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Utility Tools Guide

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Introduction

This guide gathers details about the tools you can use to help you manage or debug IT Business Analytics. Some of the tools are documented in their respective guides and this guide just points to these locations. Other tools are only documented here. Some of the tools themselves are included in the application, others are available from https://hpln.hpe.com/group/it-business-analytics, click **Resources**, and **5. Tools**, select the relevant version, and then the tool.

ETL Toolkit

You use IDE to develop your content. After the IDE generates all content artifacts, you can use the ITBA application to install the Content Pack, activate the data source, and run the ETL for data loading. But the IDE only supports very basic ETL transformation use cases, so if you want to do additional customization, you must change the Vertica script, and test it yourself. To do so, use the ETL Toolkit .

After the data is loaded into the Target database, you verify that the data is correct. If the data is not correct, check the logs. For details, see Logs and the LogTool in the *Administrator Guide*. Once you have checked the issue in the logs, open the ETL toolkit to make the corrections and check them. You can also clean the data of the last ETL run, using the Clean ETL Data function in the ETL Toolkit, and rerun the ETL.

Recommended: Use the ETL Toolkit only in the Development environment.

Tasks

This section includes:

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Use Case

1. The user completes the content development in the IDE. For details, see *Content Extension Guide*.
2. The user deploys the content artifacts generated by the IDE.
3. To test the ETL flow, the user copies the entire folder to the ITBA content folder, and installs the content pack using the Content Pack manager. For details, see Install Content Pack in the *Administrator Guide*.
4. To test the new entity, the user opens the ETL debug tool, runs each flow step by step, until all the steps are running successfully. For details, see below.

After checking that the data is correct, the unit testing is complete.

Enable the ETL Toolkit

Note: It is recommended to check the logs to find out what the probable issues are before using the ETL Tookit. For details, see "Logs and the LogTool" on page 33.

Recommended:

- Make sure the ETL Toolkit is disabled when not in use.
- Use the ETL Toolkit only in the Development environment.

To enable the ETL Toolkit:

1. Download the ETL Toolkit from HPLN (https://hpln.hp.com/group/it-business-analytics, click **Resources**, click **5.Tools**, and under the relevant version, **ETL Toolkit to Download**).
2. Unzip and override the following folders located under $HPBA_HOME.
   - **$HPBA_HOME/apps**
   - **$HPBA_HOME/bin**
   - **$HPBA_HOME/DataWarehouse**
   - **$HPBA_HOME/glassfish**

3. Go to **cd $HPBA_HOME/bin** on the ITBA server.
4. Add executive permission by running the following command:

   chmod +x ./enable-dw-etl-tool.sh ./disable-dw-etl-tool.sh
5. Run the following command: **./enable-dw-etl-tool.sh**
6. Enter the ETL Toolkit using the glassfish user and password.
7. Run the following command: **$HPBA_HOME/supervisor/bin/hpba-restart.sh**

Access the ETL Toolkit

Open **http://<hostname>:10002/dw-etl-tool/services.do**
where Username is the glassfish user name and the password is the glassfish password.

Disable the ETL Toolkit

Recommended: Make sure the ETL Toolkit is disabled when not in use.

To disable the ETL Toolkit, execute the following script:

1. Go to **cd $HPBA_HOME/bin** on the ITBA server.
2. Run the following command: **./disable-dw-etl-tool.sh**
3. Enter the ETL Toolkit application using the glassfish user and password.

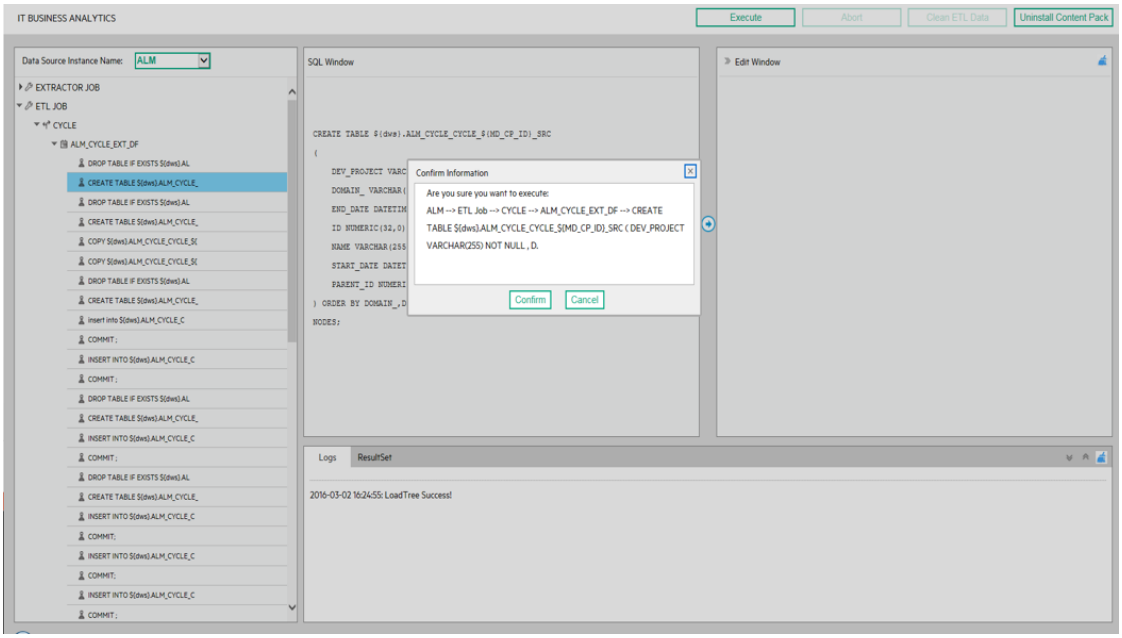
Execute a specific extractor or ETL job step

1. Make sure you have enabled the ETL Toolkit in the ITBA server.
2. Login to the ETL Toolkit using the glassfish user and password.
3. Select the relevant data source instance in the **Data Source Instance Name**.

   The lower part of the left pane displays the list of relevant Extractors and ETL jobs.
4. Expand the relevant job to view the detailed steps of the job.

- For extractor jobs, the following tree opens: **<main_extractor_job>** > **<entity_extractor_job>**.
- For ETL jobs, the following tree opens: **<main_ELT_job>** > **<entity_ETL_job>** > **<entity_SQL_Statement_section>**

5. Select the relevant step and click **Execute** to run the selected step. Click **Confirm**.



The lower part of the page displays the running status of the action.

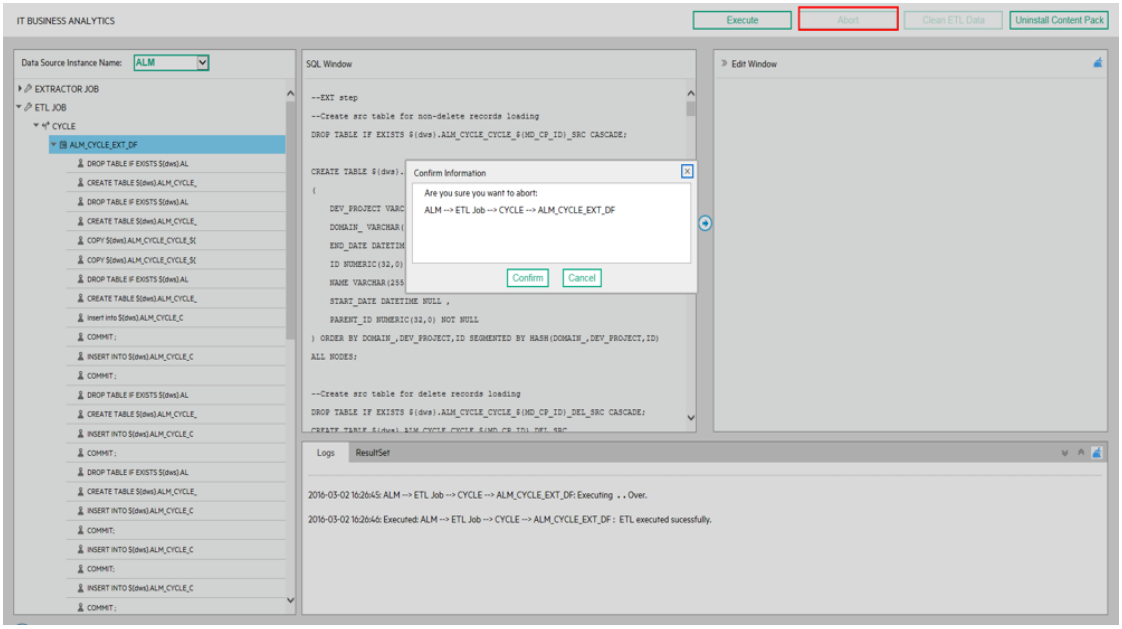
Abort the running of a specific extractor or ETL job step

1. Make sure you have enabled the ETL Toolkit in the ITBA server.
2. Login to the ETL Toolkit using the glassfish user and password.
3. Select the relevant data source instance in the **Data Source Instance Name**.

   The lower part of the left pane displays the list of relevant Extractor and ETL jobs.
4. Expand the relevant job to view the detailed steps of the job.
   - For extractor jobs, the following tree opens: **<main_extractor_job>** > **<entity_extractor_job>**.
   - For ETL jobs, the following tree opens: **<main_ELT_job>** > **<entity_ETL_job>** > **<entity_SQL_Statement_section>**

5. Select the relevant step (that is currently running) and click **Abort**.

   Click **Confirm**.



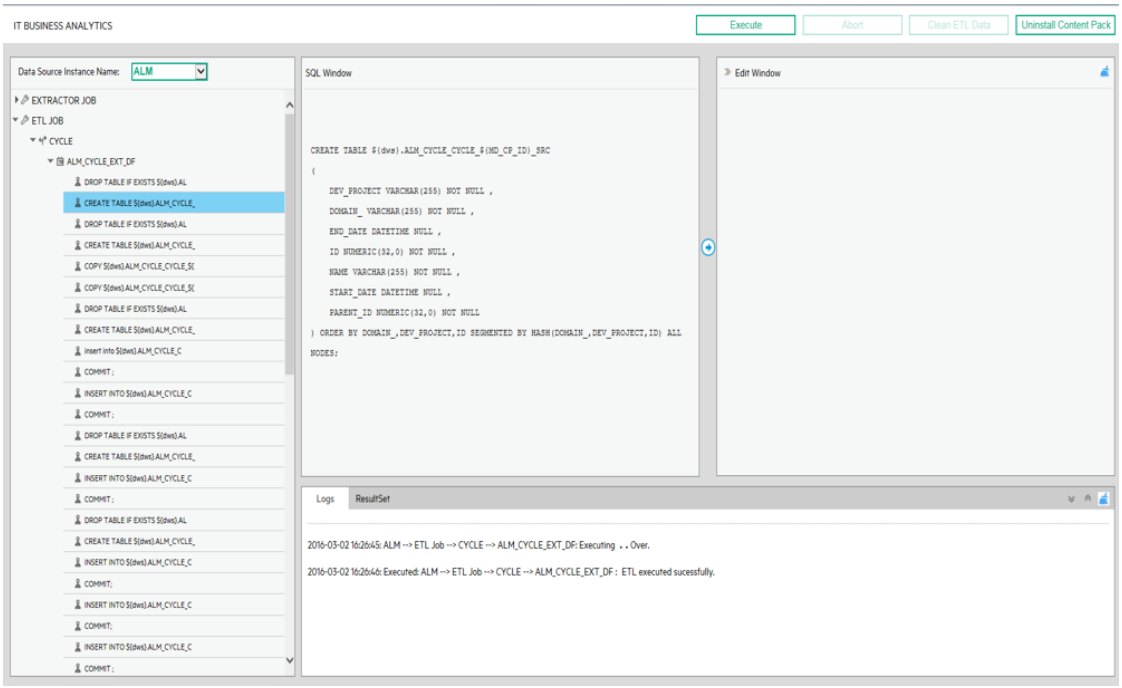
   The lower part of the page displays the running status of the action.

