IBM Sterling Control Center

User Guide

Version 5.3

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This edition applies to the 5.3 Version of IBM Sterling Control Center and to all subsequent releases and modifications until otherwise indicated in new editions.

Before using this information and the product it supports, read the information in *Notices* on page 61.

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Chapter 1

About the User Guide

The *IBM Sterling Control Center User Guide* is for operations staff who use IBM® Sterling Control Center to monitor server activity and oversee the routine functioning of Sterling Control Center. This guide assumes that you are familiar with your server hardware and software environment.

Once you are ready to begin using Sterling Control Center, the *IBM Sterling Control Center User Guide* helps you with the following tasks:

Task	For More Information, See
Access the IBM Sterling Control Center Console and use the main IBM Sterling Control Center and web consoles	*Use the Console* on page 9
View server status	*Monitor Status* on page 35
View processing activity	*Monitor Server Activity* on page 21
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Access other applications including IBM® Sterling B2B Integrator, IBM® Sterling File Gateway, and IBM® Sterling Connect:Direct Browser User Interface	*Interface with Other Systems* on page 55
Troubleshoot user problems	*User Troubleshooting* on page 57

Use the Console

Start the Sterling Control Center Console

To log into the IBM® Sterling Control Center console, begin by starting it. You can start the console from the computer where the Sterling Control Center engine is installed or from the IBM Sterling Control Center Launch Page. The Web Console can also be started from the IBM Sterling Control Center Launch Page.

Starting the Console through Java Web Start from the IBM Sterling Control Center Launch Page gives you full Console functionality. The IBM Sterling Control Center Web Console gives access to many Console features without installing Console-related files on your computer. The feature set available through the Web Console, however, is a subset of all features.

Log In To the Console

You can log into the console from three locations:

- On the computer where the Sterling Control Center engine is installed
- Using Java Web Start
- Using the Web Console

Log In From the Computer Where the Engine is Installed

To log in from the computer where the engine is installed:

1. Ensure that the Sterling Control Center engine is running. Contact your system administrator if unsure.

2. Do one of the following:

    - Double-click the **Console-IBM Sterling Control Center v5.3** icon from the desktop.

    - In UNIX, from a command line, after setting the display, change to the *SCCInstallDirectory*/bin directory and type **sh runConsole.sh**.

    - In Microsoft Windows, click **Start > All Programs > IBM Sterling Control Center v5.3 > Console - IBM Sterling Control Center v5.3**.

3. In the Login screen that displays, enter the following information:

    - Host name of the computer where the Sterling Control Center engine is installed. This entry can be either a DNS host name or an IP address.

    - Port number that the Sterling Control Center engine is configured to listen on. The default nonsecure port is 58080.

    - Select HTTPS if you are signing onto the engine with a secure connection. If Sterling Control Center has not been configured for an HTTPS console-engine connection, this field cannot be selected. Refer to *Configure a Secure Connection* on page 35 in the *IBM Sterling Control Center Getting Started Guide*.

      > **Note:**   The default port for the HTTPS connection is 58081.

    - Your Sterling Control Center user name and password. The password is case sensitive. The default user ID and password are **admin**.

      > **Note:**   After you log in using the default user ID and password, you should change the password.

Log In Via Java Web Start

To log in to Sterling Control Center via Java Web Start:

1. In the Web address field of your Web browser, enter the host and port number for the IBM Sterling Control Center Launch Page.

    > **Note:**   See your system administrator for these values.

2. From the Launch Page, click **IBM Sterling Control Center Console** (Small, Medium, or Large configuration).

3. In the Login screen that displays, type the following information:

    - Host name of the computer where the Sterling Control Center engine is installed. This entry can be either a DNS host name or an IP address.

    - Port number that the Sterling Control Center engine is configured to listen on. The default nonsecure port is 58080.

    - Select HTTPS if to sign onto the engine with a secure connection. If Sterling Control Center has not been configured for an HTTPS console-engine connection, this field cannot be selected. Refer to *Configure a Secure Connection* on page 35 in the *IBM Sterling Control Center Getting Started Guide*.

> **Note:** The default port for the HTTPS connection is 58081.

- Your Sterling Control Center user name and password. The password is case sensitive. The default user ID and password are **admin**.

> **Note:** After you log in using the default user ID and password, you should change the password.

> **Note:** If you experience access-time problems using Java WebStart in Microsoft Windows, do the following:
>
> 1 Click Start > Run...
> 2 Type javaws -viewer in the Open field and click OK.
> 3 Select the Direct Connection option from the Java Control Panel Network Settings.

> **Note:** Whenever you upgrade Sterling Control Center or install a patch, it is recommended that you empty your Webstart and browser cache.

Log Into the Web Console

To log into the Web Console:

1. In the Web address field of your Web browser, enter the host and port number for the IBM Sterling Control Center Launch Page. The default nonsecure port is 58082.

2. On the Launch Page, click **IBM Sterling Control Center Web Console**.

3. On the login page that displays, type your user ID and password and click Login.

Reconnect to the Engine after a Service Interruption

If for any reason the Console is disconnected from the Sterling Control Center engine, it automatically attempts to reconnect. A message window displays:
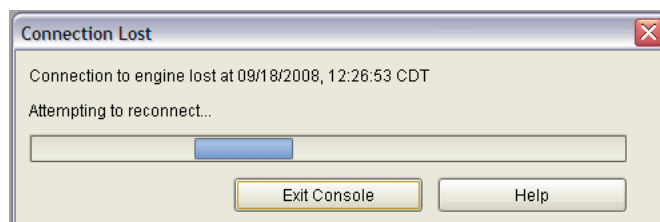
The message includes the time when the connection was lost. The Console continues attempting to reconnect until a connection is established, or until you click **Exit Console**.

When the connection is reestablished, the Console checks to make sure that your login credentials are still valid. If not, a second message window gives you the opportunity to log in again or exit the Console.

Understand the IBM Sterling Control Center Console Window

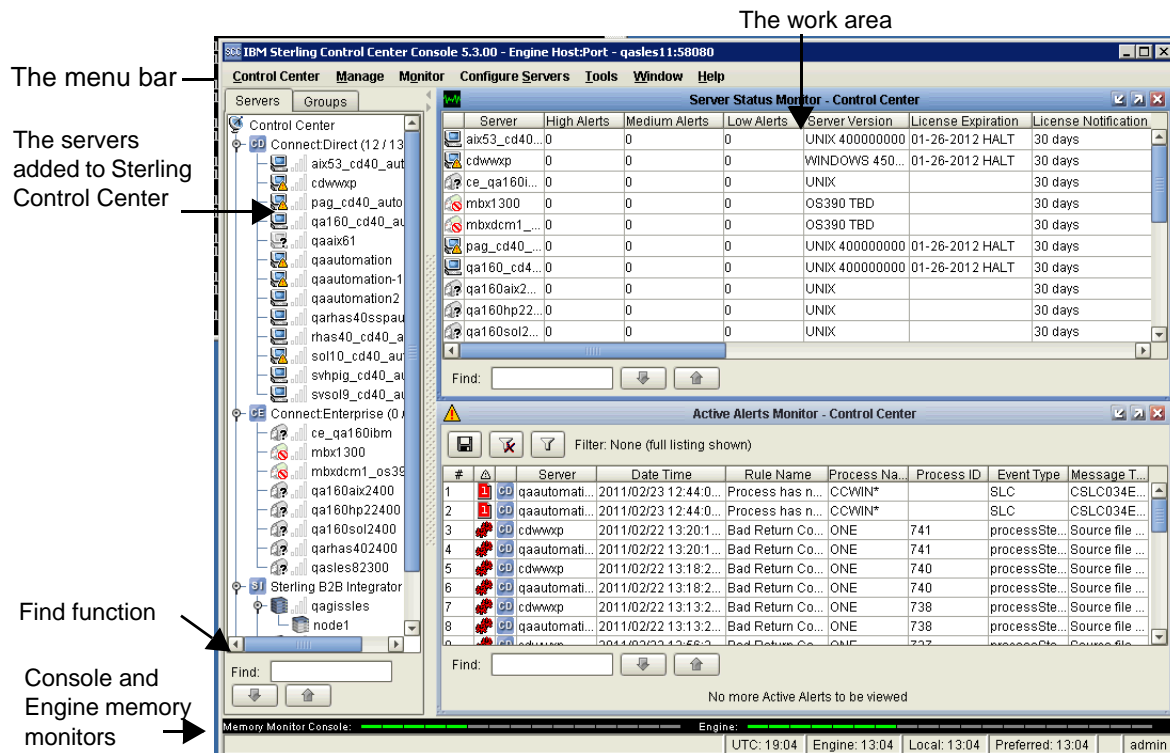The IBM Sterling Control Center Console window enables you to monitor Process activity. It also enables an administrator to perform a variety of tasks, such as creating and maintaining users, rules, actions, service level criteria (SLCs), and email lists, and configuring servers.

