify the full pathname to the sample file in the Server-Side Filename field.

2

Managing Oracle Collaboration Suite

This chapter provides information that will help you manage Oracle Collaboration Suite 10*g* Release 1 (10.1) using Grid Control 10*g* Release 2 (10.2).

The sections in this chapter describe these steps:

- Editing and Deleting Collaboration Suite Services and Component Services
- Additional Configuration Steps for Collaboration Suite

2.1 Editing and Deleting Collaboration Suite Services and Component Services

This section includes the following section:

- Preserving Changes to Collaboration Suite Service Web Application Transactions

Chapter 1, "Introduction to Managing Oracle Collaboration Suite 10g Release 1" described how to create Collaboration Suite services, systems, component services, and component systems. At some time during the life cycle of your Collaboration Suite deployment, you may need to edit, delete, or recreate some components. For example, you may decide to use additional Collaboration Suite components or move a middle tier to another host.

To make modifications to Collaboration Suite services and component services, follow these steps:

1. On the Collaboration Suites tab, select the Collaboration Suite service or component service that you want to modify or delete.

2. Click **Configure** to modify the service or component service. Or, click **Remove** to delete the service or component service.

Caution: Oracle Collaboration Suite services and component services should only be edited and deleted using the interface on the Collaboration Suites tab, as described in the steps above in this section.

Do not modify or delete Oracle Collaboration Suite services or component services from the generic **Services** tab or by clicking the **Edit Service** link on an Oracle Collaboration Suite Service Home page. Unexpected problems can occur (such as error messages or a blank page) when you try to save your changes if you edit an Oracle Collaboration Suite service without using the interface on the Collaboration Suites tab.

2.1.1 Preserving Changes to Collaboration Suite Service Web Application Transactions

Although it is not recommended, it is possible to use the generic **Web Applications** tab to modify the transactions for the default web applications created to test an Oracle Collaboration Suite component service (see the Caution note in Section 2.1 about editing Oracle Collaboration Suite services and component services using only the Collaboration Suites tab interface).

If you modify the transactions for a Collaboration Suite component service using the generic **Web Applications** tab, if that service is edited later using the Collaboration Suites tab, Grid Control by default will recreate the web application transactions using the default transactions. To preserve your custom transactions, make sure that the **Reconfigure Using Default Test?** options are not enabled on the General or All Test Properties page for the component service.

2.2 Additional Configuration Steps for Collaboration Suite

This section describes these additional configuration steps for Oracle Collaboration Suite:

- Setting Up the Client System Analyzer to Collect Collaboration Suite Client Configuration Data

- Changing the Mail Listener's Status to Up

- Additional Configuration Steps for a Content Services Service

- Additional Configuration Steps for Voicemail & Fax Components

- Specifying the Build Number for a Web Access Client Service

- Understanding Failure Messages for the Ultra Search Crawler Web Application

- Deleting Test Messages for the Mail Test User

- Fixing the Error Message on a Web Application Page Performance Page

- Modifying an Identity Management Service or Subservice

- Changing the Title of a Collaboration Suite Service Dashboard

2.2.1 Setting Up the Client System Analyzer to Collect Collaboration Suite Client Configuration Data

To set up the Client System Analyzer for Oracle Collaboration Suite so that it can collect Collaboration Suite client information, follow these steps:

1. In Grid Control, click the **Deployments** tab.

2. In the Client Configurations section of the Deployments page, click **Client System Analyzer in Grid Control**.

3. Follow the instructions on the Client System Analyzer in Grid Control page to set up and start the Client System Analyzer for Oracle Collaboration Suite.

4. Request users whose Oracle Collaboration Suite client configurations you want to collect to access the URL for the Client System Analyzer for Oracle Collaboration Suite that is specified in the **Example URL for Client System Analysis for Oracle Collaboration Suite pre-requisite checks** field on the Client System Analyzer in Grid Control page.

> **See Also:** For more information about the Oracle Collaboration Suite data collected from client machines, see "About Custom Configuration Data Collected for Collaboration Suite Clients" in the Grid Control help.

2.2.2 Changing the Mail Listener's Status to Up

In Grid Control, listeners for IMAP and POP servers have a status of Down after they are discovered.

Use these sections to change the Mail listener's status to Up on UNIX and Windows operating systems:

- Changing the Status of a Mail Listener on UNIX to Up
- Changing the Status of the Mail Listener on Windows to Up

2.2.2.1 Changing the Status of a Mail Listener on UNIX to Up

To change the status for Mail listeners on the UNIX operating system to Up in Grid Control, follow these steps:

1. Use the Net Merge utility to modify the listener.ora file to create one or more TCP addresses for the same listener without the presentation, that is, add the following to the end of the description list:

```
(description=(address=(protocol=tcp)(port=<any_available_port_above_
1024>)(host=127.0.0.1)))
```

   Note that the port can be any port above 1024 that is available on the system for the listener, such as 1522 or 1526, but it has to be different than the one with presentation. Make sure that the port you choose is not being used by any other listener running on the system, otherwise the `tnslsnr` command described later in this section will fail.

2. Restart the Mail listener by performing the following steps:

   a. Log in as root.

   b. Check if sendmail is running by using this command:

   ```
   ps -ef | grep sendmail
   ```

   If it is running, kill the process.

   c. Execute the following command, where `userid` is the UNIX account that owns the Oracle software:

   ```
   id userid
   ```

   d. After changing your default directory to the $ORACLE_HOME/bin directory, issue the following command, where `listener_es` is the name of the Mail listener:

   ```
   tnslsnr listener_es <uid_value> -group <gid_value>
   ```

> **Note:** The Mail listener cannot be started using `lsnrctl` from a user shell. Since it has to listen on ports below 1024, it has to be started by the superuser on UNIX operating systems. When restarting the Mail listener following the listener.ora change, you should use the same command, with the same command line arguments, as was used to start it up initially.

3. In Grid Control, navigate to the All Targets page and select the listener_es target that shows a status of Down.

4. Click **Configure**. On the Monitoring Configuration page, change the **Machine name** property to 127.0.0.1 and change the **Port number** property to the port number used in the new TCP address without presentation.

2.2.2.2 Changing the Status of the Mail Listener on Windows to Up

To change the status for Mail listeners on the Windows operating system to Up in Grid Control, follow these steps:

1. In Grid Control, navigate to the All Targets page and select the listener_es target that shows a status of Down.

2. Click **Configure**. On the Monitoring Configuration page, make sure that the **Port number** property is set to the port number corresponding to the port number used in the new TCP address without presentation (that is, the port number corresponding to the entry in listener.ora which has `HOST=127.0.0.1`).

2.2.3 Additional Configuration Steps for a Content Services Service

The Content Services service includes these services:

- Content Services Read Web Application

- Content Services Send Web Application

- Content Services FTP Service

- Content Services Records Management Web Application

Additional steps may be required to configure these Content Services services, as described in these sections:

- Configuration Steps for Content Services Read and Send Web Application Services

- Configuration Steps for a Content Services FTP Service

- Configuration Steps for a Content Services Records Management Service

- Deleting Test Files for the Content Services Test User

2.2.3.1 Configuration Steps for Content Services Read and Send Web Application Services

For the Content Services Read Web Application and Content Services Send Web Application services to work, the Content Services Web UI must be enabled for the Content Services instance for which you created the Content Services service. Enable the Content Services Web UI to get these Content Services services to work. If you do not want to enable the Content Services Web UI, delete the Read and Send Web Application services. See "Editing and Deleting Collaboration Suite Services and Component Services" on page 2-1 for information on deleting services.

2.2.3.2 Configuration Steps for a Content Services FTP Service

When a Content Services service is created, a Content Services FTP service is also created. For the Content Services FTP service to work, the FTP service must be enabled for the Content Services instance for which you created the Content Services service. Enable the FTP service for the Content Services instance to get the Content Services FTP service to work.

If you do not want to enable the FTP service for the Content Services instance, follow these steps, otherwise the status of the parent Oracle Collaboration Suite service will always be Down:

1. On the Collaboration Suites tab, select the Content Services FTP service, then click **Configure**.

2. On the Monitoring Configuration page, click **Availability Definition**.

3. On the Availability Definition page:

   a. Choose **System** in the **Define availability based on:** field.

   b. Select the **At least one key component is up** option.

   c. In the System table, enter a check mark in the **Key Component** column for every component in the table.

   d. Click **OK**.

For more information on enabling FTP access for a Content Services instance, see *Oracle Content Services Administrator's Guide* for Oracle Collaboration Suite 10g Release 1 at:

http://www.oracle.com/technology/documentation/collab10g.html

2.2.3.3 Configuration Steps for a Content Services Records Management Service

When a Content Services service is created, a Content Services Records Management Web Application service is also created. For the Content Services Records Management Web Application service to work, the Content Services Records Management UI must be enabled for the Content Services instance for which you created the Content Services service. Enable the Records Management UI to get the Content Services Records Management service to work.

If you do not want to enable the Records Management UI for the Content Services instance, follow these steps, otherwise the status of the parent Oracle Collaboration Suite service will always be Down:

1. On the Collaboration Suites tab, select the Content Services Records Management service, then click **Configure**.

2. On the Monitoring Configuration page, click **Availability Definition**.

3. On the Availability Definition page:

   a. Choose **System** in the **Define availability based on:** field.

   b. Select the **At least one key component is up** option.

   c. In the System table, enter a check mark in the **Key Component** column for every component in the table.

   d. Click **OK**.

2.2.3.4 Deleting Test Files for the Content Services Test User

In the Content Services application, you should regularly delete the test files created by the Content Services FTP service in the Trash folder for the Content Services test user. Otherwise, the value of the Number of Documents metric (which is collected by Grid Control) will increase over time, because the metric includes all documents for the test user (including those in a user's Trash folder).

2.2.4 Additional Configuration Steps for Voicemail & Fax Components

Additional configuration steps may be required for Voicemail & Fax components managed by Grid Control, as described in these sections:

- Updating the Voicemail & Fax Service when the SMDI Status is Changed
- Process Control for Voicemail & Fax Systems and PBX-Application Clusters

2.2.4.1 Updating the Voicemail & Fax Service when the SMDI Status is Changed

When you create a Voicemail & Fax service, you need to enter the SMDI status (enabled or disabled) of the Voicemail & Fax instance on the Create Voicemail & Fax General page. The SMDI status information is used to compute the status of the Voicemail & Fax services.

If the SMDI status of a Voicemail & Fax instance is changed after the Voicemail & Fax service for that instance has been created, then the SMDI status of the Voicemail & Fax service has to be updated to match the SMDI status of the instance.

For example, when the Voicemail & Fax service for a Voicemail & Fax instance was created, the SMDI status of the instance may have been disabled. In this case, the person creating the Voicemail & Fax service would have specified that SMDI was disabled for the service. Later, if SMDI is enabled for the instance, then the SMDI status needs to be changed to enabled on the Edit Voicemail & Fax General page for the Voicemail & Fax service.

2.2.4.2 Process Control for Voicemail & Fax Systems and PBX-Application Clusters

If you attempt to stop, start, restart, or reload an Oracle Voicemail & Fax system or PBX-Application Cluster on a Voicemail & Fax Group Home page or a PBX-Application Cluster Home page, you receive this error message:

```
The version of the Agent on the host: host-name does not support this operation.
Upgrade to a newer version of the Agent.
```

Upgrading to a newer version of the Agent will not fix this problem.

The way to work around this is to stop, start, restart, or reload each of the Voicemail & Fax middle tier and Agent-monitored targets individually.

2.2.5 Specifying the Build Number for a Web Access Client Service

If you are using Grid Control to monitor a Web Access Client service, make sure that the correct value is specified for the Build Number property for the Web Access Client service. If an incorrect value is specified for this property, when you click **Verify All Tests** on the Configure Web Access Client Service General page, the verification attempt always fails.

To check the Build Number test property for a Web Access Client service, follow these steps:

1. On the Collaboration Suites tab, select the Web Access Client service and click **Configure**.

2. On the All Test Properties page, check the value of the Build Number property.

The correct build number value for the Build Number property is the build number that appears beneath the copyright at the bottom of the Web Access Client launch page (`http://hostname/ocsclient`) for the Oracle Collaboration Suite instance. Make sure that this value is specified for the Build Number property on the Configure Web Access Client Service All Test Properties page.

2.2.6 Understanding Failure Messages for the Ultra Search Crawler Web Application

When you create the Collaboration Suite Search service, the Ultra Search Crawler service and Web application are also created.

If you see a failure message for the Ultra Search Crawler service Web application, it is probably because two beacons are trying to create the source at the same time. Because the beacons operate independently of each other, this problem should resolve itself in time.

2.2.7 Deleting Test Messages for the Mail Test User

In Collaboration Suite, you should regularly delete the test messages that are uploaded for the Mail test user. Otherwise, the value of various Mail service metrics collected by Grid Control will increase over time.

2.2.8 Fixing the Error Message on a Web Application Page Performance Page

After you create an Oracle Collaboration Suite component service target (for example, the Calendar Service), if you view the Page Performance page for that Web application, you will see the "Error loading End-User Page Response Time Data: Error" message.

To fix this problem for any Oracle Collaboration Suite component service, follow these steps:

1. In Grid Control, navigate to the Targets tab.

2. Click **Web Applications**.

3. Click in the **Select** column of the component service's Web application, then click **Configure**.

4. Click the **Monitoring Configuration** link.

5. In the **Homepage URL** field, enter the URL for the Home page for the component service or the URL for the Home page of the Oracle Collaboration Suite service that the component service is associated with, then click **OK**.

2.2.9 Modifying an Identity Management Service or Subservice

If you make changes to an Identity Management service or subservice (for example, an Internet Directory service), make them by selecting the Identity Management service on the Collaboration Suites tab and clicking **Configure**.

Do not make changes to an Identity Management service or subservice by selecting the service on the Services tab and clicking **Configure**. If you edit an Identity Management service or subservice from the Services tab, you may notice unexpected results after modifying the service. For example, multiple LDAP Host Address properties may be

displayed in the Internet Directory Test Properties table on the Configure Identity Management Service General page.

2.2.10 Changing the Title of a Collaboration Suite Service Dashboard

The title of the service dashboard for an Oracle Collaboration Suite service is not the same as the name of the service.

To change the title of a Collaboration Suite service dashboard to match the name of the associated Collaboration Suite service, follow these steps:

1. In Grid Control, click the **Reports** tab.

2. In the Report Definitions table, select the Collaboration Suite service dashboard for which you want to change the title.

3. Click **Edit**.

4. In the **Title** field, enter the name of the Collaboration Suite service, then click **OK**.

Part II

Configuring Collaboration Suite Release 2 Targets

The chapters in Part II describe how to set up Oracle Enterprise Manager Grid Control 10*g* Release 2 (10.2) to monitor Oracle Collaboration Suite Release 2 (9.0.4) targets.

