

ManageWare

**FileNet Image Services Knowledge Module
(FNS.km)**

User Guide



Version 4.0
November 29, 2004

This document is published by ESI Software.

Copyright 2000-2004, ESI Software. All rights reserved.

ESI Software, the ESI Software logo, and all other ESI Software product or service names are registered trademarks of ESI Software in the USA and in other select countries

BMC Software, the BMC Software logos, and all other BMC product or service names are registered trademarks of BMC Software, Inc. in the USA and in other select countries.

FileNet logos, and all other FileNet product or service names are registered trademarks of FileNet Corp. in the USA and in other select countries.

All third party logos and product/trade names are registered trademarks or trademarks of their respective companies.

® and ™ indicate USA registration or USA trademark.

You may contact ESI Software on the World Wide Web at <http://www.esisoft.us>.

You may also contact ESI Software by telephone, FAX, or e-mail at:

Main (877) 638-7033

Sales (877) 638-7033, ext. 720; or email info@esisoft.us

Tech Support (877) 638-7033, ext. 716; or email support@esisoft.us

FAX (719) 638-7034

Table of Contents

Table of Contents	3
About This Guide	7
Who Should Read This Guide	7
How This Guide Is Organized	7
Related Publications	8
Conventions	8
Mouse Controls	9
Chapter 1: Introduction	10
KM Features.....	10
Information Retrieval Method.....	11
Remote Monitoring.....	11
Supported Operating Systems.....	11
KM Architecture	11
License.....	12
KM Components	12
Application Class Hierarchy	15
Application Naming Conventions	19
Where to Go from Here.....	19
Chapter 2: Getting Started.....	20
Obtaining the KM – Pre-Installation	20
Creating the Oracle Account for PATROL	21
Installing the KM on UNIX Patrol Agents	23
Installing the KM on Windows Patrol Agents	23
Installing the KM on UNIX Patrol Consoles	24
Installing the KM on Windows Patrol Consoles	24
Installing the KM in Patrol Central.....	25
Installing License	25
Uninstalling the KM	26
Uninstalling the KM on Patrol Central Consoles.....	26
Preparing to Use the KM.....	26
Monitoring Requirements.....	27
Monitoring a Remote Server.....	27
Information Requirements.....	27
Loading the KM.....	28
Patrol Classic Consoles.....	28
Patrol Central Consoles – PCO – PCWeb	28
Setting Up the Knowledge Module	29
Entering Oracle User ID/Password	29
Setting up WorkFlow Queues	29
Blackout Periods	30
Set Blackout.....	30
Temporary Blackout.....	30
Removing a Blackout.....	30
Activating Parameters.....	31
If a Problem Occurs	31
Reviewing the System Output Window.....	31
Reviewing an InfoBox	31

Help.....	31
Accessing KM Help Topics - PATROL Console for UNIX:.....	32
Accessing KM Help Topics - PATROL Console for Windows:.....	32
Accessing KM Help Topics – PATROL Central:	32
Support.....	32
Where to Go from Here.....	32
Chapter 3: Menu Summary	33
Menu Command Properties	33
Command Results Notification	33
Blackout Admin	34
Cache Report	34
Clear Temporary Blackout	34
Courier Statistics Report	34
CSM_tool	34
DOC_tool	35
Extent Limits.....	35
Force Discovery	35
Get Error Tuple Message.....	35
IS Current Processes.....	35
IS Current Users	35
IS OSAR Details	36
IS Partition Listing	36
IS Print/Fax Listing	36
IS Server Configuration.....	36
IS Server Details	36
IS Start	37
IS Status.....	37
IS Stop	37
IS Subsystem Listing	37
Include/Exclude Tables.....	38
Include/Exclude Tablespaces	38
INX_tool	38
IPC_tool	38
MKF Detail Stats	39
MKF Summary Stats	39
MKF View Blocks	39
MKF_tool.....	39
NCH_tool.....	39
PRI_tool	40
Refresh Parameters.....	40
SEC_tool	40
Set Blackout Period	40
Set Temporary Blackout	41
Space Report	41
Where to Go from Here.....	41
Chapter 4: Parameter Summary.....	42
Property Definitions.....	42
KM Defaults.....	43
CACHEFreeSectors.....	43
CACHEInUseObjects.....	43
CACHEInUseSectors.....	44
CACHELockedObjects.....	44
CACHELockedSectors.....	44
CACHEPercentFull	45
CACHEPercentLocked	45
CORAbortConns	45
CORApprConns	46
CORBadConns	46

CORClientConns	46
CORClientFails	47
CORLongConns.....	47
CORRejectConns	47
DBExtendObject	48
DBExtendObjectInfo	48
DBExtentLimitsInfo	48
DBExtentsLimits.....	49
DBFreeSpacePct	49
DBFreeSpacePctInfo	49
DBLocks.....	50
DBLocksInfo.....	50
DBNumOfUsers	50
DBSystemStatus.....	51
DBSystemStatusInfo.....	51
DOCBufferAvgWaits	51
DOCCacheHits.....	52
DOCDocsCommitted	52
DOCDriveHits.....	52
DOCFastBatches	53
DOCFastDocs	53
DOCFastPages	53
DOCPagesCommitted	54
DOCPagesMigrated.....	54
EPQueueWICount	54
EPQueueWIColl.....	55
MKFDbFatalError	55
MKFDbState.....	55
MKFNonVirginBlocksPct.....	56
MKFPctFull.....	56
MKFTotalSpace	56
MKFUsedSpace	57
PRITotalPagesQueued	57
PRITotalRequestsQueued	57
SECNumCurrentUsers.....	58
SECCurrentUsersInfo	58
SECDeletedUsers	58
SECExpiredUsers	59
SECImageSvcSLU.....	59
SECInactiveUsers	59
SECNumLogonRejects.....	60
SECVisualWFSLU	60
SLArmMoves.....	60
SLDisabledDrives	61
SLLoads	61
SLMountRequests	61
SLMountRequestsInfo	62
SLMountRequestsStatus	62
SLPendingWrites	62
SLStatus.....	63
SLUnlabeledSurfaces	63
SLStatusInfo.....	63
SLUnloads.....	64
SYSCoreFiles.....	64
SYSCurrentProcs.....	64
SYSHPIIConfirmFiles.....	64
SYSLastErrorInfo	65
SYSNumCurrentProcs	65

SYSPPMNoProcs	66
SYSRequiredFilesInfo.....	66
SYSSnmpInfo.....	66
SYSSystemStatus.....	67
WQSQueueErrColl.....	67
WQSQueueErrCount	67
WQSQueueCount	68
WQSConfigFileInfo	68
Index	69

About This Guide

The *FNS.km User Guide* contains detailed information about the commands, parameters, and reports that the FNS.km provides. The guide also contains instructions for loading and configuring the Knowledge Module (KM). For more detailed information, refer to the FNS.km online help.

This guide should be used with the PATROL User Guide for your Console, which describes how to use PATROL to perform typical tasks.

Who Should Read This Guide

This guide is intended for middleware administrators, system administrators, and anyone who monitors a FileNet Image Services KM installation.

This guide assumes that you are familiar with your host operating system. You should know how to perform a basic set of actions in a windows & UNIX environment, including:

- Navigating Directories
- Choosing menu commands
- Moving and resizing windows
- Opening icon windows
- Dragging and dropping icons
- Using mouse controls for your system

How This Guide Is Organized

Chapter & Title	Purpose
Chapter 1: Introduction	introduces the KM
Chapter 2: Getting Started	provides information on setting up the KM
Chapter 3: Menu Summary	discusses the menu items that the KM offers
Chapter 4: Parameter Summary	discusses the parameters that the KM offers

Related Publications

In addition to this FNS.km User Guide, ESI Software provides white papers on technical subjects related to using PATROL with FileNet middleware products. These papers can be requested from ESI Software at (877) 638-7033 extension 720, or email info@esisoft.us. The FNS.km comes with extensive online help that is available through the PATROL Console Help menu option. The online documentation contains reference information about FNS.km features and options.

PATROL product documentation consists of both hardcopy and online publications. PATROL hardcopy documentation is outlined completely in the beginning of each of their manuals. These hardcopy publications can be requested from BMC Software, Inc., or can be viewed on the BMC Software WWW site, www.bmc.com, when you have registered for Customer Support. Each PATROL Console and each KM come with an extensive online help facility that is available through the PATROL Console Help menu option. The online documentation contains reference information about PATROL Console features and options about KM parameters.

Conventions

This guide contains detailed procedures about using the FNS.km with the PATROL Console for UNIX and the PATROL Console for Windows. When instructions for the two Consoles differ, you will see a heading such as "With the PATROL Console for Unix" or "With the PATROL Console for Windows."

The following special elements have been used in this guide to make it easier for you to use:

NOTE: Notes provide additional information about the current subject.

<p>WARNING Warnings alert you to situations that can cause problems, such as the loss of data, if you do not follow the instructions carefully.</p>
--

All syntax, operating system terms, and literal examples are presented in this font.

Italics in a command string signify variables.

Text enclosed in angle brackets (<>) denotes variable information. Replace the variable information with the information it represents.

The word *choose* is used in instruction text in the context of carrying out a series of menu choices to invoke some function. For example, choose **File → Save**.

The symbol >> denotes one-step instructions.

Mouse Controls

Please note the function of the mouse buttons in all PATROL windows using Unix and Windows.

OS	Button	Action	Function
Unix	MB1	Click or Double Click	Selects an icon, menu command or button; opens an icon's container.
Unix	MB2	Click	Displays an icon's InfoBox
Unix	MB3	Click	Displays an icon's pop-up menu
Windows	Left Mouse Button	Click or Double Click	Selects an icon, menu command or button; opens an icon's container.
Windows	Right Mouse Button	Right Click	Displays an icon's pop-up menu

One-button mouse devices such as those used by Apple Macintosh assign MB1 (or left mouse button) to the single mouse button and use a user-selectable combination of option and arrow keys to simulate MB2 and MB3 (or right mouse button). Refer to the documentation for the Macintosh X Window emulation software for details.