See the following figure.

The work area

The menu bar

The servers added to Sterling Control Center

Find function

Console and Engine memory monitors

UTC time (Coordinated Universal Time), the time on the server where the engine is installed, the time where the GUI is installed, the preferred time (as set in Time Preferences), and the current user ID. A lock icon indicates a secure GUI-engine connection.

The menu bar contains the main menu items you use in performing most Sterling Control Center tasks.

Below the menu bar, on the left side, is the listing of managed servers and server groups that have been added to Sterling Control Center.

Arranged horizontally along the bottom of the Sterling Control Center window are the memory monitors, which give a visual picture of how much available memory is being used by both the Console and the Sterling Control Center engine, and current time settings, including Coordinated Universal Time (UTC) as well as engine, local, and preferred times.

As with many windows, dialogs, and listings in the interface, the Sterling Control Center window features a Find function. By entering search text in this function, you can find occurrences of that text in the current window. Occurrences are highlighted in green. Click the up or down arrow to find the next (or previous) occurrence.

The work area is where the various available monitors and listing screens display. After displaying one or more monitors or listings, you can arrange them visually.

To arrange listings or monitors in the work area:

Click **Window** and make a selection.

- Tile Vertically arranges the listings or monitors to be long in the vertical dimension.
- Tile Horizontally arranges them to be wide horizontally.
- Cascade arranges them in a cascaded presentation, one behind the next. Click a window to bring it to the front.

Server and Group Tabs

The **Servers** and **Groups** tabs show the servers defined in Sterling Control Center.

Clicking the **Servers** tab lists Sterling Control Center servers in alphabetical order by server type.
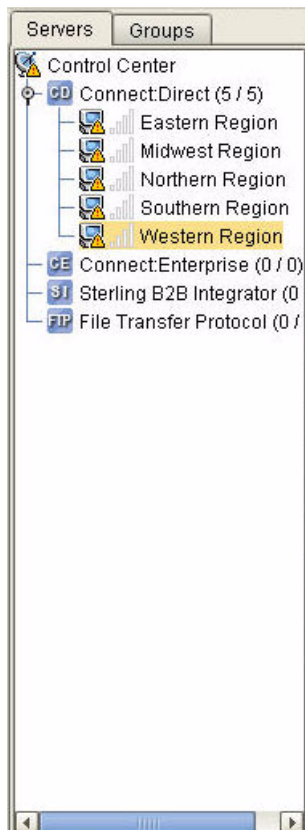
Clicking the **Groups** tab lists Sterling Control Center servers in groups you have defined.
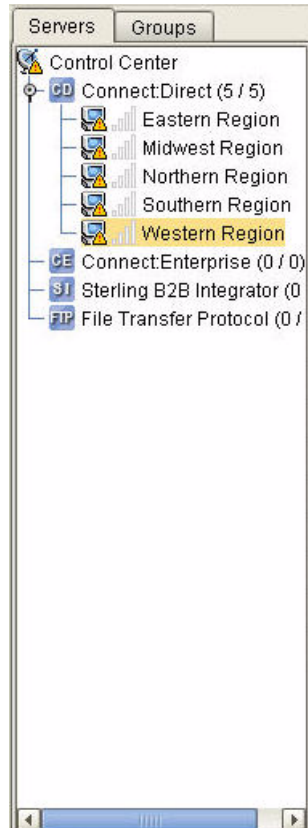
Right-clicking an object in the server listing displays a number of options to select from, as shown in the following illustration.
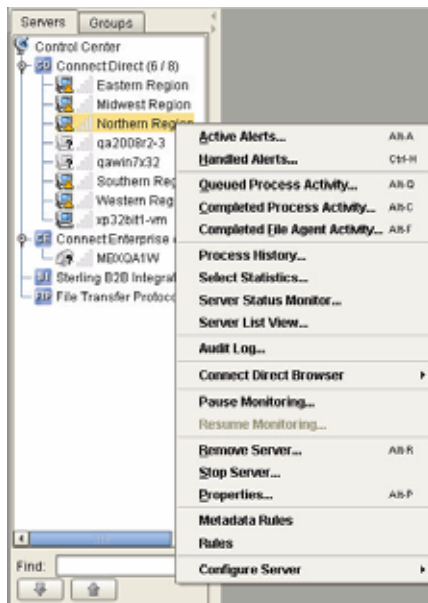
Note: The functions you can perform depend on the object selected and your Sterling Control Center role permissions. Functions not available due to role restrictions appear dimmed.

Server Icons

The server icons have different meanings:

Icon	Definition
	A Sterling Connect:Direct server that Sterling Control Center has successfully contacted.
	An IBM® Sterling Connect:Enterprise® server that Sterling Control Center has successfully contacted.
	An IBM® Sterling B2B Integrator server that Sterling Control Center has successfully contacted.
	A Sterling B2B Integrator node that is part of a Sterling B2B Integrator cluster and that Sterling Control Center has successfully contacted. An IBM® Sterling Connect:Direct® File Agent node (listed under its associated Sterling Connect:Direct server) that Sterling Control Center has successfully contacted.
	A managed FTP server contacted by Sterling Control Center.
	Indicates that an alert was generated on the server.
	Indicates that there is a license message for the server.
	Indicates that Sterling Control Center cannot sign on to the server due to a user ID or password problem or that the server is at an unsupported level. For an FTP server, can also mean that the log file specified is either invalid or does not exist.
	Indicates that the server was previously contacted by Sterling Control Center, but is currently offline. **Note:** A server name in red also indicates that the server was previously contacted by Sterling Control Center but is currently offline, regardless of the icon displayed.
	Indicates that a Sterling B2B Integrator cluster is down.
	Indicates that at least one, but not all, of the Sterling B2B Integrator nodes in the cluster is down.
	Indicates that the server was never contacted by Sterling Control Center. The server may be offline, or the server IP address or port number may be incorrect in Sterling Control Center.
	Indicates that the server is unavailable, but still has unprocessed alerts.
	Indicates that monitoring of the server is currently paused.

Use the Sterling Control Center Web Console

When you log into the Sterling Control Center Web Console, the initial Server List displays to enable you to drill down and select only those servers you need to monitor at one particular time:

Use the navigation buttons (First, Previous, Next, Last) to page through displayed information and the Filter button to further define and limit the information displayed in the Console.

The Web Console allows you to do the following tasks.

Note: Your role may limit access to some features.

- View and handle alerts using the Active Alerts and Handled Alerts monitors
- View server activity using the Queued Activity and Completed Activity monitors
- Check status using the Server Status, Daemon Status, and Adapter Status monitors
- Change Auto Refresh settings that control how frequently open monitors are automatically refreshed
- Manually refresh open monitors
- View a server's properties
- View statistics related to server activity
- Run and view reports in PDF that have been set up by an administrator

There are some differences in the way you interact with Sterling Control Center through the Web Console in comparison to the other types of Console access:

- With the Web Console, you left-click with the mouse to make all selections. Right-clicking to display contextual menus is not available.
- The menu items and selections available via the Web Console comprise a subset of Console features.

Set Console Preferences

Console Preferences determine how time is displayed and how often monitors are automatically refreshed on your Console. These settings are associated with your user ID and are employed whenever you log into Sterling Control Center.

The Time Preferences settings determine how time is displayed on the Sterling Control Center Console. Time preferences are set for all Sterling Control Center functions you perform or view from the Console. Auto Refresh settings determine how often open monitors are automatically refreshed.

To set preferences:

1. Select **Control Center > Console Preferences**,

2. Click on the **Time Preferences** tab and select a time display:

Display	Description
UTC	Displays the time in Coordinated Universal Time. (Instead of using the acronym CUT, UTC is the accepted international acronym for Universal Time, Coordinated, which uses the same letters as the French acronym for Temps Universel Coordonné, TUC.)
	Note: Since UTC never changes for daylight saving time (DST), do not use UTC for your rule or SLC schedules. Otherwise you most likely will need to manually adjust your schedules to compensate for DST.
Local Time	Displays the time from the computer where the IBM Sterling Control Center Console is installed.
	If you use local time display, verify that the Console is displaying the correct time zone. If the time zone is incorrect, manually select the correct time zone from the **Specific Time Zone** list box, or adjust your system's time zone value, as that is where the Console obtains this information.
Engine Time	Displays the time on the Sterling Control Center engine computer.
Specific Time Zones	Displays the time selected from the list box of standard time zones.

3. Click **Update**. The new time preferences take effect immediately.

4. Click on **Auto Refresh Settings** and select one of the following:

   • To use the default system setting for all users, select Use System Setting. The current setting is displayed in seconds.

   • To set your auto refresh setting here (and override System Settings), select Change Auto Refresh To and enter a new auto refresh setting in seconds.

