

VISUAL messagecenter

Web SmartConsole

Activating Reset Criticalness in IIS

WebSmartConsole 2.0

tango04
Computing Group

Solutions for Advancing People

VISUAL Message Center Web SmartConsole Activating Reset Criticalness in IIS

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Copyright Notice

Copyright © 2008 Tango/04. All rights reserved.

First Printing: January 2009

Document version: 1.21

Product version: 2.0

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of Tango/04.

Trademarks

Any references to trademarked product names are owned by their respective companies.

Technical Support

For technical support visit our web site at www.tango04.com.

Tango/04 Computing Group S.L.

Avda. Meridiana 358, 5 A-B

08027 Barcelona

Spain

Phone: +34 93 274 0051

Table of Contents

Table of Contents	iii
How to Use this Guide	v
<hr/>	
Chapter 1	
<hr/>	
Introduction	1
1.1. Before you begin	1
<hr/>	
Chapter 2	
<hr/>	
Web SmartConsole.....	2
<hr/>	
Chapter 3	
<hr/>	
IIS on Windows Server 2000	3
<hr/>	
Chapter 4	
<hr/>	
IIS on Windows Server 2003	4
<hr/>	
Chapter 5	
<hr/>	
Create a SmartConsole Alarm	6





Appendix A: Troubleshooting	7
A.1. Does Web SmartConsole send a message to reset criticalness?	7
A.2. Is a message inserted into T4EVENTLOG table?	7
A.3. Is the message retrieved properly in SmartConsole?	7
Appendix B: Further Information	9
B.1. Using Tango/04 PDF Documentation	9
B.2. Tango/04 University	9
B.3. Contacting Tango/04	11
<hr/>	
About Tango/04 Computing Group	12
Legal notice	13

How to Use this Guide

This chapter explains how to use Tango/04 User Guides and understand the typographical conventions used in all Tango/04 documentation.

Typographical Conventions

The following conventional terms, text formats, and symbols are used throughout Tango/04 printed documentation:

Convention	Description
Boldface	Commands, on-screen buttons and menu options.
<i>Blue Italic</i>	References and links to other sections in the manual or further documentation containing relevant information.
<i>Italic</i>	Text displayed on screen, or variables where the user must substitute their own details.
Monospace	Input commands such as System i commands or code, or text that users must type in.
UPPERCASE	Keyboard keys, such as CTRL for the Control key and F5 for the function key that is labeled F5.
	Notes and useful additional information.
	Tips and hints that will improve the users experience of working with VISUAL Message Center SmartConsole.
	Important additional information that the user is strongly advised to note.
	Warning information. Failure to take note of this information could potentially lead to serious problems.

Chapter 1

Introduction

In the SmartConsole it is possible to reset the criticalness of a Business View or folder from the Business View tree. The Web SmartConsole works slightly differently, in that you reset the criticalness of a Business View or Folder displayed in an Enterprise View.

The option to reset criticalness is not automatically available in the Web SmartConsole. It must be added manually after installing the product. This document describes the steps required to add the advanced feature "Reset Criticalness" in the Web SmartConsole, including how to

- Add the menu option to VISUAL Message Center Web SmartConsole
- Configure IIS on Windows servers
- Configure VISUAL Message Center SmartConsole.

The Reset Criticalness option can be added using any Web server. However, configuration using IIS is more complicated and is explained in detail in this document.

1.1 Before you begin

When resetting criticalness the Web SmartConsole will insert messages into the Events database (T4EVENTLOG) that is used by ThinkServer. Therefore ThinkServer and the Web SmartConsole must be installed on the same machine.

Chapter 2

Web SmartConsole

The first step is to activate the **Reset Criticalness** option in the Web SmartConsole

In the Web SmartConsole installation folder (by default C:\Program Files\Tango04\WebSmartConsole) open the file

```
_custom_menu_options.js
```

Locate the string

```
"function AddCustomMenuOptions(id, name, has_events,  
ev_link_id, url_link)"
```

The string includes the hidden option as follows:

```
//wi//window.AddMenuOption("mIcon", "Reset Criticalness",  
"ResetBVCriticalness()");
```

Simply remove the leading forward slashes "//" and save the file.

Next, refresh the Web SmartConsole.

The menu option **Reset Criticalness** should appear when you right-click a Business View icon in an Enterprise View.

