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Mercury Diagnostics for J2EE/.NET™ for LoadRunner 8.0

INSTALLATION AND USER'S GUIDE

Mercury Diagnostics 3.5 for J2EE & .NET

Supporting LoadRunner 8.0 Installation and User's Guide Mercury Diagnostics 3.5 for J2EE/.NET Supporting LoadRunner 8.0 Installation and User's Guide

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Part I

Introduction

1

Mercury Diagnostics for J2EE & .NET Product Overview

This chapter introduces you to Mercury Diagnostics for J2EE & .NET by giving you a high level overview of its features, components, architecture, and outputs.

This chapter includes the following topics:

- ➤ Introducing Mercury Diagnostics for J2EE & .NET
- ➤ Components of Diagnostics for J2EE & .NET
- ➤ Diagnostics Data Flow
- ► Diagnostics Performance Metrics Processing
- ► Diagnostics Performance Metric Reporting

Introducing Mercury Diagnostics for J2EE & .NET

Diagnostics for J2EE & .NET is an application performance optimization solution that is designed to help you improve the performance of your applications on the J2EE and .NET platforms throughout the application lifecycle. Diagnostics for J2EE & .NET has been integrated with Mercury's Application Diagnostics and Application Monitoring solutions to provide you with the insight and information that you need build, develop, test, and monitor applications that perform efficiently and effectively.

Diagnostics for J2EE provides you with the capability to monitor the performance your applications that run on most of the J2EE compliant application servers. You install a Mercury Diagnostics Probe for J2EE on the application server instances where the application that you want to monitor runs. The J2EE Probes collects performance metrics on the servlets, JSPs, EJBs, JNDI, JDBC, JMS, and Struts method calls that are performed by your application, as well as on the custom classes that you specify.

Diagnostics for .NET provides you with the capability to monitor the performance of your applications that run on the Microsoft .NET Framework. The Mercury Diagnostics Probe for .NET uses runtime instrumentation to capture method latency information from specified applications. By default, the .NET Probe captures methods from the ASP and ADO tiers and MSMQ. Custom business logic methods can be captured by creating a custom instrumentation specification file for your application.

The J2EE and .NET Probes send the metrics to the Diagnostics Mediator where the information for events are filtered and aggregated. The Mediator sends the aggregated performance information to LoadRunner and the Commander where it is displayed using graphs and reports that present the information that enables you to analyze the performance of your application.

Components of Diagnostics for J2EE & .NET

You must install and configure the components of Diagnostics for J2EE & .NET so that you can gather, process, and review the performance metrics for your application. This section introduces you to the Diagnostics Components. For information on installing the Diagnostics Components, see Part II, "Installation and Configuration of Diagnostics for J2EE & .NET Components."

Diagnostics for J2EE & .NET consists of the following components:

- ➤ Diagnostics Probes for J2EE and .NET
- Diagnostics Mediator
- ► Diagnostics Commander

Diagnostics Probes for J2EE and .NET

The Mercury Diagnostics Probes are installed on the machine that hosts your application. The Probes are responsible for capturing events from your application and sending the performance metrics to a Mediator. The Probe captures events such as method invocations, collection sites, the beginning and end of business transactions and server transactions.

The Mercury Diagnostics Probe for J2EE is a lifecycle probe that works with many of Mercury's Diagnostics products such as LoadRunner, Business Availability Center, Performance Center, and Deep Diagnostics.

For a diagram showing the data flow, see "Diagnostics Data Flow" on page 6.

You must configure the Probe and the application environment to enable the Probe to monitor your application. For information on how to configure the .NET Probe and the application environment, see "Installing the Mercury Diagnostics Probe for .NET" on page 117, and "Configuring the J2EE Probe and Application Server" on page 133. For information on how to configure the J2EE Probe and the application environment, see "Configuring the J2EE Probe and Application Server" on page 133.

Diagnostics Mediator

The Diagnostics Mediator is a process that receives raw data from the Probes, pre-processes and aggregates the raw data, and passes the aggregated data to the Diagnostics Commander.

The Mediator does the preprocessing and aggregation of the raw data from the Probes so that the Probes will not have to do this work. Since the Mediator does the this piece of the processing for the Probes, they have a negligible effect on the performance of the applications that they monitor.

Diagnostics Commander

The Diagnostics Commander is responsible for the command and control functions between the various Diagnostics components and the Mercury products that Mercury Diagnostics is working with. The Commander keeps track of the location and status of the other Diagnostics components, and is the communication hub between the other components.

Diagnostics Data Flow

The following diagram illustrates how data flows between the components of Diagnostics for J2EE & .NET when used in an Application Diagnostics mode with Mercury LoadRunner.



Description of Data Flow

- **1** The LoadRunner Load Generators run Vuser transactions on one or more of the application servers.
- **2** The LoadRunner Controller (not shown) sends the Commander a list of the Probes that you have selected to take part in the load test.
- **3** The Probe, installed on an application server, captures the events from the application and transmits the event information to the Mediator.
- **4** The load generator sends an End of Logical Transaction via the Commander to the Mediator.
- **5** The Mediator transmits the aggregated event data to the Commander. In addition, the Mediators store the data locally for offline analysis.
- **6** The data is transmitted to the Commander, which stores it locally.
- **7** The Commander prepares the metrics to be presented to the user in graphs and charts that indicate the performance of the monitored applications.

Diagnostics Performance Metrics Processing

Diagnostics for J2EE & .NET gathers and aggregates the performance metrics from your application based upon the following rules:

- Performance information from multiple probes on multiple servers can be gathered, aggregated, and reported.
- ➤ The J2EE Probe monitors each thread of servlets, JSP pages and other layers on the application server that have been directly invoked in the context of a Vuser transaction using the VuGen Web protocol.
- ➤ If a directly-invoked thread spawns additional threads, the additional threads can also be monitored if the Monitored Server Requests option is selected during configuration (selected by default).
- ➤ The transaction time that is displayed by Diagnostics for J2EE & .NET for transactions only includes the time that the transaction spends in the J2EE/.NET server, and therefore, does not include the transaction's think time.

- ➤ The Probe considers each thread execution separately (that is, each click of a user's mouse). Each one of these threads is called a *server request*.
- ➤ The Probe breaks down the transactions into separate server requests. The performance metrics are calculated for the complete transaction as well as for each server request.



Diagnostics Performance Metric Reporting

While LoadRunner is executing Vuser transactions against your application, Diagnostics for J2EE & .NET is gathering, analyzing and displaying the performance metrics. Diagnostics displays the performance metrics in real-time as the load test is executing.

The performance metrics that Diagnostics displays include latency and throughput for transactions, server requests, layers, and virtual machines. Diagnostics also keeps track of exceptions, and timeouts. Diagnostics displays the performance metrics in graphs and charts that allow the user to drill down into the results to discover the method calls that contributed to the poorly performing processes.

Note: The LoadRunner Web Breakdown and Database Breakdown graphs can provide you with additional performance metrics to enhance your understanding of your applications performance characteristics. For more information on these graphs, refer to the *LoadRunner Analysis User's Guide*.

Diagnostics for J2EE & .NET uses the following screens to display your application's performance metrics:

- Transaction Analysis See "Analyzing Performance with the Transactions Screen" on page 224.
- ► Layer Breakdown See "Analyzing Performance with the Server Request Screens" on page 229.
- Server Request Breakdown See "Analyzing Performance with the Server Request Screens" on page 229
- Call Profile See "Analyzing Performance with the Aggregate Profile Screen" on page 247.
- Virtual Machine See "Analyzing Performance with the Virtual Machines Screen" on page 241.
- Summary See "Analyzing Performance Using the Diagnostics Overview Screen" on page 220.

Part I • Introduction

Part II

Installation and Configuration of Diagnostics for J2EE & .NET Components

2

Preparing to Install Mercury Diagnostics for J2EE & .NET

This chapter provides you with the information that helps you to plan and prepare for the installation and configuration of the Diagnostics for J2EE & .NET components.

The chapter includes the following sections:

- ► Recommended Deployment Configuration
- > Host System Requirements for the Diagnostics Components
- > Other Considerations Before Installing the Diagnostics Components
- ► Recommended Order of Installation
- ► Planning the Installation

Recommended Deployment Configuration

This section provides you with a recommended deployment configuration for LoadRunner 8.0 and Diagnostics for J2EE & .NET. More detailed instructions about the installation and configuration of the Diagnostics components are provided in the chapters of this document that follow.

The following diagram shows a typical deployment configuration for 10 to 15 VMs, with a moderate load using a total of three host machines. For deployments with larger loads or more VMs you may want to consider hosting the Mediator on its own machine. The deployment that will work best for you is dependent upon the number of VMs that you are monitoring and the size of the load that you are running. This diagram has been provided as a reference for you as you review the order of installation.



Host System Requirements for the Diagnostics Components

When you select the machines that will host the Diagnostics components, make sure that the host machine's system configuration will support the processing load and the number of applications that you will be monitoring.

The following section describes the recommended system configurations for hosting the Mercury Diagnostics for J2EE & .NET components. Please refer to the deployment diagram in the previous section to understand the host machines that are described in this section.

LoadRunner 8.0

See the LoadRunner 8.0 installation guides for information about the system configuration for this machine.

Commander Host Machine

The system requirements presented for the Commander are for a large implementation.

| Computer/Processor: | Windows: Dual Processor Pentium 2.4GHz |
|-----------------------|--|
| | Solaris: 800MHz |
| Operating System: | Windows 2000/2003 Server SP4 |
| | Solaris |
| Memory: | 2 GB RAM |
| Free Hard Disk Space: | 10 GB of disk space after installation |

Mediator Host Machine

The system requirements described in this section are applicable for deployments where the Mediator is the only diagnostics component that has been installed on the Mediator host machine. The Mediator should be installed on it own host machine when there are a large number of VMs being monitored.

| Computer/Processor: | Windows: Dual Processor Pentium 2.4GHz |
|-----------------------|--|
| | Solaris: 800MHz |
| Operating System: | Windows 2000/2003 Server SP4 |
| | Solaris |
| Memory: | 1 GB RAM |
| Free Hard Disk Space: | 10 GB of disk space after installation |

Application Host Machine

The Application host machine is the machine where you have installed the your application and the Diagnostics Probe(s). The only requirement for the J2EE Probe is that there be 60 MB of memory in addition to the memory required by the system under test. For the .NET Probe there should be 10 MB of memory in addition to the memory required by the system under test.

Other Considerations Before Installing the Diagnostics Components

Note: Before you install any of the Diagnostics components on a Windows machine, make sure that the **Start > Settings > Control Panel > Administrative Tools > Services** window is not open.

LoadRunner 8.0 Host Machine

- ➤ If LoadRunner 8.0 is already installed, ensure that the Controller/Console and main Mercury LoadRunner window are closed before you install the LoadRunner Diagnostics Add-in.
- ➤ The settings for the time and the time zones for the host machines for the Diagnostics components must be consistent. You will encounter time-difference problems if the time is not properly set.

Mercury Diagnostics Commander

- ➤ Do not install a Probe on the same machine as the Commander. (Note: This recommendation applies only to a system that is experiencing a high load from LoadRunner.)
- ➤ The machine that hosts the Commander must be located in the same LAN segment as the hosts for the LoadRunner Controller/Tuning Console.

Mercury Diagnostics Mediator

- ➤ The Mercury Diagnostics Mediator, and each of the Probes that are expected to be able to communicate with it, must have the same Logical LAN ID property. For more information on setting the Logical LAN ID for the Mediator, see "Installing the Mercury Diagnostics Mediator" on page 51, .
- The Mediator can be installed on the machine that is the host to the Commander for an average size deployment. If you are monitoring a larger number of VMs you should consider moving the Mediator to a machine that is not the host to any other diagnostics components

Mercury Diagnostics Probe for J2EE

- ➤ The J2EE Probe, and the Mediator that it is to communicate with, must have the same Logical LAN ID property. For more information on setting the Logical LAN ID for probes, see the appropriate section of the Probes Installation, on page 81.
- ➤ The J2EE Probe is installed on the same machine as the Java application under test.

Mercury Diagnostics Probe for .NET

- ➤ The .NET Probe, and the Mediator with which it is to communicate, must have the same Logical LAN ID property. For more information on setting the Logical LAN ID for probes, see the appropriate section of the Probe Installation, on page 81.
- ► The .NET Probe is installed on the same machine as the .NET application under test.

Recommended Order of Installation

Careful planning and preparation for installing the components of Diagnostics for J2EE & .NET can enable you to complete the installation and configuration steps quickly and help you to avoid complications and errors.

Before beginning the preparations for the installation, review the following information to get an overview of the entire installation and configuration process.

Note: The order of the installation presented here is the recommended order of installation for the products and components. Deviation from this recommended order of installation could increase the complexity of the installation process and produce unpredictable results.

1 Check the system requirements and installation considerations.

See "Host System Requirements for the Diagnostics Components" on page 15.

- 2 Install the Mercury Diagnostics for J2EE & .NET components.
 - ➤ Install the Commander see Chapter 3, "Installing the Mercury Diagnostics Commander."
 - Install the LoadRunner Add-in see Chapter 4, "Installing LoadRunner 8.0 and the LoadRunner Diagnostics Add-in."
 - Install the Mediator see Chapter 5, "Installing the Mercury Diagnostics Mediator."
 - ► Install the Probe -

For a J2EE environment, see Chapter 6, "Installing the Mercury Diagnostics Probe for J2EE."

For a .NET environment, see Chapter 7, "Installing the Mercury Diagnostics Probe for .NET."

3 Configure the application server to work with the probes.

See Chapter 8, "Configuring the J2EE Probe and Application Server."

4 Specify the layers that you want to view.

See "Specifying Layers to Instrument" on page 349.

5 Configure LoadRunner to use Mercury Diagnostics for J2EE & .NET.

See Chapter 9, "Setting Up Diagnostics for J2EE & .NET on LoadRunner 8.0."

Once you have set up Diagnostics for J2EE & .NET and created and initiated your load test in LoadRunner, you can view the performance of your J2EE/.NET applications as the load test executes. For details, see Part III, "Using Mercury Diagnostics for J2EE & .NET."

Planning the Installation

Before you start installing the Diagnostics components, you should carefully plan the configuration the Diagnostics components and the machines that will host them. You should also consider the location of the component host machines within your network topography.

The following tables have been provided to help you plan the installation of the Diagnostics components.

LoadRunner Diagnostics Add-in for J2EE & .NET

Install the Diagnostics Add-in on the LoadRunner host machine to enable the Diagnostics for J2EE & .NET features.

After you have installed the LoadRunner Add-in, you configure LoadRunner so that it can work the Diagnostics components. To configure LoadRunner you must be able to provide the following information. See "Setting Up Diagnostics for J2EE & .NET on LoadRunner 8.0" on page 193 for detailed instructions.

| Information Required | Where to find it | Value |
|-----------------------------------|---|-------|
| Commander Host name or IP address | System Health Monitor | |
| Commander Port number | System Health Monitor Default value is 2006 | |

Mediator

| Information Required | Where to find it | Value |
|--|--|-------|
| Commander Host name or IP address | System Health Monitor | |
| Commander Host Port number | System Health Monitor Default value is 2006 | |
| Name of Mercury product(s) that will use the Mediator. | Choose according to product license. Performance Center 8.0/LoadRunner 8.0 Mercury Business Availability Center 5.0 | |
| Logical LAN ID | This is user defined at the time that the Mediator or Probes are installed The Mediator must have the same LAN ID as the Probes that are expected to be able to communicate with it. | |
| Will the Mediator be used in a Mercury Managed Services environment? | | |

J2EE Probe

| Information Required | Where to find it | Value |
|---|--|-------|
| Name of Mercury product(s) that will use the Probe. | Choose according to product license. | |
| | Performance Center 8.0/LoadRunner 8.0 | |
| | Mercury Business Availability Center 5.0 | |
| | Deep Diagnostics | |
| Probe name | A <i>unique</i> string; Created by user. Important: The name of the probe should indicate the probe type. For example: J2EEProbe1 | |
| Logical LAN ID | This is user defined at the time that the Mediator or Probes are installed The Probe must have the same LAN ID as the Mediators that are expected to be able to | |
| | communicate with it. | |
| Commander Host name or IP address | System Health Monitor | |
| Commander Host Port number | System Health Monitor Default value is 2006 | |
| Mediator Host name or IP address | System Health Monitor | |
| Mediator Host Port number | System Health Monitor Default value is 2612 | |

| Information Required | Where to find it | Value |
|---|---|-------|
| Application Server that the J2EE Probe will be monitoring | The host system administrator. Choose one of the following: | |
| | • weblogic6x | |
| | • weblogic7x | |
| | weblogic8x | |
| | websphere4x | |
| | websphere5x | |
| | oracle9ias | |
| | • oracle10g | |
| | • jboss3x | |
| | • SAP Web AS 6.40 | |
| Application Server configuration properties | The host system administrator. | |
| | The details will vary according to the application sever that you are using. | |
| Deep Diagnostics install directory | The location where the Deep Diagnostics Server was installed. | |
| (Only if you will be using Deep Diagnostics.) | | |
| Deep Diagnostics Application Definition Name | See the Deep Diagnostics User Documentation for the | |
| (Only if you will be using Deep Diagnostics.) | location of this information. | |

Part II • Installation and Configuration of Diagnostics for J2EE & .NET Components

| Information Required | Where to find it | Value |
|-----------------------------------|---|-------|
| Location of the JRE executable | The host system administrator. | |
| | This will depend upon the type of application server you are configuring. See "Running the JRE Instrumenter" on page 135. | |

.NET Probe

| Information Required | Where to find it | Value |
|--------------------------------------|--|-------|
| Probe ID | Created dynamically by the Probe at runtime. | |
| | Default value: | |
| | <appdomainname>.NET</appdomainname> | |
| LAN ID | This is user defined at the time that the Mediator or Probes are installed | |
| | The Probe must have the same LAN ID as the Mediators that are expected to be able to communicate with it. | |
| Web Port Min | System Administrator. | |
| | The lowest port number in a range of ports that the commander can use to communicate with its probes. | |
| | Default value: 35000 | |
| Web Port Max | System Administrator The highest port number in a range of ports that the commander can use to communicate with its probes. | |
| | Default value: 35100 | |
| Diagnostics Commander URL | URL that the probe will use to register with the Commander | |
| Commander Host name or IP address | System Health Monitor | |

Part II • Installation and Configuration of Diagnostics for J2EE & .NET Components

| Information Required | Where to find it | Value |
|-------------------------------------|---|-------|
| Commander Host Port number | System Health Monitor Default value is 2006 | |
| Mediator Host name or IP address | System Health Monitor | |
| Mediator Host Port number | System Health Monitor Default value is 2612 | |
3

Installing the Mercury Diagnostics Commander

This chapter describes how to install the Mercury Diagnostics Commander on Windows and UNIX machines.

The Commander is the first Diagnostics component installed because it contains the processes that facilitate communication between LoadRunner 8.0 and the other Diagnostics components. The Commander also contains the System Health Monitor that allows you to verify the status and configuration of the Diagnostics components as you proceed with the installation process.

This chapter contains the following sections:

- > Installing the Commander on a Windows Machine
- ► Installing the Commander on a UNIX Machine
- ► Verifying the Commander Installation
- ► Starting and Stopping the Commander
- > Determining the Version of the Commander that is Installed
- ► Uninstalling the Commander

Installing the Commander on a Windows Machine

To install the Commander on a Windows machine:

- **1** Insert the Mercury Diagnostics for J2EE & .NET CD-ROM into a CD-ROM drive.
- **2** The installer should start automatically.

If the installer does not start, run the installer from the Windows Start menu. Click **Start > Run** and then type the location of your CD-ROM drive followed by the name of the installer program, **setup.exe**.

For example, if your CD-ROM drive letter is M, type:

m:\setup.exe

3 The installer displays the Mercury Diagnostics for J2EE & .NET main installation menu.

| — Diaę | nostics for J2EE & .NET 3.5 $-$ |
|----------------|--|
| | Supporting LoadRunner 8.0 |
| Mercury Dia | gnostics Components |
| Mercury Dia | gnostics Probe for J2EE |
| Mercury Dia | gnostics Probe for .NET |
| Mercury Loa | d Runner Diagnostics Add-in for J2EE & .NE |
| Installation a | and User's Guide |
| Readme | |
| Contact Me | cury Interactive |
| Support | |
| Browse CD | |

Navigate to the installer for the Commander by clicking the **Mercury Diagnostics Components** link from the menu.

Select the installer for the Commander to initiate the installation process.

4 The installer displays the software license agreement.



Read the agreement. To accept, select "I accept the terms of the license agreement".

Click **Next** to proceed with the installation.

5 The installer displays the dialog that allows you to specify the path to the directory where the Commander is to be installed

| Mercury Diagnostics Co | mmander Setup | _ 🗆 🗵 |
|------------------------|--|----------------|
| | Click Next to install "Mercury Diagnostics Commander" to this director Browse to install to a different directory. Directory Name: C:MercuryDiagnostics\Commander | ory, or click |
| | < <u>B</u> ack <u>N</u> ext > | <u>C</u> ancel |

Ensure that the location where you want the Commander to be installed has been specified in the **Directory Name** text box either by typing in the path to the desired installation directory or by clicking **Browse** to navigate to the desired location.

Click **Next** when you are ready to proceed with the installation.

6 The installer displays the Pre-Installation Summary Information dialog so that you can review the installation options that you have selected and make any changes before the component is actually installed.

| Mercury Diagnostics Co | mmander Setup | |
|--|---|------|
| Image: second se | Please read the summary information below. Mercury Diagnostics Commander will be installed in the following location: C:\MercuryDiagnostics\Commander with the following features: Diagnostics Commander Feature for a total size: 170.9 MB | |
| | < <u>B</u> ack <u>N</u> ext > <u>C</u> ar | icel |

Click Next to install the Commander.

When the installation is complete, the Commander is started and an icon is placed on the task bar.

7 The installer displays the Post Installation Status dialog to let you know how the installation processing went.



Click **Finish** to close the installer.

Installing the Commander on a UNIX Machine

Diagnostics Commander installers have been provided for several UNIX machines. The following instructions provide you with the information that helps you to install the Diagnostics Commander in most UNIX environments using either a graphics based installation or a console mode installation.

The installer screens that you will see in a graphics based installation are the same as those documented for the Windows installer in "Installing the Commander on a Windows Machine" on page 28.

Note: The UNIX installers are on the CD labeled *Mercury Diagnostics for J2EE and .NET, v3.5 - Supporting Mercury LoadRunner 8.0 - Unix Installation CD-ROM,* that you received with your Mercury Diagnostics for J2EE & .NET package. Choose the appropriate installer for your environment and copy it to the UNIX machine that will host the Commander.

To install the Commander on a UNIX machine:

Note: The following instructions and screen shots were made for a Commander installation on a Solaris machine. These same instructions should apply for the other certified UNIX platforms.

- Insert the Mercury Diagnostics for J2EE & .NET CD and locate the Commander/<UNIX version> directory (for example, Commander/Solaris).
- **2** Copy the installer that is appropriate for your environment to the machine where the Commander is to be installed.
- **3** Change the mode of the installer file to make it executable.

- **4** Execute the installer.
 - To run the installer in console mode enter the following at the UNIX command prompt:

./install.sh -console

The installer will start and display the license agreement as shown in the following step.

• To run the installer in the graphical mode enter the following at the UNIX command prompt:

./install.sh

The installer will display the same screens that are displayed for the Windows installer as shown in "Installing the Commander on a Windows Machine" on page 28.

5 The installer begins by displaying the software license agreement.



Read the agreement.

As you read, you may press Enter to move to the next page of text or type **q** to jump to the end of the license agreement.

Enter **1** to accept the terms of the license agreement and then enter **0** to accept your selection.

Enter 1 to continue.

6 The installer prompts you to specify the path to the directory where the Commander is to be installed.



Specify the directory where you want the Commander to be installed or press Enter to accept the default directory.

Enter 1 to continue.

7 The installer displays the Pre-Installation Summary Information so that you can review the installation options that you have selected and make any changes before the component is actually installed.



Enter **1** to start the installation of the Commander. If you would like to make changes to the options that you selected enter 2 to return the previous prompts.

8 The installer begins installing the Commander and displays a progress bar and status messages so that you can monitor the processing.

| E ~ | _ 🗆 🗵 |
|---|-------|
| Installing Mercury Diagnostics Commander. Please wait | |
| | |
| | |
| | |
| Cuesting uninstallan | |
| Greating uninstatier | |
| Saving properties | |
| Merging files. Please wait | |
| Running custom file conv | |
| | |
| Completing installation. Please wait | |
| Completing the installation. Please wait | |
| | |
| The InstallShield Wizard has successfully installed Mercury Diagnostics | |
| Commander. Choose Finish to exit the wizard. | |
| Press 3 to Finish or 4 to Redisplay [3] | • |

9 After installation is complete, type 3 to exit the installer.

You must start the Commander after the installer has finished. See "Starting and Stopping the Commander" on page 39 for the instructions.

Verifying the Commander Installation

To verify that the Commander has been installed correctly and that it has started properly, use the System Health Monitor. For instructions, see Appendix A, "Using the System Health Monitor."

If you have been following the recommended installation sequence, after you have installed the Commander you will be able to use the System Health Monitor to verify that the Commander was installed and started.

The Commander should be the only component displayed on the System Health Monitor as shown in the following screen image:



The System Health Monitor is part of the Commander component. If you are unable to access the System Health Monitor after the Commander has been installed, then either you are entering an incorrect URL or the Commander did not start. See "Starting and Stopping the Commander" on page 39 for instructions on starting the Commander.

You can leave the System Health Monitor displayed in your browser to verify the progress of the component installations and to identify and troubleshoot any problems that you encounter as you proceed through the rest of the component installations.

Starting and Stopping the Commander

Instructions for a Windows Machine

To start the Commander on a Windows machine:

Select

Start > Programs > Mercury Diagnostics Commander > Start Mercury Diagnostics Commander

To stop the Commander on a Windows machine:

Select

Start > Programs > Mercury Diagnostics Commander > Stop Mercury Diagnostics Commander

Instructions for a Solaris Machine

To start the Commander on a Solaris machine:

Use daemon_setup with the -install option as in the following example:

\$>./daemon_setup -install

To stop the Commander on a Solaris machine:

Use daemon_setup with the -remove option as in the following example:

\$>./daemon_setup -remove

Determining the Version of the Commander that is Installed

When you are requesting support, it is useful to know the version of the Diagnostics component that you have a question about.

To determine the version of the Commander:

Locate the version file **<commander_install_dir>\version.txt**. The file contains the 4 digit version number, as well as the build number.

Note: The version of the Diagnostics Commander and the version of the LoadRunner Diagnostics Add-In must be exactly the same. See"Version Mismatch Between Diagnostics Commander and LoadRunner Add-In" on page 293 for more information.

Uninstalling the Commander

To uninstall the Diagnostics Commander from a Windows machine

- ➤ On a Windows machine execute uninstall.exe which is located in the <commander_install_dir>_uninst directory.
- You can also uninstall the Commander from the Start menu by selecting Start > Programs > Mercury Diagnostics Commander > Uninstall Mercury Diagnostics Commander.

To uninstall the Diagnostics Commander from a Solaris machine:

- 1 Locate the **uninstall** executable in the <commander_install_dir>_uninst directory.
- **2** Execute **uninstall** with the **-console** option as in the following example:

\$>./uninstall -console

4

Installing LoadRunner 8.0 and the LoadRunner Diagnostics Add-in

Once you have installed the Diagnostics Commander, you must install the Mercury LoadRunner Diagnostics Add-in for J2EE & .NET to enable the Diagnostics for J2EE & .NET functionality within LoadRunner.

Note: You must Install LoadRunner 8.0 before you install the Diagnostics Add-in.

This chapter contains the following sections:

- ► Understanding the LoadRunner Diagnostics Add-in
- ► Installing Mercury LoadRunner 8.0
- ➤ Installing the Mercury LoadRunner Diagnostics Add-in for J2EE & .NET
- ➤ Configuring LoadRunner for Diagnostics for J2EE & .NET

Understanding the LoadRunner Diagnostics Add-in

The LoadRunner Diagnostics Add-in enables you to access Diagnostics functionality from within LoadRunner. Once the LoadRunner Diagnostics Add-in has been installed, you can configure LoadRunner to connect to the Diagnostics components, use the System Health Monitor to check on the status of the Diagnostics components, and use the Diagnostics components to gather performance metrics during your load tests. **Note:** The version of the Diagnostics Commander and the version of the LoadRunner Diagnostics Add-In must be exactly the same. See "Version Mismatch Between Diagnostics Commander and LoadRunner Add-In" on page 293 for more information.

Installing Mercury LoadRunner 8.0

If you have not yet installed LoadRunner, you must install it before you can install the Mercury LoadRunner Diagnostics Add-in for J2EE & .NET. For instructions on installing LoadRunner, refer to the *Mercury LoadRunner Installation Guide*.

Installing the Mercury LoadRunner Diagnostics Add-in for J2EE & .NET

The Diagnostics Add-in must be installed on the host machine for the LoadRunner Controller.

Note: If LoadRunner Analysis is not installed on the same machine as the LoadRunner Controller or Tuning Module, you must also install the Diagnostics Add-in on the host machine for LoadRunner Analysis.

To install the LoadRunner Diagnostics Add-in:

1 Insert the Mercury Diagnostics for J2EE & .NET CD-ROM into a CD-ROM drive.

2 If the installer does not automatically start, select Start > Run and then enter the mapping of your CD-ROM drive, followed by setup.exe.

For example, if your CD-ROM drive is mapped to the "m" drive, enter:

m:\setup.exe

3 The Mercury Diagnostics for J2EE & .NET Setup program begins, and displays the main installation screen.

| — Diagno | ostics for J2EE & .NET 3.5 — |
|------------------|--|
| | Supporting LoadRunner 8.0 |
| Mercury Diagn | ostics Components |
| Mercury Diagn | ostics Probe for J2EE |
| Mercury Diagn | ostics Probe for .NET |
| Mercury Load I | Runner Diagnostics Add-in for J2EE & .NE |
| Installation and | User's Guide |
| Readme | |
| Contact Mercu | ry Interactive |
| Support | |
| Browse CD | |

Click Mercury LoadRunner Diagnostics Add-in for J2EE & .NET

4 The installer displays the Mercury Diagnostics for J2EE & .NET for LoadRunner 8.0 Setup window to ask you where you would like the installer to extract the files that it will use.

| Kercury Diagnostics for J2EE7.NET for LoadRunner 8.0 - InstallShield Wizard | × |
|--|---|
| Location to Save Files Where would you like to save your files? | |
| Please enter the folder where you want these files saved. If the folder does not exist, it will be created for you. To continue, click Next. | |
| Save files in folder: | |
| 2:\Temp\LoadRunner_8.0.0.0\44A5D8DB-6F08-43B2-8C63-34A4EB200AA5\1501 | |
| Change | |
| | |
| | |
| | |
| | |
| Technickinid | |
| < Back Next > Cancel | |

Ensure that the location where you want the installer files to be saved has been specified in the **Save files in folder** text box either by typing in the path to the desired installation directory or by clicking **Change** to navigate to the desired location.

Click Next when you are ready to proceed with the installation.

5 The installer displays a window with a progress bar so that you can monitor the progress of the file extraction process.

| Kercury Diagnostics for J2EE7.NET for LoadRunner 8.0 - InstallShield Wizard | × |
|---|---|
| Extracting Files The contents of this package are being extracted. | |
| Please wait while the InstallShield Wizard extracts the files needed to install Mercury Diagnostics for J2EE/.NET for LoadRunner 8.0 on your computer. This may take a few moments. | |
| Extracting LrwScriptApi_res.e2 | |
| InstallShieldCance | |

Click **Next** when you are ready to proceed with the installation.

6 The installer for the Diagnostics Add-in begins to execute by displaying the software license agreement.

| Mercury Diagnostics for J2EE/.NET for LoadRunner 8.0 Setup | X |
|--|----------------|
| Mercury Diagnostics for J2EE7.NET for LoadRunner 8.0 | M. |
| Please read the following information before continuing the installation. | |
| Mercury Diagnostics for J2EE/.NET For LoadRunner 8.0 - Read Me First Jul, 29, 2004 | |
| Copyright (c) 2004 Mercury Interactive Corporation. All rights reserved. | |
| This document provides the following information about Mercury Diagnostics for J2EE7.NET For LoadRunner 8.0: | |
| To continue the Mercury Diagnostics for J2EE/.NET for LoadRunner 8.0 instal click Install. | ation, please |
| InstallShield | |
| <u>i</u> nstall | <u>C</u> ancel |

Read the agreement. To accept, click **Install**.

7 When the installer has completed the installation process it displays a confirmation message.



Click **Finish** to exit the installer.

8 The installer displays the Readme for the Diagnostics Add-in your browser.



Note: If you are installing the LoadRunner Diagnostics Add-in on a Windows XP machine with service pack 1 and Windows XP Hotfix Q328310 applied, you will receive an Application Error message for **iKernal.exe**. This message is issued because the Windows XP Hotfix Q328310 contains a Win32 API that does not execute as expected by the InstallShield engine. To resolve this problem, see the recommended solutions at the Java Technology Help web site, http://java.com/en/download/help/ikernel.jsp.

Configuring LoadRunner for Diagnostics for J2EE & .NET

Before you can use the Diagnostics features from within LoadRunner you must make some configuration settings that will allow LoadRunner to communicate with the Diagnostics components. See "Setting Up Diagnostics for J2EE & .NET on LoadRunner 8.0" on page 193 for the instructions for configuring LoadRunner.

Part II • Installation and Configuration of Diagnostics for J2EE & .NET Components

5

Installing the Mercury Diagnostics Mediator

This chapter describes how to install the Mercury Diagnostics Mediator on Windows and UNIX machines that will host the Mediator.

The chapter contains the following sections:

- > Installing the Mediator on a Windows Machine
- Installing the Mediator on a UNIX Machine
- ► Verifying the Mediator Installation
- ► Troubleshooting Mediator Issues
- ► Configuring the Mediator
- ► Starting and Stopping Mediators
- > Determining the Version of the Installed Mediator
- ► Uninstalling the Mediator
- ► Upgrading to a Newer Version of the Mediator

Installing the Mediator on a Windows Machine

To install the Mercury Diagnostics Mediator on a Windows machine:

- **1** Insert the Mercury Diagnostics for J2EE & .NET CD-ROM into a CD-ROM drive.
- **2** The installer should start automatically.

If the installer does not start, run the installer from the Windows Start menu. Click **Start > Run** and then type the location of your CD-ROM drive followed by the name of the installer program, **setup.exe**.

For example, if your CD-ROM drive letter is M, type:

m:\setup.exe

3 The installer displays the Mercury Diagnostics for J2EE & .NET main installation menu.

| — Diagr | ostics for J2EE & .NET 3.5 $-$ |
|-----------------|--|
| | Supporting LoadRunner 8.0 |
| Mercury Diag | nostics Components |
| Mercury Diag | nostics Probe for J2EE |
| Mercury Diag | nostics Probe for .NET |
| Mercury Load | Runner Diagnostics Add-in for J2EE & .NE |
| Installation an | d User's Guide |
| Readme | |
| Contact Merc | ury Interactive |
| Support | |
| Browse CD | |

Navigate to the installer for the Mediator by clicking the **Mercury Diagnostics Components** link from the menu.

Select the installer for the Mediator to initiate the installation process.

4 The installer displays the software license agreement.



Read the agreement and select "I accept the terms of the license agreement" to accept the agreement.

Click **Next** to proceed with the installation.

5 The installer displays the dialog where you specify the path to the directory where you want the Mediator to be installed.

| Mercury Diagnostics Me | ediator Setup |
|---|---|
| Mercury Diagnostics Mer | ediator Setup Click Next to install "Mercury Diagnostics Mediator" to this directory, or click Browse to install to a different directory. Directory Name: C:MercuryDiagnostics\Mediator Browse |
| InstallShield | < <u>Back</u> |

Ensure that the location where you want the Mediator to be installed has been specified in the Directory Name text box either by typing in the path to the desired installation directory or by clicking Browse to navigate to the desired location.

Click Next when you are ready to proceed with the installation.

6 The next window asks you for information about the Commander that enables the communication between the Mediator and the Commander.

| Mercury Diagnostics Me | ediator Setup |
|------------------------|--|
| | Specify the Mercury Diagnostics Commander host and port. This enables the commander/mediator communication. |
| | Commander Host (name or IP address): |
| | If you used the default port number when installing the commander, accept the default here. If you specified a different port number, specify the same port here. |
| | Commander Port: 2006 |
| | Check if you want to perform a connectivity check |
| | |
| InstallShield — | |
| | < <u>B</u> ack <u>N</u> ext > <u>C</u> ancel |

 Enter the host name or IP address of the machine on which the Commander is installed.

Note: You should specify the fully qualified host name; not just the simple host name. In a mixed OS environment where UNIX is one of the systems this is essential for proper network routing.

For information about ensuring that the correct Mediator host name is used when there is a firewall or NAT in place or where your host machine is multi-homed see "Uninstalling the Mediator" on page 69.

► Enter the Commander's port number.

The default port number is 2006. If you specified a different port number when installing the Commander, specify the same port number here.

➤ Indicate whether you want to perform a connectivity check to make sure that the Commander's host name can be resolved. The connectivity check will let you know right away if you have made an error in the information that you provided about the Commander, or if there is a communication problem between the Commander's host machine and the Mediator's host machine.

Click Next when you are ready to proceed with the installation.

Note: If the Commander's host name cannot be resolved the installer will display an error message. If the host name is resolved, the Logical LAN Identification window opens.

7 The installer displays the dialog that allows you to select the applications that the Mediator is being installed to work with.



Select Performance Center 8.0/LoadRunner 8.0.

Note: This installation guide is written assuming that you are installing the Mediator for use with LoadRunner 8.0. If you are installing the Mediator for use with the Mercury Business Availability Center 5.0, please see the installation guide for that product for further instructions on installing the Mediator.

Click **Next** to proceed with the installation.

8 The installer displays the Logical LAN ID dialog.

| Mercury Diagnostics Me | diator Setup |
|---|---|
| Mercury Diagnostics Mercury Diagnostics Mercury Diagnostics | Enter Logical LAN Identification The Logical LAN ID can be any string. All the probes and mediators participating in a test run must be on the same LAN. To ensure this, assign the same Logical LAN ID to all the probes and mediators participating in the run. Logical LAN ID: DefaultLAN |
| InstallShield | |
| | < <u>Back</u> |

The network traffic between the Probe and the Mediator is high-volume. For this reason, the Mediator and the Probes that communicate with it must be located on the same LAN. The Logical LAN ID is not a physical LAN ID. The value that you enter for the Mediator and each of the probes that you expect to be able to work with the Mediator must be exactly the same.

Enter the ID of the LAN on which the Probe and Mediator are running in to the Logical LAN ID text box or accept the default.

Note: The Logical LAN ID is case-sensitive.

Click Next when you are ready to proceed with the installation.

9 The installer then displays a dialog with the Pre Installation Summary Information for your review.

| Mercury Diagnostics Me | diator Setup | _ 🗆 X |
|------------------------|---|-------|
| | Please read the summary information below. | |
| | Mercury Diagnostics Mediator will be installed in the following location: C:\MercuryDiagnostics\Mediator with the following features: | |
| | Diagnostics Mediator Feature | |
| | for a total size: | |
| | 136.6 MB | |
| InstallShield — | | |
| | < <u>B</u> ack <u>Next</u> > <u>C</u> a | ncel |

Review the information to make sure that you are satisfied. Click **Back** to make any changes, or click **Next** to proceed with the installation.

10 The installer displays an installation status message to let you know that the installation was successfully completed.



Click **Finish** to end the installation.

When the installation is complete, the Mediator starts automatically and an icon appears on the task bar.

- **11** Verify that the Mediator is working properly using the System Health Monitor. See "Verifying the Mediator Installation" on page 67.
- **12** Start the Mediator. For details, see "Starting and Stopping Mediators" on page 68.

Installing the Mediator on a UNIX Machine

Diagnostics Mediator installers have been provided for several UNIX machines. The following instructions provide you with the information that helps you to install the Mediator in most UNIX environments using either a graphics based installation or a console mode installation.

The installer screens that you will see in a graphics based installation are the same as those documented for the Windows installer in "Installing the Mediator on a Windows Machine" on page 51.

Note: The UNIX installers are on the CD labeled *Mercury Diagnostics for J2EE* & *.NET 3.5 - Supporting Mercury LoadRunner 8.0 - UNIX Installation CD-ROM,* that you received with your Mercury Diagnostics for J2EE & .NET package. The Probe directory includes folders for AIX, Generic, HPUX, LINUX, and Solaris. Chose the appropriate installer for your environment and copy it to the UNIX machine that will host the Mediator.

To install a Mediator on a UNIX machine in console mode:

Note: The following instructions and screen shots were made for a Mediator installation on a Solaris machine. These same instructions should apply for the other certified UNIX platforms.

- Insert the Mercury Diagnostics for J2EE & .NET CD and locate the Mediator/<UNIX version> directory (for example, Mediator/Solaris).
- **2** Copy the installer that is appropriate for your environment to the machine where the Mediator is to be installed.
- **3** Change the mode of the installer file to make it executable.
- **4** Execute the installer.

• To run the installer in console mode enter the following at the UNIX command prompt:

./install.sh -console

The installer will start and display the license agreement as shown in the following step.

• To run the installer in the graphical mode enter the following at the UNIX command prompt:

./install.sh

The installer will display the same screens that are displayed for the Windows installer as shown in "Installing the Mediator on a Windows Machine" on page 51.

5 The installer beings by displaying the software license agreement.

| | E ~ | |
|---|--|---------|
| | Press ENTER to read the text [Type q to quit] | |
| | (C) 2004 Mercury Interactive Corporation. All rights reserved. Mercury Interactive, the Mercury Interactive logo and trademarks that identify the Licensed Programs are registered trademarks or trademarks of Mercury Interactive Corporation in the United States and/or other countries. | |
| Please choose from the following options: | | |
| | [] 1 - I accept the terms of the license agreement. [X] 2 - I do not accept the terms of the license agreement. | |
| | To select an item enter its number, or 0 when you are finished: [0] 1 | |
| | [X] 1 - I accept the terms of the license agreement. [] 2 - I do not accept the terms of the license agreement. | |
| | To select an item enter its number, or 0 when you are finished: [0] 0 | |
| | | |
| | Press 1 for Next, 3 to Cancel or 4 to Redisnlay [1] | - |

Read the agreement.

As you read you may press Enter to move to the next page of text or type **q** to jump to the end of the license agreement.

Enter **1** to accept the terms of the license agreement and then enter **0** to accept your selection.

Enter **1** to continue.

6 The installer prompts you to specify the path to the directory where the Mediator is to be installed.



Specify the directory where you want the Mediator to be installed or press Enter to accept the default directory.