Chapter 1: Introduction

This chapter provides you with a brief overview of the FNS.km.

KM Features

The FNS.km contains the knowledge that PATROL uses for monitoring, analyzing, and managing activities of the FileNet Image Services. A Knowledge Module (KM) is a file containing knowledge in the form of command descriptions, application parameters, and recovery actions that PATROL can use to monitor operating system, network, server, and middleware events.

The FNS.km provides a convenient and logical user interface for you to monitor the performance of the FileNet Image Services.

KM parameters allow you to analyze system performance quickly and easily because they can provide a detailed statement of all system activity over time. You can clearly identify peaks, troughs, and trends in the performance of system resources. By enabling you to detect problems, optimize systems, analyze trends, plan capacity, and manage multiple hosts simultaneously, the KM helps you ensure that your computing resources run efficiently 24 hours a day.

The KM allows you to:

- monitor the availability of the FileNet IS
- monitor all FileNet IS processes required for the type of server installed (e.g., a root index server)
- perform common administrator functions such as starting and stopping the FileNet IS processes
- access FileNet utilities such as DOC_tool and SEC_tool
- track user activity
- monitor cache space utilization
- monitor Courier statistics such as the numbers of approved and rejected connections
- monitor Document statistics such as the number of document cache hits, number of documents committed, and number of pages migrated
- monitor key statistics from the Oracle database, including availability and space utilization
- monitor availability and performance of storage libraries, including gathering statistics such as number of arm moves, number of loads and unloads, and outstanding mount requests
- monitor availability and performance of the MKF database
- send parameter warning and alarm data to the PATROL Event Manager where the data become events managed by the PATROL Event Manager
- retrieve historical data stored by the PATROL Event Manager

Information Retrieval Method

The FNS.km uses SNMP, command line, and SQL queries to communicate with the FileNet IS server. For the command line queries, a variety of commands such as the **whatsup**, **SEC_tool**, **CSM_tool**, and **MKF_debug** are used. For the SQL queries, sqlplus is used to read tables within the database. The information gathered from the FileNet IS server is processed by PATROL using PATROL Script Language (PSL).

Remote Monitoring

This version of the FNS.km is unable to monitor FileNet IS servers that do not reside on the same machine as the PATROL agent. See "Note" in License for exceptions.

Supported Operating Systems

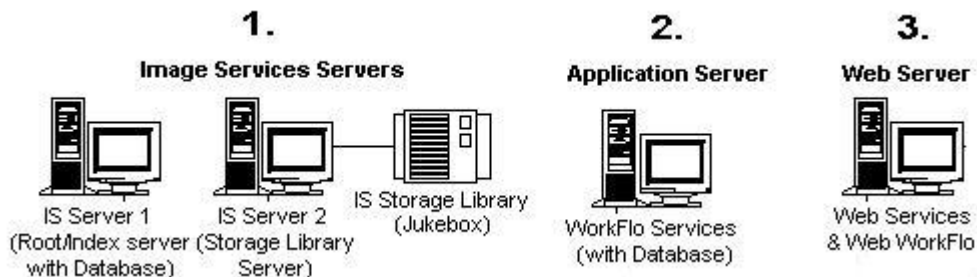
The FNS.km can run on the following operating systems:

- Windows NT Server 4.0 SP3 or later
- AIX 4.1 or later
- Solaris 7 or later
- HP-UX 10 or 11

NOTE: The PATROL Classic Console can be run on any of a number of platforms including Windows or UNIX. Patrol Central Consoles are also supported. The requirements above are for the PATROL Agent, Consoles and the FNS.km software only.

KM Architecture

In a typical FileNet Image Services environment there are several servers configured to perform different functions of IS. Some servers are running the dedicated Oracle Database, (1) some are controlling the Storage Libraries, and some are dedicated Cache servers. The FNS.km also has the ability to monitor some WorkFlow Queues within eProcess servers (2 & 3). Each component in the FileNet IS environment will be monitored using the FNS km. Each server can then be loaded on the Patrol Console for ease of monitoring. **For information on monitoring FileNet Content Services, contact ESI Software at info@esisoft.us.**



License

The ability to run the FileNet Knowledge Module depends on servers running BMC Patrol Software. FNS.km licenses reside on each machine running a Patrol Agent. In a typical environment there will be a server with the Oracle Database (*see note*), servers controlling Storage Libraries, and servers acting as Cache Servers. Each server running one of these applications will need to have a Patrol Agent license as well as an FNS.km license. For information on how to install FNS.km licenses see *Installing License* in Chapter 2.

Note: Installations with a remote Oracle Database may not need to have a Patrol Agent or FNS.km. If another component in the IS environment has an Oracle Client and can access the FileNet SID then the FNS.km can monitor the Database from there.

KM Components

The FNS.km contains a number of separate KM files. A KM file is one of the following types:

- a container application class used to group other KM application classes
- a list of other KM files
- a standard application class that contains parameters, menu commands, and InfoBoxes.

The table below briefly describes each KM file.

File Name	Type	Description
FNS.kml	List of KM files	This kml loads all of the FileNet application knowledge modules, with the exception of the FNS_EPROCESS.kms
FNS_BASE.kml	List of KM Files	This kml loads all of the FileNet application knowledge modules, with the exception of the FNS_EPROCESS.kms & FNS_ORACLE.kms
FNS_FULL.kml	List of KM Files	This kml loads all of the FileNet application knowledge modules.
FNS_CACHECONTAINER.km	Application class	Container for FNS_CACHE application instances.
FNS_CACHE.km	Application class	Identifies the usage of all the cache areas used by the system. The caches are automatically discovered by the KM, which monitors the space utilization of each area and provides a warning and alarm if any area becomes too full. The FileNet system may stop if a cache becomes too full.
FNS_COURIER.km	Application class	Captures Courier statistics such as number of approved connections and number of rejected connections. These statistics are useful in determining system activity and projecting future activity. It can also be used to determine proper licensing levels.
FNS_DOCUMENTS.km	Application class	Captures Document statistics such as number of document cache hits, number of documents committed, and number of pages migrated. These statistics are very useful in determining system usage and load. It can also indicate poor performance if load levels are down.

File Name	Type	Description
FNS_EPROCESS.km	Application class	This application class contains parameters related to FileNet eProcess management system.
FNS_MAIN.km	Application class	Contains the primary FNS KM application, called FNS_MAIN, which is a container application for the other KMs
FNS_MKFCONTAINER.km	Application class	Container for FNS_ MKF application instances.
FNS_MKF.km	Application class	Monitors detailed performance statistics for the MKF database. It provides performance statistics for the MKF database on a summary basis. It also determines if the MKFDB is running, the percentage of space used (Kb) in the MKF database and the amount of space available (Kb) in the MKF database.
FNS_ORACLE.km	Application class	Monitors the Oracle database for a small number of key Oracle statistics. It will monitor for space utilization such as the ability for objects to grow. It will also monitor for blocking processes as well as the overall availability of the Oracle database.
FNS_PRINT.km	Application class	This Application Class Contains All Parameters Related To Printing.
FNS_QUEUE_WI.km	Application Class	This application class contains all parameters related to the FileNet eProcess Queues.
FNS_QWICONTAINER.km	Application Class	This application class is a container for all the discovered Queues for eProcess.
FNS_SEC.km	Application Class	This Application Class Contains All Parameters Related To Security.
FNS_STORAGELIBRARYCONTAINER.km	Application class	Container for FNS_ STORAGELIBRARY application instances.
FNS_STORAGELIBRARY.km	Application class	Monitors storage libraries for the overall status of the library, statistical information such as number of arm moves, number of loads or unloads. It also monitors for outstanding mount requests, which can be bottleneck to the performance of the system.
FNS_SYSTEM.km	Application class	Contains the FNS_SYSTEM application, which provides monitoring for all of the major processes and files required for successful operation of the FileNet server. These are based on the subsystems that have been installed on the FileNet server. For example, a root server will have different required processes than an index server. The KM will also track user activity to provide statistical information on user usage over a period of time. This metric can be used to correlate many of the other metrics captured by the system such as number of documents committed or number of batches created. The KM will also determine the overall status of the FileNet system. If the overall status is not OK,

File Name	Type	Description
		then the KM will turn off all supporting KM's until the system has regained full status.
FNS_WQSCONTAINER.km	Application Class	This application class is a container for all the discovered Workflow Queues.
FNS_WQS.km	Application Class	This application class contains all the parameters related to the Workflow Queues.

Application Class Hierarchy

The KM provides a hierarchy of application classes that groups all monitored aspects of the FileNet Image Services together under a single application class called "FILENET_IS." The listing below shows the entire hierarchy of application classes, menu commands, and parameters.