**Note**

Sometimes JavaScript does not update immediately and you will not be able to see the new menu option after refreshing the Web SmartConsole. To remedy this:

- Refresh the Web SmartConsole several times until the menu option appears.
- Restart the Web server.
- Rename the file `_custom_menu_options.js` which will cause JavaScript errors to appear. Once these errors appear rename the file to its original name. The menu option should appear and the errors should no longer appear.

If you are using IIS, the next step is to change the user permissions. [Chapter 3 - IIS on Windows Server 2000 on page 3](#) explains how to do this on a Windows Server 2000. [Chapter 4 - IIS on Windows Server 2003 on page 4](#) details the required steps on a Windows 2003 server.

If you are using other Web servers you should be able to skip straight to [Chapter 5 - Create a SmartConsole Alarm on page 6](#).

To make the Reset Criticalness function work with IIS on a Windows server 2000, carry out the following steps:

Step 1. Check the IUSR and IWAM permissions.

- IUSR is the user used by IIS to identify an anonymous connection to the Website. The IUSR user must at least be a member of the Power Users group.
- IWAM is the user used by IIS to run applications outside the IIS environment. The IWAM user must be a member of the Administrators group.

Step 2. To update the changes on the server restart the computer.

Windows Server 2003 provides more flexibility when configuring applications security and the steps to follow are quite different from those for a Windows Server 2000.

In Windows Server 2003, Web sites (considered applications) run in an application pool. By default, all Websites are assigned to DefaultAppPool and have the same privileges.

We can assign permissions to specific users or we can create a new application pool with the appropriate settings. In this document we choose the second option, although the first one is also valid.

To configure IIS and Windows server carry out the following steps:

Step 1. Create a new application pool

- Open the IIS Manager.
- Right-click **Application Pools** on the local computer.
- Select **New** and then click **Application Pool**.
- Give the Application Pool a name such as WebSmartConsole and
- Click **OK**.

To check that the new Application Pool was created correctly expand the application pools and locate the application pool you created.

To choose a particular user instead of the IIS default users,

- Right-click the new application pool and select **Properties**.
- In the window that appears click the **Identity** tab.
- Select the **Configurable** option.



Note

It is not possible to use a predefined identity such as Network Service, because it does not have permission to access to certain resources, including ODBC's.

We can use the default user (IWAM) or any other desired user. The selected user must meet the following requirement:

- The user must be member of Administrators and IIS_WPG groups. (IWAM user is already member of IIS_WPG group, but if we choose a different user we must ensure that it is included in this group)

Step 2. Assign the Web SmartConsole to the Applications Pool

In IIS Manager, expand the **Web Sites** and locate the Web SmartConsole. Right-click **Web SmartConsole** and select **Properties**.

Open the **Home Directory** tab and in the Application Pool section select the *application pool* we created earlier.

Step 3. Restart IIS

Finally, to restart IIS right-click **Local Computer**, select **All Tasks** and then click **Restart IIS**.

Make sure *Restart Internet Services* on [Computer name] is selected and click **OK**.



Note

In some cases it may also be necessary to check the IUSR privileges. IUSR is the user IIS uses to identify an anonymous connection to a Web site and must at least be a member of the Power Users group.

The next step is to configure the SmartConsole as described in [Chapter 5 - Create a SmartConsole Alarm on page 6](#).

Chapter 5

Create a SmartConsole Alarm

When you reset a Business View from the Web SmartConsole the Web SmartConsole sends a message to the VISUAL Message Center Events database. To complete the action, the SmartConsole picks up the message and carries out the instruction.

Once the reset criticalness option has been enabled in the Web SmartConsole, The SmartConsole must be configured to pick up the message. To do this we create an alarm in the SmartConsole with the following characteristics:

- Agent Code: API
- System: WEBSMARTCONSOLE
- Create an ALEV Pre-action as follows:

```
SET_CRITICALNESS_EX(&VAR02,0,&FIRSTLEVEL);  
SET_CRITICALNESS_BY_FOLDER_EX(&VAR02,0,&FIRSTLEVEL);
```

Appendix A

Troubleshooting

If you encounter any problems when enabling Reset Criticalness from the Web SmartConsole, read this chapter for troubleshooting tips.

A.1 Does Web SmartConsole send a message to reset criticalness?

Open `_custom_menu_options.js` and locate the function `ResetBVCriticalness()`. Find the line:

```
ExecuteCommand('T4DBAddMsg.exe', params);
```

And replace it with:

```
//ExecuteCommand('T4DBAddMsg.exe', params);  
ExecuteCommand('Calc.exe', '');
```

Save the file and refresh the Web SmartConsole several times.

