Sterling Control Center

IBM

User Guide

Version 54.1

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Version 5.4.1

Contents

Chapter 1. Using the Sterling Control Center console and web console

The Sterling Control Center console offers full functionality for configuring Sterling Control Center and Sterling Connect:Direct® servers, and monitoring/analyzing monitored servers. As a subset of the features provided by the console, the web console enables you to display information gathered from the engine and print reports.

For instructions on accessing Sterling Control Center, see *Logging into Sterling Control Center* in *Getting Started*

Sterling Control Center console

Use the Sterling Control Center console to monitor process activity. Administrators can perform various tasks, such as creating and maintaining users, rules, actions, service level criteria (SLCs), and email lists, and configuring servers.
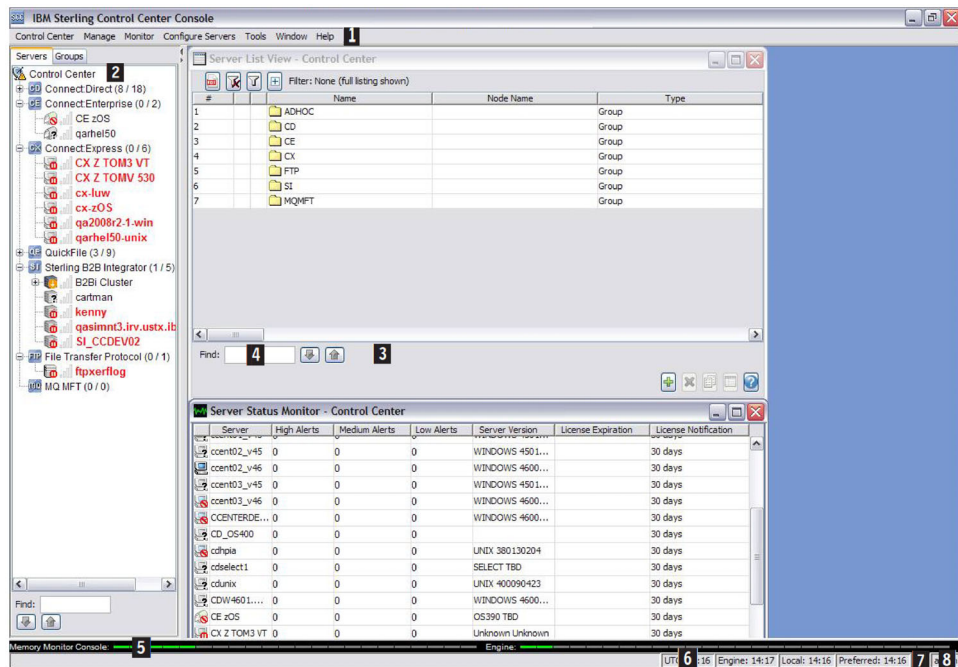
Number	Area	Description
1	Menu bar	Contains the main menu items you use to perform most Sterling Control Center tasks.

Number	Area	Description
2	Node tree	Displays the listing of managed servers and server groups that were added to Sterling Control Center. The servers are displayed on the Server tab alphabetically by server type. The server groups you defined are displayed on the Groups tab along with the system server groups provided in Sterling Control Center. When you right-click a server type, individual server, or server group, you get the menu of options for that selection.
3	Work area	Displays the various available monitors and listing screens. After displaying multiple listings, you can arrange them visually by tiling them horizontally, vertically, or in a cascade. Click **Window** in the menu bar and select **Tile Vertically**, **Cascade**, or **Tile Horizontally**. Click a window to bring it to the front.
4	Find (search feature)	Allows you to search for occurrences of text in the current window. Occurrences are highlighted in green. Click the up or down arrow to find the next (or previous) occurrence.
5	Console and engine memory monitors	Provide a visual picture of how much available memory is being used by both the console and the Sterling Control Center engine.
6	Time indicators	Displays current time settings, including Coordinated Universal Time (UTC), as well as engine, local, and preferred times.
7	GUI connection	When a secure GUI-engine connection is used, displays a lock icon.
8	User ID	Displays the ID of the user currently logged on to the console.

Servers and Groups tabs

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

Clicking the **Servers** tab lists Sterling Control Center servers by server type. Within each server type, individual servers are listed in alphabetical order.

Servers | Groups

Control Center
- CD Connect:Direct (8 / 18)
- CE Connect:Enterprise (0 / 2)
  - CE zOS
  - qarhel50
- CX Connect:Express (0 / 6)
  - CX Z TOM3 VT
  - CX Z TOMV 530
  - cx-luw
  - cx-zOS
  - qa2008r2-1-win
  - qarhel50-unix
- QF QuickFile (3 / 9)
- SI Sterling B2B Integrator (1 / 5)
  - B2Bi Cluster
  - cartman
  - kenny
  - qasimnt3.irv.ustx.ibm.com
  - SI_CCDEV02
- FTP File Transfer Protocol (0 / 1)
  - ftpxerflog
- MQ MQ MFT (0 / 0)
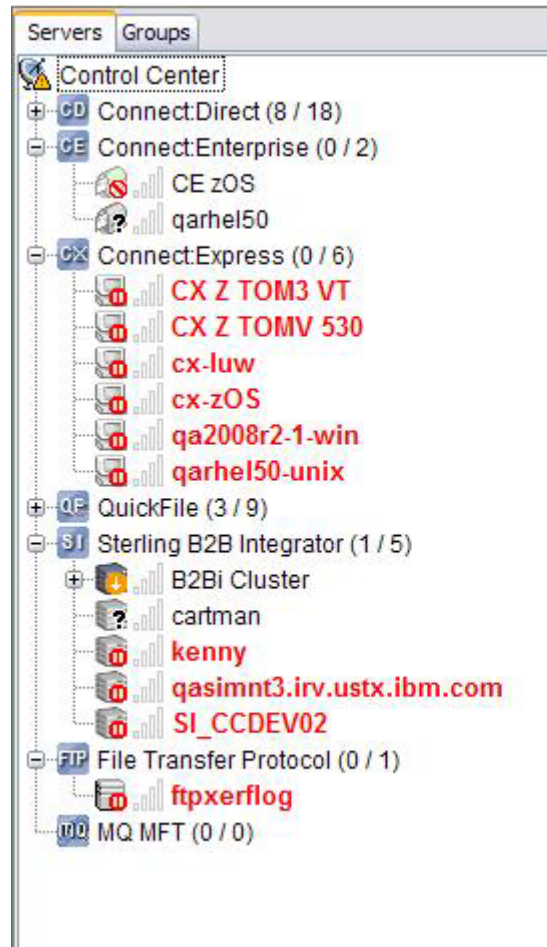
Clicking the **Groups** tab lists both the system server groups provided in Sterling
Control Center and the groups you defined.