View the script details

1. Make sure you have enabled the ETL Toolkit in the ITBA server.
2. Login to the ETL Toolkit using the glassfish user and password.
3. Select the relevant data source instance in the **Data Source Instance Name**.

   The lower part of the left pane displays the list of relevant Extractor and ETL jobs.
4. Expand the relevant job to view the detailed steps of the job.
5. Double-click the relevant **<entity_SQL_Statement_section>** step to view the details of the script.

> **Note:** This is only available for **<entity_SQL_Statement_section>** steps.



You can click the  to transfer the script to the **Edit** pane where you can edit the script.

You can then click **Execute** to execute the corrected script to check it.

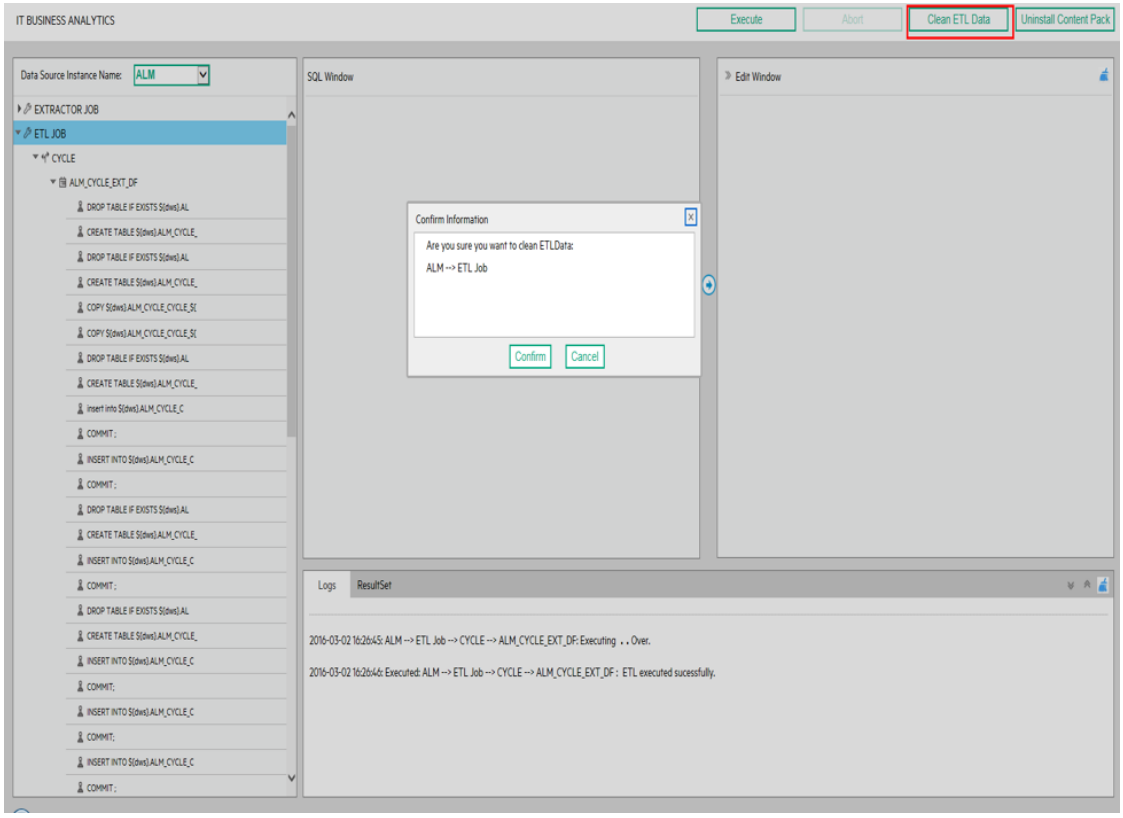
> **Note:** Make sure you make the same change to the script once you have tested it, as the scripts in the ETL Toolkit and in the ITBA application are not synchronized.

The lower part of the page displays the running status of the action.

Clean the ETL data

1. Make sure you have enabled the ETL Toolkit in the ITBA server.
2. Login to the ETL Toolkit using the glassfish user and password.
3. Select the relevant data source instance in the **Data Source Instance Name**.

   The left pane displays the list of relevant Extractor and ETL jobs.
4. Expand **ETL job** and select the relevant ETL job.
5. Click **Clean ETL Data** to clean all the data in the Target database. Click **Confirm**.



The lower part of the page displays the running status of the action.

Tip:

Associated tables data are deleted after running Clean ETL Data. For detailed information, see the **$HPBA_HOME/glassfish/glassfish/domains/BTOA/logs/dwhETLToolkit.log**.

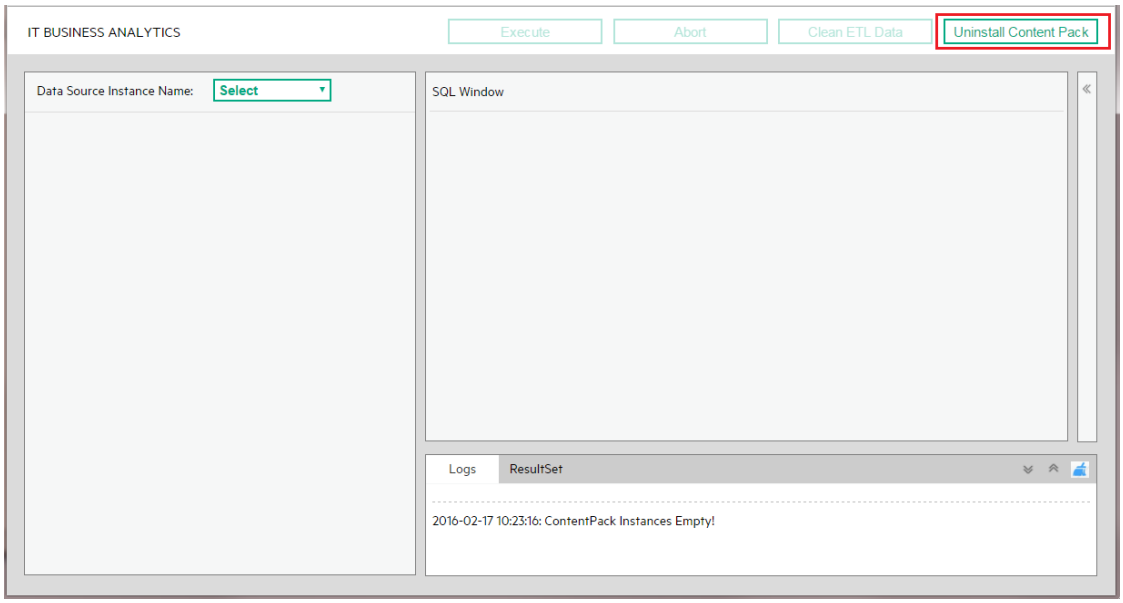
```
DELETE FROM DWT336.PERSON_CXREF_BRG WHERE MD_BATCH_ID != 0
DELETE FROM DWT336.INCIDENT_FACT WHERE MD_BATCH_ID != 0 AND MD_CP_ID = 10
DELETE FROM DWT336.SERVICE_CXREF_BRG WHERE MD_BATCH_ID != 0
DELETE FROM DWT336.SERVICE_DIM_HIER WHERE SERVICE_ID IN (SELECT PK_SERVICE_ID FROM DWT336
DELETE FROM DWST336.INTERACTION_FACT_KEY_LOOKUP WHERE MD_ENTERPRISE_KEY IN (SELECT ENTERP
DELETE FROM DWT336.SLA_BREACHED_OLA_FACT WHERE MD_BATCH_ID != 0 AND MD_CP_ID = 10
DELETE FROM DWT336.CHANGE_FACT WHERE MD_BATCH_ID != 0 AND MD_CP_ID = 10
DELETE FROM DWST336.INCIDENT_CKEY_LOOKUP WHERE MD_BATCH_ID != 0
DELETE FROM DWT336.SLASTATUS_FACT WHERE MD_BATCH_ID != 0 AND MD_CP_ID = 10
DELETE FROM DWST336.ORG_DIM_KEY_LOOKUP WHERE MD_ENTERPRISE_KEY IN (SELECT ENTERPRISE_KEY
DELETE FROM DWS336.SM_DEPTM1_ORG_10_TSNP WHERE MD_BATCH_ID != 0
DELETE FROM DWT336.PROBLEM_CDIM WHERE MD_BATCH_ID != 0
DELETE FROM DWS336.SM_SLTPROCESSSTATUS_SLA_BREACHED_UC_10_VALF WHERE MD_BATCH_ID != 0
DELETE FROM DWS336.SM_SMCHANGEPHASE_CHANGE_PHASE_10_TSNP WHERE MD_BATCH_ID != 0
DELETE FROM DWT336.LOCATION_CDIM WHERE MD_BATCH_ID != 0
DELETE FROM DWST336.INTERACTION_CKEY_LOOKUP WHERE MD_BATCH_ID != 0
DELETE FROM DWT336.REQUEST_CKEY_LOOKUP_BRG WHERE MD_BATCH_ID != 0
DELETE FROM DWST336.CHANGE_CKEY_LOOKUP WHERE MD_BATCH_ID != 0
```

Uninstall a Content Pack

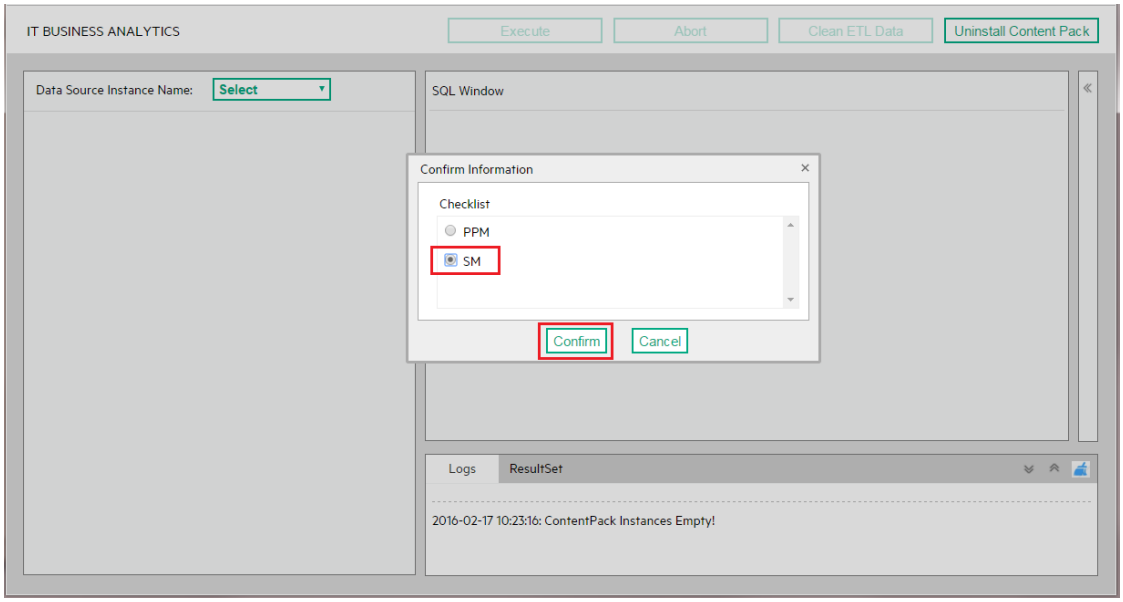
Tip: It is NOT recommended to take this action Uninstall Content Pack in the production environment.

