NetIQ AppManager 8: The Ultimate Monitoring Tool
Lab

NIQ09

Novell Training Services

www.novell.com

ATT LIVE 2012 LAS VEGAS

Novell®

Legal Notices

Novell, Inc., makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc., makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. See the Novell International Trade Services Web page (http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Novell, Inc., has intellectual property rights relating to technology embodied in the product that is described in this document. In particular, and without limitation, these intellectual property rights may include one or more of the U.S. patents listed on the Novell Legal Patents Web page (http://www.novell.com/company/legal/patents/) and one or more additional patents or pending patent applications in the U.S. and in other countries.

Novell, Inc.

404 Wyman Street, Suite 500

Waltham, MA 02451

U.S.A.

www.novell.com

Online Documentation: To access the latest online documentation for this and other Novell products, see the Novell Documentation Web page (http://www.novell.com/documentation).

Novell Trademarks

For Novell trademarks, see the Novell Trademark and Service Mark list (http://www.novell.com/company/legal/trademarks/tmlist.html).

Third-Party Materials

All third-party trademarks are the property of their respective owners.

NIQ09: AppManager 8

The Ultimate Monitoring Tool

Labs

Last Updated: 4/12/12

Lab 1 – Lab Preparation

In this lab you will start the **NetIQApp** and **NetIQDC** VMs for the following labs

1 Authenticate to your assigned workstation using the following credentials

Username: **Administrator**

Password: **novell**

2 Start VMWare Workstation from the icon on your desktop

3 Right-click on the **NetIQApp** virtual machine tab at the top

3.1 Select **SnapShot Manager**
3.2 Select **Start Labs – ATT Live**
3.3 Click on **Go to**
3.4 Answer **Yes** to the Question dialog
3.5 Select **Power On this virtual machine**

4 Right-click on the **NetIQDC** virtual machine tab at the top
4.1 Select **SnapShot Manager**
4.2 Select **Start Labs – ATT Live**
4.3 Click on **Go to**
4.4 Answer **Yes** to the Question dialog
4.5 Select **Power On this virtual machine**

5 Select the **NetIQApp** server using the tab at the top

6 Click in the Console window to make sure it is active

7 Press **CTRL+ALT+INS** to bring up the login dialog

8 Authenticate using **P@ssw0rd**

9 Start **AppManager Control Center** from the icon on the desktop

Note: This will take a couple of minutes to start

10 Authenticate using Windows Authentication and the following

Server Name: **NETIQAPP**

Repository: **NQCCDB**

Lab 2 – Run Ad-Hoc Jobs

In this lab you will run an ad-hoc job on servers in the **_Master** management group using the menu method and then the drag-and-drop method.

We will first run a job on NetIQDC to check AppManager agent health using the Menu method

1. Expand **AppManager > _Master**
2. Click the **Servers** view
3. Right-Click **NETIQDC** in the center pane
4. Click **Job Tasks > Create New Job**
5. Expand **AMAdmin**
6. Select **AgentHealth**
7. Click **OK**
8. Click **OK**
9. Click the **Jobs** view in the **Enterprise Layout** pane
10. Group the jobs by dragging the **Server Name** column heading above the column headings onto the **Drag a column header here to group by the column** text
11. Expand **NETIQDC** and in the list you should see the new job created after a short time

    Note: If you do not see the job, click **Refresh Current View** on the main Menu bar

Next we will start a job on **NetIQApp** to gather Physical Disk Statistics using the drag-and-drop method

12. On the left side under **Enterprise Layout** expand **_Master > Servers** so all servers are visible

13. Scroll down and click **Knowledge Scripts** so all the Knowledge Scripts are visible in the center pane and the **NETIQAPP** server is still visible in the Enterprise Layout pane

14. In the center pane expand the **Category: NT**

15. Click and drag **PhyscialDiskStats** onto **NETIQAPP** in the Enterprise Layout pane

16. Click **OK** on the **Job Properties** window that appears

    Note: this may take a minute or two

17. Check the **Jobs** view to see the new job running on **NETIQAPP**

    Note: This may take a few minutes to appear

Lab 3 – Configure a Job to Generate Events

In this lab you will configure a Knowledge Script to generate a single event whenever the job runs and conditions match the values set for the Knowledge Script

1. Click the **_Master** management group
2. Select the Servers view
3. Right-click **NETIQAPP**
4. Select **Job Tasks > Create New Job**
5. Double-click the **NT > CpuLoaded** Knowledge Script
6. Configure the following settings