Part II contains the following chapters:

3

Introduction to Managing Oracle Collaboration Suite Release 2

Part II of this manual describes how to set up Oracle Enterprise Manager Grid Control 10*g* Release 2 (10.2) to monitor Oracle Collaboration Suite Release 2 (9.0.4).

This chapter contains the following sections:

- Grid Control 10g Release 2 Features for Oracle Collaboration Suite Release 2 Components

- Benefits of Managing Oracle Collaboration Suite with Grid Control

- Before You Configure Grid Control to Manage Oracle Collaboration Suite

- General Configuration Tasks for Managing Oracle Collaboration Suite

> **Note:** See the chapters in Part I, "Configuring Collaboration Suite 10g Release 1 Targets" for information on setting up Grid Control 10*g* Release 2 to monitor Oracle Collaboration Suite 10*g* Release 1 components.

3.1 Grid Control 10g Release 2 Features for Oracle Collaboration Suite Release 2 Components

You can use the following Grid Control 10*g* Release 2 features designed for monitoring Oracle Collaboration Suite 10*g* Release 1 components with Oracle Collaboration Suite Release 2 components:

- Services and systems

  You can create generic services and systems for Oracle Collaboration Suite Release 2 components. To do this:

  1. In Grid Control, navigate to the Targets tab.

  2. Click **Services**.

  3. In the **Add** box, choose **Generic Service** and click **Go**.

  4. In the Create Generic Service tool, click **Help** on any page to learn how to use that page.

  Note that the "Creating a Collaboration Suite Service and System" instructions on page 1-14 are only valid for Oracle Collaboration Suite 10*g* Release 1 components. You *cannot* create Oracle Collaboration Suite Release 2 component services using those instructions. Instead, you must create generic services, as described above.

- Client System Analyzer (CSA)

  Oracle Collaboration Suite data can be collected from any Oracle Collaboration Suite client machine, regardless of whether the client uses Oracle Collaboration Suite 10*g* Release 1 or Oracle Collaboration Suite Release 2. However, the collected Oracle Collaboration Suite client configuration data can be viewed only by clicking the **Client Configurations** link for an Oracle Collaboration Suite 10*g* Release 1 instance on the Oracle Collaboration Suite Service Home page.

3.2 Benefits of Managing Oracle Collaboration Suite with Grid Control

When you configure Grid Control 10*g* Release 2 to manage Oracle Collaboration Suite Release 2 components, Grid Control provides the following benefits:

- An Enterprise Manager Home page for each Oracle Collaboration Suite target that you manage.

  From the home page, you can monitor the performance of the component and drill down to analyze specific performance metrics.

- A set of charts and performance metrics for each Oracle Collaboration Suite component.

  Descriptions of each metric are available from the All Metrics link on each component home page, or by browsing the **Target Metrics** category in the online help table of contents.

- The ability to manage your Oracle Collaboration Suite components as part of your larger computing environment.

  For example, using the same Grid Control, you can monitor your Oracle Collaboration Suite components, as well as your application server and database targets.

- Oracle Collaboration Suite group home pages that allow you to monitor all the various subcomponents of an Oracle Collaboration Suite component from one set of monitoring pages.

3.3 Before You Configure Grid Control to Manage Oracle Collaboration Suite

The following sections describe some of the tasks you should accomplish before you begin configuring Grid Control 10*g* Release 2 to manage Oracle Collaboration Suite Release 2 components:

- Gathering Information About Your Oracle Collaboration Suite Release 2 Installation

- Installing Oracle Enterprise Manager Grid Control 10g Release 2

- Installing the Oracle Management Agent on Your Host Computers

- About Local and Remote Monitoring with the Management Agent

3.3.1 Gathering Information About Your Oracle Collaboration Suite Release 2 Installation

When you are configuring Grid Control 10*g* Release 2 to manage Oracle Collaboration Suite Release 2 components, it is important that you are familiar with the location of key Oracle Collaboration Suite configuration information.

In particular, you should have the following information available before you begin:

- The directory path for the Oracle Collaboration Suite Oracle home

  You can obtain this information by reviewing the contents of the following Oracle configuration file on UNIX systems:

  ```
  /etc/oratab
  ```

- The Oracle Internet Directory host and port number

  You can obtain this information by reviewing the contents of the following Oracle Collaboration Suite configuration file:

  ```
  OCS_HOME/config/ias.properties
  ```

3.3.2 Installing Oracle Enterprise Manager Grid Control 10g Release 2

Before you begin configuring Grid Control 10*g* Release 2 to manage your Oracle Collaboration Suite Release 2 components, you must install and configure Grid Control 10*g* Release 2 on at least one host computer on your network.

Oracle recommends that you install the Grid Control components on their own host or hosts. For example, if the Oracle Collaboration Suite middle tier is installed on `host1.us.oracle.com`, then install and configure the Oracle Management Service and Oracle Management Repository on `host2.us.oracle.com`.

See also *Oracle Enterprise Manager Basic Installation and Configuration* for Oracle Enterprise Manager 10g Release 2 at:

http://www.oracle.com/technology/documentation/oem.html

3.3.3 Installing the Oracle Management Agent on Your Host Computers

The following sections provide some guidelines and considerations to keep in mind when you install the Management Agent on your Oracle Collaboration Suite host computers:

- Identifying Where to Install the Management Agent
- Requirements for Installing the Management Agent
- About the Targets the Management Agent Can Discover

3.3.3.1 Identifying Where to Install the Management Agent

After Oracle Collaboration Suite Release 2 and Grid Control 10*g* Release 2 are installed, you can begin installing the Oracle Management Agent for Grid Control 10*g* Release 2 on each host computer where an Oracle Collaboration Suite Release 2 component has been installed.

Note that monitoring only your Oracle Collaboration Suite middle-tier components may not provide you with a complete understanding of how your systems are running. For example, if you identify a performance problem with one of your Oracle Collaboration Suite components, you may find that the cause of the problem is not Oracle Collaboration Suite. Instead, the problem might be caused by a database performance problem that could be fixed by using the database tuning features of Grid Control.

As a result, you should install the Management Agent not only on the Oracle Collaboration Suite hosts, but also on the host computers where Oracle Collaboration Suite supporting software has been installed. For example, you should install the

Management Agent on your database hosts and Oracle Application Server Infrastructure hosts.

3.3.3.2 Requirements for Installing the Management Agent

When you install the Management Agent, you must be sure to follow these guidelines:

- Install the Management Agent in its own Oracle home.

  For example, if the Oracle Collaboration Suite component is installed in `/data/ocsmtier`, install the Management Agent in `/data/emAgent`.

- Install the Management Agent using the same operating system user group that you used to install the Oracle Collaboration Suite and Oracle Application Server components you want to manage.

  If you install the Management Agent using a different user in a different operating system group, you may not be able to monitor certain performance metrics and you may not be able to discover some of the Oracle Collaboration Suite components.

3.3.3.3 About the Targets the Management Agent Can Discover

When you install the Management Agent on a host, the Management Agent automatically discovers the following target types that you can manage using Grid Control:

- Hosts

- Databases

- Application Servers

3.3.4 About Local and Remote Monitoring with the Management Agent

Some of the instructions in this guide refer to local and remote monitoring of Oracle Collaboration Suite targets. The following sections provide more information about this concept:

- About Local Monitoring

- About Remote Monitoring

3.3.4.1 About Local Monitoring

After you install the Management Agent on your Oracle Collaboration Suite hosts, you can then use the instructions in this guide to create your Oracle Collaboration Suite targets and begin monitoring your Oracle Collaboration Suite environment.

Normally, to create a target, you navigate to the home page for the Management Agent on the host where the target exists and select the target type from the drop-down menu. This action allows the local Management Agent on a particular host to monitor the local targets on that host.

However, for some target types, you can monitor a target from a Management Agent installed on a remote host.

3.3.4.2 About Remote Monitoring

The following example describes how remote monitoring works. Suppose you install the Management Agent on two hosts, HOST1 and HOST2. Automatically, when you install the Management Agent on HOST1, it will discover and begin monitoring the host target, as well as the database and application server targets that are installed on

HOST1. In fact, for target types such as hosts and databases, you must monitor the targets on HOST1 with the locally installed Management Agent on HOST1.

However, for some target types and in certain situations, you can monitor one or more targets on HOST1 from the Management Agent on HOST2. This process of managing a target remotely from another Management Agent can be useful in the following situations:

- When the targets you want to manage are on a host computer (such as a Windows host) where the Management Agent is either not available or does not support the target type you want to manage.

- When for any other reason, you cannot install the Management Agent on the target host computer, or it is more convenient to use a remote Management Agent to manage the targets on a particular host.

To remotely manage a target, simply create the target by navigating to the home page for the remote Management Agent. Use the drop-down menu on the remote Management Agent home page to create the target. As mentioned previously, not all target types can be monitored remotely so this process is only possible for certain types of targets.

3.4 General Configuration Tasks for Managing Oracle Collaboration Suite

The following sections provide recommendations for using specific features of Grid Control to create groups and subtabs to organize the Oracle Collaboration Suite targets. You can organize the Oracle Collaboration Suite targets to best meet the needs of your organization, but these sections describe some guidelines to consider:

- Creating an Oracle Collaboration Suite Host Group

- Creating an Oracle Collaboration Suite Database Group

- Creating an Oracle Collaboration Suite Application Server Group

- Creating an Oracle Collaboration Suite Group

- Creating an Oracle Collaboration Suite Subtab

> **Note:** The following sections describe how to use the Groups and Preferences features of Grid Control to organize the Oracle Collaboration Suite targets so they are easier to monitor. For more information about these features, see the Grid Control online help.

3.4.1 Creating an Oracle Collaboration Suite Host Group

Create a group target for all the hosts that are running Collaboration Suite components. Name the group with an appropriate name, such as OCSHOSTS.

Grid Control includes these group targets: Groups, Database Groups, and Host Groups. For the Oracle Collaboration Suite hosts, you can create a Host Group target or a Group target.

If you create a Group target (as opposed to a Hosts Group target), you can specify a set of summary metrics. For example, Oracle recommends that, at a mimimum, you select the following summary metrics for the group target that has your Oracle Collaboration Suite hosts as members:

- Load:CPU Utilization (%)

- Load:Memory Utilization (%)

- Load:Swap Utilization (%)

The resulting host group is convenient to use for monitoring overall CPU and memory for all your Oracle Collaboration Suite component hosts.

> **See Also:** "Creating, Editing, and Viewing Groups" in the Grid Control online help.

3.4.2 Creating an Oracle Collaboration Suite Database Group

Create a group target for all the databases that support your Collaboration Suite deployment. Name the group an appropriate name, such as OCSDB.

Grid Control provides three types of group targets: Groups, Database Groups, and Host Groups. For the Oracle Collaboration Suite databases, you can create a Database Group target or a Group target.

If you create a Group target (as opposed to a Database Group target), you can specify a set of summary metrics. For example, Oracle recommends that, at a mimimum, you select the following summary metrics for the group target that has your Oracle Collaboration Suite databases as members:

- Response:User Logon Time (msec)

- Wait Bottlenecks:Wait Time (%)

- Throughput:Physical Reads (per sec)

The resulting group is convenient to use for collectively monitoring all the databases in your Collaboration Suite deployment.

> **See Also:** "Creating, Editing, and Viewing Groups" in the Grid Control online help.

3.4.3 Creating an Oracle Collaboration Suite Application Server Group

Create a group target for all the application servers that support your Collaboration Suite deployment. Name the group an appropriate name, such as OCSAS.

Add the following summary metrics to the group definition:

- Resource Usage:CPU Usage (%)

- Resource Usage: Memory Usage (MB)

The resulting group is convenient to use for collectively monitoring all the application servers in your Collaboration Suite deployement.

> **See Also:** "Creating, Editing, and Viewing Groups" in the Grid Control online help.

3.4.4 Creating an Oracle Collaboration Suite Group

Create a group target for your Collaboration Suite deployment and name it an appropriate name, such as OCSGroup. Add the groups created above (OCSHOSTS, OCSDB, and OCSAS) to this group. You also use this group to collect all targets configured for OCS. After you have configured the targets for each Collaboration Suite application, you can add those new targets to this group.

> **See Also:** "Creating, Editing, and Viewing Groups" in the Grid Control online help.

3.4.5 Creating an Oracle Collaboration Suite Subtab

After you create a new OCSGroup target, you can modify your Grid Control preferences so that the OCSGroup appears as a subtab on the **Targets** tab. This makes it easy to navigate to the OCSGroup home page, which summarizes the overall performance of your Oracle Collaboration Suite targets.

> **See Also:** "Customizing Target Subtabs" in the Grid Control online help.

4

Configuring Identity Management Targets

This chapter describes how to configure Grid Control 10*g* Release 2 to manage Identity Management targets for Oracle Collaboration Suite Release 2.

> **Note:** See the chapters in Part I, "Configuring Collaboration Suite 10g Release 1 Targets" of this manual for information on configuring Grid Control to manage Oracle Collaboration Suite 10*g* Release 1 components.

All Oracle Collaboration Suite components rely on the Oracle Internet Directory and Oracle Application Server Single Sign-On components, which are installed as part of an Oracle Application Server Infrastructure installation.

For more information about installing Oracle Application Server Infrastructure for Oracle Collaboration Suite Release 2, see *Oracle Collaboration Suite Installation and Configuration Guide* for Oracle Collaboration Suite Release 2 at:

`http://www.oracle.com/technology/documentation/collab.html`

This chapter contains the following sections:

- Prerequisites Before Configuring Grid Control for Identity Management Targets
- Overview of Identity Management Target Types
- Creating the LDAP Server Target
- Creating the Single Sign-On (SSO) Server Target
- Creating the OID Client Target
- Creating a Single Sign-On Web Application Target
- Creating the Identity Management Group Target

4.1 Prerequisites Before Configuring Grid Control for Identity Management Targets

The configuration steps in this chapter assume that:

- You have installed and configured Oracle Application Server Infrastructure installation type as a prerequisite for installing Oracle Collaboration Suite Release 2.
- You have installed and configured Grid Control 10*g* Release 2.

As part of installing and configuring Grid Control, you should have also installed the Oracle Management Agent on the Oracle Collaboration Suite host computers.

> **See Also:** "About Local and Remote Monitoring with the Management Agent" on page 3-4 for information about specific cases where the Oracle Management Agent can be installed on a system other than an Oracle Collaboration Suite component host.

- You have detailed knowledge of the Oracle Application Server Infrastructure components configured and where the different Oracle Application Server Infrastructure servers are running.