Enter **1** to continue.
7 The installer asks you for information about the Commander that enables the communication between the Mediator and the Commander.

```
Enter the Mercury Diagnostics Commander details
Commander Host (name or IP address): [] seine.lab.performant.com
Commander Port: [2006]
[] 1 - Check if you want to perform a connectivity check
To select an item enter its number, or 0 when you are finished: [0] 1
[X] 1 - Check if you want to perform a connectivity check
To select an item enter its number, or 0 when you are finished: [0] 0
Press 1 for Next, 2 for Previous, 3 to Cancel or 4 to Redisplay [1]
```

 Enter the host name or IP address of the machine on which the Commander is installed.

Note: You should specify the fully qualified host name; not just the simple host name. In a mixed OS environment where UNIX is one of the systems this is essential for proper network routing.

For information about ensuring that the correct Mediator host name is used when there is a firewall or NAT in place or where your host machine is multi-homed see "Uninstalling the Mediator" on page 69.

► Enter the Commander's port number.

The default port number is 2006. If you specified a different port number when installing the Commander, specify the same port number here.

Enter 1 to indicate that you want to perform a connectivity check to make sure that the Commander's host name can be resolved. The connectivity check will let you know right away if you have made an error in the information that you provided about the Commander, or if there is a communication problem between the Commander's host machine and the Mediator's host machine.

- Enter 0 to accept the selection that you made and then enter 1 to continue.
- **8** The installer then prompts you to indicate the application with which the Mediator is being installed to work



Enter the **1** to select LoadRunner 8.0 and then enter **0** to confirm your choice.

Note: This installation guide is written assuming that you are installing the Mediator for LoadRunner 8.0. If you are installing this Mediator for use with the Mercury Business Availability Center 5.0, please see the installation guide for that product for further instructions on installing the Mediator.

9 The installer then prompts you for the Logical LAN ID.



The network traffic between the Mediator and the Probes is high volume. For this reason the Mediator and the Probes that communicate with it must be located on the same LAN. The Logical LAN ID is not a physical LAN ID. The value that you enter for the Mediator and each of the Probes that you expect to be able to work with the Mediator must be exactly the same.

Note: The Logical LAN ID is case-sensitive.

Enter the Logical LAN ID or accept the default enter 1 to continue.

10 The installer displays the Pre-Installation Summary Information so that you can review the installation options that you have selected and make any changes before the component is actually installed.



Enter **1** to start the installation of the Mediator. If you would like to make changes to the options that you selected enter 2 to return the previous prompts.

The installer begins installing the Commander and displays a progress bar and status messages so that you can monitor the processing.



- After installation is complete, type **3** to exit the procedure.
- Verify that the Mediator is working properly using the System Health Monitor. See "Verifying the Mediator Installation" on page 67.
- **14** Start the Mediator. For details, see "Starting and Stopping Mediators" on page 68.

Verifying the Mediator Installation

To verify that the Mediator has been installed correctly and that it has been able to establish connectivity with the other Diagnostics components, use the System Health Monitor. For instructions, see Appendix A, "Using the System Health Monitor."

If you have been following the recommended installation sequence, after you have installed the Mediator you will be able to verify the following:

➤ The Mediator was successfully installed and it has successfully established connectivity to the Commander.

The new Mediator should be shown as a child of the Commander on the System Health Monitor.as shown in the following screen image.:



You should leave the System Health Monitor displayed in your browser. You will be using it to verify the progress of the component installation and to identify and troubleshoot any problems that you encounter as you proceed through the rest of the component installations.

Troubleshooting Mediator Issues

To troubleshoot Mediator problems use the System Health Monitor as explained in the preceding section, Verifying the Mediator Installation. For additional information see Appendix A, "Using the System Health Monitor."

Configuring the Mediator

The Mediator is installed with a default configuration that should enable it to work properly in most situations. You may encounter situations where changing the configuration of the Mediator could enable better Mediator performance or allow it to work in unusual situations.

For information on configuring the Mediator, see Appendix C, "Advanced Diagnostics Mediator Configuration."

Starting and Stopping Mediators

Instructions for a Windows Machine

To start a Mediator on a Windows machine:

Select

Start > Programs > Mercury Diagnostics Mediator > Start Mercury Diagnostics Mediator

To stop a Mediator on a Windows machine:

Select

Start > Programs > Mercury Diagnostics Mediator > Stop Mercury Diagnostics Mediator

Instructions for Solaris

To start a Mediator on a Solaris machine:

- 1 Locate the daemon_setup executable in the <Mediator_Install_Dir>.bin directory.
- **2** Use daemon_setup with the **-install** option as in the following example:

\$>./daemon_setup -install

To stop a Mediator on a Solaris machine:

- 1 Locate the daemon_setup executable in the <Mediator_Install_Dir>.bin directory.
- **2** Use daemon_setup with the **-remove** option as in the following example:

\$>./daemon_setup -remove

Determining the Version of the Installed Mediator

When you are requesting support it is a good idea to know the version of the Diagnostics component that you have a question about.

To determine the Mediator version:

Locate the version file **<mediator_install_dir>\version.txt**. The file contains the 4 digit version number, as well as the build number.

Uninstalling the Mediator

To uninstall the Diagnostics Mediator from a Windows machine

- On a Windows machine execute uninstall.exe which is located in the <mediator_install_dir>_uninst directory.
- > You can also uninstall the Mediator from the Start menu by selecting

Start > Programs > Mercury Diagnostics Mediator > Uninstall Mercury Diagnostics Mediator

To uninstall the Diagnostics Mediator from a Solaris machine:

- 1 Locate the **uninstall*** executable in the <mediator_install_dir>_uninst directory.
- **2** Execute **uninstall*** with the **-console** option as in the following example:

\$>./uninstall -console

Upgrading to a Newer Version of the Mediator

The following instructions will guide you in upgrading a Mediator installation to a newer version of the Mercury Diagnostics Mediator. Be sure to read the entire set of instructions and the sections immediately following before you begin the installation process. This will ensure that you understand the process and your options for upgrading the Mediators in your configuration.

Note: The Mediator installer does not upgrade existing installations of the Mediator. The instructions that follow are manual steps that you must take to make sure that the upgrade works as expected.

Note: The current version of the Mediator has been designed to work with the current versions of the Diagnostics components that are part of the LoadRunner 8.0 installation and will not work with earlier versions of these products. The previous versions of the Mediator will not work with the current versions of the above mentioned Mercury products.

To upgrade the Mediator to a newer version:

- 1 Shutdown the Probes that are associated with the existing Mediator.
- **2** Shutdown all the previous version of the Mediator, making sure to do so as the same user id that started them.

3 Uninstall the previous version of the Mediator, making sure to do so as the same user id that installed them. See "Uninstalling the Mediator" on page 69.

Be sure to reboot your machine if the uninstaller instructs you to do so.

- **4** Uninstall the previous versions of the Probe from those machines that you want to install the new Probe so that the applications performance data will be processed by the new Mediator. See "Upgrading to a Newer Version of the J2EE Probe" on page 112.
- **5** Install the new version of the Mediators and Probes as instructed in this guide in Chapter 2, "Preparing to Install Mercury Diagnostics for J2EE & .NET".

Phased Upgrade

If you do not want to shut down all of the Probes at once you can use the same instructions provided above leaving the Probes that you do not want to shut down running. The Probes that are still running will report errors when the Mediator is shut down; but the application server should continue running normally.

Running Two Versions of the Mediator Side-by-side

You can run 3.0 & 3.5 versions of the Mediator side-by-side on the same host machine while you work through your upgrade plan. To do this you must install the 3.5 version of the Mediator in a different installation directory than the earlier version and you must make sure that the new Mediator is not configured to use the same port as the old mediator. Part II • Installation and Configuration of Diagnostics for J2EE & .NET Components

6

Installing the Mercury Diagnostics Probe for J2EE

This chapter describes how to install a Mercury Diagnostics Probe for J2EE (J2EE Probe) on Windows machines, UNIX machines, and z/OS mainframe machines. Directions are also provided for installing the J2EE Probe using a generic installer that enable you to install the probe on other platforms.

This chapter contains the following sections:

- ➤ Installing the J2EE Probe on a Windows Machine
- ► Installing the J2EE Probe on a UNIX Machine
- ► Installing the J2EE Probe on a z/OS Mainframe
- ➤ Installing the J2EE Probe Using the Generic UNIX Installer
- ► Verifying the J2EE Probe Installation
- > Overriding the Default Probe Host Machine Name
- ➤ Using the J2EE Probe with Deep Diagnostics
- > Determining the Version of the J2EE Probe that is Installed
- ► Upgrading to a Newer Version of the J2EE Probe
- ► Uninstalling the J2EE Probe

Note: After you have installed the J2EE Probe you must configure the Probe and the application server before you can use the Probe to monitor your application. See the instructions for configuring the J2EE Probe in Chapter 8, "Configuring the J2EE Probe and Application Server."

Installing the J2EE Probe on a Windows Machine

Note: The installer for Windows can be found on the CD labeled *Mercury Diagnostics for J2EE* & *.NET 3.5 - Supporting Mercury LoadRunner 8.0 - Windows Installation,* that you received with your Mercury Diagnostics for J2EE & .NET package.

To install a J2EE Probe on a Windows machine:

- **1** Insert the Mercury Diagnostics for J2EE & .NET CD-ROM into a CD-ROM drive.
- **2** The installer should start automatically.

If the installer does not start, run the installer from the Windows Start menu. Click **Start > Run** and then type the location of your CD-ROM drive followed by the name of the installer program, **setup.exe**.

For example, if your CD-ROM drive letter is M, type:

m:\setup.exe

3 The installer displays the Mercury Diagnostics for J2EE & .NET main installation menu.

| — Diaę | nostics for J2EE & .NET 3.5 — |
|----------------|---|
| | Supporting LoadRunner 8.0 |
| Mercury Dia | gnostics Components |
| Mercury Dia | gnostics Probe for J2EE |
| Mercury Dia | gnostics Probe for .NET |
| Mercury Loa | ad Runner Diagnostics Add-in for J2EE & .NE |
| Installation a | and User's Guide |
| Readme | |
| Contact Me | rcury Interactive |
| Support | |
| Browse CD | |

Initiate the installer for the J2EE Probe by clicking the **Mercury Diagnostics Probe for J2EE** link from the menu. **4** The installer displays the software license agreement.



Read the agreement. To accept, select "I accept the terms of the license agreement".

Click **Next** to proceed with the installation.

5 The installer displays the dialog that allows you to select the Mercury Products with which the J2EE Probe will work.

| Mercury Diagnostics Programmed Stress Program | bbe for J2EE Setup |
|--|--|
| | Please choose the applications that the Mercury Diagnostics Probe for J2EE will work with: |
| | Which of the following applications are you going to use with the Mercury Diagnostics Probe for J2EE? |
| | Performance Center 8.0 / LoadRunner 8.0 |
| A0 | ○ BAC 5.0 |
| | ○ None |
| | Check to enable using the probe with Deep Diagnostics. Note: This requires a Deep Diagnostics SUT installation. |
| | DeepDiagnostics |
| | |
| | |
| Contraction of the local division of the loc | |
| InstallShield | |
| | < <u>B</u> ack <u>N</u> ext > <u>C</u> ancel |

Select **Performance Center 8.0/LoadRunner 8.0**, and indicate whether you intend to use the Probe to collect data for Deep Diagnostics.

Note: This installation guide is written assuming that you are installing the J2EE Probe for use with LoadRunner 8.0. If you are installing the J2EE Probe for use with the Mercury Business Availability Center 5.0, please see the installation guide for that product for further instructions on installing the Probe.

Click **Next** to proceed with the installation.

6 The installer displays the dialog where you specify the path to the directory where you want the Probe to be installed.

| Mercury Diagnostics Press | obe for J2EE Setup |
|---------------------------|--|
| Mercury Diagnostics Pr | Click Next to install "Mercury Diagnostics Probe for J2EE" to this directory, or click Browse to install to a different directory. Directory Name: |
| | Browse |
| InstallShield | < <u>B</u> ack <u>N</u> ext > <u>C</u> ancel |

Ensure that the location where you want the J2EE Probe to be installed has been specified in the Directory Name text box either by typing in the path to the desired installation directory or by clicking Browse to navigate to the desired location.

7 The installer displays the dialog where you specify the Unique Probe Name.

| Mercury Diagnostics Press | be for J2EE Setup |
|---------------------------|--|
| | Enter unique probe name. This can be any string you choose. Make the probe name unique, since Diagnostics for J2EE aggregates the data from all probes that have the same name. Unique Probe Name: |
| InstallShield | |
| | < Back Next > Cancel |

Enter the name that will be used to identify the Probe within Diagnostics for J2EE & .NET. Use only the following characters: letters, digits, dash, underscore.

You should assign a Probe Name that will enable you to recognize the application that the Probe is monitoring and the type of probe that it is: J2EE or .NET.

For example, the probe name for the first J2EE Probe installed that will be monitoring an application named PetWorld could be:

PetWorldJ2EEProbe1

default here.

2006

Commander Port:

Mercury Diagnostics Probe for J2EE Setup

 Specify the Mercury Diagnostics Commander host and port. This enables the
 commander/probe communication.

 Commander Host (name or IP address):

Check if you want to perform a connectivity check

If you used the default port number when installing the commander, accept the

< Back

Next >

Cancel

If you specified a different port number, specify the same port here.

8 The installer displays the Mercury Diagnostics Commander Details dialog.

- Enter the host name or IP address of the machine on which the Commander is installed.
- ► Enter the Commander's port number.

InstallShield -

The default port number is 2006. If you specified a different port number when installing the Commander, specify the same port number here.

➤ Indicate whether you want to perform a connectivity check to make sure that the Commander's host name can be resolved. The connectivity check will let you know right away if you have made an error in the information that you provided about the Commander, or if there is a communication problem between the Commander's host machine and the Probe's host machine.

Note: If the Commander's host name cannot be resolved the installer will display an error message. If the host name is resolved, the Logical LAN Identification window opens.

9 The installer displays the Logical LAN ID dialog.

| Mercury Diagnostics Programmed States Program | obe for J2EE Setup | _ 🗆 🗙 |
|---|--|-------------|
| | Enter Logical LAN Identification The Logical LAN ID can be any string. All the probes and mediators participating in a test run must be on the same LAN. To ensure this, assigr same Logical LAN ID to all the probes and mediators participating in the ru Logical LAN ID: DefaultLAN | n the n. |
| InstallShield ———— | < <u>B</u> ack <u>N</u> ext > <u>C</u> ar | icel |

The network traffic between the Probe and the Mediator is high-volume. For this reason, the Mediator and the Probes that communicate with it must be located on the same LAN. The Logical LAN ID is not a physical LAN ID. The value that you enter for the Mediator and each of the probes that you expect to be able to work with the Mediator must be exactly the same.

Enter the ID of the LAN on which the Probe and Mediator are running in to the Logical LAN ID text box or accept the default.

Note: The Logical LAN ID is case-sensitive.

Click Next when you are ready to proceed with the installation.

10 The installer displays a dialog to find out if you want to configure an application server during the installation of the Probe.

| Mercury Diagnostics Pr | obe for J2EE Setup | าสสาราสสาราสสาราสสาร | 1212/12/12/12/12/12/12/12/12/12/12/12/12 | |
|------------------------|---|------------------------------|--|----------------|
| | Run Mercury Configuration Util The utility is used to configure Yes No | ity ? e an application so | erver to work with o | our probe. |
| | | < <u>B</u> ack | <u>N</u> ext > | <u>C</u> ancel |

Note: You can let the installer configure the application server now or you can do it after the Probe has been installed using the process described in Chapter 8, "Configuring the J2EE Probe and Application Server."

Note: If you are installing this Probe to work with SAP NetWeaver, select **No** on this dialog. You will configure SAP NetWeaver manually. See "Configuring the SAP NetWeaver Application Server" on page 179.

To request that the installer configure the application server for the Probe, choose **Yes**. The installer will continue as shown in step 11.

To skip the configuration of the application server for this probe choose **No**. If you chose to skip the application server configuration, the installer will continue as shown in step 13 on page 85.

Click **Next** to proceed with the installation.

11 If you chose to configure the application server in step 10, the installer displays the Application Server Configuration window with a list of the available application servers.

| Mercury Diagnostics Pr | obe for J2EE Setup | |
|---------------------------|-------------------------------------|--------|
| A | Application Server Configuration | |
| | Please select an Application Server | |
| | ○ WebLogic 6x | |
| | ○ WebLogic 7x | |
| | WebLogic 8x | |
| | ⊖ WebSphere 4x | |
| | ⊖ WebSphere 5x | |
| | O Oracle 9iAS | |
| A CONTRACTOR OF THE OWNER | O Oracle 10g | |
| - Contractor | O JBoss 3x | |
| | ○ Sap Web AS 6.40 | |
| | | |
| | | |
| InstallShield | | |
| | < Back Next > | Cancel |
| | | |

Choose the application server that you want to configure, and click Next.

12 The installer displays a dialog that requests the application server configuration information for the application server that you selected on the previous dialog. The fields in this dialog will vary according to the application server that you selected.

| Mercury Diagnostics Press | obe for J2EE Setup | | | |
|---------------------------|--|--------|--------|--------|
| | WebLogic 8x Configuration WebLogic Home Directory WebLogic Start Script | | [| Browse |
| InstallShield | | < Back | Next > | Cancel |
| linna. | | | | |

Enter the requested information and click **Next**.

13 If you indicated that you will be using this Probe with Deep Diagnostics (see step 5 on page 77), the installer asks you to enter the Deep Diagnostics installation directory.

| Mercury Diagnostics Prot | be for J2EE Setup | × |
|--------------------------|--|---|
| | Deep Diagnostics Install Directory C:\Program Files/DeepDiagnostics Browse | |
| InstallShield | | |
| | < <u>Eack</u> <u>Next></u> <u>Cancel</u> | |

Enter the location where Deep Diagnostics was installed into the **Deep Diagnostics Install Directory** text box or click **Browse** to navigate to the location.

14 This installer displays the dialog to request the Deep Diagnostics Application Definition Name.

| Mercury Diagnostics Prob | e for J2EE Setup | | | |
|--------------------------|------------------------------|-------------------|----------------|----------------|
| | Deep Diagnostics Application | n Definition Name | | |
| InstallShield — | | < <u>B</u> ack | <u>N</u> ext > | <u>C</u> ancel |

Enter the Deep Diagnostics Application Definition name, and click Next.

15 The installer then displays a dialog with the Pre Installation Summary Information for your review.

| Mercury Diagnostics Program | be for J2EE Setup |
|-----------------------------|--|
| A | Please read the summary information below. |
| | Mercury Diagnostics Probe for J2EE will be installed in the following location: C:\MercuryDiagnostics\UAVAProbe with the following features: J2EE Probe Feature for a total size: 74.2 MB |
| InstallShield | < <u>B</u> ack <u>N</u> ext > <u>C</u> ancel |

Review the information to make sure that you are satisfied. Click **Back** to make any changes, or click **Next** to proceed with the installation.

16 The installer begins the process of installing the J2EE Probe. The installer displays a progress bar to let you know that the installation is proceeding.



17 Following the progress bar dialog, the installer displays the JDK/JRE dialog.

| Mercury Diagnostics Pro | be for J2EE Setup | Ľ |
|-------------------------|--|---|
| | Indicate the location of the JRE executable that runs the application server. You must provide the same executable that is specified in the application server configuration. | |
| | JRE executable: Browse Skip JRE Instrumentation. Note: If you choose to skin the JRE Instrumenter at this time, you will need to | |
| | run the JRE Instrumenter manually before you can use the JZEP Probe to monitor your application. The JRE Instrumenter allows the Probe to attach to the JVM. Instructions for running the JRE Instrumenter are provided in the Installation and User's Guide. | |
| InstallShield — | < <u>B</u> ack <u>Next</u> > <u>C</u> ancel | |

Enter the path to the JVM executable (java.exe) used by the application server that you are monitoring.

For example, if you have installed WebLogic 6.1 in your **D:\bea** directory, the **java.exe** file can be found in **D:\bea\jdk131\jre\bin**:

You can skip this step by selecting **Skip JRE Instrumentation**, and perform it later.

Note: If you are installing this Probe to work with SAP NetWeaver, select **Skip JRE Instrumentation**. You will configure SAP NetWeaver manually. See "Configuring the SAP NetWeaver Application Server" on page 179

Click Next.

Note: If you choose to skip this step now, you must run the JRE Instrumenter manually before you can use the Probe. For instructions, see "Verifying the J2EE Probe Installation" on page 109.

18 The installer displays an installation status message to let you know that the installation was successfully completed.

| Mercury Diagnostics Pr | obe for J2EE Setup | NAMANANANANAN | NUMBER | |
|------------------------|--|----------------|----------------|----------------|
| A | Please read the summary information below. | | | |
| | The InstallShield Wizard has successfully installed Mercury Diagnostics Probe for J2EE. Choose Finish to exit the wizard. | | | |
| InstallShield | | | | |
| | | < <u>B</u> ack | <u>N</u> ext ≻ | <u>F</u> inish |

Click **Finish** to end the installation.

- **19** Configure your application server so it can use the J2EE Probe. For more information, see Chapter 8, "Configuring the J2EE Probe and Application Server."
- **20** Configure the J2EE Probe to collect data for Deep Diagnostics. For more information, see "Configuring the J2EE Probe and Application Server for Deep Diagnostics" on page 346.

Installing the J2EE Probe on a UNIX Machine

J2EE Probe installers have been provided for several UNIX platforms. The following instructions provide you with the information that helps you to install the J2EE Probe in most UNIX environments using either a graphics based installation or a console mode installation.

The installer screens that you will see in a graphics based installation are the same as those documented for the Windows installer in "Installing the J2EE Probe on a Windows Machine" on page 74.

In some instances, you may not be able to use the regular Unix installers. In these cases, you should use the Generic installer as described in "Installing the J2EE Probe Using the Generic UNIX Installer" on page 108.

Note: The UNIX installers are on the CD labeled *Mercury Diagnostics for J2EE* & *.NET 3.5 - Supporting Mercury LoadRunner 8.0 - UNIX Installation CD-ROM,* that you received with your Mercury Diagnostics for J2EE & .NET package. The Probe directory includes folders for AIX, Generic, HPUX, LINUX, and Solaris. choose the appropriate installer for your environment and copy it to the UNIX machine that will host the Probe.

To install the J2EE Probe on a UNIX machine:

Note: The following instructions and screen shots were made for a Probe installation on a Solaris machine. These same instructions should apply for the other certified UNIX platforms.

- Insert the Mercury Diagnostics for J2EE & .NET CD and locate the Probe/<UNIX version> directory (for example, Probe/Solaris).
- **2** Copy the installer that is appropriate for your environment to the machine where the Probe is to be installed.
- **3** Change the mode of the installer file to make it executable.

- **4** Execute the installer.
 - To run the installer in console mode enter the following at the UNIX command prompt:

./install.sh -console

The installer will start and display the license agreement as shown in the following step.

• To run the installer in the graphical mode enter the following at the UNIX command prompt:

./install.sh

The installer will display the same screens that are displayed for the Windows installer as shown in "Installing the J2EE Probe on a Windows Machine" on page 74.

5 The installer begins by displaying the software license agreement.

| E ** | _ 🗆 🗵 |
|--|----------|
| | |
| Press ENTER to read the text [Type q to quit] | |
| (C) 2004 Mercury Interactive Corporation. All rights reserved. Mercury Interactive, the Mercury Interactive logo and trademarks that identify the Licensed Programs are registered trademarks or trademarks of Mercury Interactive Corporation in the United States and/or other countries. | |
| Please choose from the following options: | |
| [] 1 - I accept the terms of the license agreement. [X] 2 - I do not accept the terms of the license agreement. | |
| To select an item enter its number, or 0 when you are finished: [0] 1 | |
| [X] 1 - I accept the terms of the license agreement. [] 2 - I do not accept the terms of the license agreement. | |
| To select an item enter its number, or 0 when you are finished: [0] 0 | |
| | |
| Press 1 for Next, 3 to Cancel or 4 to Redisplay [1] _ | • |

Read the agreement.

As you read, you may press Enter to move to the next page of text or type **q** to jump to the end of the license agreement.

Enter **1** to accept the terms of the license agreement and then enter **0** to accept your selection.

Enter 1 to continue.

6 The installer prompts you to indicate the application with which the J2EE Probe is going to work.



Select **Performance Center 8.0/LoadRunner 8.0 by entering 1**. When you are satisfied with your selection enter **0** to proceed with the installation.

Note: This installation guide is written assuming that you are installing the J2EE Probe for use with LoadRunner 8.0. If you are installing the J2EE Probe for use with the Mercury Business Availability Center 5.0, please see the installation guide for that product for further instructions on installing the Probe.

7 The installer asks if you want to use the J2EE Probe with Deep Diagnostics.



Enter **1** to select the option to use the Probe with Deep Diagnostics and then enter **0** to confirm your choice.

Enter 1 to continue.

8 The installer prompts you to specify the path to the directory where the J2EE Probe is to be installed.



Specify the directory where you want the J2EE Probe to be installed or press Enter to accept the default directory.

9 The installer asks for a unique probe name.



Enter the name that will be used to identify the Probe within Diagnostics for J2EE & .NET.

You should assign a Probe Name that will enable you to recognize the application that the Probe is monitoring and the type of probe that it is: J2EE or .NET.

For example, the probe name for the first J2EE Probe installed that will be monitoring an application named PetWorld could be:

PetWorldJ2EEProbe1

Enter **1** to continue.

10 The installer asks for information about the machine that hosts the Commander.



 Enter the host name or IP address of the machine on which the Commander is installed. **Note:** You should specify the fully qualified host name; not just the simple host name. In a mixed OS environment where UNIX is one of the systems this is essential for proper network routing.

For information about ensuring that the correct Probe host name is used when there is a firewall or NAT in place or where your host machine is multi-homed see "Overriding the Default Probe Host Machine Name" on page 111.

► Enter the Commander's port number.

The default port number is 2006. If you specified a different port number when installing the Commander, specify the same port number here.

- ➤ Enter 1 to select the option to perform a connectivity check to make sure that the Commander's host name can be resolved. The connectivity check will let you know right away if you have made an error in the information that you provided about the Commander, or if there is a communication problem between the Commander's host machine and the Probe's host machine. This selection will toggle off if you enter 1 again.
- ► Enter **0** when you are satisfied with your choice.

11 The installer asks for the Logical LAN ID.



The network traffic between the Probe and the Mediator is high-volume. For this reason, the Mediator and the Probes that communicate with it must be located on the same LAN. The Logical LAN ID is not a physical LAN ID. The value that you enter for the Mediator and each of the probes that you expect to be able to work with the Mediator must be exactly the same.

Enter the ID of the LAN on which the Probe and Mediator are running or accept the default.

Note: The Logical LAN ID is case-sensitive.

12 Indicate if you would like the installer to configure your application server.

Note: You can let the installer configure the application server now or you can do it after the Probe has been installed using the process described in Chapter 8, "Configuring the J2EE Probe and Application Server."



To request that the installer configure the application server for the Probe, choose **Yes** by entering **1**. The installer will continue as shown in step 11.

To skip the configuration of the application server for this probe choose **No** by entering **2**. If you chose to skip the application server configuration, the installer will continue as shown in step 13 on page 85.

Enter **0** when you are satisfied with your choice.
13 If you chose to configure the application server in step 12, the installer asks you to select the application server to configure.



To make your selection, enter the number that corresponds to the application sever to be configured. When you are satisfied with your choice, enter 0 to accept.

14 Enter **1** to continue.

15 The installer prompts you for information needed to configure the application server that you selected on the previous dialog. The fields in this dialog will vary according to the application server that you selected.



Enter the information requested and enter **1** to continue.

16 If you indicated that you will be using this Probe with Deep Diagnostics in step 5 on page 94, the installer asks you to enter the Deep Diagnostics installation directory.



Enter the path to the installation directory for the Deep Diagnostics Server and then enter **1** to continue.

17 If you specified that the Probe will work with Deep Diagnostics, the installer asks for the Deep Diagnostics Application Definition name.



Enter the Application Definition Name that was created in Deep Diagnostics and then enter **1** to continue.

18 The installer displays a Pre-Installation Summary.



Review the information to make sure that you are satisfied. Enter **1** to start the Probe Installation.

19 The installer starts the process of installing the J2EE Probe and a displays a progress bar and status messages so that you can monitor the processing.

| ~ ~ | |
|--|---|
| Installing Mercury Diagnostics Probe for J2EE. Please wait | |
| 0% 25% 50% 75% 100% | |
| Creating uninstaller | - |

20 After the progress bar, the installer asks for the path to the JVM executable (java.exe) used by the application server that you are monitoring.

Point the installation to the JDK/JRE executable that will run the application server. You must choose exactly the java executable as it appears in your application server configuration. JDK/JRE executable: [/opt/weblogic/bea/jdk141_03/bin/java] [] 1 - Skip JDK/JRE Instrumenter. To select an item enter its number, or 0 when you are finished: [0] Note: If you skip this step, you will need to run the JDK/JRE Instrumenter so that the probe can attach to the JUM. To run the JDK/JRE Instrumenter, execute the sipatool.jar file, located in the probe installations /lib directory. Press 3 to Cancel or 4 to Redisplay [3] _

Enter the path to the JVM executable (java.exe) used by the application server that you are monitoring.

Enter **1** to skip the JDK/JRE Instrumenter. Entering **1** again toggles the selection. Enter **0** to apply your choice.

Note: If you choose to skip this step now, you must run the JRE Instrumenter manually before you can use the Probe. For instructions, see "Verifying the J2EE Probe Installation" on page 109.

Enter 1 to continue.

The installer installs the J2EE Probe.



- After installation is complete, enter **3** to exit the procedure.
- Verify the Probe installation as described in "Verifying the J2EE Probe Installation" on page 109.

Installing the J2EE Probe on a z/OS Mainframe

Instructions for installing the J2EE Probe from the tar file that is included on the product CD and from a pax archive that was created on a z/OS machine have been provide in this section.

Note: The J2EE Probe only captures the Deep Diagnostics Java metrics on a z/OS mainframe. The Probe does not capture the system level metrics for CPU, memory and network latencies. LoadRunner metrics are not captured for z/OS.

Editing Property Files on a z/OS Mainframe

The following tips have been provided to help you to update the property files in a z/OS environment and make sure that the updates are stored in the character set that can be used by the Probe.

The diagnostics property files are stored in ASCII format. In order to edit these files in the z/OS environment you must convert them from ASCII to EBCDIC. When you have completed your edits, the file must be converted back to ASCII.

Note: If you have access to an ASCII error such as viascii you do not have to worry about converting to EBCIDIC.

Use the following command to convert a file from ASCII to EBCDIC:

```
iconv -f ISO8859-1 -t IBM-1047 'ASCII_FILE' > 'EBCDIC_OUTPUT_FILE_NAME
```

Use the following command to convert a file from EBCDIC to ASCII:

iconv -f IBM-1047 -t ISO8859-1 'EBCDIC_FILE' > 'ASCII_OUTPUT_FILE_NAME

Installing the J2EE Probe on z/OS from the product CD

To install the J2EE Probe on a z/OS mainframe:

- 1 Upload J2EEProbe-<version_nbr>.tar to the z/OS machine.
- 2 Run pax -rf J2EEProbe-<version_nbr>.tar from the POSIX shell. This creates a directory called J2EEProbe.
- **3** Open the property file <probe_install_dir>/etc/probe.properties using viascii or another ASCII editor. Set the id property to a unique name that has not been assigned to any other probe as follows:

```
id=<unique_probe_name>
```

- **4** Ensure that the permissions bits are set correctly on the <probe_install_dir>/log directory so that the user that starts the application server has write (o+w) permissions (chmod 644 <logs>).
- **5** Run the JRE Instrumenter as documented in "Running the JRE Instrumenter" on page 135.
- **6** Configure the application server to load the probe files. For instructions on configuring the application server to load the probe files and other parameters, see Chapter 8, "Configuring the J2EE Probe and Application Server."

Note: You can view the system log by accessing the primary operator's console in SDSF.

7 Verify the Probe installation as described in "Verifying the J2EE Probe Installation" on page 109.

Installing the J2EE Probe on z/OS from a pax archive

This section describes how to deploy the J2EE Probe from a pax archive that was created on a z/OS machine. You may want to use this method to install the Probe on multiple z/OS machines after you have successfully installed and configured the first Probe on a z/OS machine.

To install the J2EE Probe on a z/OS mainframe using a pax archive:

- **1** Copy the compressed pax archive to the machine where the J2EE Probe is to be installed.
- **2** Uncompress the pax archive using the following command:

```
uncompress 'COMPRESSED_PAX_ARCHIVE
```

'This creates an uncompressed pax file in the current working directory

3 Extract the archive into the directory where you want the Probe installed using the following command:

```
pax -r * < 'FULL_PATH_TO_PAX_FILE
```

Note: This command extracts the archive into the current directory. Make sure that you run the command from the directory where you want the Probe installed.

4 Update the Deep Diagnostics shell scripts to ensure that the correct path has been specified in the environment variables.

Update the following environment variables in both the agents.sh and the configure.sh scripts that are located in <dd_install_dir>/bin. If these environment variables do not exist in the scripts you should create them.

- JAVA_HOME = the absolute path to home directory of java that application is using
- ► OPTIBENCH_HOME = <dd_install_dir>
- **5** Update the property pfmt.godel.dir to set it to the name of the directory where Deep Diagnostics has been installed. This property is located in the property file <dd_install_dir>/etc/pfmt.godel.properties. To update this property use the following instructions:
 - Convert the property file, pfmt.godel.properties, from ASCII to EBCDIC format.

- ➤ Edit the converted file to modify the value of property pfmt.godel.dir to set it to the name of the Deep Diagnostics installation directory. Save and close the file when you have completed your changes.
- ► Convert the modified file from EBCDIC back to ASCII.
- **6** If you are installing the Probe on a multi-homed machine you must run the Deep Diagnostics Configure Utility to set the IORPROXY to the IP address of the Probe host machine.
 - Execute the configuration utility from <dd_install_dir>/bin\configure.sh using the command:

.\configure.sh

The Configuration Utility menu is displayed.

- Select menu option 3 which is Configure Network Properties. The menu for Configure Network Properties is displayed.
- Select menu option 1 which is CORBA. The menu for CORBA is displayed.
- ➤ Select menu option 3 which is CORBA IOR Proxy Address.
- Enter the IP address of the network interface that you wish to use with Deep Diagnostics on this machine and hit enter. The CORBA menu is displayed.
- Select menu option 6 to return to the Configure Network Properties menu.
- ► Select menu option 2 to return to the Configuration Utility menu.
- ► Select menu option 5 to Quit the Configuration Utility.

Note: If the production environment has firewalls you must open certain ports on the firewall in order to enable the diagnostics communications. See the Installation Guide for Mercury Deep Diagnostics for J2EE for information about configuring the ports for firewalls.

Installing the J2EE Probe Using the Generic UNIX Installer

The installers for the J2EE Probe have been built to support installing the Probe on all of the platforms for which the component has been certified. However, the Probe will work with other platforms that have not yet been certified. A generic UNIX installer has been provided to allow you to install the probe on these other platforms.

To get the Probe to work on the platforms that are not supported in the regular installer you must run the generic installer and then manually configure the Probe so that it will be able to communicate with the other Diagnostics components and be able to monitor the processing of your application.

To install and configure the J2EE Probe on a platform that is not certified:

1 Locate the generic installer on the Mercury Diagnostics for J2EE & .NET CD at:

CD2/Probe/GenericProbeTar/J2EEProbe-3.3.11.0.tar

- **2** Unzip/untar J2EEProbe-3.3.11.0.tar to the probe installation directory that you want to use.
- **3** Manually configure the Probe for the product mode that is appropriate by following the Probe configuration instructions documented in "Configuring the J2EE Probe for Use With Mercury Products" on page 341.
- **4** Run the JRE Instrumenter for the application server that the Probe will be monitoring by following the instructions documented in "Running the JRE Instrumenter" on page 135.
- **5** If the Probe will be used with Deep Diagnostics, update the pfmt.godel.probedir property in \$DD/etc/pfmt.godel.expert.properties.
- **6** To configure the Probe so that it can register with the Commander, set the host name and the port using the **registrar.url** property which can be found in the property file:

<probe_install_dir>\etc\dispatcher.properties

Note: Make sure that you update the registrar.url property in the property file that is appropriate for your network configuration. The property registrar.url exists in two different property file in <probe_install_dir>\etc. The property in dispatcher.properties is used to provide the url for the registrar when there is not a proxy. The property in webserver.properties is used to provide the url for the registrar when there is a proxy server between the probe and the registrar.

7 Verify the Probe installation as described in "Verifying the J2EE Probe Installation" on page 109.

Verifying the J2EE Probe Installation

Use the System Health Monitor to verify the installation of the J2EE Probe. For instructions on how to user the System Health Monitor, see Appendix A, "Using the System Health Monitor."

Note: The Probe does not register with the Commander until it is started. The Probe is started when the instrumented application server is started. Therefore, you will not be able to verify the installation of the Probe using the System Health Monitor until you have configured the Probe and Application Server as described in "Configuring the J2EE Probe and Application Server" on page 133.

If you have been following the recommended installation sequence, after you have installed the J2EE Probe you will be able to verify the following:

- ► The Mediator was successfully installed and has established connectivity with the Commander
- ► The J2EE Probe was successfully installed and has established connectivity with the Commander.

The new J2EE Probe is shown as a child of the Commander on the System Health Monitor.

Note: The J2EE Probe will appear colored grey in the System Health Monitor when the application that it is monitoring has been stopped. Once the application has been started the Probe will be colored green.



Using the J2EE Probe with Deep Diagnostics

Mercury Deep Diagnostics for J2EE does not include a probe in its installation; instead, it uses the J2EE Probe installed with LoadRunner 8.0. Instructions for configuring the Probe for use with Deep Diagnostics have been documented in "Configuring the J2EE Probe and Application Server for Deep Diagnostics" on page 346, along with the instructions for configuring the Probe for use with other Mercury products.

Overriding the Default Probe Host Machine Name

In situations where a firewall or NAT is in place or where your Probe host machine has been configured as a multi-homed device, it may not be possible for the Commander to communicate with the Probe using the host name that was assigned when the Probe was installed. The registered_hostname property allows you to override the default host machine name that the Probe uses to register itself with the Commander.

To override the default host machine name for a Probe, set the registered_hostname property located in <probe_install_dir>/etc/dispatcher.properties to an alternate machine name or IP Address that will let the Commander communicate with the Probe.

Determining the Version of the J2EE Probe that is Installed

When you are requesting support it is useful to know the version of the Diagnostics component that you have a question about.

To determine the J2EE Probe version:

Locate the version file <probe_install_dir>\dat\version.txt. The file contains the 4 digit version number, as well as the build number.

Upgrading to a Newer Version of the J2EE Probe

The following instructions will guide you in upgrading from an older version of the Mercury Diagnostics Probe for J2EE.

Note: The installer does not upgrade the Probe. The following instructions are manual steps that you must take to make sure that the upgrade works as expected.

Note: The current version of the J2EE Probe has been designed to work with the current versions of the Diagnostics components that are part of the LoadRunner 8.0 and BAC 5.x installations and will not work with earlier versions of these products. Likewise, the previous versions of the Probe will not work with the current versions of these Mercury products.

To upgrade the J2EE Probe to a Newer Version of the Probe:

- **1** Shutdown the application servers that are being monitored by the Probes that you want to upgrade.
- **2** Create a backup copy of the startup script for the application server.
- **3** If you want to reuse the configuration of your current Probe with the new Probe, create a backup copy of the folder <probe_install_dir>/etc called old_etc_backup.

Note: This optional step could help you save time by reusing the current settings for Probe configurations such as instrumentation changes, buffering changes, port numbers, mediator & commander locations, probe.id and product mode.

4 Uninstall the Probe. See "Uninstalling the J2EE Probe" on page 115 for instructions on uninstalling the Probe.

5 Install the new version of the J2EE Probe as instructed in this guide in Chapter 2, "Preparing to Install Mercury Diagnostics for J2EE & .NET."

Note: When you install the J2EE Probe do not select the option to have the installer configure your application server, and do not select the option to allow the installer to Instrument the JRE. When the Probe installation is complete continue with the next steps.

- **6** If you made a backup copy of the old <probe_install_dir>/etc folder so that you could reuse the old Probe's configuration in step 3 above, you should follow the back-up information to configure the new probe.
 - Create a backup of the newly installed folder <probe_install_dir>/etc called new_etc_backup so that you have a copy of the files as they were created by the installer.
 - Rename the <probe_install_dir>/etc/auto_detect.points file that was just installed to new_auto_detect.points.
 - > Copy the backup copy of auto_detect.points into <probe_install_dir>/etc
 - The old auto_detect.points file will work with the new Probe. If you want to take advantage of the enhancements in the new version of the Probe, copy the following sections from new_auto_detect.points file.
 - All sections that begin "BEA-" including the preceding comments.
 - All sections that begin "SAP_" including the preceding comments.
 - The "Synchronization" section including the preceding comments.
 - The "RMI" section including the preceding comments.
 - args_by_class
 - Any enhancements/optimizations that you made.
 - Copy the rest of the files, excluding modules.properties and webserver.properties, from old_etc_backup. Replace the files in the current <probe_install_dir>/etc/.

Note: Do not replace modules.properties and webserver.properties. You must use the new version of these files.

► In capture.properties add the following property:

ac.register.sink=true

> In dispatcher.properties add the following properties:

dispatcher.properties.file.name=dispatcher.properties registrar.mediator_ping.time=90s ac.autostart=true

> In inst.properties revise the value of the following property:

classes.to.exclude=!iaik\.security\..*,!c8e\..*,!org\.jboss\.net\.protocol\.file\. Handler,!org\.jboss\.net\.protocol\.file\.FileURLConnection,!.*ByCGLIB.*

► In inst.properties add the following property:

rmi=com.mercury.opal.capture.inst.RMIServerInstrumenter,com.mercury.opal.capture.inst.RMIProxyInstrumenter

7 Configure the J2EE Probe and application server following the instructions in Chapter 8, "Configuring the J2EE Probe and Application Server."

Note: If a firewall separates your probe and mediator from the other Diagnostics components, make sure that you have configured the firewall to allow communications across the firewall using the port numbers in the range that you specify. See "Configuring Diagnostics Components to Work with a Firewall" on page 369 for more information.

To avoid having to reconfigure your firewall, you may want to override the default port numbers for the new Probe so that they will match the port numbers that the older Probe used.

Uninstalling the J2EE Probe

To uninstall the J2EE Probe:

- ➤ On a Windows machine execute uninstall.exe which is located in the <probe_install_dir>\Probe_uninst directory.
- On a Unix machine execute uninstall* which is located in the <probe_install_dir>\Probe_uninst directory.

Part II • Installation and Configuration of Diagnostics for J2EE & .NET Components

7

Installing the Mercury Diagnostics Probe for .NET

This chapter describes how to install a Mercury Diagnostics Probe for .NET.

The following topics are included in this chapter:

- ► About the Mercury Diagnostics Probe for .NET
- ► Installing the .NET Probe
- ► Verifying the .NET Probe Installation
- ► Configuring the .NET Probe

About the Mercury Diagnostics Probe for .NET

The Mercury Diagnostics Probe for .NET (.NET Probe) is responsible for capturing events from a .NET application and sending the event metrics to the Mediator.