Servers | Groups

Control Center
- All B2B Servers (1 / 5)
- All CD Servers (8 / 18)
- All CE Servers (0 / 2)
- All CX Servers (0 / 6)
- All FTP Servers (0 / 1)
- All MQ MFT Servers (0 / 0)
- All QuickFile Servers (3 / 9)
- CD HP Nonstop (0 / 0)
- CD OS400 (0 / 0)
- CD UNIX (2 / 4)
- CD Windows (6 / 12)
- CD zOS (0 / 0)
- Dan Servers (0 / 1)
- mygroup (1 / 1)
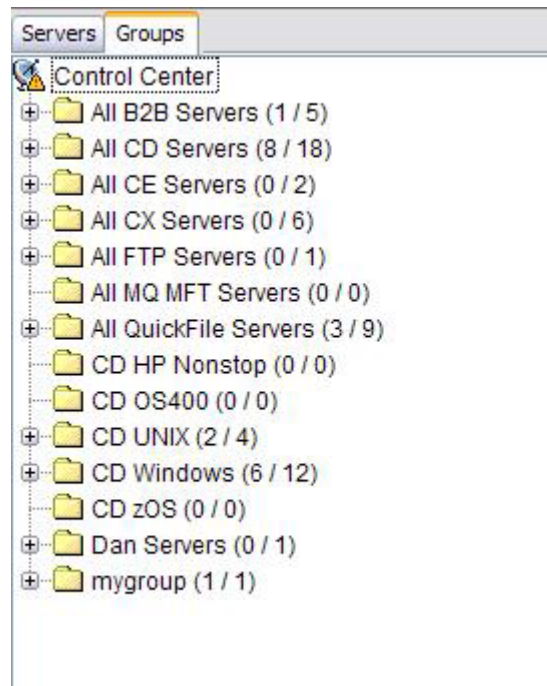
Selecting menu options using mnemonics and accelerators

When you right-click a server type, individual server, or server group, a menu for that selection is displayed. In this example, the Servers menu for the CD Windows server, ccent03_v45, is displayed.
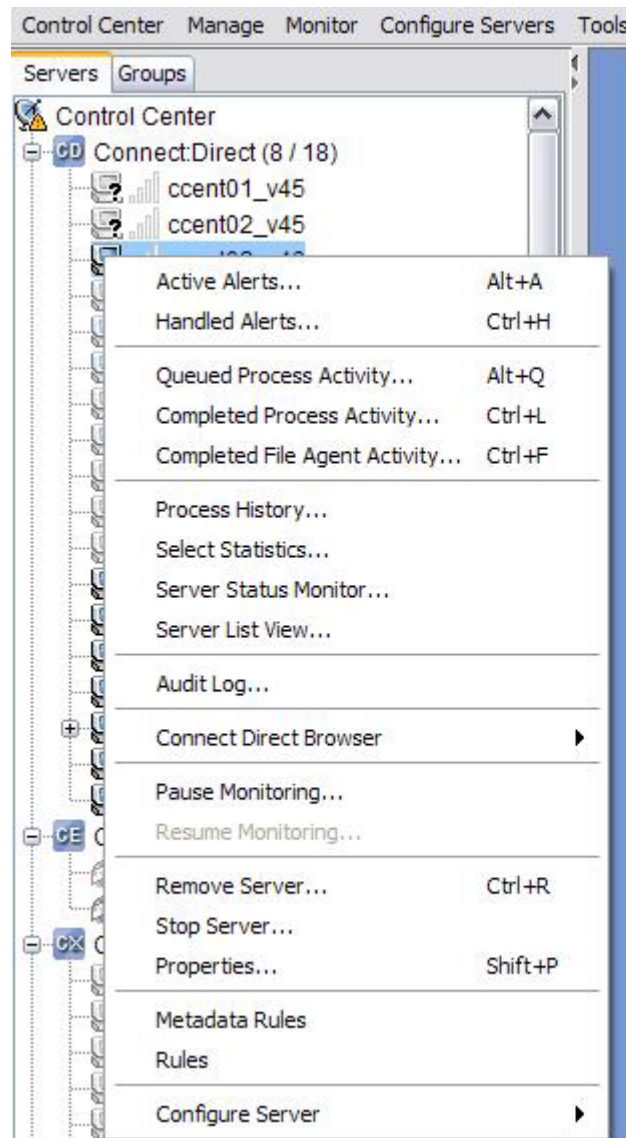
Note: The functions you can perform depend on the object selected and your Sterling Control Center role permissions. Functions not available due to role restrictions appear dimmed. (A function can also appear dim because it is not relevant and cannot be chosen. In this example, the **Resume Monitoring** option is not active because monitoring is not paused.)

Besides mouse navigation to select a menu option, you can use two keyboard methods, mnemonics or accelerators, depending upon whether an option menu is currently displayed. Mnemonics offer a way to use the keyboard to navigate the menu hierarchy, increasing the accessibility of programs. Alternatively, accelerators offer keyboard shortcuts to bypass navigating the menu hierarchy.

A mnemonic is a key that enables you to choose a menu option that is currently visible. For example, in the previous screen sample, when you press the **Alt** and **A** keys, the Active Alerts viewer is displayed. The Servers menu has seven options that can be chosen by using mnemonics while the menu is visible, with or without pressing the mnemonic. For example, pressing the **A** key (with or without **Alt**) opens the Active Alerts viewer. Generally, a mnemonic for a menu option is indicated with an underline for the first occurrence of the mnemonic character in the text of the menu option.

An accelerator is a key combination that enables you to choose a menu option, whether the pull-down menu listing the option is visible. Accelerators are displayed with the accelerator key to the right of the menu option. For example, the Active Alerts menu option on the Servers right-click menu shows the **Alt-A** accelerator keys. By holding down the **Alt** key while pressing the **A** key, you can select the Active Alerts option even if the right-click menu is not visible. Not all accelerator keys are used with the **Alt** key. Some are used in combination with the **Ctrl** or **Shift** key.

