

ZENworks 11 SP3

Test Scenarios for *Diagnostics*

This document contains test scenarios for ZENworks 11 SP3 Beta.

Purpose of these Test Scenarios

The purpose of these exercises is to help you become familiar with some of the new features in the Diagnostics component of ZENworks 11 SP3.

Assumptions

- You have followed the instructions for installing ZENworks 11 SP3 Beta by using the *ZENworks 11 SP3 Installation Guide* (<http://www.novell.com/documentation/zenworks113>).
- (Optional) You have followed the instructions for installing Primary Servers by using the *ZENworks 11 SP3 Installation Guide* (<http://www.novell.com/documentation/zenworks113>). You can have multiple Primary Servers installed in the zone.

Test Scenarios

1. [Configuring the Health Metrics for Primary Servers](#)
2. [Collecting the Thread Dump of a Process Using Probe](#)

Test Scenario #1: Configuring the Health Metrics for Primary Servers

Objective

To configure the health metrics and to view the status of the Primary Servers and the ZENworks-related Java processes running on them.

Procedure

1. After installing the Primary Server, open the following file:

- **On Windows:**

`ZENWORKS_HOME\share\tomcat\webapps\zenworks\WEBINF\conf\diagnostics.conf`

- **On Linux:**

`/opt/novell/zenworks/share/tomcat/webapps/zenworks/WEB-INF/conf/diagnostics.conf`

Note: Ensure that the `zenworks.diag.processor.metrics` attribute is not commented.

Note: On a Windows Server, ensure that

`zenworks.diag.processor.metrics` is assigned the path

`C:/ProgramFiles(x86)/Novell/ZENworks/share/tomcat/webapps/zenworks/WEB-INF/conf/HealthMetrics.xml`

2. Open the following file:

- **On Windows:**

`ZENWORKS_HOME\share\tomcat\webapps\zenworks\WEBINF\conf\HealthMetrics.xml`

- **On Linux:**

`/opt/novell/zenworks/share/tomcat/webapps/zenworks/WEB-INF/conf/HealthMetrics.xml`

Note: The health of a Primary Server is computed based on health attributes such as: `RAM_USAGE`, `CPU_USAGE`, `TIME_SYNC`, `LDAP_CONNECTIVITY`, `MEMORY_USAGE`, `THREAD_COUNT_PERCENTAGE`, `DB_CONNECTIONS`, and `THREAD_COUNT`.

3. Modify the *Min* and *Max* parameter for each *HealthAttribute* to the desired value using a text editor then save the file.

Note: If the health attribute value is within the specified *Min* and *Max* range, the status of the Primary Server is Good. Primary Server status can be Good, Critical, or Warning.

4. Restart the ZENworks server service on the Primary Server.

5. Launch ZENworks Control Center then click *Diagnostics* on the left panel.
6. Check the status of each attribute of the Primary Server in the *ZENworks Primary Server* panel.

Note: The icon indicating the status of the Primary Server based on the values provided in the *HealthMetrics.xml* file. The health of the Primary Server is computed based on these attributes and the attributes of the Java processes.

7. Click the Primary Server hyperlink. The *Service* page is displayed listing the ZENworks Java processes running on that server and their attributes.
8. Click the Process hyperlink to launch the *Probe* page.

Note: You can right-click the *Process* hyperlink and then select *Open Link* in a new tab to open Probe for different processes simultaneously.

Expected Results

You can view the status of the attributes changing in the *Diagnostics* page. The data is refreshed automatically. On the *Services* page, you can view the attributes, their values, and their status. You need to refresh the page manually.

If you are unable to perform this scenario successfully, send us following files:

- `zenjmxAgent.log`
 - On Windows:
`<ZENWORKS_HOME>\share\ats\catalinabase\temp`
`<ZENWORKS_HOME>\share\tomcat\temp`
`<WINDOWS_TEMPDIR>`
 - On Linux:
`/srv/www/casaats/temp`
`/usr/tmp`
`/tmp`
- `zcc.log`
 - On Windows:
`ZENWORKS_HOME\logs`
 - On Linux:
`/var/opt/novell/log/zenworks`

Test Scenario #2: Collecting the Thread Dump of a Process Using Probe

Objective

To enable you to launch Probe and to take the thread dump of a remote process.

Procedure

1. Launch ZENworks Control Center then click *Diagnostics* on the left panel to open the *Diagnostics* tab.
2. Click the Primary Server hyperlink. This opens the *Service* page where you can see the list of ZENworks Java processes running on that server and their attributes.
3. Click the name of the process to open the *Probe* page.
4. Go to the *Threads* tab and click *Dump All Threads*. This allows you to save the dump file or open it.

Expected Results

The thread dump can be saved on the local machine and opened in any thread dump analyzer.