4.2 Overview of Identity Management Target Types

Oracle Application Server Infrastructure is installed as a set of services spread over hosts and databases. When you configure Grid Control to manage Oracle Application Server Infrastructure, you create the following Identity Management targets:

- One LDAP Server target for each Oracle Internet Directory (OID) node, which includes one OID server and one OID database.
- One Oracle Application Server Single Sign-On (SSO) target for each instance of the SSO server
- One OID Client target co-located with each Oracle Collaboration Suite component
- One SSO Web Application with representative transactions
- Related Host, Database, and Listener targets

This section includes the following sections that provide more information about Identity Management targets:

- About the OID Client Target
- About Discovery of the Identity Management Targets

4.2.1 About the OID Client Target

The OID Client target uses a Perl script on the Agent to monitor performance and availability by simulating usage by the other Oracle Collaboration Suite components. As a result, you should have one such target for each configured component that relies upon connections to the Oracle Internet Directory. Alternatively, to avoid configuring too many OID Client targets, you can create OID Client targets for the representative Oracle Email components on your network.

4.2.2 About Discovery of the Identity Management Targets

The LDAP Server targets and SSO targets can be discovered automatically by the Oracle Management Agent, or you can create the targets, depending on their configuration.

> **See Also:** "About Local and Remote Monitoring with the Management Agent" on page 3-4

The OID client and SSO Web application targets must be explicitly created.

4.3 Creating the LDAP Server Target

These sections describe the two ways to add an LDAP Server target to Grid Control:

- Automatically Discovering the LDAP Server as Part of an Existing Oracle Application Server Installation

- Manually Adding the LDAP Server Target

4.3.1 Automatically Discovering the LDAP Server as Part of an Existing Oracle Application Server Installation

The LDAP Server (Oracle Internet Directory) is part of the Oracle Application Server Infrastructure installation.

When you add the Application Server target (or when it is automatically discovered by the Management Agent), Grid Control discovers all the components of the Oracle Application Server instance, including the Oracle Internet Directory component.

As a result, if the Infrastructure installation is on the same machine as the LDAP Server target that you want to configure, the LDAP Server target automatically appears in Grid Control when the Application Server target is discovered by the Management Agent.

4.3.2 Manually Adding the LDAP Server Target

To manually create an LDAP Server target:

1. In Grid Control, navigate to the Management Agent home page for the Management Agent that was installed on the Oracle Application Server Infrastructure host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the Oracle Application Server infrastructure host.

2. In the Monitored Targets section of the page, select **Oracle Internet Directory** from the **Add** box, then click **Go**.

   Grid Control displays the property page for the selected target type. Provide the required information as described in Table 4–1.

3. Click **OK** to create the target.

   > **See Also:** "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help

Table 4–1   LDAP Server Target Properties

Property	Description
Oracle home path	The Oracle Home of the LDAP Server. This will be used for the LDAP Server connection.
Username	The LDAP server database username for accessing the LDAP server database.
Password	The password for the LDAP Server database user account.

Table 4–1   (Cont.) LDAP Server Target Properties

Property	Description
OID Connect Descriptor	The connect descriptor used to connect to the LDAP database.
Oracle Application Server Version	The version of the application server installation (for example, 9.0.4)
Internet Directory	The component name of Oracle Internet Directory in OPMN.
	The component name for Oracle Internet Directory in OPMN is OID.

4.4 Creating the Single Sign-On (SSO) Server Target

These sections describe the two ways to add an SSO Server target to Grid Control:

- Automatically Discovering the SSO Server Target as Part of an Existing Oracle Application Server Installation
- Manually Adding the Single Sign-On Server Target

4.4.1 Automatically Discovering the SSO Server Target as Part of an Existing Oracle Application Server Installation

The SSO component is part of the Oracle Application Server Infrastructure installation.

When you add the Application Server target (or when it is automatically discovered by the Management Agent), Grid Control discovers all the components of the Oracle Application Server instance, including the Single Sign-On component.

As a result, if the Infrastructure installation is on the same machine as the Single Sign-On target that you want to configure, the Single Sign-On target automatically appears in Grid Control when the Application Server target is discovered by the Management Agent.

4.4.2 Manually Adding the Single Sign-On Server Target

To manually create a Single Sign-On target:

1. In Grid Control, navigate to the Management Agent home page for the Management Agent that was installed on the Oracle Application Server Infrastructure host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the Oracle Application Server infrastructure host.

2. In the Monitored Targets section of the page, select **Single Sign-On Server** from the **Add** box, then click **Go**.

   Grid Control displays the property page for the selected target type. Provide the required information as described in Table 4–2.

3. Click **OK** to create the target.

   > **See Also:**   "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help

Table 4–2   Single Sign-On Server Target Properties

Property	Description
Version of the Single Sign-On Server	The version of the Single Sign-On server installation (for example, 9.0.4)
Single Sign-On ServerDAD	The Database Access Descriptor (DAD) name for SSO. For Oracle Application Server Release 9.0.4, the DAD is `orasso`.
OID Rep Schema Name for orasso_PS schema	This is the Oracle Internet Directory repository schema name associated with the `orasso_PS` database schema.
	By default, Oracle Internet Directory uses the name `orasso_ps` to refer to the schema.
	The `orasso_PS` schema is the schema that the Enterprise Manager SQL fetchlet uses to obtain Single Sign-On logon statistics from the database.
OracleHome	The Oracle Home for the Single Sign-On Server.
Protocol	HTTP or HTTPS
Machine name	The host name of the HTTP server on which the Single Sign-On server is running. Usually, this is the same as the Single Sign-On server machine. However, if the Single Sign-On server is using load balancing, enter the load balancing machine name.
Port number	The port where the Single Sign-On server is running.
Use proxy?	Overrides the proxies. If it is set to false, the Management Agent accesses the machines using the Proxy Host override and Proxy Port override. If set to true, the overrides are not used.
Proxy Host	The name of the proxy host computer (if required).
Proxy Port	The port for the proxy server (if required).
Component that will start the Single Sign-On Server	The Application Server component that needs to be running for Oracle Application Server Single Sign-On to start. For example, enter the name of the Oracle HTTP Server that is used by Single Sign-On.
	For example: `infra.mgmt2.acme.com_HTTP Server`
Single Sign-On Server Database Host Name	The name of the host on which the Single Sign-On server database is running.
Single Sign-On Server Database Port	The database listener port for the Single Sign-On server database.
Single Sign-On Server Database SID	The SID for the Single Sign-On server database.
Single Sign-On Server orasso_ps Password	The password to access the password store schema. The default password is ORASSO_PS.
Single Sign-On Server orasso_ps Username	The Single Sign-On administrator username that is used to access the orasso_ps password store schema.

4.5 Creating the OID Client Target

OID Client targets are useful to measure responsiveness of the OID (Oracle Internet Directory) component. An OID Client target should be created on each machine where an Oracle Collaboration Suite middle tier is installed (on each machine where an Oracle Application Server for Oracle Collaboration Suite is installed).

To create the OID Client target:

OID Client targets are useful to measure responsiveness of the OID (Oracle Internet Directory) component. An OID Client target should be created on each machine where an Oracle Collaboration Suite middle tier is installed (on each machine where an Oracle Application Server for Oracle Collaboration Suite is installed).

To create the OID Client target:

1. In Grid Control, navigate to the Agent home page for the Oracle Management Agent that was installed on the OID Client host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the OID Client host.

2. In the Monitored Targets section of the page, select **OID Client** from the **Add** box, then click **Go**.

   Grid Control displays the property page for the OID Client target type. Provide the required information, as described in Table 4–3.

3. Click **OK** to create the target.

   > **See Also:** "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help

Table 4–3   OID Client Target Properties

Property	Description
LDAP Client Oracle Home Path	The path of the Oracle home of the LDAP client machine. This will be used to invoke the `ldapsearch`/`ldapcompare` utility for the computation of the various OID Client metrics.
	As a result, the `ldapsearch`/`ldapcompare` utility should exist in the following directory:
	`$<LDAP_Client_Oracle_home>/bin/`
	This is always the case for any OCS install.
LDAP Host	The host name of the machine where the LDAP server is running.
LDAP Port	The port where the LDAP server is running.
LDAP User	The user name of a test user account that is needed for the ldapsearch/ldapcompare command. It is possible to simply use the default user setup for Enterprise Manager monitoring: "cn=emd admin,cn=oracle internet directory".
LDAP Password	The password of a test user account that is needed for the ldapsearch/ldapcompare command. For the Enterprise Manager monitoring user, the default is welcome.
DC	The domain component, that is, the domain name of the component in a Domain Name System (DNS). For example:
	dc=uk,dc=acme,dc=com

4.6 Creating a Single Sign-On Web Application Target

To monitor your Single Sign-On instances, you create a Web Application target. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the

response time of pages in your Web Applications using End-User Page Performance Monitoring.

> **See Also:** "About Application Performance Management" in the Grid Control online help

To create a Web Application target for your SSO instance:

1. Click **Submit** to create the target.

2. Navigate to the Web Application home page and use the instructions in the online help to create representative transactions to measure the availability and performance of the Web Application you just created.

> **See Also:** "Creating Transactions" in the Grid Control online help

Specifically, create a transaction that accesses the following URLs:

a. `https://<collaboration_suite_host>/help/hello.html` - User Action

This URL will not work in the default Single Sign-On environment in OCS release 2. In this case, you should create a transaction by going to the Portal page, logging in, and then logging out.

b. `https://<sso_server>/pls/orasso/orasso.wwsso_app_admin.ls_login` - User Action

c. `https://<sso_server>/pls/orasso/orasso.wwsso_app_admin.ls_login ` - User Action

d. `https://<sso_server>/oiddas/login/signon.jsp` - User Action

e. `https://<sso_server>/pls/orasso_basic/ORASSO.wwsso_app_admin.ls_login` - User Action

f. `https://collaboration_suite_host>/help/hello.html ` - Redirect

3. Configure the Web Application target so that the transaction you just created is used as the availability transaction for the target.

> **See Also:** "Defining Availability Transactions and Beacons" in the Grid Control online help

4. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Performance Monitoring Using Earlier Versions of Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager Grid Control 10g Release 2 at:

http://www.oracle.com/technology/documentation/oem.html

> **Note:** Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from Oracle*MetaLink*:
>
> http://metalink.oracle.com/

5. On an Oracle HTTP Server middle tier where `mod_osso` is configured, create a directory named `private` under `htdocs` and an HTML file in the private directory that contains <html>hello</html>. Name the file `helloworld.html`.

6. Statically protect the URL for the HTML file with `mod_osso` by applying a directive to the `mod_osso.conf` file, which is found at `$ORACLE_HOME/Apache/Apache/conf`. Create the following directive to protect the `/private` directory located just below the Oracle HTTP Server document root:

```
<IfModule mod_osso.c>

  <Location /private>
    AuthType Basic
    require valid-user
  </Location>

<IfModule>
```

7. Restart the Oracle HTTP Server:

```
$ORACLE_HOME/opmn/bin/opmnctl restartproc type=ohs
```

8. After making the entry to the `mod_osso.conf` file, perform this test:

```
http://host:port/private/helloworld.html
```

4.7 Creating the Identity Management Group Target

After you configure the Oracle Application Server infrastructure targets, you can create a group target so you can manage these targets as a single entity. To ensure the group is created correctly, it is important to ensure that all the Oracle Application Server infrastructure targets have been created. Also, ensure that the host targets and application server targets used by the Oracle Application Server infrastructure targets are discovered and visible in Grid Control.

To create the group target:

1. Click the **Targets** tab in Grid Control.

2. Click **All Targets**.

3. Select **Collaboration Suite Component** from the **Add** box, then click **Go**.

   Grid Control displays the Create Collaboration Suite Component page.

4. Select **IM** from the **Component Type** box.

5. Enter a name for the Oracle Application Server Infrastructure group in the **Name** field.

   For example, enter `Oracle AS Infrastructure Group`.

6. Select the targets that you want to add to the group from the Available Targets list and add them to the Selected Targets list.

   Be sure to add the following targets to the Oracle Application Server Infrastructure group:

   ■ The hosts where the Oracle Application Server Infrastructure targets resides

   ■ The LDAP Server target you created in Section 4.3.

   ■ The SSO Server target you created in Section 4.4

- The OID Client target you created in Section 4.5
- The OID and SSO database target
- The listener for the OID database
- The SSO Server Web Application target you created in Section 4.6

7. Click **OK** to create the group target.

8. Add the Oracle Application Server Infrastructure group to the Oracle Collaboration Suite group you created in Section 3.4.4.

5

Configuring Email

This chapter describes how to set up Grid Control to monitor Oracle Email components for Oracle Collaboration Suite Release 2.

> **Note:** See Chapter 1, "Introduction to Managing Oracle Collaboration Suite 10g Release 1" for information on configuring Grid Control to manage Oracle Mail components for Oracle Collaboration Suite 10*g* Release 1.

An Oracle Email installation may be spread over dozens of machines. Grid Control makes it easier to manage Oracle Email and provides a convenient grouping and dashboard summarization of Oracle Email status and performance.

The following instructions assume that Oracle Email is already installed and that the Grid Control and Oracle Management Agent are already installed. Furthermore, the following instructions assume that you have detailed knowledge of how Oracle Email is configured and where the different protocol servers are running.

In this section you will create targets that represent components of your Email deployment. In addition, an Oracle Email group target will be created. The group target will include all the component Email targets.

This chapter contains the following sections:

- Preparing to Configure Grid Control to Manage Email
- Creating the Oracle Email Server Targets
- Creating the Oracle Email Service Targets
- Creating a WebMail Web Application
- Creating the Collaboration Suite Database Target
- Creating the OID Client Target
- Creating the Oracle Email Group Target
- Changing the Mail Server Listener's Status to Up
- Purging Monitored Data from the Oracle Email Mail Store

5.1 Preparing to Configure Grid Control to Manage Email

Before you begin creating the Oracle Email targets, use the following sections to understand the types of targets you must create and some guidelines for creating those targets:

5.1.1 Overview of Oracle Email Target Types

Oracle Email has several protocols and there are distinct services and servers for each type of protocol:

- IMAP

- SMTP Inbound

- SMTP Outbound

- POP

- Webmail

An Oracle Email server refers to a specific process running on a specific host. As a result, the up or down metric for a server indicates whether or not the process is running. An Oracle Email service refers to the service provided by a collection of processes. For a service, the up or down metric indicates whether or not a user can make use of that service.

These Oracle Email services and servers are often spread over hosts and databases. You create the targets as follows:

- One service target for each logical service

- One server target for each instance of a server running on a host

- One mail store target for each repository

As a result, Grid Control provides the following target types to help you manage your Email installations:

- IMAP Server

- SMTP IN Server

- SMTP OUT Server

- POP Server

- IMAP Service

- SMTP IN Service

- SMTP OUT Service

- POP Service

- Web Application for WebMail Service

- Mailstore

- OID Client

5.1.2 Checklist Before Configuring Grid Control for Oracle Email Monitoring

Based on the target types described above, it is critical to have knowledge of the details of your Email configuration before attempting to setup the email targets and group target. Here is a checklist of information that must be gathered before the following setup is done:

- Location of all mail stores

- Names for email services

- Test users for each email service

- Location of each protocol server

- Locations where beacons for Webmail must be established

- LDAP info for the OID Client target setup

5.1.3 Enabling Oracle Email Monitoring

Oracle Email monitoring is enabled by default when you first install and configure Oracle Collaboration Suite. When Email monitoring is enabled, monitoring data is collected in the es_perf schema.