To uninstall a Content Pack:

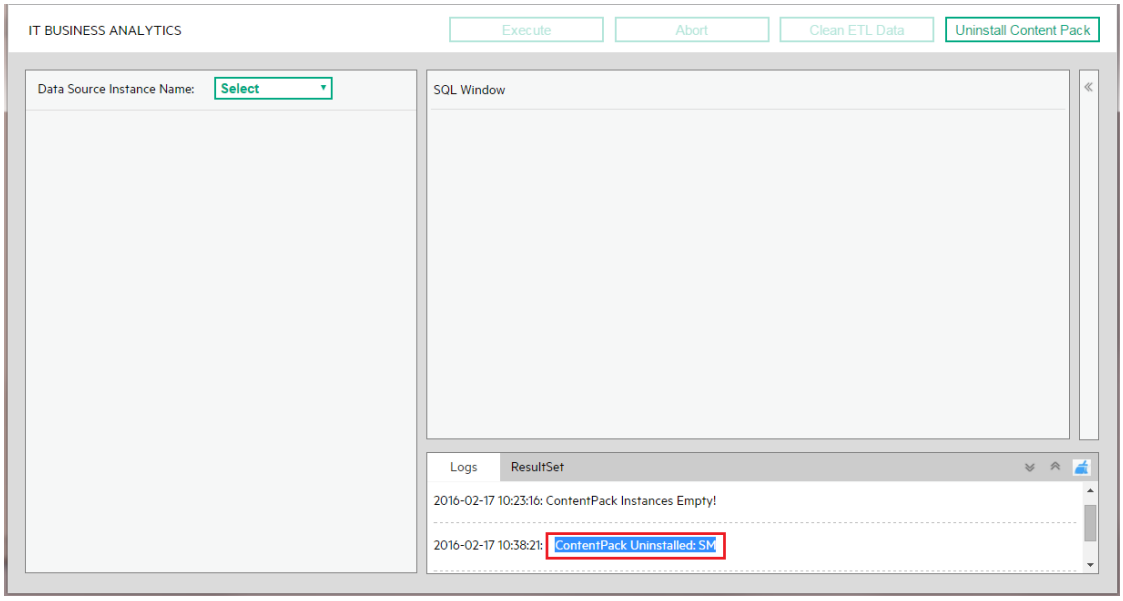
1. Make sure you have enabled the ETL Toolkit in the ITBA server.
2. Login to the ETL Toolkit using the glassfish user and password.
3. Click **Uninstall Content Pack**.



4. Select the Content Pack and click **Confirm**.



5. Check the result.



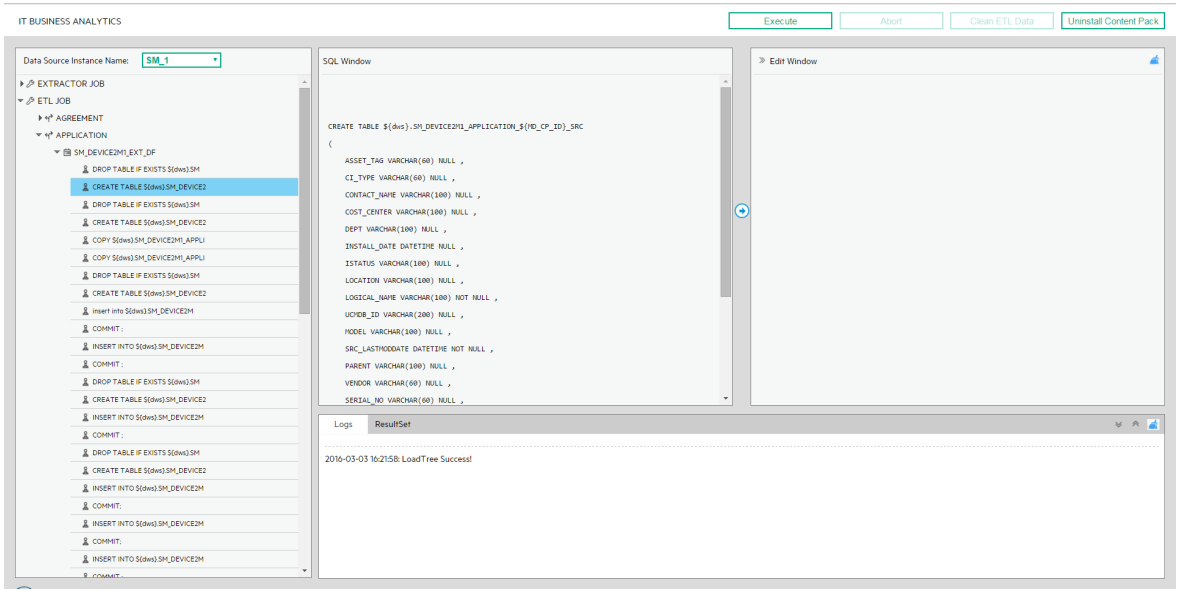
Tip:

Associated tables are droped after running Uninstall Content Pack. For detailed Information, see the **$HPBA_HOME/glassfish/glassfish/domains/BTOA/logs/dwhETLToolkit.log**

```
DROP TABLE IF EXISTS dwt336.PORDLINE_CDIM
DROP TABLE IF EXISTS dwt336.ASSET_CDIM
DROP TABLE IF EXISTS dwt336.PORDLINE_CDIM_HIER
DROP TABLE IF EXISTS dwt336.CONTRACT_CDIM
DROP TABLE IF EXISTS dwt336.BUDGETCENTER_CDIM_HIER
DROP TABLE IF EXISTS dwt336.PORDLINE_DIM
DROP TABLE IF EXISTS dwt336.RECEIPT_CDIM
DROP TABLE IF EXISTS dwt336.ASSET_DIM
DROP TABLE IF EXISTS dwt336.WORKORDER_CDIM
DROP TABLE IF EXISTS dwt336.SOFTLICCOUNTER_FACT
DROP TABLE IF EXISTS dwt336.PORDER_DIM
DROP TABLE IF EXISTS dwt336.BUDGETCENTER_DIM
DROP TABLE IF EXISTS dwt336.COSTCENTER_CDIM
DROP TABLE IF EXISTS dwt336.RECEIPTLINE_FACT
DROP TABLE IF EXISTS dwt336.BUDGETCENTER_DIM_HIER
DROP TABLE IF EXISTS dwt336.WORKORDER_DIM
DROP TABLE IF EXISTS dwt336.PORDER_CDIM
DROP TABLE IF EXISTS dwt336.ASSET_DIM_HIER
DROP TABLE IF EXISTS dwt336.CONTRACT_DIM_HIER
DROP TABLE IF EXISTS dwt336.COSTCENTER_DIM_HIER
DROP TABLE IF EXISTS dwt336.PORDLINE_DIM_HIER
```

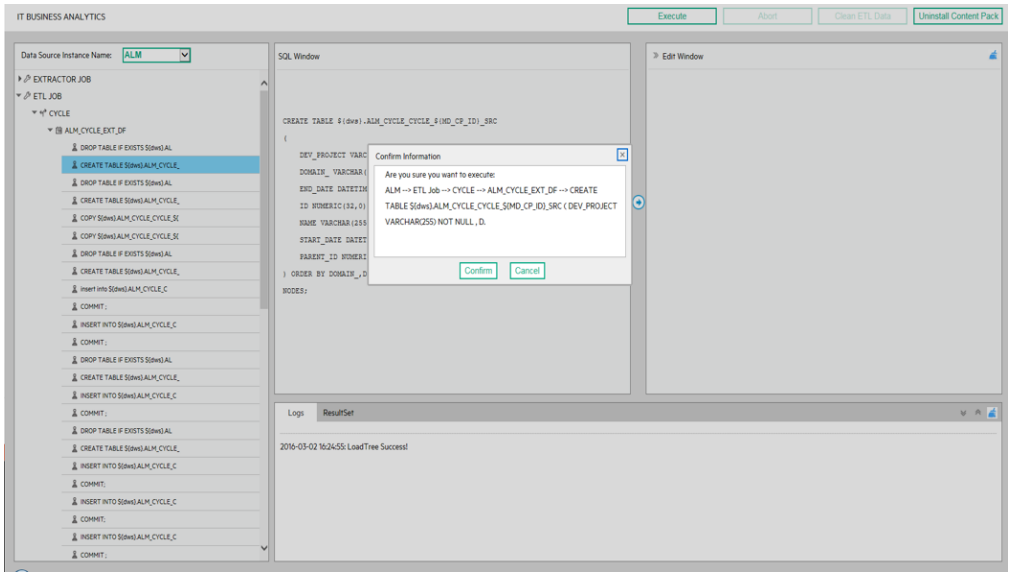
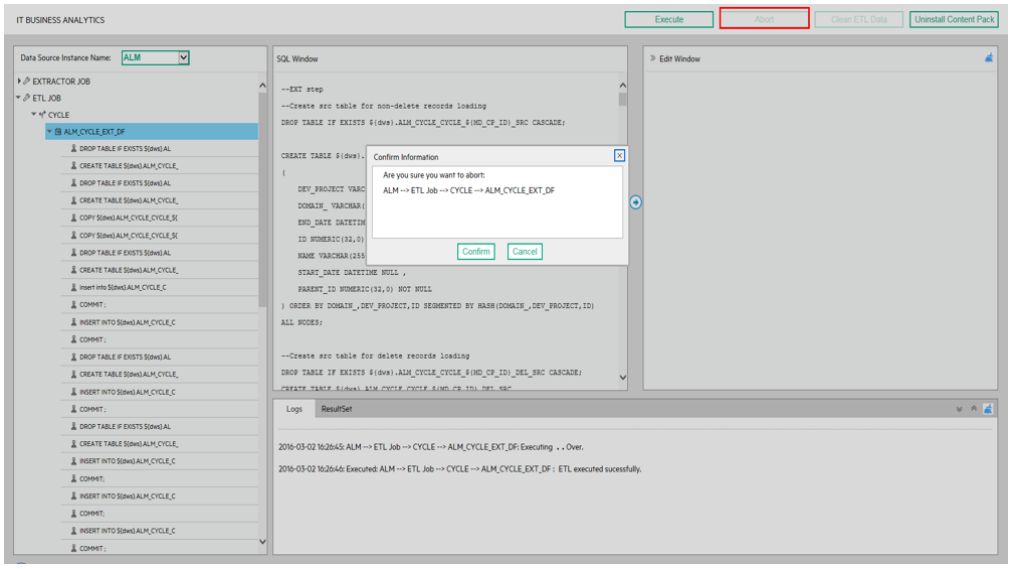
UI Description