Server icons

The server icons in the node tree have different meanings. The follow list shows a representative sample of these server status icons.

Icon	Definition
	The Sterling Control Center system that contains all servers listed in the node tree. You can expand or collapse the tree and perform a variety of actions by right-clicking the icon.
	An IBM® Sterling Connect:Direct, IBM Sterling Connect:Express, or IBM QuickFile server that Sterling Control Center successfully contacted.
	An IBM Sterling Connect:Enterprise® server that Sterling Control Center successfully contacted.
	An IBM Sterling B2B Integrator server that Sterling Control Center successfully contacted.
	An IBM Sterling B2B Integrator node that is part of a Sterling B2B Integrator server and that Sterling Control Center successfully contacted. An IBM Sterling Connect:Direct File Agent (listed under its associated Sterling Connect:Direct server) that Sterling Control Center has successfully contacted.
	A managed FTP server successfully contacted by Sterling Control Center.
	Indicates that there is a problem with the license for the server.
	Indicates that an alert was generated on the server. For more information about alerts and alert symbols, see *About Alerts*.
	Indicates that Sterling Control Center shunned and cannot monitor the server because of one of the following problems: • Sterling Control Center cannot sign on to a server due to a user ID or password problem • A 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.

Icon	Definition
	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 server is down.
	Indicates that at least one, but not all, of the Sterling B2B Integrator nodes in the server is down. Also might indicate Sterling Connect:Direct File Agent server is down.
	Indicates that the server was never contacted by Sterling Control Center. The server might be offline, or the server IP address or port number might 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.
	A plus sign (+) in the upper right of Sterling B2B Integrator, Sterling Connect:Direct, and IBM MQ Managed File Transfer icons indicates that the node has subnodes or subagents (depending on the type of server). This status is used only in the web console.

Filtering information

Most monitors and listing screens have different ways you can filter and display information by using the following buttons:

Button	Definition
	To copy the contents currently displayed to an Adobe PDF file, click the Export List to PDF button. A PDF is created which you can open with Adobe Reader.
	To manually refresh the current contents of the screen.
	To clear the criteria currently being used to filter information, click the Clear Filter button. The screen is refreshed and all information displayed before the filter was applied is displayed.
	To filter information in a column, left-click to open the **Filter** pop-window. Select your criteria from the **Key** and **Operator** pull-down lists. Either select an item from the **Value** field or type the value, and click **OK**. For example, to see all Sterling Connect:Direct that have Sterling Connect:Direct Secure Plus enabled, you would select **Secure+ Enabled** for **Key** and **Matches** for **Operator**. Then you would select Yes for **Value** and click **OK**. For more information about filtering, see *Filtering objects* in *System Administration*.
	To expand the contents of the Server List View or Group View, click the Expand button. For example, if the Server Group view is displayed with all folders collapsed and you click the Expand button, all individual servers are displayed.
	To collapse the contents of the Server List View or Group View, click the Collapse button. For example, if the Server List View is expanded and you click the Collapse Button, the individual servers are collapsed and the folders representing the different server types are displayed.

Web console

The functionality, look, and behavior of the web console differ from the Sterling Control Center console. Because the web console provides a subset of Sterling Control Center functionality, the interface has a more simplified look, with fewer items on the main screen.

When you are working with the web console, keep the following things in mind:

- What you see on the web console when you first log in depends on the permissions set for your user ID. This discussion assumes the user has full access and permissions to all functionality, servers, and groups. For information about how to access the web console, see *Logging in through the web console* in *Getting Started*.

- If a user attempts to log in multiple times, a warning message displays, which identifies the user ID and number of other logins by that user.

- Your web console session will time out due to inactivity unless the Auto Refresh option is enabled. For more information, see *Setting console preferences* in *Getting Started*.

From the IBM Sterling Control Center menu bar (black menu bar) on the web console, you can select the following options:

- **Dashboard**, for selecting the Alerts, Server Status, or Failed Processes Dashboard from the web console. There are three condition icons related to dashboards:

Icon	Description
✅	• Alerts Dashboard: There are no active alerts • Server Status Dashboard: All servers are active • Failed Processes Dashboard: No server has any completed processes with errors (return code greater than 0)

Icon	Description
⚠	• Alert Dashboard: There are active alerts • Server Status Dashboard: Not all servers are active • Failed Processes Dashboard: Some server has a completed process with an error (return code greater than 0)
❌	For all dashboards, there was an error trying to get the data from the Sterling Control Center Engine.

- **Server**, which lists all individual servers. You can right-click a particular server to open a context menu for selecting the additional information you want to see, such as **Handled Alerts**, **Queued Process Activity**, or **Select Statistics** for an individual server.
- **Groups**, which lists both the groups you defined and the system server groups provided in Sterling Control Center.
- **Monitor**, for choosing one of the following options:
  - Active Alerts
  - Handled Alerts
  - Completed Processes
  - Queued Processes
- **Tools**, for running reports.
- **About**, which shows copyright and version information for the general, engine, and browser components.

On the menu bar, in addition to the username displayed, you can select the **Logout** or **Help** functions.

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

Alerts Dashboard

When you first log in to the Sterling Control Center web console, the Dashboard view shows the **Alerts** dashboard. This bar graph charts the number of all active and handled alerts on the Y axis that occurred during the last twelve hours. The current time is at the rightmost point of the X axis. Each bar shows the alerts that occurred at a particular time:

- **Sev 1** (high) alerts are indicated by red.
- **Sev 2** (medium) alerts are indicated by orange.
- **Sev 3** (low) alerts are indicated by yellow.
- Handled alerts are indicated by gray.

In the following sample Alerts Dashboard, 90 Sev 1 alerts and 4 Sev 2 alerts are shown at 14:00. To see the total number of alerts that occurred at a particular time for a particular security level, hover the mouse on a data point on a bar and click **View Active Alerts**. The Active Alerts monitor shows detailed information about the alerts in a grid display including the date and time the alert occurred, and the name of the rule that triggered the alert.