See also "Mail Statistics Schema" in the chapter "Charting and Monitoring" of *Oracle Email Administrator's Guide* for Oracle Collaboration Suite Release 2 at:

http://www.oracle.com/technology/documentation/collab.html

Email monitoring must be enabled before you add or configure the Oracle Email targets. You can confirm that Oracle Email monitoring is enabled, or you can disable Oracle Email monitoring by setting the Statistics Collection Interval. When the interval is set to zero (0), monitoring is disabled.

You can set the Statistics Collection Interval once for all service targets, or you can set a different interval for each Oracle Email service type.

The following sections describe two ways to set the Statistics Collection Interval:

- Using Enterprise Manager Web Site to Set the Statistics Collection Interval

- Using Oracle Internet Directory Commands to Set the Statistics Collection Interval

> **See Also:** Purging Monitored Data from the Oracle Email Mail Store on page 5-21

5.1.3.1 Using Enterprise Manager Web Site to Set the Statistics Collection Interval

To use Enterprise Manager Web site to set the Statistics Collection Interval for all service types:

1. Log in to the Enterprise Manager Web site for the Oracle Collaboration Suite installation.

   The URL for the Enterprise Manager Web site is in following format:

   ```
   http://<ocs_midtier_hostname>.<domain>:<port>
   ```

   The port for the Enterprise Manager Web site is usually set to 1810. For example, if you have installed the Oracle Collaboration Suite middle-tier software on a host called emailhost1 in the acme.com domain, the URL would be:

   ```
   http://emailhost1.acme.com:1810
   ```

2. If necessary, navigate to the Application Server home page for the Oracle Collaboration Suite middle tier.

3. In the System Components table, click **Unified Messaging**.

   Enterprise Manager displays the Unified Messaging home page.

4. Click **Statistics Collection**.

   Enterprise Manager displays the Statistics Collection page. If the value in the Statistics Collection Interval (seconds) field is any number other than zero, Oracle Email monitoring is enabled for this middle-tier instance.

5.1.3.2 Using Oracle Internet Directory Commands to Set the Statistics Collection Interval

If you use Oracle Internet Directory commands to set the Statistics Collection Interval, you can set the interval individually for each Oracle Email service type. The commands for controlling the interval, as well as recommended values for the collection intervals for each component are available in the Oracle Email documentation.

See also the "Charting and Monitoring" chapter of the *Oracle Email Administrator's Guide* for Oracle Collaboration Suite Release 2 at:

http://www.oracle.com/technology/documentation/collab.html

5.1.4 Saving Oracle Email Monitoring Data in a Common Data Store

By default, each Oracle Collaboration Suite middle-tier installation saves its monitoring data in its own mail store database. However, if you are managing mulitple Oracle Collaboration Suite installations, you may want to save all your Oracle Email monitoring data in a common database so all the monitoring statistics will be available from one location. Consolidating the data in one location will reduce the amount of work required to maintain, purge, and analyze the data.

To configure each Oracle Collaboration Suite middle-tier component to point to the same location for its monitoring data, use the Oracle Internet Directory commands to modify the `orclMailAdminStoreDN` parameter of the `mailProcessConfig` object in the directory.

As a result, each middle-tier instance should point to a common information store under the following directory hierarchy:

'cn=MailStores,cn=um_system,cn=EmailServerContainer,cn=Products,cn=OracleContext'

See also "Mail Statistics Schema" in the "Charting and Monitoring" chapter of *Oracle Email Administrator's Guide* for Oracle Collaboration Suite Release 2 at:

http://www.oracle.com/technology/documentation/collab.html

5.1.5 Identifying Oracle Email Hosts and Databases

Before you begin creating the Oracle Email targets, you should have a complete list of the hosts and the databases where your Oracle Email components reside. For example, you should know the system identifier (SID) and password for each database.

The following sections describe how you can obtain this information using the Oracle Internet Directory for your Oracle Collaboration Suite installations:

- Identifying the Oracle Email Component Hosts

- Identifying the Oracle Email Mail Stores

- Identifying the Connection String for an Oracle Email Mail Store

5.1.5.1 Identifying the Oracle Email Component Hosts

You can identify the Oracle Email hosts by changing your default directory to the $ORACLE_HOME/bin directory, then using the following ldapsearch command for your Oracle Internet Directory:

```
$PROMPT> ldapsearch -h<oid_host> -p<oid_port> -Dcn=orcladmin -wwelcome1
-b 'cn=Computers,cn=OracleContext' 'objectclass=orclMailProcessConf'
orclmailinstanceid
```

For example:

```
$PROMPT> ldapsearch -has15.acme.com -p4032 -Dcn=orcladmin -wx9djiks189
-b 'cn=Computers,cn=OracleContext' 'objectclass=orclMailProcessConf'
orclmailinstanceid
```

Example 5–1 provides an example of the output you should expect from the ldapsearch command when you are searching for Oracle Email hosts.

Note that each result that includes an orclmailinstanceid value other than zero identifies an instance of a valid Oracle Email component.

Example 5–1   Sample Search for Oracle Email Hosts

```
$PROMPT> ldapsearch -has15.acme.com -p4032 -Dcn=orcladmin -wwelcome1
-b 'cn=Computers,cn=OracleContext' 'objectclass=orclMailProcessConf'
orclmailinstanceid

cn=mailProcessConfig,cn=EMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=Orac
leContext

cn=as16.acme.com:UM_SYSTEM:smtp_
in,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=O
racleContext
orclmailinstanceid=0

cn=as16.acme.com:UM_SYSTEM:smtp_
out,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=
OracleContext
orclmailinstanceid=0
.
.
.
cn=as16.acme.com:um_system:imap:107341703136712833,cn=as16.acme.com:UM_
SYSTEM:imap,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Compu
ters,cn=OracleContext
orclmailinstanceid=107341703136712833

cn=as16.acme.com:um_system:smtp_in:107341704879993654,cn=as16.acme.com:UM_
SYSTEM:smtp_
in,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=O
racleContext
orclmailinstanceid=107341704879993654

cn=as16.acme.com:um_system:smtp_out:107341706569741957,cn=as16.acme.com:UM_
SYSTEM:smtp_
out,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=
OracleContext
```

```
orclmailinstanceid=107341706569741957

cn=as16.acme.com:um_system:gc:107341708222696477,cn=as16.acme.com:UM_
SYSTEM:gc,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Compute
rs,cn=OracleContext
orclmailinstanceid=107341708222696477
.
.
.
$PROMPT>
```

5.1.5.2 Identifying the Oracle Email Mail Stores

To identify the hosts and the names of the databases where your mail stores are located, you can use the following ldapsearch command for your Oracle Internet Directory:

```
$PROMPT> ldapsearch -h<oid_host> -p<oid_port> -Dcn=orcladmin -w<orcladmin_pwd>
-b 'cn=EMailServerContainer,cn=Products,cn=OracleContext'
'objectclass=orclMailStores'
```

For example:

```
$PROMPT> ldapsearch -hmgthost42.acme.com -p3060 -Dcn=orcladmin -wx9djiksl89
-b 'cn=EMailServerContainer,cn=Products,cn=OracleContext'
'objectclass=orclMailStores'
```

Example 5–2 provides an example of the output you should expect when you are searching for Oracle Email mail stores in Oracle Internet Directory. In this example, only one mail store is found in Oracle Internet Directory. The SID of the mail store database is v2store.

Example 5–2   Sample Search for Mail Store Hosts and Databases

```
$PROMPT> ldapsearch -has15.acme.com -p4032 -Dcn=orcladmin
-wwelcome1 -b 'cn=EMailServerContainer,cn=Products,cn=OracleContext'
'objectclass=orclMailStores'

cn=v2store.acme.com,cn=mailstores,cn=UM_
SYSTEM,cn=EMailServerContainer,cn=Products,cn=OracleContext
cn=v2store.acme.com
objectclass=orclMailStores
objectclass=top
orcldbdistinguishedname=cn=v2store,cn=OracleContext
orclmailstoreport=1521
orclmailstoresid=v2store
orclmailstoreusername=es_mail
orclpasswordattribute=welcome1
x121address=db04.acme.com
$PROMPT>
```

5.1.5.3 Identifying the Connection String for an Oracle Email Mail Store

To find the connection string for a mail store, so you can connect to the mail store or provide the host, port, SID, username, or password properties for the mail store:

1. Obtain the value of the orclDBDistinguishedName attribute for the mail store.

    You can obtain this value by searching for the mail store host and database properties, as described in Identifying the Oracle Email Mail Stores on page 5-6.

    For example, in Example 5–2, the value of the orclDBDistinguishedName is:

```
cn=v2store,cn=OracleContext
```

2. Use the `ldapsearch` command to find the `orclnetdescrstring` attribute of the mail store:

```
$PROMPT> ldapsearch -h<oid_host> -p<oid_port> -Dcn=orcladmin -w<orcladmin_pwd>
-b '<value_of_orclDBDistinguishedName>' -s base 'objectclass=*'
```

For example:

```
$PROMPT> ldapsearch -hmgthost42.acme.com -p3060 -Dcn=orcladmin -wx9djiksl89
-b 'cn=v2store,cn=OracleContext' -s base 'objectclass=*'
```

Example 5–3 provides an example of the output you should expect when you search for the connection string in Oracle Internet Directory. The bolded item in the sample output represents the connection string for the mail store.

Example 5–3   Sample Output When Searching for the Mail Store Connection String
```
$PROMPT> ldapsearch -has15.acme.com -p4032 -Dcn=orcladmi
n -wwelcome1 -b 'cn=v2store,cn=OracleContext' -s base 'objectclass=*'

cn=v2store,cn=OracleContext
cn=v2store
objectclass=top
objectclass=orclService
objectclass=orclDBServer
objectclass=orclDBServer_92
objectclass=orclapplicationentity
orclaci=access to entry by
group="cn=OracleDBAdmins,cn=v2store,cn=OracleContext"(browse, add, delete)
orclaci=access to attr=(*) by
group="cn=OracleDBAdmins,cn=v2store,cn=OracleContext" (compare, search, read,
selfwrite, write)
orcldbglobalname=v2store.acme.com
orclentrylevelaci=access to entry by group="cn=OracleNetAdmins,cn=OracleContext"
(add)
orclnetdescname=000:cn=DESCRIPTION_0
orclnetdescstring=(DESCRIPTION=(ADDRESS_LIST=(ADDRESS=(PROTOCOL=TCP)
(HOST=db04.acme.com)(PORT=1521)))(CONNECT_DATA=(SERVICE_NAME=v2store.acme.com)))
orcloraclehome=/private/oracle/ocsv2recut/v2store
orclservicetype=DB
orclsid=v2store
orclsystemname=db04.us.oracle
orclversion=92000
$PROMPT>
```

5.2 Creating the Oracle Email Server Targets

This section contains the following topics:

- Summary of the Oracle Email Server Target Types
- Using the Grid Control to Create the Oracle Email Server Targets
- Summary of the IMAP Server Target Properties
- Summary of the SMTP IN Server Target Properties
- Summary of the SMTP OUT Server Target Properties
- Summary of the POP Server Target Properties

5.2.1 Summary of the Oracle Email Server Target Types

To monitor your Oracle Email server targets, you must create one server target for each host where a protocol server runs. For example, create one SMTP IN Server target for each host where the SMTP IN Server runs.

Grid Control provides the following Oracle Email server target types:

- SMTP_IN
- SMTP_OUT
- IMAP
- POP

You should configure one target for each server instance.

5.2.2 Using the Grid Control to Create the Oracle Email Server Targets

To create the Email server targets:

1. In Grid Control, navigate to the home page for the Oracle Management Agent that was installed on the Email server host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the Email server host.

2. In the Monitored Targets section of the page, select one of the Email server target types from the **Add** box, then click **Go**.

   The available Email server target types include:

   - E-Mail IMAP Server
   - E-Mail SMTP Inbound Server
   - E-Mail SMTP Outbound Server
   - E-Mail POP Server

   Grid Control displays the property page for the selected server target type. Provide the required information, described in Table 5–1, Table 5–2, Table 5–3, and Table 5–4.

3. Click **OK** to create the target.

   > **See Also:** "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help

5.2.3 Summary of the IMAP Server Target Properties

Table 5–1 provides a summary of the properties you must provide when creating an IMAP Server target.

Table 5–1   IMAP Server Target Properties

Property	Description
IMAP Hostname	The hostname of the machine where the IMAP server is running.

Table 5–1   (Cont.) IMAP Server Target Properties

Property	Description
IMAP Port	The port where the IMAP server is running.
	You can obtain this value by reviewing the contents of the following network administration configuration file:
	`OCS_HOME/network/admin/listener.ora`
	For example, the listener.ora file should contain an entry similar to the following:
	`@ (DESCRIPTION = (ADDRESS = (PROTOCOL = TCP) (HOST = imaphost1.acme.com) (PORT = 143)) (PRESENTATION = IMAP))`
	Typically, the IMAP Port is 143.
DB Host	The host name of the machine that has the database with the es_perf schema and data
DB Port	The port of the database with the es_perf schema and data
DB SID	The SID of the database with the es_perf schema and data
Administration Store Connect Descriptor	The connect information for the administration store for this server. If the administration store is running in RAC mode, a RAC connect descriptor can be supplied.
	The default value is usually in the following format:
	`(DESCRIPTION=(FAILOVER=ON)(LOAD_BALANCE=ON) (ADDRESS_ LIST=(ADDRESS=(PROTOCOL=tcp)(HOST=<host-name>)( PORT=<port>)))(CONNECT_DATA=(SERVICE_ NAME=<service-name>)))`
	Edit the descriptor when the administration store is changed or connect information changes.
Administration Store User	The database user name for the E-mail administration store.
	The default value is es_mail. Do not change this value.
Administration Store Password	The database password for the administration store user specified above. This will be stored in encrypted form.
	Change this value when the database password is changed.
Oracle Home	The Oracle Home in which this component is installed.
Target	The target name for this server.
	This value is in this format:
	`<hostname>:um_system:<email-process-type>`
	For example:
	`foo.acme.com:um_system:imap`
	Do not change this value.
OPMN IAS Component	The OPMN component for this process. The default value is email.

Table 5–1   (Cont.) IMAP Server Target Properties

Property	Description
OPMN Process Type	The OPMN process type for this process.
	This value is in this format:
	`email_<opmn-process-type>`
	For example:
	`email_imap`
	Do not change this value.
OPMN Restart Flag	The value of this property shows whether or not the restart for this server is a warm restart (the configuration file is refreshed and updated without stopping the process) or a hard restart (shutdown and start).
	The default value is `emailRefresh`.
	Do not change this value.