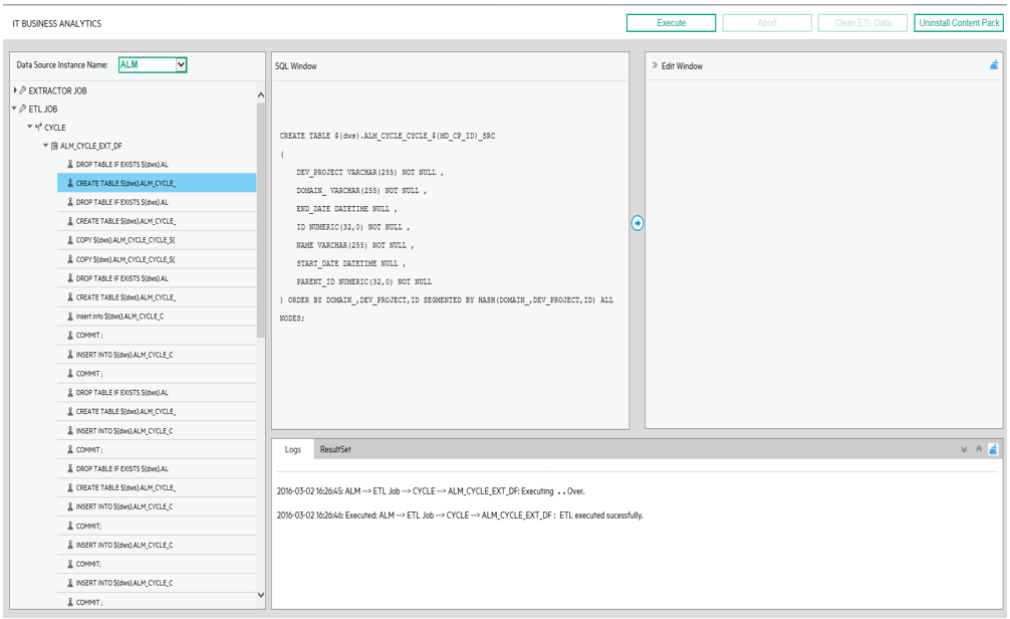
ETL Toolkit Page

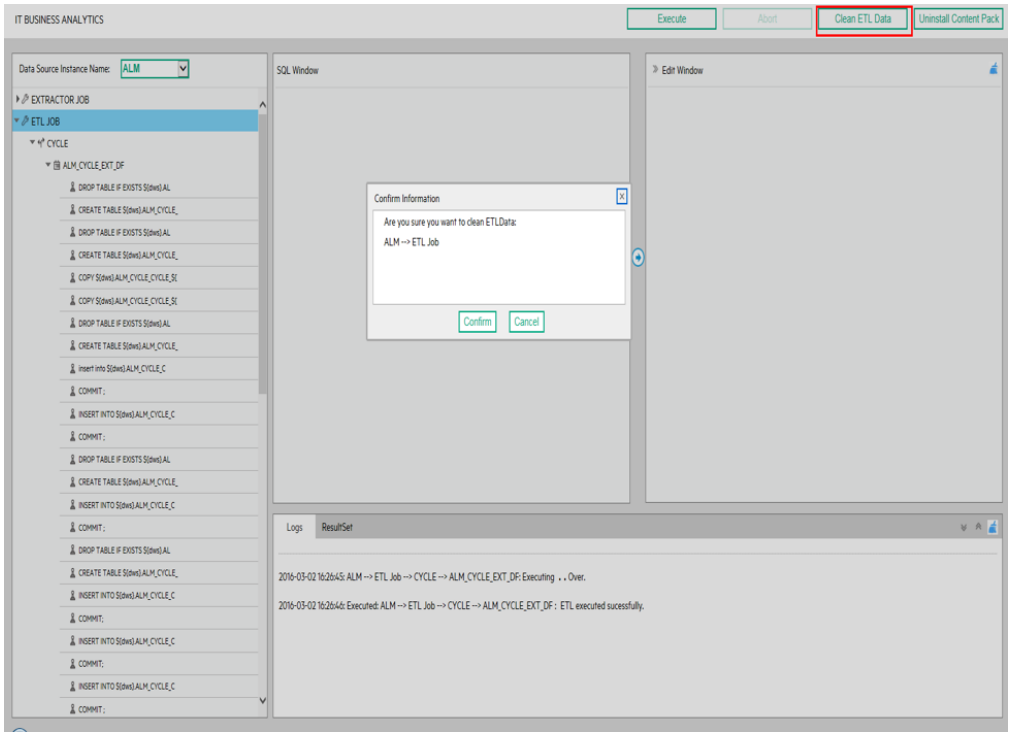


User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Data Source	Select the relevant data source instance name. The list of instances corresponds to the data source instances you activated in the **ADMIN > Data Management > Connect**

Instance Name	**Data Source**. For details, see Connect the Data Sources in the *Administrator Guide*.
Execute	Runs the selected step of the extractor or ETL job. Click **Confirm**. 
Abort	Aborts the currently running step of the extractor or ETL job. Click **Confirm**. 
<View Script>	Displays the details of the script corresponding to the selected step. **Note:** This is only available for **<entity_SQL_Statement_section>** steps.

	 You can click the  to transfer the script to the **Edit** pane where you can edit the script. You can then click **Execute** to execute the corrected script to check it. **Note:** Make sure you make the same change to the script once you have tested it, as the scripts in the ETL Toolkit and in the ITBA application are not synchronized.
Reload Instance	After you update a job or an ETL script for the selected instance, click **Reload instance** to view all the changes in the relevant ETL toolkits
Clean ETL Data	Cleans all the data of the relevant ETL job from the Target database. Click **Confirm**.

	
Uninstall Content Pack	Uninstalls the selected Content Pack from the ITBA application and from the ETL Toolkit.
<Left pane>	The list of relevant Extractor and ETL jobs of the selected data source instance.
<Right pane>	The right pane allows you to edit a script after you select it and click the  .
<Lower pane>	The running status of the action.

DWHPeriodGenerate Tool

The purpose of the DWHPeriodGenerate tool is to help you clean the Period dimension data that is generated during installation and also to generate the period according to new settings.

This tool applies to the following:

- ITBA version 10.0

Contents

The .zip file includes the following:

- DWHPeriodGenerateTool.jar
- DWHPeriodGenerateTool.sh
- DWHPeriodGenerateTool_answer.properties

Install the Tool

To install the tool, do the following on the ITBA server:

1. Backup the **TARGET_SCHEMA_NAME.PERIOD_DIM**, **TARGET_SCHEMA_ NAME.PERIOD_DIM_HIER**, and **APPLICATION_SCHEMA_NAME.PERIOD_DIM_V** Vertica tables.
2. Ensure that the Vertica connection is available and that the ITBA application is running.
3. Go to https://HPLN.hpe.com/group/it-business-analytics, fo to **Resources**, and go to **Tools**, and in the correct version directory, download the relevant **DWHPeriodGenerateTool.ZIP** file.
4. Unzip the .ZIP file to $HPBA_HOME as follows:
   - **<HPBA_HOME>/DWHPeriodGenerateTool/DWHPeriodGenerateTool.jar**
   - **<HPBA_HOME>/DWHPeriodGenerateTool/DWHPeriodGenerateTool.sh**
   - **<HPBA_HOME>/DWHPeriodGenerateTool/DWHPeriodGenerateTool_ answer.properties**
5. Modify **DWHPeriodGenerateTool_answer.properties** answer file to configure the Period dimension data according to your requirements.
6. Execute the **DWHPeriodGenerateTool.sh** shell command.
7. The **DWHPeriodGenerateToolLog.log** is generated in the $HPBA_HOME folder and the Period dimension should work according to your requirements.

Maintenance Tools

The Maintenance Tool helps you (the Administrator) change the Glassfish password, change the domain name, update the Vertica Connection, link to BOE, update the ITBA License, update

ITBA IP number, backup and restore Postgres, update the AutoPass host, anc collect Logs and ITBA information.

Once the Administrator has updated the relevant parameters and executed the process, the system updates the relevant parameters in the DB tables (if needed) and performs a restart of ITBA (if needed).

To access:

Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools/** directory and input the command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.

Tasks

This section includes:

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Update the BOE Linkage 23
Update ITBA Licenses 24
Update ITBA IP number 26
Backup and Restore Postgres 27
Update AutoPass Host 28
Collect Logs and ITBA Information 30

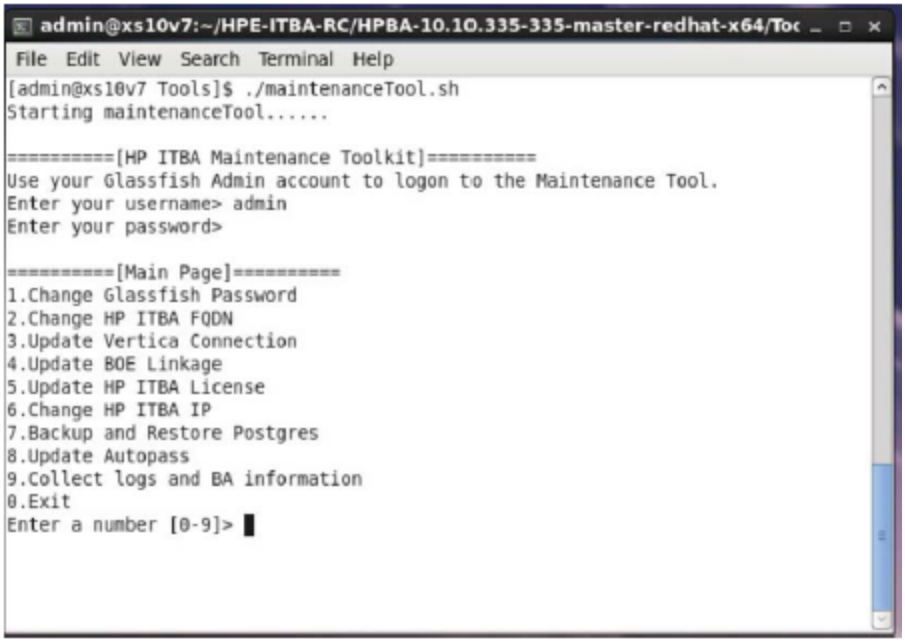
Launch the Maintenance Tool and validate

1. **Prerequisite:** Before running the Maintenance Tool, make sure the glassfish service is started. To check the service status, run **./hpba-status.sh** in **$HPBA_HOME/supervisor/bin**.

   If the glassfish service is down, start it manually using **./startGlassfishBA.sh** in **$HPBA_HOME/bin**.

2. Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools/** directory and input command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.
3. The authentication window opens.