Server Status Dashboard

If the Dashboard options are not displayed, click **Dashboard** on the menu bar and select **Server Status**. The Server Status Dashboard contains a bar chart that shows a snapshot of the following server statuses:

* **Active**, which shows the number of servers that Sterling Control Center successfully contacted and are currently running
* **Paused**, which shows the number of servers paused by a user
* **Never Contacted**, which shows the number of servers never contacted by Sterling Control Center
* **Down**, which shows the number of servers contacted previously by Sterling Control Center but that are now not running
* **Shunned**, which shows the number of servers shunned by Sterling Control Center because of one of the following conditions:
    – Sterling Control Center cannot sign on to a server due to a user ID or password problem
    – A server is at an unsupported level

    For an FTP server, shunned can also mean that the log file specified is either invalid or does not exist.

The following example shows that there are six Active servers, one Paused server, two Never Contacted servers, and no Down or Shunned servers.

Current Server Status

Alerts

Server Status

Failed Processes

Active   Paused   Never Contacted   Down   Shunned

To see the servers in a particular status, place the mouse cursor on a bar and click **View Servers**. The Server List View is displayed.

Server List View

The Server List View shows the servers defined in Sterling Control Center by server type in alphabetical order. This view shows general information for all servers, such as Name, Server Address, and license expiration information. For detailed information about these fields, see *Server List View Column Definitions*.

To see additional properties unique to a server, right-click a server, select **Server Properties** from the menu. Then from the **Server Properties** pop-up window, select the type of property information you want to see, such as **Environment** for Sterling B2B Integrator servers. For more information about all properties, see *Server field descriptions* in *System Administration*.

IBM Sterling Control Center   Dashboard   Servers   Groups   Monitor ▾   Tools ▾   About   admin   Logout   ⊘

Server List View

Refresh   Help

			Name	Node Name	API Port	Secure+ Enabled	Monitored	Managed	Monitor Rest Time	Protocol	Connection Timeout
	⤢ …		No filter applied								
7	CE		Adhoc QA	Unknown	1414	No	✔		60	TCPIP	
8	SI		B2Bi Cluster	node1		No	✔		5	HTTP	120
9	SI		cartman	Unknown		No	✔		30	HTTP	120
10	CD		ccent01_v45	CCENT0145	4563	No	✔	✔	5	TCPIP	30
11	CD		ccent02_v45	CCENT02	4563	No	✔	✔	5	TCPIP	30
12	CD		ccent02_v46	CCENT02	4663	Unknown	✔	✔	5	TCPIP	30
13	CD		ccent03_v45	CCENTERDEV03	4563	No	✔	✔	5	TCPIP	30
14	CD		ccent03_v46	CCENT0346	4663	No	✔	✔	5	TCPIP	30
15	CD		CCENTERDEV03	CCENT0346	4663	No	✔	✔	5	TCPIP	30
16	CD		cdhpia	cd38	10102	No	✔	✔	60	TCPIP	30
17	CD		cdunix	CDUNIX40	1363	No	✔	✔	60	TCPIP	30
18	CD		CDW4601.WIN7.2	CDW4601.WIN7.2	46163	No	✔	✔	15	TCPIP	30

Certain menus are specific to a particular server type. For example, for a IBM Sterling Connect:Enterprise for z/OS® server, the menu might list the following options:

- Active Alerts
- Handled Alerts
- Daemon Status Monitor
- Properties
- Pause Monitoring

Important: To navigate in a grid display without a mouse, tab to move the focus to the grid from items outside the grid. To move to a row other than the first row, use the arrow keys.

As another navigation method, you can use the breadcrumb links above the **Refresh** button in the corner of the web console. For example, in the preceding sample screen capture, if you clicked **Active Alerts** in the **Dashboard Alerts** > **Active Alerts** > **Select Statistics** breadcrumb, the Alerts Dashboard is redisplayed.

Group List View

To select the Group List View, click **Groups** on the menu bar. The Group List View shows both system server groups provided in Sterling Control Center and the groups you defined.

The system server groups are organized by the following server types:

- Sterling Connect:Direct
- IBM Sterling B2B Integrator
- IBM Sterling Connect:Express
- IBM Sterling Connect:Enterprise for z/OS
- FTP
- IBM MQ Managed File Transfer
- IBM QuickFile

In addition, Sterling Connect:Direct servers are listed by the following platform types into individual folders:

- IBM Sterling Connect:Direct for HP NonStop
- IBM Sterling Connect:Direct for i5/OS™ (OS400)

- IBM Sterling Connect:Direct for UNIX
- IBM Sterling Connect:Direct for Microsoft Windows
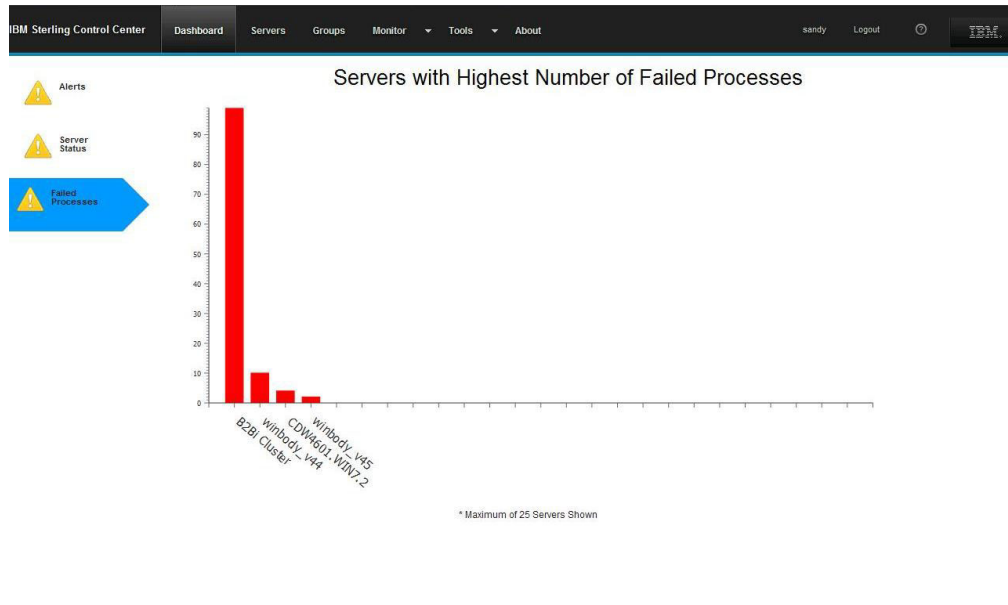- IBM Sterling Connect:Direct for z/OS