5. Click **Update**. The new auto refresh setting takes effect immediately.

Stop Sterling Connect:Direct Servers

You can stop a Sterling Connect:Direct server from the IBM Sterling Control Center console if your role has permission to manage servers and groups. If your role does not have the requisite permission, the Stop Server option appears dimmed.

To stop a Sterling Connect:Direct server:

1. Right-click the server you want to stop.

2. Select **Stop Server**. The **Stop Server** window displays with the following termination types:

Termination Type	Description
Quiesce after active processes complete.	Stops the server when all executing Processes are complete. No new Processes are started.
Terminate processes at end of step.	Stops all Processes after the executing step is complete. Writes statistics records, closes files, and shuts down the server.
Immediate orderly shutdown.	Stops all activity, terminates processes and connections, writes statistics records, closes files, and shuts down the server.
Force termination now.	Forcibly terminates the server. No attempt is made to terminate executing processes or write statistics records. Use this type only for emergency terminations or when a problem occurs.

3. Select the **Termination Type** and click **OK**.

Chapter 4

Monitor Server Activity

Sterling Control Center offers several alternatives for monitoring managed server activity, as well as options for drilling down into that activity.

This chapter covers the following procedures:

- View Servers and Server Groups
- View Server Activity
- Monitor File Agents
- View the System Activity Graph
- Customize the Process Activity Display
- View Process Properties
- Monitor Processing Against Service Level Criteria
- View Process Statistics
- View Process Statistics for Servers
- Manage Sterling Connect:Direct Processes
- Manage Sterling B2B Integrator Business Processes

Your role must have permission to access a particular function. If it does not, that function appears dimmed.

View Servers and Server Groups

You can view listings of servers and server groups using the Server List View and Server Group View features of Sterling Control Center. They take advantage of the filtering capabilities of Sterling Control Center to help you isolate the information you need.

You can also add, delete, duplicate, and view and update the properties of servers from these listings.

To get a list view of servers:

1. Click **Monitor** > **Server List View**. A listing of folders consisting of the major server types supported by Sterling Control Center (Sterling Connect:Direct, Sterling Connect:Enterprise, Sterling B2B Integrator, and File Transfer Protocol) displays.

2. To explode the view, click the double-headed down arrow.

3. To drill down into a folder, right-click it and select **Server List View**.

4. To move up in the hierarchy, click the double-headed up arrow.

5. To view a subset of servers, right-click any object in the server tree on the left of the Sterling Control Center window and select **Server List View**.

To get a list view of server groups:

1. Click **Monitor** > **Server Group View**. A listing of group folders displays.

2. To explode the view, click the double-headed down arrow.

3. To drill down into a folder, right-click it and select **Server Group View**.

4. To move up in the hierarchy, click the double-headed up arrow.

You can perform other operations on the servers in these listings, including adding, duplicating, and deleting servers, and viewing and changing their properties. See *Managing Servers* in the *IBM Sterling Control Center System Administration Guide.*

Server List View Column Definitions

The columns in the Server List View are defined in the following table.

Field	Definition
Name	The name that identifies a server in the Sterling Control Center window, up to 25 characters. The name/alias must be unique within Sterling Control Center. Typically this is the Sterling Connect:Enterprise, Sterling Connect:Direct, Sterling B2B Integrator, or File Transfer Protocol server name.
Type	Server type: Sterling Connect:Enterprise, Sterling Connect:Direct, Sterling B2B Integrator, or File Transfer Protocol.
Server Address	The API address used to establish a session with the Sterling Connect:Direct or Sterling Connect:Enterprise server.
API Port	The API port used to establish a session with the Sterling Connect:Direct, Sterling Connect:Enterprise for UNIX, or FTP server. For Sterling Connect:Enterprise, the listening port for cmusvid. Sterling Connect:Direct default is 1363; must be between 1024 and 65535. FTP default is 21; must be between 1 and 65535.
Secure+ Enabled	Whether Sterling Connect:Direct Secure Plus is enabled on this server. Values=Yes, No, or Unknown.
Monitored	Business processes are being monitored by Sterling Control Center (Y/N).
Managed	Server is managed by Sterling Control Center (Y/N). (Sterling Connect:Direct.)

Field	Definition
Monitor Rest Time	The amount of time Sterling Control Center waits before polling the server to check status and collect statistics. Values range from 1–3600 seconds (60 minutes) for Sterling Connect:Direct and FTP servers (5–3600 seconds for Sterling Connect:Direct for Windows and Sterling B2B Integrator), and 1–60 minutes for Sterling Connect:Enterprise for UNIX. Setting a lower rest time updates the display of status more frequently but may affect performance.
Protocol	The web protocol (HTTP or HTTPS) for Sterling B2B Integrator.
Connection Timeout	The amount of time the Sterling Control Center engine waits for a response from a server it has attempted to contact.
Server Time Zone ID	The time zone where the managed server is located. This field is provided for cases in which the server's date/time settings are wrong, or a region's changeover to Daylight Saving Time differs from the national norm. This field also shows the difference between the time zone and Coordinated Universal Time (UTC).
Ignore Server Time Zone ID	Ignore the time zone provided by the server.
Operating System	The server operating system.
Server Version	Version of server installed.
License Expiration	Date the server license is slated to expire.
License Expiry Notification	Number of days in advance to notify user that the server license is about to expire.
SNMP Listener Address	If your Sterling Control Center engine has a dual-homed IP stack (e.g., multiple adapters), specify the IP address to which to bind. Otherwise Sterling Control Center binds to any available address.
SNMP Listener Port	The 1- to 5-digit port number on which Sterling Control Center is to listen to receive traps from the server.
Heartbeat Interval	Interval in seconds within which SNMP trap must be received for server to be considered up. Connect:Enterprise or Connect:Direct Select.
SERVER_DATA_1-10	Server Metadata 1-10. The server metadata fields are user-definable fields for writing metadata rules and actions, and for reporting purposes.
Web Service Port	The port for the Sterling B2B Integrator web service.
Dashboard Port	The port for accessing the Sterling B2B Integrator dashboard.

View Server Activity

The Process Activity Monitors allow you to view up to the last 200 completed Processes (configurable by the administrator) and a limited number of queued Processes on one server, a server group, or all managed servers of one or more types. The Queued Process Activity Monitor shows server activity at a specific time. You can open multiple Process Activity Monitor windows,
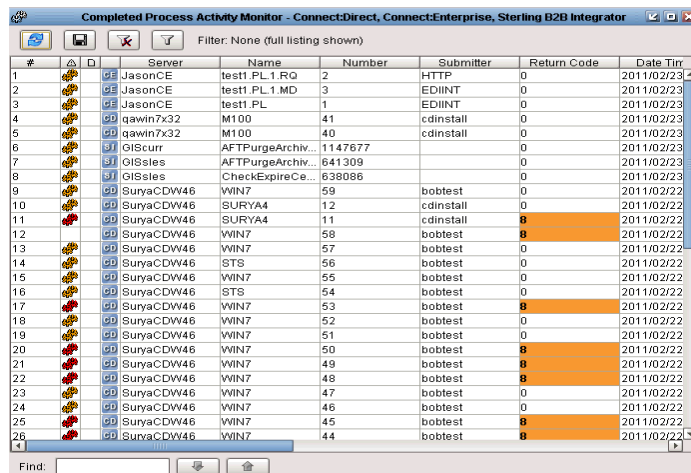
Complete and Queued, including more than one window per server in order to view both queued and completed Processes.

Note: Because Sterling Control Center does not "know" about FTP or Sterling Connect:Enterprise activity until that activity has occurred, the Queued Process Activity Monitor is disabled for FTP and Sterling Connect:Enterprise servers.

Note: In the Queued Process Activity Monitor, users who have roles with data visibility group restrictions will only have access to the process steps associated with their data visibility group. As a result, data visibility group restricted users cannot delete, suspend, or release queued processes. In the Completed Activity Monitor, users who have data visibility group restrictions will see only the completed processes tagged for the data visibility groups associated with their role. However, unrestricted users will see the maximum number (up to 200) configured by the administrator.

To view server activity, take one of the following actions:

1. To view activity on one server or server group:

   • Right-click the server or server group.

   • Select **Queued Process Activity** or **Completed Process Activity**.

2. To view activity on multiple servers or server groups:

   • Select the servers or server groups. (Shift-click to select contiguous servers or server groups. Ctrl-click to select non-contiguous servers or server groups.)

   • Right-click one of the selected servers or server groups, then select **Queued Process Activity** or **Completed Process Activity**.

3. To view activity on all managed servers of one type:

   • Right-click the Sterling Connect:Direct icon [CD] or the SI icon [SI].

   • Select **Queued Process Activity** or **Completed Process Activity**.

4. To view activity on all managed servers:

   • Ctrl-click the Sterling Connect:Direct and Sterling B2B Integrator icons, as applicable.

   • Right-click one of the icons and select **Queued Process Activity** or **Completed Process Activity**.

