Procedures for monitoring Application Manager 9.1

1. Click on the Application Manager icon on your desktop.

2. Figure 1 below will appear.

3. Enter your User Name (SYSOPERNCS)
4. Figure 2 - This is the main screen called the Explorer window and the Explorer view option buttons.

![Figure 2 - Application Manager Explorer window](image)

Using the view options buttons, see figure 2 – you will be able to display information about each of the following:


Agent summary and BATCH_CP1 backlog displayed together – figure 3.

![Figure 3 - Two Application Manager Explorer windows](image)

Figure 3 – Two Application Manager Explorer windows. The top window contains the Agent Summary. The bottom window will display the following information in the Backlog window based on which item on the explorer tree is clicked. For instance, Batch_CP1
5. Information from the queue list will be displayed if it is clicked or Waiting, Running, Aborted, Hold from the status list will be displayed if one item from that list is clicked.

The Agent Summary, BATCH_CP1, SLEEP_WAKE are the views that you will be monitoring most often. All of the fields are expandable so you can see the information by dragging the separator bar. It is important to be able to see the Chain name (Parent) so this field should be opened as much as possible - see Figure 4 below.
6. Explorer window with chain header display widened.

Figure 4 - Be sure to widen the current Backlog window to the right so the chain header appears.

Once the BATCH_CP1 queue has been highlighted and displayed in the Backlog, it is important to be able to see all the display fields. If necessary, widen the Parent (Chain name) field by dragging the column dividers.
7. Click on the **Agents display button** to show the Agent summary in the Explorer window.

![Agent Summary displayed in the Explorer window](image)

**Figure 5** – Agent Summary displayed in the Explorer window
8. Display Job Status using Explorer

Figure 6 – Job Status displayed in Backlog window.

An easy way to know what has happened when status bar changes color is to look at the job status tree in Explorer. The jobs will be grouped by status and displayed in the backlog window.
9. Select "OPTIONS" then "Settings" as in figure 7.

Figure 7 – Explorer settings window.

Recommended defaults for Settings/General menu:

Continuous monitoring -
Set Frequency to 10 seconds.
Previous Minutes = 30
Use Database Timezone = checked
10. Monitoring Application Manager.

The Application Manager Status Bar

**GREEN MEANS ALL IS WELL**

**RED MEANS JOB ABORTED** or DID NOT END NORMALLY, INTERVENTION REQUIRED

**YELLOW MEANS JOB IS ON HOLD**

In the Explorer sidebar clicking on Queues "BATCH_CP1" will show all BATCH_CP1 jobs in the backlog window. This will tell you if a critical job is running, waiting to run, has ended abnormally (mostly aborted) or is on Hold.

In the Explorer sidebar clicking on Queues "SLEEP_WAKE" will show all SLEEP_WAKE jobs in the backlog window. This will tell you if a sleep-wake job is running, waiting to run, has aborted or is on Hold. The jobs in the BATCH_CP1 and SLEEP_WAKE queues should always be running according to the schedule in section 13 below.

**The status bar** along the bottom of the Application Manager main window contains the time of the last refresh in the center and the current date and time in the right corner. The color of the status bar will change from **GREEN (all is well)** to **RED (job ended abnormally)** when a job fails, or **YELLOW** when a job is placed on hold.
11. The AGENT SUMMARY Window

The AGENT SUMMARY window (figure 9) shows at a glance the status of the agents. If they are busy, stopped, unable to logon or any message other than "RUNNING", the specific agent in trouble, will turn RED.

Figure 9 – The AGENT SUMMARY window

The status of each node should be running but if it is not then try the following before calling the support person.

If an agent is not in running status:
- Right click on Agents and click START ALL to see if this starts the agent.
This will usually work, but does take 30 to 90 seconds to take effect. You will be able to tell it worked when the colour changes from Red to Green and the status is RUNNING.

If an agent is still Red status after restarting, then check the BATCH_CP1 queue to see if any jobs are status AGENT_WAIT. If there is a CP1 job with status AGENT_WAIT, then contact ISRB On Call. You will have to check the BATCH_CP1 queue periodically to see if any new jobs come in with AGENT_WAIT.
If there are no BATCH_CP1 jobs with AGENT_WAIT, then send an email to ISRBP@campus.mcgill.ca advising about the agent issue.

**Note:** If you need to stop and start one agent right click on the name of the agent in the sidebar.
12. Spotting trouble using the EXPLORER SIDE BAR views

Figure 10 - The EXPLORER SIDE BAR with Queue BATCH_CP1 view selected.