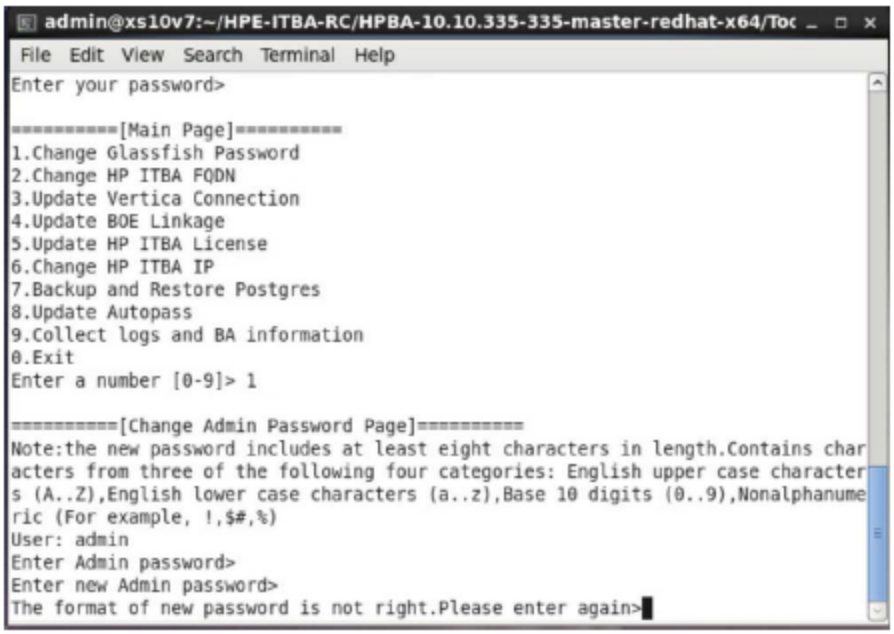
4. The default user name is **admin**,the password is set when you installing ITBA. Once the authentication is successful, go to the main menu page and perform the required operation.



Change the Glassfish password

You can update the Glassfish (ITBA Admin password) using the Maintenance Tool.

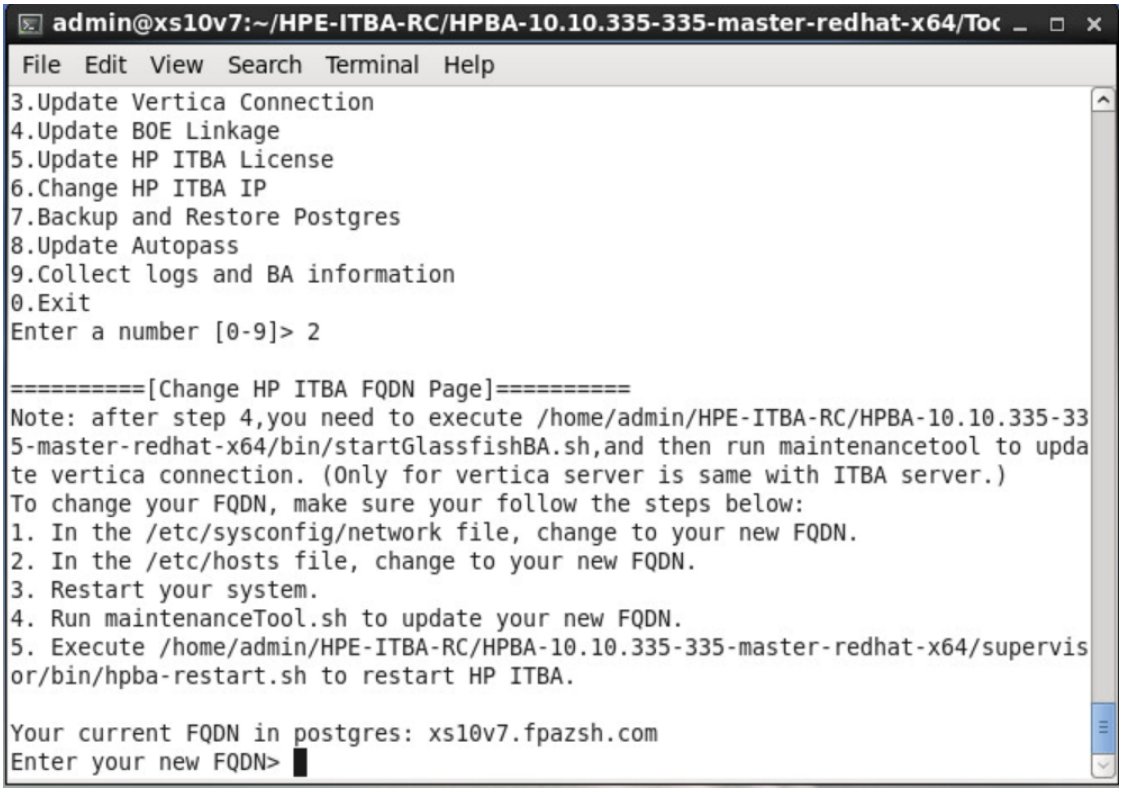
1. Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools/** directory and input the command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.
2. Enter **1** in **Enter a number (0-9)** to change the Glassfish/Admin Password, and then input the old password and new password to change it.



Change ITBA FQDN

You can update ITBA FQDN using the Maintenance Tool.

1. Make sure you check out the step detailed in the Maintenance Tool.
2. Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools/** directory and input command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.
3. Enter **2** in **Enter a number (0-9)** to change the hostname. The current hostname is displayed, and users are asked to input his new hostname.

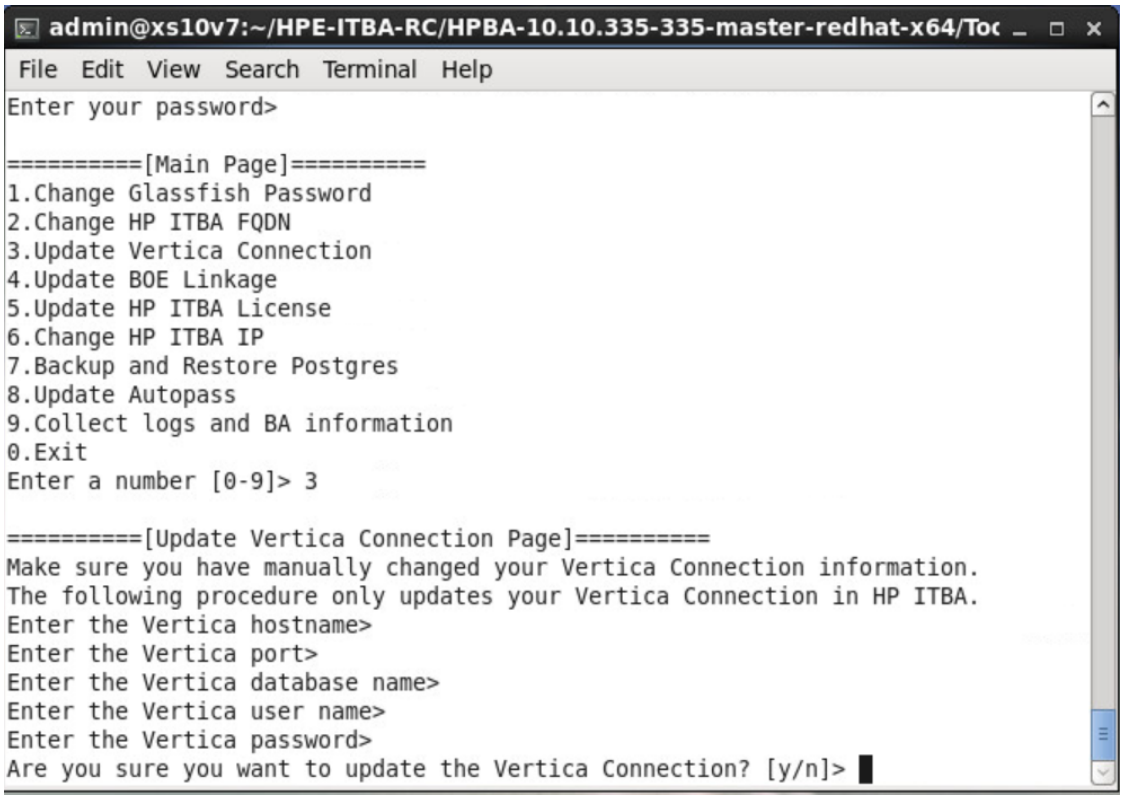


4. After the hostname updates successfully, restart ITBA manually.

Update the Vertica Connection

You can update the Vertica connection using the Maintenance Tool.

1. Make sure you check out the step detailed in the Maintenance Tool.
2. Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools/** directory and input command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.
3. Enter **3** in **Enter a number (0-9)** to update the Vertica Connection.

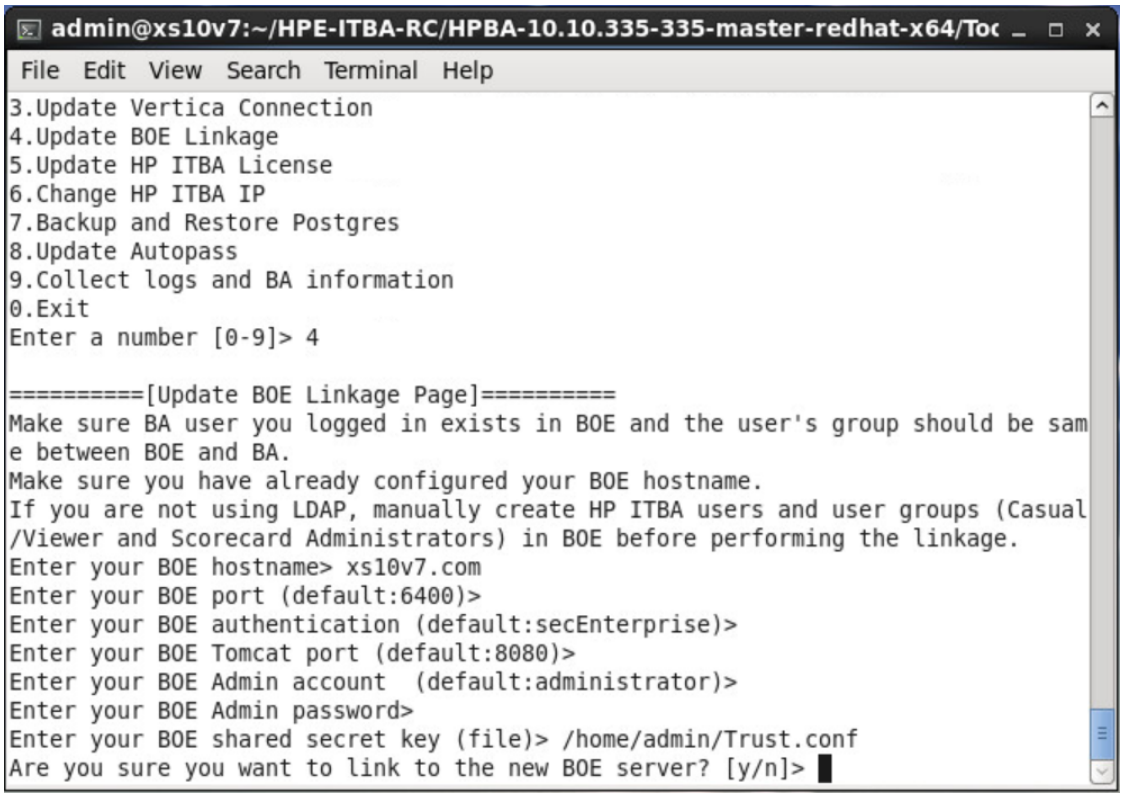


4. Once the Connection is updated successfully, users need to restart ITBA manually.

Update the BOE Linkage

You can update the BOE linkage using the Maintenance Tool.

1. Make sure you check out the step detailed in the Maintenance Tool.
2. Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools/** directory and input command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.
3. Enter **4** in **Enter a number (0-9)** to create the BOE linkage. Additional BOE information is required.