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Refresh the Process Activity Monitors

If you have the appropriate role permission level, any open monitors automatically refresh based on the value stored in System Settings. (To view the value, select IBM Sterling Control Center > System Settings > Console Settings tab > Default Console Auto Refresh System Setting in seconds.)

Any user can manually refresh the Process data shown on the Completed and Queued Process activity monitors.

Automatic refreshing affects all open monitor instances. Manual refresh affects all open monitors with data for the server or server groups that appear in the monitor on which you click the Refresh button.

> **Note:** For information on setting the default auto refresh value, see Sterling Control Center Settings in the *IBM Sterling Control Center System Administration Guide*.

To manually refresh the activity monitors, do one of the following:

- On a Queued or Completed Process activity monitor, click **Refresh** .
- Press **F5**.
- Select **Monitor** > **Manual Refresh**.

Pause and Resume the Process Activity Monitors

You can pause the monitoring of one or more servers, server groups, server types, or all servers monitored by Sterling Control Center. Pausing does not affect the server or servers themselves, only their monitoring. Pausing can be useful if, for example, you want to bring down servers for maintenance without triggering server-down messages on those servers.

After pausing monitoring, you can resume monitoring.

To pause monitoring:

1. Right-click the server and select **Pause Monitoring**.
2. Click OK.

   Monitoring of the server is paused.

To resume monitoring:

1. Right-click the server and select **Resume Monitoring**.
2. In the window that displays, select whether you want monitoring to resume from the original pause point or starting now.

   If you choose Now, no data will be collected from the node between the time at which monitoring was paused and the present.

   > **Note:** For SNMP-type servers (Sterling Connect:Direct Select, z/OS FTP Server, and Sterling Connect:Enterprise for z/OS), only the Now option is viable.

3. Click OK.

Take a Process Snapshot

You can view a snapshot of the activity for the Processes listed in the Process Activity Monitors.

To view a snapshot of activity:

1. Right-click in the **Queued Process Activity Monitor** or **Completed Process Activity Monitor** window.

2. Select **Process Snapshot**. The Process Snapshot window displays information for queued and completed Processes. Information for up to 100 completed Processes or file transfers can be displayed (configurable by the system administrator).

    > **Note:** If you are running a Sterling Connect:Direct Process with numerous Copy steps, Sterling Control Center may not show current status due to the large number of statistical records generated. You can disable the collection of Sterling Connect:Direct step statistics for a server. See *Server Field Descriptions* in the *IBM Sterling Control Center System Administration Guide* for instructions. Also, fast-running Processes may complete before they can be shown in the Queued Process Activity Monitor.

3. Right-click an item to see statistics or Process properties.

4. Sort on a column by clicking the column title. Toggle between ascending and descending order by clicking repeatedly.

Monitor File Agents

If a monitored Sterling Connect:Direct server has associated file agents set up to submit processes to it, you can monitor those file agents if the following conditions have been met:

*   The Sterling Connect:Direct server's connections setting does not have "Do not monitor associated File Agents" selected.

*   The Sterling Connect:Direct File Agent system setting for the engine has been configured properly.

*   The Sterling Connect:Direct File Agent has been configured to send traps to Sterling Control Center properly.

> **Note:**   You can only monitor completed activity, not queued activity.

To monitor completed activity for a file agent associated with a managed Sterling Connect:Direct server:

1. In the node tree on the Sterling Control Center main window, right-click the Sterling Connect:Direct File Agent icon.

2. Select Completed Sterling Connect:Direct File Agent Activity.

View the System Activity Graph

You can obtain a graphical view of server and server group activity using the System Activity Graph. The System Activity Graph depicts Processes currently executing (in the EXEC queue) for all servers you have permission to view. You can open multiple Activity Graph windows.

In the System Activity Graph, unmanaged servers communicating with a managed server or group are represented by a cloud. As activity increases between the managed entity and the unmanaged server or servers, the cloud grows progressively more shaded.

You can toggle a server between collapsed and expanded modes. In expanded mode the cloud that represents unmanaged servers is replaced by an icon for each individual unmanaged server.

You can manage the way a server's activity levels are represented through Server Properties. You can change the system-level default for representing activity levels through System Settings. See Server Field Descriptions and Sterling Control Center Settings, in the *IBM Sterling Control Center System Administration Guide*

To get a graphical view of activity for selected servers or server groups:

1. Select servers, server groups, or server types by doing one of the following:

   - Click a single server or server group.
   - Shift-click to select contiguous servers or server groups.
   - Ctrl-click to select non-contiguous servers or server groups.
   - Click the Connect:Direct, Connect:Enterprise, File Transfer Protocol, or Sterling B2B Integrator icon.

2. Right-click the icon or icon combination and select **System Activity Graph**.

To toggle a server icon between expanded and collapsed mode:

1. Right-click the server icon.

2. Select **Expand** or **Collapse**.

To view or modify a server's properties:

Double-click the server's icon.

> **Note:** For details on server properties, see Manage Servers in the *IBM Sterling Control Center System Administration Guide*.

To view the individual servers represented by a cloud icon:

Double-click the cloud.

To get a graphical view of activity for the entire viewable system:

Select **Tools > System Activity Graph**.
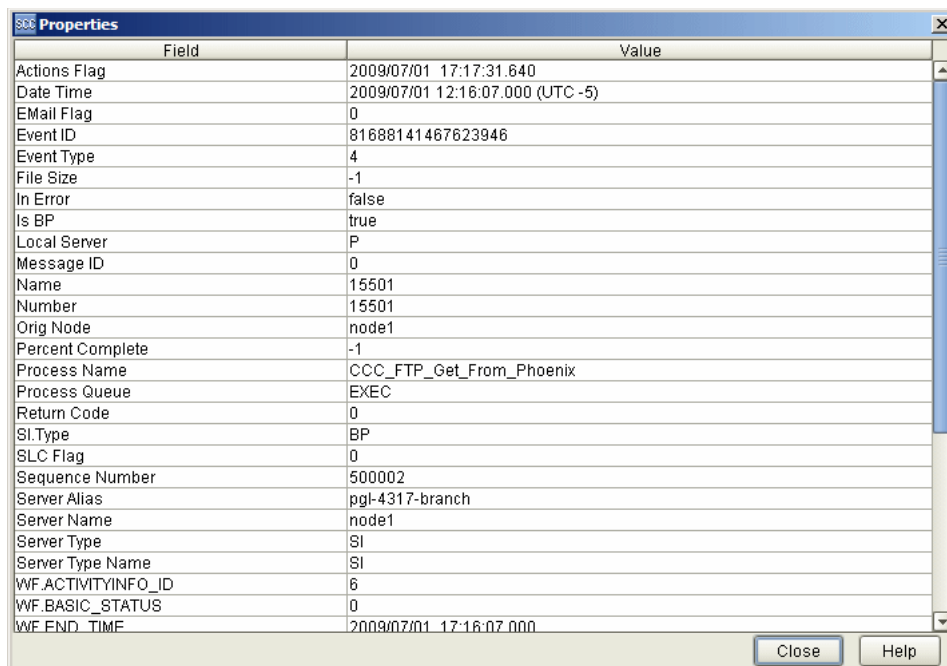
Customize the Process Activity Display

The Process Activity Monitors provide a large set of information about servers. You can create customized views to display only selected columns. Refer to *Customize Layout Views* on page 51 for instructions on customizing the Process Activity Monitors.

View Process Properties

You can view the properties associated with a Process. The properties displayed depend on the server type and whether the Process is queued or completed. See Keys and Fields in the *IBM Sterling Control Center System Administration Guide* for descriptions of these property fields.

To view Process properties:

1. Open either Process Activity Monitor window (Queued or Completed).

2. Double-click an item to display the Properties window.

Field	Value
Actions Flag	2009/07/01 17:17:31.640
Date Time	2009/07/01 12:16:07.000 (UTC -5)
EMail Flag	0
Event ID	81688141467623946
Event Type	4
File Size	-1
In Error	false
Is BP	true
Local Server	P
Message ID	0
Name	15501
Number	15501
Orig Node	node1
Percent Complete	-1
Process Name	CCC_FTP_Get_From_Phoenix
Process Queue	EXEC
Return Code	0
SI.Type	BP
SLC Flag	0
Sequence Number	500002
Server Alias	pgl-4317-branch
Server Name	node1
Server Type	SI
Server Type Name	SI
WF.ACTIVITYINFO_ID	6
WF.BASIC_STATUS	0
WF.END_TIME	2009/07/01 17:16:07.000

3. Expand the window to view any hidden information.

4. Click **Close** when finished.

Monitor Processing Against Service Level Criteria

Service level criteria (SLCs) are performance objectives that require processing to occur within a certain time window. For example, a Process may need to begin by 8:00 p.m. and end by 8:30 p.m. Another example is a file transfer that must run no longer than 10 minutes.