Filtering information and manipulating columns

For information displayed in columns on a grid, such as the Server List, you can manipulate how data is displayed by using the following methods:

- To change the width of a column, drag the boundary on the side of the column heading until the column is the width that you want.
- To change the column order, point to the border of the column. When the pointer becomes a move pointer, drag the column to the other location.
- To filter information in a particular column, left-click on the filter bar immediately below the Column heading to open the **Filter** pop-window. The column you left-click under is preset in the **Column** field but you can change it to any column in the grid, type the string in the **Value** field, and click **Filter**. For example, to see all processes with IDs greater than 77000, select **Process Id** for **Column** and **is greater than** for **Condition**. Then, type 77000 for **Value** and click **Filter**. (To preset the column to **Process Id**, you could left-click under the **Process Id** column heading to open the **Filter** window and have that field pre-selected.)
- Use one of the following methods to filter and clear filter information:
  - To filter information for a single filter rule, click the filter bar immediately below the column heading you want to use to filter data. Select the **Condition** from the pull-down list, type the string in the **Value** field, and click **Filter**. (The number of items matching the criteria is displayed along with the total number of items on the filter bar.) For example, to see all messages that contain the text, Connect:Direct, click the filter bar below the **Message Text** column, select **contains** for **Condition**. Then, type Connect:Direct for **Value** and click **Filter**.
  - To filter information for multiple filter rules, click the **Define filter** button, select your criteria from the **Column** and **Condition** pull-down lists, type the string in the **Value** field, and click the Add Button. Define the next rule and click **Filter**.
  - To clear a filter, open the **Filter** dialog box by using one of the preceding methods and click **Clear** or click **Clear Filter** on the filter bar.

Failed Processes Dashboard

If the Dashboard options are not displayed, click **Dashboard** on the menu bar and select **Failed Processes**. The Failed Processes dashboard contains a bar chart that shows the servers, up to 25, that had the most errors during processing. Servers are displayed in order of the highest error count to the lowest. The following example shows four servers with failed processes.

Stopping 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.

Procedure

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 2. Monitoring Server Activity

Servers and groups monitoring

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

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

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 update the properties of servers from these listings.

Viewing servers

You can view a list of servers arranged by the major server types Sterling Control Center supports.

About this task

To view a list of servers:

Procedure

1. Click **Monitor** > **Server List View**. A listing of folders for the major server types supported by Sterling Control Center displays.
2. To expand the view, click the expand button.
3. To drill down into a folder, right-click it and select **Server List View**.
4. To collapse the view, click the Collapse button.
5. To view a subset of servers, right-click any object in the server tree shown in the Sterling Control Center window and select **Server List View**.

Viewing server groups

You can view a list of server groups.

Procedure

1. Click **Monitor** > **Server Group View**. A listing of group folders displays.
2. To expand the view, click the expand button.
3. To drill down into a folder, right-click it and select **Server Group View**.
4. To collapse the view, click the collapse button.

Results

You can perform other operations on the servers in these listings, including adding, duplicating, and deleting servers, and viewing and changing their properties.

Server List View column definitions

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

Field   Definition

Name

The name that identifies a server in the Sterling Control Center window, up to 25 characters. Typically, the name value is the Sterling Connect:Enterprise, Sterling Connect:Direct, Sterling B2B Integrator, Sterling Connect:Express, QuickFile, or File Transfer Protocol server name. For QuickFile, name is the IP address of the QuickFile server.

Type

Server type: Sterling Connect:Enterprise, Sterling Connect:Direct, Sterling B2B Integrator, Sterling Connect:Express, QuickFile, or File Transfer Protocol.

Server Address

The API address used to establish a session with the Sterling Connect:Direct, Sterling Connect:Enterprise, Sterling Connect:Express for UNIX, or Sterling Connect:Express for Microsoft Windows server.

API Port

The API port used to establish a session with the Sterling Connect:Direct, Sterling Connect:Enterprise for UNIX, Sterling Connect:Express for Microsoft Windows, Sterling Connect:Express for UNIX, or FTP server. For QuickFile, the queue manager port.

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.)

Monitor Rest Time

The amount of time Sterling Control Center waits before polling the server to check status and collect statistics. The ranges of values are:

- Sterling Connect:Direct - 5-86400 seconds. The default is 60 seconds.
- Sterling Connect:Direct for i5/OS - 1-86400 seconds. The default is 60 seconds.
- Sterling B2B Integrator - 5-86400 seconds. The default is 60 seconds.
- Sterling Connect:Enterprise for UNIX - 1-1440 minutes. The default is 1 minute.
- Sterling Connect:Express for Microsoft Windows and Sterling Connect:Express for UNIX - 1-86400 seconds. The default is 60 seconds.
- FTP servers - 1-86400 seconds. The default is 30 seconds.

Setting a lower rest time updates the display of status more frequently but might affect performance.

Protocol

> The web protocol (HTTP or HTTPS) for Sterling B2B Integrator.
>
> TCP/IP for QuickFile.
>
> TCP/IP, SSL, or TLS for Sterling Connect:Direct.

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 used when the server 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 (multiple adapters), specify the IP address to which to bind. Otherwise, Sterling Control Center binds to any available address.

SNMP Listener Port

> The one- to five-digit port number on which Sterling Control Center is to listen to receive traps from the server.

Heartbeat Interval

> For Sterling Connect:Enterprise for z/OS and Sterling Connect:Express for z/OS, the amount of time Sterling Control Center waits for an SNMP trap. For QuickFile, the amount of time Sterling Control Center waits for messages.

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.

Viewing server activity

You can view up to the last 200 completed Processes and a limited number of queued Processes on one server, a server group, or all servers of one or more types. The Queued Process Activity Monitor shows server activity at a specific time.

About this task

You can open multiple Completed and Queued Process Activity Monitor windows, including more than one window per server. 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 those server types.

In the Queued Process Activity Monitor, users who have roles with data visibility group restrictions have access to only the process steps associated with their group. As a result, data visibility group restricted users cannot delete, suspend, or release queued processes. In the Completed Activity Monitor, users with data visibility group restrictions see only the completed processes tagged for the data visibility groups associated with their role. However, unrestricted users can see the maximum number (up to 200) configured by the administrator. (Users may see fewer than 200 rows of data in both the queued and completed activity monitors even when there is more than 200 rows of information.)