The .NET Probe is installed on the System Under Test (SUT). The .NET Probe uses runtime instrumentation to capture method latency information from specified applications. By default, the .NET Probe captures methods from the ASP and ADO tiers and MSMQ. Custom business logic methods can be captured by creating a custom instrumentation specification file, known as a points file, for your application. The .NET Probe provides a low-overhead capture solution that works with Mercury's Application Diagnostics (AD) and Application Monitoring (AM) products.

.NET Probe initialization occurs only when an instrumented method is encountered for the first time. Initialization refers to the registration of the Probe with the Commander . An instrumented method is any method defined in any of the points files, for which the Probe was configured. For ASP.NET applications, the Probe is started the first time that a page in the application is requested after the web publishing service has been started.

For more information about configuring the .NET Probe see "Advanced .NET Probe Configuration" on page 357.

Installing the .NET Probe

- **1** Insert the LoadRunner Diagnostics CD into the CD drive of the machine that will host the Mercury Diagnostics Probe for .NET.
- 2 To execute the .NET Probe installer, click Start > Run and then type the location of your CD-ROM drive followed by the path to the setup program, DotNetProbe\Setup\setup.msi.

For example, if your CD-ROM drive letter is M, type:

m:\DotNetProbe\Setup\setup.msi

Alternatively, you may double click on the **setup.msi** filename to execute the installer.

3 The installer displays the Mercury Diagnostics for J2EE & .NET main installation menu.

| — Diag | nostics for J2EE & .NET 3.5 — |
|----------------|--|
| | Supporting LoadRunner 8.0 |
| Mercury Dia | gnostics Components |
| Mercury Dia | gnostics Probe for J2EE |
| Mercury Dia | nostics Probe for .NET |
| Mercury Loa | d Runner Diagnostics Add-in for J2EE & .NE |
| Installation a | nd User's Guide |
| Readme | |
| Contact Mer | cury Interactive |
| Support | |
| Browse CD | |

Initiate the installer for the J2EE Probe by clicking the **Mercury Diagnostics Probe for .NET** link from the menu. **4** If the .NET Framework has not been installed on the host machine, the installer displays the following dialog box.



Click **Yes** to obtain the .NET Framework from the Web. Clicking **No** ends the installation.

5 If you click **Yes**, the installer opens Microsoft's download page, where you may select the .NET Framework download.

After the .NET Framework installation restarts your computer, run the .NET Probe installation again.

6 The installer displays the Welcome dialog to begin the installation of the .NET Probe.



Click **Next** to proceed with the installation of the .NET Probe.

7 The installer displays the License Agreement dialog.



Read the agreement. To accept, select **I Agree**.

Click **Next** to proceed with the installation.

8 The installer displays the Mercury .NET Probe Configuration dialog box.

| Hercury .NET Probe | | | |
|--|---------------|----------------------|----------------|
| .NET Probe Configuration | | | |
| Configure the .NET Probe to use the follwing | settings: | | |
| Probe ID: (Recommendation: leave blank t | o accept defa | ult based on applica | ation name) |
| LAN ID: | | | |
| DefaultLAN | | | |
| Web Port Min: | | | |
| 35000 | | | |
| Web Port Max: | | | |
| 35100 | | | |
| | Cancel | < <u>B</u> ack | <u>N</u> ext > |

Enter the .NET Probe configuration information. Each of the fields on the dialog is explained in the following text:

➤ **Probe ID:** The name that is used to identify the Probe within Diagnostics for J2EE & .NET. The .NET Probe will auto-generate a Probe ID based upon the application's appdomain name if you leave this field blank.

Note: It is recommended that you leave the Probe ID field blank and allow the Probe to auto-generate the Probe ID. Please read the following information carefully if you decide to enter your own Probe ID

Considerations When Entering Your Own Probe ID:

 Only the following characters are valid in the Probe ID: letters, digits, dash, underscore and period. Create a Probe ID that will enable you to recognize the application that the Probe is monitoring and whether the Probe is a J2EE or .NET probe.

For example, the Probe ID for the first .NET Probe installed that will be monitoring an application named **PetWorld** could be:

PetWorld_Dotnet_Probe1

➤ When you specify a Probe ID all of the Probes on the host machine will be forced to use the same Probe ID. If you want to override the default names, use the following substitution macros to enhance the ID at runtime.

\$(MACHINENAME): Machine's host name

\$(APPDOMAIN): Application's appdomain name

\$(PID): Application's process ID

The default Probe ID auto-generated by the Probe when the Probe ID field is left blank is equivalent to specifying "\$(APPDOMAIN).NET". To obtain behavior compatible with version 3.3.x of the Probe, specify "\$(MACHINENAME).\$(APPDOMAIN).NET".

➤ LAN ID: The network traffic between the Probe and the Mediator is high-volume. For this reason, the Mediator and the Probes that communicate with it must be located on the same LAN. The Logical LAN ID is not a physical LAN ID. The value that you enter for the Mediator and each of the probes that you expect to be able to work with the Mediator must be exactly the same.

Enter the ID of the LAN on which the Probe and Mediator are running in to the Logical LAN ID text box or accept the default.

Note: The Logical LAN ID is case-sensitive.

Web Port Range:

The upper and lower limits of the Web Port Range are defined by the **Web Port Min** and **Web Port Max** fields. The Web Port Range contains the ports that the probe can use to listen for incoming requests from the Commander and Mediator.

When a Probe is started, it attempts to find an unused port from within this range; starting from the lowest port number in the range and working its way up to the highest. Ports within the range may already be in use if another Probe or another application have previously claimed them.

The following are some considerations for when you set the Web Port Range:

- The port range needs to be large enough to, at a minimum, accommodate the maximum number of Probes that will be concurrently running on the machine.
- If the Probes are working with ASP.NET applications, it is recommended that you double the number of probes to account for ASP.NET's appdomain recycling
- Each port within the range does not have to be available as long as their are enough available ports within the range to satisfy the previous bullets requirements.
- If you have a firewall between the Probe and a component that will be communicating with the Probe, you must open the firewall for the ports within the range. For this reason you may want to adjust the range to be just big enough.
- ► Web Port Min: The lowest port number in a range of ports that the commander can use to communicate with its Probes.
- ► Web Port Max: The highest port number in a range of ports that the commander can use to communicate with its Probes.

Note: The default range is 100 ports, 35000 - 35100.

Click **Next** when you are ready to proceed with the installation.

9 The installer displays the .NET Probe Component Communication Configuration dialog.

| F Mercury .NET Probe | |
|--|----------------|
| .NET Probe Component Communication Configuration | |
| Configure the .NET Probe to communicate with the Commander and Mediator. | |
| Commander Host Name or IP Address: | |
| | |
| Commander Port: | |
| 2006 | |
| For BAC 5.x Only: Mediator Host Name or IP Address: | |
| | |
| Mediator Port: | |
| 2612 | |
| Cancel < <u>B</u> ack | <u>N</u> ext > |

Enter the communication parameters that enable the .NET Probe to communicate with the Commander and the Mediator.

- > Commander Host Name or IP Address:
- Commander Port: Enter the port number where the Commander is listening for communications from the Probe. The default port number is 2006. If you assigned a different port when the Commander was installed, make sure to enter the same port number here.

Note: When you enter the host name and port for a Mediator, the installer configures the .NET Probe so that it will work in the Application Monitoring mode with BAC 5.x. When no Mediator information is specified, the installer configures the .NET Probe so that it will work in the Application Diagnostics mode with Performance Center 8.0 / LoadRunner 8.0.

Only enter the Mediator host name and port if you want the Probe to be configured for Application Monitoring mode for BAC 5.x.

- ► For BAC 5.x only: Mediator Host Name or IP Address:
- ➤ Mediator Port: Enter the port number where the Mediator is listening for communications from the Probe. The default port number is 2612. If you assigned a different port when the Mediator was installed, make sure to enter the same port number here.

Click **Next** to continue with the installation.

10 The installer displays the Select Installation Folder dialog.



- Ensure that the location where you want the .NET Probe to be installed has been specified in the Folder text box either by typing in the path to the desired installation directory or by clicking Browse to navigate to the desired location.
- ➤ The Disk Cost... button allows you to check the amount of available disk space on the drives on the host machine. Use this functionality to make sure that there is enough room for the Probe installation.
- Specify which users of the host machine will be able to access the .NET Probe.
 - Choosing **Everyone** causes the shortcuts for the Probe to appear on the Start Menu that everyone sees.
 - Choosing **Just Me** causes the shortcuts to be installed on the Start Menu for the particular user who is logged on when the Probe is installed.

Click Next when you are ready to proceed with the installation.

11 The installer displays the Confirm Installation dialog.



The installer has gathered all of the information that it needs to install the .NET Probe.

Click **Next** to start the .NET Probe installation.

12 When the .NET Probe installation has completed, the installer displays a dialog that provides instructions for configuring the Probe so that it can be used to monitor your application. The installer has also stored this same information in the readme.rtf file in the <probe_install_dir>.

The steps for configuring the .NET Probe are discussed in greater detail in "Advanced .NET Probe Configuration" on page 357



Click Next when you are ready to proceed.

13 The installer displays the final dialog in the process to confirm that the installation has been successful.



Click **Close** to exit the installer.

- **14** After you exit the installer, you must restart either IIS or the Web publishing service before you can use Mercury Diagnostics Probe for .NET with ASP.NET applications.
- **15** Verify that the .NET Probe was installed correctly as described below in "Verifying the .NET Probe Installation".

Verifying the .NET Probe Installation

Use the System Health Monitor to verify the installation of the .NET Probe. For instructions on how to use the System Health Monitor, see Appendix A, "Using the System Health Monitor." If you have been following the recommended installation sequence, after you have installed the .NET Probe and restarted the instrumented application, you will be able to verify the following:

- ► The Mediator was successfully installed and is communicating with the Commander.
- ► The .NET Probe was successfully installed is communicating with the Commander.

Note: The .NET Probe will not be displayed in System Health when first installed because the Probe does not register with the Commander until it is started. The Probe is started and is registered with the Commander when the instrumented application is run. For ASP.NET applications, this happens the first time that a page is requested for the instrumented application.

The default logging level for the .NET Probe has been set to "info" so that if the Probe is not displayed in System Health when you believe that it should be, you can check the log file to help troubleshoot the problem.

Configuring the .NET Probe

The installer will configure your application and the .NET Probe so that they will work together to capture the basic workload of your ASP.NET applications. It is possible that one or more of your ASP.NET applications have been deployed in a manner that prevented the installer from detecting them or you may want to enhance the standard instrumentation to capture the performance metrics for custom classes.

For details on configuring the .NET Probe see Appendix E, "Advanced .NET Probe Configuration."

8

Configuring the J2EE Probe and Application Server

This chapter explains the process for configuring the application server on which your applications run and the J2EE Probe that is to monitor your application.

This chapter includes the following sections:

- ► About Configuring the J2EE Probe and Application Server
- ► Running the JRE Instrumenter
- ► About Configuring the Application Server
- ► Using the Configuration Utility
- ► Configuring WebSphere Application Servers
- ► Configuring WebLogic Application Servers
- ► Configuring the Oracle9i Application Server
- ► Configuring the JBoss Application Server
- ► Configuring the SAP NetWeaver Application Server
- ► Configuring a Generic Application Server
- > Configuring the Probes for Multiple Application Server Instances

About Configuring the J2EE Probe and Application Server

In order to prepare your application server and configure the J2EE Probe so that your application can be monitored by the Probe, you must perform the following steps:

1 When you install a Probe you must run the JRE Instrumenter to prepare your application for the instrumentation that allows the Probe to monitor the processing. The JRE Instrumenter will run automatically during the Probe installation unless you elect not to run it at that time. If you elect not to run the JRE Instrumenter during the installation of the Probe, you can run it manually as described in "Running the JRE Instrumenter" on page 135.

When the JDK (java.exe executable) used by your application server changes, you must manually run the JRE Instrumenter again in order for the Probe to be able to monitor the processing.

Note: If a Probe is being used to monitor multiple JVMs, the JRE Instrumenter must be run once for each JVM so that the Probe can be prepared to instrument the applications that are running on each JVM. See "Configuring the Probes for Multiple Application Server Instances" on page 183 for details.

2 You must override the boot class path in the script that starts the application server to connect the Probe to the processes in your application that it will be monitoring.

The first step is documented in this section of the document. The second is documented starting in "About Configuring the Application Server," on page 139.
Running the JRE Instrumenter

To run the JRE Instrumenter:

- 1 Open <probe_install_dir>\bin. This is the directory where the JRE Instrumenter executable is located. Replace <probe_install_dir> with the path to the directory where the Probe was installed.
- **2** Execute the jreinstrumenter.cmd command if the Probe is installed on a Windows machine, or jreinstrumenter.sh if the Probe is installed on a UNIX machine.

To execute the JRE Instrumenter from the command prompt in Windows use the following command:

java -jar jreinstrumenter.jar

When the instrumenter starts, the Mercury JRE Instrumentation Tool dialogue box opens.

The JVMs that are listed in the Available JVMs list box have a green square before the name of the JVM to indicate that they have already been instrumented.



To add a JVM to the Available JVM List:

1 Click Add JVM(s).

The following dialogue box opens:

| 🌺 Choose the d | lirectory your JVM(s) are located in | |
|--------------------|--------------------------------------|--|
| Look <u>i</u> n: 🗐 | Local Disk (C:) | |
| 📑 bea | 🗂 Temp dot net | |
| 📑 cygwin | C WINNT | |
| 🛛 📑 Document | is and Settings 🗂 WUTemp | |
| 📑 IA_Installe | rs | |
| 🗂 Inetpub | | |
| inventory | | |
| 🗂 Program Files | | |
| | | |
| | | |
| File <u>N</u> ame: | <u>C:1</u> | |
| Files of Type: | ▼ | |
| | , | |
| | Search from here Cancel | |
| | | |

- **2** Navigate to the location where you would like to begin searching for JVMs to be added to the list using the standard Windows Explorer type navigation tools.
- **3** Select the file where you would like to begin the search so that its name appears in the File Name text box.

4 Click **Search from here** to instruct the instrumenter to begin searching for JVMs.

The dialog box closes and the Mercury JRE Instrumentation Tool dialogue box opens again, with the command buttons disabled while the tool searches for JVMs.

As the tool locates JVMs, it lists them in the Available JVMs list box.

| Mercury JRE instrumentation tool (3.3.10.3) | l × | |
|---|-----|--|
| Available JVMs | | |
| Sun 1.3.1_09 (c:'bea'jdk131'jre) | | |
| Sun 1.4.1_03 (c:'bea'jdk141_03'jre) | | |
| JRockit 1.4.1_03 (c:\bea\jrockit81sp1_141_03\jre) | | |
| Sun 1.4.1_05 (C:\Program Files\Mercury Interactive\DeepDiagnostics\jre) | | |
| Sun 1.4.2 (C:\Program Files\Mercury Interactive\Diagnostics for J2EE\Probe_jvm) | | |
| IBM 1.3.1 (C:\Program Files\WebSphere\AppServer\java\jre) | | |
| IBM 1.3.1 (C:\Program Files\WebSphere\AppServer_uninst_jvm\jre) | | |
| | | |
| This JVM has not yet been instrumented. Click the 'Instrument' button to make it available for use by the J2EE probe. | | |
| | | |
| Add JVM(s) Instrument Exi | t | |

To instrument a JVM:

Select a JVM from the Available JVMs list and click Instrument.

The instrumenter prepares the JVM to work with the Probe and displays the JVM parameter that you need for the application server startup script in order to activate the J2EE Probe in the box above the command buttons. The green icon is displayed in front of the JVM in the Available JVMs list to indicate that the JVM has been instrumented.

Note: When you select an instrumented JVM from the Available JVMs list, the JVM parameter that needs to be added to the application server startup script for that JVM is displayed in the box above the command buttons.

| Mercury JRE instrumentation tool (3.3.10.3) | | |
|---|--|--|
| Available JVMs | | |
| Sun 1.3.1_09 (c:\bea\jdk131\jre) | | |
| Sun 1.4.1_03 (c:\bea\jdk141_03\jre) | | |
| JRockit 1.4.1_03 (c:\bea\jrockit81sp1_141_03\jre) | | |
| Sun 1.4.1_05 (C:\Program Files\Mercury Interactive\DeepDiagnostics\jre) | | |
| Sun 1.4.2 (C:\Program Files\Mercury Interactive\Diagnostics for J2EE\Probe_jvm) | | |
| IBM 1.3.1 (C:\Program Files\WebSphere\AppServer\java\jre) | | |
| IBM 1.3.1 (C:\Program Files\WebSphere\AppServer_uninst_ivm\jre) | | |
| | | |
| Use this JVM parameter to activate the J2EE probe: | | |
| "-Xbootclasspath/p:C:\Program Files\Mercury Interactive\Diagnostics for J2EE\Probe\classes\Sun\1.4.1_03;C:\Program Files\Mercury Interactive\Diagnostics for J2EE\Probe\classes\boot" | | |
| Add JVM(s) Instrument Exit | | |

About Configuring the Application Server

Once you have executed the JRE instrumenter for the J2EE Probe you must configure the application server so that your application can be monitored by the J2EE Probe. The bootclass in the script that starts the application server must be overridden in order to connect the probe to your application.

There are two ways for you to configure the application servers: using the automated tool called the Mercury Configuration Utility, or by manually updating the application server startup scripts.

The Mercury Configuration Utility is a tool that helps you to configure the certified application servers and the way that J2EE Probe instruments them. For more information see "Using the Configuration Utility," on page 140.

Instructions have been provided for updating the certified application servers using manual processes. The first set of instructions can be found in "Configuring WebSphere Application Servers," on page 150, and instructions for the other certified application servers follow. It is possible that your site administrator has site-specific methods for making these configuration modifications. If this is the case, the generic procedure described in "Configuring a Generic Application Server" on page 181 should provide the information that the site administrator needs to implement the required configuration changes.

Note: Please see the section appropriate for your particular application servers. If there is no section for your specific application server, follow the procedure in "Configuring a Generic Application Server" on page 181.

The process for configuring the J2EE Probe and your application servers when there are multiple JVMs on a single machine is described in "Configuring the Probes for Multiple Application Server Instances" on page 183. **Note:** In this chapter "**<probe_install_dir>**" is used to indicate the directory where the J2EE Probe was installed.

Using the Configuration Utility

Overview

The Mercury Configuration Utility is a tool that helps you to configure the certified application servers and the way that they are instrumented for the J2EE Probe. You use the Define and Configure Application Servers menu item to set the system properties associated with the application and update the application server startup script to include the path to the Probe's boot classes. The Reconfigure Unified Probe menu option lets you reset the Probe properties that were set when you installed the Probe.

This section covers the following topics:

- ► Starting the Mercury Configuration Utility
- > Defining and Configuring Application Server Instances
- ► Configuring Application Server Instance Startup Scripts
- Removing the Probe Configuration from the Application Server Instance Startup Script
- ► Deleting an Application Server Definition
- ► Reconfiguring a Probe

Starting the Mercury Configuration Utility

To start the Mercury Configuration Utility:

- 1 On the computer on which the Probe is installed, open
 <Probe_Install_Dir>\util\bin, where <Probe_Install_Dir> is the directory
 where the Probe is installed.
- **2** Execute the appropriate command to run the configuration utility.
 - ► UNIX

config.sh

► Windows:

config.cmd

The Mercury Configuration Utility window opens.

```
C:\\VINNT\system32\cmd.exe - .\.\util\bin\config\Vindow.cmd
C:\\VINNT\system32\cmd.exe - .\.\util\bin\config\Vindow.cmd
C:\\Vindow Program Files\Mercury Interactive\common\JavaProbe\util\log\configure.log
Hercury Configuration Utility
Hercury Configuration Utility
Helcome to the Mercury Configuration Utility. This program will allow you to
configure various properties of your Mercury products. Please choose an
option.
I. Define and Configure Application Servers
2. Reconfigure Mercury Lifecycle Probe
3. Quit
Choice:
```

Defining and Configuring Application Server Instances

To define and configure the application server instance:

Select the first option in the Mercury Configuration Utility menu by typing
 and then press Enter. The following screen is displayed.

Choose 1 (Provide information about your Application Server), and press Enter.



2 The following screen is displayed, providing the application server information. Press Enter.



3 Next, you are prompted to enter an ID for your application server data. This ID will uniquely identify the application configuration information that you are about to enter.

Enter an ID (for example, Weblogic_Petstore), press Enter, and then press Enter again.



4 In the next screen you specify whether the probe for this application server is to be used with Deep Diagnostics.

Enter **y** if the probe will be used with Deep Diagnostics. Enter **n** if it will not be used with Deep Diagnostics. If you leave this value blank, the default is **n**.

```
Application Server Configuration Information

Please answer the following questions about your Application Server.

If you will be capturing data using Mercury's Deep Diagnostics for J2EE, you

will be prompted below for an Application Definition Name. The name you supply

will need to be the same as the name of the Application Definition you create

in Deep Diagnostics. For more information, please see the Deep Diagnostics

User Guide.

Will you be capturing data using Mercury's Deep Diagnostics for J2EE?(n)
```

5 In the next screen, you select the type of application server you are configuring.

Enter the application server's number and press Enter.

```
If you will be capturing data using Mercury's Deep Diagnostics for J2EE, you
will be prompted below for an Application Definition Name. The name you supply
will need to be the same as the name of the Application Definition you create
in Deep Diagnostics. For more information, please see the Deep Diagnostics
User Guide.
Will you be capturing data using Mercury's Deep Diagnostics for J2EE?(n)
Please select an Application Server type:
1. BEA WebLogic 6.x
2. BEA WebLogic 7.x
3. BEA WebLogic 8.x
4. IBM WebSphere 4.x
5. IBM WebSphere 5.x
6. Oracle 9ias
7. Oracle 10g
8. JBoss 3.x
9. SAP NetWeaver
Choice: 1
```

Note: The next screen displayed by the Configuration Utility will depend upon the application server you selected. This document provides instructions for WebLogic 6.1. Other application servers have similar procedures.

6 If you chose WebLogic 6.1, the next screen prompts you to enter the full path to the WebLogic Home Directory. Enter the path, including the drive number, as in the following example:

c:\bea\wlserver6.1

Press Enter.

7 The next screen prompts you to enter the full path to the WebLogic Server Instance startup script, including the drive name (in Windows) and the name of the script executable. Enter the path as in the following example:

C:\bea\wlserver6.1\config\petstore\startPetStore.cmd

Press Enter twice.

8 Press Enter to proceed with defining the Application Server Instance. The following screen is displayed.

Press Enter as prompted to monitor the progress and review the summary of the results.



Configuring Application Server Instance Startup Scripts

You configure an application server instance startup script from the Define and Configure Application Servers screen, displayed below.

| Define and Configure Application Servers |
|---|
| |
| Use the following options to configure or unconfigure an Application Server for use with the Mercury Lifecycle Probe. You must provide information about your Application Server (option 1) before configuring it (option 2). |
| Provide information about your Application Server ->2. Apply configuration changes to your Application Server to work with the Mercury Lifecycle Probe |
| 3. Revert configuration changes to your Application Server 4. Delete information about your Application Server 5. Return to previous menu |
| Choice: (2) |

To configure an application server instance startup script:

1 In the Define and Configure Application Servers screen, type **2** and press Enter. The Configure Application Server Instance wizard is invoked. Press Enter.



2 The following screen lists the defined application server instances. Enter the number of the relevant application server instance and press Enter twice.



3 The following screen asks you to specify a directory where the configuration utility can store the application server startup script after it has been modified to use the probe's boot classes.

Enter the path to the temporary directory after the prompt.

Press Enter to proceed with the configuration.

| Select Modified File Output Directory |
|---|
| In order to properly configure your Application Server for use with the Mercury Lifecycle Probe, some files of your Application Server installation may need to change. You can enter a directory below where you would like the modified files to be written. |
| If you enter nothing, the modified files will be written to the original location. |
| If you enter a directory, you will need to manually copy the files from this directory to their original location. If you know that you do not have permission to overwrite files in the original location, you should enter a directory below. |
| Enter a directory where modified files should be written: c:\bea\temp_ |

- **4** Press Enter at each of the prompts to initiate the processing to configure the application server startup scripts.
- **5** Rename the original copy of the startup script so that you can keep it as a backup.
- **6** Copy the modified startup script from the temporary directory to the folder where the application server startup script is stored.

Removing the Probe Configuration from the Application Server Instance Startup Script

To restore an application server instance startup script's settings:

1 In the Define and Configure Application Servers screen, type **3** and press Enter twice. The screen lists the application server instances.

| This wizard will guide you through the process of un-configuring an | | |
|---|--|--|
| [n] or [Enter] to go to next page or [c] to cancel/exit: | | |
| Application Server Instance | | |
| Select the Application Server instance that should you would like to unconfigure. | | |
| Instance Name: 1. web_05 2. web_07 3. web_09 | | |
| Choice: 1 | | |

2 Type the number of the instance whose properties you want to restore, and press Enter twice. The following screen asks you to specify a directory where the configuration utility can store the application server startup script after it has been modified to use the probe's boot classes.

| eSelect Modified File Output Directory |
|---|
| In order to properly configure your Application Server for use with the Mercury Lifecycle Probe, some files of your Application Server installation may need to change. You can enter a directory below where you would like the modified files to be written. |
| If you enter nothing, the modified files will be written to the original location. |
| If you enter a directory, you will need to manually copy the files from this directory to their original location. If you know that you do not have permission to overwrite files in the original location, you should enter a directory below. |
| Enter a directory where modified files should be written: c:\bea\temp |

3 Enter the path to the temporary directory after the prompt.

Press Enter to proceed with the configuration.

4 Press Enter at each of the prompts to initiate the processing to configure the application server startup scripts.

Deleting an Application Server Definition

To delete information about an application server:

1 In the Define and Configure Application Servers screen, type **4** and press Enter. The Delete Application Server Instance Definition wizard is invoked.



2 Press Enter to display the list of defined application server instances.



- **3** Enter the number of the relevant application server instance and press Enter twice.
- **4** The process for deleting the application server instance definition begins.

Press Enter at each of the prompts to initiate the processing. If the deletion succeeds, the following screen is displayed:



Reconfiguring a Probe

The Configuration Utility allows you to reconfigure the J2EE Probe so that you do not have to update the Probe properties manually or reinstall the Probe from the installation CD.

To reconfigure the probe:

1 In the Mercury Configuration Utility menu, choose **2** (**Reconfigure Unified Probe**), and press Enter. The Reconfigure Mercury Lifecycle Probe screen is invoked.

| Reconfigure Mercury Lifecycle Probe |
|---|
| |
| Select one of the following Mercury Lifecycle Probe properties to configure: |
| 1. Product Mode = AD 2. Probe ID = benzi_s_probe 3. Commander Host Name = straw 4. Commander Port = 2006 5. Return to previous menu |
| Choice: |

The following properties are displayed:

- Product Mode: This should be AD when you are using the Probe to with LoadRunner 8.0 unless you will be using the Probe with Deep Diagnostics. In this case you would update the Product Mode to "AD,DeepDiagnostics".
- ➤ Probe ID: The probe ID must be unique for each probe that is involved in a run. You should make sure that the probe ID provides some indication of whether the probe is a .NET Probe or a J2EE Probe. (For example, if the probe is a J2EE Probe, you might name it PetStoreJ2EE01.) This makes it easier to interpret the monitoring results.
- Commander Host Name: To change the Commander, choose 4 and press Enter. The installer prompts you to enter the host name of the Commander machine.
- Commander Port: This property specifies the port the probe will use to communicate with the Commander. To change the Commander port, choose 5 and press Enter. The installer prompts you to enter the port number on the Commander machine. Enter the port number and press Enter.

- **2** To exit the probe configuration menu, choose **6** and press Enter. The Mercury Configuration Utility menu is displayed.
- **3** To exit the Mercury Configuration Utility, choose **3** in the Mercury Configuration Utility menu.

Configuring WebSphere Application Servers

| Supported versions | Operating systems |
|--------------------|---|
| 3.5, 4.x, 5.x | AIX 4.3 Windows 2000/2003 Solaris 8 |

WebSphere servers are controlled using the WebSphere Advanced Administrative Console. The Console has control over the JVM command line and allows you to add classpath elements, define runtime variables (-**D** variables), and configure the bootclasspath for WebSphere 3.5, 4.x and 5.x versions. It allows you to add the Xbootclasspath property. You may also add any additional arguments to the JVM command line that may be needed.

Note that the appearance of the Console may differ for different versions of WebSphere. The following instructions show different screens for each of the certified WebSphere Application Server versions. Note that the changes are implemented in slightly different ways in each version. The examples shown in this section may not correspond exactly to your WebSphere version, but the principle is the same, that is, the parameters must be inserted in the appropriate fields.

Note: In order to apply your changes, you must click **Apply** in each tab in the Administrative Console before moving to another tab.

WebSphere 4.0

To configure a WebSphere 4.0 application server:

1 Use your Web browser to access the Web page for the WebSphere Administrative Console for the application server instance for which the probe was installed:

```
<WebSphere_Install_Dir>\AppServer\bin\adminclient.sh(bat)
```

2 Select the application server from the tree view under the Nodes parent. The General tab for the selected application server is displayed to the right of the tree view.

| 🕲 WebSphere Advanced Administrative Console 📃 🗆 🔀 | | | |
|---|---|--|----------|
| Console View Tools Help | | | |
| | | | |
| 🖻 🎯 WebSphere Administrative Domair | | Name | |
| Virtual Hosts | Installed EJB Modules Installed Web Modules General Advanced File Tr Application Server name: | ansaction JVM Settings Services "Petstore | Custom |
| Constalled Web Mi | Node: | stiggs | |
| Enterprise Applications | Environment: | Environment | |
| ⊞- ☐ Resources | Working directory: | C:///ebSphere/AppServer/bin | |
| | Node startup state: | Last state | × |
| | Maximum startup attempts: | 2 | attempts |
| | Module visibility: | Module | - |
| ×> | | Apply <u>R</u> eset | Help |
| Type Time Ev | ent Message | Source | Options |
| Br ovzoro4 4.2 Console Ready. | | | Details |
| | | | Clear |
| | | <u></u> | |

3 Click the **JVM Settings** tab. The JVM Settings information is displayed as shown in the following example:

| 😵 WebSphere Advanced Administrative Console | | |
|--|-------------------------------------|----------|
| Console View Tools Help | | |
| | | |
| 🖻 🍿 WebSphere Administrative Domair | Name | |
| 🗁 Virtual Hosts 🗀 Installed EJB Modules | | |
| Server Groups 🗀 Installed Web Modules | | |
| E 🖓 stiggs | | |
| 🖻 🛄 Application Servers 🔰 General Advanced Fil | Transaction JVM Settings Services | Custom |
| 🕀 🎲 Petstore | · · · | - |
| Installed EJB Mc Initial java heap size: | MB MB | |
| Generic Servers Maximum java heap siz | e: MB | |
| Enterprise Applications | | |
| 🕀 🖾 Resources | Name | 1 |
| | | |
| | Remo | IVE |
| | | |
| | | |
| -System Properties | | |
| Name | Value Add | 1 |
| | Remo | |
| | | |
| | | |
| Advanced 100 | Cottinge | |
| Puvanced 37M | oreanity o | |
| Generated Command I | ine Arauments: | <u> </u> |
| | Apply <u>R</u> eset | Help |
| | | |
| Type Time Event Message | Source | Options |
| B/25/04 4:2 Console Ready. | | Details |
| SV25/04 4:3 Command "Petstore.ModifyAttributes" running | - | D'OMITO |
| B. 8725704 4:3 Command "Petstore.ModifyAttributes" completed a | suc | Clear |
| | ¥ | |
| | | |

Note: If your JVM uses a JIT option, such as -hotspot or -classic, make sure (in the Java Command Line arguments on the Console) that the -Xbootclasspath option is entered following the JIT option.

4 Click **Advanced JVM Settings** to open the Advanced JVM Settings dialog box.

5 Enter the boot classpath property in the Boot classpath (prepend) field as follows, where <probe_install_dir> is the path to the directory where the probe was installed:

| Settings | |
|--|---------------------------------|
| Command line arguments: | |
| Enable debug mode Debug string: | |
| Enable IBM distributed de Source path: | :bugger |
| Run HProfs HProf arguments: | |
| C Disable JIT Verbose mode | |
| Enable class verbose r Enable garbage collect Enable JNI verbose mo | node ion verbose mode ide |
| Boot classpath (replace): Boot classpath (prepend): Boot classpath (append): | /mercprobe/classes/boot |
| | OK Cancel Help |

<probe_install_dir>\classes\boot

6 Click **OK** to close the Advanced JVM Settings dialog box. The JVM Settings tab is redisplayed.

7 In **Generated Command Line Arguments** area, verify that the Xbootclasspath property was created properly.

| 🕲 WebSphere Advanced Administrative Console 🛛 💷 🖾 | | |
|---|---|------|
| Console View Tools Help | | |
| | | |
| 🖻 🎯 WebSphere Administrative Domair | Name | |
| Course Course Ins | stalled EJB Modules | |
| Server Groups Ins Ins | stalled Web Modules | |
| Application Servers Application Servers | eral Advanced File Transaction JVM Settings Services Custom | |
| C Enterprise Applications | ystem Properties | |
| H- Resources | Name Value Add | |
| | | |
| | Kemove | |
| Ger | Advanced JVM Settings | |
| × | Apply Reset Help | |
| Type Time Event Mes | ssage Source Option | is [|
| 8/25/04 4:2 Console Ready. | | s |
| SY25/04 4(3 Command "Petstore.ModifyAttributes" running | | |
| B. 8/25/04 4:3 Command "Petstore.ModifyAtt | clea | ar |
| | v | |
| | | |

The settings should be as in the following example:

- **8** Click **Apply** save your changes so that they will be in effect when you restart the application server.
- **9** Restart the WebSphere application server from the Console menu. You do not need to restart the host machine for you application server.

10 To verify that the probe was configured correctly, check for entries in the <probe_install_dir>\log\<probe_id>.log file. If there are no entries in the file, this indicates that you did not run the JRE Instrumenter or did not enter the Xbootclasspath correctly. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.

You can also refer to the Websphere **stdout.log** and **stderr.log** files for troubleshooting any problems arising from this configuration.

WebSphere 5.0

To configure a WebSphere 5.0 application server:

1 Use your Web browser to access the Web page for the WebSphere Administrative Console for the application server instance for which the probe was installed:

```
http://<App_Server_Host>:9090/admin
```

Replace **<App_Server_Host>** with the machine name for the application server host.

The Websphere Application Server Administrative Console is displayed.



- **2** In the left panel, select **Servers** and then select **Application Servers**.
- **3** From the list of application servers in the right panel, select the name of the server that you want to configure to be monitored by the J2EE Probe. (In the screen image above, the server name is **server1**.)

The Configuration tab for the selected application server is displayed.

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4 Scroll down in the Configuration tab until the Process Definition property is visible in the General Properties column.

WebSphere Administrative Console - Microsoft Internet Explorer _ 🗆 🔀 Elle Edit View Favorites Looks Help <u>19 p</u> 🔇 Back + 🕗 - 🖹 🛃 🏠 🔎 Search 👷 Favorites 🜒 Media 🚱 🍰 - چ 🕞 📴 🕄 🦉 🏭 📓 Address 🛃 http://stiggs.performant.com:9091/admin/secure/logon.do Y 🔁 😡 TBM. WebSphere Application Server Administrative Console Version 5 Home | Save | Preferences | Logout | Help | User ID: joluby **Custom Properties** Additional custom properties for this runtime component. Some components may make use . of custom configuration properties which can be defined here. stiggs Specify various settings for administration facility for this server, such as administrative Administration Services communication protocol settings and timeouts. E Servers Diagnostic Trace Service View and modify the properties of the diagnostic trace service Application Servers Specify settings for the debugging service, to be used in conjunction with a workspace Debugging Service Applications debugging client application. Resources **EM Service Logs** Configure the IBM service log, also known as the activity log Security Define custom service classes that will run within this server and their configuration Oustom Services Environment properties. System Administration Server Concorerts Additional runtime components which are configurable. Process Definition A process derivation defines the command line information necessary to start/initialize a Troubleshooting process. specify settings for performance monitoring, including enabling performance monitoring, selecting the PM module and setting monitoring levels Configure important TCP/IP ports which this server uses for connections. End Points Classloader Classloader configuration Extended Messaging Service The Extended Messaging Service provides runtime service for the support of Container Managed Messaging. Staff Service The Staff Service manages Staff Plugin resources used by a given server. Activity Session Service A unit of work service that can be used to coordinate one-phase resources or for extending the authorities to an elimited of on all WebSphere Status []] < Previous Next > August 25, 2004 4:54:35 PM PDT WebSphere Runtime Messages Clear All Total All Messages: 505 C : O.new, O.total A: O.new, O.total D : SOS.new, SOS.total E Preferences 8 Internet

Click **Process Definition**.

5 Scroll down in the right panel until the Java Virtual Machine additional property is visible.

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| User ID: iduby | General Properties | | | |
| stiggs | Executable name | \$(JAVA_HOME)&indova | E Specifies the executive process. | table name of |
| Servers <u>Application Servers</u> Applications Resources | Executable arguments | | I Specifies executable run when the process | e commands that starts. |
| Security Security | Working directory | + (s(USER_INSTALL_ROOT) | Specifies the file sy which the process will | stem directory in run. |
| System Administration | Apply OK Reset Cancel | | | |
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| | Additional Properties | | | |
| | Java Virtual Machine Advan | Java virtual machine settings. | | |
| | Process Execution A set of permits | If properties that control how the open tions. Unask, process priority. | ating system process executes, such as | RunAs |
| | Process Loss A set of properties that control how the process native insuf/subsit streams are directed. | | | |
| Environment Entries A list of settings to be added to the execution environment for the process. | | | | |
| I | Monitoring Policy A set of | I properties that control how the proc | ess is monitored by the node agent. | |
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Click Java Virtual Machine.

6 The Configuration tab for the Java Virtual Machine is displayed.

In the Boot Classpath list box, enter the path to the boot directory for the J2EE Probe as follows, where **<probe_install_dir>** is the path to the location where the Probe was installed:

<probe_install_dir>\classes\boot

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7 Scroll to the bottom of the Configuration tab until the command buttons are visible, as shown in the following screen.

Click **Apply** to save your changes to your local configuration.

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| User ID: jduby Disable JIT | E Contigure the JVM such that the Just-In- Time (JT) compiler is disabled. |
| Applications Cperating system name Applications Security Security System Administration Troubleshooting | Specifies JVM settings for a given operating system. When started, the process will use the JVM content of the |
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8 When your changes have been applied, the following window is displayed.

Click the **Save** menu option to save the changes to the master configuration.



9 The following window is displayed. Click **Save** in the Save to Master Configuration frame.

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- **10** Restart the WebSphere application server. You do not need to restart the host machine for your application server.
- 11 To verify that the Probe was configured correctly, check for entries in the <probe_install_dir>\log\<probe_id>.log file. If there are no entries in the file, this indicates that you did not run the JRE Instrumenter or did not enter the Xbootclasspath correctly. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.

Configuring WebLogic Application Servers

| Supported versions | Operating systems |
|--------------------|-------------------------------|
| 6.1, 7.0, 8.1 | Windows 2000 SP6 Solaris 8 |

WebLogic application servers are configured by adding the Xbootclasspath property to the script that is used to start the application server. WebLogic is started by running shell scripts in a UNIX environment, or command scripts in a Windows environment. Because the startup scripts that WebLogic provides are frequently customized by a site administrator, it is not possible to provide detailed configuration instructions that apply to all situations. Instead, the following sections provide instructions for each of the certified versions of the WebLogic application server for a generic implementation. Your site administrator should be able to use these instructions to show you how to make these changes in your customized environment.

Note: Make sure you understand the structure of the startup scripts, how the property values are set, and how to use environment variables before you make any configuration changes for the Probe. Always create a backup copy of any file that you are going to update prior to making the changes.

WebLogic 6.1

To configure a WebLogic 6.1 application server:

1 Locate the startup script used to start WebLogic for your domain. This file is typically located in a path similar to this example:

D:\bea\wlserver6.1\config\<Your_Dom_Name>\start<Your_Dom_Name>.cmd

Replace **<Your_Dom_Name>** by the name of the script that starts your application.

2 For example, if your domain name is petstore, the path looks like this::

D:\bea\wlserver6.1\config\petstore\startPetStore.cmd

- **3** Create a back-up copy of the startup script prior to making any changes to the script.
- **4** Use your editor to open the startup script.
- **5** Add the **Xbootclasspath** parameter to the Java command line that starts the application server. The parameter must be placed at the beginning of the Java parameters following any JIT options such as **-hotspot** or **-classic**.

Following is an example of the Xbootclasspath parameter where <probe_install_dir> is to be replaced with the path to the directory where the Probe was installed:

-Xbootclasspath/p:<probe_install_dir>/classes/boot

Following is an example of a WebLogic startup script before adding the **Xbootclasspath** parameter:

Note: The startup script examples are shown with line breaks. The actual scripts do not have line breaks and the text of the commands will wrap on your screen as necessary.

"%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m -classpath "%CLASSPATH%" -Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer

- -Dbea.home="C:\\bea" -Dweblogic.management.password=%WLS_PW%
- -Dweblogic.ProductionModeEnabled=%STARTMODE%
- -Dcloudscape.system.home=./samples/eval/cloudscape/data
- -Djava.security.policy=="C:\bea\wlserver6.1/lib/weblogic.policy" weblogic.Server

Following is an example of a WebLogic startup script after adding the Xbootclasspath parameter:

"%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m -Xbootclasspath/p:"C:\Program Files\Mercury Interactive\common\JavaProbe\classes\boot" -classpath "%CLASS-PATH%"

-Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer

-Dbea.home="C:\\bea" -Dweblogic.management.password=%WLS_PW%

-Dweblogic.ProductionModeEnabled=%STARTMODE%

-Dcloudscape.system.home=./samples/eval/cloudscape/data

-Djava.security.policy=="C:\bea\wlserver6.1/lib/weblogic.policy" weblogic.Server

- **6** Save the changes to the startup script.
- **7** Restart the WebLogic application server (not the computer; just the application server).
- 8 To verify that the Probe was configured correctly, check for entries in the <probe_install_dir>/log/<probe_id>.log file. If there are no entries in the file, this indicates that you did not run the JRE Instrumenter or did not enter the Xbootclasspath correctly. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.

WebLogic 7.0

Note: For WebLogic 7.0 sp06 you must also configure JRockit as described in "To configure a WebLogic 8.1 application server for the JRockit JVM:" on page 170.

To configure a WebLogic 7.0 application server:

1 Locate the startup script used to start WebLogic for your domain. This file is typically located in a path similar to this example:

D:\bea\weblogic700\server\config\<Your_Dom_Name>\start<Your_Dom_Name>.cmd Replace <Your_Dom_Name> by the name of the script that starts your application.

For example, if your domain name is petstore, the path looks like this:

D:\bea\ weblogic700\server\config\petstore\startPetStore.cmd

- **2** Create a back-up copy of the startup script prior to making any changes to the script.
- **3** Use your editor to open the startup script.
- **4** To change the script, add the following immediately before the call to **startWLS.cmd** (at the end of the file):

Note: The startup script examples are shown with line breaks. The actual scripts do not have line breaks and the text of the commands will wrap on your screen as necessary.