You can use Sterling Control Center to monitor processing against an SLC. In Sterling Control Center, users with appropriate permissions can define the SLC requirements and what processing to monitor, and whether Sterling Control Center generates an alert when an SLC is not met.

To monitor processing against an SLC:

1. Open either Process Activity Monitor window (Queued or Completed). If processing has not been performed within the parameters of an SLC and a rule has been created to generate an SLC alert, an SLC event icon (such as) is displayed in the **SLC Icon** field.

    Note: If necessary, refer to the documentation for your IBM Sterling product for troubleshooting information.

2. To view more detail about an SLC-generated alert from one of the activity monitors, right-click the item and select **Alerts**.

    Note: You can also go to the Alerts Monitor to monitor SLC activity. See *View Alerts* on page 43.

View Process Statistics

You can view statistics related to any Process listed in the activity monitors. The Statistics Viewer shows Process statistics by log date and time. The statistics displayed depend on the server type. See *Keys and Field*s in the *IBM Sterling Control Center System Administration Guide* for descriptions of the Statistics Viewer and Statistics Detail fields.

To view Process statistics:

1. From one of the Process activity monitors, right-click a Process and click **Select Statistics** to display the **History - Statistics** window.
2. Pick a report type: **Detail** or **Summary**.
3. To limit the number of Processes retrieved, specify filtering criteria by adjusting one or more of the following items:

    • Number

    Note: To see detailed statistics records for all previous runs of the Process, delete the Number Key by clicking it and selecting the blank value at the top of the list.

    • Name
    • Server

4. To further limit the number of Processes retrieved, specify a value in the **Max Records Returned** field.

5. To include Processes in the Staging database, check the **Include Staging DB Data** option.

6. Click **OK**.

    The **Statistics Viewer** window displays with the detailed or summary statistics you requested.

7. To open a **Statistics Detail** window, double-click a statistics record in the Statistics Viewer.

    You can display data for the next or previous Process event by clicking [>] or [<].

View Process Statistics for Servers

You can view process statistics related to one or more servers, server groups, or a server type (Connect:Direct, Connect:Enterprise, File Transfer Protocol Server, or Sterling B2B Integrator).

> **Note:**   Users who have roles with data visibility group restrictions will only see process statistics associated with their data visibility groups.

To view Process statistics for a server, server group, or server type:

1. Right-click an item (server, server group, or server type) and select **Select Statistics**.

2. Choose a Type: **Detail** or **Summary**.

3. To limit the number of records retrieved, specify filtering criteria.

    > **Note:**   You must specify at least one server in the matching criteria.

4. To further limit the number of records retrieved, specify a value in the **Max Records Returned** field.

5. To include items in the Staging database, check the **Include Staging DB Data** option.

6. Click **OK**.

    The **Statistics Viewer** window displays with the detailed or summary statistics you requested.

7. To open a **Statistics Detail** window, double-click a statistics record in the Statistics Viewer.

    You can display data for the next or previous statistic record by clicking [>] or

    [<] .

Manage Sterling Connect:Direct Processes

You can take various actions on a queued Sterling Connect:Direct Process, including deleting, suspending, or releasing it.

> **Note:** Users who have data visibility group restrictions cannot delete, suspend, or release queued processes because they may not own all the Process steps.

Delete a Queued Sterling Connect:Direct Process

By deleting a process from the queue, you prevent it from ever being processed.

To delete a queued Sterling Connect:Direct Process:

1. Open the Queued Process Activity Monitor window.

2. Right-click the Process you want to delete.

> **Note:** Processes in the Exec queue cannot be deleted.

3. Select **Delete** to display the Delete Process window.

4. Click **OK**.

Suspend a Queued Sterling Connect:Direct Process

Suspending a Process keeps it from being processed when it reaches the top of the queue. Releasing it later ends the suspension.

To suspend a queued Sterling Connect:Direct Process:

1. Open the Queued Process Activity Monitor window.

2. Right-click the Process you want to suspend.

> **Note:** Only Processes in the Exec queue can be suspended.

3. Select **Suspend** and click **OK**.

> **Note:** You may not be able to suspend Processes that run very quickly, because the Process may complete before the suspend request can be processed.

Release a Suspended Sterling Connect:Direct Process

Suspending a Process keeps it from being processed when it reaches the top of the queue. A suspended Process is placed in the Hold queue. Releasing a suspended Process removes it from the Hold queue and frees it to be processed.

To release a suspended Sterling Connect:Direct Process:

1. Open the Queued Process Activity Monitor window.

2. Right-click the Process you want to release.

Note: Processes must be in the Hold Queue to be released.

---

3. Select **Release**.

4. Click **OK** to release the Process.

Manage Sterling B2B Integrator Business Processes

You can take various actions on a queued IBM® Sterling B2B Integrator business process, including restarting, resuming, or deleting it.

Restart and Resume a Sterling B2B Integrator Business Process

When you discover a business process whose state is waiting, interrupted, or halted in a Completed Process Activity Monitor, or you have stopped the business process for some reason, you can perform one of the following functions:

- Resume—Continues a business process from the last step fully completed (including full-configured persistence). The business process retains its original instance ID. Use this function when the error is related to services, for example, if a service is unavailable unexpectedly and a business process using that service stops at that point. Another example could be if you stopped a business process to correct a problem before it continued. After the service is restored and active, you can resume the business process.

- Simple restart—Starts a new instance of the same business process from the beginning (with the same document). The new business process receives a new instance ID.

To resume or restart a business process:

1. Display the Completed Process Activity Monitor (right-click the Sterling B2B Integrator server and select **Completed Process Activity**).

2. Right-click the business process and select one of the following actions:

   - To resume a business process from the failed step, right-click the process and select **Restart** > **Resume**.

   - To start a business process that originally ran successfully from the first step, right-click the process and select **Restart** > **Simple**.

Delete a Sterling B2B Integrator Business Process Entry

Occasionally a Sterling B2B Integrator business process remains in the Queued Activity Monitor long after it has actually completed when Sterling Control Center is unable to associate statistical information received with the business process. When this happens, you can manually delete the business process from the Queued Process Activity Monitor.

To delete a queued Sterling B2B Integrator business process entry:

1. Display the Queued Process Activity Monitor (right-click the Sterling B2B Integrator server and select **Queued Process Activity**).

2. Right-click the process and select **Advanced** > **Clear Process**.

> Note: Deleting a Sterling B2B Integrator Process from the Queued Process Activity Monitor affects only the monitor display, not the Sterling B2B Integrator Process itself.

Monitor Status

Sterling Control Center allows you to monitor the status of Sterling Connect:Direct, Sterling Connect:Enterprise, File Transfer Protocol, and Sterling B2B Integrator servers, as well as Sterling B2B Integrator adapters and Sterling Connect:Enterprise for UNIX daemons. This chapter addresses status monitoring. It consists of the following sections subtopics:

✦ Monitor Server Status

✦ Monitor Sterling B2B Integrator Adapter Status

✦ Monitor Sterling Connect:Enterprise Daemon Status

Monitor Server Status

The **Server Status Monitor** displays summary information about current server activity. The exact information displayed depends on server type.

To view the status of a server or server group:

1. Right-click the server or server group.

2. Select **Server Status Monitor**.

To view the status of multiple servers or server groups:

1. Select the servers or server groups. (Shift-click to select contiguous servers or server groups. Ctrl-click to select non-contiguous servers or server groups.)

2. Right-click one of the servers or groups and select **Server Status Monitor**.

To view the status of all managed servers of one type:

1. Right-click the Sterling Connect:Direct icon , the Sterling Connect:Enterprise icon , the File Transfer Protocol icon , or the Sterling B2B Integrator icon .

2. Select **Server Status Monitor** (or, for Sterling B2B Integrator, **Adapter Status Monitor**).

To view the status of all managed servers:

1. Ctrl-click the Sterling Connect:Direct, Sterling Connect:Enterprise, Sterling Control Center FTP Managed Server, and Sterling B2B Integrator icons, as applicable.

2. Right-click one of the selected server type icons and select **Server Status Monitor**.

> **Note:** You can also use the menu item **Monitor** > **Server Status Monitor** to display server status for any of the above selected combinations.

The **Server Status Monitor** window gives a dynamic summary of managed server activity. You can open multiple **Server Status Monitor** windows.

	Server	Alerts			Server Versi...	License			Max Concurrent P	
		H	M	L		Expiration	Notification	Sessions/A...	High	#
	augusta36...	0	0	0	Unknown		30 days			
	qa160hp23...	0	0	0	UNIX 3600	11-01-200...	30 days			
	qa160sol3...	0	0	0	UNIX 3600	11-01-200...	30 days		1	5
	sawgrass3...	0	0	0	UNIX 3601	11-01-200...	30 days			
	sv160dell1	0	0	0	WINDOWS ...	01-01-2010	30 days		4	1
	sv160dell2	0	0	0	WINDOWS ...	11-01-200...	30 days			
	sv160dell3	0	0	0	WINDOWS ...	01-01-2010	30 days		4	2
	svhpig3601	0	0	0	UNIX 3601	11-01-200...	30 days			
	svhppag36...	0	0	0	UNIX 3601	11-01-200...	30 days			
	troon3700	0	0	0	UNIX 3601	11-15-2006	30 days			

This window shows the following information:

✦ Server status icons. See *Server Icons* on page 15 for a description.