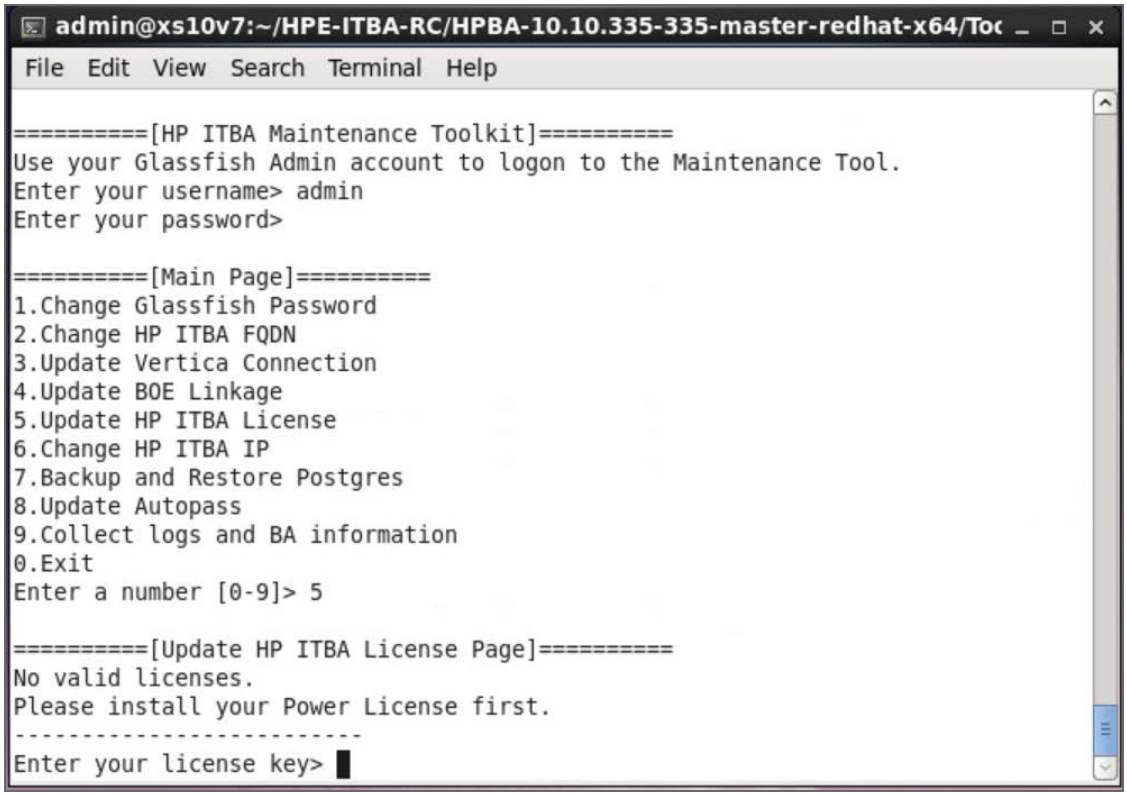


4. Once the link is successful, users need to manually create ITBA users in BOE.

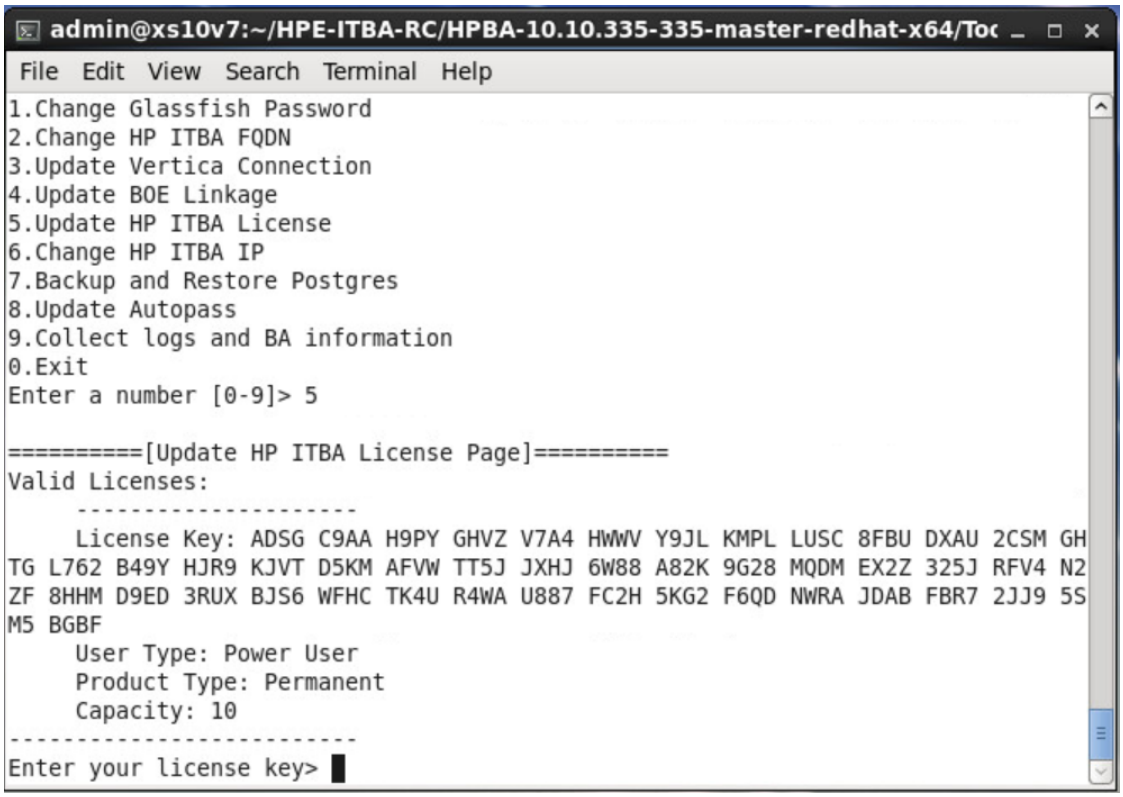
Update ITBA Licenses

You can update the ITBA license using the Maintenance Tool.

1. Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools/** directory and input command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.
2. Enter **5** in **Enter a number (0-9)** to update the license.



3. The user licenses information (license type and capacity) is automatically displayed in the shell.

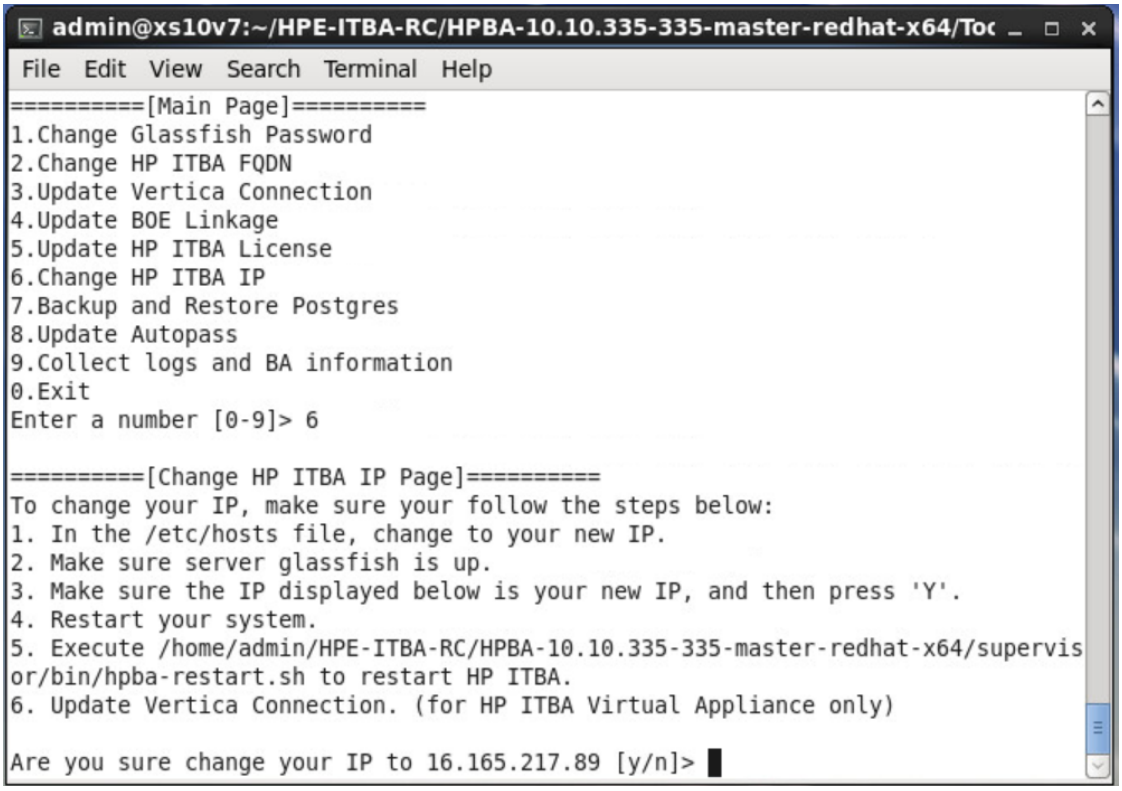


4. Enter the license key.

Update ITBA IP number

You can update ITBA IP number using the Maintenance Tool.

1. Make sure you check out the step detailed in the Maintenance Tool.
2. Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools** directory and input command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.
3. Enter **6** in **Enter a number (0-9)** to change the IP number.



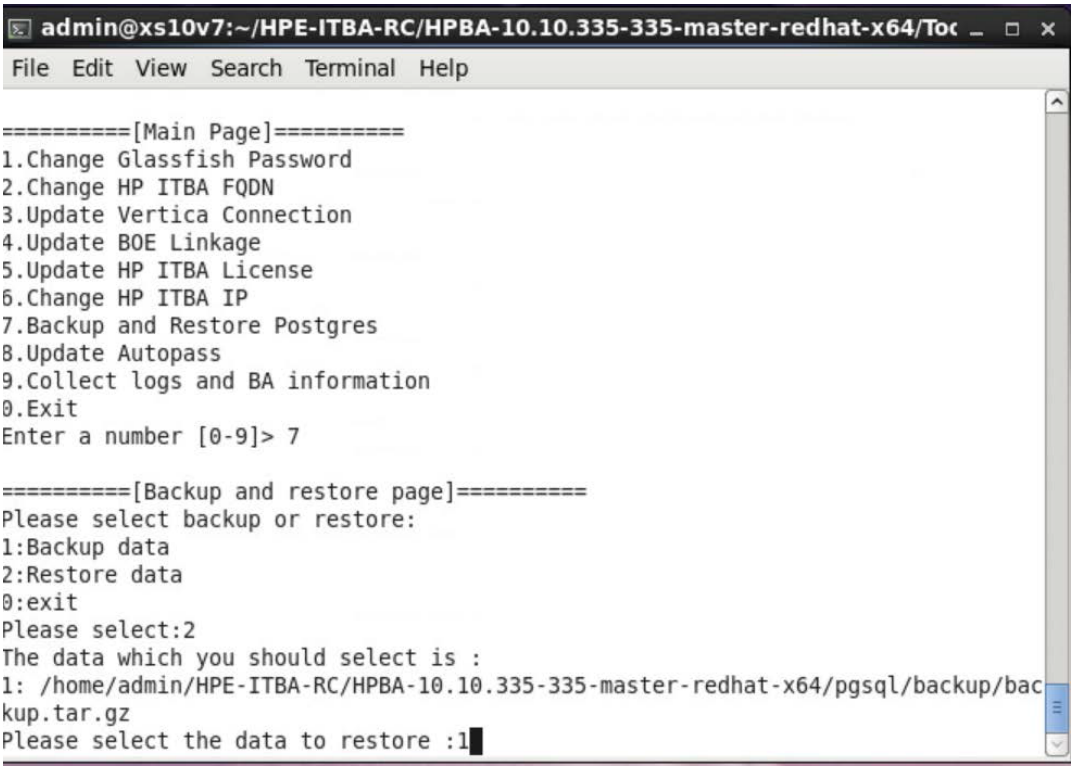
Note: If you try to change the IP address when ITBA is down, the glassfish service fails to start and you cannot change the IP address. The solution is to start glassfish manually using **$HPBA_HOME/bin/startGlassfishBA.sh** and then to run the **maintenanceTool.sh** to change the IP address.