Windows:

set JAVA_OPTIONS=-Xbootclasspath/p:"C:\Program Files\Mercury Interactive\ common\JavaProbe\classes\boot" %JAVA_OPTIONS% @rem Call WebLogic Server call "C:\bea7\weblogic700\server\bin\startWLS.cmd"

UNIX:

export JAVA_OPTIONS=-Xbootclasspath/p:"/opt/Diagnostics/common/ JavaProbe/classes/boot \$JAVA_OPTIONS # Call WebLogic Server call /bea/weblogic700/server/bin/startWLS.sh"

- **5** Save the changes to the startup script.
- **6** Restart the WebLogic application server. You do not need to restart the host machine for your application server.

7 To verify that the Probe was configured correctly, check for entries in the <probe_install_dir>/log/<probe_id>.log file. If there are no entries in the file, this indicates that you did not run the JRE Instrumenter or did not enter the Xbootclasspath correctly. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.

WebLogic 8.1

To configure a WebLogic 8.1 application server for the Sun JVM:

1 Locate the startup script used to start WebLogic for your domain. This file is typically located in a path similar to this example:

D:\bea\weblogic81\config\<Your_Dom_Name>\start<Your_Dom_Name>.cmd

Replace <Your_Dom_Name> is replaced by the name of the script that starts your application.

2 For example, if your domain name is **petstore**, the path looks like this:

D:\bea\weblogic81\config\petstore\startPetStore.cmd

- **3** Create a back-up copy of the startup script prior to making any changes to the script.
- **4** Use your editor to open the startup script.
- **5** Add the **Xbootclasspath** parameter to the Java command line that starts the application server. The parameter must be placed at the beginning of the Java parameters following any JIT options such as **-hotspot** or **-classic**.

Following is an example of the **Xbootclasspath** parameter where <**probe_install_dir**> is to be replaced with the path to the directory where the probe was installed:

-Xbootclasspath/p:<probe_install_dir>\classes\boot

Following is an example of a WebLogic startup script before adding the **Xbootclasspath** parameter:

Note: The startup script examples are shown with line breaks. The actual scripts do not have line breaks and the text of the commands will wrap on your screen as necessary.

"%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m -classpath "%CLASSPATH%" -Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer -Dbea.home="C:\\bea"

-Dweblogic.management.password=%WLS_PW%

-Dweblogic.ProductionModeEnabled=%STARTMODE%

-Dcloudscape.system.home=./samples/eval/cloudscape/data

-Djava.security.policy=="C:\bea\weblogic81/lib/weblogic.policy" weblogic.Server

Following is an example of a WebLogic startup script after adding the **Xbootclasspath** parameter:

"%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m -Xbootclasspath/p:"C:\Program Files\Mercury Interactive\common\JavaProbe\classes\boot" -classpath "%CLASS-PATH%" -Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer -Dbea.home="C:\\bea" -Dweblogic.management.password=%WLS_PW% -Dweblogic.ProductionModeEnabled=%STARTMODE%

-Dcloudscape.system.home=./samples/eval/cloudscape/data

-Djava.security.policy=="C:\bea\weblogic81/lib/weblogic.policy" weblogic.Server

- **6** Save the changes to the startup script.
- **7** Restart the WebLogic application server. You do not need to restart the application server host machine.
- 8 To verify that the Probe was configured correctly, check for entries in the <probe_install_dir>\log\<probe_id>.log file. If there are no entries in the file, this indicates that you did not run the JRE Instrumenter, or did not enter the Xbootclasspath correctly. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.

To configure a WebLogic 8.1 application server for the JRockit JVM:

1 Locate the command file that the user uses to invoke the WebLogic application server (for example, startWLS.cmd). This file is typically located in a path similar to the following example:

C:\bea\weblogic81\server\bin\ startWLS.cmd

- **2** Create a back-up copy of the command file prior to making any changes to the script. You may want to give the new copy a name such as startWLSWithJRockit.cmd and use this as the new version of the command file that will be manipulated in the following steps.
- **3** Use your editor to open the startup script.
- **4** Set the JAVA executable invoked by WebLogic to JRockit.
 - Locate the line in the command file where the value of the JAVA_VENDOR parameter is set.
 - Change the value of the JAVA_VENDOR variable to point to the JRockit folder as follows:

```
set JAVA_VENDOR=<BEA_HOME_DIR>\jrockit
```

For example:

```
set JAVA_VENDOR=BEA
```

- **5** Modify the Java command line that starts the application server.
 - ► Locate the line in the command file which begins as follows:

```
%JAVA_HOME%\bin\java %JAVA_VM% %JAVA_OPTIONS% .....
```

➤ Indicate the JRockit management URL by specifying the Xmanagement:class parameter immediately following the %JAVA_OPTIONS% variable.
The following is an example of the Xmanagement: class parameter:

-Xmanagement:class=com.mercury.opal.capture.proxy.JRockitManagement

 Allow the Probe to hook into the application server process by adding the Xbootclasspath parameter immediately following the %JAVA_OPTIONS% variable.

Following is an example of the **Xbootclasspath** parameter where <probe_install_dir> is to be replaced with the path to the directory where the probe was installed:

```
-Xbootclasspath/p:<probe_install_dir>\classes\boot
```

The following is an example of a WebLogic startup script before adding the **Xmanagement:class** and **Xbootclasspath** parameters:

Note: The startup script examples are shown with line breaks. The actual scripts do not have line breaks and the text of the commands will wrap on your screen as necessary.

"%JAVA_HOME%\bin\java" %JAVA_VM% %MEM_ARGS% %JAVA_OPTIONS% -Dweblogic.Name=%SERVER_NAME% -Dweblogic.management.username=%WLS_USER%

-Dweblogic.management.password=%WLS_PW% -Dweblogic.management.server=%ADMIN_URL%

-Dweblogic.ProductionModeEnabled=%PRODUCTION_MODE%

-Djava.security.policy="%WL_HOME%\server\lib\weblogic.policy" weblogic.Server

The following is an example of a WebLogic startup script after adding the **Xbootclasspath** parameter:

"%JAVA_HOME%\bin\java" %JAVA_VM% %MEM_ARGS% %JAVA_OPTIONS% -Xmanagement:class=com.mercury.opal.capture.proxy.JRockitManagement -Xbootclasspath/p:"C:\Program Files\Mercury Interactive\common\JavaProbe\classes\boot" -Dweblogic.Name=%SERVER_NAME% -Dweblogic.management.username=%WLS_USER% -Dweblogic.management.password=%WLS_PW% -Dweblogic.management.server=%ADMIN_URL% -Dweblogic.ProductionModeEnabled=%PRODUCTION_MODE% -Djava.security.policy="%WL_HOME%\server\lib\weblogic.policy" weblogic.Server

- **6** Save the changes to the command file.
- **7** Restart the WebLogic application server (not the computer; just the application server).
- 8 To verify that the Probe was configured correctly, check for entries in the <probe_install_dir>\log\<probe_id>.log file. If there are no entries in the file, this indicates that you did not run the JRE Instrumenter or did not enter the Xbootclasspath correctly. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.

Configuring the Oracle9i Application Server

| Supported version | Operating systems | | | | |
|-------------------|-------------------|--|--|--|--|
| 9.0.3 | Solaris 8 | | | | |

Oracle9i application servers are configured by adding the Xbootclasspath property to the xml file used to start the application server. Because the files that Oracle9i provides are frequently customized by the site administrator, it is not possible to provide detailed configuration instructions that will apply exactly for each situation. Instead, the following sections provide instructions configuring an Oracle9i application server for a generic implementation. Your site administrator should be able to use these instructions to guide you through making these changes in your customized environment.

Note: Make sure that you understand the structure of the startup scripts, how the property values are set, and the use of environment variables before you make any configuration changes for the Probe. Always create a backup copy of any file that you are going to update, prior to making the changes.

To configure an Oracle9i application server:

- Locate the XML file that is used to control the configuration of the application server when the server is started. This file is typically located at <Oracle 9iAS_Install_Dir>/opmn/conf/opmn.xml.
- **2** Create a back-up copy of the opmn.xml file prior to making any changes.
- **3** Open the **opmn.xml** file to be edited using your editor.
- **4** Add the **Xbootclasspath** property. The property must added to the "java-option value".

The following is an example of the **Xbootclasspath** parameter where <**probe_install_dir**> is to be replaced with the path to the directory where the probe was installed:

-Xbootclasspath/p:<probe_install_dir>\classes\boot

Following is an example of an Oracle 9iAS startup script before adding the Xbootclasspath parameter:



Following is an example of an Oracle 9iAS startup script after adding the Xbootclasspath parameter:



- **5** Save the changes to the XML file.
- **6** Restart the Oracle application server. You do not need to restart the host machine for the application server.
- 7 To verify that the Probe was configured correctly, check for entries in the <probe_install_dir>\log\<probe_id>.log file. If there are no entries in the file, this indicates that you did not run the JRE Instrumenter or did not enter the Xbootclasspath correctly. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.

Configuring the JBoss Application Server

| Supported versions | Operating systems | | | | |
|--------------------|---------------------|--|--|--|--|
| 3.0.4 | Windows 2000 Server | | | | |
| 3.2.1 | Linux Debian | | | | |

This section explains how to configure the JBoss 3.2.1 application server.

You configure JBoss application servers by adding the Xbootclasspath property to the script that is used to start the application server. JBoss is started by running shell scripts in a UNIX environment, or command scripts in a Windows environment. Because the startup scripts that JBoss provides are frequently customized by the site administrator, it is not possible to provide detailed configuration instructions that will apply exactly for each situation. Instead, the following sections provide instructions for each of the certified versions of the JBoss application server for a generic implementation. Your site administrator should be able to use these instructions to guide you to make these changes in your customized environment.

Note: Make sure that you understand the structure of the startup scripts, how the property values are set, and the use of environment variables before you make any configuration changes for the Probe. Always create a backup copy of any file that you are going to update prior to making the changes.

To configure a JBoss application server:

1 Locate the startup script that is used to start JBoss for your application. This file is typically located in path similar to the following example:

D:\JBoss\bin\run.bat

Note: For UNIX the file extension is ".sh".

- **2** Create a back-up copy of the startup script prior to making any changes to the script.
- **3** Open the startup script to be edited using your editor.
- **4** Add the **Xbootclasspath** parameter to the Java command line that starts the application server. The parameter must be placed at the beginning of the Java parameters following any JIT options such as **-hotspot** or **-classic**.

The following is an example of the **Xbootclasspath** parameter where <**probe_install_dir**> is to be replaced with the path to the directory where the probe was installed:

-Xbootclasspath/p:<probe_install_dir>\classes\boot

The following is an example of a JBoss startup script before adding the **Xbootclasspath** parameter:

"%JAVA%" %JAVA_OPTS% -classpath "%CLASSPATH%" org.jboss.Main %ARGS%

The following is an example of a JBoss startup script after adding the Xbootclasspath parameter:

Note: The startup script examples are shown with line breaks. The actual scripts do not have line breaks and the text of the commands will wrap on your screen as necessary.

"%JAVA%" -Xbootclasspath/p:"C:\Program Files\Mercury Interactive\common\ JavaProbe\classes\boot"" %JAVA_OPTS% -classpath "%CLASSPATH%" org.jboss.Main %ARGS

- **5** Save the changes to the startup script.
- **6** Restart the JBoss application server with the Probe by running the modified script. You do not need to restart the application server host machine.
- 7 To verify that the Probe was configured correctly, check for entries in the <probe_install_dir>/log/<probe_id>.log file. If there are no entries in the file, this indicates that you did not run the JRE Instrumenter or did not enter the Xbootclasspath correctly. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.

Configuring the SAP NetWeaver Application Server

| Supported versions | Operating systems | | | | |
|--------------------|---------------------|--|--|--|--|
| 3.0.4 | Windows 2000 Server | | | | |
| 3.2.1 | Linux Debian | | | | |

The following instructions describe how to configure the SAP NetWeaver application server so that your applications can be monitored by the J2EE Probe.

Configuring the NetWeaver application server means instrumenting the JVM and adding the Xbootclasspath property to the script that is used to start the application server. The following sections provide instructions for a generic NetWeaver implementation. Your site administrator should be able to use these instructions to guide you in making the changes that are appropriate to your specific environment.

Note: Make sure that you understand the structure of the startup scripts, how the property values are set, and the use of environment variables before you make any changes to the configuration of your application server for the J2EE Probe. You should always create a backup of files before making any changes.

To configure a SAP NetWeaver application server:

- **1** Run JRE Instrumenter as described in "Running the JRE Instrumenter" on page 135.
- **2** Add the JVM that runs the NetWeaver application server as described on page 136.
- **3** Instrument the JVM as described on page 138. The JRE Instrumenter provides the Xbootclass parameter. This parameter must be added to the NetWeaver Configtool's JMV parameters window as described in the next step.

- **4** Run the NetWeaver application server configuration tool. The configuration tool is called configtool.bat and it is located in the usr\sap\j2e\jc00\j2ee\configtool directory.
- **5** Add the **-Xbootclass** parameter into the Java parameters text window. This window is in the General tab when you select your server instance. For example, cluster-data | instance_ID70323 | server_ID7032350.
- **6** Save your changes and exit the configuration tool.
- 7 Restart the NetWeaver application server.
- 8 To verify that the Probe was configured correctly, check for entries in the <probe_install_dir>/log/<probe_id>.log file. If there are no entries in the file, this indicates that you did not run the JRE Instrumenter or did not enter the Xbootclasspath correctly. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.

Note: If you detect capturing problems, assign the following values to these properties in the etc/capture.properties file:

minimum.buffer.size = 250000 initial.private.buffer.count = 50 maximum.private.buffer.count = 200 gentle.reserve.buffer.count = 50 hard.reserve.buffer.count = 50

Configuring a Generic Application Server

Note: You should only use the instructions for the generic application server when you do not find configuration instructions for your specific application server in this document.

Note: Note that your site administrator may configure the application server using an alternative, site-specific method. If this is the case, the generic procedure may be sufficient for the administrator to understand what changes must be made.

Important: Before making any changes, back up all startup scripts.

To update the application server configuration:

- **1** Locate the application server startup script or the file where the JVM parameters are set.
- **2** Create a back-up copy of the application server startup script before you make any changes to the script.
- **3** Use an editor or the application server console to open the startup script.
- **4** Add the **Xbootclasspath** parameter to the Java command line that starts the application server, using the following syntax, where **<probe_install_dir>** is the path to the directory where the Probe was installed:

-Xbootclasspath/p:<probe_install_dir>\classes/boot

This connects the Probe to the application. The parameter must be placed at the beginning of the Java parameters, following any JIT options such as **-hotspot** or **-classic**.

Following is an example of a WebLogic Java command line in a startup script before adding the **Xbootclasspath** parameter:

Note: The startup script examples are shown with line breaks. The actual scripts do not have line breaks and the text of the commands will wrap on your screen as necessary.

- "%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m -classpath "%CLASSPATH%" -Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer -Dbea.home="C:\\bea"
- -Dweblogic.management.password=%WLS PW%
- -Dweblogic.ProductionModeEnabled=%STARTMODE%
- -Dcloudscape.system.home=./samples/eval/cloudscape/data
- -Djava.security.policy=="C:\bea\wlserver6.1/lib/weblogic.policy" weblogic.Server

The following is an example of a WebLogic Java command line in a startup script after adding the **Xbootclasspath** parameter:

"%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m -Xbootclasspath/p:"C:\Program Files\Mercury Interactive\common\JavaProbe\classes\boot" -classpath "%CLASSPATH%"

-Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer

- -Dbea.home="C:\\bea" -Dweblogic.management.password=%WLS_PW%
- -Dweblogic.ProductionModeEnabled=%STARTMODE%
- -Dcloudscape.system.home=./samples/eval/cloudscape/data
- -Djava.security.policy=="C:\bea\wlserver6.1/lib/weblogic.policy" weblogic.Server
- **5** Save the changes to the startup script.
- **6** Restart the application server under test. You do not need to restart the application server host machine.
- 7 To verify that the Probe was configured correctly, check for entries in the <probe_install_dir>/log/<probe_id>.log file. If there are no entries in the file, this indicates that you did not run the JRE Instrumenter or did not enter the Xbootclasspath correctly. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.

Note: Alternatively, you can configure the JVM process definitions of the application server by going into the Administrative Console. However, this does not apply to WebLogic servers.

Configuring the Probes for Multiple Application Server Instances

When your application server is using multiple JVMs or when you want to capture data for multiple JVMs, you must perform additional Probe configuration steps. There are a couple of options; you may install one Probe for each JVM on a host machine or you may install one Probe that will be shared by all of the JVMs.

Configuring Multiple JVMs to Use a Single Probe Installation

To allow multiple JVMs to share a single Probe installation, you must configure a separate instance of the Probe for each JVM. This configuration enables the following:

- > Establishing communication between the JVM and the Probe
- ► Identification of the Probe by the JVM
- Instrumenting the JVM to instruct the Probe about the performance metrics it is to monitor

To configure a J2EE Probe to work with multiple JVMs:

1 When a Probe is being used to monitor multiple JVMs, the JRE Instrumenter must be run once for each JVM to enable the Probe to monitor the events of the applications that are running on the JVM.

If you have not already run the JRE Instrumenter for each of the JVMs that the Probe will be working with, do so now. See "Running the JRE Instrumenter" on page 135 for the instructions.

Note: You must run the JRE Instrumenter manually even if you let the installer instrument the JRE when the Probe was installed. The JRE Instrumenter prepares the applications for the multi-JVM support.

2 Specify the range of ports from which the Probe can automatically select. The J2EE Probe communicates using the mini web server. A separate port is assigned for Probe communications for each JVM that a Probe is monitoring. By default, the port number range is set to 35000 - 35100. You must increase the port number range when the Probe is working with more than 50 JVMs. The range must be large enough so that there is are two available ports for each of the Probes.

Note: If a firewall separates your Probe and Mediator from the other Diagnostics components, you must configure the firewall to allow communications using the ports in the range that you specify. See "Configuring Diagnostics Components to Work with a Firewall" on page 369 for more information.

If you have configured the firewall to allow Probe communications on a range of ports that is different than the default, make sure to update the port range values discussed in the following bullets accordingly.

- Locate the dispatcher.properties file in the folder
 <probe_install_dir>/javaprobe/etc.
- Set the following properties to adjust the range of ports that are available for Probe communications.

The minimum port in the port number range is set using the following property:

webserver.port=35000

The maximum port in the port number range is set using the following property:

webserver.maxPort=35100

3 Assign a custom Probe Identifier to the Probe for each JVM, using the Java command line.

-Dprobe.id=<Unique_Probe_Name>

The Probe names defined on the Java command line override the probe names that are defined in the probe.properties file using the Probe's "id" property.

The following is an example of a WebLogic startup script before adding the probe.id parameter:

- "%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m -classpath "%CLASSPATH%" -Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer -Dbea.home="C:\\bea"
- -Dweblogic.management.password=%WLS_PW%
- -Dweblogic.ProductionModeEnabled=%STARTMODE%
- -Dcloudscape.system.home=./samples/eval/cloudscape/data
- -Djava.security.policy=="C:\bea\wlserver6.1/lib/weblogic.policy" weblogic.Server

The following is an example of a WebLogic startup script after adding the **probe.id** parameter (note that the startup script must be entered on one line, without any breaks):

"%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m"-Xbootclasspath/p:C:\Program Files\Mercury Interactive\Diagnostics for J2EE\Probe\classes\Sun\1.4.1_03;C:\Program Files\

 $\label{eq:lasses} Mercury\ Interactive\Diagnostics\ for\ J2EE\Probe\classes\boot"\ -classpath\ "%CLASS-PATH%"$

-Dprobe.id=<Unique_Probe_Name> -Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer

- -Dbea.home="C:\\bea" -Dweblogic.management.password=%WLS_PW%
- -Dweblogic.ProductionModeEnabled=%STARTMODE%
- -Dcloudscape.system.home=./samples/eval/cloudscape/data

-Djava.security.policy=="C:\bea\wlserver6.1/lib/weblogic.policy" weblogic.Server

4 Specify the points file that LoadRunner will use where you have several JVMs on the same machine using a single probe instance, and one or more of the JVMs needs some custom hooks to support custom instrumentation.

-Dprobe.points.file.name="<Custom_AutoDetect_Points_File>"

Configuring Separate Probe Installations For Each JVM

When there are multiple JVMs on a single host, you may install a separate Probe for each JVM instance. To use a separate Probe for each JVM, you must install the Probe multiple times, and define an instance of each Probe by setting the Probe's "id" property in the probe.properties file in each Probe installation directory.

To define an instance of each installed Probe:

- **1** If you have not already manually run the JRE Instrumenter for the JVMs that the Probe will be working with do so now. To run the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.
- 2 Locate the probe.properties file in the <probe_install_dir>/javaprobe/etc directory.

For example:

C:\Program Files\Mercury Interactive\common\JavaProbe\etc\probe.properties

3 Set the "id" property to a name that will be unique on the server and on the Diagnostics Server as follows:

id=<uniqueProbeName>

When the Probe instance is started, a log file will be created in the <probe_install_dir>/javaprobe/log directory where the log messages for the Probe will be stored.

Note: This configuration enables you to perform the diagnostics; but you will have to spend some time configuring each Probe installation. Using a single Probe for multiple JVMs can provide you with the same diagnostics detail, while allowing you to spend less time configuring the components.

Configuring Multiple JVMs to Use a Single Probe for Deep Diagnostics

When a Probe is being used by multiple JVMs, each instance of the application server must identify with an application definition in Deep Diagnostics. This is accomplished by defining the application definition using the Deep Diagnostics Console. The application definition associates the port number that the Probe will use to communicate with Deep Diagnostics and the host name of the computer on which the Probe is installed.

Note: This setup is the same if the application server instances are sharing a common JRE (for example, when multiple WebLogic JVM instances are using a shared file system).

To configure Deep Diagnostics and the JVM:

- 1 Create a new application definition, or access an existing application definition from the Deep Diagnostics console.
 - Access the Application Definition window by selecting an application definition from the tree view on the Globals tab.
 - > Enter the name for the Application Definition in the Name field.

2 Explicitly specify the port that the Probe is to use for communicating with the Deep Diagnostics server.

To specify the port, enter the number of the port that the Probe will use to communicate with Deep Diagnostics in the Port field of the Configuration section of the Application Definition window as shown below. Deep Diagnostics updates the port property in the points file.



- **3** Instrument each JVM that is being monitored by the Probe.
 - ► For each JVM version that is being monitored by the Probe:
 - Run the JRE Instrumenter. For details on running the JRE Instrumenter, see "Running the JRE Instrumenter" on page 135.
 - Copy the <probe_install_dir> classes/boot directory and rename the directory to a name that indicates the JVM version that you ran the JRE Instrumenter for.
 - For example, if you just ran the JRE Instrumenter for the WebLogic JVM you may want to rename the boot directory to:

<probe_install_dir>\classes\bootwls

Add the Xbootclasspath parameter to the Java command line that starts the application server. Make sure that the Xbootclasspath parameter points to the <probe_install_dir> classes/boot version that you created for the application server type that is appropriate for the startup script that you are modifying.

The parameter must be placed at the beginning of the Java parameters following any JIT options such as **-hotspot** or **-classic**.

The following is an example of the **Xbootclasspath** parameter where <**probe_install_dir**> is to be replaced with the path to the directory where the Probe was installed. Note that the boot directory is the copy of the directory that was created for the JVM.

Note: The startup script examples are shown with line breaks. The actual scripts do not have line breaks and the text of the commands will wrap on your screen as necessary.

-Xbootclasspath/p:"C:\Program Files\Mercury Interactive\Diagnostics for J2EE\Probe\classes\Sun\1.4.1_03;C:\Program Files\Mercury Interactive\Diagnostics for J2EE\Probe\classes\boot"

The following is an example of a WebLogic startup script before adding the Xbootclasspath parameter:

"%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m -classpath "%CLASSPATH%" -Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer -Dbea.home="C:\\bea"

-Dweblogic.management.password=%WLS PW%

-Dweblogic.ProductionModeEnabled=%STARTMODE%

-Dcloudscape.system.home=./samples/eval/cloudscape/data

-Djava.security.policy=="C:\bea\wlserver6.1/lib/weblogic.policy" weblogic.Server

The following is an example of a WebLogic startup script after adding the Xbootclasspath parameter (note that the startup script must be entered on one line, without any breaks):

"%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m -Xbootclasspath/p:"C:\Program Files\Mercury Interactive\Diagnostics for J2EE\Probe\classes\Sun\1.4.1_03;C:\Program Files\

Mercury Interactive\Diagnostics for J2EE\Probe\classes\boot" -classpath "%CLASS-PATH%"

-Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer -

Dbea.home="C:\\bea"

-Dweblogic.management.password=%WLS_PW%

-Dweblogic.ProductionModeEnabled=%STARTMODE%

-Dcloudscape.system.home=./samples/eval/cloudscape/data

- -Djava.security.policy=="C:\bea\wlserver6.1/lib/weblogic.policy" weblogic.Server"
- **4** Point each of the application server instances to the Probe directory, and assign a unique Probe Identifier that will be used by the application server to reference the Probe. To define the unique Probe Identifier for each application server, add the following system property to the startup script for each instance, and to the JavaProbe/etc/probe.properties file:

-Dprobe.id="<Unique_DD_Probe_Name>"

Following is an example of a WebLogic startup script before adding the probe.id parameter:

Note: The startup script examples are shown with line breaks. The actual scripts do not have line breaks and the text of the commands will wrap on your screen as necessary.

"%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m -Xbootclasspath/p:"C:\Program Files\

Mercury Interactive\Diagnostics for J2EE\Probe\classes\Sun\1.4.1_03;C:\Program Files\Mercury Interactive\Diagnostics for J2EE\Probe\classes\boot"

-classpath "%CLASSPATH%" -Dweblogic.Domain=petstore -Dweblogic.Name=petstoreServer

-Dbea.home="C:\\bea" -Dweblogic.management.password=%WLS_PW%

-Dweblogic.ProductionModeEnabled=%STARTMODE%

-Dcloudscape.system.home=./samples/eval/cloudscape/data

-Djava.security.policy=="C:\bea\wlserver6.1/lib/weblogic.policy" weblogic.Server

Following is an example of a WebLogic startup script after adding the probe.id parameter:

```
"%JAVA_HOME%\bin\java" -hotspot -ms64m -mx64m "-Xbootclasspath/p:C:\Program
Files\Mercury Interactive\Diagnostics for J2EE\Probe\classes\Sun\1.4.1_03;C:\Pro-
gram Files\
Mercury Interactive\Diagnostics for J2EE\Probe\classes\boot"-classpath "%CLASS-
PATH%"
-Dprobe.id=<Unique_DD_Probe_Name> -Dweblogic.Domain=petstore
-Dweblogic.Name=petstoreServer -Dbea.home="C:\\bea"
-Dweblogic.management.password=%WLS_PW%
-Dweblogic.ProductionModeEnabled=%STARTMODE%
-Dcloudscape.system.home=./samples/eval/cloudscape/data
-Djava.security.policy=="C:\bea\wlserver6.1/lib/weblogic.policy" weblogic.Server
```

The system creates a separate log file for each probe name, so the log messages generated by the Probe for a particular application server appear in its own log file.

Part II • Installation and Configuration of Diagnostics for J2EE & .NET Components

9

Setting Up Diagnostics for J2EE & .NET on LoadRunner 8.0

This chapter describes how to configure LoadRunner 8.0 so that Mercury Diagnostics for J2EE & .NET can be enabled for use in a load test.

This chapter includes the following sections:

- ► About Setting Up Diagnostics for J2EE & .NET
- ➤ Setting Up Diagnostics for J2EE & .NET on LoadRunner 8.0
- ➤ Configuring LoadRunner Scenarios to use Diagnostics for J2EE & .NET

About Setting Up Diagnostics for J2EE & .NET

LoadRunner and Diagnostics for J2EE & .NET are integrated products that have been designed to work together to provide you with the information that helps you to understand and improve the performance characteristics of your applications. However, you must provide LoadRunner with some information about your Diagnostics configuration to enable the product integration.

Before you can use Diagnostics for J2EE & .NET with LoadRunner 8.0, you must provide LoadRunner with the information that it needs so that it can communicate with the Diagnostics components.

Before you can gather Diagnostics metrics in a particular load test, you must select the LAN and probes that will be involved in the test and provide instructions for the scope and breadth of the monitoring that you would like Diagnostics to perform.

Setting Up Diagnostics for J2EE & .NET on LoadRunner 8.0

The first time you use LoadRunner 8.0 to capture J2EE or .NET diagnostics data, you must tell LoadRunner the machine on which the Diagnostics Commander is running, and the port the Commander is using for communication with LoadRunner.

You must update this information if you want to integrate with a different Diagnostics Commander, or if you change the port the Commander is using.

To update the LoadRunner configuration settings for Diagnostics for J2EE & .NET

1 Select **Configuration** > Diagnostics for J2EE & .NET **Setup** from the menu at the top of Mercury LoadRunner main screen as shown in the following screen image.



The Diagnostics for J2EE & . NET Setup screen is displayed as shown in the following screen image. **2** Enter the **Server Name** and **Port** for the Diagnostics Commander in the text boxes provided.

You may click **Test** to make sure that you entered the correct information for the Diagnostics Commander and that there is connectivity between the Diagnostics Commander and LoadRunner.

| Mercury Diagnostics for J2EE7.NET Setup | × |
|---|------------------|
| Mercury Diagnostics Commander: | |
| Server Name: issaquah | Test |
| Port: 2006 | |
| <u>O</u> K <u>C</u> an | cel <u>H</u> elp |

3 When you are satisfied with the information that you provided, click **OK** to finish the configuration process.

Configuring LoadRunner Scenarios to use Diagnostics for J2EE & .NET

When you want to capture Diagnostics metrics in a load test, you need to configure the Diagnostics parameters for the scenario to enable Diagnostics and to let LoadRunner know which LAN and which Probes will be included in the load test scenario.

Note: You must configure the Diagnostics settings each time you run a load test unless you have saved a scenario with the Diagnostics settings already configured.

To configure the Diagnostic parameters for a load test scenario:

1 Make sure that the application server has been started before configuring your scenario for Diagnostics from the LoadRunner Controller.

2 Select **Diagnostics** > **Configuration**... from the menu in the LoadRunner Controller menu bar as shown in the following screen image.

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| Re | tries per 9 | econd | | | | | | | | | | | | | | | | | |
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| | D | esign | | | | | R | un | | Dia | ignos | stics for J | 2EE/. | NE | | | | | |
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The Diagnostics Distribution dialog box opens as shown below.

| Diagnostics Distribution | × | | | | | |
|--|-----------|--|--|--|--|--|
| ✓ Enable the following diagnostics For 100 ✓ % of all the relevant Vusers in the current s | scenario | | | | | |
| Offline Diagnostics | | | | | | |
| Web Page Diagnostics (Max Allowed Distribution 10%) | Enable | | | | | |
| - Siebel Diagnostics (Max Allowed Distribution 10%) Configure | | | | | | |
| - Siebel DB Diagnostics (Max Allowed Distribution 10%) | Configure | | | | | |
| Oracle DB Diagnostics (Max Allowed Distribution 5%) Configure | | | | | | |
| Online & Offline Diagnostics | | | | | | |
| J2EE/.NET Diagnostics (Max Allowed Distribution 100%) | Configure | | | | | |
| <u> </u> | Help | | | | | |

- **3** Enable Diagnostics by selecting the **Enable the following diagnostics** check box.
- **4** Set the percentage of Vusers to participate in the monitoring. The maximum percentage of J2EE Vusers on which breakdown can be performed is 100%.

Note: If you have enabled other types of diagnostics, the percentage of Vuser participation cannot exceed the maximum of any of the selected diagnostics types.

5 In the Online and Offline Diagnostics box, click **Configure**. The J2EE/.NET Diagnostics Configuration dialog box opens as shown below.

| J2EE7.NET Diag | nostics Configu | ration | × |
|--|---|---|----------------|
| Enable J2EE/. Select LAN: Select probes Ma | NET Diagnostics DefaultLAN from the LAN: achine Name | Probe Name CLR_J2EE_One | Cancel Help |
| ☐ There is a Use the M MI listener ☑ Monitor ser <u>Troubleshoot D</u> | firewall between th I Listener for collati server: rver requests Piagnostics for J2EF | e mediator and the Controller. ing results. E <u>7.NET connectivity</u> | |

Note: This dialog box is read-only while a scenario or session step is running.

- **6** Enable J2EE/.NET Diagnostics by checking the **Enable J2EE Diagnostics** box.
- 7 Choose the LAN that will be involved in the load test scenario from the Select LAN drop-down list. The selected LAN must contain the probes which were installed on the application servers you want to monitor

Warning: The next time you open the J2EE/.NET Diagnostics Configuration dialog box, the LAN that you see may be a different one. This is because the dialog box usually shows the default LAN. Make sure you choose the LAN you chose before. Otherwise, clicking **OK** will disable the Probes that you selected.

When you choose a LAN, the list of Probes in the **Select Probes from the LAN** list box is updated with the Probes that are in the selected LAN.

Note: All of the Probes in a load test must be from the same LAN.

8 Choose the Probes that are to be monitored during the load test from **Select probes from the LAN** list box. Select the check the box adjacent to each probe that you want to monitor. A check mark appears, indicating that the probe is enabled.

To disable a probe for the duration of a scenario or session, toggle the check box by selecting it again.

Note: You must enable at least one probe.

- **9** If the mediators are located behind a firewall, check **There is a firewall between the mediator and the Controller**, and enter the name of the MI listener server in the **MI listener server** field. For more information see Appendix F, "Configuring Diagnostics Components to Work with a Firewall."
- **10** To capture a percentage of server requests which occur outside the context of any Virtual User transaction select the **Monitor server requests** check box.

The server requests will be captured at the same percentage as was selected for the percentage of Vusers on Diagnostics Configuration dialog.

Note: Enabling this functionality imposes an additional overhead on the Probe.

The benefit of enabling this functionality is that calls into a "back-end" VM can be captured even in the case where:

- ► The Probe is not capturing RMI calls
- RMI calls cannot be captured (perhaps because an unsupported application container is being used)
- The application uses some other mechanism for communications between multiple VMs.
- Investigate any issues that you have with the connections between the Diagnostics components by clicking the Troubleshoot Diagnostics for J2EE & .NET connectivity hyper link. This will open the System Health Monitor in a new browser window as shown below.

For details of how to use the System Health Monitor, see Appendix A, "Using the System Health Monitor."

12 When you have finished making your selections, click **OK** to accept your changes and close the J2EE/.NET Diagnostics Configuration dialog. Click **OK** on the Diagnostics Distribution dialog to complete the configuration.

Part II • Installation and Configuration of Diagnostics for J2EE & .NET Components

Part III

Using Mercury Diagnostics for J2EE & .NET

10

Introducing Diagnostics for J2EE & .NET Screens

This chapter introduces the screens, graphs, tables and charts that are used to present the Diagnostics for J2EE & .NET performance metrics. This chapter provides a high level overview of the screens and instructions for using the screens. The next chapter provides a detailed description of each screen as well as the graphs and tables that appear on the screens. See "Using the Diagnostics for J2EE & .NET Screens" on page 219 for more information.

The following topics are included in this chapter:

- > Viewing Diagnostics Data from the LoadRunner Controller
- ► Introducing the Diagnostics Screens
- > Drilling Down Into the Diagnostics Metrics
- ► Using the Diagnostics Navigation and Display Controls

Viewing Diagnostics Data from the LoadRunner Controller

Once you have configured LoadRunner and Diagnostics for J2EE & .NET as described in "Setting Up Diagnostics for J2EE & .NET on LoadRunner 8.0" on page 193 and you have initiated a load test from the LoadRunner Controller, you may view the Diagnostics metrics as the load test executes.

To view the Diagnostics metrics, click the Diagnostics for J2EE & .NET tab. The Diagnostics Overview screen is displayed as shown below. From this screen, you can navigate and drill down into all of the performance metrics provided by Diagnostics. A high level description of this screen and the other Diagnostics screens are provided in the remainder of this chapter. For a more detailed description of the screens see "Using the Diagnostics for J2EE & .NET Screens" on page 219.


Introducing the Diagnostics Screens

You can access the performance metrics for a load test that you are executing using the **Mercury LoadRunner Controller** from the **Diagnostics for J2EE/.NET** tab.

The Diagnostics performance metrics are presented on a series of screens in both graphical and tabular formats so that you can analyze a particular aspect of your application's performance and drill down into the details of the system behavior that is contributing to the observed performance.

Note: Response time on the Diagnostics screens refers to the server response time as measured on the server side. Response time on the LoadRunner screens refers to the server response time as measured on the client side. For this reason, comparison of response times between a Diagnostics screen and a LoadRunner screen may not match.

Note: The transaction time that is displayed on the Diagnostics screens includes only the time that the transaction spends in the J2EE/.NET server. This means that it does not include the user's think time in the midst of the transaction.

The Diagnostics screens are:

► Diagnostics Overview

The top five most notable instances for Transactions, Server Requests, Layers, and Virtual Machines data are displayed on a single screen to provide a broad overview of the performance characteristics of your application. The most notable instance would be the 5 slowest response times when you are viewing the response times graphs. The 5 highest counts would be the most notable when viewing the count graphs.

For more information on this screen see "Analyzing Performance Using the Diagnostics Overview Screen" on page 220.

► Transactions

The response times or the requests per second for the captured transactions across all Virtual Machines are displayed in graphical and tabular formats. For more information on this screen see "Analyzing Performance with the Transactions Screen" on page 224.

► Server Requests

The response times or the requests per second for the captured server request calls are displayed in graphical and tabular formats. For more information on this screen see "Analyzing Performance with the Server Request Screens" on page 229.

► Layers

The average response time for the captured layers are displayed in graphical and tabular formats. For more information on this screen see "Analyzing Performance with the Layer Screens" on page 236.

► Virtual Machines

The average response time or the requests per second for all server requests on the selected virtual machines are displayed in graphical and tabular formats. For more information on this screen see "Analyzing Performance with the Virtual Machines Screen" on page 241.

► Aggregate Profile

The method call profile behind the processing metric that you are viewing on one of the other screens is presented in a graphical and in a call tree format. For more information on this screen see "Analyzing Performance with the Aggregate Profile Screen" on page 247.

Drilling Down Into the Diagnostics Metrics

When you analyze the performance of your application, you begin by using the Diagnostics graphs found on the Diagnostics Overview screen displayed on the **Diagnostics for J2EE/.NET** tab in the LoadRunner Controller. Mercury Diagnostics allows you to drill down into the information presented on the screens to uncover the root cause of the application performance that is being portrayed in the higher level graphs.

The following diagram illustrates the paths that you can use as you drill down into the metrics. As you drill down, the data displayed on the lower level screens is filtered based upon each of the proceeding drill down levels.

The default path that will be taken when you double click on an item in the table is shown with a bold line.



Using the Diagnostics Navigation and Display Controls

This section provides an overview of the common navigation and display controls that appear on the Diagnostics screens. More details about these controls have been provided in the description of each screen when the functionality varies significantly from what is described in this section.



Dashed Lines Verses Solid Lines In Graph

When there is a solid line between two data point on the graph, the two data points were consecutive queries. This means that that line illustrates the actual trend of the data between those two points.

When there is a dashed line between two data points on the graph, the two data points were not consecutive queries. This means that there was a query in between the two data points that returned no measurable data and therefore the actual line between the two graphed points illustrates an approximation of the actual trend.

Adjusting the Reported Time Range

You may control the breadth of time for which performance data is displayed in many of the graphs, tables and charts by selecting the desired length of time from the **Time Range** drop down list. The choices in the drop down list are:

- ► Previous 5 Minutes
- ► Previous 30 Minutes
- ► Previous 4 Hours
- ► Whole Scenario. (This is the default selection.)

Adjusting the Graphed Metric

You may control which performance metrics will be graphed on many of the Diagnostics screens by using the **Graph** drop down list. Once you make a selection from this drop down list, the selection will be applied to all subsequent screens until another selection is made. The choices that are available in the drop down list are:

- Response Time the graphed metrics will depict the response time between the time when a call was made and when the processing for the call was ended.
- Count the graphed metrics will depict the average number of calls per second.

Screen Context - Bread Crumb Trail

The "bread crumb" trail at the top of many of the diagnostics screens provides a convenient reminder of the context for the information that is presented on the screen. It also provides a handy method of navigation when you want to retrace your steps in your performance analysis. Clicking on a level in the bread crumb trail will take you back to the screen that displays the metrics for the selected higher level. The selections that you made from the drop-down lists in the lower level screens to change the time period or type of graph and changes that you make to the table including the sort order and the rows that are to appear in the graph will be will be retained.

Note: When you return to the Diagnostics Overview screen the drop-down list selections are retained but the changes that you made to the sort order for the table or the rows to display in the graph will be lost.

The last level displayed in the bread crumb is not a link because it represents the current diagnostics screen that has been displayed. The bread crumb has been highlighted with a callout in the previous screen image.

Exporting Metrics to HTML Report

You may capture the processing metrics displayed in the graph and table on a diagnostics screen by clicking the icon on the top right-hand side of the screen. The information displayed on the screen are exported to an HTML report file. The HTML reports can be viewed in your browser and can be used to share metrics for interesting or perplexing system performance with others.

Note: There is not HTML Report Export from the Diagnostics Overview Screen.

To Export to an HTML Report:

- 1 Click the export icon. The Save HTML screen is displayed
- **2** Enter the file name that you want the exported file to be saved as into the **File name** field.
- **3** Enter any comments that you would like to have appear on the report into the Comments text box.

4 If you would like to view the HTML file, select the **View HTML** check box. This will cause the HTML file that is being saved to be displayed in your browser after it has been saved.



Definitions for the Columns in the Diagnostics Table

The table at the bottom of the Diagnostics screens contains a list of the items for which processing metrics are being reported. On the Server Requests screen the table lists server requests and on the Transactions screen the table lists transactions.

The table lists the items that apply to the context displayed in the bread crumbs. The metrics reported in the table are filtered based upon the time period specified in the **Time Range** drop-down.

The table is made up of the following columns. Some of the screens do not display all of these columns.

Color - When the Chart check box for the item has been selected so that a trend line for the item will be included in the graph this column contains a colored block. The color of the block is the same color as the trend line for the item.

- Chart? A check box that you may toggle to indicate whether the item should be included in the graph. When the box is checked, a trend line for the item will appear in the graph.
- ➤ Item The name of the item that is being reported in the table. On the Virtual Machines screen this column has a heading of "Virtual Machine" and contains the name of the virtual machines for which metrics are reported.
- Contribution The amount of time and percentage of the parent's total time that the selected row contributed to the item. The time is reported in milliseconds.
- ➤ Avg Time The average response time for the item across all instances. The time is reported in milliseconds.
- Req /Sec The number of server requests that occurred each second for the selected time period.
- Txn /Sec The number of transactions that occurred each second for the selected time period.

Sorting the Table

When viewing the Response Time graph, the table is sorted in descending order by the Contribution column. When viewing the Count graph, the table is sorted in descending order by the Txn/Sec or Req/Sec column.