Open the Windows Task Manager and run Reset Criticalness in the Web SmartConsole. Check in the Task Manager whether a new process called `Calc.exe` appears. If `Calc.exe` appears, return the file to its original state and skip to the next step.

If `Calc.exe` does not appear, check the IUSR and IWAM (or the user used in its place) user privileges and repeat the test.

A.2 Is a message inserted into T4EVENTLOG table?

Every time the user resets criticalness in the Web SmartConsole, a new record should be entered in the events database (`T4EVENTLOG` table) of the ThinkServer database. To do this Web SmartConsole uses the same ODBC as configured for ThinkServer.

Make sure that ThinkServer and Web SmartConsole are installed in the same machine.

Also check that you are not using predefined IIS users such as Network Service, as they do not have permission to access to ODBC's and reset criticalness will not work. Use any other user, for example IWAM.

A.3 Is the message retrieved properly in SmartConsole?

To check whether SmartConsole receives the message, create a new Business View with no filters, or with the following inclusion filter:

- Agent Code: API
- System: WEBSMARTCONSOLE

Execute Reset Criticalness in the Web SmartConsole and retrieve the new messages in SmartConsole.

- If the message appears then check the configuration of the SmartConsole Alarm is correct, as described in [Chapter 5 - Create a SmartConsole Alarm on page 6](#).
- If the message does not appear,
 - Check the ThinkServer connection configuration in SmartConsole:
 - Check that SmartConsole is subscribed to the API agent messages. To do this, in SmartConsole open the Tools menu, select Configure Agent Subscriptions and check that API agent is selected. If it is not selected, select it now and click **OK**.

B.1 Using Tango/04 PDF Documentation

Tango/04 documentation is available directly from the Tango/04 solutions DVD.

To open the Tango/04 documentation that is provided in PDF files use Adobe Acrobat Reader. Acrobat Reader lets you view, search, and print the documentation. You can download Acrobat Reader for free from the Adobe Web site (<http://www.adobe.com>).



Tip

We advise printing PDF documentation for easy reference. Please ensure you familiarize yourself with a products user guide before attempting to use the product.

To access PDF documents on the DVD:

- Step 1.** Navigate to a *product suite* (VISUAL Message Center for example) and click on the **Product Documentation** link to open a list of all the User Guides available for that product suite. The list contains direct links to the documents in PDF format.
- Step 2.** Alternatively, you can navigate within the DVD menu to a particular *product* and click on the **Product Documentation** link to open the User Guide in PDF format for that product.

B.2 Tango/04 University

In a continuous effort to provide all users of Tango/04 technologies with high quality training and education, Tango/04 Computing Group presents the new training program open to partners and users worldwide.

Tango/04 University is aimed at providing Tango/04 users and partners with the most effective tools and knowledge to manage Tango/04 technologies and products and use them at their highest potential.

Attendance of the training course and passing the related exams is mandatory in order to qualify as Tango/04 Business Partner for the technology area covered by the course, and will offer you important benefits such as:

- Tango/04 Official Certifications - Tango/04 partners will be required to have a number of certified consultants, depending on the Business Partner Level

- Exploit the full potential of Tango/04 technologies - Solutions such as VISUAL Message Center and VISUAL Security Suite are very broad solutions that feature much functionality. Knowing all these functions and how to use them is key to getting the most out of the product
- Integration with other solutions - Tango/04 is constantly growing: knowing the new products and agents may allow you to integrate other parts of the IT infrastructure into Tango/04 Solutions
- Tango/04 Business Partners will learn how to effectively deploy a monitoring project in order to obtain the maximum effectiveness and customer satisfaction.

Participants' profile: Consultants, System Administrators, operators and technical staff, with knowledge of Windows, iSeries, Linux and Unix systems who will be involved in managing or deploying Tango/04 technology.

Pre-requisites: Being Tango/04 Business Partner or Tango/04 Customer.