FILENET_IS

KM File: FNS_MAIN.km

Parameters: None

Menu Commands: None

FNS_CACHE

KM File: FNS_CACHECONTAINER.km

Parameters: None

Menu Commands:
Refresh Parameters

<Cache>

KM File: FNS_CACHE.km

Parameters:
CACHEFreeSectors
CACHEInUseObjects
CACHEInUseSectors
CACHELockedObjects
CACHELockedSectors
CACHEPercentFull
CACHEPercentLocked

Menu Commands:
Cache Report
Refresh Parameters

FNS_COURIER

KM File: FNS_COURIER.km

Parameters:
CORAbortConns
CORApprConns
CORBadConns
CORClientConns
CORClientFails
CORLongConns
CORRejectConns

Menu Commands:
Reports
Courier Statistics Report
Refresh Parameters

FNS_DOCUMENTS

KM File: FNS_DOCUMENTS.km

Parameters:
DOCBufferAvgWaits
DOCCacheHits
DOCDocsCommitted
DOCDriveHits
DOCFastBatches
DOCFastDocs
DOCFastPages
DOCPagesCommitted
DOCPagesMigrated

Menu Commands:

Refresh Parameters

FNS_EPROCESS

KM File: FNS_EPROCESS.km

Parameters:

EPVWSHMUsage

Menu Commands:

Refresh Parameters

<Queue Region>

KM File: FNS_QWICONTAINER.km

Parameters:

EPVWSHMUsage

Menu Commands: None

FNS_QUEUE_WI

KM File: FNS_QUEUE_WI.km

Parameters:

EPQueueWICount

Menu Commands:

Refresh Parameters

FNS_MKF

KM File: FNS_MKFCONTAINER.km

Parameters: None

Menu Commands:

Refresh Parameters

<MKF Database>

KM File: FNS_MKF.km

Parameters:

MKFDbFatalError

MKFDbState

MKFNonVirginBlocksPct

MKFPctFull

MKFTotalSpace

MKFUsedSpace

Menu Commands:

MKF Reports

MKF Detail Stats

MKF Summary Stats

MKF View Blocks

Refresh Parameters

FNS_ORACLE_<SID>

KM File: FNS_ORACLE.km

Parameters:

DBExtendObject

DBExtendObjectInfo

DBExtentLimitsInfo

DBExtentsLimits

DBFreeSpacePct

DBFreeSpacePctInfo

DBLocksDBLocksInfo

DBNumOfUsers

DBSystemStatus

DBSystemStatusInfo

Menu Commands:

Monitoring Admin

Include/Exclude Tablespaces

Include/Exclude Tables

Extent Limits

Space Report

Refresh Parameters

FNS_PRINT

KM File: FNS_PRINT.km

Parameters:

PRITotalPagesQueued

PRITotalRequestsQueued

Menu Commands:

Refresh Parameters

FNS_SEC

KM File: FNS_SECURITY.km

Parameters:

SECCurrentUsersInfo

SECDeletedUsers

SECExpiredUsers

SECImageSvcSLU

SECInactiveUsers

SECNumCurrentUsers

SECNumLogonRejects

SECVisualWFSLU

Menu Commands:

Refresh Parameters

FNS_STORAGELIBRARY

KM File: FNS_STORAGELIBRARYCONTAINER.km

Parameters:

SLMountRequests

SLMountRequestsInfo

SLMountRequestsStatus

SLPendingWrites

Menu Commands:

Refresh Parameters

<Storage Library>

KM File: FNS_STORAGELIBRARY.km

Parameters:

SLArmMoves

SLDeletedDocs

SLDisabledDrives

SLLoads

SLStatus

SLStatusInfo

SLUnlabeledSurfaces

SLUnloads

Menu Commands:

Refresh Parameters

FNS_SYSTEM

KM File: FNS_SYSTEM.km

Parameters:

SYSBlackoutStatus

SYSCoreFiles

SYSCurrentProcs

SYSHPIIConfirmFiles

SYSLastErrorInfo

SYSNumCurrentProcs

SYSPPMNoProcs

SYSRequiredFilesInfo

SYSSSHUsage

SYSsnmplInfo

SYSsystemStatus

Menu Commands:

- IS Admin
 - IS Start
 - IS Stop
 - IS Status
- IS Reports
 - IS Current Users
 - IS Current Processes
 - IS Server Configuration
 - IS Server Details
 - IS Subsystem Listing
 - IS Partition Listing
 - IS Print/Fax Listing
 - IS OSAR Details
- IS Utilities
 - MKF_tool
 - DOC_tool
 - CSM_tool
 - INX_tool
 - PRI_tool
 - SEC_tool
 - IPC_tool
 - NCH_tool
- Get Error Tuple Message
- Blackout Admin
 - Set Blackout Period
 - Show Active Blackouts
 - Set Temporary Blackouts
- Clear Temporary Blackouts
- Refresh Parameters

FNS_WQS

KM File: FNS_WQSCONTAINER.km

Parameters:

WQSConfigFileInfo

Menu Commands:

Refresh Parameters

<Queue>

KM File: FNS_WQS.km

Parameters:

WQSQueueCount

WQSQueueErrCount

Menu Commands:

Refresh Parameters

Application Naming Conventions

Each functional application in the KM uses the name of the object it is monitoring as at least a part of its PATROL application name. The following table shows some examples.

Monitored Object	Object Name	Naming Convention	Application Name
Oracle database	ORCL	Name of monitored object	FNS_ORACLE_ORCL (Windows)
Oracle database	IDB	Name of monitored object	FNS_ORACLE_IDB (Unix)

Where to Go from Here

The following table summarizes where to look for more information on using PATROL and the FNS.km.

If you want information on...	See...
How to load the FNS KM	Chapter 2: Getting Started
What a certain menu command does	Chapter 3: Menu Summary
What a certain parameter does	Chapter 4. Parameter Summary

Chapter 2: Getting Started

This chapter provides you with information that you will need to get started with the FNS.km.

Obtaining the KM – Pre-Installation

The latest versions of the code, documentation and Installation assistance are available to all customers who have a current support contract. The FNS.km is also available on CD, along with a printed user guide, by special order. For more information, contact the Support Team at (877) 638-7033. Before installing the FNS.km a few pre-installation tasks should be completed. The tasks include:

- Add “patrol” user account to FileNet groups (Windows & UNIX).
- Verify System SNMP is running on FileNet servers (Windows & UNIX).
- Setup .profile (UNIX)
- Set PATH variables (Windows & UNIX)

WARNING: The system user account used by PATROL must be in the same **fnusr** and **fnadmin** group as the FileNet fnsw user so that PATROL is able to run FileNet utilities and commands. Consult your FileNet installation guides if you need more information on these user groups.

Example of Groups on an AIX Server:

```
-> id
uid=206(patrol) gid=4(adm) groups=1(staff),80(fnusr),82(fnadmin)
```

Note: Output from above example may differ on your system. Refer to your specific Operating System for more information on groups.

WARNING: FileNet must reside on the same server as the FNS.km. Many of the parameters in the FNS.km are populated using the FileNet MIB. **Therefore FileNet SNMP must be running and able to communicate with the standard SNMP used in the operating system. SNMP must be running before the FNS.km is loaded.**

Example output from an AIX server:

```
-> ps -ef | grep -i snmp
root    7998    5206    0    Oct 11    -   0:28  /usr/sbin/snmpd
fnsw    33108    1        0   15:44:24 -   0:00  fn_snmpd
```

Note: Output from above example may differ on your system. Refer to your specific Operating System for more information on snmp. Or consult the FileNet SNMP Reference Manual for your version of FileNet.

NOTE: The FNS.km does not make use of any hidden files, registry entries, or other special operating system specific features.

WARNING: The system level PATROL user ID should also have the profile modifications required to access the Oracle database. This includes setting the environment variables ORACLE_SID, ORACLE_HOME, and LIBPATH (or similar variable depending on platform). Including PATH variables \$(ORACLE_HOME)/bin, /fnsw/bin, /fnsw/etc, and /fnsw/lib/perf (or their Windows equivalents). **These variables must be set before the Patrol Agent is started. Failure to do so will add an incorrect variable to the Patrol Agent Namespace and result in a non monitored Oracle Database.**

Example of .Profile from an AIX Server:

```
#----- Oracle -----
ORACLE_BASE=/u01/app/oracle
ORACLE_HOME=$ORACLE_BASE/product/8.1.7
ORACLE_SID=IDB
LIBPATH=$LIBPATH:$ORACLE_HOME/lib:/usr/lib:/lib
PATH=$PATH:$ORACLE_HOME/bin
PATH=$PATH:/usr/bin:/etc:/usr/ccs/bin:/usr/sbin:/usr/bin/X11
PATH=$PATH:/usr/local/bin:$HOME/bin:.
export ORACLE_BASE ORACLE_HOME ORACLE_SID PATH LIB_PATH

#----- FileNET -----
PATH=$PATH:/fnsw/bin:/fnsw/etc:/fnsw/lib/perf:/fnsw/support
export PATH
```

Creating the Oracle Account for PATROL

The Oracle user account for PATROL is the account used by the FNS.km to execute SQL statements against the Oracle RDBMS that manages the FileNet databases. This can be an existing account or a new account; it will be used only to query a variety of system tables. For ease of administration, it is recommended that this be a separate user account called "patrol". The FNS.km reads the following tables: **sys.dba_tables**, **sys.db_data_files**, **sys.dba_free_space**, **sys.dba_indexes**, **sys.dba_extents**, **sys.dba_clusters**.

To create a new Oracle-level account named "patrol":

Step 1. Start up a SQL Plus (i.e. sqlplus) session using any dba-level account.

Step 2. Create the Oracle-level user patrol using the following command:

```
create user patrol identified by <xxx>
temporary tablespace <xxx>;
```

Step 3. Grant the required permissions using the following command:

```
grant create session, select any table, select any dictionary to
patrol;
```

Step 4. Close the SQL session.

Once all the profile modifications have been made, and the Oracle account is created, verify that the Patrol user ID can connect to the Oracle Database.

Example of SQL Connection with user id and password "**patrol**".

Type the information in bold replacing **patrol/patrol** with your systems information.

```
-> sqlplus patrol/patrol
```

```
SQL*Plus: Release 8.1.7.0.0 - Production on Fri Nov 12 15:42:18 2004
(c) Copyright 2000 Oracle Corporation. All rights reserved.
Connected to:
Oracle8i Enterprise Edition Release 8.1.7.0.0 - Production
With the Partitioning option
JServer Release 8.1.7.0.0 - Production
```

```
SQL> select instance_name from v$instance;
```

```
INSTANCE_NAME
-----
IDB

SQL>
```

Note: When verifying the “patrol” user can connect to the Oracle database, any SQL statement can be used. In the example above the return shows the instance name of the FileNet DB.