You may change the order in which information is displayed in the tables on the Diagnostics screens by clicking the column headers in the table. Diagnostics will sort the rows in the table in ascending order according to the values in the table column that you selected. Clicking the same column header again will toggle the sort order to descending order.

Note: The table on the Aggregate Profile screen cannot be sorted.

Adding and Removing Items From the Graph

On many of the screens you may control which items from the table appear in the graph by toggling the selection in the Chart column of the table.

- To add an item to the graph select the check box in the Chart column for the row in the table. When you click anywhere on a row in the table that is not already included in the graph, it will be added to the graph as well.
- To remove an item from the graph deselect the check box in the Chart column for the row in the table.

Highlighting the Trend Line or Area For a Detail Line in the Table

You can cause the trend line or area for a detail line in the table to stand out in a bold font by selecting the row in the table. The graph line for the previously selected row will be changed to a normal font and the trend line for the row that you selected will stand out with a bolder font.

Selecting the Trend Line in the Table for a Graph Line

You can determine which detail line in the table is associated with a given graphed trend line by clicking on a data point on the trend line. When the data point is clicked, the focus in the table will be shifted to the row associated with the graphed line.

Viewing Additional Details in the Details Panel

You may view additional information for the items listed in the table by clicking on the item to select the row in the table. The details for the item in the selected row will be displayed in the Details Panel.

Note: The fields that are displayed in the Details Panel will vary depending on the metrics that are being displayed on the screen and time range that you selected in the **Time Range** drop down.

Note: The time measurements may not correspond to the actual time for an event when the beginning or end of an event has not been captured.

Definitions for the Rows in the Details Panel

The Details Panel lists the following information for the selected row of the Diagnostics Table.

- ➤ Name The name of the item that was selected from the Diagnostics table and whose information is displayed in the Details Panel.
- Min Time The elapsed time for the instance of the item selected from the diagnostics table that has the shortest duration of all of the aggregated instances. Time is measured from the start of the first captured point until the end of the last captured point.
- Average Time The average (mean) elapsed time taken by an item. Average time is calculated by dividing the item's total time by the item's count.
- Max Time The elapsed time for the instance of the item selected from the diagnostics table that has the longest duration of all of the aggregated instances. Time is measured from the start of the first captured point until the end of the last captured point.
- ➤ Standard Deviation A measure of the dispersion of the total time taken by all of the instances of the selected item.
- > Count The total number of times an item was invoked.
- ➤ Total Exceptions The number of exceptions that were captured for all of the aggregated instances of the selected item.
- ► **Total Timeouts** The number of times that an instance of the selected item failed in an unknown manner.
- ➤ Host Name The machine name that is the host for the virtual machine where the item is being executed.
- > **Platform** The platform where the application is running.

- Contribution to Parent (Time) The amount of time that this item contributed to the parents total time.
- Contribution to Parent (%) The percentage of the time that this item contributed to the parents total time.
- Contribution to Application The percentage of time that this item contributed to the applications total time.
- Server Requests per Sec The number of events per second for the selected time frame.
- Transactions per Sec The number of transactions per second for the selected time frame.

Drilling Down into Rows in the Table

Many of the Diagnostics screens allow you to drill down into the metrics presented in the tables to see the metrics for the underlying processing. There are two ways provided for you to drill down on the diagnostics screens.

Note: Not all screens have drill down navigation options.

- Right-click on a row in the table to display a pop-up menu with the available navigation options.
- Double click on a row in the table to drill down directly into the default lower level graph. This is a shortcut that allows you to drill down without stopping at the pop-up menu displayed when you right-click.

Zooming in On Sections of the Screen

Splitter controls have been provided on most of the screens to allow you to minimize and maximize areas of the screen. See the arrows that have been highlighted with the square in the above example for an example of splitter controls. This makes it possible for you to highlight areas of the screen that are of interest to you by maximizing that part of the screen and minimizing other parts of the screen that are of less interest.

11

Using the Diagnostics for J2EE & .NET Screens

This chapter provides a detailed description of the screens, graphs, tables and charts that are used to present the diagnostic performance metrics for the application that is being analyzed. The presentation of each monitored metric is described along with the ways that you can drill down from the higher level information to reveal the specific part of your application that is contributing to the observed application performance. For a high level introduction to the Diagnostic screens see "Introducing Diagnostics for J2EE & .NET Screens" on page 205.

This chapter contains the following topics:

- ► Analyzing Performance Using the Diagnostics Overview Screen
- > Analyzing Performance with the Transactions Screen
- > Analyzing Performance with the Server Request Screens
- > Analyzing Performance with the Layer Screens
- > Analyzing Performance with the Virtual Machines Screen
- > Analyzing Performance with the Aggregate Profile Screen

Analyzing Performance Using the Diagnostics Overview Screen

Purpose of Diagnostics Overview Screen

The top five most notable instances for Transactions, Server Requests, Layers, and Virtual Machines data are displayed on a single screen to provide a broad overview of the performance characteristics of your application. The most notable instance are the 5 slowest response times when you are viewing the response times graphs. The 5 highest counts would be the most notable when viewing the count graphs. From the Diagnostics Overview screen, you can drill down into the details of the performance portrayed in the graphs along with the other less noteworthy instances of the performance metrics.

Accessing the Diagnostics Overview Screen

To get to the Diagnostics Overview Screen from the LoadRunner Controller:

- **1** Click the **Diagnostics for J2EE/.NET** tab at the bottom of the LoadRunner Controller screen.
- **2** The Diagnostics for J2EE & .NET tab is displayed with the Diagnostics Overview screen.

To get to the Diagnostics Overview Screen from the any of the other Diagnostics screens:

- **1** Click the **Diagnostics Overview** bread crumb at the top of the screen.
- **2** The Diagnostics Overview screen is displayed with the four graphs containing the information for the worst performing transactions, server requests, layers, and virtual machines.

Description of Diagnostics Overview Screen

The Diagnostics Overview screen contains the Transactions graph, the Server Requests graph, the Layers graph and the Virtual Machines graph as shown in the following example.



Transactions graph

This graph shows the transaction metrics for the five transactions with the longest response times. This is the same graph that is presented on the Transactions screen when it is first displayed. See "Transactions: Response Time Graph" on page 226 for more information.

Drilling Down into the Transaction Metrics

You may drill down into the transaction information displayed on the Diagnostics Overview screen. To see more information on the transactions displayed in the Transactions graph, double click the graph. The Transactions screen is displayed where you can view detailed metrics for the transactions displayed on the Diagnostics Overview screen as well as the rest of the transactions that were not displayed on the Overview screen. See "Analyzing Performance with the Transactions Screen" on page 224 for more information.

Server Requests Graph

This graph shows the server request metrics for the five server requests with the longest response times. This is the same graph that is displayed on the Server Requests screen. See "Server Requests: Response Time Graph" on page 233 for more information.

Drilling Down into the Server Request Metrics

You may drill down into the server request information displayed on the Diagnostics Overview screen. To see more information on the server requests displayed in the Server Requests graph, double click the graph. The Server Requests screen will be displayed where you can view detailed metrics for the server requests displayed on the Diagnostics Overview screen as well as the rest of the Server Requests that were not displayed on the Overview screen. See "Analyzing Performance with the Server Request Screens" on page 229 for more information on these choices.

Layers Graph

This graph shows the performance metrics for the captured layers with the worst response times. This is the same graph that is displayed on the Layers screen. See "Layers Graph" on page 222 for more information.

Drilling Down into the Layer Response Time Metrics

You may drill down into the Layer performance metrics displayed on the Diagnostics Overview screen. To see more information on the performance metrics displayed in the Layers graph, double click the graph. The Layers screen is displayed where you can view detailed metrics for the Layer performance metrics displayed on the Diagnostics Overview screen as well as the rest of the VM that were not displayed on the Overview screen. See "Analyzing Performance with the Server Request Screens" on page 229 for more information on these choices.

Virtual Machines graph

This graph shows the processing metrics for the five virtual machines with the worst response times. This is the same graph that is displayed on the Virtual Machines screen. See "Virtual Machines graph" on page 223 for more information.

Drilling Down into the Virtual Machine Response Time Metrics

You may drill down into the VM information displayed on the Diagnostics Overview screen. To see more information on the performance metrics displayed in the Virtual Machines graph, double click the graph. The Virtual Machines screen will be displayed where you can view detailed metrics for the VM displayed on the Diagnostics Overview screen as well as the rest of the VM that were not displayed on the Overview screen. See "Analyzing Performance with the Virtual Machines Screen" on page 241 for more information on these choices.

Refining the View In the Diagnostics Overview Screen

Use the following controls to adjust the amount of data and the type of data that is displayed on the Diagnostics Overview screen.

Choose whether to graph the response times or the call counts for the transactions as described in "Adjusting the Graphed Metric" on page 211. This will impact the metrics that are displayed in the Transactions, Server Requests, and Virtual Machines graphs displayed on this screen as well as the graphs that are displayed on any screen that is displayed as a result of drilling down into these graphs.

The Layers graph will show the Relative Load no matter what is selected from the Graph drop-down list. There is no version of this graph that shows requests per second counts.

➤ Adjust the Time Range for which transaction metrics are displayed as described in "Viewing Additional Details in the Details Panel" on page 215. This will impact the metrics that are displayed in the graphs on this screen as well as any screens that are displayed as a result of drilling down into the content of the screen.

Analyzing Performance with the Transactions Screen

Purpose of the Transactions Screen

This screen displays performance metrics for the captured transactions across all Virtual Machines. The graph on the screen can display either transaction response times or the execution counts for each transaction. The tables on the screen display the metrics for each transaction that was captured for the context that is being displayed along with addition information that help you to understand and improve the performance of your applications.

Accessing the Transactions Screen

To get to the Transactions Screen from the Diagnostics Overview Screen:

- **1** Double click the Transactions graph.
- **2** The Transaction Trends screen is displayed. The graph should contain the same transactions that were displayed on the Diagnostics Overview screen, but may differ slightly if new data was received while drilling down."

To get to the Transaction screen from the other Diagnostics screens:

When you have navigated to another screen by drilling down from the Transaction screen, you can return to the Transaction screen by clicking on the Transaction bread crumb at the top of the screen.

Description of Transactions Screen

Reference the following screen image when reading the information in this section.



Screen Context - Bread Crumb Trail

You may return to the Diagnostics Overview screen by clicking on the **Diagnostics Overview** bread crumb.

Note: When you return to the Diagnostics Overview screen the drop-down list selections are retained but the changes that you made to the sort order for the table or the rows to display in the graph will be lost.

For more information on using the bread crumbs to navigate and to determine the context for the information displayed on the screen see "Screen Context - Bread Crumb Trail" on page 211.

Transactions: Response Time Graph

When **Response Time** has been selected from the **Graph** drop-down, the graph on the Transactions screen shows the transaction response times for the transactions with the highest overall response time for the run.

The x-axis of the graph shows the elapsed time for the run in hours, minutes, and seconds (hh:mm:ss).

The y-axis of the graph shows the total Response Time in milliseconds.

Transactions: Count Graph

When the **Count** selection is made from the **Graph** drop-down, the graph on the Transactions screen shows the number of transaction calls that are made to a transaction each second.

The x-axis of the graph shows the elapsed time for the run in hours, minutes, and seconds (hh:mm:ss).

The y-axis of the graph shows the count of the transactions per second.

Transactions Table

The Transactions table lists the transactions for the run. The metrics reported in the table are filtered based upon the time period specified in the **Time Range** drop-down. See "Definitions for the Columns in the Diagnostics Table" on page 213 for a description of the columns in this table.

Details Panel

The Details Panel lists more information for a selected row of the Transactions table. See "Definitions for the Rows in the Details Panel" on page 216 for a description of the metrics in this panel.

Refining the View In the Transactions Screen

You may use the standard Diagnostics screen controls to adjust the amount of data and the type of data that is displayed on the Transactions Screen. For more information about the ways that you can control the how information is presented on this screen see "Using the Diagnostics Navigation and Display Controls" on page 210.

Drilling Down Into the Transaction Performance Metrics

From the Transactions screen you may drill down into the Layers, and Service Requests that are behind the transactions.

You may drill down into the transactions using one of the following methods:

- ➤ Double click on a transaction listed in the Transaction Table at the bottom of the screen. The server requests metrics for the selected transaction are displayed on the Server Requests screen. See "Description of Server Request Breakdown Screen" on page 231 for more information on this screen.
- Right-click on a transaction listed in the Transaction Table at the bottom of the screen. A pop-up navigation menu for the selected transaction is displayed with the following options:

View Server Requests

To view a breakdown of a selected transaction based upon the processing time for each server request, select the **View Server Requests** menu item from the pop-up menu. The server requests metrics for the selected transaction are displayed in a stacked area chart on the Server Request screen. See "Description of Server Request Breakdown Screen" on page 231 for more information on this screen.

View Layer Breakdown

To view a breakdown of a selected transaction based upon the processing time for each layer where the processing is taking place, select the **View Layer Breakdown** menu item from the pop-up menu. The layer metrics for the selected transaction are displayed in a stacked area chart on the Layer Breakdown screen. See "Description of Layer Breakdown screen" on page 238 for more information on this screen.

Note: When you drill down into the performance metrics for a transaction that uses RMI, the breakdowns of the transaction processing that are displayed in the stacked area graphs will not sum to the total processing time for the transaction because the RMI server requests are double counted. They are counted in the "Remote to:" server requests and are also included in the callee server requests as well.

On the Server Request Breakdown screen for the transaction, if you deselect the Chart checkbox for the "Remote to" server requests, the stacked area chart of the server request processing will correctly sum up to equal the transaction processing time.

Analyzing Performance with the Server Request Screens

Purpose of Server Request Screens

The Server Request Screens display the server request performance metrics. The Server Requests Trends screen displays the metrics for Server Requests across all virtual machines and transactions. The Server Requests Breakdown screen displays the metrics for a selected transaction or virtual machine.

Accessing the Server Request Screens

To get to the Server Requests screen from the Diagnostics Overview screen:

- 1 Double click the Server Requests graph.
- **2** The Server Requests screen is displayed. The graph should contain the same Server Requests that were displayed on the **Diagnostics Overview** Screen but, may differ slightly if new data was received while drilling down.

To get to the Server Request Breakdown screen:

You can access the Server Requests screen by drilling down into the metrics reported on the Transactions screen and the Virtual Machines screen.

- Instructions for drilling down to the Server Requests screen for a particular transaction on the Transactions screen can be found at "Drilling Down Into the Transaction Performance Metrics" on page 227.
- Instructions for drilling down to the Server Requests screen for a particular Virtual Machine on the Virtual Machines screen can be found at "Drilling Down Into the Virtual Machine Metrics" on page 245.

Description of Server Requests Screen

The Server Requests screen displays the performance metrics for the aggregation of all of the instances of a server request during the scenario. The metrics are graphed using a trended line graph as shown in the following example screen image.



Description of Server Request Breakdown Screen

The Server Request Breakdown screen displays the performance metrics for a single instance of a transaction or virtual machine. The graph displays the response times for the server requests that were part of the processing for a transaction or virtual machine using a stacked area graph as shown in the following example. The server requests will be displayed with the server request with the highest contribution appearing at the bottom. Layers with smaller contributions will be positioned in decending contribution order on top of each other.



Server Breakdown Screen Types

► Total Server Request Time for Virtual Machine

This screen is accessed by drilling down on a Virtual Machine entry from the Virtual Machine screen. See "Drilling Down Into the Virtual Machine Metrics" on page 245.

► Total Server Request Time Per Transaction (Plus RMI calls)

This screen is accessed by drilling down on a Transaction from the Transactions screen. See "Drilling Down Into the Transaction Performance Metrics" on page 227.

Note: When you drill down into the performance metrics for a transaction that uses RMI, the breakdowns of the transaction processing that are displayed in the stacked area graphs will not sum to the total processing time for the transaction because the RMI server requests are double counted. They are counted in the "Remote to:" server requests and are also included in the callee server requests as well. On the Server Request Breakdown screen for the transaction, if you deselect the Chart checkbox for the "Remote to" server requests, the stacked area chart of the server request processing will correctly sum up to equal the transaction processing time.

Screen Context

On the Server Requests screen, the only bread crumb displayed is the **Diagnostics Overview** bread crumb.

Note: When you return to the Diagnostics Overview screen the drop-down list selections are retained but the changes that you made to the sort order for the table or the rows to display in the graph will be lost.

On the Server Request Breakdown screen for a transaction you will see a bread crumb for the transaction or virtual machine in addition to the **Diagnostics Overview.** For more information on using the bread crumbs to navigate and to determine the context for the information displayed on the screen see "Screen Context - Bread Crumb Trail" on page 211.

Server Requests: Response Time Graph

When **Response Time** has been selected from the **Graph** drop-down, the graph on the Server Request screens shows the server request response times for the transactions with the highest overall response time for the run.

The x-axis of the graph shows the elapsed time for the run in hours, minutes, and seconds (hh:mm:ss).

The y-axis of the graph shows the response time in milliseconds.

Server Requests: Count Graph

When the **Count** selection is made from the **Graph** drop-down, the graph on the Server Request screens shows the number of calls that are made to a service request per second.

The x-axis of the graph shows the actual chronological time for the run in hours, minutes, and seconds (hh:mm:ss).

The y-axis of the graph shows the count of server requests per second.

Server Requests Table

The Server Requests table lists all of the server requests for the context displayed in the bread crumbs. The metrics reported in the table are filtered based upon the time period specified in the **Time Range** drop-down. See "Definitions for the Columns in the Diagnostics Table" on page 213 for a description of the columns in this table.

Details Panel

The Details Panel lists more information for the selected row of the Server Requests table. See "Definitions for the Rows in the Details Panel" on page 216 for a description of the rows in this table.

Refining the View In the Server Requests Screen

You may use the standard Diagnostics screen controls to adjust the amount of data and the type of data that is displayed on the Server Requests Screen. For more information about the ways that you can control the how information is presented on this screen see "Using the Diagnostics Navigation and Display Controls" on page 210

Drilling Down Into the Server Request Performance Metrics

From the Server Request screens you may drill down into the Layers, and Service Requests that are behind the transactions.

You may drill down into the server requests using one of the following methods:

- Double click on a server request listed in the Server Request Table at the bottom of the screen. The virtual machine metrics for the selected server request are displayed on the Virtual Machines screen. See "Description of Virtual Machines Screen" on page 242 for more information on this screen.
- Right-click on a server request listed in the Server Request Table at the bottom of the screen. A pop-up navigation menu for the selected server request is displayed with the following options:

View Virtual Machines

To view the processing metrics for the virtual machine on which the server request was processed, select the **View Virtual Machines** menu item from the pop-up menu. The virtual machine metrics for the selected server request are displayed on the Virtual Machines screen. See "Description of Virtual Machines Screen" on page 242 for more information on this screen.

View Aggregated Profile for...

To view the aggregated call profile for a server request select the **View Aggregate Profile for...** menu option. The Aggregate Profile screen is displayed with the aggregated profile for the selected server request. See "Description of Aggregate Profile Screen" on page 248 for more information on this screen. **Note:** This is a shortcut that allows you to navigate directly to the aggregated profile for a server request on a particular virtual machine without having to go to the Virtual Machines screen first. The bread crumb will include a entry for the level that was skipped.

View Layers for...

To view the layer breakdown for server request processing on a virtual machine select the **View Layers for...** menu item from the pop-up menu. The Layer Breakdown screen is displayed with the processing metrics for the selected server request. See "Description of Layers screen" on page 237 for more information on this screen.

Note: This is a shortcut that allows you to navigate directly to the Layer Breakdown screen for a server request on a particular virtual machine without having to go to the Virtual Machines screen first. The bread crumb will include a entry for the level that was skipped.

Analyzing Performance with the Layer Screens

Purpose of Layers Screens

The Layer Screens display the performance metrics for the layers where processing has taken place in your application. The Layers - Relative Load screen displays the metrics for Layers across all virtual machines and transactions. The Layers Breakdown screen displays the metrics for a selected transaction or virtual machine.

The default layers for which metrics are gathered and reported on the Layers screen include: servlets, JSPs, session and entity beans, JNDI, JDBC, JMS, and Struts for the J2EE Probes and WEB.ASP, DB.ADO, and MSG.MSMQ for the .NET Probe with ASP.NET applications.

Occasionally, due to design decisions, a class that does not directly implement a J2EE component may contain J2EE functionality. Or you may wish to monitor a class that is of special interest to you. For these purposes, you can define a custom layer. To enable Diagnostics for J2EE & .NET to display custom classes or packages, you must configure the J2EE Probe so that it will monitor the classes and packages. For details, see Chapter 6, "Installing the Mercury Diagnostics Probe for J2EE."

Accessing the Layers Screens

To get to the Layers - Relative Load screen from the Diagnostics Overview screen:

- **1** Double click the Layers Relative Load graph.
- **2** The Layers screen is displayed. The graph should contain the same Layers that were displayed on the **Diagnostics Overview** Screen but, may differ slightly if new data was received while drilling down.

To get to the Layers Breakdown screen:

You can access the Server Requests screen by drilling down into the metrics reported on the Transactions screen and the Virtual Machines screen.

- ➤ Instructions for drilling down to the Layers screen for a particular transaction on the Transactions screen can be found at "Drilling Down Into the Transaction Performance Metrics" on page 227.
- ➤ Instructions for drilling down to the Layers screen for a particular Virtual Machine on the Virtual Machines screen can be found at "Drilling Down Into the Virtual Machine Metrics" on page 245.

Description of Layers screen

The Layers screen displays the performance metrics for the aggregation of all of the processing in the layers during the scenario. The metrics are graphed using a using a stacked area graph as shown in the following example. The layers will be displayed with the layer with the highest contribution appearing at the bottom. Layers with smaller contributions will be positioned in descending contribution order on top of each other



Description of Layer Breakdown screen

The Layer Breakdown screen displays the performance metrics for the aggregation of all of the processing in the layers for the context shown in the bread crumbs. The metrics are graphed using a using a stacked area graph as shown in the following example.



Types of Layer Breakdown screens

► Total Layers Time Per Transaction (Plus RMI Calls)

This screen is accessed by drilling down on a Transaction entry from the Transactions screen. See "Drilling Down Into the Transaction Performance Metrics" on page 227.

> Total Layers Time Per Transaction for Server Request for Virtual Machine

This screen is accessed by drilling down from a Transaction on the Transactions screen, through a Server Request on the Server Request Breakdown Screen, through a Virtual Machine on the Virtual Machine Breakdown screen.

➤ Total Layers Time Per Server Request for Virtual Machine

This screen is accessed by drilling down from a Server Request on the Server Requests screen, through a Virtual Machine on the Virtual Machine Breakdown screen.

► Total Layer Time for Virtual Machine

This screen is accessed by drilling down from a Virtual Machine on the Virtual Machine screen.

> Total Layers Time Per Virtual Machine for Server Request

This screen is accessed by drilling down from a Virtual Machine on the Virtual Machine Breakdown screen, through a Server Request on the Server Request Breakdown screen.

Screen Context - Bread Crumb Trail

When you are looking at the aggregated results across all virtual machines and server requests, the **Diagnostics Overview** bread crumb is the only bread crumb displayed on this screen.

Note: When you return to the Diagnostics Overview screen the drop-down list selections are retained but the changes that you made to the sort order for the table or the rows to display in the graph will be lost.

When you are viewing the Layer Breakdown for a server request or virtual machine you will see a bread crumb for the appropriate item in addition to the **Diagnostics Overview.** For more information on using the bread crumbs to navigate and to determine the context for the information displayed on the screen see "Screen Context - Bread Crumb Trail" on page 211.

Layers: Response Time Graph

When **Response Time** has been selected from the **Graph** drop-down, the graph on the Layer screens shows the layer response times for the layers with the highest overall response time for the run.

The x-axis of the graph shows the actual chronological time for the run in hours, minutes, and seconds (hh:mm:ss).

The y-axis of the graph shows the total Response Time in milliseconds.

Layers: Count Graph

The **Graph** drop-down does not appear on this screen and there is no count graph for the Layers screens.

Layers Table

The Layers table lists all of the layers that pertain to the context shown in the bread crumbs listed at the top of the screen. The metrics reported in the table are filtered based upon the time period specified in the **Time Range** drop-down. See "Definitions for the Columns in the Diagnostics Table" on page 213 for a description of the columns in this table.

Details Panel

The Details Panel lists more information for the selected row of the Layers table. See "Definitions for the Rows in the Details Panel" on page 216 for a description of the rows in this panel.

Refining the View In the Layers Screen

You may use the standard Diagnostics screen controls to adjust the amount of data and the type of data that is displayed on the Layers Screen. For more information about the ways that you can control the how information is presented on this screen see "Using the Diagnostics Navigation and Display Controls" on page 210

Drilling Down Into the Layer Metrics

There is no drill down provided from the Layer screens.

Analyzing Performance with the Virtual Machines Screen

In Diagnostics a virtual machine corresponds to a probe implementation. The Virtual Machines screen displays the average response times for the virtual machines that have been captured. The Virtual Machines screen displays the metrics for the processing for a particular server request on a particular Virtual Machine.

Note: When RMI instrumentation is used, a "CrossVM" layer will appear in the data denoting the time spent in remote method calls. (Even though the user didn't specify that layer in the auto_detect.points file)

Accessing the Virtual Machines Screen

To get to the Virtual Machines Screen from the Diagnostics Overview Screen:

- **1** Double click the Virtual Machines graph.
- **2** The Virtual Machines screen is displayed. The graph should contain the same Virtual Machines that were displayed on the **Diagnostics Overview** screen but, may differ slightly if new data was received while drilling down.

To get to the Virtual Machines screen from the other Diagnostics screens:

When you have navigated to another screen by drilling down from the Virtual Machine screen, you can return to the Virtual Machine screen by clicking on the Virtual Machines bread crumb at the top of the screen.

To get to the Layers screen from the Diagnostics screens:

You can access the Virtual Machines screen by drilling down into the metrics reported on the Transactions screen and the Server Request screen.

 Instructions for drilling down to the Virtual Machines screen for a particular transaction on the Transactions screen can be found at "Drilling Down Into the Transaction Performance Metrics" on page 227. ➤ Instructions for drilling down to the Virtual Machines screen for a particular server request can be found at "Drilling Down Into the Server Request Performance Metrics" on page 234.

Description of Virtual Machines Screen

The Virtual Machines screen displays the performance metrics for the aggregation of all of the processing for the virtual machine during the scenario. The metrics are graphed using a trended line graph as shown in the following example screen image


Description of Virtual Machine Breakdown Screen

The Virtual Machines breakdown screen displays the performance metrics for the aggregation of all of the processing for the virtual machine during the scenario. The metrics are graphed using a stacked area chart shown in the following example. The virtual machines will be displayed with the VM with the highest contribution appearing at the bottom. VM with smaller contributions will be positioned in descending contribution order on top of each other



Types of Virtual Machine Breakdown screens

➤ Total Virtual Machine Time Per Transaction for Server Request

This screen is accessed by drilling down from a Transaction entry from the Transactions screen, through the Server Request Breakdown screen.

► Total Virtual Machine Time for Server Request

This screen is accessed by drilling down from a Transaction entry from the Transactions screen, through the Server Request Breakdown screen.

Screen Context - Bread Crumb Trail

When you are looking at the aggregated results across all virtual machines and server requests, the **Diagnostics Overview** bread crumb is the only bread crumb displayed on this screen.

Note: When you return to the Diagnostics Overview screen the drop-down list selections are retained but the changes that you made to the sort order for the table or the rows to display in the graph will be lost.

When you are viewing the Virtual Machine Breakdown for a transaction or server request you will see a bread crumb for the appropriate item in addition to the **Diagnostics Overview**. For more information on using the bread crumbs to navigate and to determine the context for the information displayed on the screen see "Screen Context - Bread Crumb Trail" on page 211.

Virtual Machines: Response Time Graph

When **Response Time** has been selected from the **Graph** drop-down, the graph on the Virtual Machines screen shows the VM response times for the VMs with the highest overall response time for the run.

The x-axis of the graph shows the actual chronological time for the run in hours, minutes, and seconds (hh:mm:ss).

The y-axis of the graph shows the total response time in milliseconds.

Virtual Machines: Count Graph

When the **Count** selection is made from the **Graph** drop-down, the graph on the Virtual Machines screen shows the number of server request calls that are made to the VM in each second.

The x-axis of the graph shows the actual chronological time for the run in hours, minutes, and seconds (hh:mm:ss).

The y-axis of the graph shows count of calls to the VM per second

Virtual Machine Table

The Virtual Machines table lists all of the VMs that pertain to the context shown in the bread crumbs listed at the top of the screen. The metrics reported in the table are filtered based upon the time period specified in the **Time Range** drop-down. See "Definitions for the Columns in the Diagnostics Table" on page 213 for a description of the columns in this table.

Details Panel

The Details Panel lists more information for the selected row of the Virtual Machines table. See "Definitions for the Rows in the Details Panel" on page 216 for a description of the rows in this panel.

Refining the View In the Virtual Machines Screen

You may use the standard Diagnostics screen controls to adjust the amount of data and the type of data that is displayed on the Virtual Machines Screen. For more information about the ways that you can control the how information is presented on this screen see "Using the Diagnostics Navigation and Display Controls" on page 210

Drilling Down Into the Virtual Machine Metrics

From the Virtual Machines screen you may drill down into the Server Requests, Layers, and the Aggregated Profile that are behind the VM processing.

You may drill down into the server requests using one of the following methods:

- Double click on a virtual machine listed in the Virtual Machine table at the bottom of the screen. The server request metrics for the selected virtual machine are displayed on the Server Request Breakdown screen. See "Description of Server Request Breakdown Screen" on page 231 for more information on this screen.
- Right-click on a virtual machine listed in the Virtual Machine table at the bottom of the screen. A pop-up navigation menu for the selected server request is displayed with the following options:

View Server Requests

To view the processing metrics for the server requests that were processed on the virtual machine, select the **View Server Requests** menu item from the pop-up menu. The server requests for the metrics for the selected virtual machine are displayed on the Server Request Breakdown screen. See "Description of Server Request Breakdown Screen" on page 231 for more information on this screen.

View Layers

To view a breakdown of the processing for the virtual machine based upon the layers where the processing is taking place, select the **View Layers** menu item from the pop-up menu. The Layer Breakdown screen is displayed. See "Description of Layer Breakdown screen" on page 238 for more information on this screen.

Analyzing Performance with the Aggregate Profile Screen

Purpose of Aggregate Profile Screen

The Aggregate Profile Screen provides a way for you to drill down into server requests and virtual machines metrics to examine the performance of the method calls.

An aggregate profile presents graphical views of the sum of all call instances for a type of service request selected from the Server Requests screen or virtual machine selected from the Virtual Machines screen. The time depicted for a call in the aggregate profile is the average time spent in the call for all of the aggregated calls.

Note: An aggregate profile shows the complete set of calls for all of the invocations of the items being profiled. This means that some of the calls that appear in an aggregate profile may not have applied to every instance.

Accessing the Aggregate Profile Screen

To get to the Aggregate Profile Screen from the Virtual Machines screen:

You can get to the Aggregate Profile Screen for an item from the Virtual Machines screen. See "Drilling Down Into the Diagnostics Metrics" on page 208 for navigation paths to the Aggregate Profile Screen.

To view the Aggregated Profile for a selected virtual machine:

- **1** Right-click on an item in the Virtual Machines table and select the **View Aggregate Profile** menu option.
- **2** The Aggregate Profile Screen is displayed with the call profile for the item indicated on the Virtual Machines screen.

Description of Aggregate Profile Screen

The Aggregate Profile screen is divided into three parts. The top part of the screen contains the Call Profile Graph and the bottom part of the screen contains the Call Tree Table and the Details Pane.



Description of Call Profile Graph

The horizontal axis of the call profile graph represents elapsed time where time progresses from left to right. The calls are distributed across the horizontal axis based upon the time when they take place and sequence of the calls relative to each other. The legend across the top of the Profile Graph denotes the amount of time in seconds.

The vertical axis on the call profile represents the call stack or nesting level. The calls made at the higher levels of the call stack are shown at the top of the profile and those made at deeper levels of the call stack shown at the lower levels of the profile. Each box in the profile graph represents a call where the left edge of the box is the start of the call and the right edge is the return from the call. The length of the box indicates the duration of the call execution. The call boxes that appear directly beneath a parent call box are the child calls that are invoked by the parent call.

The gaps between the call boxes on a layer of the profile indicate one of the following processing conditions:

- ➤ The processing during the gap is taking place in local code to a particular call and not in child calls in a lower layer.
- ► The call is waiting to acquire a lock or mutex.
- ➤ The processing during the gap is taking place in a child call that was not instrumented or included in a capture plan for the run.

You can view the details for a particular call by mousing over the box that represents the call. The call details that are included in the mouse-over popup box are:

- ► The number of calls made
- ► The average time spent in each call
- ► The total amount of time spent in the call
- ► The threads on which the calls occurred

The calls that are part of a path through the profile that has the highest response time are colored red. Call path components that are not part of a critical high-latency path are colored yellow.

Analyzing Performance with a Call Profile Graph

The Call Profile Graph allows you to do the following analysis:

- Determine whether an observed latency has one cause at a certain point in the code or many causes distributed throughout the code
- ➤ In a multi-tier correlated diagram, determine which tier contributes the highest percentage of the total latency.
- > Explore and inspect the dynamic behavior of a complex system.

Description of the Call Tree Table

The Call Tree Table appears directly below the Call Profile Graph. This table presents the same data represented in the Call Profile Graph in a tabular format.

The first row in the table contains the "root" of the call stack which is the server request that you drilled down on when you requested the call profile. The children rows in the tree are the method calls that were made as a result of the server call.

The table contains the following columns:

Note: For an aggregate profile the counts and times in the following table represent the total for all of the calls that were included in the aggregation.

- Call The server request call or method call whose performance metrics are reported in the row.
- ➤ Avg Time The average latency for the call. The time is reported in milliseconds.
- **Count** A count of the number of times that the call was executed.

Details Panel

The Details Panel lists more information for the selected row of the Call Tree table. See "Definitions for the Rows in the Details Panel" on page 216 for more information about this metrics in this panel.

Drilling Down Into the Graph or Call Tree

To find out more about a call on the profile graph, you can mouse-over a call in the graph to get a pop-up with the details.

To find out more about the calls in the call tree, you can expand and collapse the levels of the tree so that the lower level information on a call is displayed.

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Analysis J2EE & .NET Diagnostics Graphs

After a scenario or session step run, you can use Analysis to display the J2EE/.NET diagnostics graphs to analyze server performance.

For details of how to use Analysis, refer to the *Mercury LoadRunner Analysis* User's Guide.

This chapter describes the following topics:

- ► About J2EE & .NET Diagnostics Graphs
- ► Viewing the J2EE & .NET Summary Report
- ► Viewing J2EE & .NET Diagnostics Data
- ► J2EE/.NET Transaction Breakdown Graphs
- ► J2EE & .NET Server Request Graphs

About J2EE & .NET Diagnostics Graphs

The J2EE & .NET diagnostics graphs enable you to trace, time, and troubleshoot individual transactions and server requests through J2EE & .NET Web, application, and database servers. You can also quickly pinpoint problem servlets and JDBC calls to maximize business process performance, scalability, and efficiency.

In addition, you can view a class that is of special interest to you by defining a custom layer. To enable the Diagnostics for J2EE & .NET to display custom classes or packages, you must set up the J2EE & .NET probe to monitor the classes and packages. For more information, refer to the *Mercury Diagnostics for J2EE & .NET for LoadRunner 8.0 Installation and User's Guide*.

The J2EE & .NET diagnostics graphs are comprised of two groups:

- ➤ J2EE & .NET Transaction Breakdown Graphs: These graphs show you the performance of requests and methods generated by virtual user transactions. They show you the transaction that generated each request.
- ➤ J2EE & .NET Server Request Breakdown Graphs: These graphs show you the performance of all the requests and methods in the application you are monitoring, without connection to any transactions. These include requests generated by virtual user transactions and by real users.

To obtain data for these graphs, you need to activate the Mercury Diagnostics Server before running the scenario or session step. When you set up the Mercury Diagnostics Server online monitors, you specify the sampling percentage of transaction data to include in the breakdown graphs. For more information on activating and configuring the Mercury Diagnostics Server monitors, refer to the *Mercury Diagnostics for J2EE & .NET for LoadRunner 8.0 Installation and User's Guide*.

Viewing the J2EE & .NET Summary Report

The J2EE & .NET Summary report in Analysis provides general information about scenario execution and a usage chart for the J2EE & .NET transaction breakdown and server request layers. This report is available from the tree view or as a tab in the Analysis window.

Note: If you do not see diagnostics data on the Summary Report, check if you are using a user-defined template. To view relevant data, choose a different template from the list of templates, or create and apply a new template. For more information about using templates, see "Using Templates" on page 29.

The J2EE /.NET Diagnostic Usage section breaks the individual transactions and server requests into Web server activity (Servlets and JSPs data), application server activity (JNDIs), and back-end activity of database requests (JDBC methods and SQL queries), and provides the total usage time for each transaction and request.



To view server side transaction and server request breakdown data from the Summary Report:

In the J2EE/.NET Diagnostics Usage section of the Summary Report, click the transaction, server request or J2EE/.NET layer on which you want to perform breakdown. The J2EE/.NET - Transaction Time Spent in Element graph, or J2EE/.NET - Server Request Time Spent in Element graph, opens.

Clicking a transaction or server request displays the breakdown to layers over time of the selected transaction or server request.

Clicking a layer displays the specific layer breakdown in the transaction or server request.

For more information on J2EE/.NET diagnostics graphs, see "Viewing J2EE & .NET Diagnostics Data" on page 255.

Viewing J2EE & .NET Diagnostics Data

The J2EE/.NET diagnostics graphs provide an overview of the entire chain of activity on the server side of the system. At the same time, you can break down J2EE/.NET layers into classes and methods to enable you to pinpoint the exact location where time is consumed. In addition, you can view custom classes or packages that you set the J2EE/.NET probe to monitor. You can also view the transaction chain of calls and call stack statistics to track the percentage of time spent on each part of the transaction.

You can correlate the end user response time with the Web server activity (Servlets and JSPs data), application server activity (JNDIs), and back-end activity of database requests (JDBC methods and SQL queries).

Example Transaction Breakdown

The following graphs illustrate the breakdown of a transaction to its layers, classes, and methods.

Transaction Level

The following figure displays the top level Average Transaction Response Time graph. The graph displays several transactions: **Birds**, **Bulldog**, **Checkout**, **Start**, etc.



Layer Level

In the following figure, the **Start** transaction has been broken down to its layers (DB, EJB, JNDI, and Web). In J2EE/.NET transactions, the Web layer is generally the largest.



Class Level

In the following figure, the Web layer of the **Start** transaction has been broken down to its classes.



Method/Query Level

In the following figure, the **weblogic.servlet.FileServlet** component of the **Web** layer of the **Start** transaction has been broken down to its methods.



Note: Some JDBC methods can invoke SQLs which can be broken down further. In this case there is another level of breakdown, that is SQL Statements. For the methods that can not be further broken down into SQL statements when reaching this level of breakdown, you see **NoSql**.

Using the J2EE & .NET Breakdown Options

You can activate the J2EE & .NET Breakdown options in any one of the following ways:

- ► from the View menu
- ➤ by right-clicking on a transaction or server request and choosing the option from the short-cut menu
- > by clicking the button in the toolbar above or to the left side of the graph

Note: The transaction or server request breakdown menu options and buttons are not displayed until an element (transaction, server request, layer, area, sub-area) is selected.

To view server side transaction breakdown data:

1 From the Average Response Time graph, right-click a transaction line and choose J2EE/.NET Breakdown > Show Server Requests, or choose View > J2EE/.NET Breakdown > Show Server Requests. Alternatively, click the Show Server Requests button in the toolbar or on the left side of the graph.



A new graph opens showing the breakdown of the selected transaction. The name of the transaction is displayed in the Breaking Measurement box.



To view transaction properties for the breakdown measurement, click the **Breaking Measurement** button. To disable this feature, choose **View** > **Display Options**, and clear the **Show Breaking Measurement** check box.

••••

- **2** At this point, you can select a displayed element and use the J2EE/.NET Breakdown menu or buttons to do the following:
 - > Break the data down to a lower level by doing one of the following:
 - Select View > J2EE/.NET Breakdown > Break down the transaction to transaction requests, or click the Measurement Breakdown button in the toolbar or on the left side of the graph.

Note: The option in the J2EE/.NET Breakdown menu, and the tool tip of the Measurement Breakdown button, vary according to the element that you want to break down. For example, when you select a transaction request, the menu option and tool tip are **Break down transaction request to layers**.

• Select View > J2EE/.NET Breakdown > Show VM, or click the Show VM button in the toolbar or on the left side of the graph. This breaks the data down to the application host name (VM).

► Return to a previous level by doing one of the following:

 Select View > J2EE/.NET Breakdown > Undo Break down the transaction to transaction requests, or click the Undo Measurement Breakdown button in the toolbar or on the left

side of the graph.

Note: The option in the J2EE/.NET Breakdown menu, and the tool tip of the Measurement Breakdown button, vary according to the element whose breakdown you want to undo. For example, when you select a layer, the menu option and tool tip are **Undo break down transaction request to layers**.



• Select View > J2EE/.NET Breakdown > Hide VM, or click the Hide VM button in the toolbar or on the left side of the graph.



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Display the chain of call or call stack statistics in the Measurements Tree window: Drag the red time line on to the graph to the time specifying the end of the period for which you want to view data, and choose
 View > J2EE/.NET Breakdown > Show Chain of Calls, or click the Show Chain of Calls button in the toolbar or on the left side of the graph.

Note: A measurement that is broken down in the Average Method Response Time in Transactions graph will be different from the same measurement broken down in the J2EE/.NET Transaction Breakdown graph. This is because the Average Method Response Time in Transactions graph displays the average transaction time, whereas the J2EE/.NET Transaction Breakdown graph displays the average time per transaction event (sum of method execution time).

Viewing Chain of Calls and Call Stack Statistics

You can view the chain of calls for transactions and methods. The chain of calls answers the question "Whom did I call?"

You can also view the call stack statistics for methods. Call stack statistics answer the question "Who called me?"

Chain of call and call stack statistics data are shown in the Measurements Tree window. The title of the window changes depending on which kind of data you are viewing.

- To set the point to which the Measurements Tree window relates, you must drag the red time line to the desired spot.
- To view transaction call chains, right-click a component and choose
 J2EE/.NET Breakdown > Show Chain of Calls. The Chain of Calls window opens displaying the chain of calls from the parent transaction downwards.
- To view method statistics, in the Chain of Calls window right-click a method and choose Show Method Chain of Calls or Show Method Call Stack Statistics.