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

Procedure

1. To view activity on one server or server group:
   a. Right-click the server or server group.
   b. Select **Queued Process Activity** or **Completed Process Activity**.
2. To view activity on multiple servers or server groups:
   a. Select the servers or server groups. (Press Shift-click to select contiguous servers or server groups. Ctrl-click to select non-contiguous servers or server groups.)
   b. 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:
   a. Right-click a server icon (**CD**, **SI**, **QF**, or **CX**).
   b. Select **Queued Process Activity** or **Completed Process Activity**.
4. To view activity on all managed servers:
   a. Ctrl-click the server icons (**CD**, **SI**, **QF**, and **CX**).
   b. Right-click one of the icons and select **Queued Process Activity** or **Completed Process Activity**.

Refreshing Process Activity Monitors

If you have the appropriate role permission level, any open monitors automatically refresh based on the value stored in System Settings. However, you can also manually refresh activity monitors.

Before you begin

To see the auto refresh value, select **Control Center** > **System Settings** > **Console** and review the **Default Console Auto Refresh System Setting in seconds** setting.

About this task

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 are displayed in the monitor on which you click the **Refresh** icon. For information about setting the default auto refresh value, see *Setting console preferences* in *Getting Started*. To manually refresh the activity monitors, take one of the following actions:

Procedure

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

Pausing and resuming process activity monitors

You can pause the monitoring of one or more servers, groups, types, or all servers monitored by Sterling Control Center. After pausing monitoring, you can resume monitoring.

Before you begin

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.

Procedure

1. To pause monitoring:
   a. Right-click the server and select **Pause Monitoring**.
   b. Click **OK**.
2. To resume monitoring:
   a. Right-click the server and select **Resume Monitoring**.
   b. Select whether to resume monitoring from the original pause point or starting now.

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

      Note: Activity that occurred during the pause period is not processed.

      In addition, data older than the value specified for the **Movement of data to staging database** parameter is not processed when monitoring is resumed. (For more information on that production database setting, see *Database settings field definitions* in *System Administration*.) For example if the database movement parameter specifies seven days and the user pauses the server for two weeks, Sterling Control Center will resume monitoring seven days back, not all the way back to the pause point when data is requested from the server.

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

c. Click **OK**.

Taking a Process Snapshot

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

About this task

If you are running a Sterling Connect:Direct Process with numerous Copy steps, you might not see the current status due to the number of statistical records generated. You can disable the collection of Sterling Connect:Direct step statistics for a server. Also, fast-running Processes might complete before they can be shown in the Queued Process Activity Monitor.

Procedure

1. Right-click in the **Queued Process Activity Monitor** or **Completed Process Activity Monitor** window.
2. Select **Process Snapshot**. The Process Snapshot window shows information for queued and completed Processes. Information for up to 100 completed Processes or file transfers can be displayed (configurable by the system administrator).

   Optionally, you can right-click an item to see statistics or Process properties. You can also sort columns by clicking a column heading.

Customizing the Process Activity Display

You can create customized views to display only selected columns in Process Activity monitors.

Procedure

The Process Activity Monitors provide a large set of information about servers. For more information, see *Customizing Views*.

Monitoring 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 certain conditions have been met.

About this task

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.

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:

Procedure
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.

Viewing 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.

About this task

For more information about property fields, see *Keys and Fields* in *System Administration*.

Procedure
1. Open either Process Activity Monitor window (Queued or Completed).
2. Double-click an item to display the Properties window.
3. Expand the window to view any information.
4. Click **Close**.

Monitoring processing against service level criteria

You can use Sterling Control Center to monitor processing against Service level Criteria (SLC). An SLC is a performance objective that requires processing to occur within a certain time window.

About this task

An example of an SLC is a Process that must 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.

Users with appropriate permissions can define SLC requirements, what processing to monitor, and whether Sterling Control Center generates an alert when an SLC is not met.

Procedure
1. Open either Process Activity Monitor window (Queued or Completed). If processing is not performed within the parameters of an SLC and a rule to generate an alert exists, an SLC event type alert is displayed. For example, if an IBM Sterling B2B Integrator server was down, an icon that represents a Connection event type alert, severity level 1 - High, is displayed.
2. To view more detail about an SLC-generated alert from one of the activity monitors, right-click the item and select **Alerts**.

   You can also go to the Alerts Monitor to monitor SLC activity. For more information, see *About Alerts*.

Viewing Process Statistics

You can view statistics related to any Process listed in the activity monitors.

About this task

The Statistics Viewer shows Process statistics by log date and time. The statistics displayed depend on the server type.

Procedure

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

     To see detailed statistics records for all previous runs of the Process, delete the Number Key by clicking it and selecting the blank value that appears first on 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 the left arrow key and the right arrow key.

Viewing process statistics for servers

About this task

You can view process statistics related to one or more servers, server groups, or a specific server type.

Users who have roles with data visibility group restrictions see only the process statistics associated with their data visibility groups.

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

Procedure

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. You must specify at least one server in the matching criteria.
4. To further limit the 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 the left and right arrow keys.

Deleting a queued Sterling Connect:Direct process

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

About this task

To delete a queued Sterling Connect:Direct process:

Procedure

1. Open the Queued Process Activity Monitor window.
2. Right-click the Process you want to delete. Processes in the Exec queue cannot be deleted.
3. Select **Delete** to display the Delete Process window.
4. Click **OK**.

Suspending a queued Sterling Connect:Direct process

Suspending a Process keeps it from being processed when it reaches the first position in the queue. Releasing it later ends the suspension.

About this task

To suspend a Sterling Connect:Direct process:

Procedure

1. Open the Queued Process Activity Monitor window.
2. Right-click the Process you want to suspend. Only Processes in the Exec queue can be suspended.
3. Select **Suspend** and click **OK**.

   You might not be able to suspend Processes that run quickly, because the Process might complete before the suspend request can be processed.

Releasing a suspended Sterling Connect:Direct process

Suspending a Process keeps it from being processed when it reaches the first position in 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.

About this task

To release a suspended Sterling Connect:Direct process:

Procedure

1. Open the Queued Process Activity Monitor window.
2. Right-click the Process you want to release. 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 in a Process Activity Monitor, including restarting, resuming, or deleting it.

Note: Sterling Control Center does not list nor monitor Sterling B2B Integrator and IBM Sterling File Gateway system business processes.