Installing the KM on UNIX Patrol Agents

Installation files for UNIX versions of the FNS.km are Tape Archives, or tar files. When the tar file is extracted in Patrol's main directory all subsequent files are copied to the proper locations on the Patrol Agent. This task assumes you have already obtained the FileNet KM from ESI Software and the FileNet Knowledge Module is named ***FNSAgent.tar****

Step 1. Log onto the Patrol Agent machine using the PATROL user ID/password.

Step 2. Copy the *FNSAgent.tar** to Patrol's main directory. Patrol's main directory is also known as the parent directory for the \$PATROL_HOME directory.

Step 3. Example:

```
cp FNSAgent.tar $PATROL_HOME/..
```

Step 4. Extract the tar file in \$PATROL_HOME/..

```
Example: type the following commands:  
cd $PATROL_HOME/..  
tar -xvf FNSAgent.tar
```

This command extracts all FNSAgent.tar files into the proper places in the PATROL directory structure. No user intervention is required during shell script operation.

***Note:** FNSAgent.tar is name used for example purposes only. Actual tar file name may be different.

Installing the KM on Windows Patrol Agents

Installation files for Windows versions of the FNS.km are Tape Archives, or Tar files. These tar files can be extracted using WinZip. When the tar file is extracted in Patrol's main directory all subsequent files are copied to the proper locations on the Patrol Agent. This task assumes you have already obtained the FileNet KM from ESI Software and the FileNet Knowledge Module is named ***FNSAgent.tar****

Step 1. Log onto the Patrol Agent machine using the PATROL user ID/password.

Step 2. Copy the *FNSAgent.tar** to Patrol's main directory or to a temporary location. Patrol's main directory is also known as %PATROL_HOME%.

Step 3. Extract FNSAgent.tar file, using Winzip, to %PATROL_HOME%

This extracts all FNSAgent.tar files into the proper places in the PATROL directory structure.

***Note:** FNSAgent.tar is name used for example purposes only. Actual tar file name may be different.

Installing the KM on UNIX Patrol Consoles

Installation files for the UNIX Console versions of the FNS.km are Tape Archives, or Tar files. When the tar file is extracted in Patrol's main directory all subsequent files are copied to the proper locations on the Patrol Console. This task assumes you have already obtained the FileNet KM from ESI Software and the FileNet Knowledge Module is named ***FNSConsole.tar****

Step 1. Log onto the Patrol Agent machine using the PATROL user ID/password.

Step 2. Copy the *FNSConsole.tar** to Patrol's main directory. Patrol's main directory is also known as the parent directory for the \$PATROL_HOME directory.

Example:
`cp FNSConsole.tar $PATROL_HOME/..`

Step 3. Extract the tar file in \$PATROL_HOME/..

Example: type the following commands:
`cd $PATROL_HOME/..`
`tar -xvf FNSConsole.tar`

This extracts all FNSConsole.tar files into the proper places in the PATROL directory structure.

***Note:** FNSConsole.tar is name used for example purposes only. Actual tar file name may be different.

Installing the KM on Windows Patrol Consoles

Installation files for Windows Console versions of the FNS.km are Tape Archives, or Tar files. These tar files can be extracted using WinZip. When the tar file is extracted in Patrol's main directory all subsequent files are copied to the proper locations on the Patrol Console. This task assumes you have already obtained the FileNet KM from ESI Software and the FileNet Knowledge Module is named ***FNSConsole.tar****

Step 1. Log onto the Patrol Agent machine using the PATROL user ID/password.

Step 2. Copy the *FNSConsole.tar** to Patrol's main directory or to a temporary location. Patrol's main directory is also known as %PATROL_HOME%.

Step 3. Extract FNSConsole.tar file, using Winzip, to %PATROL_HOME%

This extracts all FNSConsole.tar files into the proper places in the PATROL directory structure.

***Note:** FNSConsole.tar is name used for example purposes only. Actual tar file name may be different.

The installation process will automatically put files into the appropriate directories as follows:

File extensions	Default directory
.km, .kml, .ctg	%PATROL_HOME%\lib\knowledge (Win) \$PATROL_HOME/lib/knowledge (Unix)
.lib	%PATROL_HOME%\lib\psl (Win) \$PATROL_HOME/lib/psl (Unix)
.bmp .xpm .bmk .msk	%PATROL_HOME%\lib\images (Win) \$PATROL_HOME/lib/images (Unix)
.hlp	%PATROL_HOME%\lib\helpWinHelp (Win) \$PATROL_HOME/lib/help (Unix)

Installing the KM in Patrol Central

The FileNet knowledge module for Patrol is fully functional with the Patrol 7 architecture. There are no additional install files needed for the Patrol Agent or the Patrol Console. There is one install package that needs to be loaded on the Patrol Console Server. Installation package for Patrol Console Server version of the FNS.km is a Tape Archive, or Tar file. If the Patrol Console Server is on a Windows OS based server use WinZip to extract the files into the proper locations.

Step 1. Logon to the server hosting the Patrol Console Server. This can be either a Windows based server or a UNIX based server.

Step 2. Extract the FNSConsoleServer.tar to \$PATROL_ROOT.

If the Patrol console server is on UNIX, copy the FNSConsoleServer.tar to \$PATROL_ROOT before extracting.

If the Patrol Console Server is on Windows, use WinZip to extract the files directly to %PATROL_ROOT%.

Note: PATROL_ROOT is defined as the Patrol 7 installation directory.

For example: C:\Program Files\BMC Software\Patrol7 (Windows)
/home/patrol/Patrol7 (UNIX)

The installation process will automatically put files into the appropriate directories as follows:

File Extensions	Default Directory	Type
fns_X_X_XX X=version	\$PATROL_ROOT/lib/knowledge (UNIX) %PATROL_ROOT%/lib/knowledge (Windows)	directory
.mof	\$PATROL_ROOT/lib/knowledge/fns_X_X_XX (UNIX) %PATROL_ROOT%/lib/knowledge/fns_X_X_XX (Windows)	package
.chm	\$PATROL_ROOT/lib/knowledge/fns_X_X_XX/lib/help/EN_USA (UNIX) %PATROL_ROOT%/lib/knowledge/fns_X_X_XX/lib/help/EN_USA (Windows)	Help File
.chm	\$PATROL_ROOT/lib/knowledge/default/lib/help/EN_USA (UNIX) %PATROL_ROOT%/lib/knowledge/default/lib/help/EN_USA (Windows)	Help File
.mk4	\$PATROL_ROOT/lib/knowledge/fns_X_X_XX (UNIX) %PATROL_ROOT%/lib/knowledge/fns_X_X_XX (Windows)	Icon resource

Installing License

The FNS.km comes with a standard 30 day demo license. After the initial trial period each FileNet IS server is required to have a valid FNS.km license. FNS.km license files can be acquired from your ESI Sales Representative.

The FNS.km license resides in the same directory as the Patrol Agent license. Copy the license file to each IS server running the FNS.km. If you are copying the license from a Windows based computer to a UNIX machine verify the transfer did not add any extra characters. The FNS.km license should be installed to the following directories:

Windows	%PATROL_HOME%\lib\FNS_License.txt
UNIX	\$PATROL_HOME/lib/FNS_License.txt

The license file will be shipped with the product and/or sent via email. Do not modify this license file in any way; doing so may cause the FNS.km to fail. The name of the FNS.km license must be in the following form:

FNS_Licenst.txt

For more information on license details contact your ESI Software Sales representative at 877-638-7033.

Uninstalling the KM

There are no automated uninstall programs included in the FNS.km for Patrol Agents or Patrol Classic Consoles. However, all the FNS.km files start with the prefix "FNS_", reside in the FNS_HOME directory, or reside in the temporary installation directory. Use this procedure to remove the FNS.km from all Patrol Agents and Patrol Classic Consoles:

Step 1. Change directory to *PatrolX*. Where *PatrolX* is the root of Patrol.

Step 2. Delete all files that begin with the prefix "FNS_" from your system in these directories:

File extensions	Default directory
.pl, .exe or no extension	%PATROL_HOME%\bin (Win) \$PATROL_HOME/bin (Unix)
.km, .kml, .ctg	%PATROLHOME%\lib\knowledge (Win) \$PATROL_HOM/lib/knowledge (Unix)
.lib	%PATROL_HOME%\lib\psl (Win) \$PATROL_HOMEError! Bookmark not defined.\lib\psl (Unix)
.bmp .xpm .bmk .msk	%PATROL_HOME%\lib\images (Win) \$PATROL_HOME/lib/images (Unix)
.hlp	%PATROL_HOME%\lib\help\WinHelp (Win) \$PATROL_HOME/lib/help (Unix)

Step 3. Remove the FNS_HOME directory from \$PATROL_HOME/.. (Unix)
%PATROL_HOME% (Windows).

Uninstalling the KM on Patrol Central Consoles

The Patrol Central architecture has an automated uninstall program to remove knowledge modules from Patrol Central Operator Consoles as well as Patrol Central Web Consoles. The uninstall process removes the selected km from the current logged on user profile. To remove the KM from monitoring perform the following actions:

Step 1. Right click on the Agent to remove the FNS.km from.

Step 2. Choose Unload knowledge Modules.

Step 3. In the GUI choose Agents to remove FNS.km from. Click Next or OK.

Step 4. In the GUI choose the FNS_<X>.km to remove or choose FNS.kml to remove all FNS kms. Click Next or OK. X can be any individual part of the FNS.km

The FNS kms will be removed from the profile that you are currently logged on to. To stop monitoring FileNet using the FNS km completely the FNS km must be removed from the Patrol Agent. To remove on the Patrol Agent see *Uninstalling the KM*.

Preparing to Use the KM

After installing the FNS.km, but before loading the KM files into PATROL Consoles, verify that all software requirements have been met, all required PATROL objects are in place, and that you have access to all required information about the FileNet IS you want to monitor. The topics below describe the software, objects, and information needed to install and to use the FNS.km to monitor a local FileNet IS installation.