5.2.4 Summary of the SMTP IN Server Target Properties

Table 5–2 provides a summary of the properties you must provide when creating an SMTP IN Server target.

Table 5–2   SMTP IN Server Target Properties

Property	Description
DB Host	The host name of the machine that has the database with the es_perf schema and data.
DB Port	The port of the database with the es_perf schema and data
DB SID	The SID of the database with the es_perf schema and data
Administration Store Connect Descriptor	The connect information for the administration store for this server. If the administration store is running in RAC mode, a RAC connect descriptor can be supplied.
	The default value is usually in the following format:
	`(DESCRIPTION=(FAILOVER=ON)(LOAD_BALANCE=ON)(ADDRESS_LIST=(ADDRESS=(PROTOCOL=tcp)(HOST=<host-name>)(PORT=<port>)))(CONNECT_DATA=(SERVICE_NAME=<service-name>)))`
	Edit the descriptor when the administration store is changed or connect information changes.
Administration Store User	The database user name for the E-mail administration store.
	The default value is es_mail. Do not change this value.
Administration Store Password	The database password for the administration store user specified above. This will be stored in encrypted form.
	Change this value when the database password is changed.
SMTP Hostname	The host name of the machine on which the SMTP IN server is installed.
Oracle Home	The Oracle Home in which this component is installed.

Table 5–2   (Cont.) SMTP IN Server Target Properties

Property	Description
Target	The target name for this server.
	This value is in this format:
	`<hostname>:um_system:<email-process-type>`
	For example:
	`foo.acme.com:um_system:smtp_in`
	Do not change this value.
OPMN IAS Component	The OPMN component for this process. The default value is email.
OPMN Process Type	The OPMN process type for this process.
	This value is in this format:
	`email_<opmn-process-type>`
	For example:
	`email_smtp_in`
	Do not change this value.
OPMN Restart Flag	The value of this property shows whether or not the restart for this server is a warm restart (the configuration file is refreshed and updated without stopping the process) or a hard restart (shutdown and start).
	The default value is `emailRefresh`.
	Do not change this value.

5.2.5 Summary of the SMTP OUT Server Target Properties

Table 5–3 provides a summary of the properties you must provide when creating an SMTP OUT Server target.

Table 5–3   SMTP OUT Server Target Properties

Property	Description
DB Host	The host name of the machine that has the database with the es_perf schema and data
DB Port	The port of the database with the es_perf schema and data
DB SID	The SID of the database with the es_perf schema and data
Administration Store Connect Descriptor	The connect information for the administration store for this server. If the administration store is running in RAC mode, a RAC connect descriptor can be supplied.
	The default value is usually in the following format:
	`(DESCRIPTION=(FAILOVER=ON)(LOAD_BALANCE=ON)(ADDRESS_LIST=(ADDRESS=(PROTOCOL=tcp)(HOST=<host-name>)(PORT=<port>)))(CONNECT_DATA=(SERVICE_NAME=<service-name>)))`
	Edit the descriptor when the administration store is changed or connect information changes.
Administration Store User	The database user name for the E-mail administration store.
	The default value is es_mail. Do not change this value.

Table 5–3   (Cont.) SMTP OUT Server Target Properties

Property	Description
Administration Store Password	The database password for the administration store user specified above. This will be stored in encrypted form.
	Change this value when the database password is changed.
SMTP Hostname	The host name of the machine on which the SMTP OUT server is installed.
Oracle Home	The Oracle Home in which this component is installed.
Target	The target name for this server.
	This value is in this format:
	`<hostname>:um_system:<email-process-type>`
	For example:
	`foo.acme.com:um_system:smtp_out`
	Do not change this value.
OPMN IAS Component	The OPMN component for this process. The default value is email.
OPMN Process Type	The OPMN process type for this process.
	This value is in this format:
	`email_<opmn-process-type>`
	For example:
	`email_smtp_out`
	Do not change this value.
OPMN Restart Flag	The value of this property shows whether or not the restart for this server is a warm restart (the configuration file is refreshed and updated without stopping the process) or a hard restart (shutdown and start).
	The default value is `emailRefresh`.
	Do not change this value.

5.2.6 Summary of the POP Server Target Properties

Table 5–4 provides a summary of the properties you must provide when creating an POP Server target.

Table 5–4   POP Server Target Properties

Property	Description
DB Host	The host name of the machine that has the database with the es_perf schema and data
DB Port	The port of the database with the es_perf schema and data
DB SID	The SID of the database with the es_perf schema and data

Table 5–4   (Cont.) POP Server Target Properties

Property	Description
Administration Store Connect Descriptor	The connect information for the administration store for this server. If the administration store is running in RAC mode, a RAC connect descriptor can be supplied.
	The default value is usually in the following format:
	`(DESCRIPTION=(FAILOVER=ON)(LOAD_BALANCE=ON) (ADDRESS_ LIST=(ADDRESS=(PROTOCOL=tcp)(HOST=<host-name>)( PORT=<port>)))(CONNECT_DATA=(SERVICE_ NAME=<service-name>)))`
	Edit the descriptor when the administration store is changed or connect information changes.
Administration Store User	The database user name for the E-mail administration store.
	The default value is es_mail. Do not change this value.
Administration Store Password	The database password for the administration store user specified above. This will be stored in encrypted form.
	Change this value when the database password is changed.
POP Hostname	The host name of the machine on which the POP server is installed.
Oracle Home	The Oracle Home in which this component is installed.
Target	The target name for this server.
	This value is in this format:
	`<hostname>:um_system:<email-process-type>`
	For example:
	`foo.acme.com:um_system:pop`
	Do not change this value.
OPMN IAS Component	The OPMN component for this process. The default value is email.
OPMN Process Type	The OPMN process type for this process.
	This value is in this format:
	`email_<opmn-process-type>`
	For example:
	`email_pop`
	Do not change this value.
OPMN Restart Flag	The value of this property shows whether or not the restart for this server is a warm restart (the configuration file is refreshed and updated without stopping the process) or a hard restart (shutdown and start).
	The default value is `emailRefresh`.
	Do not change this value.

5.3 Creating the Oracle Email Service Targets

This section contains the following topics:

- About the Oracle Email Service Targets
- Using Grid Control to Create the Oracle Email Service Targets

- Summary of the IMAP Service Test Properties
- Summary of the SMTP Service Test Properties
- Summary of the POP Service Test Properties
- Summary of the NNTP Service Test Properties

5.3.1 About the Oracle Email Service Targets

The service targets monitor the Email services and simulate an end-user accessing the services. Thus, it is most beneficial to locate these targets close to where the user community using the services resides. It is also possible to create multiple targets for each service in order to measure responsiveness from multiple geographical locations.

One Service target must be created for each service type. For example, an SMTP IN Service is implemented over four hosts; however, only one target is needed to monitor the overall service.

Regarding the WebMail Service, the same guidelines apply. However, for WebMail, we will use Enterprise Manager's Application Service Level Management capabilities to monitor WebMail.

Grid Control includes the following Email service types: SMTP_IN, SMTP_OUT, IMAP, POP. To configure service monitoring you should configure targets at points in the network close to the user communities accessing Email. Thus, having an SMTP_IN service monitoring target type in a few key geographical locations is necessary to get an overall perspective on the SMTP_IN monitoring.

The naming convention suggested is to use: SMTP_IN_SERVICE_<mailstore>_ <Location of observation>, for example SMTP_IN_SERVICE_EMEA_LONDON

For WebMail monitoring, you need to create a Web Application target and record an availability transaction for WebMail. This transaction must be run from beacons in key geographical locations that represent user communities.

5.3.2 Using Grid Control to Create the Oracle Email Service Targets

You can use Grid Control to create a generic service for these Email services:

- IMAP Service
- SMTP Service
- POP Service
- NNTP Service

To create a generic service for each of these Email services:

1. In Grid Control, click the Targets tab, then click the Services subtab.

2. Choose **Generic Service** in the **Add** box, then click **Go** to display the generic service creation tool. Click **Help** on any page in the generic service creation tool for more information about the information to enter on the page.

3. On the Create Generic Service: Availability page, choose **Service Test** for the **Define availability based on** field.

4. On the Create Generic Service: Service Test page, choose the appropriate test type. In other words, choose **IMAP** for an IMAP Service, **SMTP** for an SMTP service, **POP** for a POP service, or **NNTP** for an NNTP Service. Specify the correct values for the test properties for that service type. Then continue through the rest of the pages in the generic service creation tool to create the service.

For more information about the test properties to specify when you create a generic service for the IMAP service, SMTP service, POP service, and NNTP service, see Table 5–5, Table 5–6, Table 5–7, and Table 5–8.

5.3.3 Summary of the IMAP Service Test Properties

Table 5–5 provides a summary of the test properties you must provide when creating a generic service for an IMAP service.

Table 5–5   IMAP Service Test Properties

Property	Description
IMAP Host	The host name or the IP address of the Big-IP or the machine used for accessing the IMAP service
IMAP Port	The port where the IMAP service is running.
Test Email ID	The Email address of a test user account that will be used for determining the status and the service availability of the IMAP service.
Test Email Password	The Email account password of a test user account that will be used for determining the status and the service availability of the IMAP service.

5.3.4 Summary of the SMTP Service Test Properties

Table 5–6 provides a summary of the test properties you must provide when creating a generic service for an SMTP service.

Table 5–6   SMTP Service Test Properties

Property	Description
SMTP Service Address	The host name or the IP address of the Big-IP or the machine used for accessing the SMTP IN service.
SMTP Send Email ID	The Email address of a test account used for sending an email message and for determining the status and the service availability of the SMTP IN service.
SMTP Receive Email ID	The Email address of a test account used for receiving an email message and for determining the status and the service availability of the SMTP IN service.

5.3.5 Summary of the POP Service Test Properties

Table 5–7 provides a summary of the test properties you must provide when creating a generic service for a POP service.

Table 5–7   POP Service Test Properties

Property	Description
POP Host	The host name or the IP address of the Big-IP or the machine used for accessing the POP service.
Test Email ID	The Email address of a test user account used for connecting to a POP service and for determining the status and the service availability of the POP service.

Table 5–7 (Cont.) POP Service Test Properties

Property	Description
Test Password	The password of a test user account used for connecting to a POP service and for determining the status and the service availability of the POP service.

5.3.6 Summary of the NNTP Service Test Properties

Table 5–8 provides a summary of the test properties you must provide when creating a generic service for an NNTP service.

Table 5–8 NNTP Service Test Properties

Property	Description
NNTP Service Address	The host name or the IP address of the Big-IP or the machine used for accessing the NNTP service.
NNTP News Group	The name of the news group to which a message is posted.

5.4 Creating a WebMail Web Application

To monitor your WebMail instances, you create a Web Application target for each WebMail instance. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

> **See Also:** "About Application Performance Management" in the Grid Control online help

To create a Web Application target for your WebMail instance:

1. In Grid Control, navigate to the Agent home page for the Oracle Management Agent that was installed on the WebMail host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the WebMail host.

2. In the Monitored Targets section of the page, select Web Application from the **Add** box, then click **Go**.

   Grid Control displays the Create Web Application wizard, which guides you through the process of creating the Web Application.

   When the wizard asks you for the **Homepage URL**, enter the URL for the WebMail instance. For example:

   ```
   http://host1.us.oracle.com:7778/um/traffic_cop
   ```

   Click **Help** if you need help using the Wizard.

3. Click **OK** to create the target.

4. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

For example, create a transaction that logs in and reads an email message.

> **See Also:** "Creating Transactions" in the Grid Control online help

5. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Performance Monitoring Using Earlier Versions of Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager Grid Control 10*g* Release 2.

> **Note:** Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from Oracle*MetaLink*:
>
> http://metalink.oracle.com/

5.5 Creating the Collaboration Suite Database Target

One Collaboration Suite Database target must be created for each mail store created for Email. It is also possible to locate these targets on any host on the network capable of accessing the mail store database. The benefit of this approach is that the target deployment becomes non-intrusive to the Oracle Email mail stores.

Grid Control includes one Collaboration Suite Database target type. You must add and configure a Collaboration Suite Database target for each mail store in the network. These targets must be configured on each mail store that you want to monitor.

To create a Collaboration Suite Database target for a mail store:

1. In Grid Control, navigate to the Agent home page for the Oracle Management Agent that was installed on the mail store host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the mail store host.

2. In the Monitored Targets section of the page, select **Collaboration Suite Database** from the **Add** box, then click **Go**.

   Grid Control displays the property page for the Collaboration Suite Database target type. Provide the required information, as described in Table 5–9.

3. Click **OK** to create the target.

> **See Also:** "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help

Table 5–9   Collaboration Suite Database Target Properties

Property	Description
DB Host	The host name of the machine that has the database with the ES_MAIL schema and data
DB Port	The port of the database with the ES_MAIL schema and data

Table 5–9   (Cont.) Collaboration Suite Database Target Properties

Property	Description
DB SID	The SID of the database with the ES_MAIL schema and data
Collaboration Suite Database Connect Descriptor	The connect information for the mail store for this server. If the mail store is running in RAC mode, a RAC connect descriptor can be supplied.
	The default value is usually in the following format:

	`(DESCRIPTION=(FAILOVER=ON)(LOAD_BALANCE=ON)`
	`(ADDRESS_`
	`LIST=(ADDRESS=(PROTOCOL=tcp)(HOST=<host-name>)(`
	`PORT=<port>)))(CONNECT_DATA=(SERVICE_`
	`NAME=<service-name>)))`

	Edit the descriptor when the mail store is changed or connect information changes.
Collaboration Suite Database User	The database user name on the database with the ES_MAIL schema and data
Collaboration Suite Database Password	The password of the database user on the database with the ES_MAIL schema and data
Oracle Home	The Oracle Home in which this component is installed.

5.6 Creating the OID Client Target

OID Client targets are useful to measure responsiveness of the OID (Oracle Internet Directory) for Email. Thus, one such target must be created on each host where an Email server runs. The collection of such targets will give a view of OID responsiveness across all Email hosts.

To create the OID Client target:

1. In Grid Control, navigate to the Agent home page for the Oracle Management Agent that was installed on the OID Client host. Use these steps to navigate to the appropriate Agent home page:

    a. Click **Setup** at the top of any Grid Control page.

    b. Click **Agents** in the Overview of Setup page subtab.

    c. In the Agents table on the Agents page, click the link for the Management Agent for the OID Client host.

2. In the Monitored Targets section of the page, select **OID Client** from the **Add** box, then click **Go**.

    Grid Control displays the property page for the OID Client target type. Provide the required information, as described in Table 5–10.

3. Click **OK** to create the target.

    > **See Also:**   "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help.