Understanding the Chain of Calls Windows

You use the Chain of Calls window to view the components that the selected transaction or method called. In the following figure, all the calls in the critical path of the Start server-side transaction are displayed.

| Transaction chain of calls | | | × | | |
|---|------------------|--------------|-------------------|--|--|
| Properties | Save to XML File | | | | |
| Transaction - Start, Time Range - 7:40:46 PM - 7:40:54 PM (Scenario time: 00:01:02 - 00:01:10 (hh:mm:ss)) | | | | | |
| Measurement | % of Transaction | No. of Calls | Avg Response Time | | |
| 🖃 🍄 Action_Transaction (Client) | | | | | |
| 🖻 🤨 Start (Client) | | | | | |
| 🖻 🍄 Start (Server) | 100.0 | 1 | 0.160 | | |
| 📄 🕵 FileServlet.service - 56.2% | 56.2 | 33 | 0.003 | | |
| FileServlet.findSource 22.2% | 12.5 | 33 | 0.001 | | |
| 🔤 🔤 🖓 FileServlet.sendFile 🛛 77.8% | 43.7 | 33 | 0.002 | | |
| 🖃 😥 HttpServlet.service 43.8% | 43.8 | 2 | 0.035 | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| Properties | | | | | |
| | | | | | |
| | | | | | |

Note: The transaction chain of calls is the critical path. Each red node signifies the most time consuming child of its parent.

You use the Call Stack Statistics window to view which components called the selected component. In the following figure, the **FileServlet.service** was called by Start (Server), which was called by Start (Client), and so on, down to the transaction at the bottom of the chain.

| 1ethod call stack statistics | | | | × |
|--|--|-------------------|-------------------|-------|
| 😽 🍣 🎇 🚰 Properties 🛛 💾 Columns | 🎼 👘 🔕 🛛 Save to XML File | | | |
| Transaction - Start, Time Range - 7:40:46 PM - 7 | :40:54 PM (Scenario time: 00:01:02 - 0 | 10:01:10 (hh:mm:s | s)) | |
| Measurement | % of Root Method | No. of Calls | Avg Response Time | |
| FileServlet.service 0.0% | 100.0 | 33 | 0.003 | |
| E Start (Server) | 100.0 | 33 | 0.003 | |
| Start (Llient) Action Transaction (Client) | | | | |
| Action_Hansaction (Client) | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Properties | | | | |
| Method name: service | | | | |
| Class name: FileServlet | | | | |
| Package name: weblogic.servlet.FileServlet | | | | |
| Percent of root method time: 100.0% | Percent of called method time | e: 0.0% | | |
| Average method response time: 0.003 seconds | s Total time spent: | 0.090 seconds | | |
| Number of calls: 33 | | | | |
| | | | | Close |
| | | | | |

The Chain of Calls Window Toolbar



Switch to Method Chain of Calls: When the call stack statistics data is displayed, displays the method chain of calls data (only if the root is a method).



Switch to Method Call Stack Statistics: When the method chain of calls data is displayed, displays the method call stack statistics data (only if the root is a method).



Show Method Chain of Calls: Displays the Chain of Calls window.

Show Method Call Stack Statistics: Displays the Call Stack Statistics window.

Properties: Hides or displays the properties area (lower pane).



Columns: Enables you to select the columns shown in the Calls window. To display additional fields, drag them to the desired location in the Calls window. To remove fields, drag them from the Calls window back to the Columns chooser.

- Measurement: Name of the method, displayed as componentname.methodname. In the case of a database call, query information is also displayed. The percent shown indicates the percentage of calls to this component from its parent.
- ➤ % of Transaction (or Root Method): Percentage of the total time of the transaction (or method) from the total time of the root tree item.
- ➤ No of Calls: Displays the amount of times that this transaction or method was executed.
- ➤ Avg Response Time: Response time is the time from the beginning of execution until the end. Average response time is the total response time divided by the number of hits.
- **> STD Response Time:** The response time standard deviation.
- > Min Response Time: The minimum response time.
- ► Max Response Time: The maximum response time.
- ➤ % of Called: Displays the execution time, as a portion of the time of the calling component.
- ► **Total time**: Displays the total method execution time, including the child execution time.
- **Expand Tree**: Expands the entire tree.
- **Contract Tree**: Contracts the entire tree.
- **Expand Worst Path**: Expands only the parts of the path on the critical path.

Save to XML File: Saves the tree data to an XML file.

Method Properties Area: Displays the full properties of the selected method.

SQL Query: Displays the SQL query for the selected method. (For Database only.)

J2EE/.NET Transaction Breakdown Graphs

The following J2EE/.NET transaction breakdown graphs are available:

- ► J2EE/.NET Transaction Response Time Server Side Graph
- > J2EE/.NET Average Method Response Time in Transactions Graph
- ➤ J2EE/.NET Transactions per Second Graph
- ➤ J2EE/.NET Method Calls per Second in Transactions Graph
- ➤ J2EE/.NET Average Number of Exceptions in Transactions Graph
- > J2EE/.NET Average Number of Timeouts in Transactions Graph

Note: To obtain data for these graphs, you must enable the Mercury Diagnostics Server (from the Controller or Console) before running the scenario or session step. For more information, refer to the *Mercury Diagnostics for J2EE & .NET for LoadRunner 8.0 Installation and User's Guide.*

Setting Graph Filter Properties

You can filter the J2EE/.NET transaction breakdown graphs so that the displayed data is more suitable to your needs. You can filter using the following methods:

- Before opening a graph, enter filter criteria in the Graph Properties box of the Open Graph dialog box. For more information, refer to the section "Opening Analysis Graphs" in the Mercury LoadRunner Analysis User's Guidesee "Opening Analysis Graphs" on page 40.
- From an open graph, enter filter criteria in the Filter condition fields in a filter dialog box. For more information, refer to the section "Filtering and Sorting Data" in the *Mercury LoadRunner Analysis User's Guidesee* "Filtering and Sorting Graph Data" on page 49.

You can filter the J2EE/.NET graphs by the following fields:

Scenario Elapsed Time: Shows data for transactions that ended during the specified time.

Transaction Name - J2EE/.NET: Shows data for a specified transaction.

Layer Name: Shows data for specified layers.

Class Name: Shows data for specified classes.

SQL Logical Name: Shows data for specified SQL logical names. Due to the length of some SQL names, after you choose an SQL statement it is assigned a "logical name." This logical name is used in the filter dialog, legend, grouping, and other places in place of the full SQL statement. You can view the full SQL statement in the Measurement Description dialog box (**View > Show Measurement Description**).

Some JDBC methods have the ability to invoke SQL's (each method can invoke several different SQL's) so there is another level of breakdown which is the SQL. Statements.

Note: For the methods that do not have SQL statement when reaching this level of breakdown you see **NoSql**.

J2EE/.NET - Transaction Response Time Server Side Graph

The J2EE/.NET - Transaction Response Time Server Side graph displays the transaction server response time of transactions that include steps that cause activity on the J2EE/.NET backend. The reported times, measured from the point when the transaction reached the Web server to the point it left the Web server, include only the time that was spent in the J2EE/.NET backend.

The x-axis represents elapsed time. The y-axis represents the average response time (in seconds) of each transaction.



To break the displayed elements down further, see "Viewing J2EE & .NET Diagnostics Data" on page 255.

J2EE/.NET - Average Method Response Time in Transactions Graph

The J2EE/.NET - Average Method Response Time in Transactions graph displays the average response time for the server side methods, computed as Total Method Response Time/Number of Method calls. For example, if a method was executed twice by an instance of transaction A and once by another instance of the same transaction, and it took three seconds for each execution, the average response time is 9/3, or 3 seconds. The method time does not include calls made from the method to other methods.

The x-axis represents elapsed time. The y-axis represents the average response time (in seconds) per method.



J2EE/.NET - Transaction Time Spent in Element Graph

The J2EE - Transaction Time Spent in Element graph displays the server response time for the selected element (layer, class, or method) within each transaction.

The display of graph data is determined by the Graph Properties selected when the graph was opened, as described in the following table:

| If You Filter by These Properties | The Graph Data is Displayed Like This |
|--------------------------------------|---|
| None | Time spent in each transaction. |
| Transaction | Filtered by transaction. Grouped by layer. |
| Transaction and layer | Filtered by transaction and layer. Grouped by class. |
| Transaction, layer, and class | Filtered by transaction, layer, and class. Grouped by method. |

For more information on filtering by graph properties, see "Setting Graph Filter Properties" on page 267.

The time is computed as Total Response Time/Total Number of Transactions. For example, if a method was executed twice by an instance of transaction A and once by another instance of the same transaction, and it took three seconds for each execution, the average response time is 9/2, or 4.5 seconds. The transaction time does not include the nested calls from within each transaction.

The x-axis represents elapsed time. The y-axis represents the average response time (in seconds) per element within the transaction.



To obtain data for this graph, you must enable the J2EE/.NET Transaction Breakdown module (from the Controller or Console) before running the scenariosession step. For more information, refer to the *LoadRunner Controller User's Guide*.

You can break down the displayed elements. For more information, see "Viewing J2EE & .NET Diagnostics Data" on page 255.

J2EE/.NET - Transactions per Second Graph

The J2EE/.NET - Transactions per Second graph displays the number of completed sampled transactions during each second of a scenario run.

The number of transactions included in the sample is determined by the sampling percentage set in the Diagnostics Distribution dialog box in the Controller (**Diagnostics > Configuration**). For more information, refer to the *Mercury Diagnostics for J2EE & .NET for LoadRunner 8.0 Installation and User's Guide*.

The x-axis represents elapsed time. The y-axis represents the number of completed sampled transactions per second.



J2EE/.NET - Method Calls per Second in Transactions Graph

The J2EE/.NET – Method Calls per Second in Transactions graph displays the number of completed sampled methods during each second of a scenario run.

The number of methods included in the sample is determined by the sampling percentage set in the Diagnostics Distribution dialog box in the Controller (**Diagnostics > Configuration**). For more information, refer to the *Mercury Diagnostics for J2EE* & .*NET for LoadRunner 8.0 Installation and User's Guide*.

The x-axis represents elapsed time. The y-axis represents the number of completed sampled methods per second.



J2EE/.NET - Average Number of Exceptions in Transactions Graph

The J2EE/.NET – Average Number of Exceptions in Transactions graph displays the average number of code exceptions per method, transaction, or request that were monitored during the selected time range.

The x-axis represents elapsed time. The y-axis represents the number of events.



J2EE/.NET - Average Number of Timeouts in Transactions Graph

The J2EE/.NET – Average Number of Timeouts in Transactions graph displays the average number of timeouts per method, transaction, or request that were monitored during the selected time range.

The x-axis represents elapsed time. The y-axis represents the number of events.



J2EE & .NET Server Request Graphs

The following J2EE/.NET server request breakdown graphs are available:

- ➤ J2EE/.NET Server Request Response Time Graph
- ➤ J2EE/.NET Average Server Method Response Time Graph
- ► J2EE/.NET Server Requests per Second Graph
- > J2EE/.NET Server Methods Calls per Second Graph
- > J2EE/.NET Average Number of Exceptions on Server Graph
- ➤ J2EE/.NET Average Number of Timeouts on Server Graph

Note: To obtain data for these graphs, you must enable the Mercury Diagnostics Server (from the Controller or Console) before running the scenario or session step. For more information, refer to the *Mercury Diagnostics for J2EE & .NET for LoadRunner 8.0 Installation and User's Guide.*

Setting Graph Filter Properties

You can filter the J2EE/.NET server request breakdown graphs so that the displayed data is more suitable to your needs. You can filter using the following methods:

- Before opening a graph, enter filter criteria in the Graph Properties box of the Open Graph dialog box. For more information, refer to the section "Opening Analysis Graphs" in the *Mercury LoadRunner Analysis User's Guidesee* "Opening Analysis Graphs" on page 40.
- From an open graph, enter filter criteria in the Filter condition fields in a filter dialog box. For more information, refer to the section "Filtering and Sorting Data" in the *Mercury LoadRunner Analysis User's Guidesee* "Filtering and Sorting Graph Data" on page 49.

You can filter the J2EE/.NET J2EE/.NET server request breakdown graphs by the following fields:

Scenario Elapsed Time: Shows data for requests that ended during the specified time.

Server Request: Shows data for a specified request.

Layer Name: Shows data for specified layers.

Class Name: Shows data for specified classes.

SQL Logical Name: Shows data for specified SQL logical names. Due to the length of some SQL names, after you choose an SQL statement it is assigned a "logical name." This logical name is used in the filter dialog, legend, grouping, and other places in place of the full SQL statement. You can view the full SQL statement in the Measurement Description dialog box (**View > Show Measurement Description**).
J2EE/.NET - Server Request Response Time Graph

The J2EE/.NET - Server Request Response Time graph displays the server response time of requests that include steps that cause activity on the J2EE/.NET backend. The reported times, measured from the point when the request reached the Web server to the point it left the Web server, include only the time that was spent in the J2EE/.NET backend.

The x-axis represents elapsed time. The y-axis represents the average time (in seconds) taken to perform each request.



To break the displayed elements down further, see "Viewing J2EE & .NET Diagnostics Data" on page 255.

J2EE/.NET - Average Server Method Response Time Graph

The J2EE/.NET - Average Server Method Response Time graph displays the average response time for the server side methods, computed as Total Method Response Time/Number of Method calls. For example, if a method was executed twice by an instance of transaction A and once by another instance of the same transaction, and it took three seconds for each execution, the average response time is 9/3, or 3 seconds. The method time does not include calls made from the method to other methods.

The x-axis represents elapsed time. The y-axis represents the average response time (in seconds) per method.



To break the displayed elements down further, see "Using the J2EE & .NET Breakdown Options" on page 260.

J2EE/.NET - Server Request Time Spent in Element Graph

The J2EE/.NET - Server Request Time Spent in Element graph displays the server response time for the selected element (layer, class, or method) within each server request.

The display of graph data is determined by the Graph Properties selected when the graph was opened, as described in the following table:

| If You Filter by These Properties | The Graph Data is Displayed Like This |
|--------------------------------------|--|
| None | Time spent in each server request. |
| Server request. | Filtered by server request. Grouped by layer. |
| Server request and layer | Filtered by server request and layer. Grouped by class. |
| Server request, layer, and class | Filtered by server request, layer, and class. Grouped by method. |

For more information on filtering by graph properties, see "Setting Graph Filter Properties" on page 267.

The time is computed as Total Response Time/Total Number of Server Requests. For example, if a method was executed twice by an instance of server request A and once by another instance of the same server request, and it took three seconds for each execution, the average response time is 9/2, or 4.5 seconds. The server request time does not include the nested calls from within each server request.

The x-axis represents elapsed time. The y-axis represents the average response time (in seconds) per element within the server request.



To obtain data for this graph, you must enable the J2EE Transaction Breakdown module (from the Controller or Console) before running the scenario or session step. For more information, refer to the *Mercury Diagnostics for J2EE & .NET for LoadRunner 8.0 Installation and User's Guide.*

You can break down the displayed elements. For more information, see "Viewing J2EE & .NET Diagnostics Data" on page 255.

J2EE/.NET - Server Requests per Second Graph

The J2EE/.NET - Server Requests per Second graph displays the number of completed sampled requests during each second of a scenario run.

The number of requests included in the sample is determined by the sampling percentage set in the Diagnostics Distribution dialog box in the Controller (**Diagnostics > Configuration**). For more information, refer to the *Mercury Diagnostics for J2EE* & .*NET for LoadRunner 8.0 Installation and User's Guide*.

The x-axis represents elapsed time. The y-axis represents the number of completed sampled requests per second.



To break the displayed elements down further, see "Using the J2EE & .NET Breakdown Options" on page 260.

J2EE/.NET - Server Methods Calls per Second Graph

The J2EE/.NET – Server Methods Calls per Second graph displays the number of completed sampled methods during each second of a scenario run. The number of methods included in the sample is determined by the sampling percentage set in the Diagnostics Distribution dialog box in the Controller (**Diagnostics > Configuration**). For more information, refer to the *Mercury Diagnostics for J2EE & .NET for LoadRunner 8.0 Installation and User's Guide*.

The x-axis represents elapsed time. The y-axis represents the number of completed sampled methods per second.



To break the displayed elements down further, see "Using the J2EE & .NET Breakdown Options" on page 260.

J2EE/.NET - Average Number of Exceptions on Server Graph

The J2EE/.NET – Average Number of Exceptions on Server graph displays the average number of code exceptions per method that were monitored during the selected time range.

The x-axis represents elapsed time. The y-axis represents the number of events.



To break the displayed elements down further, see "Using the J2EE & .NET Breakdown Options" on page 260.

J2EE/.NET - Average Number of Timeouts on Server Graph

The J2EE/.NET – Average Number of Timeouts on Server graph displays the average number of timeouts per method that were monitored during the selected time range.

The x-axis represents elapsed time. The y-axis represents the number of events.



To break the displayed elements down further, see "Using the J2EE & .NET Breakdown Options" on page 260.

13

Web Service Support

This chapter describes the Web Service support in Mercury Diagnostics for J2EE & .NET.

This chapter includes the following sections:

- ► About Web Service Support
- ➤ Writing VuGen Scripts for Web Service Support

About Web Service Support

The term *Web Services* describes self-contained applications that can run universally across the Internet. Using Extensible Markup Language (XML) and Simple Object Access Protocol (SOAP), the Web Services serve as building blocks for the rapid development and deployment of new applications.

Since all communication is in XML, Web Services are not limited to a specific operating system or programming language. Web Services, therefore, allow applications from various sources to communicate with each other without extra coding and without intimate knowledge of each other's IT systems behind the firewall.

Mercury Diagnostics for J2EE & .NET Web Service support allows you to view J2EE and .NET breakdowns of virtual transactions recorded in VuGen scripts using the Web Service protocol. By looking at all the virtual transaction views in Diagnostics for J2EE & .NET, you can tell which Web service is the slowest, and you can analyze its performance problems. Using a Web Services VuGen script with Diagnostics requires installing the Web Services patch on the Load Generator machine. The patch is located in the Diagnostics CD Patches directory.

Note: Differentiation between Web services can be performed only by defining relevant virtual transactions.

Writing VuGen Scripts for Web Service Support

To enable breakdown of Web Service transactions, in VuGen create a script with a separate transaction for each Web Service that you want to monitor.

14

Troubleshooting Mercury Diagnostics for J2EE & .NET

This chapter describes how to solve problems that may occur when using Diagnostics for J2EE & .NET. It includes:

- > Component Installation Interrupted on a Solaris Machine
- ► Apache Tomcat Error When Displaying J2EE Information
- ► J2EE Probe Fails to Operate Properly
- > Connecting with Named Pipes Regardless of cliconfg.exe Settings
- Version Mismatch Between Diagnostics Commander and LoadRunner Add-In

Component Installation Interrupted on a Solaris Machine

If a component installer on a Solaris machine is interrupted before it has finished the installation, there is no option for automatically uninstalling or reinstalling the component. You must manually clean up the partial installation of the component before you can start the installation again.

To manually clean up after an interrupted installation:

- **1** Clean the installation directory.
- 2 Delete ~/vpd.properties and ~/vpd.patches.
- **3** Delete the Solaris directories: /var/sadm/pkg/IS* and /var/sadm/pkg/MERQ.

Version Mismatch Between Diagnostics Commander and LoadRunner Add-In

The version number of the Diagnostics Commander and the LoadRunner Add-In must be the same. If they are not the same, you will see the following error message when you view the Diagnostics Screens in the LoadRunner Controller:

This version of the Mercury J2EE/.NET Diagnostics user interface, <version_nbr>, may not be compatible with the Diagnostics Commander version <version_nbr>. Please use the version of the user interface which came with the Diagnostics Commander.

The versions may not match when when the Diagnostics Commander and LR are running on different host machines and you have upgraded the Commander but have not upgraded the LoadRunner installation with the new Diagnostics Add-In.

If you see this message, you must install the correct version of the LoadRunner Add-in. See "Installing LoadRunner 8.0 and the LoadRunner Diagnostics Add-in" on page 41.

Apache Tomcat Error When Displaying J2EE Information

The first time you view Diagnostics for J2EE & .NET breakdown information after installing Mercury Diagnostics for J2EE & .NET, an error message beginning with the following line may be displayed, depending on the nature of your application and the machine's strength:

Apache Tomcat/4.0.4 - HTTP Status 500 - Internal Server Error

The error message is not displayed subsequently.

J2EE Probe Fails to Operate Properly

If the J2EE Probe does not operate properly, check whether the ClassLoader.class file located in the folder <probe_instal_dir>\classes\boot\java\lang\ was created during the installation process.

If the file was not created, run the JRE Instrumenter to create it. See "Running the JRE Instrumenter" on page 135.

Connecting with Named Pipes Regardless of cliconfg.exe Settings

This problem usually occurs on computers on which MSDE was installed.

Symptoms:

You want the Diagnostics Server to connect to SQL Server using TCP/IP to meet Diagnostics Server certification. You set the client settings to connect with TCP/IP only (using the **cliconfg.exe** client network utility), and configure the server to listen on TCP/IP only (using the server network utility).

When trying to connect to SQL Server, an error message saying that a connection can't be made using named pipes is generated.

Reason:

An MSDE installation wrongly specifies the database library in the registry as **DBNMPNTW**. This causes the client attempting to connect to SQL Server to ignore the chosen network library in the client configuration utility, and to connect explicitly with the specified netlib (DBNMPNTW is named pipes).

Solution:

On the Diagnostics Server computer, search for the following places in the registry, and for each one that you find, change the value of DSQUERY from **DBNMPNTW** to **DBNETLIB**. This setting instructs the client to connect using the chosen network library in the client configuration utility.

If the problem still occurs, change the following key values as well (note that not all the keys may exist on the Diagnostics Server computer):

 $\label{eq:hkey_local_machine} \\ HKey_local_machine\\ Software\\ Microsoft\\ MSSQLServer\\ Client\\ Connector to\\ DSQUERY$

 $\label{eq:hkey_local_machine} \\ HKey_local_machine\\SOFTWARE\\Microsoft\\MSSQLServ80\\Client\\ConnectTo\\DSQUERY$

Part IV

Appendixes

A

Using the System Health Monitor

This appendix describes how to use the System Health Monitor to review the configuration of the Diagnostics for J2EE & .NET components and verify that they are working properly.

This appendix contains the following sections:

- ► Introducing the System Health Monitor
- ► Accessing the System Health Monitor
- ► Using the System Health Monitor
- > Drilling Down Into The System Health Monitor Map
- ► Customizing the System Health Monitor Display
- ► Creating and Using System Health Monitor Snapshots
- ► Interpreting Odd Situations Displayed on the System Health Monitor

Introducing the System Health Monitor

The System Health Monitor provides you with a map of all of the components of your Mercury Diagnostics for J2EE & .NET deployment and gives you real-time status and health information for each component. At a glance, you can determine which components are experiencing problems, the load on each component, and the amount of data flowing between components.

By drilling down into the System Health Monitor map, you can reveal the details about the configuration, performance metrics, and processing logs for the components. You can also find trouble shooting tips for handling many of the issues that are revealed in the System Health Monitor map. In many cases, the System Health Monitor will be your first and your only stop when you need to know information about the components in your Diagnostics Deployment and the machines that host them.

You can capture a snapshot of the System Health Monitor information in an XML file so that you can share it with others who may be able to help you diagnose the issues that you see on the map.

Accessing the System Health Monitor

You can access the System Health Monitor directly from your Web browser or from the screens in LoadRunner Controller.

To Access the System Health Monitor from your Web browser:

Enter the following URL into your browser:

http://<commander host>:<commander port>/registrar/health

The System Health Monitor opens in your browser.

To Access the System Health Monitor from LoadRunner Controller:

- 1 Choose **Diagnostics** > **Configuration** from the menu bar in the Controller. The Diagnostics Distribution dialog box opens.
- **2** In the Online and Offline Diagnostics section of the Diagnostics Distribution dialog, click **Configure**. The J2EE/.NET Diagnostics Configuration dialog box opens.

| J2EE/ | .NET | Diagnostics Configur | ation | × |
|--|----------------------|--|---------------------------------|--------------|
| E S S | nabl elec elec | le J2EE Diagnostics It LAN: DefaultLAN It probes from the LAN: | T | OK Cancel |
| | | Machine Name | Probe Name 📐 | |
| | K | strap | probe_strap_93 | |
| | | archer | name | |
| | | | | |
| | I TI | here is a firewall between th | ne mediator and the Controller. | |
| Use the MI Listener for collating results. | | | | |
| MI listener server: | | | | |
| Monitor server requests | | | | |
| | Tro | ubleshoot Diagnostics for J | 2EE7.NET connectivity | |

3 Click the **Troubleshoot Diagnostics for J2EE/.NET connectivity** link. The System Health Monitor is displayed in a new browser window.

Troubleshooting Problems Accessing the System Health Monitor

If you are unable to access the System Health Monitor verify that:

- > You specified the correct machine name for the Commander host.
- You specified the correct port number for Commander communications. The default port is 2006.
- The Commander was successfully started and is running on the host machine.

Using the System Health Monitor

Interpreting the System Health Monitor Component Map

When the System Health Monitor opens you see a map of your deployment of the Diagnostics for J2EE & .NET system components.



The System Health Monitor component map is made up of the following:

- Icons that represent each of the diagnostics components that you have correctly configured as part of your Diagnostics environment.
- ➤ The color of the component icon that indicates the health of the component.
- ➤ A "wafer" behind the component icon that indicates the amount of load that the component is processing.

 Links between the component icons that indicate the state of the communication links between components. The color of the link indicates the amount of traffic between the components.

The Graph Legend to the right of the component map helps you to interpret the information displayed in the component map:



Idle Probes query the Commander for available Mediators on their LAN every 90 seconds by default, and then try a handshake with each of the Mediators. If one or more of the handshakes is not successful, the probe turns red.

Similarly, the Commander turns red if it cannot reach any idle probe. The default time period is 90 seconds.

Controlling the Refresh of the System Health Monitor

By default, the System Health Monitor is configured to automatically refresh the information displayed. You may change the frequency of the autorefresh or completely disable the auto-refresh feature. You may also request a manual refresh at any time.

The controls on the System Health Monitor that are used to control the refresh of the information displayed are shown below.



To disable the automatic refresh feature:

Toggle the Auto-Refresh Enabled check box so that it is not selected.

To enable the automatic refresh feature:

Toggle the Auto-Refresh Enabled check box so that it is selected.

To adjust the auto-refresh rate:

Slide the **Rate** slide control to the right to decrease the auto-refresh frequency and to the left to increase the frequency.

To refresh the display manually:

Click the **Refresh** button located to the right of the slide bar.

Drilling Down Into The System Health Monitor Map

The System Health Monitor deployment map gives you high level information about your Diagnostics deployment and how well the components are performing. It also provides several ways for you to drill down into the components on the map to discover the details of the configuration of the components and the performance of the components as they process the loads.

- Mouse-over tool tips for each component provide you with basic status and configuration information for the component.
- The Component Monitor Detail table list the processing metrics, component configuration, and log messages for the selected component. The Component Monitor Detail table can be accessed by double clicking on a component icon or by navigating through the right-click menu for the component.
- Troubleshooting Tips for each component are available through the rightclick menu for the component.

Viewing Component Status and Host Configuration Tool Tips

The status and the basic host configuration for a component can be revealed by activating the tool tip for the component. To activate the tool tip for a component, hold the mouse over the component icon until a tool tip is displayed.

The following images are examples of the tool tips that are displayed for each of the types of components.



Commander Properties

Mediator Properties

The information in the tool tip for a mediator component includes a list of the Probes that have been configured to work with the component.



Probe Properties

The information in the tool tip for a probe component includes the Mediator that the Probe is working with, the mode that the probe has been configured to work in.



Introducing the Component Monitor Detail Table

If you need more information about a component than what is provided in the mouse-over tool tip, you may drill down further using the Component Monitor Detail table. The Component Monitor Detail is divided into three sections: Metrics, Configuration, and Log as described below.

Component Monitor - Metrics

The following is an example of the Metrics portion of the Component Monitor detail table for a Mediator component.

| ® Metric | | |
|--|--|--|
| BPM transactions | 0 | |
| BPM transactions since launch | 0 | |
| Diagnostics samples dropped | 0 | |
| Diagnostics samples dropped since launch | 0 | |
| Diagnostics samples published offline | 0 | |
| Diagnostics samples published offline since launch | 3023 | |
| Diagnostics samples published online | 0 | |
| Diagnostics samples published online since launch | 0 | |
| ELT count since launch | 2851 | |
| Last update (commander time) | Mon Apr 25 12:22:13 PDT 2005 | |
| Load Runner transactions | 0 | |
| Load Runner transactions since launch | 3034 | |
| Probe events per sec | 0 | |
| Probe events since launch | 387210 | |
| Time skew | -14 sec (behind commander) | |
| Up time | 2 day(s) 13 hour(s) 1 minute(s) 55 second(s) | |

Component Monitor - Configuration

The following is an example of the Metrics portion of the Component Monitor detail table for a Mediator component.

| Onfiguration | | |
|------------------------|---|--|
| Customer name | Default Client | |
| Diagnostics Server | <unknown></unknown> | |
| Diagnostics Time Synch | true | |
| Host | repp | |
| IP Address | 10.241.3.72 | |
| Install dir | C:\Program Files\Mercury Interactive\Diagnostics\Mediator | |
| LAN ID | DefaultLAN | |
| Log file-1 | le-1 C:\Program Files\Mercury Interactive\Diagnostics\Mediator/log/mediator.log | |
| Log file-2 | C:\Program Files\Mercury Interactive\Diagnostics\Mediator/log/mediator-full.log | |
| Log file-3 | C:\Program Files\Mercury Interactive\Diagnostics\Mediator/log/mediator-metrics.log | |
| Log file-4 | file-4 C.\Program Files\Mercury Interactive\Diagnostics\Mediator\log/mediator-system-properties.log | |
| Log file-5 | ile-5 C\Program Files\Mercury Interactive\Diagnostics\Mediator\log\mediator.out | |
| Log file-6 | file-6 C.\Program Files\Mercury Interactive\Diagnostics\Mediator\log\mediator.err | |
| Port | t 2612 | |
| Supermediator | permediator http://issaquah.performant.com:2006/supermediator | |
| System | em x86 Windows 2000 5.0 Service Pack 4 (en Cp1252) | |
| URL | http://repp:8081 | |
| Version | 3.5.12.352 | |

Component Monitor - Log

The following is an example of the Log portion of the Component Monitor detail table for a Mediator component.

| ⊗ Log | |
|------------------------------|--|
| Mon Apr 25 10:53:37 PDT 2005 | SEVERE: Mediator closed bucket before VU data arrived. |
| Mon Apr 25 10:53:37 PDT 2005 | WARNING: The Super Mediator did not send Mediator it's VU information for time bucket (Diagnos |
| Mon Apr 25 10:08:34 PDT 2005 | WARNING: Probe Medical_J2EE_1 is dropping events. Details are logged at DEBUG level |

Accessing the Component Monitor Detail Table

There are two ways to access the Component Monitor Detail for a component: through the right-click menu for the component and by double clicking the component.

To view access the component monitor details from a component's rightclick menu:

1 Right-click on a component icon to cause the popup menu for the component to be displayed as shown in the following example:



2 Select menu item for the area of the Component Monitor detail that you would like to see first. When the Component Monitor detail is displayed, only the section of the table that corresponds to your menu selection will be displayed.

To access the component monitor details:

Double click icon for the component to cause the Component Monitor Detail table is displayed in a separate browser page. All three sections of Component Monitor Detail are displayed.

Viewing Troubleshooting Tips

To view tips for troubleshooting problems with Diagnostics components:

In the right-click menu, choose **View Troubleshooting Tips**. Troubleshooting information for the selected component is displayed.

Scan through the information displayed for the symptoms that you are investigating to see if there is a recommended solution documented in the troubleshooting tips.

Viewing Log Information for the Whole System

You can view the log messages for all of the components in the System Health Monitor on one screen.

To view log information for all the components:

1 Right-click the System Health screen (anywhere except a component). The following menu is displayed:

| View Troubleshooting Tips | • |
|---------------------------|---|
| Hide Graph Legend | |
| Show Load Using Scale | |
| View Log History | |

2 Choose View Log History. The log for all component activity is displayed.

| | 🚔 Log History | | |
|---|---|---------------------|---|
| | Component Monitor Update As Of Apr 22, 2005 10:35:29 PM PDT | | |
| | TIME | NODE ID LOG MESSAGE | |
| L | Fri Apr 22 22:04:58 PDT 2005 | mediator-repp | WARNING: Probe Medical_J2EE_1 is dropping events. Details are logged at DEBUG level |
| | Fri Apr 22 21:59:31 PDT 2005 | mediator-issaquah | WARNING: 'Trust All' security policy configured. No Certificates will be validated. |
| Component monitor will auto-refresh with health display | | | |
| I | Java Applet Window | | |

Customizing the System Health Monitor Display

You can customize the way that information is displayed on the System Health Monitor. The two configuration options are made available on the right-click menu for the background of the System Health Monitor.

- ► Toggle the Graph Legend so that it is either displayed or not. The menu option toggles between **Hide Graph Legend** and **Show Graph Legend**.
- Toggle the load indicator from the wafer that appears behind the component icon to a bar scale that appears below the component icon. The menu option toggles between Show Load Using Scale and Show Load Using Circles.

To display the component's load on a bar scale instead of a wafer:

1 Right-click the System Health screen at any spot except where a component icon is displayed. The following menu is displayed:



Choose **Show Load Using Scale**. The wafers are replaced by load bars underneath the components. The length of the bar indicates the amount of load on the component.



The length of the bar indicates the amount of load on the component.

Creating and Using System Health Monitor Snapshots

Exporting a Snapshot of the System Health Monitor

You may export the information displayed on System Health Monitor to an XML formatted file so that you can share the information with others. This is especially useful when you need help diagnosing a problem. The information in the System Health XML file can be viewed in the XML format or can be imported into any working copy of the System Health Monitor.

Note: Remember that people who have access to the Commander host can view the System Health Monitor directly using their web browser if you give them the URL.

To export a System Health Monitor snapshot as an XML file:

1 If the System Health Monitor is not already displayed in a browser window, enter the following URL in your Web browser:

http://<commander host>:<commander port>/registrar/xml

where <commander host> is the host of the Commander from which the System Health snapshot is to be saved and <commander port> is the port that the Commander is using to communicate. The default port is 2006.

2 Using the Save menu option in your Web browser, save the Web page to a file. Be sure to use a name that will help you remember why you saved the snapshot. For example, to remember that you took a snapshot a System Health Monitor with a poor performing mediator you may want to name the file sys_health_mediator_yyyymmdd.xml.

Importing a Snapshot of a System Health Monitor

If someone gives you an XML snapshot of a System Health Monitor you can view it from an existing System Health Monitor.

To import a System Health Monitor snapshot:

- **1** Copy the System Health snapshot file to a directory on the Commander host machine.
- **2** Enter the following URL in your Web browser:

http://<commander host>:<commander port>/registrar/health?xml=<XML_file>

where **<XML_file>** is the path to the XML file on the Commander host machine.

For example, if you copied sys_health_mediator_yyyymmdd.xml to the C: drive on the Commander host and Commander host machine name is jake, the URL might look like this:

http://jake:2006/registrar/health?xml=c:\sys_health_mediator_yyyymmdd.xml

The <commander port> by default should be 2006.

When the System Health Monitor is displayed in your Web browser, the information will be from the imported XML file.

Troubleshooting Using the System Health Monitor

Troubleshooting tips can be accessed directly from the System Health Monitor as described in "Viewing Troubleshooting Tips" on page 309. The information in these tips will help you to interpret and respond to the information that is displayed on the System Health Monitor graph.

The following situations are some odd behaviors that are not explained in the troubleshooting tips that you should be aware of.

Interpreting Odd Situations Displayed on the System Health Monitor

Mediator

 Do not assign the same port number for the Mediator host machine to listen for the Probe and to listen for the web server. When this is done, the Mediator will fail to start the web server. Despite this failure, the Mediator will be displayed on the System Health Monitor as healthy.
B

Advanced Diagnostics Commander Configuration

The following configuration instructions are intended for experienced users with in-depth knowledge of this product. Please use caution when modifying any properties for the Diagnostics components.

Adjusting the Heap Size for the Commander's VM

The size of the heap can impact the performance of the Commander. You should adjust the size of the heap based upon the number of probes that will be sending data through the Commander. The default heap size is 384MB which is adequate for up to 20 probes. The following table lists the recommended heap settings for various numbers of probes:

| Number of Probes | Recommended Heap Size (MB) |
|------------------|----------------------------|
| 0 to 20 Probes | 384 (default setting) |
| 21 to 50 Probes | 768 |
| 51 to 100 Probes | 1400 |

The heap size is set in the <comander_install_dir>\dat\nanny mediator.nanny file using the VM arguments:

-Xms384m -Xmx384m

To adjust the Commander heap size:

1 Open the commander.nanny file that is to be edited. This file is located at: <commander install dir>\launch service\dat\nanny\commander.nanny

2 Replace the heap size specified in the -Xmx???m -Xms???ms option on the start_<os> property that is appropriate for your system OS with the recommend Heap Size.

start_nt="ProductDir\jre\bin\javaw.exe" -Xmx???m -Xms???m ...

Note: Both the -Xmx???m and the -Xms???m options must have the same value for "???".

For example if you were updating the heap size from the default settings to the recommend heap size for 21 - 50 probes; before you modify this line in the commander.nanny file it will look like this:

start_nt="ProductDir\jre\bin\javaw.exe" -Xms384m -Xmx384m "-Dserver.dir=ProductDir" -Dsun.net.client.defaultReadTimeout=30000 -Dsun.net.client.defaultConnectTimeout=30000 -Dcom.sun.management.jmxremote -Xbootclasspath/a:"ProductDir\lib\loading.jar;ProductDir\etc" com.mercury.opal.common.loader.ModuleLoader

After you modify this line in the commander.nanny file it will look like this::

start_nt="ProductDir\jre\bin\javaw.exe" **-Xms768m -Xmx768m** "-Dserver.dir=ProductDir" -Dsun.net.client.defaultReadTimeout=30000 -Dsun.net.client.defaultConnectTimeout=30000 -Dcom.sun.management.jmxremote -Xbootclasspath/a:"ProductDir\lib\loading.jar;ProductDir\etc" com.mercury.opal.common.loader.ModuleLoader

Configuring the Commander for Multi-Homed Environments

The machines that host the Commander can be configured with more than one Network Interface Card (NIC), and the Commander process listens on all interfaces on its host machine. Some customer environments do not allow applications to listen on all network interfaces on a machine. If this is the case in your environment, follow these instructions to configure the Commander to listen on specific network interfaces.

Modifying jetty.xml

The **jetty.xml** file has a section which defines the interfaces on which the Commander is permitted to listen. By default, the **jetty.xml** file included with the Commander has no listeners defined and the Commander listens on all of the interfaces.

To configure the Commander to listen on specific network interfaces on a machine:

1 Open the <commander_install_dir>/etc/jetty.xml file and locate the following line:

<Configure class="org.mortbay.jetty.Server">

2 Add the following block of code after this line changing the <Set name="Host">.....</Set> to contain the NIC's IP Address.

```
<Call name="addListener">
<Arg>
<New class="org.mortbay.http.SocketListener">
<Set name="Host">127.0.0.1</Set>
<Set name="Port"><SystemProperty name="jetty.port"
default="2006"/></Set>
<Set name="MinThreads">1</Set>
<Set name="MaxThreads">5</Set>
<Set name="MaxThreads">5</Set>
<Set name="MaxIdleTimeMs">30000</Set>
<Set name="LowResourcePersistTimeMs">5000</Set>
<Set name="LowResourcePersistTimeMs">5000</Set>
<Set name="LowResourcePersistTimeMs">5000</Set>
<Set name="IntegralPort">
</Set name="IntegralPort">8443</Set>
```

Repeat the previous step, adding a new copy of the block of code and setting the IP Address for the NIC, for each interface on which the Commander is to listen.

Make sure that the </Configure> tag follows the listener code for the last NIC.

Note: Make sure that components that access the Commander can resolve the host names of the Commander to the IP Address that you specify in the **jetty.xml** file for the Host values. It is possible that some systems may resolve the host name to a different IP address on the Commander host.

Sample jetty.xml File

The following example shows the **jetty.xml** file for the Commander where the Commander will listen on loopback and one IP address on the system.

<!-- Configure the Jetty Server --> <Configure class="org.mortbay.jetty.Server"> <!-----<!-- Configure the Request Listeners --> <Call name="addListener"> <Ara> <New class="org.mortbay.http.SocketListener"> <Set name="Host">127.0.0.1</Set> <Set name="Port"><SystemProperty name="jetty.port" default="2006"/></Set> <Set name="MinThreads">1</Set> <Set name="MaxThreads">5</Set> <Set name="MaxIdleTimeMs">30000</Set> <Set name="LowResourcePersistTimeMs">5000</Set> <Set name="ConfidentialPort">8443</Set> <Set name="IntegralPort">8443</Set> </New> </Arg> </Call> <-Listen on specific IP Address on this machine for incoming Commander calls-> <Call name="addListener"> <Ara> <New class="org.mortbay.http.SocketListener"> <Set name="Host">10.241.3.109</Set> <Set name="Port"><SystemProperty name="jetty.port" default="2006"/></Set> <Set name="MinThreads">1</Set> <Set name="MaxThreads">5</Set> <Set name="MaxIdleTimeMs">30000</Set> <Set name="LowResourcePersistTimeMs">5000</Set> <Set name="ConfidentialPort">8443</Set> <Set name="IntegralPort">8443</Set>

| | | | |
|----------|--|--|--|
| | | | |

C

Advanced Diagnostics Mediator Configuration

The following configuration instructions are intended for experienced users with in-depth knowledge of this product. Please use caution when modifying any of the Diagnostics component's properties.

This appendix contains the following sections:

- > Configuring the Mediator for Large Installations
- ► Tuning the Mediator Garbage Collection
- > Tuning the Mediator for a Smaller Installation
- > Overriding the Default Mediator Host Machine Name
- > Configuring the Mediator for Multi-Homed Environments
- ► Reducing Mediator Memory Usage
- ► LoadRunner Diagnostics Mediator Assignments
- ► Using the Mediator Configuration Web Pages
- > Configuring the Mediator for the LoadRunner Offline file

Configuring the Mediator for Large Installations

If you will be using a Mediator with more than twenty probes, it is recommended that you make modifications to the default configuration of the Mediator. The following sections provide instructions for making these Mediator configuration modifications.

Adjusting the Probe Event Buffer Size

Each Mediator has a probe buffer that is used to reduce the effect that temporary processing slowdowns on the Mediator have on the probe's processing. Without this buffer, the probes would react to the temporary processing slowdowns on the Mediator by throttling more frequently. By default, the Mediator's probe buffer size is set to be 2MB per probe. The perprobe buffer size for a Mediator is determined based upon the value of the static Mediator property, probe.event.buffer.size which is located in the <mediator_install_dir>\etc\mediator.properties file.

To determine the amount of memory that will be allocated for a Mediator's probe buffer, multiply the number of probes that are assigned to the Mediator by the value of the buffer size property.

Total Probe Buffer Size for a Mediator = # of probes assigned to the mediator * probe.event.buffer.size

To determine a reasonable probe buffer size:

- **1** Determine the probe's data rate (bytes/sec) from the Mediator metrics.
- **2** Multiply the probe data rate by the number of seconds of buffering that you need.
- 3 Set the probe.event.buffer.size property, located in <mediator_install_dir>\etc\mediator.properties, to the probe buffer size that you calculated.