Monitoring Requirements

- Server must be running FileNet Image Services version 3.6.x, 4.0 with service pack 2 or higher installed.
- PATROL for UNIX or PATROL for Windows must be version 3.4 or later.
- The PATROL user account must **be a member of the same fnusr and fnadmin group** as the FileNet **fns** user.
- The PATROL user **must have the profile modifications required to access the Oracle database**, including environment variables ORACLE_SID, ORACLE_HOME, and LIBPATH (or similar variable depending on platform).
- A separate Oracle level account must be created for PATROL, with `grant create session, select any table, select any dictionary to patrol;`
- FileNet Image Services must reside on the server.
- **FileNet SNMP must be running** and able to communicate with the standard SNMP used in the operating system.
- The PATROL user's PATH environment variable must include \$ORACLE_HOME/bin, /fns/bin, /fns/etc, /fns/lib/perf, and /fns/support (or their Windows equivalents).
- The FNS.km files must be installed on the PATROL Console machine and the PATROL Agent machine. FNSConsoleServer package must be installed to use FileNet KM in Patrol 7 environment.
- All FNS.km installation packages must have been extracted and copied to the proper place in the %PATROL_HOME% directory structure during the installation of PATROL (see *Installing the KM*, above).
- For consistent monitoring of FileNet using the FNS.km, the FNS.km should be added to the Patrol Agents list of preloaded km's.

Monitoring a Remote Server

This version of the product does not support monitoring a FileNet IS server remote from a PATROL Agent.

Information Requirements

During the setup process, you will want to verify certain information about monitored FileNet Image Services. Use the following table to gather and record the pertinent FileNet IS information.

What is required...	Values for your system
Patrol user ID	
Patrol user in fns group	
Patrol user in fnadmin group	
Patrol user environment - ORACLE_SID	
Patrol user environment - ORACLE_HOME	
Patrol user environment - LIBPATH	
Patrol user environment - PATH	
Oracle user ID for PATROL	

Loading the KM

To monitor and manage a FileNet environment the FNS.km should be loaded to the PATROL Console. After the FNS.km is loaded once the Console configuration can be saved. This task assumes that you have already performed the following activities:

- started a PATROL Developer Console or Patrol Central Operator/Web Console
- started a PATROL Agent on each machine to be monitored
- started FileNet Image Services on each machine to be monitored

Patrol Classic Consoles

Step 1. Choose File → Load KM... from the PATROL Console menu bar.

Step 2. A list of available KM's for the site appears in a dialog box. The default display is the list of *.kml files. To list individual knowledge modules, use the drop down list to choose km List.

Step 3. Select the FNS_Full.kml to load all FNS.km applications. Otherwise, select the individual FNS.km files (e.g., FNS_MKF.km) to load.

Step 4. Click Open or OK, depending on the PATROL Console.

Within a few moments the FileNet_IS will appear on the Patrol Console.

Patrol Central Consoles – PCO – PCWeb

Step 1. From the PCO or PCWeb Right click on any Patrol Agent and choose Load Knowledge Module.

Step 2. Select the patrol agents that require monitoring using the FileNet KM. Click Next or OK.

Step 3. For each agent selected, in step 1, the available KM's, on each system, will be displayed. Select the FNS.kml for each Agent selected. Click Next or OK.

The FNS knowledge module will load on each system selected.

Note: When first loaded the km will perform discovery which can take between 2 and 10 minutes. In that time some parameters will have the red dot and grayed out icon. It is possible for certain error messages to appear on Patrol Agents standard output or the Patrol Console System Output window. These messages can include, but are not limited to:

```
/FNS_SYSTEM/FNS_SYSTEM/CSM_TOOL  
/FNS_SYSTEM/FNS_SYSTEM/DOC_TOOL  
/FNS_SYSTEM/FNS_SYSTEM/MKF_TOOL  
/FNS_SYSTEM/FNS_SYSTEM/NCH_TOOL  
/FNS_SYSTEM/FNS_SYSTEM/PPMOI  
/FNS_SYSTEM/FNS_SYSTEM/PRI_TOOL  
/FNS_SYSTEM/FNS_SYSTEM/SEC_TOOL
```

Example:

```
PatrolAgent-E-EUSER: Unknown macro '/FNS_SYSTEM/FNS_SYSTEM/PPMOI' in  
command:%{/FNS_SYSTEM/FNS_SYSTEM/PPMOI}
```

NOTE: To allow the FNS.km to monitor and send alerts when no Patrol Console is running, the KM will need to be preloaded. Consult the PATROL documentation for detailed instructions on pre-loading KM's.

Setting Up the Knowledge Module

There is minimal setup required for the FNS.km. Once loaded, it automatically detects the operating environment and FileNet Image Services components to be monitored. On FileNet installations using Oracle, the Oracle user ID and Password must be entered. Some FNS.km parameters may be initially suspended. If any parameters are suspended see Activating Parameters below for instructions on how to resume data collection for these parameters. Tasks may include the following:

- Entering Oracle credentials
- Setting Blackout Periods
- Setting up WorkFlow Queues
- Activating Parameters

NOTE: ESI Software recommends keeping the console's system output window open at all times (see *Reviewing the System Output Window*). Most errors occurring in the KM display complete information in the system output window, and only a brief notification of error in a message box. Some KM functions, such as the global collector, only display error conditions to the system output window.

Entering Oracle User ID/Password

To collect Oracle data the account created earlier must be entered in the FNS_ORACLE.km security dialog box. Entering this information will allow the FNS km to query the Oracle database and populate parameters.

To enter the User ID and Password follow these steps: It is assumed that the FNS.km is loaded on the Patrol Agent and Patrol Console.

Step 1. Verify that you have a developer connection to the Patrol Agent to configure.

Step 2. Select the FNS_ORACLE application class and Right Click on it.

Step 3. Choose Properties

Step 4. Select the Security tab in Patrol Classic or Customization tab in Patrol Central

Step 5. Enter the User ID and Password created in the previous section.

Step 6. Click OK

On some Patrol Agents it may be necessary to “Reinitialize” the Patrol Agent for collection to begin. If the FNS_ORACLE application class does not populate within 10 minutes reinitialize the Patrol Agent by first Stopping the Patrol Agent, then Starting the Patrol Agent. Reinitializing in this manner assures the patrol configuration database is rr-read.

Setting up WorkFlow Queues

When the FileNet Km is installed on the Patrol Agent, it installs a WQSMonitoredQueues configuration file in the FNS_HOME directory. This file must be edited to activate the FNS_WQS parameters. Instructions for editing the WQSMonitoredQueues file are located in the file. When editing the file be sure not to include any extension, such as .txt, to the name as the file will not be read.

Blackout Periods

The FileNet Knowledge Module for Patrol has been designed to assist FileNet Administrators with existing maintenance schedules. The Blackout functionality prevents any of the FNS.kms from collecting data during the scheduled blackout periods.

Set Blackout

Blackout periods will last from 1 hour to a maximum of 100 hours. They can be scheduled daily or weekly and can begin at any point within the 24 hour clock.

- Step 1.** Using MB3 click on FNS_SYSTEM from the Patrol Console
- Step 2.** Choose KM Commands → Blackout Admin → Set Blackout Period
- Step 3.** From the GUI choose Add a Blackout Period
- Step 4.** Under Blackout period to add: Make selections for day of the week to execute the blackout, blackout start time and blackout duration.
- Step 5.** Click Save. The next time the Set Blackout Period GUI is opened the scheduled blackout will appear in the Blackout period(s)

Temporary Blackout

In addition to the scheduled blackout periods, the FNS.km allows the user to set an immediate blackout period. Using the *Set Temporary Blackout* menu command, the user can activate a blackout for a maximum of one hour.

- Step 1.** Using MB3 click on FNS_SYSTEM from the Patrol Console
- Step 2.** Choose KM Commands → Blackout Admin → Set Temporary Blackout
- Step 3.** A GUI will appear with details about the expiration of the Temporary Blackout. Click OK to continue with the Temporary Blackout.

All temporary set blackouts can be cleared using the *Clear Temporary Blackout* menu command. The *Clear Temporary Blackout* will not clear scheduled blackouts.

Removing a Blackout

The *Clear Temporary Blackout* menu command will not clear a scheduled blackout. To deactivate a scheduled blackout, the user must use the delete function available on the *Set Blackout Period* menu command.

- Step 1.** Using MB3 click on FNS_SYSTEM from the Patrol Console
- Step 2.** Choose KM Commands → Blackout Admin → Set Blackout Period
- Step 3.** Choose Delete Blackout Period(s)
- Step 4.** In the Blackout Period(s) to delete: Select the blackout(s) to delete.
- Step 5.** Click Save.
- Step 6.** A confirmation GUI will appear. Choose OK to continue with the removal of the Blackout or Cancel to keep the blackout active.

If the selected blackout to delete is currently active, the blackout will be deleted, and the user will be prompted as to whether the currently active blackout should be deactivated immediately. If the blackout deleted is being used in conjunction with a re-occurring maintenance cycle the blackout will have to be reset, using the *Set Blackout Period* menu command.

Activating Parameters

If, after initially loading the FNS.km, you find all parameters are suspended, perform the following steps to resume them:

- Step 1.** Using MB3, click on the icon for an FNS.km application instance that has parameters. The application menu appears.
- Step 2.** Choose Options --> Resume Parameters and confirm that choice, if requested.
- Step 3.** Repeat for each FNS.km application instance that has parameters.

On the next data collection cycle, the parameters will begin actively monitoring the FileNet Image Services.

If a Problem Occurs

The first thing to do if a problem occurs is to open the system output window and read the messages. See Reviewing the System Output Window later in this manual.

NOTE: ESI Software recommends keeping the console's system output window open at all times. Most errors occurring in the KM display complete information in the system output window, and only a brief notification of error in a message box. Some KM functions, such as the global collector, only display error conditions to the system output window.