Restarting Sterling B2B Integrator business processes

You can restart or resume a queued IBM Sterling B2B Integrator business process in a Process Activity Monitor.

About this task

When you stop a business process or discover one whose state is waiting, interrupted, you can take one of the following actions:

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.

Procedure

1. Display the Completed Process Activity Monitor by right-clicking 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** > **SimpleRestart** > **Simple**.

Deleting a Sterling B2B Integrator business process

When Sterling Control Center cannot associate statistical information received with a Sterling B2B Integrator business process, it remains in the Queued Activity Monitor after completing processing. You can manually delete the business process in the Queued Process Activity Monitor.

About this task

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

Procedure

1. Display the Queued Process Activity Monitor by right-clicking the Sterling B2B Integrator server and selecting **Queued Process Activity**.
2. Right-click the process and select **Advanced** > **Clear Process**.

Chapter 3. Monitor status

You can monitor the status of Sterling Connect:Direct, Sterling Connect:Enterprise, Sterling Connect:Express, Sterling B2B Integrator, QuickFile, MQ MFT, and File Transfer Protocol servers, as well as Sterling B2B Integrator adapters and Sterling Connect:Enterprise daemons.

Viewing the status of a server or server group

You can monitor the status of an individual server or a server group through the Server Status Monitor.

About this task

It displays summary information about current server activity. The exact information displayed depends on the server type. To view the status of a server or server group:

Procedure
1. Right-click the server or server group.
2. Select **Server Status Monitor**.

Viewing the status of multiple servers or groups

You can view the status of multiple servers or groups.

About this task

To view the status of multiple servers or server groups:

Procedure
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**.

Viewing the status of all servers of one type

You can view the status of all servers of one type, for example, all Sterling Connect:Direct servers. You view server status through the Server Status Monitor or the Adapter Status Monitor.

About this task

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

Procedure
1. Right-click the server icon (**CD**, **SI**, **QF**, **CE**, **FTP**, **CX**, or **MQ)**.
2. Select **Server Status Monitor**.

Viewing the status of all managed servers

You can view the status of all servers managed by Sterling Control Center through the Server Status Monitor.

About this task

To view the status of all managed servers:

Procedure

1. Ctrl-click the Sterling Connect:Direct, Sterling Connect:Enterprise, Sterling Connect:Express, Sterling B2B Integrator, MQ MFT, QuickFile, and File Transfer Protocol icons, as applicable.

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

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

   This window shows the following information:

   - Server status icons.
   - 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, Sterling Connect:Express, QuickFile, MQ MFT, Sterling B2B Integrator, or File Transfer Protocol server, software running on the server, if the server supports sending this information to Sterling Control Center.
   - If you are a data visibility restricted user, the current number of high, medium, and low severity alerts that are displayed are only for the alerts for which you have visibility. For example, if there are 5 global high alerts and 2 dvg=payroll high alerts and you are restricted to a data visibility group of payroll, the count shown is a 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 license expires.
     – License information is displayed only if the server release supports sending license information. 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 for Sterling Connect:Direct, Sterling B2B Integrator, Sterling Connect:Express, and QuickFile 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.

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

Monitoring Sterling B2B Integrator adapter status

Sterling Control Center monitors the status of Sterling B2B Integrator adapters that are monitored by 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.

About this task

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

For 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:

Procedure

1. Right-click the Sterling B2B Integrator server.
2. Select **Adapter Status Monitor**. The Adapter Status Monitor shows information about the adapters on the selected Sterling B2B Integrator server.

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

   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

   > Sterling B2B Integrator perimeter server used by the adapter to access 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

Unique name for the service. Sterling B2B Integrator uses this name internally to reference services.

Status Message

The Status message for the adapter/service.

Viewing adapter properties

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

About this task

To view the properties of an adapter:

Procedure

Double-click the adapter in the **Adapter Status Monitor**. The **Service Properties** window displays 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.

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.

Viewing service configuration properties

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

About this task

To view service configuration properties:

Procedure

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.

Viewing Perimeter Server Properties

You can also view the properties of an Sterling B2B Integrator adapter's perimeter server.

About this task

To view perimeter server properties:

Procedure

1. In the **Adapter Status Monitor**, right-click on the adapter.
2. Click **Perimeter Service Properties**.

   The following properties are displayed:

   Field   Description

   Connected

   Indicates whether Sterling B2B Integrator has a connection to 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

   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.

Monitoring Sterling Connect:Enterprise for UNIX 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.

About this task

To monitor Sterling Connect:Enterprise for UNIX daemon status:

Procedure

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.

Chapter 4. Monitoring Alerts

About alerts

An alert is a Sterling Control Center event. Alerts are generated and assigned a particular severity level when rule criteria are met and an action is performed. For example, an alert can inform you that a critical Process failed, or that a server shut down.

Any user with appropriate permissions can define rules that trigger alerts. The Sterling Control Center console is used 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.

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 refresh-rate setting for the console, 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. 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, Sterling Connect:Enterprise, Sterling Connect:Express, QuickFile, or MQ MFT servers, the same alerts are displayed over the appropriate server icon.

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. A comment can be added when an alert is handled, or a user can add 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 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

Active Alert Symbol	Handled Alert Symbol	Description
		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
		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.

Viewing 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. You can also view alerts not 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.

About this task

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.

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

Procedure

1. To view alerts on one server or server group:
   - Right-click the server or server group.
   - Select **Active Alerts** or **Handled Alerts**.
2. To view alerts on multiple servers or server groups:
   - Shift-click the servers or server groups.
   - Right-click one of the selected servers or server groups and select **Active Alerts** or **Handled Alerts**.
3. To view alerts on all managed servers of one server type:
   - Right-click the Sterling Connect:Direct, Sterling B2B Integrator, Sterling Connect:Enterprise, Sterling Connect:Express, QuickFile, MQ MFT, or FTP server icon.
   - Select **Active Alerts** or **Handled Alerts**.
4. To view alerts on all managed servers:
   - Ctrl-click Sterling Connect:Direct, Sterling B2B Integrator, Sterling Connect:Enterprise, Sterling Connect:Express, QuickFile, MQ MFT, or FTP server icons, as applicable.

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

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

   - Right-click the Control Center icon at the top of the node tree.
   - 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.

Viewing Current Comments

You can view the comments entered for an alert.

