Procedures for monitoring Application Manager 9.1

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

Figure 1 below will appear.

![Application Manager Login Screen](image)

Figure 1 – Application Manager Login Screen

2. Figure 1 below will appear.

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

Figure 2 – Application Manager Explorer window

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

5. Agent summary and BATCH_CP1 backlog displayed together – figure 3.

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 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.
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.
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.
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.

![The AGENT SUMMARY window](image)

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 this does not work please call ISRBP Contact – please see On Call List.

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 SIDEBAR views

Figure 10 - The EXPLORER SIDEBAR 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

PY-PYPOPS_U_FMGR runs every 15 minutes, 6:00 am to 12 midnight, And skips during Banner down times.

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_FGRACTG 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 everyday 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 on-call.

<table>
<thead>
<tr>
<th>Time</th>
<th>Job Description</th>
<th>Finish Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>17:00</td>
<td>SIS-GPA_GRADE_REPEAT (First workday of month only)</td>
<td>normally finishes btwn 22:00-22:30</td>
</tr>
<tr>
<td>17:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17:30</td>
<td>FIS-NIGHTLY_INTERFACE</td>
<td>normally finishes by 22:00</td>
</tr>
<tr>
<td>18:00</td>
<td>AR-EVENINGS_DAILY</td>
<td>normally finishes btwn 20:00-20:45</td>
</tr>
<tr>
<td>21:00</td>
<td>SIS-GPA_GRADE_REPEAT (All workdays except first workday of month)</td>
<td>normally finishes by 20:30</td>
</tr>
<tr>
<td></td>
<td>SIS-SA_PUSH</td>
<td>normally finishes by 21:30</td>
</tr>
</tbody>
</table>

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 ISBP 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 the 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).