Reviewing the System Output Window

This task describes how to review the computer's system output window for error messages.

>> Access the system output window in one of two ways:

- With a PATROL Console for UNIX double-click on the computer instance icon.
- With a PATROL Console for Windows choose Show System Output Window from the computer instance pop-up menu.

The system output window is displayed.

Reviewing an InfoBox

This task describes how to review InfoBox information.

>> Access the instance InfoBox in one of two ways:

- From a PATROL Console for UNIX, click MB2.
- From a PATROL Console for Windows NT, choose InfoBox from the instance pop-up menu.

Help

Help is available on the PATROL Classic console, as well as on Patrol Central Consoles. Help describes the function of the currently displayed window or dialog box and the use of its elements. You can display a list of help topics and search for a specific topic. The tasks in this

section describe how to access help topics and context-sensitive help from a PATROL Console for UNIX and a PATROL Console for Windows.

Accessing KM Help Topics - PATROL Console for UNIX:

Step 1. Choose Help → Knowledge Module & Misc... From the PATROL Console menu bar. A dialog box appears listing the loaded KM help files.

Step 2. Select FNS_HELP and click GoTo... The KM Help Topics screen displays.

Accessing context-sensitive parameter help

Step 1. Choose a parameter and Right click. Select *Help On*.

Accessing context-sensitive menu command help

Step 1. Choose Help from a menu command response window.

Accessing KM Help Topics - PATROL Console for Windows:

Step 1. Choose Help → Help Topics from the PATROL Console menu bar. A Help contents page containing a list of Help topics is displayed.

Step 2. Double-click the PATROL Knowledge Modules book. The PATROL Knowledge Modules book opens.

Step 3. Double-click the ESI *Software FileNet KM for Patrol*. The FNS.km help system appears.

Accessing context-sensitive parameter help

Step 1. Choose Help On from a parameter pop-up menu; Or choose Help from a parameter window; or from the Parameter dialog box, click the Help tab; then click the Show Help button.

Accessing context-sensitive menu command help

Step 1. Choose Help from a menu command response window.

Accessing KM Help Topics – PATROL Central:

Step 1. Choose a parameter and Right click. Select *Help On*.

Support

Support is available for any customer with a current maintenance agreement. Support requests can be made via email by visiting www.esisoft.us and clicking Support. On the Support page click *Support Portal*. To gain access to the Support Portal contact ESI Support at support@esisoft.us or by calling 877-638-7033.

Where to Go from Here

If you want information on...	See...
What a certain menu command does	Chapter 3: Menu Summary
What a certain parameter does	Chapter 4 Parameter Summary

Chapter 3: Menu Summary

This chapter describes the application menu commands for the FNS.km.

Each section describes a different menu command. The menu command name is displayed in bold at the top of each section. Below that is list of properties for the menu commands, such as the command path and type. Following that is a brief description of what action is performed when the menu command is executed, and possibly a screen-shot of the resulting window or report. The description may include listings of parameters that are referenced or modified in the command, and any other fields that appear on response windows.

For ease of reference, the menu commands are listed in alphabetical order.

Menu Command Properties

- Command Path: Specifies where the menu command resides in the application menu hierarchy.
- Type: Specifies whether the item is a menu command group, menu command, or application instance.

Command Results Notification

Menu commands either take immediate action, or display a response window that allows the user to enter information before confirming the action to be taken. Unless otherwise noted, whether successful or not, all commands display a dialog box indicating success or failure. On failure, only a notification message is displayed in the dialog box. The full error information will be output to the system output window.

Blackout Admin

Provides access to the FNS Blackout functionality.

Command Path: FNS_SYSTEM → Right Click Menu → KM Commands → Blackout Admin

Type: Menu Command

Cache Report

Reports on the selected caches as to the number of available, used and locked sectors.

Command Path: <Cache> → Right-Click Menu → KM Commands → Cache Report

Type: Menu Command

Clear Temporary Blackout

This Menu Command allows the user to clear any non scheduled temporary Blackouts. This command will not clear a Scheduled Blackout Period. All scheduled Blackout periods must be deleted from the Set Blackout Period menu command.

Command Path: FNS_SYSTEM → Right Click Menu → KM Commands → Blackout Admin → Clear Temporary Blackout

Type: Menu Command

Courier Statistics Report

Reports the statistics from common.

Command Path: FNS_COURIER → Right-Click Menu → KM Commands → Courier Statistics

Type: Menu Command

CSM_tool

Provides direct access to FileNet's CSM_tool for investigating information relating to FileNet Caches.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Utilities → CSM_tool

Type: Menu Command

Note This menu command is only available on UNIX monitored Servers. If running menu commands from Patrol Classic Windows Console you must have an X Windows server program, such as Exceed, running. Not available on Patrol Central Consoles.

DOC_tool

Provides direct access to FileNet's DOC_tool for investigating information relating to documents.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Utilities → DOC_tool

Type: Menu Command

Note This menu command is only available on UNIX monitored Servers. If running menu commands from Patrol Classic Windows Console you must have an X Windows server program, such as Exceed, running. Not available on Patrol Central Consoles.

Extent Limits

Sets the monitoring threshold for extents monitored.

Command Path: FNS_ORACLE_<SID> → Right-Click Menu → KM Commands → Monitoring Admin → Extent Limits

Type: Menu Command

Force Discovery

Re-executes the discovery process for the application class.

Command Path: <Application Instance> → Right-Click Menu → KM Commands → Force Discovery

Type: Menu Command

Get Error Tuple Message

Decodes FileNet Tuple Error codes.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → Get Error Tuple Message

Type: Menu Command

IS Current Processes

Lists all of the current processes being run by the FileNet Image Services.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Reports → IS Current Processes

Type: Menu Command

IS Current Users

Displays the list of current users currently connected to the FileNet Image Services, including where they are connecting from.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Reports → IS Current Users
Type: Menu Command

IS OSAR Details

Produces a listing of the OSARs defined in the system.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Reports → IS OSAR Details
Type: Menu Command

Note This command is only available on UNIX Servers. Requires the FileNet command “SGS”.

IS Partition Listing

Reports on the partitions defined and created in the system.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Reports → IS Partition Listing
Type: Menu Command

Note This command is only available on UNIX Servers. Requires the FileNet command “SGS”.

IS Print/Fax Listing

Produces a listing of the printers and faxes that have been defined in the FileNet system.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Reports → IS Print/Fax Listing
Type: Menu Command

Note This command is only available on UNIX Servers. Requires the FileNet command “SGS”.

IS Server Configuration

Indicates whether the rbwconnect process is running.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Reports → IS Server Configuration
Type: Menu Command

Note This command is only available on UNIX Servers. Requires the FileNet command “SGS”.

IS Server Details

Reports log information from current or closed connect logs.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Reports → IS Server Details
Type: Menu Command

Note This command is only available on UNIX Servers. Requires the FileNet command “SGS”.

IS Start

Execute the start-up process for the FileNet IS Image Services.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Admin → IS Start

Type: Menu Command

IS Status

Displays the current status and start time of the FileNet Image Services.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Admin → IS Status

Type: Menu Command

IS Stop

Stops all FileNet Image Services.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Admin → IS Stop

Type: Menu Command

IS Subsystem Listing

Reports on the FileNet Image Services subsystems that are installed on the server.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Reports → IS Subsystem Listing

Type: Menu Command

Note This command is only available on UNIX Servers. Requires the FileNet command “SGS”.

Include/Exclude Tables

Input screen that allows the user to select which tables are to be monitored. By default, all tables will be monitored.

Command Path: FNS_ORACLE_<SID> → Right-Click Menu → KM Commands → Monitoring Admin → Include/Exclude Tables

Type: Menu Command

Include/Exclude Tablespaces

Input screen that allows the user to select which tablespaces are to be monitored. By default, all tablespaces will be monitored.

Command Path: FNS_ORACLE_<SID> → Right-Click Menu → KM Commands → Monitoring Admin → Include/Exclude Tablespaces

Type: Menu Command

INX_tool

Provides direct access to FileNet's INX_tool for investigating information relating to FileNet indexes and index utilization.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Utilities → INX_tool

Type: Menu Command

Note This menu command is only available on UNIX monitored Servers. If running menu commands from Patrol Classic Windows Console you must have an X Windows server program, such as Xceed, running. Not available on Patrol Central Consoles.

IPC_tool

Provides direct access to FileNet's IPC_tool for investigating information relating to FileNet usage of IPC resources.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Utilities → IPC_tool

Type: Menu Command

Note This menu command is only available on UNIX monitored Servers. If running menu commands from Patrol Classic Windows Console you must have an X Windows server program, such as Xceed, running. Not available on Patrol Central Consoles.

MKF Detail Stats

Provides the detail performance statistics for the MKF Database.

Command Path: <MKF Database> → Right-Click Menu → KM Commands → MKF Reports → MKF Detail Stats

Type: Menu Command

MKF Summary Stats

Provides performance statistics for the MKF database on a summary basis.

Command Path: <MKF Database> → Right-Click Menu → KM Commands → MKF Reports → MKF Summary Stats

Type: Menu Command

MKF View Blocks

Provides performance statistics for the MKF database.

Command Path: <MKF Database> → Right-Click Menu → KM Commands → MKF Reports → MKF View Blocks

Type: Menu Command

MKF_tool

Provides direct access to the FileNet's MKF_tool for looking at the MKF database.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Utilities → MKF_tool

Type: Menu Command

Note This menu command is only available on UNIX monitored Servers. If running menu commands from Patrol Classic Windows Console you must have an X Windows server program, such as Exceed, running. Not available on Patrol Central Consoles.

NCH_tool

Provides direct access to FileNet's NCH_tool for investigating information relating to FileNet network clearing house information.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Utilities → NCH_tool

Type: Menu Command

Note This menu command is only available on UNIX monitored Servers. If running menu commands from Patrol Classic Windows Console you must have an X Windows server program, such as Exceed, running. Not available on Patrol Central Consoles.