Note: This buffer size does not guarantee that the probe will not be throttled for this period of time since the VM may be blocked and unable to buffer data when it becomes immediately available. However, the probe buffers should be able to handle most of the minor delays.

Adjusting the Direct Buffer Allocation Limit

The Mediator attempts to allocate the probe buffers outside of the java heap, using "direct" ByteBuffers. Ideally, there will be enough direct allocation space available so that all of the probe buffers will be direct. However, each VM has a limit to the amount of direct ByteBuffers that can be allocated.

If the Mediator is unable to allocate a direct buffer for the probe, it will fall back on a heap-based "indirect" buffer.

The default limit for direct buffer allocations for the Sun 1.4.2 VM, which is currently used by the Mediator, is 64MB. You should increase the direct buffer allocations limit when the Total Probe Buffer Size will exceed 64MB.

To increase the direct buffer allocation limit:

1 Open the mediator.nanny file to be edited. This file is located at:

<mediator_install_dir>\dat\nanny\mediator.nanny

2 Add the following argument to the VM arguments on the start_nt line:

-XX:MaxDirectMemorySize=???M

Replace "???" with the number of megabytes that you want to allocate for direct memory.

Before you modify this line in the mediator.nanny file it will look like this:

start_nt=C:\Program Files\Mercury Interactive\Diagnostics\Mediator\jre\bin\javaw.exe^-server -Xmx128m -Xms128m -XX:+UseAdaptiveSizePolicy -XX:+UseParalleIGC -Dsun.net.client.defaultReadTimeout=30000 -Dsun.net.client.defaultConnectTimeout=30000 -Xbootclasspath/a:"C:\Program Files\Mercury Interactive\Diagnostics\Mediator\lib\loading.jar;C:\Program Files\Mercury Interactive\Diagnostics\Mediator\etc" com.mercury.diagnostics.common.loader.ModuleLoader

After you modify this line in the mediator.nanny file it will look like this:

start_nt=C:\Program Files\Mercury Interactive\Diagnostics\Mediator\jre\bin\javaw.exe^-server -Xmx128m -Xms128m -XX:+UseAdaptiveSizePolicy -XX:+UseParalleIGC **-XX:MaxDirectMemorySize=128M** -Dsun.net.client.defaultReadTimeout=30000 -Dsun.net.client.defaultConnect-Timeout=30000 -Xbootclasspath/a:"C:\Program Files\Mercury Interactive\Diagnostics\Mediator\lib\loading.jar;C:\Program Files\Mercury Interactive\Diagnostics\Mediator\etc" com.mercury.diagnostics.common.loader.ModuleLoader **Note:** 32-bit VMs have a 4GB address space limit, so setting the MaxDirectMemorySize value too high may cause the heap to be too small. In this case, you can either use a 64-bit VM, if one exists for your platform, or decrease the probe buffer size.

Adjusting the Heap Size

The size of the heap can impact the performance of the Mediator. If the heap is too small you may experience problems with the Mediator "hanging" for periods of time. If the heap is too large it is possible that the Mediator will experience long garbage collection delays.

The default value for the heap size is 256MB. The heap size is set in the <mediator_install_dir>\launch_service\dat\nanny mediator.nanny file using the VM arguments:

```
-Xmx256m -Xms256m -XX:+UseAdaptiveSizePolicy.
```

If you encounter problems with the mediator "hanging", you can increase the heap size specified in the -Xmx256m -Xms256m options.

To adjust the Mediators heap size:

1 Calculate the amount of heap that the Mediator will need based upon the configuration of the machine that is the Mediator host.

The heap size must be large enough to provide the room that the Mediator needs to do its processing plus the amount of space that the indirect probe buffers need.

- > The amount of heap that the Mediator needs is about 384M.
- The amount of space that the indirect probe buffers need can be calculated using the values calculated in the previous section as follows:

```
Indirect Probe Buffer Space = Total Probe Buffer Space -
MaxDirectMemorySize
```

For example, if the Total Probe Buffer Space needed was 128M and the MaxDirectMemory Size was at the default of 64MB then the Indirect Probe Buffer Space would be 64MB.

> The optimal heap size can be calculated as:

Optimal Heap Size = Amount of Heap the Mediator Needs + Indirect Probe Buffer Space

For example, continuing the previous example, Optimal Heap Size = 384M + 64M = 428M

2 Open the mediator.nanny file that is to be edited. This file is located at:

<mediator_install_dir>\dat\nanny\mediator.nanny

3 Replace the heap size specified in the -Xmx???m -Xms???ms option on the start_nt line with the Optimal Heap Size that you calculated:

-Xmx???m -Xms???m -XX:+UseAdaptiveSizePolicy -XX:+UseParallelGC

Continuing the previous example; the current heap size, represented by "???" is replaced with 428 Mb.

-Xmx428m -Xms428m -XX:+UseAdaptiveSizePolicy -XX:+UseParalleIGC

Note: Both the -Xmx???m and the -Xms???m options must have the same value for "???".

Before you modify this line in the mediator.nanny file it will look like this:

start_nt=C:\Program Files\Mercury Interactive\Diagnostics\Mediator\jre\bin\javaw.exe^-server -**Xmx256m -Xms256m** -XX:+UseAdaptiveSizePolicy -XX:+UseParalleIGC -Dsun.net.client.defaultReadTimeout=30000 -Dsun.net.client.defaultConnectTimeout=30000 -Xbootclasspath/a:"C:\Program Files\Mercury Interactive\Diagnostics\Mediator\lib\loading.jar;C:\Program Files\Mercury Interactive\Diagnostics\Mediator\etc" com.mercury.diagnostics.common.loader.ModuleLoader After you modify this line in the mediator.nanny file it will look like this:

start_nt=C:\Program Files\Mercury Interactive\Diagnostics\Mediator\jre\bin\javaw.exe^-server -Xmx428m -Xms428m -XX:+UseAdaptiveSizePolicy -XX:+UseParalleIGC -Dsun.net.client.defaultReadTimeout=30000 -Dsun.net.client.defaultConnectTimeout=30000 -Xbootclasspath/a:"C:\Program Files\Mercury Interactive\Diagnostics\Mediator\lib\loading.jar;C:\Program Files\Mercury Interactive\Diagnostics\Mediator\etc" com.mercury.diagnostics.common.loader.ModuleLoader

Tuning the Mediator Garbage Collection

Under rare circumstances, the default Garbage Collector, ParallelGC, may cause the Mediator to have long periods where it is non-responsive or does not process Probe data. When this happens, it may trigger the Probe to throttle the capture or to drop events. This problem most commonly occurs when you are running LoadRunner with high Virtual User loads.

There are several symptoms that will help you to identify this problem. The most common situation occurs when the Mediator host is a parallel-processor machine (either SMP or SMT). The investigation sequence should be as follows:

- > Notice that the Probe is throttling or dropping events.
- Check the health for the Commander and the Mediator on the System Health Monitor and find that they are healthy.
- Check the CPU utilization for the Mediator host and notice that one of the processors is near 100% while the other processors are almost at 0%.

If you encounter problems with the Garbage Collector interfering with the performance of the Mediator you can adjust the VM arguments in the mediator.nanny file that is located in the directory at <mediator_install_dir>\dat\nanny\mediator.nanny.

To Tune the Mediator Garbage Collection:

1 Adjust the size of the Java Heap by replacing by replacing the heap size specified in the -Xmx???m -Xms???m option as described in "Adjusting the Heap Size" on page 324 to make sure that you have an adequate heap size.

2 Replace the –XX:+UseParallelGC option added in the previous step with –XX:+UseConcMarkSweepGC. This option will decrease the throughput (events/sec) of the Mediator and will result in a constant throughput.

After you have replaced the Aggressive Heap option in the mediator.nanny file as instructed in the previous step, the mediator.nanny file will look like this:

start_nt=C:\Program Files\Mercury Interactive\Diagnostics\Mediator\jre\bin\javaw.exe^-server -Xmx428m -Xms428m -XX:+UseAdaptive-SizePolicy -XX:+UseParalleIGC -XX:MaxDirectMemorySize=128M -Dsun.net.client.defaultReadTimeout=30000 -Dsun.net.client.defaultConnect-Timeout=30000 -Xbootclasspath/a:"C:\Program Files\Mercury Interactive\Diagnostics\Mediator\lib\loading.jar;C:\Program Files\Mercury Interactive\Diagnostics\Mediator\etc" com.mercury.diagnostics.common.loader.ModuleLoader

After you replace the UseParallelGC option the mediator.nanny file it will look like this:

start_nt=C:\Program Files\Mercury Interactive\Diagnostics\Mediator\jre\bin\javaw.exe^-server -Xmx428m -Xms428m -XX:+UseAdaptive-SizePolicy -XX:+UseParalleIGC **-XX:+UseConcMarkSweepGC** -XX:MaxDirectMemorySize=128M -Dsun.net.client.defaultReadTimeout=30000 -Dsun.net.client.defaultConnectTimeout=30000 -Xbootclasspath/a:"C:\Program Files\Mercury Interactive\Diagnostics\Mediator\lib\loading.jar;C:\Program Files\Mercury Interactive\Diagnostics\Mediator\etc" com.mercury.diagnostics.common.loader.ModuleLoader

Tuning the Mediator for a Smaller Installation

The default Mediator configuration that is established when the Mediator is installed assumes that the Mediator will be the only Mercury Diagnostics Component running on the host machine and so will allocate roughly all of the available memory on the machine to the Java heap. The Java argument - Xmx???m -Xms???m -XX:+UseAdaptiveSizePolicy are the options that trigger this memory allocation for the heap.

It is possible to run the Mediator on a machine that is also host to other components for implementations with very light loads such as a for a POC. If you are running the Mediator on the same machine as any of the other Mercury Diagnostics components, you should adjust the size of the Java Heap by replacing the -Xmx???m -Xms???m -XX:+UseAdaptiveSizePolicy option as described in "Adjusting the Heap Size" on page 324. The difference is that in the earlier instructions, the goal was to allocate a large enough heap for optimal performance with a large installation. In this section, you want to allocate a small enough heap to allow the other components enough memory to function.

- Adjust the size of the Java Heap by replacing the heap size specified in the --Xmx???m -Xms???m -XX:+UseAdaptiveSizePolicy optionmaking sure to make the -Xmx???m parameter small enough so that the other components on the machine have enough memory to function.
- Since this configuration is for an implementation that will have a very light load, we recommend that you also decrease the probe buffer size to 512k (524288).

Overriding the Default Mediator Host Machine Name

In situations where a firewall or NAT is in place or where your Mediator host machine has been configured as a multi-homed device, it may not be possible for the Commander to communicate with the Mediator using the host name that was assigned when the Mediator was installed. The **registered_hostname** property allows you to override the default host machine name that the Mediator uses to register itself with the Commander.

To override the default host machine name for a Mediator set the registered_hostname property located in <mediator_install_dir>/etc/mediator.properties to an alternate machine name or IP Address that will let the Commander communicate with the Mediator.

This is the host name that is passed to the Probes that are involved in a LoadRunner scenario that allows them to communicate with the Mediator.

Configuring the Mediator for Multi-Homed Environments

The machines that host the Mediator can be configured with more than one Network Interface Card (NIC), and the Mediator process listens on all interfaces on its host machine. Some customer environments do not allow applications to listen on all network interfaces on a machine. If this is the case in your environment, follow these instructions to configure the Mediator to listen on specific network interfaces.

Setting the Event Hostname

You should set the **event.hostname** property if the Mediator host machine has multiple network interfaces and you want to specify the hostname that the Mediator will listen on.

This property can be found at:

<mediator_install_dir>/etc/mediator.properties

Uncomment the property, event.hostname and specify the hostname value.

By default, the event.hostname property is not set. This means that the Mediator will listen on all hostnames.

Modifying jetty.xml

The **jetty.xml** file has a section which defines the interfaces on which the Mediator is permitted to listen. By default, the **jetty.xml** file included with the Mediator has no listeners defined and the Mediator listens on all of the interfaces.

To configure the Mediator to listen on specific network interfaces on a machine:

1 Open the <mediator_install_dir>/etc/jetty.xml file and locate the following line:

<Configure class="org.mortbay.jetty.Server">

2 Add the following block of code after this line changing the <Set name="Host">.....</Set> to contain the NIC's IP Address.

```
<Call name="addListener">
<Arg>
<New class="org.mortbay.http.SocketListener">
<Set name="Host">127.0.0.1</Set>
<Set name="Port"><SystemProperty name="jetty.port" default="2006"/></Set>
<Set name="MinThreads">1</Set>
<Set name="MaxThreads">5</Set>
<Set name="MaxThreads">5</Set>
<Set name="MaxIdleTimeMs">30000</Set>
<Set name="MaxIdleTimeMs">30000</Set>
<Set name="LowResourcePersistTimeMs">5000</Set>
<Set name="ConfidentialPort">8443</Set>
<Set name="IntegralPort">8443</Set>
</Arg>
</Call>
```

3 Repeat the previous step adding a new copy of the block of code and setting the IP Address for the NIC for each interface on which the Mediator is to listen.

Make sure that the </Configure> tag follows the listener code for the last NIC.

Note: Make sure that components that access the Mediator can resolve the host names of the Mediator to the IP Address that you specify in the **jetty.xml** file for the Host values. It is possible that some systems may resolve the host name to a different IP address on the Mediator host. See "Overriding the Default Mediator Host Machine Name" on page 328 for more information.

Sample jetty.xml File

The following example shows the jetty.xml file for the Mediator where the Mediator will listen on loopback and one IP address on the system.

```
<!-- Configure the Jetty Server
                                                         -->
<Configure class="org.mortbay.jetty.Server">
<!-- Configure the Request Listeners
                                                         -->
 <Call name="addListener">
  <Arg>
   <New class="org.mortbay.http.SocketListener">
    <Set name="Host">127.0.0.1</Set>
   <Set name="Port"><SystemProperty name="jetty.port" default="2006"/></Set>
   <Set name="MinThreads">1</Set>
   <Set name="MaxThreads">5</Set>
   <Set name="MaxIdleTimeMs">30000</Set>
   <Set name="LowResourcePersistTimeMs">5000</Set>
   <Set name="ConfidentialPort">8443</Set>
   <Set name="IntegralPort">8443</Set>
  </New>
  </Arg>
 </Call>
<-Listen on specific IP Address on this machine for incoming Commander calls->
<Call name="addListener">
 <Arg>
 <New class="org.mortbay.http.SocketListener">
   <Set name="Host">10.241.3.109</Set>
   <Set name="Port"><SystemProperty name="jetty.port" default="2006"/></Set>
   <Set name="MinThreads">1</Set>
   <Set name="MaxThreads">5</Set>
   <Set name="MaxIdleTimeMs">30000</Set>
   <Set name="LowResourcePersistTimeMs">5000</Set>
   <Set name="ConfidentialPort">8443</Set>
   <Set name="IntegralPort">8443</Set>
  </New>
 </Arg>
</Call>
</Configure>
```

Reducing Mediator Memory Usage

The Transaction Timeout Period is a safety mechanism that is used to prevent the mediator from using excessive amounts of memory because it is holding on to old data for too long. The mediator holds on to all of the information that it receives for a transaction until it receives the ELT for the transaction, which tells the mediator the transaction is complete. The timeout period for a transaction is reset each time that the mediator receives data for the transaction. If the machine that the commander is running on is overloaded (CPU is heavily loaded or there are too many transactions per second for it to handle), or if there are network connectivity issues between the Load Generators and the commander, the mediator may not receive the ELT that lets it know when a transaction has ended. If the ELT is not received by the time that the ELT is not coming and go ahead and process the data for the transaction and free up the memory that the transaction data was using.

The correlation.txn.timeout property sets the duration of the transaction timeout period. If you are experiencing out of memory conditions in the mediator you may want to reduce the transaction timeout period so that the mediator will give up waiting for the end of a transaction sooner. Use caution when adjusting the value of this property because multiple probes may be sending data to the mediator, and a active transaction may be idle in one mediator, so setting this two low could cause problems. It is recommended that if you need to reduce the value of this property that you set it to 30s more than the longest transaction in your load test.

LoadRunner Diagnostics Mediator Assignments

Default Mediator Assignment

When a LoadRunner run is started, the Commander selects the Mediators to be used by the Probes during the run. Each Probe receives one Mediator assignment. The Commander assigns a Mediator to a Probe based on the Logical LAN ID and a least-used basis. For each Probe, the Commander determines which Mediators are active and have the same Logical LAN ID. The Commander then selects the Mediator that has been assigned to the fewest probes. This least-used Mediator is started and its information is passed to the Probe. If the Mediator fails to start, the Commander checks the next least-used Mediator. The Probe receives the assigned Mediator information and connects to the Mediator for the run.

Advanced Mediator Assignment

There are two different methods for changing the default Mediator assignments for Probes.

Direct Assignment

When you use the Direct Assignment method, you create a mapping file that allows you to override the Mediator assignment for a Probe. This is useful when you have a Probe that produces much more data than the other probes in a run and you want to make sure that a Mediator that has been installed on a more powerful machine processes the events from that Probe.

To change the Mediator Assignment for a Probe using the Direct Assignment method create a file called mediator_assignment.properties in the <commander_install_dir>\etc directory on the Commander host machine.

The format of the mediator_assignment.properties file is:

<id> = <mediator.id>

- ► Replace <id> with the ID of the probe.
- ► Replace <mediator.id> with the ID of the mediator.

The mediator_assignment.properties file is dynamically read at the start of each LoadRunner run. This means that changes made to this file become effective without having to restart the Commander.

Multiple Assignment

The Multiple Assignment method should only be used in extreme cases where a single Mediator is not able to handle the output from a Probe. The capabilities of the Mediator make it extremely unlikely that this situation will occur.

To change the default Mediator assignment for a probe using the Multiple Assignment method:

Change the value of the multiple_mediator_per_probe property in the <commander_install_dir>\etc\webserver.properties file to "true". When this property is set to "true" the Commander is instructed to assign all active Mediators with the same Logical LAN ID to the Probe. The Probe will connect to each of the Mediators and send data distributed evenly to those Mediators.

Note: Changes to this property value will not take effect until you restart the Commander.

Using the Mediator Configuration Web Pages

The Mediator Configuration Web pages provide a way for you to set the property values that control how the Mediator communicates with the other diagnostic components and how it processes the data that it receives from the probes.

Note: To ensure that you are entering valid property values you should use these Web pages to update the Mediator properties instead of editing the property files directly.

To access the Mediator configuration Web pages:

Access the Mediator Configuration Web pages on the Mediator host machine using the following URL:

http://<mediator_host_name>:8081/configuration/

The Mediator Configuration Main Menu is displayed as shown below.

| Address 🕘 http://localhost:8081/configuration/ | | |
|--|---|--|
| Configuration | | |
| Name | Description | |
| Customer Information | Properties that are used to configure the customer information for the mediator. | |
| Component Communications | Properties that are used to configure how the mediator communicates with the other diagnostic components. | |
| Transaction Trimming | Properties that are used to configure the rules that the mediator will apply when trimming transactions. | |
| Memory Diagnostics | Properties that configure the way that the mediator will handle memory diagnostics | |
| Logging | Configure log files and logging details. | |
| | | |
| Show Advanced Options | | |
| Mediator Version: 3.3.12.0 Build: 84 | | |

Each menu option is a link to a page where you may update a group of related properties:

- Customer Information
- Component Communications
- Transaction Trimming
- Memory Diagnostics
- Logger

Viewing Advanced Mediator Configuration Options

At the bottom of most of the Mediator Configuration pages is a link that will cause additional configuration options to be displayed on the page. These options are Advance Options that you should only update with guidance from your Mercury Customer Support representative.

Note: Do not manipulate the Advance Options without the guidance of your Mercury Customer Support representative.

To display the Advanced Mediator Configuration Options:

- 1 Click the Show Advanced Options link at the bottom of the page.
- **2** The list of options on the page will be updated to include the Advanced Configuration options and the link with toggle to **Hide Advanced Options**.

To hide the Advanced Mediator Configuration Options:

- 1 Click the Hide Advanced Options link at the bottom of the page.
- **2** The list of options on the page will be updated so that the Advanced Configuration options are no longer available and the link will toggle to **Show Advanced Options**.

Modifying Mediator Properties

To modify the Mediator properties:

- **1** Select menu item for the properties that you wish to update.
- **2** Review the properties that are displayed and revise any values that should be updated.
- **3** Click **Submit** to save your changes.

Note: To cancel any pending changes click **Reset All** at any time prior to clicking **Submit**.

4 A message appears at the top of the page to indicate that your changes were saved.

For the Component Communications and the Transaction Trimming properties, a message reminding you to restart the Mediator is also displayed, along with a convenient **Restart Mediator** button. The property changes will not take effect until you restart the Mediator.

Note: If you have other changes to make to the Mediator properties, you should finish making all of your changes before restarting the Mediator.

Note: Do not restart the Mediator while a run is in progress.

For the Logging properties, it is not necessary to restart the Mediator; however it may take up to a minute for your changes to be applied.

| Address 🗃 http://localhost:8081/configuration/Component+Communications | | | | | |
|--|-----------------------|---|--|--|--|
| Changes were successfully saved. | | | | | |
| You must restart for your configuration changes to take effect. Restart Mediator | | | | | |
| Component Communic | ations | | | | |
| Name | Value | Description | | | |
| Commander URL | http://metis:2006/req | The web address for the Diagnostics Commander. | | | |
| LAN Identifier | ThisLan | The logical LAN ID for the mediator. | | | |
| Probe Data Port | 2612 | The mediator port where it recieves event data from the probe. | | | |
| Mediator Webserver Port | 8081 | The port where the mediator listens for HTTP requests from the Diagnostics Commander. | | | |
| Submit Reset All | | | | | |
| | | | | | |
| Show Advanced Options | | | | | |
| Mediator Version: 3.3.12.0 Build: 84 | | | | | |

Configuring the Mediator for the LoadRunner Offline file

For each Load Runner scenario that is run, the Mediator produces a file that is needed for LoadRunner Offline analysis which contains the J2EE data captured during the scenario. The size of this file can grow to be quite large. You must ensure that you have enough disk space to hold the LoadRunner Offline file on both the Mediator host machine where the file is stored temporarily while the scenario is running and the Load Runner controller host machine where the file is stored when the scenario has ended.

Estimating the Size of The LoadRunner Offline File

Estimating the size of the offline file is highly dependent upon the data that is being captured and the rate at which the data is captured.

To estimate the size of the LoadRunner offline file:

1 Run a load test for 5 minutes and monitor the size of the offline file created by the Mediator when Load Runner scenario is started.

Locate the offline file on the Mediator host machine in <mediator_install_dir>/data/<newest directory>. The offline file has an extension of ".inuse".

- **2** After 5 minutes note the size of the offline file.
- **3** Extrapolate the size of the offline file after one hour by multiplying the size of the offline file from the previous step by 12.
- **4** Determine the anticipated size of the offline file at the end of your load test by multiplying the one hour file size calculated in the previous step by the number of hours that you expect your actual load test to run.
- **5** Determine if the Mediator host machine and the LoadRunner Controller host machine have enough disk space to accommodate the anticipated offline file size.

Reducing the Size of the LoadRunner Offline File

If you are concerned about the size of the offline file, you can reduce the file size by increasing the Mediator's offline aggregation periods. This will reduce the level of granularity in the offline data and thus reduce the size of the offline files.

The default settings for these properties are "5s" (5 seconds) which causes the Mediator to aggregate all data into 5 second time slices. Increasing the value of these properties will make the offline file smaller because fewer data points are required to be stored when the aggregation period is longer. For example, increasing the offline aggregation period properties to "45s" should reduce the file size by roughly 50-75%.

Note: The impact on the size of the offline file size that will be achieved by adjusting the offline aggregation period is highly dependent upon the behavior of your application and the specifics of your load test

Use the following steps modify the Mediator offline aggregation period properties bucket.lr.offline.duration and bucket.lr.offline.sr.duration in <mediator_install_dir>/etc/mediator.properties.

To reduce the size of the offline files by increasing the Mediator offline aggregation periods:

- 1 Ensure that the Mediator is not participating in any active LoadRunner runs. This is necessary because the Mediator must be restarted before the property changes described in the following steps will take effect.
- **2** Access the Mediator Configuration Page from your browser by navigating to the following URL:

http://<mediator_hostname>:8081/configuration/Aggregation?level=60

- 3 Increase the Offline VU Aggregation Period by increasing the setting for the Load Runner / Performance Center Offline VU Aggregation Period property. The value of this property must be a multiple of 5. For example set it to "45s".
- Increase the Offline Server Request Aggregation Period by increasing the value of the Load Runner / Performance Center Offline Server Request Aggregation Period property. The value of this property must be a multiple of 5. For example set it to "45s".

5 Update the Mediator with the revised property values by clicking **Submit** at the bottom of the page.

A message will appear at the top of the page to indicate that the changes were saved along with a reminder to restart the Mediator. As a further reminder the **Restart Mediator** button is displayed.

For more information on updating property values from the Configuration Page and a screen image showing the command buttons see "Modifying Mediator Properties" on page 336.

6 To cause the configuration changes to take effect restart the Mediator by clicking **Restart Mediator**.

D

Advanced J2EE Probe and Application Server Configuration

This appendix provides instructions for performing advanced configuration activities for the Mercury Diagnostics Probe for J2EE.

It contains the following sections:

- > Configuring the J2EE Probe for Use With Mercury Products
- ➤ Setting the J2EE Probe Product Mode Properties
- > Configuring the J2EE Probe and Application Server for Deep Diagnostics
- > Configuring the Application Server for Allocation Capture
- ► Unconfiguring the Probe for a Product
- ► Specifying Layers to Instrument
- ► Controlling Automatic Method Trimming
- ► Controlling J2EE Probe Throttling
- ► Configuring a Probe With a Proxy Server
- > Specifying Probe Properties as Java System Properties

Configuring the J2EE Probe for Use With Mercury Products

Overview

The J2EE Probe is a lifecycle probe that can be can be used to monitor your applications from development through implementation and production. The same Probe can be used with multiple Mercury products to enable you to understand and improve the performance of your applications.

There are three different product mode values: Application Management (AM), Application Diagnostics (AD), and Deep Diagnostics (DD).

You set the Product Mode when at the time that you installed the J2EE Probe when you selected the application that the Probe was going to work with. (See Chapter 6, "Installing the Mercury Diagnostics Probe for J2EE.") To enable the J2EE Probe to capture data with different Mercury products you must configure the product mode of the Probe.

AM Mode- Application Management

When configured in AM mode, the J2EE Probe will work with Mercury Business Availability Center 5.0 (BAC). A Probe can run in stand-alone AM mode or it can be configured so that it will also be able to gather the additional metrics for Mercury Deep Diagnostics.

AD Mode– Application Diagnostics

When configured in AD mode, the J2EE Probe will work with LoadRunner 8.0. A Probe can run in stand-alone AD mode or it can be configured so that it will also be able to gather the additional metrics for Mercury Deep Diagnostics.

DD Mode - Deep Diagnostics

Mercury Deep Diagnostics for J2EE does not include a probe in its installation; instead, it uses the J2EE Probe installed with Mercury's LoadRunner 8.0 or BAC 5.0. The J2EE Probe must be configured to work with Mercury Deep Diagnostics for J2EE. A Probe can run in stand-alone DD mode or it can be configured to so that it will also be able to gather additional metrics for the AM mode or the AD mode.

Note: AM and AD modes are mutually exclusive. The probe can only capture data for one of these modes at any given time. Both AM and AD can be configured to include the Deep Diagnostics mode.

Setting the J2EE Probe Product Mode Properties

Note: The following discussion provides the instructions for updating the Probe properties by editing the property files. It is recommended that you update the properties using the Mercury Configuration Utility. See "Reconfiguring a Probe" on page 149 for information on setting the Product Mode, Commander Host Name, and Commander Port Number using the Configuration Utility.

The Product Mode for the J2EE is configured using the **active.products** property which can be found in the property file:

<probe_install_dir>\etc\probe.properties

The following is an image of the probe.properties file showing the active.products property. The comment above the property explains the possible combinations of values that can be set. In this example, the **active.products** property is set to "AD,DeepDiagnostics" which means that the Probe is configured to work with LoadRunner 8.0 and Deep Diagnostics.

```
#
# The products that this probe should report to.
#
# Possible values are:
#
#
   DeepDiagnostics
                            (for DD standalone)
#
  AM
                              (for AM/Topaz)
#
  AD
                              (for AD/LoadRunner/Performance Center)
  AM,DeepDiagnostics (when using DD and AM simultaneously)
AD,DeepDiagnostics (when using DD and AD simultaneously)
#
#
#
# (That is, the probe can only report to AM or AD, not both)
active.products=AD,DeepDiagnostics
```

For each product mode there are additional properties and settings that must be configured in addition to the **active.products** property. The following sections provide instructions for doing the configuration for each product mode.

AM – Application Management Probe Settings

Note: Remember, that it is safer to make these changes using the Configuration Utility. See the note on page 343 for more information.

1 Configure the Probe to register with the Commander.

One of the functions of the Commander is to keep track of the Diagnostics components so that it can facilitate communications between them and keep you informed about the status and health of the components.

To configure the Probe to register with the Commander, set host name and the port using the **registrar.url** property which can be found in the property file:

<probe_install_dir>\etc\dispatcher.properties

The following is an excerpt from the dispatcher.properties file showing the **registrar.url** property:

```
## the URL of the registrar
registrar.url=http://host01.company.com:2006/registrar/
```

2 Configure the Probe to connect to a Mediator.

The Probe must be able to transmit the processing metrics that it gathers to the Mediator in order for the AD and AM Mercury products to be able to receive, process, and display the reports. In AD, the Probe is assigned to a Mediator by Diagnostics. In AM, you must tell the Probe which Mediator to work with.

To configure the Probe to communicate with the Mediator, set host name and the port using the **mediator.host.name** property and the **mediator.port.number** property which can be found in the property file:

<probe_install_dir>\etc\dynamic.properties

The default Mediator port is 2612. If you set the Mediator port to a value other than the default when you installed the Mediator, make sure to use that same port number when you set the **mediator.port.number** property.

The following is an excerpt from the dispatcher.properties file showing the these properties:

#the host the Topaz mediator is running on mediator.host.name=hostO1.company.com #the port the Topaz mediator is listening on (default is 2612) mediator.port.number=2612

3 Install the Diagnostics Server and Configure the Mediator to be able to communicate with it.

The Diagnostics Server is a Diagnostics component that is required for AM mode. See the Mercury Diagnostics for J2EE & .NET Business Availability Center Edition Installation and User's Guide for more information on installing the Diagnostics Server.

AD – Application Delivery Probe Settings

Note: Remember that it is safer to make these changes using the Configuration Utility. See the note on page 343 for more information.

4 Configure the Probe to register with the Commander.

See the instructions above for AM – Application Management Probe Settings to set the **registrar.url** property.

5 Configure the probe's Logical LAN ID.

The network traffic between the Mediator and the Probes is high volume. For this reason, the Mediator and the Probes that communicate with it must be located on the same LAN. The Logical LAN ID is not a physical LAN ID. The value that you enter for the Mediator and each of the Probes that you expect to be able to work with the Mediator must be exactly the same.

To configure the Logical LAN ID for the Probe, set the **probe.lanid** property which can be found in the property file:

<probe_install_dir>\etc\dispatcher.properties

The following is an excerpt from the dispatcher.properties file showing the **probe.landid** property:

```
### Product Specific Properties ###
## Aruba
probe.lanid=DefaultLAN
```

Configuring the J2EE Probe and Application Server for Deep Diagnostics

Once you have installed and configured the probe to work in LoadRunner 8.0, you can configure it to work with Deep Diagnostics.

In the following instructions, <probe_install_dir> is the directory where the probe is installed.

To configure the J2EE Probe and Application Server for Deep Diagnostics:

1 Ensure that you have installed the Deep Diagnostics (DD) System Under Test agents on the application server machine. If the DD agent is not there, run the Deep Diagnostics setup, and install the DD SUT.

When you install DD you are asked to provide the location of the <probe_install_dir>. This information is used to update properties that DD uses to contact the probe and to associate the probe with the application.

- **2** Verify that the Deep Diagnostics Server can see the installed DD agent by looking at the **global** tab, under the **host tree** node in the Deep Diagnostics Console.
- **3** Ensure that you have configured the J2EE Probe and Application Server as described in Chapter 8, "Configuring the J2EE Probe and Application Server."
- **4** Locate the directory where the J2EE Probe was installed. In the following instruction, the directory where the probe was installed is referenced as <probe_install_dir>.

- **5** Set the following properties in <probe_install_dir>/etc/capture.properties as indicated:
 - Set the timeserver.host property to the host name for the machine where the Deep Diagnostics Server was installed.
 - > Set timer.synchronize.with.server.clock = false
 - Set use.native.timestamps = true
- **6** Set the following properties in <probe_install_dir>/etc/probe.properties:
 - ➤ Add "DeepDiagnostics" to the value of "active.products". See the instructions provided in the property files for the correct syntax.

To set the Product Mode for both LoadRunner and Deep Diagnostics the property would be as follows:

active.products=AD,DeepDiagnostics

➤ Set the "id" property in probe.properties to identify the J2EE Probe to Deep Diagnostics. This value must exactly match the Application Definition used to specify instrumentation in the Deep Diagnostics.

Note: If the J2EE Probe is used in Deep Diagnostics mode simultaneously with AD or AM, and a different "id" for the probe is necessary for those modes, you can specify the "**deepdiagnostics.id**" property in probe.properties to indicate which Deep Diagnostics Application Definition this probe is associated with.

Configuring the Application Server for Allocation Capture

If you are going to use allocation capture, you must scope the capture to reduce the number of events and you also may have to increase the size of the permanent generation (perm gen) in the heap so that the capture will work properly. Capturing everything from allocation tier can cause the VM to crash if the perm gen is not sized properly.

The following example shows the setting the size of the permanent generation to 64m.

-XX:MaxPermSize=64m

Unconfiguring the Probe for a Product

The Product Mode for the J2EE Probe is configured using the **active.products** property which can be found in the property file:

```
<probe_install_dir>\etc\probe.properties
```

For more information about the **active.products** property see "Setting the J2EE Probe Product Mode Properties" on page 343.

To configure the probe so that it will no longer support a product, update the **active.products** property so that the product is no longer included in the property value.

For example if a Probe has been configured for Deep Diagnostics and LoadRunner. the **active.products** property would be as follows:

active.products=DeepDiagnostics,AD

To reconfigure the Probe so that Deep Diagnostics would no longer be included, remove the product from the property value:

active.products=AD

Note: You can also update the Product Mode using the Mercury Configuration Utility. For information about this utility, see "Using the Configuration Utility" on page 140.

Specifying Layers to Instrument

A layer is defined as the generic term given by Diagnostics for J2EE & .NET to signify J2EE/.NET resources that can be grouped together for meaningful analysis, and for display in the Diagnostics for J2EE & .NET pages. Examples of layers: entity beans, servlets, JDBC, and so forth; classes that inherit from a common ancestor; components that adhere to a specific API; classes that provide a common service; and custom classes with a common significance.

Existing default J2EE layers include: servlets and JSPs, session and entity beans, JNDI, JDBC, JMS, and Struts. Existing .NET layers include: Web layer WEB.ASP (Active Server Pages), Database layer DB.ADO (ActiveX Data Objects) and Messaging layer MSG.MSMQ (Microsoft Message Queuing).

Occasionally, due to design decisions, a class that does not directly implement a J2EE./.NET component contains J2EE/.NET functionality. Or you may wish to monitor a class that is of special interest to you. For these purposes, you can define a custom layer. To enable Diagnostics for J2EE & .NET to display custom classes or packages, you must set up the Diagnostics Probe to monitor the classes and packages.

To choose the layers that you want Diagnostics for J2EE & .NET to display, you specify them in the Capture Points file.

Note: These instruction only apply when using the J2EE Probe in an AM or AD product mode. These instructions do not apply to the Deep Diagnostics product mode.

Modifying the Capture Points file

The Capture Points file is the instrumentation configuration file. This file is named auto_detect.points and is located in:

<probe_install_dir>\etc\auto_detect.points

In the Capture Points file, layers that are to be displayed by Diagnostics for J2EE & .NET are specified with the key 'layer =...' for each instrumentation definition. For example, to specify that the Web.JSP layer should be displayed, you enter the following line:

layer = Web.JSP
Following is an excerpt from a Capture Points file:

```
J2EE Monitoring Static Hooks definition file
; Generated by Mercury Interactive - do not modify!
[HttpCorrelation]
keyword = httpcorrelation
[JDBC-SQL]
keyword = jdbcsql
[JSP- jspService]
;----- implements HttpJspPage Interface ------
class = javax.servlet.jsp.HttpJspPage
ignore cl = weblogic.servlet.jsp.JspBase
method = jspService
signature = (Ljavax/servlet/http/HttpServletRequest;Ljavax/serv-
let/http/HttpServletResponse;)V
deep mode = soft
layer = Web.JSP
[Servlet-all]
;----- extends HttpServlet ------
class = javax.servlet.http.HttpServlet
ignore cl = weblogic.servlet.JSPServlet
ignore tree = org.apache.jasper.runtime.HttpJspBase
method = !.*
signature = !.*
deep mode = hard
layer = Web.Servlet
[Struts-Action]
; ------ Struts - Action ------
class = org.apache.struts.action.Action
method = !.*
signature = !.*
deep mode = soft
layer = Web.Struts
```

Controlling Automatic Method Trimming

The default configuration for the Probe includes settings that control the trimming of methods. Trimming can be controlled based upon how long the method takes to execute, which is known as latency, and by the stack depth of the method call. The default configuration instructs the Probe to trim both by latency and by depth.

You may want to reduce the level of trimming or turn off trimming completely for certain diagnostics situations. You can control the trimming using the "**minimum.method.latency**" and "**maximum.stack.depth**" properties in <probe_install_dir>/etc/capture.properties.

Latency Trimming

Methods that complete with latency greater than or equal to the value of the "**minimum.method.latency**" property will be captured and those that complete with latency less than this limit will be trimmed to avoid incurring the overhead for methods that are less likely to be of interest.

Because of threading and buffering behavior, partial information about a method that was trimmed may be transmitted to the Mediator. When the Mediator detects that it only received partial information for a method, it issues a warning message. You should ignore this message unless your run requires that the information for all methods be captured.

If the information for all methods must be captured, lower the value of the "minimum.method.latency" property or set it to zero.

Note: The following should be considered when setting the "**minimum.method.latency**" property:

➤ The lower the value of the "minimum.method.latency" property the greater the chance that the performance of your application will be adversely impacted.

- Depending upon your platform & whether native timestamps are being used (use.native.timestamps = false), it may not be useful to specify this value in increments of less than 10ms.
- ➤ For Topaz & LoadRunner capture, the throttle mechanism will automatically increase this value if the mediator is unable to keep up with the number of events being sent. For Deep Diagnostics, the throttle mechanism will automatically increase this value if the probe is unable to write events out to the workload log file fast enough. For more information on throttling see the Controlling J2EE Probe Throttling section in this chapter.

Depth Trimming

Methods that are called at a stack depth that is less than or equal to the value of the "**maximum.stack.depth**" property will be captured and those that are called at a stack depth greater than this limit will be trimmed to avoid incurring the overhead for methods that are less likely to be of interest.

For example, if maximum.stack.depth is 3, and "/login.do" calls a() calls b() calls c(), only /login.do, a, and b will be captured.

Note: The following should be considered when setting the "**maximum.stack.depth**" property.

- Setting a low maximum.stack.depth can significantly reduce the overhead of capture.
- ➤ In Topaz mode, it is not useful to have a maximum.stack.depth configured higher than the mediator's depth trim (trimming.type=depth in mediator.properties) which is not enabled by default.

Controlling J2EE Probe Throttling

The default configuration for the J2EE Probe has been set to minimize the performance impact of collecting diagnostics information. In addition, the J2EE Probe is able to automatically scale back on the amount of information that it captures when it detects that its processing has started to have a negative impact on the performance of your application. The process for scaling back the amount of information that the Probe captures is called throttling.

The J2EE Probe throttles the amount of diagnostics information that it collects by skipping over method calls that occur relatively quickly. The probe determines exactly what "relatively quickly" means based upon the amount of data that it is collecting. The skipped method calls can have a duration that varies between the configured minimum latency trim value which defaults to 51 milliseconds, and 6 seconds depending on the load.

The probe properties that are used to control the throttling are listed below. These properties are found in <probe_install_dir>/etc/capture.properties.

► gentle.reserve.buffer.count

The gentle reserve buffers are temporarily allocated for workload spikes while the load throttle measures are deploying. By default, the gentle.reserver.buffer.count property is set to the same value as the maximum.private.buffer.count property.

hard.reserve.buffer.count

The hard reserve buffers are allocated for workload spikes when it is determined that the gentle reserve buffering cannot keep up. By default the hard.reserve.buffer count is set to the same value as the maximum.private.buffer.count property.

► buffer.wait.time

The buffer.wait.time property is used to control the length of time that the probe will wait for an event to be buffered. This property tells the Probe what to do when all throttle attempts are exhausted and an event cannot be buffered:

- -1 = indicates that the processing should wait for as long as it takes
- 0 = indicates that the event should be dropped immediately

• # = indicates that the processing should wait for # milliseconds before dropping the event

When you are using the J2EE Probe to monitor a production system, allowing the Probe to automatically throttle is usually the preferred behavior. However, when diagnosing some performance issues, you may want to sacrifice the performance of your application so that you can be sure that every diagnostic event is captured.

To configure the J2EE Probe so that it will not throttle you must edit the following properties in the <probe_install_dir>/etc/capture.properties file:

- ► Set gentle.reserve.buffer.count to 0
- ► Set hard.reserve.buffer.count to 0
- ► Set **buffer.wait.time** to -1

Note: When you are turning off throttling be sure to set all three of the properties as instructed.

Configuring a Probe With a Proxy Server

There are two properties that are used tell the probe the url of the Commander with which the Probe is to work. The property that you set depends upon whether there is a proxy present or not.

► dispatcher.properties

The **registrar.url** property in <probe_install_dir>\etc\dispatcher.properties is set when you install the Probe. This is the Commander url that is to be used when there is a direct connection.

➤ webserver.properties

In the presence of a proxy you must set the **registrar.url** property in the <probe_install_dir>\etc\webserver.properties file to indicate the url of the Commander.

Specifying Probe Properties as Java System Properties

All of the J2EE Probe properties, except for those defined in the dynamic.properties property file, may be specified as a Java System properties on the startup command-line for the application server. This is very useful when there will be more than one JVM using a single J2EE Probe installation.

To specify a Probe property as a Java System property, pre-pend the letter "D" and the first part of the properties file name to the property name. This is best explained via some examples:

To set the "id" in probe.properties from the startup command you concatenate the "D" and "probe" from the property file name and then tack on the name of the property that you are specifying, "id":

-Dprobe.id=SomeId

To set the "active.products" in probe.properties from the startup command you concatenate the "D" and "probe" from the property file name and then tack on the name of the property that you are specifying, "active.products":

-Dprobe.active.products=AD,DeepDiagnostics

To set the "registrar.url=http://host01.company.com:2006/registrar/" in dispatcher.properties from the startup command you concatenate the "D" and "dispatcher" from the property file name and then tack on the name of the property that you are specifying, "registrar.url":

-Ddispatcher.registrar.url= http://host01.company.com:2006/registrar

Advanced .NET Probe Configuration

This appendix provides instructions for configuring the .NET Probe.