Table 5–10   OID Client Target Properties

Property	Description
LDAP Client Oracle Home Path	The path of the Oracle home of the LDAP client machine. This will be used to invoke the `ldapsearch` and `ldapcompare` utility for the computation of the various OID Client metrics.
	As a result, the `ldapsearch` or `ldapcompare` utility should exist in the following directory:
	`<LDAP Client Oracle home path>/bin/`
LDAP Host	The host name of the machine where the LDAP server is running.
LDAP Port	The port where the LDAP server is running.
LDAP User	The username of a test user account that is needed for the `ldapsearch` and `ldapcompare` commands. It is possible to use the default user setup for Enterprise Manager monitoring:
	"cn=emd admin,cn=oracle internet directory"
LDAP Password	The password of a test user account that is needed for the `ldapsearch` and `ldapcompare` commands. For the Enterprise Manager user, the default is `welcome`.
Domain Component (DC)	The domain component, that is, the domain name of the component in a Domain Name System (DNS). For example:
	`dc=uk,dc=acme,dc=com`

5.7 Creating the Oracle Email Group Target

After all the Email targets are configured, you can create the Email group target, which provides a custom user interface for managing your Oracle Collaboration Suite environment.

The Oracle Collaboration Suite Email group home page contains the alerts table, followed by a table of rows of component targets and columns of key metrics. There is also a Performance tab where key metrics are charted for the email group. Metric charts will not be available for the IMAP service, SMTP IN service, SMTP OUT service, and the POP service. The IMAP Operations tab contains a summary of all IMAP operations in bar chart style.

To create the Email group target:

1. Click the **Targets** tab in the Grid Control.

2. Click **All Targets**.

3. Select **Collaboration Suite Component** from the **Add** box, then click **Go**.

    Grid Control displays the Create Collaboration Suite Component page.

4. Select **E-Mail** from the **Component Type** box.

5. Enter a name for the Email group in the **Name** field.

    For example, enter `Email Group`.

6. Select the targets that you want to add to the group from the Available Targets list and add them to the Selected Targets list.

    Be sure to add the following target types to the Email group:

    ■   The host targets where the Email servers reside

    ■   The database and listener targets that support the email servers

- An IMAP Service and IMAP Server

- An SMTP IN Service and SMTP In Server

- An SMTP OUT Service and SMTP Out Server

- A POP Service and POP Server

- An Email Collaboration Suite Database for the mail store

- An OID Client

- The Oracle Application Server Containers for J2EE (OC4J) and Oracle HTTP Server instances on the Email host

7. Click **OK** to create the group target.

8. Add this group to the Oracle Collaboration Suite group you created in Section 3.4.4.

5.8 Changing the Mail Server Listener's Status to Up

In Grid Control, listeners for IMAP and POP servers have a status of Down after they are discovered. These two sections show how to change the Mail listener's status to Up on UNIX and Windows operating systems.

- Changing the Status of a Mail Listener on UNIX to Up

- Changing the Status of a Mail Listener on Windows to Up

5.8.1 Changing the Status of a Mail Listener on UNIX to Up

To change the status for Mail listeners on the UNIX operating system to Up in Grid Control, follow these steps:

1. Use the Net Merge utility to modify the listener.ora file to create one or more TCP addresses for the same listener without the presentation, that is, add the following to the end of the description list:

```
(description=(address=(protocol=tcp)(port=<any_available_
port_above_1024>)(host=127.0.0.1)))
```

Note that the port can be any port above 1024 that is available on the system for the listener, such as 1522 or 1526, but it has to be different than the one with presentation. Make sure that the port you choose is not being used by any other listener running on the system, otherwise the `tnslsnr` command described later in this section will fail.

2. Restart the Mail listener by performing the following steps:

   a. Log in as root.

   b. Check if sendmail is running by using this command:

   ```
   ps -ef | grep sendmail
   ```

   If it is running, kill the process.

   c. Execute the following command, where `userid` is the UNIX account that owns the Oracle software:

   ```
   id userid
   ```

   d. Issue the following command, where `listener_es` is the name of the Mail listener:

```
tnslsnr listener_es <uid_value> -group <gid_value>
```

> **Note:** The Mail listener cannot be started using `lsnrctl` from a user shell. Since it has to listen on ports below 1024, it has to be started by the superuser on UNIX operating systems. When restarting the Mail listener following the listener.ora change, you should use the same command, with the same command line arguments, as was used to start it up initially.

3. In Grid Control, navigate to the All Targets page and and select the listener_es target that shows a status of Down.

4. Click **Configure**. On the Monitoring Configuration page, change the **Machine name** property to 127.0.0.1 and change the **Port number** property to the port number used in the new TCP address without presentation.

5.8.2 Changing the Status of a Mail Listener on Windows to Up

To change the status for Mail listeners on the Windows operating system to Up in Grid Control, follow these steps:

1. In Grid Control, navigate to the All Targets page and select the listener_es target that shows a status of Down.

2. Click **Configure**. On the Monitoring Configuration page, make sure that the **Port number** property is set to the port number corresponding to the port number used in the new TCP address without presentation (that is, the port number corresponding to the entry in listener.ora which has `HOST=127.0.0.1`).

5.9 Purging Monitored Data from the Oracle Email Mail Store

When you monitor your Oracle Email targets with Grid Control, the Management Agent gathers monitoring data about the Oracle Email targets and uploads them to the Management Service, which loads them into the Management Repository.

However, the Oracle Email mail store itself also gathers monitoring data about your Oracle Email targets. After you start monitoring your Oracle Email targets with Grid Control, the data saved in your mail store database is redundant with the information available in the Management Repository.

As a result, to save space and improve the performance of your mail store database, you can purge this redundant data from the mail store database on a regular basis. The following sections describe how to purge this data:

- Executing the es_perf_purge PL/SQL Procedure

- Using the Grid Control Job System to Automatically Purge the Mail Store

- Deleting All Monitoring Data from the Mail Store

5.9.1 Executing the es_perf_purge PL/SQL Procedure

The first step in purging data from the mail store database is to run the `es_perf_purge` PL/SQL procedure shown in Example 5–4.

To run the procedure:

1. Create a new file containing the PL/SQL code shown in Example 5–4.

2. Save the file using the following suggested path and file name in the Oracle Home for your mail store database:

```
$ORACLE_HOME/bin/es_perf_purge.sql
```

3. Use SQL*Plus to connect to the mail store database as the `es_mail` user:

```
$PROMPT> cd $ORACLE_HOME/bin/sqlplus
SQL> connect <username> AS es_mail
```

4. Execute the PL/SQL procedure:

```
SQL> @es_perf_purge.sql
```

5. Quit SQL*Plus:

```
SQL> quit
```

Example 5–4   The es_perf_purge PL/SQL Procedure

```
CREATE OR REPLACE PROCEDURE es_perf_purge(cutoff IN NUMBER) AS
  sample_index INTEGER;
  computed_tstamp DATE := SYSDATE;
BEGIN

  -- Use this procedure to purge the oldest "cutoff" days worth of data.
  -- So if the value of 7 is passed for "cutoff" in this procedure, then
  -- the oldest 7 days worth of data will be deleted.
  -- If the oldest 14 days worth of data needs to be purged, pass in 14
  -- for "cutoff" in this procedure ...
  -- NOTE: If the value of cutoff is large, this procedure takes a long time
  --       to complete. To delete all the data from the tables - es_perf_sample
  --       and es_perf_timestamp, use the following sql commands:
  --       %SQL> TRUNCATE TABLE es_perf_sample;
  --       %SQL> TRUNCATE TABLE es_perf_timestamp;
  --       %SQL> COMMIT;
  --       This is a faster way of deleting all the data in the es_perf_sample
  --       and es_perf_timestamp tables. Use the above "TRUNCATE" sql
  --       statements only if there is no need for the data in these tables.

  -- first determine the timestamp based on cutoff number of days
  BEGIN
    SELECT MIN(timestamp) + cutoff
      INTO computed_tstamp
      FROM es_perf_timestamp;

    EXCEPTION
      WHEN OTHERS THEN
        computed_tstamp := SYSDATE;
  END;

  -- now use the value of computed timestamp to delete data from
  -- es_perf_sample and es_perf_timestamp

  -- delete data from es_perf_sample
  FOR record IN
    (
      SELECT timestamp_id
        FROM es_perf_timestamp
       WHERE timestamp <= computed_tstamp
    )
  LOOP
```

```
   DELETE
     FROM es_perf_sample
    WHERE timestamp_id = record.timestamp_id;
 END LOOP;

 -- delete data from es_perf_timestamp
 DELETE
   FROM es_perf_timestamp
  WHERE timestamp <= computed_tstamp;

 COMMIT;
END;
```

5.9.2 Using the Grid Control Job System to Automatically Purge the Mail Store

After you initially run the `es_perf_purge` PL/SQL procedure, you can configure the Grid Control Job system to automatically perform the purge operation on a regular basis.

To create a Grid Control job to perform this action:

1. From the Grid Control Home page, click the **Jobs** tab.

2. From the Results section of the page, select **SQL Script** from the **Create Job** box.

    Grid Control displays the Create 'SQL Script' Job page.

3. Enter a name and a description of the job in the **Name** and **Description** fields.

4. Enter the following in the **SQL Script** field:

    ```
    EXEC es_perf_purge( <number_of_days> );
    ```

    For example, to delete the past seven days of monitoring data, enter the following:

    ```
    EXEC es_perf_purge ( 7 );
    ```

5. In the Databases section of the page, click **Add**.

    Grid Control displays the Add Targets page.

6. Click **Search** to display a list of all available databases; or, enter the name of a specific mail store database and then click **Search**.

7. Select the mail store database you want to purge and click **Add**.

    Grid Control returns you to the Create 'SQL Script' Job page; the mail store database you selected appears in the list of databases against which the job will be run.

8. Provide the required host and database credentials.

    Optionally, use your preferred credentials to define the connection to the mail store database.

    > **See Also:** "About Preferred Credentials" in the Grid Control online help

9. Click **Schedule** to determine when the job will be run.

    For example, you can schedule the job to run once a week, or every day. Click **Help** for information on defining a schedule for a job.

10. Click **Submit** or **Submit and Save**.

5.9.3 Deleting All Monitoring Data from the Mail Store

Purging monitoring data from the Oracle Email mail store can take a long time to complete. Alternatively, you can delete all the monitoring data from the es_perf tables using the SQL TRUNCATE command.

> **Caution:** Use the TRUNCATE statement with caution. When you issue the TRUNCATE statement, a COMMIT is performed automatically. As a result, you will not be able to rollback the data you are deleting.
>
> Be sure the object name you provide for the TRUNCATE statement contains only the name of the tables described in the procedure. Use the TRUNCATE statement only if you are sure that you no longer need the data in the es_perf_sample and es_per_timestamp tables.

To remove all the existing monitoring data from the mail store database:

1. Connect to the mail store database as the es_perf user, using SQL*Plus:

```
$ORACLE_HOME/bin/sqlplus
SQL> connect <username> AS es_mail
```

2. Execute the following SQL commands:

```
SQL> TRUNCATE TABLE es_perf_sample;
SQL> TRUNCATE TABLE es_perf_timestamp;
```

3. Quit SQL*Plus:

```
SQL> quit
```

6

Configuring Calendar

This chapter describes how to configure Grid Control to monitor the Oracle Calendar component for Oracle Collaboration Suite Release 2.

> **Note:** See Chapter 6, "Configuring Calendar" for information on configuring Grid Control to manage Oracle Calendar components for Oracle Collaboration Suite 10*g* Release 1.

This chapter contains the following sections:

- Preparing to Configure Grid Control to Manage Oracle Calendar Targets
- Creating the Oracle Calendar Server Target
- Creating the Oracle Calendar Applications Target
- Creating the Oracle Calendar Web Application Target
- Creating the Oracle Calendar Group Target

6.1 Preparing to Configure Grid Control to Manage Oracle Calendar Targets

Calendar is installed as a set of services distributed over hosts and databases.

For more information, see *Oracle Calendar Administrator's Guide* for Oracle Collaboration Suite Release 2 at:

`http://www.oracle.com/technology/documentation/collab.html`

As a result, you should create the following targets using Grid Control:

- One Calendar Server target for each Oracle Calendar server
- One Calendar Applications target for each Oracle Calendar application system
- One Oracle Calendar Web Applications target that contains all the targets that support your Oracle Calendar installation.

  The Web Application target consolidates your Oracle Calendar targets for easier monitoring and provides you with the ability to use the Application Service Level Management features of Grid Control.

- One Oracle Calendar group target for each Oracle Calendar server.

6.2 Creating the Oracle Calendar Server Target

After installing the Oracle Calendar server, the following information needs to be identified:

- The name of the host where the Oracle Calendar server was installed

- The listening port assigned to the Oracle Calendar engine (uniengd)

  The engine listening port is assigned during the Oracle Calendar installation and can be found under the [ENG] section of the following file:

  ```
  $ORACLE_HOME/ocal/misc/unison.ini
  ```

- The password for the Oracle Calendar instance administrator (SYSOP) for the Oracle Calendar server

- Oracle Home for the middle tier that hosts the Oracle Calendar application system

To create the Oracle Calendar server target:

1. Verify that the scripts required to configure Oracle Calendar for Grid Control are located in the following directory:

   ```
   $ORACLE_HOME/ocal/oem/scripts
   ```

   These scripts are installed with Oracle Collaboration Suite Release 2. The scripts should include:

   ```
   ocal_ps.pl
   ocal_dbsize.pl
   ```

2. Using Grid Control, navigate to the home page for the Oracle Management Agent that was installed on the Oracle Calendar server host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the Oracle Calendar server host.

3. In the Monitored Targets section of the page, select **Calendar Server** from the **Add** box, then click **Go**.

   Grid Control displays the property page for the selected target type. Provide the required information, as described in Table 6–1.

4. Click **OK** to create the target.

   > **See Also:** "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help

Table 6–1   Oracle Calendar Server Target Properties

Property	Description
Calendar Server host:port	The Oracle Calendar server host and engine (`unieng`) listening port.
	The port number is configured during installation and can be found under the `[ENG]` section in the following file:
	`$ORACLE_HOME/ocal/misc/unison.ini`

Table 6–1   (Cont.) Oracle Calendar Server Target Properties

Property	Description
Sysop Password	The password of the Oracle Calendar instance administrator (Oracle Calendar SYSOP account) that was used to install the Calendar Server.
	Note that the password for the SYSOP account is set to the `ias_admin` password by default.
	To modify the SYSOP password after installation, run the following command:
	`$ORACLE_HOME/ocal/bin/unipasswd`
	Note that changing the iAS Admin password does not automatically change the SYSOP password. The SYSOP password may be different for each Calendar Server.
OracleHome	The Oracle Home for the middle tier that hosts the Oracle Calendar server.

6.3 Creating the Oracle Calendar Applications Target

After installing the Oracle Calendar application system, gather the following information, which will be required during the Calendar Applications target configuration:

- The name of the HTTP Server host for the Oracle Calendar application system

- The default listening port for the HTTP Server.

  This is usually the same as the port for the Portal instance configured on the middle tier.