PRI_tool

Provides direct access to FileNet's PRI_tool for investigating information relating to FileNet printers.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Utilities → PRI_tool

Type: Menu Command

Note This menu command is only available on UNIX monitored Servers. If running menu commands from Patrol Classic Windows Console you must have an X Windows server program, such as Exceed, running. Not available on Patrol Central Consoles.

Refresh Parameters

Refreshes the parameter values for the application instance. Available for all applications with parameters.

Command Path: <Application Instance> → Right-Click Menu → KM Commands → Refresh Parameters

Type: Menu Command

SEC_tool

Provides direct access to FileNet's SEC_tool for investigating information relating to FileNet licensing and user information.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → IS Utilities → SEC_tool

Type: Menu Command

Note This menu command is only available on UNIX monitored Servers. If running menu commands from Patrol Classic Windows Console you must have an X Windows server program, such as Exceed, running. Not available on Patrol Central Consoles.

Set Blackout Period

This Menu Command allows the user to schedule a re-occurring Blackout. This is ideal for weekly maintenance.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → Blackout Admin → Set Blackout Period

Type; Menu Command

Set Temporary Blackout

This Menu Command allows the user to start a one (1) hour Blackout immediately.

Command Path: FNS_SYSTEM → Right-Click Menu → KM Commands → Blackout
Admin → Set Temporary Blackout

Type: Menu Command

Space Report

Runs the FileNet space report listing all the pertinent information about space availability and usage on the Oracle database.

Command Path: FNS_ORACLE_<SID> → Right-Click Menu → KM Commands → Space
Report

Type: Menu Command

Where to Go from Here

The following table summarizes where to look for more information on using PATROL and the FNS.km.

If you want information on...	See...
What a certain parameter does	Chapter 4 Parameter Summary

Chapter 4: Parameter Summary

This chapter provides descriptions of the FNS.km parameters. The FNS.km contains a number of PATROL parameters that provide statistical information about resources, operating status, and performance.

This chapter is divided into sections, one for each parameter. The parameter name is displayed in bold as the section heading, with a brief description of the parameter beneath it. Under the description are a list of its properties, such as whether the parameter is active or inactive, whether an alarm or border range has been set, and the time interval in the polling cycle. These are explained below.

For ease of reference, the parameters are listed in alphabetical order.

Property Definitions

Knowledge Module	The knowledge module this parameter belongs to.
Menu Command:	The menu command (or commands) that display this parameter's value, or enable collection of this parameter.
Active:	Whether the parameter is active or inactive when discovered.
Type:	Specifies whether the parameter is a consumer or collector.
Alarm 1:	Specifies thresholds for the first-level alarm, which represents either a warning or an alarm state. This information is not applicable to collectors. If a parameter alarm range has not been set, it is denoted by Undefined in the table.
Alarm 2:	Specifies thresholds for the second-level alarm, which represents either a warning or an alarm state. This information is not applicable to collectors. If a parameter alarm range has not been set, it is denoted by Undefined in the table.
Border:	If it is possible for the parameter to return a value outside of the Alarm 1 range or the Alarm 2 range, specifies thresholds for a border range of values. The border range is used either as information or as a third-level alarm that represents either a warning or an alarm state. This information is not applicable to collectors. If a parameter border range has not been set, it is denoted by Undefined in the table.
Scheduling:	Specifies the time interval in the polling cycle. Consumer parameters refer to the collector that gathers their data values.
Icon:	If the parameter has output, specifies whether the icon represents a graph, gauge, text, Boolean, or stoplight.
Units:	Specifies the type of unit in which the parameter output is expressed, such as percentage, number, or bytes.

For information about the different types of parameters and their functions, refer to the PATROL User Guide for your Console.

KM Defaults

The KM provides default settings for monitoring a FileNet Image Services server, and its various subsystems. The KM also provides defaults for parameter property definition.

PATROL sets a default maximum number of history points at 50. The FNS.km inherits this setting, but it and the sampling period and the history retention period can be modified via the Developer Console.

CACHEFreeSectors

The number of unused sectors reserved for this cache.

Knowledge Module:	FNS_CACHE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CACHEInUseObjects

Displays the number of CSM objects currently in use by this cache.

Knowledge Module:	FNS_CACHE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CACHEInUseSectors

Displays the number of CSM sectors currently in use by this cache.

Knowledge Module:	FNS_CACHE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CACHELockedObjects

Displays the number of CSM objects currently locked in this cache.

Knowledge Module:	FNS_CACHE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CACHELockedSectors

Displays the number of CSM sectors currently locked in this cache.

Knowledge Module:	FNS_CACHE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CACHEPercentFull

Displays the number of used sectors to total sectors available.

Knowledge Module:	FNS_CACHE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	80-90
Alarm 2:	90-100
Border:	0-100
Scheduling:	every 15 minutes
Icon:	Stoplight
Units:	Number

CACHEPercentLocked

Displays the total of locked sectors to total sectors available.

Knowledge Module:	FNS_CACHE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	80-90
Alarm 2:	90-100
Border:	0-100
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CORAbortConns

The number of connections aborted by the COR_Listen.

Knowledge Module:	FNS_COURIER
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CORApprConns

The number of connections approved by the COR_Listen.

Knowledge Module:	FNS_COURIER
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CORBadConns

The number of connections that timed-out or terminated abnormally.

Knowledge Module:	FNS_COURIER
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CORClientConns

The number of client connections opened by the COR_Open.

Knowledge Module:	FNS_COURIER
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CORClientFails

The number of client Cor_Open attempts that failed for any reason.

Knowledge Module:	FNS_COURIER
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CORLongConns

This parameter reports FileNet network connections that last longer than 60 seconds.

Knowledge Module:	FNS_COURIER
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

CORRejectConns

The number of connections rejected by COR_Listen/PPM.

Knowledge Module:	FNS_COURIER
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DBExtendObject

Displays an alarm status if there are objects unable to extend due to size.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	1-1
Alarm 2:	2-2
Border:	0-2
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DBExtendObjectInfo

Displays the objects that are unable to extend due to size.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Text
Units:	Number

DBExtentLimitsInfo

Displays the objects that are unable to extend due to the extent limits set for the object.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Text
Units:	Number

DBExtentsLimits

Displays an alarm status if there are objects that are unable to extend due to the extent limits set for the object.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	1-1
Alarm 2:	2-2
Border:	0-2
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DBFreeSpacePct

Displays the smallest amount of free space percent of the monitored databases in the system.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	0-10
Alarm 2:	10-20
Border:	0-100
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DBFreeSpacePctInfo

Displays the tablespace free space information for all of the monitored tablespaces.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Text
Units:	Number

DBLocks

Displays the number of locks that are blocking other transactions.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm1:	1-1
Alarm 2:	2-2
Border:	0-2
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DBLocksInfo

Displays the lock information of the blocking and blocked processes.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Text
Units:	Number

DBNumOfUsers

Displays the number of users currently on the system.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	0-10K
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DBSystemStatus

Displays the status of the system in a stoplight icon.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Standard
Alarm 1:	1-1
Alarm 2:	2-2
Border:	0-2
Scheduling:	every 5 minutes
Icon:	Graph
Units:	Number

DBSystemStatusInfo

Displays the information explaining the current status of the system.

Knowledge Module:	FNS_ORACLE
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 5 minutes
Icon:	Text
Units:	Number

DOCBufferAvgWaits

Represents the average wait time in the document buffer pool, if these wait times are high this indicated a system performance problem.

Knowledge Module:	FNS_DOCUMENTS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	100-1K
Alarm 2:	1K-10K
Border:	0-1K
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DOC_CACHE_HITS

Number of DOC_migrate_from_optical_disk calls which were satisfied by pages already in magnetic disk cache.

Knowledge Module:	FNS_DOCUMENTS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DOC_DOCS_COMMITTED

Number of documents committed to the permanent database.

Knowledge Module:	FNS_DOCUMENTS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DOC_DRIVE_HITS

Number of DOC_migrate_from_optical_disk calls that used asynchronous notification.

Knowledge Module:	FNS_DOCUMENTS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DOCFastBatches

Number of batches committed by Fast Batch Committal.

Knowledge Module:	FNS_DOCUMENTS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DOCFastDocs

Number of documents committed by Fast Batch Committal.

Knowledge Module:	FNS_DOCUMENTS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DOCFastPages

Number of pages committed by Fast Batch Committal.

Knowledge Module:	FNS_DOCUMENTS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DOCPagesCommitted

Number of pages committed to the permanent database.

Knowledge Module:	FNS_DOCUMENTS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

DOCPagesMigrated

Number of pages migrated from storage media to magnetic disk.

Knowledge Module:	FNS_DOCUMENTS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

EPQueueWICount

This parameter counts the number of Work Items.

Knowledge Module:	FNS_eProcess
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Icon:	Graph
Units:	Work items

EPQueueWIColl

This parameter is the collector for all eProcess KM's.

Knowledge Module:	FNS_eProcess
Menu Command:	N/A
Active:	Yes
Type:	Collector
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	30 minutes
Icon:	N/A
Units:	Queue errors count

MKFDbFatalError

If no fatal errors have occurred in the MKFDB, a green check will be displayed. If a fatal error has occurred an alarm will be set off.

Knowledge Module:	FNS_MKF
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	0-100
Alarm 2:	100-100
Border:	0-100
Scheduling:	every 15 minutes
Icon:	Boolean
Units:	N/A

MKFDbState

This parameter determines if the MKFDB is running or if it is down.

Knowledge Module:	FNS_MKF
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	0-100
Alarm 2:	100-100
Border:	0-100
Scheduling:	every 15 minutes
Icon:	Stoplight
Units:	N/A

MKFNonVirginBlocksPct

Displays the percentage of Non Virgin Blocks.