✦ The server's Sterling Control Center name/alias.

✦ The current number of high, medium, and low severity alerts on the server.

✦ The version of Sterling Connect:Direct, Sterling Connect:Enterprise, File Transfer Protocol server, or Sterling B2B Integrator software running on the server, if the server supports sending this information to IBM Sterling Control Center.

✦ For data visibility restricted users, the current number of high, medium, and low severity alerts will be only for the alerts for which they have visibility. For example, if there are 5 global high alerts and 2 dvg=payroll high alerts, a user restricted to a data visibility group of payroll would show high count of 2; a non-data visibility group-restricted user would show a high count of 7.

✦ License information, including:

  ◆ The date when the current Sterling Connect:Direct, Sterling Connect:Enterprise, or Sterling B2B Integrator software license expires.

  ◆ License information is displayed only if the Sterling Connect:Enterprise, Sterling Connect:Direct, or Sterling B2B Integrator release on the server supports sending license information to Sterling Control Center. The license expiration date is not shown for Sterling Connect:Enterprise servers using an emergency key or keys with no expiration date.

  ◆ The number of days prior to license expiration that an alert is generated.

  ◆ The number of concurrent sessions permitted by the license or the number of accounts defined.

✦ The following information is displayed only for Sterling Connect:Direct and Sterling B2B Integrator servers:

- ◆ The maximum number of concurrent sessions that have occurred on the server (in the High column).

- ◆ The number of times that this server reached the maximum number of concurrent sessions (in the # column).

- ◆ The last date and time that the server reached the maximum number of concurrent sessions (in the Last Occurrence column).

- ◆ The number of executing and non-executing Processes.

Note: The Server Status Monitor counts a Sterling Connect:Direct PNODE=SNODE Process as two sessions.

Monitor Sterling B2B Integrator Adapter Status

Sterling Control Center monitors the status of Sterling B2B Integrator adapters running on Sterling B2B Integrator servers that have been added to Sterling Control Center. Sterling Control Center displays summary information about these adapters through the Adapter Status Monitor. You can also access properties information for an adapter, as well as information about its perimeter server.

Sterling Control Center does not monitor Sterling B2B Integrator protocol adapters when those adapters are not actively monitoring business processes or protocols.

In the case of clustered Sterling B2B Integrator servers, status is monitored for all servers in a cluster; however, to avoid duplication, only unique adapter entries are displayed.

To view the status of the adapters for a Sterling B2B Integrator server:

1. Right-click the Sterling B2B Integrator server.

2. Select **Adapter Status Monitor**. The Adapter Status Monitor shows information about the adapters running on the selected Sterling B2B Integrator server.

For each adapter, by default the Adapter Status Monitor displays the following information:

Field	Description
#	Row number.
On/Off	Whether the adapter is currently turned on or off.
State	Whether the adapter is currently running or stopped.
Display Name	The user-friendly name to display for the adapter.
Environment	The nodes on which the adapter is deployed.
Type	The type of adapter.
Perimeter Server	The Sterling B2B Integrator perimeter server through which the adapter accesses the network.
PS State	The state of the perimeter server this adapter uses to access the network.
Licensed	Indicates whether this adapter is licensed or not (true/false).
Protocol	The list of protocols that this adapter is configured to work on.
Service Msg	The Processing message returned by the adapter/service.
Service Name	The unique name for the service. Sterling B2B Integrator uses this name internally to reference services.
Status Message	The Status message for the adapter/service.

View Adapter Properties

You can view all the properties of adapters displayed in the Adapter Status Monitor.

To view an adapter's properties:

Double-click the adapter in the **Adapter Status Monitor**.

The **Service Properties** window shows the following additional properties for the selected adapter.

Field	Description
Display Name	The user configured name for the service/adapter.
Enabled	Indicates whether the adapter is currently enabled.
Licensed	Whether the adapter is licensed (True/False).
Name	The name to display for the adapter.
Node	The Sterling B2B Integrator node this adapter is associated with.
Protocol	Protocol that the adapter handles.
Service Message	System service message.
Service Name	System service name that is used in the business Process.

Field	Description
State	Whether the adapter is currently running or stopped.
Status Message	Detailed adapter status message.
Target Env	Cluster nodes deployed on.
Type	The type of adapter.

View Service Configuration Properties

You can view the properties associated with a Sterling B2B Integrator adapter's service configuration.

To view service configuration properties:

1. On the **Adapter Status Monitor**, right-click an adapter.

2. Click Service Configuration. The properties associated with the adapter's service configuration are displayed. Properties vary depending on the specific adapter.

View Perimeter Server Properties

You can also view the properties of an adapter's perimeter server.

To view perimeter server properties:

1. In the **Adapter Status Monitor**, right-click on the adapter.

2. Click **Perimeter Service Properties**.

The properties displayed include the following:

Field	Description
Connected	Indicates whether Sterling B2B Integrator has established a connection with this perimeter server.
Enabled	Indicates whether the perimeter service is enabled to execute.
Host	Name or IP address of the host where the perimeter server is running.
Last Communication Time	The time of the most recent activity between Sterling B2B Integrator and the perimeter server.
Name	Short name for the perimeter service.
Node	Sterling B2B Integrator node this perimeter service is configured to communicate with.
Port	Port number on which the perimeter server is listening.

Monitor Sterling Connect:Enterprise Daemon Status

In Sterling Control Center, you can monitor master daemon status for selected managed Sterling Connect:Enterprise for UNIX servers. The Daemon Status Monitor gives information about the UNIX server and reflects simple up or down status.

To monitor UNIX daemon status:

1. Click or Ctrl-click one or more Sterling Connect:Enterprise for UNIX servers.
2. Right-click one of the selected servers and select **Daemon Status Monitor**. The monitor displays daemon status information for all selected servers.

The following table describes the fields displayed in the Daemon Status Monitor.

Field	Description
#	Row number. Shows how many master daemons are being monitored.
Name	Daemon name.
Type	Type of daemon. Sterling Control Center monitors only daemons of type master.
Host	Host machine the daemon is running on.
PID	Daemon Process identifier.
Originator	Daemon originator.
Resource	Daemon resource.
SID	Daemon session identifier.
State	Daemon state.

Monitor Alerts

This chapter consists of the following:

- About Alerts
- View Alerts
- View an Alerts Snapshot
- Update Alerts
- Customize the Alerts Monitors

About Alerts

An alert is a Sterling Control Center event that is generated and assigned a particular severity level when a rule's criteria are met and an action is performed. An example of an alert would be one that informs you that a critical Process may have failed, or that a server may have shut down. Any user with appropriate permissions can define rules that trigger alerts. You can then use the Sterling Control Center console to view and handle alerts.

When an alert is present for a server that is online, the alert symbol is displayed over the server icon in the Sterling Control Center window. For example, the alert symbol displayed over a Sterling Connect:Direct server icon appears as follows:

The alerts monitors (including the Active Alerts Monitor and the Handled Alerts Monitor) provide real-time display of alert data as it occurs. These alerts views are updated, based on the console's refresh-rate setting, as new alerts occur and are handled. An alert is listed in one of the alerts monitors based upon whether it is active or has already been viewed and designated as handled.

The following table depicts available alert symbols.

Note:	In the table, server event type alerts are displayed over Sterling Connect:Direct icons for illustrative purposes only. For events related to FTP, Sterling B2B Integrator, or Sterling Connect:Enterprise servers, the same alerts are displayed over the appropriate server icon.

> **Note:** The green check shown in the following table means that a comment exists for the alert. Whether the alert is handled or not depends on whether it is on the Active or Handled Alerts monitor. The comment could have been added when the alert was handled, or a user could have added a comment to the alert without handling it.

Active Alert Symbol	Handled Alert Symbol	Description
		Server alert symbol. When this symbol is superimposed over a server's icon in the server list, it indicates that an alert is present for the server.
		Sterling Control Center event type alert, severity level 3 - Low
		Sterling Control Center event type alert, severity level 2 - Medium
		Sterling Control Center event type alert, severity level 1 - High
		Server event type alert, severity level 3 - Low
		Server event type alert, severity level 2 - Medium
		Server event type alert, severity level 1 - High
		Connection event type alert, severity level 3 - Low
		Connection event type alert, severity level 2 - Medium
		Connection event type alert, severity level 1 - High
		Process event type alert, severity level 3 - Low
		Process event type alert, severity level 2 - Medium
		Process event type alert, severity level 1 - High
		SLC event type alert, severity level 3 - Low

Active Alert Symbol	Handled Alert Symbol	Description
		SLC event type alert, severity level 2 - Medium
		SLC event type alert, severity level 1 - High
		Severity level 0 - in compliance. Level 0 Alerts are handled automatically by the Rule Service, so they will never appear in the Active Alerts Monitor.