It contains the following sections:

- ► Automatically Discovering ASP.NET Applications
- ► Customizing the Instrumentation for ASP.NET Applications
- ► Restarting IIS
- ► Elements Used in the Probe_config.xml File
- ► Disabling Logging
- ► Overriding the Default Probe Host Machine Name

Automatically Discovering ASP.NET Applications

The .NET Probe installer attempts to detect the ASP.NET applications on the machine where the Probe is installed and configures the Probe to capture basic ASP/ADO/MSMQ workload for each of the ASP.NET applications detected.

The .NET Probe installer discovers applications by inspecting the IIS configuration and looking for virtual directory entries that might refer to ASP.NET applications. In some instances, the ASP.NET applications may have been installed in a manner that prevents them from being detected. One reason that an ASP.NET application will be missed is when an ASP.NET application has been installed as web directories instead of virtual directories.

After the .NET Probe has been installed, you can force the Probe to rescan the IIS configuration if you have fixed ASP.NET application deployments or installed additional ASP.NET applications. To force the Probe to rescan the IIS configuration and update your probe_config.xml file use the command **Start > Mercury Diagnostics .NET Probe > Rescan ASP.NET Applications**.

For each ASP.NET application that is automatically detected, the installer creates an appdomain reference in the probe_config.xml file located in the <probe_install_dir>/etc directory. Each of the appdomain references in the probe_config.xml file contains reference to a points file. The referenced points file is the application-specific points file that the installer created for each detected application. The points file controls the workload that the Probe will capture for each application. You can modify the points file to capture application specific custom business logic.

Customizing the Instrumentation for ASP.NET Applications

When the .NET Probe is installed, the ASP.NET.points file is created with the standard instrumentation that is to be applied to all ASP.NET processing on the monitored server. You may create custom instrumentation files to capture the business logic that has been implemented through application specific classes.

To let the .NET Probe know that you want to apply the custom instrumentation to an application you must update the probe_config.xml file so that the customized points file can be associated with the application.

To associate a customized points file with an application:

 Create a points file with the instrumentation for the application specific classes. To create a points file copy an existing points file in the <probe_install_dir>/etc folder.

Note: If the application was auto detected, a points file will already exist for the application.

2 Customize the points file so that the Probe will capture custom business logic for your applications.

The following example illustrates how to modify the points file so that the Probe will capture IBuySpy custom code:

```
[IBuySpy Callee]
class = !IBuySpy.*
method = !.*
signature =
scope =
ignoreScope =
layer = Custom.IBuySpy
```

3 Add an <appdomain name> tag for the application and its points file to the probe_config.xml file which is located in the <probe_install_dir>/etc directory.

<appdomain name="your app name"> <points file="your app.points"/> </appdomain> The following example illustrates this step. A custom points file has been created for the MSPetsShop application. The file has been named MSPetShop.points. The <appdomain name> tag for the application and the points file has been added to the probe_config.xml file.

```
<?xml version="1.0" encoding="utf-8"?>
    <probeconfig>
       <id probeid="" lanid=""/>
       <webserverportrange start="" end=""/>
       <registrar url="http://localhost:2006/registrar"/>
       <instrumentation>
               <logging level="off" threadids="no"/>
       </instrumentation>
        cess name="ASP.NET">
               <logging level="info"/>
               <points file="ASP.NET.points"/>
               <appdomain name="MSPetShop">
                  <points file="MSPetShop.points"/>
               </appdomain>
        </process>
    </probeconfig>
```

Restarting IIS

After you have modified the instrumentation and configuration for the Probe you must restart IIS. To restart IIS from the command line or from the **Start > Run** dialog box, enter **iisreset** and hit return. This command will restart the web publishing service but will not immediately start the Probe.

Your applications will be instrumented and the Probe will connect to the Commander that you specified the next time that the application is run, that is when a page is requested.

You can verify that the Probe is connected by opening a browser and browsing to http://<CommanderHost>:<CommanderPort>/registrar. Click on the 'View / Edit Registered Components' link and look for your application listed in the Name column. **Note:** ASP.NET is designed to restart applications under various circumstances including when it has detected that applications have been redeployed or when applications are exceeding the configured resource thresholds.

When ASP.NET restarts an application that is being monitored by a .NET Probe, the probe is deactivated and a new probe is started. While this is happening, there may be a period of overlap where there are multiple Probes simultaneously registered with the Commander and connected to the Mediator. LoadRunner may report errors during the application restart sequence.

Elements Used in the Probe_config.xml File

The following table describes the elements that are used in the probe_config.xml file:

| Attributes | Valid Values | Default | Description |
|------------|---|-----------------------|---|
| probeid | Letters/ digits/ underscore/ dash/ period | \$(AppDomain) .NET | Names the Probe used by LoadRunner and System Health |
| lanid | | DefaultLAN | Defines the logical LAN for this probe (used by Commander and SH) |

<id> element

<modes> element

| Attributes | Valid Values | Default | Description |
|------------|---------------|---------|------------------|
| am | true false | false | Probe in AM mode |
| ad | true false | true | Probe in AD mode |

<registrar> element

| Attributes | Valid Values | Default | Description |
|-------------------------|--|---------|---|
| URL | Registrar URL. http:// <host>: <port>/ registrar</port></host> | none | URL to connect to registrar |
| delay | number | 1000 | Number of milliseconds to wait before registering |
| keepalive | number | 15000 | Number of milliseconds between keepalives |
| proxy | URL of proxy | none | Registrar connection proxy. |
| registered_host name | string | none | Name of host to register as (external name for firewall traversing) |

<mediator> element

| Attributes | Valid Values | Default | Description |
|------------|--------------|---------|---|
| host | host name | none | Name of mediator |
| port | number | 2612 | Mediator port |
| block | true/false | false | Block until mediator connection established |

<webserver> element

| Attributes | Valid Values | Default | Description |
|------------|--------------|---------|------------------------------|
| start | number | 35000 | Starting port for webserver |
| end | number | 35100 | Ending port for webserver |

sufferpool> element

| Attributes | Valid Values | Default | Description |
|------------|--------------|---------|--|
| size | number | 65536 | Size of each buffer |
| buffers | number | 512 | Number of buffers in pool |
| sleep | number | 1000 | Number of milliseconds between flush checks |
| expires | number | 1000 | Number of milliseconds before buffer expires |

<lwmd> element

| Attributes | Valid Values | Default | Description |
|--------------|---------------|---------|---|
| enabled | true false | false | Enables lwmd capturing |
| sample | string | 1m | Sample interval (h-hour/m-minute/ s-second) |
| autobaseline | string | 1h | Auto baseline interval |
| growth | number | 15 | Number of collections to growth track |
| size | number | 15 | Number of collections to size track |

| Attributes | Valid Values | Default | Description |
|------------|--------------|---------|-------------|
| include | string | none | include |
| exclude | string | none | exclude |

<instrumentation><logging> elementl

| Attributes | Valid Values | Default | Description |
|------------|---|---------|--|
| level1 | off info severe warning debug | off | Sets the logging level for instrumentation |
| threadids | true false | false | Include thread ids in log |

<logging> elementl

| Attributes | Valid Values | Default | Description |
|------------|---|---------|------------------------------------|
| level | off info severe warning debug | off | Sets the logging level for capture |

<points> element

| Attributes | Valid Values | Default | Description |
|------------|--------------|---------|-------------------------------------|
| file | string | none | Name of instrumentation points file |

<sample> element

| Attributes | Valid Values | Default | Description |
|------------|------------------|---------|---|
| method | percent count | percent | Sets the sampling method |
| rate | number | 0 | Sets the sampling rate for percent type |

<trim><depth> element

| Attributes | Valid Values | Default | Description |
|------------|---------------|---------|-----------------------------------|
| enabled | true false | false | Enables depth trimming |
| depth | number | 10 | Sets the depth for depth trimming |

<trim><latency> element

| Attributes | Valid Values | Default | Description | |
|------------------------|---------------|---------|-------------------------------------|--|
| enabled | true false | false | Enables latency trimming | |
| throttle | true false | false | Enables latency trimming throttling | |
| min | number | 50 | Minimum latency threshold | |
| max | number | 100 | Maximum latency threshold | |
| increment | number | 10 | Threshold increment | |
| increment threshold | number | 90 | | |
| decrement threshold | number | 40 | | |

<appdomain> element

| Attributes | Valid Values | Default | Description |
|------------|--------------|---------|---|
| name | string | none | Name of the .NET AppDomain setting apply to |

<appdomain<logging> element

<appdomain><points> element

<appdomain><webserver> element

<appdomain><modes> element

<appdomain><registrar> element

<appdomain><mediator> element

<appdomain><sample> element

<appdomain><trim> element

<process> element

| Attributes | Valid Values | Default | Description |
|------------|--------------|---------|------------------------------------|
| name | string | none | Name of the process settings apply |

<process><appdomain> element <process><logging> element <process><points> element <process><webserver> element <process><modes> element <process><registrar> element <process><mediator> element <process><sample> element <process><trim> element <probeconfig><instrumentation> element <probeconfig><id> element <probeconfig><process> element <probeconfig><logging> element <probeconfig><webserver> element <probeconfig><modes> element <probeconfig><registrar> element <probeconfig><mediator> element <probeconfig><sample> element <probeconfig><trim> element

Disabling Logging

You can disable probe application logging by changing the logging tag of the ASP.NET process section of the probe_config.xml file as shown in the following example:

```
<process name="ASP.NET">
        <logging level="off"/>
        </process>
```

You can disable probe instrumentation logging by changing the logging tag of the instrumentation section as shown in the following example:

```
<instrumentation>
<logging level="off" threadids="no"/>
</instrumentation>
```

Overriding the Default Probe Host Machine Name

In situations where a firewall or NAT is in place or where your Probe host machine has been configured as a multi-homed device, it may not be possible for the Commander to communicate with the Probe. The registered_hostname property allows you to override the default host machine name that the Probe uses to register itself with the Commander.

To override the default host machine name for a Probe, set the registered_hostname attribute located in the .NET Probe <registrar> tag of the probe_config.xml file to an alternate machine name or IP Address that will let the Commander communicate with the Probe (for example, <registrar url="http://foo:2006/registrar" registered_hostname="bar"/>).

F

Configuring Diagnostics Components to Work with a Firewall

This appendix describes the configuration steps that you must perform to enable Mercury Diagnostics for J2EE & .NET to work correctly in an environment where a firewall is present. This additional configuration is required when the firewall separates the Probes and Mediator from the Commander and the components of LoadRunner 8.0

Note: The following configuration instructions should only be used by experienced users with in-depth knowledge of Diagnostics for J2EE & .NET. Please use caution when modifying any configuration settings for the Diagnostics components.

The appendix includes the following sections:

- ► Overview of Configuring Diagnostics for a Firewall
- ► Collating Mediator Offline Files over a Firewall
- ► Installing and Configuring the Mercury MI Listener
- > Configuring the Mediator to Work with a Firewall
- > Configuring a Diagnostics LoadRunner Scenario for a Firewall

Overview of Configuring Diagnostics for a Firewall

The diagram below shows a typical Diagnostics topology where a firewall separates the Mediator and the Probe from the other Diagnostics and LoadRunner components.



You must configure your firewall to allow the Diagnostics components to communicate with each other.

To configure your firewall to enable the communications between the Diagnostics components open the ports that will:

- > Allow HTTP requests from the Mediator to the Commander on port 2006.
- Allow HTTP requests from the Probe and the Mediator to the Commander on port 2006.
- > Allow TCP requests from the Probe to the Mediator on port 2612.
- > Allow HTTP requests from the Commander to the Mediator on port 8081.
- ➤ Allow HTTP requests from the Commander to the Probes on port 35000-35100. The actual ports on which you must allow communications will depend upon the port numbers that you enabled when you configured the

Probe and the number of instrumented VMs. See "Configuring the Probes for Multiple Application Server Instances" on page 183 for information on setting the Probe port range.

Note: In addition to the above topology, if you are using the LoadRunner Analysis Tool to view offline J2EE results, see "Collating Mediator Offline Files over a Firewall" to properly configure the LoadRunner Controller and the Mediators for offline file retrieval.

Collating Mediator Offline Files over a Firewall

During a LoadRunner scenario, the Diagnostics Mediator will generate an offline analysis file on the Mediator host machine. LoadRunner retrieves this file when it collates the results of a load test.

If your system has a firewall in between the LoadRunner Controller and the Mediator involved in a load test, you must configure the Controller and Mediator to use the MI Listener utility to enable the transfer of the offline analysis file. The MI Listener utility comes with LoadRunner and should be installed on a machine inside your firewall as shown in the following diagram.



To configure the Controller to access Mediators that are behind a firewall:

- ► Install and configure the Mercury MI Listener
- ► Configure the Mediator to work with a firewall
- ► Configure the LoadRunner scenario

Installing and Configuring the Mercury MI Listener

The Mercury MI Listener component is the same LoadRunner component that is used to serve Load Generators that are outside of a firewall. Refer to the *Mercury LoadRunner Controller User's Guide* for more information about how to install MI Listener and configure your firewall ports.

Configuring the Mediator to Work with a Firewall

Once you have installed and configured the Mediator as described in Chapter 5, "Installing the Mercury Diagnostics Mediator," you must complete additional configuration steps so that the Mediator will be permitted to work across a firewall.

Configuring the Mediator for a Firewall on a Windows Machine

1 Modify the <mediator_install_dir>\launch_service\merc_asl\process.asl file. Add the following lines:

nanny.exe= nanny= javaw.exe= javaw=

2 Modify the

<mediator_install_dir>\launch_service\dat\nanny\mediator.nanny file.

► Locate the start_nt line:

start_nt="d:\Program Files\Mercury Interactive\Diagnostics\Mediator\jre\bin\ javaw.exe"-server -Xmx256m -Xms256m.....

Remove the quotes that surround the java.exe path and add the caret (^) after javaw.exe as shown below:

start_nt=d:\Program Files\Mercury Interactive\Diagnostics\Mediator\jre\bin\ javaw.exe^-server -Xmx256m -Xms256m

- **3** Modify the <mediator_install_dir>/etc/mediator.properties file.
 - > Uncomment the **dispatcher.offline.locationprefix** property.
 - ➤ Set the value of the property to "C:/Documents and Settings/Default User/Local Settings/Temp/MOfflineFiles" as shown in the following example. Make sure that you use the correct drive letter and path for your installation.

dispatcher.offline.locationprefix= C:/Documents and Settings/Default User/Local Settings/Temp/MOfflineFiles

4 Launch the Agent Configuration by running <mediator_install_dir>/bin/AgentsConfig.exe.

The Agent Configuration process opens the following dialog box opens:

| 🛃 Agent Configur | ation | × |
|-------------------|------------|----------|
| 🗖 Enable Firewall | Agent | Settings |
| 🗖 Enable Termina | I Services | |
| ОК | Cancel | Help |

- **5** Select **Enable Firewall Agent**. The **Settings** button becomes enabled.
- **6** Click **Settings**. The Agent Configuration settings dialog box opens.

7 In Value column of the **MI Listener Name** property, enter the host name or IP address of the machine where the MI Listener was installed.

|) |
|---|
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |
| |

8 For the Local Machine Key property, enter the machine name of the Mediator host.

Use the System Health Monitor to determine the machine name for the Mediator host. For more information on the System Health Monitor, see Appendix A, "Using the System Health Monitor."

Agent Configuration X Over Firewall Settings Value Property. MI Listener Name milistener.company.com Local Machine Key zhukov.lab.performant.com Connection Timeout (seconds) 20 MI Listener User Name MI Listener Password Server Domain -Connection Type O TCP - O HTTP Proxy Name Proxy Port Proxy User Name Proxy Password • Local Machine Key A string identifier used to establish a unique connection from behind the firewall, via the MI Listener machine ΟK Cancel

Click **OK** to close the setting dialog box.

9 Click **OK** again to close the Agent Configuration dialog box.



10 The Restart Agent dialog box opens. Click **OK** to restart the Agent.



11 Restart the Mercury Diagnostics Mediator service.

Configuring the Mediator for a Firewall on a Solaris Machine

See "Installing the Mediator on a UNIX Machine" on page 60 for information on installing the Mediator on Solaris.

1 Modify the <mediator_install_dir>\launch_service\merc_asl\process.asl file by adding the following lines:

nanny.exe= nanny= java=

- 2 Modify the <mediator install dir>\launch service\dat\nanny\mediator.nanny file:
 - ► Locate the start_nt line:

```
start_solv4= "/opt/Diagnostics/Mediator/jre/bin/java" -server -Xmx256m - Xms256m.....
```

 Remove the quotes that surround the java path and add the caret (^) after java as shown below:

start_solv4= /opt/Diagnostics/Mediator/jre/bin/java^-server -Xmx256m - Xms256m....

3 Modify the <mediator_install_dir>/dat/br_lnch_server.cfg file.

Change the value of the FireWallServiceActive property to 1.

- 4 Modify the <mediator_install_dir>/etc/mediator.properties file.
 - > Uncomment the dispatcher.offline.locationprefix property.
 - Set the value of the property file to "/tmp/MOfflineFiles" as shown in the following example. The letter for your drive may be different but the path to the directory must be the same.

dispatcher.offline.locationprefix= /tmp/MOfflineFiles

5 Run the following commands to launch the Agent Configuration utility:

```
export LD_LIBRARY_PATH=.
```

export M_LROOT=/opt/Diagnostics/Mediator

cd \$M_LROOT

./agent_config

6 In the Agent Configuration Utility window, press 2, Change a Setting.



7 A list of settings appears.

Press **1** to select **MI Listener Name**, and enter the machine name or IP address of the MI Listener host.

| | <u> </u> |
|---|----------|
| 5. Use default values. 2 | <u> </u> |
| Settings: | |
| MI Listener Name = Local Machine Key = Connection Timeout (seconds) = 20 Connection Type = TCP Server User Name = Server Domain = Use Secure Connection (SSL) = False Check Server Certificates = None Use Client Certificate = False Private key password = Proxy Name = Proxy Port = Proxy Port = Proxy Password = Proxy Password = | |
| Enter number of setting to change or 0 to go back to | menu. |

8 Press 2 to select Local Machine Key, and enter the machine name of the Mediator host as displayed in the Host: field on the System Health Monitor.

Use the System Health Monitor to determine the machine name for the Mediator host. For more information on the System Health Monitor, see Appendix A, "Using the System Health Monitor."

| E ~ | | | _ 🗆 × |
|--|--|--|-------|
| MI Listener M Local Machine Connection Ti Connection Ti Conver User M Server Domain User Momain Use Secure Co Check Server Proxy Name Proxy Name Proxy Name Proxy Name Proxy Name Proxy Part Proxy Part Proxy Passwo Froxy Domain | <pre>lame = milistener = Key = zhukov.la meout <seconds> ppe = TCP lame = ord = certificates = N certificates = N certificate = Fal password = lame = rd = =</seconds></pre> | .company.com b.performant.com = 20 = False Hone lse | |
| Menu: 1. Show current 2. Change a sett 3. Save changes 4. Exit without 5. Use default v | settings. ing. and exit. saving. alues. | | • |

- 9 Press 3, Save changes and exit, to complete the updates.
- **10** Restart the Mediator with the following commands:

./daemon_setup -remove

./daemon_setup -install

Configuring a Diagnostics LoadRunner Scenario for a Firewall

After the MI Listener has been installed and your Mediator machines have been configured, you must update the Diagnostics Configuration for your LoadRunner scenario so that LoadRunner will know to use the MI Listener when it is transferring the offline data from a Mediator that is outside of a firewall.

See "Configuring LoadRunner Scenarios to use Diagnostics for J2EE & .NET" on page 196 for information about configuring LoadRunner to use the Diagnostics components.

In the J2EE/.NET Diagnostics Configuration dialog box shown below:

1 Select There is a firewall between the mediator and the Controller.

2 Specify the machine name of the MI Listener host in the **MI listener server** text box.

| J2EE | 7.N | ET Diag | nostics Configu | ration | | × |
|----------|------------------------|---|---|---|-------------------|------------------------------|
| V | Enat Selec Selec | ole J2EE7. ot LAN: ot probes I Ma repp | NET Diagnostics DefaultLAN from the LAN: achine Name | Probe Name J2EE_Repp_MedRec | | OK Cancel <u>H</u> elp |
| | | here is a I Jse the MI 11 listener 10nitor ser pleshoot D | firewall between th I Listener for collat server: ver requests tiagnostics for J2EI | e mediator and the Control ing results. E <u>7.NET_connectivity</u> | ▼ ller. | |

G

Configuring Diagnostics Components for HTTPS

This appendix describes the configuration steps that you must perform to enable HTTPS communications between the Diagnostics for J2EE & .NET components.

Note: The following configuration instructions are intended for experienced users with in-depth knowledge of Diagnostics for J2EE & .NET. Please use caution when modifying any configuration settings for the Diagnostics components.

The appendix includes the following sections:

- ► Configuring the Commander to Receive HTTPS
- ➤ Configuring a Mediator to Communicate via HTTPS with the Commander
- > Configuring a J2EE Probe to Communicate via HTTPS with the Commander
- ► Configuring the Mediator to Receive HTTPS
- > Configuring the Commander to Communicate via HTTPS with the Mediator

Configuring the Commander to Receive HTTPS

To configure the Commander for incoming HTTPS connections:

1 Generate the keystore in the Commander etc directory using the following, replacing the strings between the "<> with the value requested:

<commander_install_dir>/jre/bin/keytool -keystore <commander_install_dir>/etc/keystore -storepass <password> -alias SERVER -genkey -keyalg RSA -keypass <password> -dname "CN=<commander_hostname>, OU=Diagnostics, O=Mercury, L=Mountain View, S=CA, C=USA" -validity 3650

Note: The value specified for the <commander_hostname> must be the machine name for the commander host and not the IP address.

2 Generate the Commander public.key file using the following, replacing the strings between the "<>" with the value requested:

<commander_install_dir>/jre/bin/keytool -keystore <commander_install_dir>/etc/keystore -storepass <password> -alias SERVER export -rfc -file <commander_install_dir>/etc/public.key

Note: The public.key file must be imported into the host machines of those Diagnostics Components that will be accessing the Commander. The instructions for importing the public.key for each Diagnostics component are provided below

3 Generate an OBF password string using the following, replacing the strings between the "< >" with the value requested:

<commander_install_dir>/jre/bin/java -cp <commander_install_dir>/lib/ThirdPartyLibs.jar org.mortbay.util.Password <password>

4 Enable the Commander's SSL listener in <commander_install_dir>/etc/jetty.xml by uncommenting the SSL Listener section.

By default the SSL Listener section in the jetty.xml file is commented out. To uncomment the section, remove the "<!--SSL Listener" line from the beginning of the section and the "END SSL LISTENER -->" line from the end of the section.

```
<!-- SSL LISTENER
```

```
<Call name="addListener">
```

<Arg>

```
<ng/
<New class="org.mortbay.http.SunJsseListener">
    <Set name="Port">8443</Set>
    <Set name="Port">8443</Set>
    <Set name="Port">8443</Set>
    <Set name="PoolName">main</Set>
    <Set name="Keystore"><SystemProperty name="jetty.home" default="."/>/etc/keystore</Set>
    <Set name="ReyPassword">__STORE_PASSWORD__</Set>
    <Set name="ReyPassword">__KEY_PASSWORD__</Set>
    <Set name="NonPersistentUserAgent">NSIE 5</Set>
    <Set name="MinThreads">10</Set>
    <Set name="MinThreads">10</Set>
    <Set name="MaxThreads">100</Set>
    <Set name="MaxIdleTimeMs">30000</Set>
    </Set name="MaxIdleTimeMs">5000</Set>
    </Set name="LowResourcePersistTimeMs">5000</Set>
    </Set name="LowResourcePersistTimeMs">5000</Set>
    </set name="LowResourcePersistTimeMs">5000</set>
    </set name="LowResourcePersistTimeMs">5000</set>
    </set name="LowResourcePersistTimeMs">5000</set>
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```

END SSL LISTENER -->

5 Replace the text "__STORE_PASSWORD__" and "__KEY_PASSORD__" in <commander_install_dir>/etc/jetty.xml with the OBF password string that you generated in step 3.

For example, if the OBF password string that you generated was "OBF:a2cx9yvqwe9zv", the uncommented SSL Listener section of the jetty.xml file would look as shown below.

```
<Call name="addListener">
 <Arg>
  <New class="org.mortbay.http.SunJsseListener">
    <Set name="Port">8443</Set>
    <Set name="PoolName">main</Set>
    <Set name="Keystore"><SystemProperty name="jetty.home" default="."/>/etc/keystore</Set>
    <Set name="Password">OBF:a2cx9yvgwe9zv</Set>
    <Set name="KeyPassword">OBF:a2cx9yvgwe9zv</Set>
    <Set name="NonPersistentUserAgent">MSIE 5</Set>
    <Set name="MinThreads">10</Set>
    <Set name="MaxThreads">100</Set>
    <Set name="MaxIdleTimeMs">30000</Set>
    <Set name="LowResourcePersistTimeMs">5000</Set>
  </New>
 </Arg>
</Call>
```

- **6** You may need to enable the normal, non-SSL HTTP listener for the Commander if your deployment involves the following situations:
 - ➤ The Commander is being used with LoadRunner. LoadRunner cannot connect to Commander using HTTPS.
 - ➤ A Probe cannot connect to the commander using SSL. If a Probe is running in a VM less than 1.4 or running without JSSE, the Commander will need to have the non-SSL HTTP listener enabled.

Note: You are responsible for securing network communications so that access to the non-SSL port is restricted to only the authorized systems.

Enable the Commanders non-SSL listener in <commander_install_dir>/etc/ jetty.xml by uncommenting the non-SSL Listener section.

By default the non-SSL Listener section in the jetty.xml file is commented out.

Note: If the non-SSL section is missing from the jetty.xml file you should add the following immediately after the SSL section.

To uncomment the section delete the line "<!-- NON-SSL LISTENERS" from the beginning of the section and the line "END NON-SSL LISTENER-->" from the end of the section.

The following shows the non-SSL section of the jetty.xml file with the comment lines still in place.

<!-- NON-SSL LISTENER <Call name="addListener"> <Arg> <New class="org.mortbay.http.SocketListener"> <Set name="Port">2006</Set> <Set name="MinThreads">10</Set> <Set name="MaxThreads">100</Set> <Set name="MaxThreads">100</Set> <Set name="MaxIdleTimeMs">30000</Set> <Set name="LowResourcePersistTimeMs">5000</Set> <Set name="LowResourcePersistTimeMs">5000</Set> <Set name="ConfidentialPort">8443</Set> <Set name="IntegralPort">8443</Set> </Rgs </Call> END NON-SSL LISTENER --> The following shows the jetty.xml file with the comment lines removed.so that the non-SSL listener will be activated.

```
< <Call name="addListener">
<Arg>
<New class="org.mortbay.http.SocketListener">
<Set name="Port">2006</Set>
<Set name="MinThreads">10</Set>
<Set name="MaxThreads">100</Set>
<Set name="MaxIdleTimeMs">30000</Set>
<Set name="LowResourcePersistTimeMs">5000</Set>
<Set name="LowResourcePersistTimeMs">5000</Set>
<Set name="ConfidentialPort">8443</Set>
<Set name="IntegralPort">8443</Set>
</Set name="IntegralPort">8443</Set>
```

- 7 To verify that you have updated the Commander configuration correctly:
 - ► Start the Commander.
 - Open your Web browser to http://localhost:2006 and verify that the page successfully loads.
 - Open your Web browser to https://localhost:8443 and verify that the page loads.

The other Diagnostics components should now be able to connect to Commander via HTTP or HTTPS.

Configuring a Mediator to Communicate via HTTPS with the Commander

To configure the Mediator to enable HTTPS communications with the Commander:

1 Import the Commander's public.key into the Mediator JRE cacerts keystore. The instructions for generating the Commander's public.key can be found in step 2 in "Configuring the Commander to Receive HTTPS" on page 382.
► Execute the following command on the Mediator host machine.

<mediator_install_dir>/jre/bin/keytool -import -file <commander_install_dir>/etc/public.key -keystore <mediator _install_dir>/jre/lib/security/cacerts -alias SERVER

- > You will be prompted to enter keystore password. Enter the value: changeit.
- > You will be asked if the certificate should be trusted:

"Trust this certificate? [no]:" Enter the value: yes.

2 Set the following Mediator properties using the Mediator Configuration Web page located using the following URL:

http://<mediator_host>:8081/configuration/Component+Communications

Note: These properties are stored in the property file, <mediator_install_dir>/etc/mediator.properties. You should modify the properties using the configuration Web pages in order to make sure that your changes are made correctly.

| Configuration Page Label | Property Value | Property |
|--|--|---|
| Commander URL | https:// <commander_hostname>:8443</commander_hostname> | commander.url |
| Diagnostics Server/ Commander Proxy Host | <commander_hostname></commander_hostname> | dispatcher.server.delivery.url_host |
| Diagnostics Server/ Commander Proxy Port | 8443 | dispatcher.server.delivery.url_port |
| Diagnostics Server/ Commander Proxy Protocol | https | dispatcher.server.delivery.url_protocol |

Important! Make sure that the <commander_hostname> specified in the property settings above EXACTLY matches the name specified in the "CN=" value when you created the Commander keystore in step 1 in "Configuring the Commander to Receive HTTPS" on page 382. Also, ensure that both values are machine names and not IP addresses.

If these values do not match or if you used an IP address instead of a machine name, you will see error messages in the Mediator log file:

2005-04-14 22:36:30,727: WARNING event_listener EventListener.register[522] : error registering with registrar at RemoteHttpComponent@{https://localhost:8443/registrar}: com.mercury.diagnostics.common.net.registrar.RegistrarException: error registering: java.io.IOException: HTTPS hostname wrong: should be <localhost>

- **3** Start the Mediator. For instructions on starting the Mediator, See "Starting and Stopping Mediators" on page 68.
- **4** Verify that the Mediator was properly configured.

Check that the Mediator icon in the System Health Monitor is colored green. If icon for the Mediator is not displayed or if the color of the icon indicates that there might be trouble, review the log for the Mediator for possible problems.

For instructions on accessing the System Health Monitor see "Accessing the System Health Monitor" on page 300.

Configuring a J2EE Probe to Communicate via HTTPS with the Commander

To configure the J2EE Probe to enable HTTPS communications with the Commander:

Note: For a J2EE Probe to be able to communicate using HTTPS, the VM being instrumented with the J2EE Probe must be at least a 1.4 VM or have JSSE if the VM version is less than 1.4.

- 1 Import the Commander's public.key into the application servers cacerts keystore. The Instructions for generating the Commanders public.key can be found in step 2 in "Configuring the Commander to Receive HTTPS" on page 382.
 - ► Execute the following command on the J2EE Probe host machine.

<applications_JRE_dir>/bin/keytool -import -file <commander_install_dir>/etc/public.key -keystore <applications_JRE_dir>/lib/security/cacerts -alias SERVER

- You will be prompted to enter keystore password. Enter the value "changeit"
- > You will be asked if the certificate should be trusted:

"Trust this certificate? [no]:" Enter the value "yes".

2 Set the J2EE Probe's properties so that the Probe can communicate with the HTTPS port on the Commander.

In the <probe_install_dir>/etc/dispatcher.properties file set the property, registrar.url to "https://<commander_hostname>:8443".

Important!<commander_hostname> should EXACTLY match the name specified in the "CN=" value used when creating the Commander keystore in Configure Commander for HTTPS - step 2 above. Also, ensure that both values are machine names and not IP addresses.

If these values do not match or if you used an IP address instead of a machine name, you will see error messages in the Mediator log file:

2005-04-14 23:12:09,513 WARN com.mercury.opal.capture.dispatcher [shared InfrequentEventScheduler] registrar.register: RemoteHttpComponent@{https://localhost:8443/registrar}com.mercury.diagnost ics.common.net.registrar.RegistrarException: error registering: java.io.IOException: HTTPS hostname wrong: should be <localhost>

- **3** Start the instrumented application. This will also start the J2EE Probe.
- **4** Verify that the J2EE Probe was properly configured.

Check that the icon for the J2EE Probe in the System Health Monitor is colored green. If it is not displayed or if problems are shown, review the log for the Probe to investigate possible problems.

For instructions on accessing the System Health Monitor see "Accessing the System Health Monitor" on page 300.

Configuring the Mediator to Receive HTTPS

To configure the Mediator to receive HTTPS communications:

1 Generate the keystore in the <mediator_install_dir>/etc directory using the following, replacing the strings between the "<>" with the value requested:

```
<mediator_install_dir>/jre/bin/keytool -keystore
<mediator_install_dir>/etc/keystore
-storepass <password> -alias MEDIATOR -genkey -keyalg RSA -keypass
<password>
-dname "CN=<mediator_hostname>, OU=Diagnostics, O=Mercury, L=Moun-
tain View, S=CA, C=USA" -validity 3650
```

Note: The value specified for the <mediator_hostname> must be the machine name for the mediator host and not the IP address.

2 Generate the Mediator public.key file using the following, replacing the strings between the "<>" with the value requested:

```
<mediator_install_dir>/jre/bin/keytool -keystore
<mediator_install_dir>/etc/keystore
-storepass <password> -alias MEDIATOR -export -rfc -file
<mediator_install_dir>/etc/
public.key
```

Note: The public.key file must be imported into the host machines of those Diagnostics Components that will be accessing the Mediator. The instructions for importing the public.key for each Diagnostics component are provided below

3 Generate an OBF password string using the following, replacing the strings between the "< >" with the value requested:

<mediator_install_dir>/jre/bin/java -cp <mediator_install_dir>/lib/ThirdPartyLibs.jar org.mortbay.util.Password <password>

4 Enable the Mediator's SSL listener in <mediator_install_dir>/etc/jetty.xml by uncommenting the SSL Listener section.

By default the SSL Listener section in the jetty.xml file is commented out. To uncomment the section, remove the "<!--SSL LISTENER " from the beginning of the section and the "END SSL LISTENER-->" from the end of the section.

```
<!-- SSL LISTENER
<Call name="addListener">
 <Ara>
  <New class="org.mortbay.http.SunJsseListener">
   <Set name="Port">8445</Set>
   <Set name="PoolName">main</Set>
   <Set name="Keystore"><SystemProperty name="jetty.home" default="."/>/etc/keystore</Set>
   <Set name="Password"> STORE PASSWORD </Set>
   <Set name="KeyPassword"> KEY PASSWORD </Set>
   <Set name="NonPersistentUserAgent">MSIE 5</Set>
   <Set name="MinThreads">1</Set>
   <Set name="MaxThreads">5</Set>
   <Set name="MaxIdleTimeMs">30000</Set>
   <Set name="LowResourcePersistTimeMs">5000</Set>
  </New>
 </Arg>
</Call>
END SSL LISTENER -->
```

5 Replace the text "__STORE_PASSWORD__" and "__KEY_PASSORD__" in <mediator_install_dir>/etc/jetty.xml with the OBF password string that you generated in step 3.

For example, if the OBF password string that you generated was "OBF:a2cx9yvqwe9zv", the uncommented SSL Listener section of the jetty.xml file would look as shown below.

```
<Call name="addListener">
 <Arg>
  <New class="org.mortbay.http.SunJsseListener">
    <Set name="Port">8445</Set>
    <Set name="PoolName">main</Set>
    <Set name="Keystore"><SystemProperty name="jetty.home" default="."/>/etc/keystore</Set>
    <Set name="Password">OBF:a2cx9yvgwe9zv</Set>
    <Set name="KeyPassword">OBF:a2cx9yvgwe9zv</Set>
    <Set name="NonPersistentUserAgent">MSIE 5</Set>
    <Set name="MinThreads">1</Set>
    <Set name="MaxThreads">5</Set>
    <Set name="MaxIdleTimeMs">30000</Set>
    <Set name="I owResourcePersistTimeMs">5000</Set>
  </New>
 </Arg>
</Call>
```

- **6** To verify that you have updated the Mediator configured correctly:
 - ► Start the Mediator.
 - Open your Web browser to http://localhost:8443 and verify that the page successfully loads.
 - Verify that the hostname with which the Mediator registers is EXACTLY the same as the mediator hostname specified when creating the keystore in step 1 above.

If the hostname does not match, then the Commander will have problems starting a LoadRunner run.

Configuring the Commander to Communicate via HTTPS with the Mediator

To configure the Commander to enable HTTPS communications with the Mediator:

- 1 Import the Mediator's public.key into the Commanders JRE cacerts keystore. The Instructions for generating the Mediator's public.key can be found in step 2 in "Configuring the Mediator to Receive HTTPS" on page 391.
 - > Execute the following command on the Commander's host machine.

<commander_install_dir>/jre/bin/keytool -import -file <mediator_install_dir>/etc/public.key -keystore <commander_install_dir>/jre/lib/security/cacerts -alias MEDIATOR

- You will be prompted to enter keystore password. Enter the value "changeit"
- ► You will be asked if the certificate should be trusted:

"Trust this certificate? [no]:" Enter the value "yes".

- **2** Start the Mediator.
- **3** Verify that the Commander was properly configured.

Check that the icon for the Mediator in the System Health Monitor is colored green. If it is not displayed or if problems are shown, review the log for the Mediator to investigate possible problems.

For instructions on accessing the System Health Monitor see "Accessing the System Health Monitor" on page 300.

Η

Configuring Diagnostics Components for HTTP/HTTPS Proxy

This appendix describes the configuration steps that you must perform to enable HTTP/HTTPS proxy communications between the Diagnostics for J2EE & .NET components.

Note: The following configuration instructions are intended for experienced users with in-depth knowledge of Diagnostics for J2EE & .NET. Please use caution when modifying any configuration settings for the Diagnostics components.

The appendix includes the following sections:

- ► Configuring the Mediator to Communicate Through an HTTP/HTTPS Proxy
- Configuring the J2EE Probe to Communicate Through an HTTP/HTTPS Proxy
- ► Configuring a .NET Probe to Communicate Through an HTTP/HTTPS Proxy
- > Proxy from Commander To Mediator/Probes in LoadRunner Environment
- ► Proxy Server Configuration for HTTPS

Configuring the Mediator to Communicate Through an HTTP/HTTPS Proxy

The following section describes how to configure the Mediator to communicate with the Commander through and HTTP/HTTPS proxy.

To configure the Mediator for HTTP/HTTPS Proxy Communications:

- 1 Set the following Mediator properties in
 <mediator_install_dir>/etc/mediator.properties:
 - > Set "proxy.host" to the hostname of the proxy server.
 - ➤ Set "proxy.port" to the port of the proxy server.
 - Set "proxy.protocol" to the protocol to use for proxy server (http or https).
- **2** If the proxy server's protocol is HTTPS, import the proxy server's certificate into the Mediator's JRE cacerts keystore.

<mediator_install_dir>/jre/bin/keytool -keystore -import -file <ProxyCertificateFile> -keystore <mediator_install_dir>/jre/lib/security/cacerts -alias PROXY

- ► Enter keystore password: changeit
- ➤ Trust this certificate? [no]: yes
- **3** Restart the Mediator. For instructions see "Starting and Stopping Mediators" on page 68.

Configuring the J2EE Probe to Communicate Through an HTTP/HTTPS Proxy

The following section describes how to configure the Java Probe to communicate with Commander through and HTTP/HTTPS proxy:

To configure the J2EE Probe for HTTP/HTTPS Proxy Communications:

1 Set the following J2EE Probe properties in <J2ee_install_dir>/etc/dispatcher.properties:

- ➤ Set "proxy.host" to the hostname of the proxy server.
- ► Set "proxy.port" to the port of the proxy server.
- Set "proxy.protocol" to the protocol to use for proxy server (http or https).
- **2** If the proxy server's protocol is HTTPS, import the proxy server's certificate into the cacerts keystore of the JRE used by the instrumented application.

<ApplicationJRE>/bin/keytool -keystore -import -file <ProxyCertificate-File> -keystore <ApplicationJRE>/jre/lib/security/cacerts -alias PROXY

- ► Enter keystore password: changeit
- ➤ Trust this certificate? [no]: yes
- **3** Restart the instrumented application VM.

Configuring a .NET Probe to Communicate Through an HTTP/HTTPS Proxy

To configure the .NET Probe for HTTP/HTTPS Proxy Communications:

1 Set the following .NET Probe property in <.NET_probe_install_dir>/etc/probe_config.xml to point to the Commander host machine:

```
<registrar url="http://<commander_host_name>:2006/registrar/"
proxy="http://proxy:8080" />
```

2 Restart the instrumented application process.

Proxy from Commander To Mediator/Probes in LoadRunner Environment

To configure the .NET Probe for HTTP/HTTPS Proxy Communications:

- 1 Make sure the Mediator and Probe have been configured with a LAN ID that permits the Commander to establish a proxy to them. For example, if the Commander must communicate with Mediator1 and Probe1 through one proxy and to Mediator2 and Probe2 through another proxy, make sure the Mediator1 and Probe1 are configured with a different LAN ID than Mediator2 and Probe2.
 - The .NET Probe LAN ID can be set in the <ProbeHome>/etc/probe_config.xml with the "lanid" attribute.
 - The Java Probe LAN ID can be set in
 ProbeHome>/etc/dispatcher.properties with the "probe.lanid" property.
 - The Mediator LAN ID can be set in the <MediatorHome>/etc/mediator.properties with the "lanid" property.
- **2** Point your browser to

http://<commander_host>t:2006/registrar/add_proxy?action=display to add a proxy for a specific LAN ID. Enter the "LAN ID" the proxy should be used for, the Host Name of the proxy host, the Port of the proxy and the protocol support of the proxy (http or https). Click Submit when finished. Repeat this process for each LAN ID -> Proxy combination.

3 If any proxy server entered in the previous step is HTTPS, import the proxy server's certificate into the Mediator's JRE cacerts keystore.

<mediator_install_dir>/jre/bin/keytool -keystore -import -file <ProxyCertificateFile> -keystore <mediator_install_dir>/jre/lib/security/cacerts -alias PROXY

- ► Enter keystore password: changeit
- ► Trust this certificate? [no]: yes

Proxy Server Configuration for HTTPS

If you've configured any Diagnostics component to communicate with other components using HTTPS and you are proxying, you will need to import the public certificate of the remote component into your proxy server.

To extract the public certificate for any component, run the following command using the JRE for the component. For example, the following will extract the public certificate for the Commander:

<commander_install_dir>/jre/bin/keytool -keystore <commander_install_dir>/etc/key store -storepass <password> -alias SERVER -export -rfc -file <Commander Home>/etc/public.key

Note: Make sure that you have already setup the component for SSL. See "Configuring Diagnostics Components for HTTPS" on page 381 for more information.

Note: If you need to export the certificate in a certain formation, instructions for how to do this can be found at: http://java.sun.com/j2se/1.4.2/docs/tooldocs/windows/keytool.html.

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