Knowledge Module:	FNS_MKF
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	0-100
Alarm 2:	100-100
Border:	0-100
Scheduling:	every 15 minutes
Icon:	Graph
Units:	N/A

MKFPctFull

Represents the percentage of space used (Kb) in the MKF database.

Knowledge Module:	FNS_MKF
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Percent

MKFTotalSpace

Represents the amount of space available (Kb) in the MKF database.]

Knowledge Module:	FNS_MKF
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Gauge
Units:	Number

MKFUsedSpace

Represents the percentage of space used (Kb) in the MKF database

Knowledge Module:	FNS_MKF
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

PRITotalPagesQueued

Total number of pages queued to this printer.

Knowledge Module:	FNS_PRINT
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

PRITotalRequestsQueued

Total number of print requests queued to this printer.

Knowledge Module:	FNS_PRINT
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

SECNumCurrentUsers

Displays the number of current users logged in to FileNet.

Knowledge Module:	FNS_SEC
Menu Command:	N/A
Active:	Yes
Type:	Standard
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graph
Units:	Number

SECCurrentUsersInfo

Provides a listing of the current users logged in to FileNet and the location of their service end point.

Knowledge Module:	FNS_SEC
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Text
Units:	N/A

SECDeletedUsers

This parameter reports the number of deleted users in the security database.
****Note**** This parameter is only available on Unix IS installs.

Knowledge Module:	FNS_SEC
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graphic
Units:	N/A

SECExpiredUsers

This parameter displays the number of expired users. Expired user is defined as a User ID that has been expired for greater than 6 months.

****Note**** This parameter is only available on Unix IS installs.

Knowledge Module:	FNS_SEC
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graph
Units:	N/A

SECImageSvcSLU

This parameter tracks the number of simultaneously logged on users for license type 1. In addition, it monitors the maximum usage column and alarms if thresholds are breached.

Knowledge Module:	FNS_SEC
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graph
Units:	N/A

SECInactiveUsers

This parameter displays the number of inactive users. An inactive user is defined as a User ID that has been inactive for greater than 6 months.

****Note**** This parameter is only available on Unix IS installs.

Knowledge Module:	FNS_SEC
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graph
Units:	N/A

SECNumLogonRejects

Displays the number of system logon rejects to FileNet due to license limitations.

Knowledge Module:	FNS_SEC
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graph
Units:	N/A

SECVisualWFSLU

This parameter tracks the number of simultaneously logged on users for license type 2. In addition, it monitors the maximum usage column and alarms if thresholds are breached.

Knowledge Module:	FNS_SEC
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graph
Units:	N/A

SLArmMoves

This parameter displays the number of times media has been moved from one place to another in the storage library.

Knowledge Module:	FNS_STORAGELIBRARY
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

SLDisabledDrives

Displays the number of disabled drives in a FileNet storage library.

Knowledge Module:	FNS_STORAGELIBRARY
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Gauge
Units:	Number

SLLoads

This parameter displays the number of times that an operator has loaded media into the storage library.

Knowledge Module:	FNS_STORAGELIBRARY
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

SLMountRequests

Displays the number of mount requests that have not been satisfied.

Knowledge Module:	FNS_STORAGELIBRARYCONTAINER
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

SLMountRequestsInfo

Displays information relating to mount requests such as request type, request time, request message, and surface ID.

Knowledge Module:	FNS_STORAGELIBRARYCONTAINER
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Text
Units:	N/A

SLMountRequestsStatus

Shows if there are any old mount requests.

Knowledge Module:	FNS_STORAGELIBRARYCONTAINER
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	1-1
Alarm 2:	2-2
Border:	0-2
Scheduling:	every 15 minutes
Icon:	Stoplight
Units:	N/A

SLPendingWrites

Counts the total number of write requests.

Knowledge Module:	FNS_STORAGELIBRARY
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graph
Units:	N/A

SLStatus

Displays a check mark if the library is enabled, and an x if it is not enabled.

Knowledge Module:	FNS_STORAGELIBRARY
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Stoplight
Units:	N/A

SLUnlabeledSurfaces

Tracks the number of unlabeled surfaces in the jukebox.

Knowledge Module:	FNS_STORAGELIBRARY
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graph
Units:	N/A

SLStatusInfo

Displays information on the status of the storage library (enabled, disabled, manual, invalid).

Knowledge Module:	FNS_STORAGELIBRARY
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Text
Units:	N/A

SLUnloads

This parameter displays the number of times that an operator has unloaded media from the storage library.

Knowledge Module:	FNS_STORAGELIBRARY
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 15 minutes
Icon:	Graph
Units:	Number

SYSCoreFiles

Monitors the generation of FileNet core files. This parameter is not available on Windows servers.

Knowledge Module:	FNS_SYSTEM
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graph
Units:	N/A

SYSCurrentProcs

Provides a listing of the current operating system processes that have been started by FileNet.

Knowledge Module:	FNS_SYSTEM
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 5 minutes
Icon:	Text
Units:	N/A

SYSHPIIConfirmFiles

Monitors /HPII for confirm files in existence longer than 24 hours. If found parameter will annotate a data point and report the name of the confirm file.

Knowledge Module: FNS_SYSTEM
Menu Command: N/A
Active: Yes
Type: Consumer
Alarm 1: N/A
Alarm 2: N/A
Border: N/A
Scheduling: every 10 minutes
Icon: Graph
Units: N/A

SYSLastErrorInfo

Displays the last system error generated by FileNet.

Knowledge Module: FNS_SYSTEM
Menu Command: N/A
Active: Yes
Type: Standard
Alarm 1: N/A
Alarm 2: N/A
Border: N/A
Scheduling: every 5 minutes
Icon: Text
Units: N/A

SYSNumCurrentProcs

Displays the number of current operating system processes used by FileNet.

Knowledge Module: FNS_SYSTEM
Menu Command: N/A
Active: Yes
Type: Consumer
Alarm 1: N/A
Alarm 2: N/A
Border: N/A
Scheduling: every 5 minutes
Icon: Graph
Units: Number

SYSPPMNoProcs

This parameter returns the output from the FileNet command: PPMOI "status". The parameter monitors the "NoPrc" column. The parameter is set to alarm if any value other than a non-zero is returned.

Knowledge Module:	FNS_SYSTEM
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	every 10 minutes
Icon:	Graph
Units:	N/A

SYSRequiredFilesInfo

Displays the status/existence of required files for FileNet based on FileNet subsystems running on the server.

Knowledge Module:	FNS_SYSTEM
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	once during discovery
Icon:	Text
Units:	N/A

SYSSnmpInfo

Displays information regarding the current SNMP session used by PATROL to communicate with the FileNet MIB. If there is a problem in communicating with the MIB, it will provide the available information about the problem.

Knowledge Module:	FNS_SYSTEM
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	once during discovery
Icon:	Text
Units:	N/A

SYSSystemStatus

Displays the current system status. If the system status is not OK, the FileNet KM will stop monitoring.

Knowledge Module:	FNS_SYSTEM
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	1-1
Alarm 2:	2-2
Border:	0-2
Scheduling:	every 5 minutes
Icon:	Stoplight
Units:	N/A

WQSQueueErrColl

This parameter is the collector for all Workflow Queues.

Knowledge Module:	FNS_WQS
Menu Command:	N/A
Active:	Yes
Type:	Collector
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	10 minutes
Icon:	N/A
Units:	Queue errors count

WQSQueueErrCount

This parameter counts the number of Errors in the Workflow Queues.

Knowledge Module:	FNS_WQS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	N/A
Icon:	Graph
Units:	Queue errors count

WQSQueueCount

This parameter monitors the number of items in a workflow queue.

Knowledge Module:	FNS_WQS
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	N/A
Icon:	Graph
Units:	Entries

WQSConfigFileInfo

This text parameter reads the WQSMonitoredQueues file in FNS_HOME. This file is used to configure the workflow queues.

Knowledge Module:	FNS_WQSContainer
Menu Command:	N/A
Active:	Yes
Type:	Consumer
Alarm 1:	N/A
Alarm 2:	N/A
Border:	N/A
Scheduling:	N/A
Icon:	Text
Units:	N/A

Index

A

AIX 11
Application Naming Conventions 19

B

Blackout Periods 30

C

CACHE 12, 15, 43, 44, 45
COURIER 12, 15, 34, 45, 46, 47
CSM_tool 11, 18, 34

D

Default 26
DOC_tool 10, 18, 35
DOCUMENTS 12, 15, 51, 52, 53, 54

E

eProcess 11, 13, 54, 55
EPROCESS 12, 13, 16

F

FileNet 10

G

grant create 21

H

Help 31
hlp 26
HP-UX 11

I

InfoBox 31
INX_tool 18, 38

IPC_tool 18, 38

L

License 25
Loading the KM 28

M

MAIN.KM 13
MB1 9
MB2 9
MB3 9
menu 8
MKF 10, 11, 13, 16, 18, 28, 39, 55, 56, 57

N

NCH_tool 18, 39

O

ORACLE 12, 13, 16, 19, 21, 27, 29, 35, 38, 41, 48, 49, 50, 51
OSAR 18, 36

P

Patrol Central Consoles 28
Patrol Classic Consoles 28
PRI_tool 18, 40
PRINT 13, 17, 57

Q

QUEUE 13, 16

R

Refresh Parameters 15, 16, 17, 18, 40

S

SEC 10, 11, 13, 17, 18, 28, 40, 58, 59, 60
SEC_tool 10, 11, 18, 40

Set Blackout..... 18, 30, 34, 40
SNMP**20**
Solaris 7 11
STORAGELIBRARY..... 13, 17, 60, 61, 62, 63, 64
SYSTEM 13, 17, 28, 30, 34, 35, 36, 37, 38, 39, 40, 41,
64, 65, 66, 67

T

Tuple..... 18, 35

U

Uninstalling..... 26

W

whatsup **11**
WorkFlow 11, 29
WQS..... 14, 18, 29, 67, 68