- The Oracle Home for the middle tier that hosts the Oracle Calendar application system

To create the Calendar Applications target:

1. Using Grid Control, navigate to the home page for the Oracle Management Agent that was installed on the Oracle Calendar application system host. Use these steps to navigate to the appropriate Agent home page:

    a. Click **Setup** at the top of any Grid Control page.

    b. Click **Agents** in the Overview of Setup page subtab.

    c. In the Agents table on the Agents page, click the link for the Management Agent for the Oracle Calendar application system host.

2. In the Monitored Targets section of the page, select **Calendar Applications** from the **Add** box, then click **Go**.

    Grid Control displays the property page for the selected target type. Provide the required information, as described in Table 6–2.

3. Click **OK** to create the target.

    > **See Also:**   "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help

Table 6–2   Calendar Applications Target Properties

Property	Description
OracleHome	The Oracle Home for the middle tier that hosts the Oracle Calendar application system
Calendar HTTP Hostname	The name of the host for the HTTP Server where the Oracle Calendar application system will be hosted.
Calendar HTTP Port	The HTTP Server port where the Oracle Calendar application system is hosted. The port number is usually the same as the HTTP Server port for OracleAS Portal.

6.4 Creating the Oracle Calendar Web Application Target

To monitor your Calendar components, you create a Web Application target. Web Application targets can be monitored for availability and performance with Application Performance Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

Before you configure the Calendar Web Application target, Oracle recommends that you create a test account so you can test the target immediately after it is created.

To create a Web Application target for monitoring your Calendar components:

1. Create a TEST Calendar account that you can later use to test the Web Application target.

2. Using Grid Control, navigate to the Agent home page for the Oracle Management Agent that was installed on the Calendar host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the Calendar host.

3. In the Monitored Targets section of the page, select **Web Application** from the **Add** box, then click **Go**.

   Grid Control displays the Create Web Application wizard, which guides you through the process of creating the Web Application.

   When the wizard asks you for the **Homepage URL**, enter the Calendar URL. For example:

   ```
   http://calhost1.acme.com:7777/ocas-bin/ocas.fcgi?sub=web&web=calendar
   ```

   Click **Help** for information about other fields in the Web Application target wizard.

4. Click **OK** to create the target.

5. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

   For example, create a transaction from the TEST account that logs in and schedules a new appointment or views an existing appointment.

   > **See Also:** "Creating Transactions" in the Grid Control online help

6. Enable End-User Performance Monitoring for the Web Application using the procedures described in "Configuring Application Performance Management" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager Grid Control 10*g* Release 2 at:

   http://www.oracle.com/technology/documentation/oem.html

Note: Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from Oracle*MetaLink*:

http://metalink.oracle.com/

6.5 Creating the Oracle Calendar Group Target

After you configure the Oracle Calendar targets, you can create the Oracle Calendar group target. To ensure the group is created correctly, it is important to ensure that every possible calendar target has been created. Also, ensure that the host targets and application server targets used by Oracle Calendar are discovered and visible in Grid Control.

To create the group target:

1. Click the **Targets** tab in Grid Control.

2. Click **All Targets**.

3. Select **Collaboration Suite Component** from the **Add** box, then click **Go**.

   Grid Control displays the Create Collaboration Suite Component page.

4. Select **Calendar** from the **Component Type** box.

5. Enter a name for the Calendar group in the **Name** field.

   For example, enter Calendar Group.

6. Select the targets that you want to add to the group from the Available Targets list and add them to the Selected Targets list.

   Be sure to add the following targets to the Calendar group:

   ■ The host where the Calendar Server resides

   ■ The Calendar Server target you created in Section 6.2.

   ■ The Calendar Applications target you created in Section 6.3

   ■ The Web Application target you created in Section 6.4

7. Click **OK** to create the group target.

7

Configuring Oracle Voicemail & Fax

This chapter describes how to configure Oracle Enterprise Manager Grid Control 10*g* Release 2 (10.2) to monitor the Oracle Voicemail & Fax component for Oracle Collaboration Suite Release 2 (9.0.4).

> **Note:** Grid Control 10*g* Release 2 (10.2) does not support the monitoring of Oracle Voicemail & Fax Release 1 (9.0.3) components.

See "Steps to Perform Before Creating a Voicemail & Fax Service" on page 1-21 for information on setting up Grid Control 10*g* Release 2 (10.2) to monitor the Oracle Voicemail & Fax component for Oracle Collaboration Suite 10*g* Release 1 (10.1).

7.1 Using Grid Control to Manage Oracle Voicemail & Fax

Before you begin installing Oracle Voicemail & Fax for Oracle Collaboration Suite Release 2 (9.0.4) for Windows, be sure that the latest Oracle Management Agent for Windows is installed and properly configured on the Windows machine.

After installing Oracle Voicemail & Fax for Oracle Collaboration Suite Release 2 (9.0.4) for Windows, use Grid Control to centrally administer your Voicemail & Fax installation.

Before you start using Oracle Voicemail & Fax, use Grid Control to set up your sites and groups and configure the PBX-Application Cluster.

For more information about getting started with Grid Control and configuring Oracle Voicemail & Fax, see *Oracle Voicemail & Fax Administrator's Guide* for Oracle Collaboration Suite 10g Release 1 at:

http://www.oracle.com/technology/documentation/collab10g.html

Even though the *Oracle Voicemail & Fax Administrator's Guide* for Oracle Collaboration Suite 10g Release 1 was written to describe setting up Grid Control 10.1.0.4 to manage the Oracle Voicemail & Fax component for Oracle Collaboration Suite 10*g* Release 1 (10.1), the same steps can be used to set up Grid Control 10g Release 2 (10.2) to manage the Oracle Voicemail & Fax component for Oracle Collaboration Suite Release 2 (9.0.4).

> **Note:** Due to differences in the underlying architecture and design of Oracle Voicemail & Fax targets in Oracle Collaboration Suite releases 9.0.4 and 10.1, you *cannot* create component services for Oracle Voicemail & Fax release 9.0.4 targets. In other words, the instructions in "Steps for Creating a Collaboration Suite Service" on page 1-16 are only valid for Voicemail & Fax release 10.1 targets.
>
> Follow these steps to create an Oracle Voicemail & Fax release 9.0.4 component:
>
> 1. On the All Targets page in Grid Control, choose **Collaboration Suite Component** from the **Add** box and click **Go**.
>
> 2. On the Create Collaboration Suite Component: Component Type page, choose **Voicemail & Fax (9.0.4)** and click **Continue**.
>
> 3. On the Create Collaboration Suite Component: Targets page, choose a name for the Voicemail & Fax release 9.0.4 component, specify the targets that comprise the component, and click **OK**.

8

Configuring Files

This chapter provides information about how to configure Grid Control 10*g* Release 2 (10.2) to monitor the Oracle Files component for Oracle Collaboration Suite Release 2. It contains the following sections:

- Preparing to Configure Grid Control to Manage Oracle Files

- Creating the Internet File System Target for Oracle Files

- Creating the Oracle Files Web Application Target

- Creating the Oracle Files Group Target

8.1 Preparing to Configure Grid Control to Manage Oracle Files

Before you configure Grid Control to manage Oracle Files, you must perform the tasks described in the following sections:

- Modifying the Management Agent Classpath

- Overview of the Oracle Files Target Types

- Creating a TEST User and Sample Documents

8.1.1 Modifying the Management Agent Classpath

Before you configure Grid Control to manage Oracle Files, you must run a script that is installed with the Management Agent. This script configures the Management Agent classpath so it can monitor the Oracle Files component.

To modify the Management Agent classpath:

1. Stop the Management Agent if it has been started:

```
AGENT_HOME/bin/emctl stop agent
```

2. Run the following command:

```
AGENT_HOME/files/emagent/bin/ifsemchgtarget
```

When prompted, choose **2. Oracle Files Release 1 or Release 2**.

3. Start the Management Agent:

```
AGENT_HOME/bin/emctl start agent
```

8.1.2 Overview of the Oracle Files Target Types

After you install the Management Agent on the Oracle Files hosts, you can use Grid Control to create Oracle Files targets. After the targets are created, you can view the various metrics collected for each Oracle Files target.

When you manage Oracle Files with Grid Control, you create the following target types:

- An Oracle Files target for each middle-tier instance of Oracle Files

- A Web Application target for each Oracle Files target and its related targets, such as the host and Oracle Application Server Web Cache for the instance.

- An Oracle Files group target for all the Oracle Files targets in your environment, as well as the related targets for each instance of Oracle Files.

8.1.3 Creating a TEST User and Sample Documents

When you monitor Oracle Files using Grid Control, you define a set of transactions that test the availability and performance of your Oracle Files targets. To make this process easier, do the following before you configure Grid Control to manage your Oracle Files components:

1. Create an Oracle Files user called TEST.

2. Create several sample document that the TEST user can access.

8.2 Creating the Internet File System Target for Oracle Files

To create the Oracle Files target:

1. Using Grid Control, navigate to the Management Agent home page for the Management Agent that was installed on the Oracle Files host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the Oracle Files host.

2. In the Monitored Targets section of the page, select **Internet File System** from the **Add** box, then click **Go**.

   Grid Control displays the property page for the selected target type. Provide the required information, as described in .

   > **Note:** You can use the contents of the `targets.xml` file for the OCS middle tier (for example, *OCS_HOME*/sysman/emd/targets.xml) as a reference to supply some of the values. You can find these values in the section of the file that lists properties for the `oracle_ifs` target.

3. Click **OK** to create the target.

   > **See Also:** "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help

Table 8–1   Internet File System Target Properties

Property	Description
Name	The name of the Oracle Files target.
	You can copy this value from `targets.xml` file located in the following location in the Oracle Files middle-tier home directory:
	`OCS_HOME/sysman/emd/`
	Make sure to use the NAME value, not the DISPLAY NAME. For example:

	`recutocsr2.test4-sun.us.oracle.com_iFS_`
	`test6-pc.us.oracle.com:1521:`
	`test6.us.oracle.com:CLIFSQA4FILES`

	Note for Oracle Collaboration Suite Release 1 users: The Oracle Files target name in the `targets.xml` file is not prefixed with the name of the application server instance. As a result, the target name may not be unique. To be sure the name of the target is unique across your entire Oracle Collaboration Suite environment, prefix the target name with the application server middle-tier instance name.
Version	Provide the version number of the Oracle Files middle tier (for example, 9.0.4.1).
Run Repos Metric?	Whether to run domain/repository metrics or not. Domain-level metrics include:
	■ Documents By MIME Type
	■ Document Statistics
	■ Domain Response
	■ Node Statistics
	■ Sessions By Server (Domain)
	■ Sessions By Server (Node)
	■ Users
	■ Users (With Limited Quota)
	Type TRUE or FALSE (must be all uppercase). If there are multiple Oracle Files middle tiers configured for the same Oracle Collaboration Suite instance, you should set this property to TRUE for one and only one oracle_ifs target among all the Oracle Files middle tier targets.
Run Response Time Metric?	Whether to run the Application URL Response Time metric or not. Type TRUE or FALSE (must be all uppercase). You should set this property to TRUE only when the `OC4J_iFS_files` instance is configured for the local middle tier. If you set this property to TRUE, you must provide a valid value for Application URL.
	For example:
	`http://host2.us.oracle.com:7777/files/app`

Table 8–1   (Cont.) Internet File System Target Properties

Property	Description
Run Load Balancer Response Time Metric?	Whether to run the Load Balanced Application URL Response Time metric or not.
	Type TRUE or FALSE (must be all uppercase).
	You should set this property to TRUE only when there is a load balancer configured for the entire system. In addition, if there are multiple Oracle Files middle tiers configured for the same Oracle Collaboration Suite instance, you should set this property to TRUE for one and only one oracle_ifs target among all the Oracle Files middle tier targets. If you set this property to TRUE, you must provide a valid value for Load Balanced Application URL.
Ifs Root Home	This value should be in the following format:
	`$FilesMidTier_ORACLE_HOME/ifs`
	You can copy this value from `targets.xml`. For example:
	`/data/ocs/ifs`
Ifs Home	This value should be in the following format:
	`$FilesMidTier_ORACLE_HOME/ifs/files`
	Copy this value from `targets.xml`. For example:
	`/data/ocs/ifs/files`
Domain Name	Name of the Oracle Files domain.
	You can copy this value from `targets.xml`.
Domain Type	Enter `files`.
Schema Password	Enter the Oracle Files schema password.
Application URL	The URL of the Oracle Files Web application on the middle tier. It is usually in the following format:
	`http://<midtier-hostname>:<midtier-ohs-port>/files/app`
	You must provide a value for this field even if the **Run Response Time Metric?** is set to FALSE. In this case, provide any value (for example, DUMMYURL).
	Note for Oracle Collaboration Suite Release 1 users: Use the following URL format in this field:
	`http://<midtier>:<midtier-ohs-port>/files/app/HomePage`
Load Balanced Application URL	The load balanced URL of the Oracle Files Web application for this Oracle Files domain. It is usually in the following format:
	`http://<load-balancer-host>:<load-balancer-port>/` `<load-balancer-mountpoint>`
	You must provide a value for this field even if the **Run Load Balancer Response Time Metric?** is set to FALSE. In this case, provide any value (for example, DUMMYURL).
DB Connect Descriptor	(Optional) The RAC-enabled database connect descriptor. Only needs to be supplied when the Oracle Collaboration Suite information storage is a RAC database.
System Administrator Username	(Optional) Leave this value blank.
System Administrator Password	(Optional) Leave this value blank.

Table 8–1   (Cont.) Internet File System Target Properties

Property	Description
Use Default Proxy Settings?	(Optional) Use this field to indicate whether or not Grid Control should use the default proxy server settings specifiedin the following configuration file: `$EMAGENT_ORACLE_HOME/sysman/config/emd.properties` By default, this value is set to true. If you set this value to false, you must provide values for Proxy Host and Proxy Port.
Proxy Host	(Optional) The proxy server host name. You only need to provide this value if **Use Default Proxy Settings?** is set to false.
Proxy Port	(Optional) The proxy server port. You only need to provide this value if Use Default Proxy Settings? is set to false.

8.3 Creating the Oracle Files Web Application Target

To monitor the performance and availability of your Oracle Files components, you create a Web Application target. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

To create a Web Application target for monitoring your Oracle Files components:

1. Using Grid Control, navigate to the Management Agent home page for the Oracle Management Agent that was installed on the Oracle Files host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the Oracle Files host.

2. In the Monitored Targets section of the page, select **Web Application** from the **Add** box, then click **Go**.

   Grid Control displays the Create Web Application wizard, which guides you through the process of creating the Web Application.

   Click **Help** for information about other fields in the Web Application target wizard.

3. When Grid Control prompts you for the **Homepage URL**, enter the following:

   `http://<hostname>:<port>/files/app`

   Note for Oracle Collaboration Suite Release 1 Users: Use the following URL format in this field:

   `http://<midtier>:<midtier-ohs-port>/files/app/HomePage`

   ---

4. When Grid Control prompts you to select the components of the Web Application target, be sure to include the following related targets:

   - One of the Internet File System targets you created using the instructions in Creating the Internet File System Target for Oracle Files on page 8-2

   - The host where the Oracle Files instance resides

- The Oracle Application Server Web Cache target used to display the Oracle Files content on the middle tier.