View Alerts

You can view the alerts for a server, server group, server type, or for all managed servers. You can also view alerts related to servers that are no longer managed and alerts not specifically related to a managed server (alerts at the Sterling Control Center level), such as a workflow SLC alert. While SLC milestone events are related to a managed server, the workflow events are not.

Note: Users who have roles that are data visibility restricted will see only the alerts associated with their data visibility group, whereas unrestricted users will see all alerts.

You can view the properties of an alert, and you can view the statistics associated with a Process related to an alert. You can also view the SLC or rule that generated the alert.

To view alerts on one server or server group:

1. Right-click the server or server group.

2. Select **Active Alerts** or **Handled Alerts**.

To view alerts on multiple servers or server groups:

1. Shift-click the servers or server groups.

2. Right-click one of the selected servers or server groups and select **Active Alerts** or **Handled Alerts**.

To view alerts on all managed servers of one server type:

1. Right-click the Connect:Direct icon , Connect:Enterprise icon , File Transfer Protocol icon , or Sterling B2B Integrator icon .

2. Select **Active Alerts** or **Handled Alerts**.

To view alerts on all managed servers:

1. Ctrl-click Connect:Direct, Connect:Enterprise, File Transfer Protocol, or icons, as applicable.

2. Right-click one of the icons and select **Active Alerts** or **Handled Alerts**.

To view Sterling Control Center-level alerts or alerts not specifically related to a managed server:

1. Right-click the Sterling Control Center icon ( ).

2. Select **Active Alerts** or **Handled Alerts**.

    The **Active Alerts Monitor** or **Handled Alerts Monitor** window is displayed. You can open additional alerts monitor windows as needed.
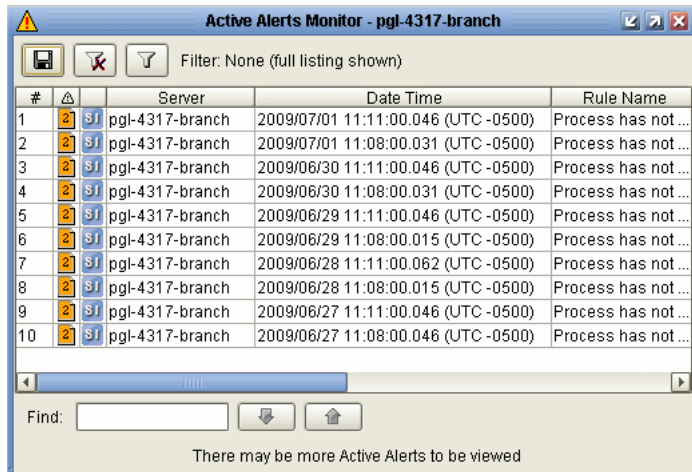
View Comments

You can view the comments entered for an alert.

To view the current comment, do one of the following:

- Hover the cursor over the alert.
- Right-click the alert and click **Comments**.

To view additional comments:

1. In the **Add Comment** window, click the **Comment History** tab.

2. Select a comment to view.

3. Click **Cancel** to exit.

View Alert Properties

You can view the properties of an alert.

To view alert properties:

1. From the **Active Alerts Monitor** or **Handled Alerts Monitor** window, do one of the following to display the **Alert Properties** window:

    - Double-click the alert.
    - Right-click the alert and select **Properties**. The **Alert Properties** window shows information about the alert. If data is not available for a field, that field is not displayed.

2. Select **Close** when finished.

Display a Rule

You can display the rule that triggered an alert.

To display the rule:

1. In the **Active Alerts Monitor** or **Handled Alerts Monitor**, right-click the alert.
2. Select **View Rule**.

   The **Rule Properties** window displays details about the rule.

   See the *IBM Sterling Control Center System Administration Guide* for an explanation of rules.

Display an SLC

If an alert was triggered by an event caused by an SLC, you can display that SLC.

To display the SLC:

1. Right-click the alert in the **Active Alerts Monitor** or **Handled Alerts Monitor**.
2. Select **View SLC**.

   The **SLC Properties** window displays details about the SLC.

   See the *IBM Sterling Control Center System Administration Guide* for an explanation of SLC properties.

View an Alerts Snapshot

The alerts monitors provide real-time display of alert data. Monitors are updated as new alerts occur, based on console refresh rate. To create an alert view whose data can be sorted, you can create a snapshot of the alerts displayed at a given moment in either alerts monitor.

To create an alerts snapshot:

1. Open the **Active Alerts Monitor** or **Handled Alerts Monitor** window.
2. Right-click an alert and select **Alerts Snapshot**.
3. To close the snapshot, right-click a row and select **Close Snapshot**.

Update Alerts

You can move an alert from the **Active Alerts Monitor** to the **Handled Alerts Monitor**. When you move an alert to handled status, you are required to add a comment about the update. You can also add comments to the alert before changing its status to handled, and add further comments after the status change. You can view the history of comments that have been added to any alert, or print the comment history (see the Alerts Report in the *IBM Sterling Control Center Reports Guide*).

As you handle alerts in the Active Alerts Monitor, the monitor is replenished until the maximum number of displayable alerts is reached.

Note: Severity Level 0 alerts are automatically handled by the Rule Service and do not appear in the Active Alerts Monitor. They may be viewed in the Handled Alerts Monitor.

To change an alert's status from active to handled:

1. From the **Active Alerts Monitor**, right-click the alert and select **Handle**.

2. Add a comment describing the action taken to handle the alert.

3. Click **Handle Alert(s)**.

    The comment is recorded, the alert's status is changed to handled, and the alert is moved to the Handled Alerts Monitor listing.

To add a comment to an alert without handling it:

1. From either the **Active Alerts Monitor** or the **Handled Alerts Monitor**, right-click the alert and click **Comments**.

2. In **Comment Text**, add a summary note of the alert condition's current status. This note is required. **Entered by** is a display-only field.

3. Click **Add Comment**.

Customize the Alerts Monitors

The alerts monitors provide a large set of information about a server. You can create customized views to display only the columns of information that you select. Refer to *Customize Layout Views* on page 51 for instructions on customizing the alerts monitors.

Chapter 7

Change Passwords

To change your Sterling Control Center password:

1. Select **IBM Sterling Control Center > Change Password**.
2. Type your old password. This field is case sensitive.
3. Type your new password. This field is case sensitive.
4. Type your new password again.
5. Click **Update**.

Chapter 8

View License Information

You can use Sterling Control Center to view server and Sterling Control Center license information.

To view license information for a server:

1. Right-click the server icon and select **Properties** to display the Server Properties window.

2. Select the **License** tab.

3. This tab displays the type of license, license expiration date, and license key information. Note the following items:

   - License information is displayed only if the server's release of Sterling Connect:Enterprise, Sterling Connect:Direct, or Sterling B2B Integrator supports sending license information to Sterling Control Center. FTP server does not support the display of license information.

   - The license expiration date is not shown for Sterling Connect:Enterprise servers that are using an emergency key.

   - Sterling B2B Integrator component license information is listed in a table. You can view the raw Sterling B2B Integrator license key data by clicking **View License Key**.

4. Click **Cancel** to close the window.

To view Sterling Control Center general, engine, and console information:

1. Select **Help** > **About IBM Sterling Control Center**.

2. Toggle among the General, Engine Properties, and Console Properties tabs.

Chapter 9

Customize Layout Views

This chapter contains the following procedures:

* About Customizing Views
* Hide a Column
* Manage Columns
* Rearrange and Resize Columns
* Save a Column Layout
* Select a Column Layout View
* Manage Column Layout Views
* Rename a Column Layout View
* Delete a Column Layout View

About Customizing Views

On Node Discovery, the Queued and Completed Process Activity Monitors, the Handled and Active Alerts Monitors, the Adapter Status Monitor, the Daemon Status Monitor, and the SLC, User, Roles, Rules, Actions, Schedules, and Calendars listings, a wide variety of information is available for viewing. A default view is provided for each tool. You can create a custom view and display only selected columns in a view. Once you create a view, you can save it for future use.

You can rearrange the columns to view the information that is important to you, in the order that is important. You can create a custom view, hide a column, rearrange columns, save a view, or rename a view.

Hide a Column

You can use the Hide Column feature to hide columns. You can also use Manage Columns to hide one or more columns.

To hide a column:

Right-click the column heading to hide and click **Hide Column**.

Manage Columns

You can create custom views for a monitor or listing.