B.3 Contacting Tango/04

North America

Tango/04 North America
One Phoenix Mill Lane - Suite 201
NH 03458 Peterborough
USA

Phone: 1-800-304-6872 / 603-924-7391
Fax: 858-428-2864
sales@tango04.net
www.tango04.com

Italy

Tango/04 Italy
Viale Garibaldi 51/53
13100 Vercelli
Italy

Phone: +39 0161 56922
Fax: +39 0161 259277
Contact: Ferdinando Caccianotti
info@tango04.it
www.tango04.it

Sales Office in Switzerland

Tango/04 Switzerland
18, Avenue Louis Casañ
CH-1209 Genève
Switzerland

Phone: +41 (0)22 747 7866
Fax: +41 (0)22 747 7999
Contact: Mr. Jean-Philippe Fourche
contact@tango04.net
www.tango04.fr

Sales Office in Peru

Barcelona/04 PERÚ
Centro Empresarial Real
Av. Víctor A. Belaúnde 147, Vía Principal 140
Edificio Real Seis, Piso 6
L 27 Lima
Perú

Phone: +51 1 211-2690
Fax: +51 1 211-2526
info@barcelona04.com
www.barcelona04.com

EMEA

Tango/04 Computing Group S.L.
Avda. Meridiana 358, 5 A-B
08027 Barcelona
Spain

Phone: +34 93 274 0051
Fax: +34 93 345 1329
info@tango04.net
www.tango04.com

Sales Office in France

Tango/04 France
La Grande Arche
Paroi Nord 15ème étage
92044 Paris La Défense
France

Phone: +33 01 40 90 34 49
Fax: +33 01 40 90 31 01
Contact: Mr. Jean-Philippe Fourche
contact@tango04.net
www.tango04.fr

Latin American Headquarters

Barcelona/04 Computing Group SRL (Argentina)
Avda. Federico Lacroze 2252, Piso 6
1426 Buenos Aires Capital Federal
Argentina

Phone: +54 11 4774-0112
Fax: +54 11 4773-9163
info@barcelona04.com
www.barcelona04.com

Sales Office in Chile

Barcelona/04 Chile
Nueva de Lyon 096 Oficina 702,
Providencia
Santiago
Chile

Phone: +56 2 234-0898
Fax: +56 2 2340865
info@barcelona04.com
www.barcelona04.com

About Tango/04 Computing Group

Tango/04 Computing Group is one of the leading developers of systems management and automation software. Tango/04 software helps companies maintain the operating health of all their business processes, improve service levels, increase productivity, and reduce costs through intelligent management of their IT infrastructure.

Founded in 1991 in Barcelona, Spain, Tango/04 is an IBM Business Partner and a key member of IBM's Autonomic Computing initiative. Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world.

Alliances



Partnerships

- IBM Business Partner
- IBM Autonomic Computing Business Partner
- IBM PartnerWorld for Developers Advanced Membership
- IBM ISV Advantage Agreement
- IBM Early code release
- IBM Direct Technical Liaison
- Microsoft Developer Network
- Microsoft Early Code Release

Awards



The information in this document was created using certain specific equipment and environments, and it is limited in application to those specific hardware and software products and version and releases levels.

Any references in this document regarding Tango/04 Computing Group products, software or services do not mean that Tango/04 Computing Group intends to make these available in all countries in which Tango/04 Computing Group operates. Any reference to a Tango/04 Computing Group product, software, or service may be used. Any functionally equivalent product that does not infringe any of Tango/04 Computing Group's intellectual property rights may be used instead of the Tango/04 Computing Group product, software or service

Tango/04 Computing Group may have patents or pending patent applications covering subject matter in this document. The furnishing of this document does not give you any license to these patents.

The information contained in this document has not been submitted to any formal Tango/04 Computing Group test and is distributed AS IS. The use of this information or the implementation of any of these techniques is a customer responsibility, and depends on the customer's ability to evaluate and integrate them into the customer's operational environment. Despite the fact that Tango/04 Computing Group could have reviewed each item for accurateness in a specific situation, there is no guarantee that the same or similar results will be obtained somewhere else. Customers attempting to adapt these techniques to their own environments do so at their own risk. Tango/04 Computing Group shall not be liable for any damages arising out of your use of the techniques depicted on this document, even if they have been advised of the possibility of such damages. This document could contain technical inaccuracies or typographical errors.

Any pointers in this publication to external web sites are provided for your convenience only and do not, in any manner, serve as an endorsement of these web sites.

The following terms are trademarks of the International Business Machines Corporation in the United States and/or other countries: AS/400, AS/400e, iSeries, i5, DB2, e (logo)@Server IBM ®, Operating System/400, OS/400, i5/OS.

Microsoft, SQL Server, Windows, Windows NT, Windows XP and the Windows logo are trademarks of Microsoft Corporation in the United States and/or other countries. Java and all Java-based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and/or other countries. UNIX is a registered trademark in the United States and other countries licensed exclusively through The Open Group. Oracle is a registered trade mark of Oracle Corporation.

Other company, product, and service names may be trademarks or service marks of other companies.