  The Oracle Application Server Web Cache target is required in order to use enable End-User Performance Monitoring, which can help you monitor the response time of your Oracle Files pages.

5. Click **OK** to create the target.

6. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

   For example, create a transaction that logs in to the TEST account you created in Section 8.1.3. Extend the transaction, or create a new transaction that browses the sample documents owned by the TEST account.

   > **See Also:** "Creating Transactions" in the Grid Control online help

7. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Performance Monitoring Using Earlier Versions of Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager Grid Control 10*g* Release 2 at:

   http://www.oracle.com/technology/documentation/oem.html

   > **Note:** Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from Oracle*MetaLink*:
   >
   > http://metalink.oracle.com/

8.4 Creating the Oracle Files Group Target

After all the Oracle Files targets are configured, you can create the Oracle Files group target, which provides a single interface for monitoring multiple Oracle Files targets in your Oracle Collaboration Suite environment.

The Oracle Files group home page has three property pages: **Home**, **Performance**, and **Member Targets**. The Home page list the availability and alerts summary of all the member targets that comprise the Files Group. The Performance page displays charts for the selected summary metrics of all the member targets. And, finally, the Member Targets tab has a table that contains all the targets that belong to the group, their status, and their alerts.

To create the Oracle Files group target:

1. Click the **Targets** tab in Grid Control.

2. Click **Groups**.

3. Select **Group** from the **Add** box, then click **Go**.

   Grid Control displays the Create Group wizard.

4. Enter a name for the Oracle Files group in the **Name** field.

   For example, enter Oracle Files Group.

5. Use the **Type** box and the **Move** button to add the following related targets to the group:

- All the Oracle Files (Internet File System) targets you created using the instructions in Section 8.2

- The host targets where the Internet File System targets reside

- The application server targets, including the individual Oracle HTTP Server and Oracle Application Server Containers for J2EE (OC4J) targets required to run the Internet File System targets

- The application server Infrastructure database and listener, including the Oracle Internet Directory and Single Sign-on targets

- The Oracle database and listener where the Oracle Files data is stored

6. Use the remaining pages in the wizard to select a set of summary metrics for the group and to review your changes before you create the group.

Summary metrics appear on the Performance tab of the Oracle Files Group home page.

7. Add this group to the Oracle Collaboration Suite group you created in Section 3.4.4.

9

Configuring Web Conferencing

This chapter describes how to configure Grid Control 10*g* Release 2 (10.2) to manage the Web Conference component of Oracle Collaboration Suite Release 2.

> **Note:** See Chapter 1, "Introduction to Managing Oracle Collaboration Suite 10g Release 1" for information on configuring Grid Control to manage Real-Time Collaboration components for Oracle Collaboration Suite 10*g* Release 1.

This chapter contains the following sections

- Overview of the Web Conferencing Target Types
- Creating the Real-Time Collaboration Target
- Creating a Web Conferencing Web Application Target
- Creating the Real-Time Collaboration Group Target

9.1 Overview of the Web Conferencing Target Types

Web Conferencing is installed as a set of services distributed over hosts and databases. Monitoring Web Conferencing involves monitoring the Web Conferencing installations, the hosts on which the Web Conferencing software runs, the OC4J and HTTP instances, and the Web Application, which conducts transactions to run the various web conferencing test servlets.

Therefore, a Web Conferencing group target is created at the end of the process. This group target captures the important metrics of all the members of the group and also displays relevant charts all on one Web page. Web Conferencing targets consist of:

- One Web Conferencing target for each Web Conferencing installation. It is usually defined on the host where Web Conferencing processes are running.

- One Web Application for all the Web Conferencing installations. This Web Application will track all the URLs of all the Web Conferencing installations.

- OC4J instances, HTTP servers, and hosts running on the same host as Web Conferencing are also part of the entire Web Conferencing group.

- One Web Conferencing group target that groups together all the above mentioned targets and serves as a convenient starting point for monitoring Web Conferencing.

9.2 Creating the Real-Time Collaboration Target

To create the Real-Time Collaboration target:

1. Using Grid Control, navigate to the Management Agent home page for the Management Agent that was installed on the Web Conferencing host. Use these steps to navigate to the appropriate Agent home page:

   a. Click **Setup** at the top of any Grid Control page.

   b. Click **Agents** in the Overview of Setup page subtab.

   c. In the Agents table on the Agents page, click the link for the Management Agent for the Web Conferencing host.

2. In the Monitored Targets section of the page, select **Real-Time Collaboration** from the **Add** box, then click **Go**.

   Grid Control displays the property page for the selected target type. Provide the required information, as described in Table 9–1.

3. Click **OK** to create the target.

> **See Also:** "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help

Table 9–1   Web Conferencing Target Properties

Property	Description
Real-Time Collaboration Oracle Home Path	The Oracle Home directory of the Real-Time Collaboration component.
Real-Time Collaboration Directory Name	The directory name where the Real-Time Collaboration component is configured. This is an optional parameter that defaults to `imeeting`. This is not a path, just the directory name. For example, if the Real-Time Collaboration component is configured in the `/OCS/midtier/orahome/imeeting` directory, the value of the Real-Time Collaboration Directory Name property should be `imeeting`.

Real-Time Collaboration Admin Page	The URL of the instance diagnostics page of the Real-Time Collaboration target. The URL should be in the following format:
	
	`http://<host>:<port>/imtapp/logs/system.jsp`
	
	You can use either a regular (HTTP) or encrypted (HTTPS) connection. For example:
	
	`https://webconfl2.oracle.com/imtapp/logs/system.jsp`

Real-Time Collaboration IMTPM Port	The port number of the Real-Time Collaboration component server. This is an optional parameter.
Script Extension	The file extension of operating system scripts that get information for the monitor system. For Windows systems, the file extension is .bat. For UNIX systems, the file extension is .sh. Most of the scripts that get information for the monitor system are now written in Perl, and this property is now optional.
OPMN IAS Component	The OPMN component for this process. The default value is `RTC`.

9.3 Creating a Web Conferencing Web Application Target

To monitor your Web Conferencing instances, you can create a Web Application target. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

> **See Also:** "About Application Performance Management" in the Grid Control online help

To create a Web Application target for your Web Conferencing components:

1. Using Grid Control, navigate to the Agent home page for the Oracle Management Agent that was installed on the Web Conferencing host. Use these steps to navigate to the appropriate Agent home page:

    a. Click **Setup** at the top of any Grid Control page.

    b. Click **Agents** in the Overview of Setup page subtab.

    c. In the Agents table on the Agents page, click the link for the Management Agent for the Web Conferencing host.

2. In the Monitored Targets section of the page, select **Web Application** from the **Add** box, then click **Go**.

    Grid Control displays the Create Web Application wizard, which guides you through the process of creating the Web Application.

3. On the Create Web Application: General page, enter the following URL in the **Homepage URL** field:

    ```
    http://<host>:<port>/pls/portal
    ```

    For example:

    ```
    http://mgmthost42.acme.com:7777/pls/portal
    ```

4. Use the rest of the wizard to provide the rest of the information required for a Web Application target.

    Click **Help** for more information about using the Create Web Application Target wizard.

5. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

    For example, create a transaction that attends a test meeting. Create additional transactions that test the document and voice conversion features of Web Conferencing.

    The following URL provides a good starting point for a transaction that tests the availability and performance of the Web Conferencing application:

    ```
    http://<host>:<port>/imtapp/servlet/ImtTestServlet?mtgtest=true
    ```

    This transaction works when Web Conferencing is configured but voice services are not.

    > **See Also:** "Creating Transactions" in the Grid Control online help

6. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Performance Monitoring Using Earlier Versions of Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager Grid Control 10*g* Release 2 at:

   http://www.oracle.com/technology/documentation/oem.html

   > **Note:** Before you apply End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download the patch from Oracle*MetaLink*:
   >
   > http://metalink.oracle.com/

9.4 Creating the Real-Time Collaboration Group Target

After all the Web Conferencing targets are configured, you can create the Web Conferencing group target, which provides a custom user interface for managing your Oracle Collaboration Suite environment.

The Oracle Collaboration Suite Web Conferencing group home page contains the alerts table, followed by a table of rows of component targets and columns of key metrics. There is also a Performance tab where key metrics are charted for the Web Conferencing group.

To create the Web Conferencing group target:

1. Click the **Targets** tab in Grid Control.

2. Click **All Targets**.

3. Select **Collaboration Suite Component** from the **Add** box, then click **Go**.

   Grid Control displays the Create Collaboration Suite Component page.

4. Select **Real-Time Collaboration** from the **Component Type** list.

5. Enter a name for the Web Conferencing group in the **Name** field.

   For example, enter Web Conferencing Group.

6. Select the targets that you want to add to the group from the Available Targets list and add them to the Selected Targets list.

   Be sure to add the following target types to the Web Conferencing group:

   - The host targets where the Web Conferencing servers reside

   - The Web Conferencing target you created in Section 9.2

   - The Web Application target you created in Section 9.3

   - The OracleAS Containers for J2EE (OC4J) and Oracle HTTP Server targets on the host

7. Click **OK** to create the group target.

10

Configuring Ultra Search

This chapter provides information about how to configure Grid Control 10*g* Release 2 (10.2) to monitor Oracle Ultra Search for Oracle Collaboration Suite Release 2.

> **Note:** See Chapter 1, "Introduction to Managing Oracle Collaboration Suite 10g Release 1" for information on configuring Grid Control to manage Collaboration Suite Search components for Oracle Collaboration Suite 10*g* Release 1

This chapter contains the following sections:

- Overview of the Oracle Ultra Search Target Types
- Creating an Oracle Ultra Search Target
- Creating the Oracle Ultra Search Web Application Target
- Creating the Oracle Ultra Search Group Target

10.1 Overview of the Oracle Ultra Search Target Types

Oracle Ultra Search consists of a database and a middle-tier component. As an administrator, you should create one Ultra Search target for each Ultra Search database repository. This target will collect crawling status for all Ultra Search instances.

After you install the Management Agent on the Oracle Ultra Search hosts, you can use Grid Control to create Oracle Ultra Search targets. After the targets are created, you can view the various metrics collected for each Oracle Ultra Search target.

For information on running the Oracle Ultra Search crawler, see *Oracle Ultra Search User's Guide* for Oracle Collaboration Suite Release 2 at:

http://www.oracle.com/technology/documentation/collab.html

When you manage Ultra Search with Grid Control, you create the following target types:

- An Ultra Search target for each Ultra Search database repository
- A Web Application for each Ultra Search target and its related targets, such as the database and hosts where the Ultra Search target exists.
- An Ultra Search group target for all the Ultra Search targets in your environment, as well as the related targets for each.

10.2 Creating an Oracle Ultra Search Target

To create the Oracle Ultra Search target:

1. Using Grid Control, navigate to the home page for the Management Agent that was installed on the Oracle Ultra Search Repository Database host. Use these steps to navigate to the appropriate Agent hom e page:

    a. Click **Setup** at the top of any Grid Control page.

    b. Click **Agents** in the Overview of Setup page subtab.

    c. In the Agents table on the Agents page, click the link for the Management Agent for the Ultra Search Repository Database host.

2. In the Monitored Targets section of the page, select **Ultra Search** from the **Add** box, then click **Go**.

    Grid Control displays the property page for the selected target type.

3. Provide the required information, as described in Table 10–1.

4. Click **OK** to create the target.

> **See Also:**   "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Grid Control online help

Table 10–1   Oracle Ultra Search Target Properties

Property	Description
Name	Enter a unique name for the Oracle Ultra Search target. If you have multiple Oracle Ultra Search targets in your environment, consider including the host name in the target name.
Database Host	The host for the Oracle Ultra Search repository database. This is usually an Oracle Application Server Infrastructure database. For example: `iashost2.acme.com`
Database Listener Port	The port for the Oracle Ultra Search repository database. For example: `1521`
Oracle SID	The System Identifier (SID) for the Oracle Ultra Search repository database. For example: `iasdb`
Schema Username	User name for the owner of the Oracle Ultra Search schema. By default, the user name is `WKSYS`.
Schema Password	Password for the `WKSYS` user account.

10.3 Creating the Oracle Ultra Search Web Application Target

To monitor your Oracle Ultra Search components, you create a Web Application target. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

To create a Web Application target for monitoring your Oracle Ultra Search components:

1. Using Grid Control, click the **Targets** tab and then click **Web Applications**.

2. Click **Add**.

   Grid Control displays the Create Web Application wizard, which guides you through the process of creating the Web Application. Click **Help** if you need more information about using the Wizard.

3. Click **Submit** to create the target.

4. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

   For example, create the following transactions:

   - One transaction that logs in to the Ultra Search Administration tool, using the following URL:

     ```
     http://<host>:<port>/ultrasearch/admin/
     ```

     For example:

     ```
     http://ultsrch42.acme.com:7777/ultrasearch/admin/
     ```

   - One transaction that performs a search using Oracle Ultra Search, using the following URL:

     ```
     http://<host>:<port>/ultrasearch/query/search.jsp
     ```

     For example:

     ```
     http://ultsrch42.acme.com:7777/ultrasearch/query/search.jsp
     ```

     See Also: "Creating Transactions" in the Grid Control online help

5. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Performance Monitoring Using Earlier Versions of Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager Grid Control 10*g* Release 2 at:

   http://www.oracle.com/technology/documentation/oem.html

   Note: Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from Oracle*MetaLink*:

   http://metalink.oracle.com/

10.4 Creating the Oracle Ultra Search Group Target

After all the Oracle Ultra Search targets are configured, you can create the Oracle Ultra Search group target, which provides a single interface for monitoring multiple Oracle Ultra Search targets in your Oracle Collaboration Suite environment.

The Oracle Ultra Search group home page contains the alerts table, followed by a table of rows of component targets and columns of key metrics. There is also a Performance tab where key metrics are charted for the Oracle Ultra Search group.

To create the Oracle Ultra Search group target:

1. Click the **Targets** tab in Grid Control.

2. Click **Groups**.

3. Select **Group** from the **Add** box, then click **Go**.

   Grid Control displays the Create Group wizard.

4. Enter a name for the Oracle Ultra Search group in the **Name** field.

   For example, enter `Ultra Search Group`.

5. Use the **Type** box and the **Move** button to add the following targets to the group:

   - Any Ultra Search targets you created using the instructions in Section 10.2

   - The host targets where the Ultra Search servers reside

   - The Ultra Search repository database.

   - The application server target where the Ultra Search target resides

6. Use the remaining pages in the wizard to select a set of summary metrics for the group and to review your changes before you create the group.

   Summary metrics appear on the Performance tab of the Oracle Ultra Search Group home page.

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