To create a custom view:

1. Right-click a column heading and click **Manage Columns**.
2. To add a column to the layout, highlight the column name to be added in the **Available Columns** list and click **>**.
3. To remove a column from the layout, highlight the column name to be removed in the **Selected Columns** list and click **<**.
4. To rearrange the order of columns, highlight the column to rearrange in the **Selected Columns** frame and click the up or down arrow to move it to a new location. Columns appear in the layout in the order in which they appear in the Selected Columns list.
5. Click **OK**.

Rearrange and Resize Columns

You can rearrange the order of columns in a viewer or monitor, or resize columns. You can also automatically resize columns to fit the data being displayed.

To rearrange the order of columns:

Drag a column heading horizontally to the desired position.

To change a column's width:

Drag the column heading border until the column is at the desired width.

To resize columns to fit the data being displayed:

Right-click a column heading and click **Fit Columns** (or press **Ctrl+Numeric Pad +**).

Note: These settings are saved for each Sterling Control Center user.

Save a Column Layout

You can save a column layout that you have created.

To save a new column layout:

1. Right-click any column heading and click **Save Layout**.
2. Type a name for the new layout in the **Layout Name** field.
3. Click **OK**.

Select a Column Layout View

You can select and display column layout you've previously defined.

To select a column layout:

Right-click any column heading and select **Select Layout >** *name of customized layout*.

Manage Column Layout Views

You can rename a column layout view or delete a column layout view from the Manage Layout window.

Rename a Column Layout View

To rename a column layout:

1. Right-click any column heading and select **Manage Layouts**.
2. Highlight the layout you want to rename and click **Rename**.
3. Type a name for the layout in the **Layout Name** field and click **OK**.
4. Click **Close**.

Delete a Column Layout View

To delete a column layout:

1. Right-click any column heading and select **Manage Layouts**.
2. Highlight the layout you want to remove and click **Remove**.
3. Click **Close**.

Interface with Other Systems

Sterling Control Center allows for direct access to Sterling B2B Integrator and Sterling Connect:Direct. Your access depends in part on your credentials on those other systems.

This chapter covers the following information:

• Access the Sterling Connect:Direct Browser User Interface

• Access Sterling B2B Integrator and Sterling File Gateway

Access the Sterling Connect:Direct Browser User Interface

With authorization, you can access Sterling Connect:Direct from Sterling Control Center through the Sterling Connect:Direct Browser User Interface. From this browser-based interface you can log onto a Connect:Direct server as a different user or sign onto a Sterling Connect:Direct server as the user designated in server properties. From those points you can perform other Sterling Connect:Direct user functions.

Sign onto a Server Using Sterling Connect:Direct Browser User Interface

You can use the Sterling Connect:Direct Browser User Interface to sign onto a selected Sterling Connect:Direct server as the user configured in Sterling Control Center server properties.

To sign onto a Sterling Connect:Direct server:

1. Right-click a Sterling Connect:Direct server in the list of servers.

2. Click **IBM Sterling Connect:Direct Browser User Interface > Sign On**. The **Sign On Request Response** screen displays, along with message indicating whether your request to sign on was successful.

Note: There are three more options on the Connect Direct Browser shortcut menu: InitParms, NetMap, and User Auth. These options perform the signon function using the credentials in server properties and take the user directly to those pages in Browser.

Log in as a Different User

You can use Sterling Connect:Direct Browser User Interface to log onto a Sterling Connect:Direct server as a user other than the one configured within Sterling Control Center server properties.

To log onto a Sterling Connect:Direct server as a different user:

1. Right-click the Sterling Connect:Direct server.
2. Click **IBM Sterling Connect Direct Browser User Interface** > **Login Page**. The **Sign On to an IBM Sterling Connect:Direct Node** screen displays.
3. Supply the following information and click **Submit**.
   - Node
   - Userid
   - Password
   - IP Address
   - Port
   - Protocol

   Note: For information on using Connect:Direct Browser, see the Connect:Direct Browser documentation.

Access Sterling B2B Integrator and Sterling File Gateway

With authorization, you can access Sterling B2B Integrator and Sterling File Gateway from Sterling Control Center.

Note: The Dashboard port value in Server Properties (Connection tab) must be specified; otherwise, the Sterling B2B Integrator Dashboard option cannot be used.

To access the Sterling B2B Integrator Dashboard and sign onto a Sterling B2B Integrator server as the user designated in server properties:

1. Right-click the Sterling B2B Integrator server.
2. Select **Sterling B2B Integrator Dashboard** > **Sign On**.

   The **Admin Console Home** screen displays.

Note: For information on administering Sterling B2B Integrator via the Sterling B2B Integrator Dashboard, consult the Sterling B2B Integrator documentation.

To access Sterling File Gateway:

1. Right-click the Sterling File Gateway server.
2. Select **Sterling File Gateway** > **Login Page**.
3. Provide valid Sterling File Gateway credentials and click **Sign In**.

Appendix A

User Troubleshooting

The following table identifies issues you may experience in using Sterling Control Center, along with solutions to fix each issue. This appendix is a subset of the more comprehensive troubleshooting appendix found in the *IBM Sterling Control Center System Administration Guide*.

Issue	Solution
Queued Activity Monitor does not show the current executing Process.	• If you are running Processes with numerous copy steps, IBM® Sterling Control Center may not show the current status due to the large number of statistics records generated. You can disable collecting IBM® Connect:Direct® step statistics. • Fast-running Processes may complete before they are shown in the **Queued** Activity Monitor. • IBM® Connect:Enterprise® and FTP Processes are never shown in the Queued Activity Monitor because information about those Processes is not known until the Process completes. • Set a lower **Monitor Rest Time** setting in the **Server Properties** window.

Issue	Solution
Alerts for SLC events do not show in Alerts Monitor.	• Verify that a rule to generate an alert from an event has been created. See Manage Rules and Actions in the *IBM Sterling Control Center System Administration Guide* for more information. • Verify that the rule and SLC are enabled and correct. • Workflow SLC alerts can only be seen in an alerts monitor opened on Control Center, not on an individually managed server. • Verify alert is not restricted to a data visibility group for which the user has no authority. • Verify rule is not restricted to a data visibility group that does not have visibility of the events. • Because SLCs with wildcard server expressions can generate alerts for events that did not occur, you can only see these types of alerts in an alerts monitor opened on Control Center, not on an individually managed server. • Verify the Severity Level of the Alert being generated. Level 0 Alerts do not appear in the Active Alerts Monitor, but are automatically moved to the Handled Alerts Monitor by the Rule Service. You may change the Alert level for an event by editing the Rule. • See Troubleshoot SLCs in the *IBM Sterling Control Center How-To Guide* for more information.
Cannot log on using HTTPS.	Verify that you are logging on with the host name used to set up the HTTPS connection. See Configure a Secure Connection in the *IBM Sterling Control Center Getting Started Guide* for more information.
One or more Sterling Control Center functions are dimmed and cannot be selected.	Your Sterling Control Center role does not have permission to perform the functions in question. Your system administrator can change your role if necessary.
Sterling Control Center does not recognize daylight saving time change.	• Verify that you have selected a time zone that supports daylight saving time in the server definition or in the time preferences. • If you use UTC time for Sterling Control Center time displays, you must manually adjust the UTC time to daylight saving time. UTC time never changes for daylight saving time.
Sterling Control Center ignores certain Connect:Direct commands.	• Verify that Control Center is logging the appropriate statistics records. For a list of statistics records used by Control Center, see Event Type Descriptions in the *IBM Sterling Control Center System Administration Guide.* • Use the **Server Properties** window to verify that the user ID that accesses the Connect:Direct server has the authorization required to issue the commands.
WARNING: Could not create system preferences directory. System preferences are unusable. message received when starting the GUI on Linux.	Verify that the user has Read and Write permission to the ../etc/java directory.

Issue	Solution
Suspending a Process results in a blank screen followed by *CNCD017E Suspend process failed.* message.	The Process has already completed. Fast-running Processes may complete and others may begin to run before the Completed Activity Monitor is updated.
Window text is not clear in UNIX X Windows environment.	This problem is related to how a UNIX X Windows environment handles font display. Refer to your UNIX documentation to resolve display problems.
A client computer that runs the Console via Webstart is running out of disk space.	From time to time, manually delete the log files (in the format SCClient_*xxxxxxxxxxx*.log) from the client computer's root directory.
Cannot launch Console using Web Start.	In Microsoft Windows, take the following steps: • Select Start > All Programs > Java Web Start. • Select File > Preferences. • On the Preferences' General tab, change Proxies to "None" and click OK.
The Sterling Control Center Console is not connecting to the engine.	Make sure that the engine is running on the host and port that you specify on the login screen.
In monitoring FTP servers, the servers appear to go off and back online continuously.	This situation occurs when multiple Control Center engines monitor an FTP server through the same agent. If more than one engine is monitoring an FTP server, make sure that each engine uses its own FTP agent.

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