Figure 10 is the monitoring view that you would normally be using. It shows the Explorer backlog window with the BATCH_CP1 view displayed. To the left is the Explorer sidebar. When Status bar appears RED then there is something wrong. Clicking on the button to open the view options will show you how to proceed. For example the agents view if opened could show an agent stopped, busy or in trouble. If that were the case you would proceed using the instructions in Section 10 above.

If a chain has failed click on the chains button which will display the chain in trouble. Clicking on the chain will display it in the BATCH_CP1 backlog.

Furthermore a shortcut could be to click on the status button and click on aborted. This will display all jobs that ended abnormally (status could be Aborted or other) in the backlog, called aborted backlog; and you can determine the queue and chain (Parent) from the display.
13. IMPORTANT jobs to monitor

SLEEP_WAKE Queue:

**AR-START_SW_AR**  The chain should be in initiated status from 7:00 am to 10 pm every day. The jobs associated with this chain are shown under the column marked Job Name and should all be in running status from 7 am to 10 pm every day.

**FIS-SW_FGRCTG**  Runs daily, every 2 minutes 6:30 am to 4:30 pm.

**FIS-SW_FORAPPL**  Runs daily, every 2 minutes, 6:30 am to 10:00 pm

The Operator **MUST** check **every day** that these jobs are being run when scheduled.

**DBA jobs**

**DBA-SPDWH1_ELM_COLD_BACKUP** The ELM Data Warehouse (DWH) weekly **COLD** backup chain runs Sunday morning at **8:00 am**

**DBA-SPBAN1_CHESTNUT_COLD_BKP** the monthly **COLD** backup chain for the Banner database – submitted manually by the DBA handling the Banner downtime

Call DBA on call if any of the above fails.
14. CRITICAL JOBS

If any of these jobs is not in the queue at their scheduled time, or running much later than the indicated usual finish times, please call BP person oncall.

- **17:00** SIS-GPA_GRADE_REPEAT (First workday of month only) – normally finishes btwn 22:00-22:30
- **17:15** FIS-NIGHTLY_INTERFACE – normally finishes by 22:00
- **17:30** AR-EVENINGS_DAILY – normally finishes btwn 20:00-20:45
- **18:00** SIS-GPA_GRADE_REPEAT (All workdays except first workday of month) – normally finishes by 20:30
- **21:00** SIS-SA_PUSH – normally finishes by 21:30
- **20:00** SIS-SA_PUSH_PROCESS – Runs on weekends/holidays – normally finishes by 20:30

All the above jobs must complete before DWH-COMPLETE_PROD_REFRESH starts.

Each *workday* evening, including Sundays (except if the Sunday falls before a long week-end where Monday is a holiday, then the chain will run Monday night instead of Sunday night), usually starting at **10:00 pm**, but sometimes delayed due to other factors, the DWH-COMPLETE_PROD_REFRESH chain executes. It is imperative that this be monitored continuously during its execution. There should never be a pause of longer than a few moments without a job with in “RUNNING” status.

If longer than 10 minutes go by without any job from the chain identified by “DWH...”being in Running status, call the ISRBP person on-call.

**22:05** DWH-COMPLETE_PROD_REFRESH - must have status INITIATED.

**00:30** Click on Filter, History Query...

If any data is displayed, click on Clear button.
To create the query:
Type SET_DWH_VAR_UP% in Jobs
Uncheck Current Day
Click on the calendar icon to the left and select yesterday’s date
To save this query, give it a name such as BP_DWH_VAR_UP
Click OK

The Job History pane should display

After you save the query, you can run it anytime by going to the Filter function and selecting it from the Filter name drop-down where it was first entered. (Click Clear if any data is displayed before selecting the Filter name).
You can also query multiple items at a time by separating the query with commas:

To find more details about querying and filtering, check the [Appworx documentation](#).
15. When to contact an On Call person?

Call the BP on-call person if any of the following conditions occurs:

A. If there is an abort (or another status signifying an error) in the **BATCH_CP1** queue – **STATUS RED**.
B. If there is an abort (or another status signifying an error) in the **SLEEP_WAKE** queue – **STATUS RED**.
C. If there is a job on **HOLD** in the **BATCH_CP1** queue – **STATUS YELLOW**.
D. If any of the Agents in the Agent Summary are stopped, busy, or do not have a status of **RUNNING** and the series of commands in section 11 are not successful in restarting them, AND there is a **BATCH_CP1** job with status **AGENT_WAIT**.
E. If one of the jobs in section 13 is not running.
F. If the DWH jobs in section 14 have aborted or are not “**RUNNING**”.

Call ASA on-call if any of the following conditions occurs:

A. If you cannot start up the Automic client.
B. If you start to get RMI error pop-ups and you are unable to access the client when clicking OK.