Backup and Restore Postgres

You can backup or restore using the Maintenance Tool.

1. Make sure you check out the step detailed in the Maintenance Tool.
2. Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools** directory and input command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.
3. Enter **7** in **Enter a number (0-9)** to backup or restore postgres.
    a. Enter **1** in **Enter a number (0-2)** to backup postgres.

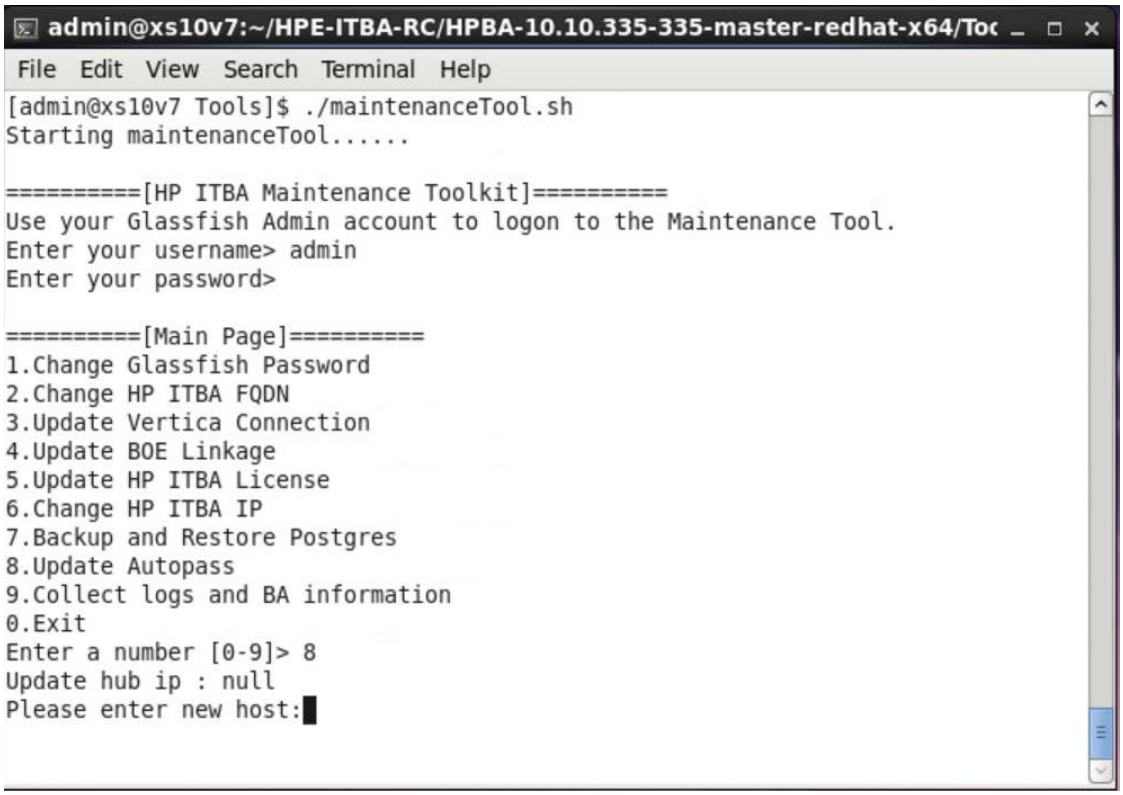
b. Enter **1** in **Enter a number (0-2)** and select **backup.tar** to restore postgres.



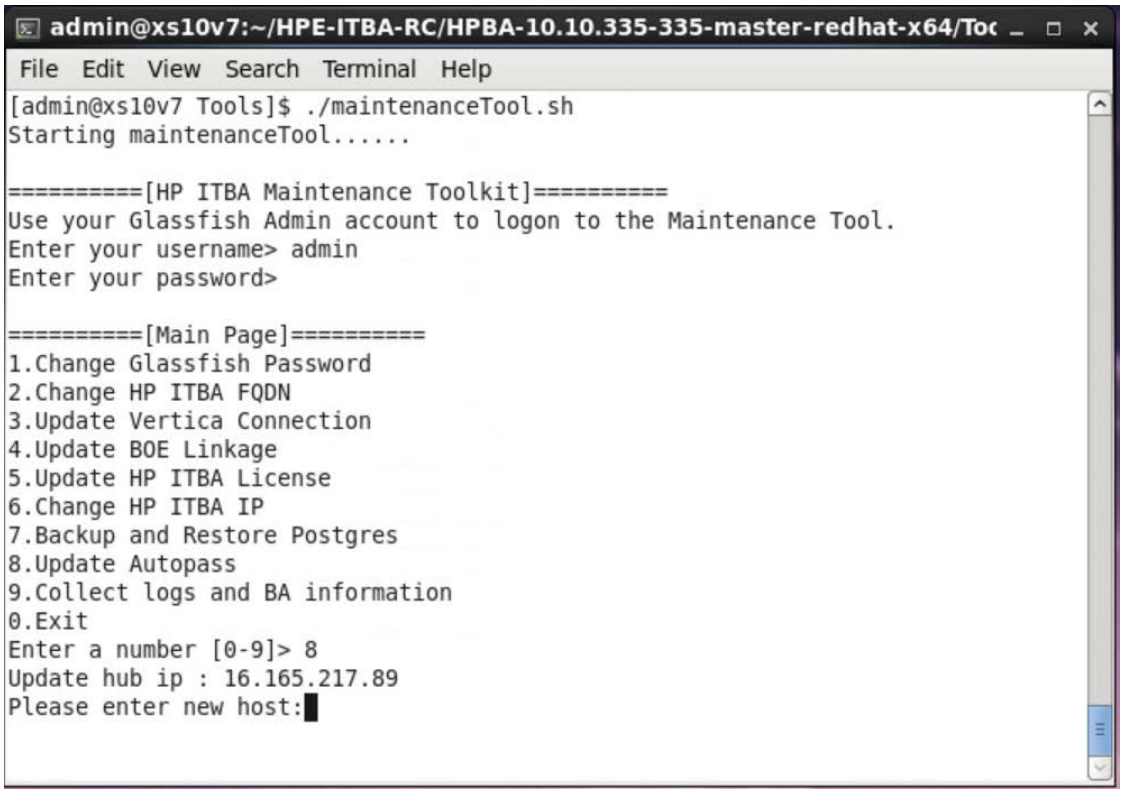
Update AutoPass Host

You can update Usage Hub host using the Maintenance Tool.

1. Make sure you check out the step detailed in the Maintenance Tool.
2. Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools** directory and input command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.
3. Enter **8** in **Enter a number (0-9)** to update Usage Hub Host.



4. The Usage Hub Host information is automatically displayed in the shell.



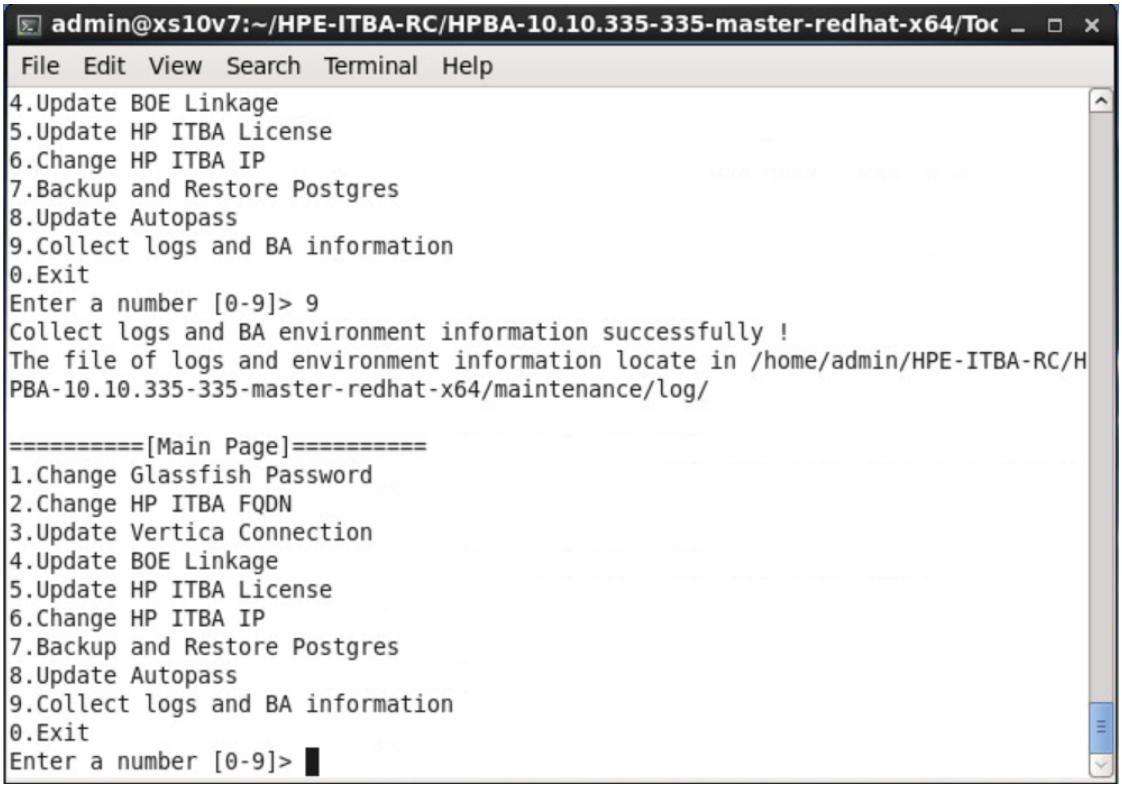
5. Enter the Usage Hub Host.

Collect Logs and ITBA Information

You can collect logs and BA environment information using the Maintenance Tool.

1. Make sure you check out the step detailed in the Maintenance Tool.
2. Open a Unix console (bash) and go to the following **$HPBA_HOME/Tools** directory and input command **./maintenanceTool.sh** to start the ITBA Maintenance Tool.

3. Enter **9** in **Enter a number (0-9)** to collect logs and ITBA environment information.



Log Toolkit

To concentrate logs and ITBA environment information into one location, proceed as follows:

1. Download the Log Toolkit from HPLN (https://HPLN.hpe.com/group/it-business-analytics, click **Resources**, click **5.Tools** and select **ITBA10.00** >**Log Toolkit** to download to **$HPBA_HOME**.
2. Unzip **ITBA-10.0-LogToolkit.zip**.
3. Go to the command window and enter:
   cd $HPBA_HOME/ LogsCollect/bin
4. Run: **chmod +x *.sh**
5. Run **./collectBAInfoAndLog.sh**.