Schedule Tab	**Regular Intervals**	**Every 10 seconds**
Values Tab	**Monitoring: Threshold – Max total system CPU**	**0**
	Monitoring: Threshold – Max processor queue	**0**
Actions Tab	**Click New and select the value from the list in the columns**	
	Action **Action_NTEventLog**	
	Location **MC**	
Advanced Tab	**Collapse duplicate events into a single event**	**No**

Note: With these settings whenever an event threshold is exceeded the **Action_NTEventLog** writes an event log message to the Windows Application Event log on the computer specified as the Location for the Action, in this case the MC (Managed Client)

7. Click **OK** to start the job
8. In the **Servers** view select **NETIQAPP**
9. Click the **Events** tab in the lower center pane
10. Scroll to the top to see the events for the **NT_CpuLoaded** Knowledge Script
11. Click the **Events** view in the **Enterprise Layout** pane
12. and find the parent event at the top of the center pane for the **NT_CpuLoaded** Knowledge Script

13. **Expand** the event to see the child events and notice how many child events are present

14. Start the **Event Viewer** administrative tool on **NETIQAPP** using **Start > Administrative Tools > Event Viewer**

15. View the **Application Log** using **Windows Logs > Application**

16. Notice how many actions there are for the **NT_CpuLoaded** job and that new ones appear about every 10 seconds

17. Stop the job

Lab 4 – Manage Events

In this lab you will learn how to view, add comments and change the status of events

1. In the **Enterprise Layout** pane, click the **Events** view in the **Geographic > NorthAmerica** management group

2. Group the events based on **Server Name** and then **Severity Category** by dragging and dropping the column names above the headings

3. Expand **Chicago** from the list

4. Expand **Information** events

5. Expand the first event to reveal the child events

   Note: The child events are multiple instances of the same event, occurring at different times

6. Double-click a child event and view the details

7. Select **Comment** and type **Fixed the problem**

8. Change the event status to **Closed**

9. Click **OK**

   Note: To acknowledge all **Informational Events** on a server, right-click the **Severity Category: Information** group in the top pane and select **Acknowledge Event** and **Yes**

   Note: You can acknowledge all events on a server by right-clicking the server name and clicking **Acknowledge Events**

Lab 5 – View Server Details

In this lab you will learn how to view the details of discovered resource objects. You can select to view a single object or multiple objects.

1. Select the **Servers** view in the **_Master** management group
2. Expand the **PARIS** server in the list in the **Enterprise Layout** pane
3. Click **CPU**
4. In the center pane note the details

   Note: This data may take a minute to show up since it comes from the AppManager repository
5. Select the **Servers** view again in the **_Master** management group
6. Select **PARIS** from the center pane
7. In the **Service Information** pane click the **Details** tab
8. Expand the **Server** object on the **Details** tab
9. Select **CPU** to view CPU information about the server
10. In the upper center pane select all the servers
11. Answer **Yes** to the warning message which is offering you the chance to opt out of loading a potentially large amount of data with a long delay

    Note: After the details show you can see the details for all servers in one window
12. On the **Details** tab under server information, expand **Servers** under **Server Objects**
13. Click **CPU (Windows)** to view the CPU details of multiple servers

Lab 6 – Create a Service Map

In this lab you will create a Messaging service map to show the relationship of the components involved in messaging. This will allow you to identify the root cause of any messaging problems that may occur

1. Right-click the **Geographic** management group in the **Enterprise Layout** pane

2. Select **New > Service Map**

   Note: This may take a minute to load

3. For the **Name**, type **Asia/Europe**

4. For **Icon Size** select **Medium 24x24**

5. Click **OK** to pen the Service Map in **Design** mode

6. In the tasks pane, minimize **Global Tasks** and **Service Map Tasks** to display the **Servers** and the **Service Objects** in the pane on the right

7. Under **Servers**, select **Seoul** for the server

8. Under **Server Objects** select **AD Server: Seoul**

9. Drag and drop the Seoul AD Server object on the canvas as shown in graphic at the end of the lab

10. Right-click **SEOUL\AD Server: SEOUL** in the canvas

11. Select **Object Properties**

12. Change the name to **AD Server: SEOUL**

13. Click **OK**

14. Repeat the process to add **AD Server: LONDON** to the canvas, positioning the objects as shown in the graphic at the end of this lab

15. From the **Tools** menu, select the **Ellipse** tool

16. Click and drag across the two objects to create the oval as shown

17. Drag the **Servers** view from both Asia and Europe management groups

18. Rename them as shown in the graphic

19. Finish creating the service map as shown in the graphic

20. Right-click the **Asia/Europe Service Map** view under **Geographic**

21. Select **Check-in**