Procedure

To view the current comment, hover the cursor over the alert.

Viewing Additional Comments

You can view additional comments.

Procedure

1. In the **Add Comment** window, click the **Comment History** tab.
2. Select a comment to view.
3. Click **Cancel** to exit.

Viewing Alert Properties

You can view the properties of an alert.

Procedure

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.

About this task

To display the rule:

Procedure

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.

Display a SLC

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

Procedure

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

Viewing 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.

Procedure

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**.

Updating 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.

About this task

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

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.

When there are multiple alerts related to the same SLC instance or linked rule, only the latest alert is displayed.

Procedure

1. To change an alert's status from active to handled:
   - From the **Active Alerts Monitor**, right-click the alert and select **Handle**.
   - Add a comment describing the action taken to handle the alert.
   - 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.
2. To add a comment to an alert without handling it:
   - From either the **Active Alerts Monitor** or the **Handled Alerts Monitor**, right-click the alert and click **Comments**.
   - 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.
   - Click **Add Comment**.

Customizing the Alert Monitors

You can create customized views to display only selected columns in alert monitors.

Procedure

The alert monitors provide a large set of information about a server. For more information, see *Customizing views*.

Chapter 5. Changing Passwords and Viewing License Information

Changing a Sterling Control Center password

You may want to change your Sterling Control Center password from time to time.

About this task

Use this procedure to change your Sterling Control Center password.

Procedure
1. Select **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 **Upd...** (Update).

Viewing license information

You can use Sterling Control Center to view the license information for a monitored server.

About this task

Use this procedure to view license information for a server.

Procedure
1. Right-click the server icon and select **Properties** to display the Server Properties window.
2. Click the **License** tab. 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 release of a server 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 key data by clicking **View License Key**.
3. Click **Cancel** to close the window.

Chapter 6. Customizing views

You can create a custom view and display only selected columns in a view.

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.

Hiding a Column

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

Procedure

To hide a column, right-click the column heading to hide and click **Hide Column**.

Managing Columns

About this task

You can create custom views for a monitor or listing.

Procedure
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 the Right Arrow button.
3. To remove a column from the layout, highlight the column name to be removed in the Selected Columns list and click the Left Arrow button.
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**.

Rearranging and resizing columns

You can rearrange the order of columns in a viewer or monitor, or resize columns.

About this task

You can also automatically resize columns to fit the data being displayed. These settings are saved for each Sterling Control Center user.

Procedure

- To resize a column heading, 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**. You can also press Ctrl+Numeric Pad plus sign (+).

Saving a column layout

About this task

You can save a column layout that you have created.

Procedure

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**.

Selecting a column layout view

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

Procedure

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

Renaming a Column Layout View

You can rename a column layout.

Procedure

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**.

Deleting a column layout view

You can delete a column layout view.

Procedure

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

Chapter 7. Interfacing with Other Systems

Sterling Connect:Direct Browser User Interface access

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.

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.

Signing 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.

About this task

To sign onto a Sterling Connect:Direct server:

Procedure

1. Right-click a Sterling Connect:Direct server in the list of servers.
2. Click **Connect Direct Browser** > **Sign On**. The **Sign On Request Response** screen displays a message indicating whether your request to sign on was successful.

   Note: The InitParms, NetMap, and User Auth options on the Connect Direct Browser menu perform the signon function using the credentials in server properties and open those pages in the Browser User Interface.

Logging 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.

About this task

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

Procedure

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

- Userid
- Password
- IP Address
- Port
- Protocol

Accessing Sterling B2B Integrator and Sterling File Gateway

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

About this task

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

Procedure

1. To access the Sterling B2B Integrator Dashboard and sign onto a Sterling B2B Integrator server as the user designated in server properties:
   - Right-click the Sterling B2B Integrator server.
   - Select **Sterling B2B Integrator Dashboard** > **Sign On**.

   Note: For information on administering Sterling B2B Integrator via the Sterling B2B Integrator Dashboard, consult the Sterling B2B Integrator documentation.
2. To access Sterling File Gateway:
   - Right-click the Sterling File Gateway server.
   - Select **Sterling File Gateway** > **Login Page**.
   - Provide valid Sterling File Gateway credentials and click **Sign In**.

Chapter 8. User troubleshooting

This troubleshooting information provides information about common issues encountered in Sterling Control Center and their solutions.

Queued Activity Monitor does not show the current executing Process.

- If you are running processes with numerous copy steps, Sterling Control Center may not show the current status. This situation occurs due to the large number of statistics records generated. You can disable collecting Sterling Connect:Direct step statistics.
- Fast-running processes can complete before they are shown in the Queued Activity Monitor.
- Sterling 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.

Alerts for SLC events do not show in Alerts Monitor.

- Verify that a rule is configured properly to generate an alert from an event. For more information, see *Manage Rules and Actions* in *System Administration* for more information.
- Verify that the rule and SLC are enabled and correct.
- Workflow SLC alerts can be seen only in an alerts monitor opened on Control Center, not on an individually managed server.
- Verify that alert is not restricted to a data visibility group for which the user has no authority.
- Verify that rule is not restricted to a data visibility group that does not have visibility of the events.
- SLCs with wildcard server expressions can generate alerts for events that did not occur. As a result, you can see these types of alerts only in an alerts monitor opened on Sterling Control Center. You cannot see these alerts 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 can change the Alert level for an event by editing the Rule.

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 *Getting Started*.

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 the time zone 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 Sterling Connect:Direct commands.

- Verify that Sterling Control Center is logging the appropriate statistics records. For a list of statistics records used by Sterling Control Center, see *Event type descriptions* in *System Administration*.
- Use the Server Properties window to verify that the user ID that accesses the Sterling 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.

Suspending a Process results in a blank screen followed by a CNCD017E Suspend process failed message.

The Process completed.

Fast-running Processes can complete and others can begin to run before the Completed Activity Monitor is updated.

Window text is not clear in UNIX X Window System environment.

This problem is related to how a UNIX X Window System environment handles font display. Refer to your UNIX documentation to resolve display problems.

A client computer that runs the console with Web Start 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 root directory.

Cannot launch console with Web Start.

In Microsoft Windows, take the following steps:

- Select **Start** > **All Programs** > **Java Web Start**.
- Select **File** > **Preferences**
- On the **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 Sterling 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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