All the logs are archived in the **$HPBA_HOME/maintenance/log/allLogs_ $(%Y%M%D%H%M%S).tar**, which includes the logs from the different locations (Y is the year with 4 digits, M is the month with 2 digits, D is the day of the month with 2 digits, H is the hour with 2 digits (24 hour format), M is the minutes with 2 digits, and S is the seconds with 2 digits – for example: allLogs_ 20151221094404.tar). The single path logs are also included in the archive under their directory name.

Example: The **btoaLogs_$(%Y%M%D%H%M%S).tar** log located in **$HPBA_ HOME/glassfish/glassfish/domains/BTOA/logs/** is archived in the **$HPBA_ HOME/maintenance/log** with the name **btoaLogs_$(%Y%M%D%H%M%S).tar**.

The ITBA environment information is collected in the **BAInfo.xls** file located in the **$HPBA_ HOME/maintenance/log/**.

Logs and the LogTool

IT Business Analytics records the procedures and actions performed by the various components in log files. The log files are usually designed to serve HP Software Support when ITBA does not perform as expected. The default severity threshold level for log files differs per log, but is generally set to either Warning or Error.

You can view log files with any text editor.

The LogTool enables you to view, manage, and analyze your logs.

To access:

The URL of the LogPortal where you can use the LogTool is: **https://<ba_server_fqdn>:10003/LogPortal**.

Learn More

Common Component Log Files and Their Location

Log Filename	Description
access.log	Records all requests processed by the web server. **Location:** $HPBA_Home/webserver/httpd/logs
error.log	The web server error.log is the most important log file. This is the place where Apache httpd sends diagnostic information and records any errors that it encounters when processing requests. It is the first place to look when a problem occurs with starting or operating the Web Server. **Location:** $HPBA_Home/webserver/httpd/logs
install-<timestamp>.log	Installation log **Location:** $HPBA_Home
jk.log	Contains information about communications between the Web Server and the application server (Glassfish).

Log Filename	Description
	Location: $HPBA_Home/webserver/httpd/logs
ssl_request.log	Logs records of all secured requests processed by the Web Server. **Location:** $HPBA_Home/webserver/httpd/logs
applicationfw.log	Logs application loading and permission enforcement related to the application framework. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
athN.log	Logs requests for authentication and population of user roles and permissions. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
aui.log	Logs user management user interface details. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
bo-services.log	Logs the usage of SAP BusinessObjects services, including issues locating the SAP BusinessObjects CMS. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
bsf.log	The BTO Security Framework (BSF) server-side log records runtime authentication information about authn, LW-SSO, and user mng. For example, when the user visits a page, there is an authorization action in the bsf.log. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
bsf-security.log	Logs user relevant events, such as logon/logout. For example, when the user accesses/exists the ITBA application, there is a logon/logout action in the bsf-security.log. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
btoe-services.log	Logs the usage of foundation services. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
datalayer.log	Logs SAP BusinessObjects datalayer transactions such as problems with SAP BusinessObject Universes or queries. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
foundation.log	Foundation core components log. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
hibernate.log	Hibernate log. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs

Log Filename	Description
jvm.log	JVM general log. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
license-services.log	Licensing logs. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
properties.log	Properties table logs. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
server.log	General GlassFish log. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
settings.log	Settings management logs. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
sso.log	Logs authentication details related to IDM and LW SSO. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
uim.log	User Interface mash-up logs. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
userMng.log	User Management actions log, including problems with communication to SAP BusinessObjects. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
log.txt	MQ Broker service log. **Location:** $HPBA_ Home/glassfish/glassfish/domains/domain1/imq/instances/imqbroker_ host1/log

Business Analytics Log Files and Their Location

Log filename	Description
dashboard.log	Logs all the dashboard server-side logs. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
studio.log	Logs general information for the Studio. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
engine.log	Logs general information about the engine, KPIs, and business context

Log filename	Description
	calculation details. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
engine_ statistics.log	Provides a sfgjummary of calculation cycles, and statistics about KPI engine performance. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs

Data Warehouse Log Files and Their Location

Log files can be accessed under:

Log	Description
cfm.log	The Content flow Manager log. It lists the whole process of streams. Detailed logs of each step are covered in related logs. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
data_ consolidation.log	The consolidation configuration log. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
dcs.extractor.log	Describes the activity of all the extractors that were triggered by Content Flow Manager. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
dcs.log	Logs the source extraction information. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
dsm.ui.log	Logs Datasource Management UI management activities. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
dwh.log	Logs the DWH management activities. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
dwhETLService.log	The runtime log of the ETL steps in a stream. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs
dwhSchemaGen.log	The log of the generated staging and target schema during the deployment of a Content Pack. **Location:** $HPBA_Home/glassfish/glassfish/domains/BTOA/logs

Tasks

This section includes:

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Downloading the log files 37

Access the LogTool in the LogPortal

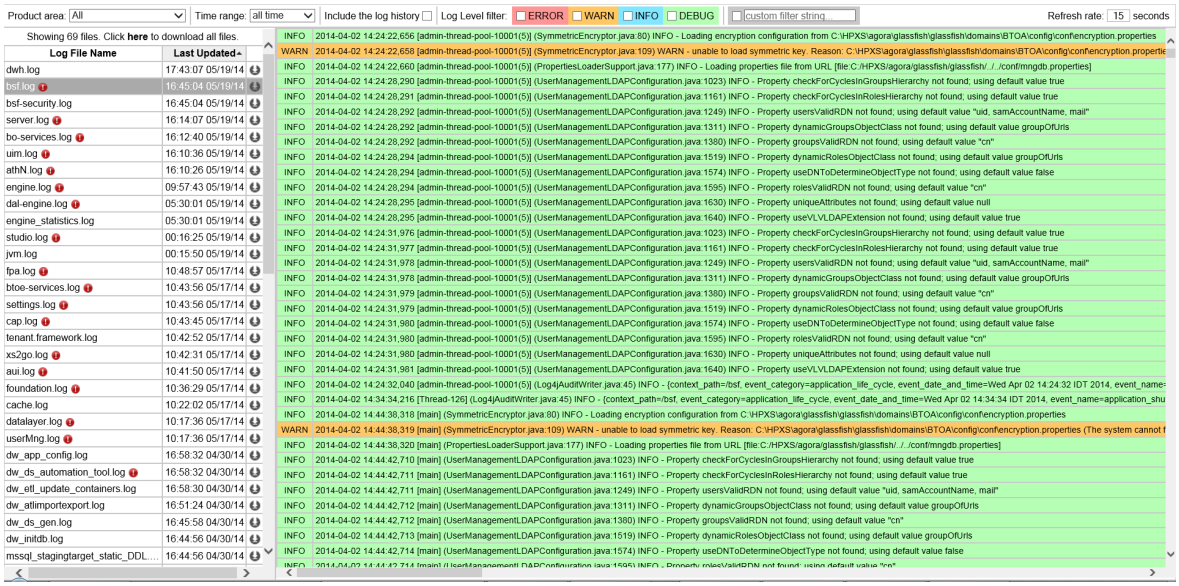
1. Access the LogPortal at: **https://<ba_server_fqdn>:10003/LogPortal**. In a Production environment, you should checks the logs in each server.
2. Enter your user/password:
   - If the installation was successful, the username/password for LogPortal is same as the glassfish admin console (locahost:10001) user/password that you entered during the post-install procedure.
   - If an error occurred during installation:
     - **Option 1:** Try try to access the LogPortal (for credentials, use admin for the username, and an empty password). If it is not accessible, then use Option 2.
     - **Option 2:** Use a text editor to analyze the logs in the file system.
3. You can now select the product area, the time range, to include the log history or not, select the relevant log to display it in the detail area, and then select the filters to display only the lines that include the filter string.
4. You can also set up, in the **Refresh Rate** field, how often you want the log list and the log viewer to check for updates on the server side .

Downloading the log files

- **Option 1:** Click  in the relevant log list row to download the corresponding log file.
- **Option 2:** Click **here** in **Click here to download all files**, creates a zip file with all the logs in the selected product area.

UI Description

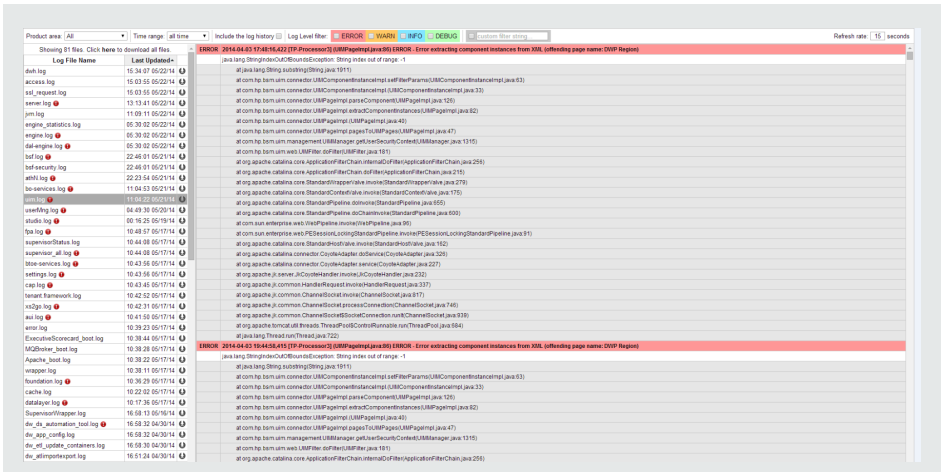
LogTool page



User interface elements are described below (when relevant, unlabeled elements are shown in angle brackets):

UI Element	Description
Product area	Filter the logs by their product area: • **CAP** • **DCS,CFM,ETL,DWH UI** • **Dashboard** • **Engine** • **Foundation** • **Server** • **Studio** • **UserMgmt** **Note:** You can edit the product area in the **$HPBA_**

	Home/conf/logGroupsConfig.xml file.
Time range	Filter the logs that were created in the selected time range: **All**, **1min**, **5 min**, **Last 15 min**, **Last 30 min**, **Last hour**, or **Last day**.
Include the log history	Select to include the log history (the log files that were rotated; for example: <log_ name>.log.1, <log_name>.log.2).
Log Level filter	You can filter the log entries to display only the entries that start with the following strings: **ERROR**, **WARN**, **INFO**, **DEBUG**, or your own string. **Note:** The ERROR filter also includes the stack trace of the error.
Refresh rate (in seconds)	The rate of refresh of the log list and the update check interval of the currently opened log file, in seconds. Default: 15
<Message>	**Showing <nn> files.** The message displays the number of logs. **Click here to download all files.** Creates a .ZIP file of all the listed logs.
Log File Name	The log files filtered for the product area and the time range. Click the log name to display its details. indicates that the log includes errors within the selected time range. Click the arrow in the column header to sort the list.
Last Updated	The date and time when the log was last updated. Click the arrow in the column header to sort the list. By default, the table is sorted by the **Last Updated** in descending order.
	Click to download the selected log file (not in ZIP format).
<Log details area>	The contents of the selected log. Select the relevant Log Level filter to display only the log entries that start with the string. Example: When you select ERROR, the log details area displays:



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Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to SW-Doc@hpe.com.

We appreciate your feedback!

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