

Oracle® Enterprise Manager

Configuration for Oracle Collaboration Suite

10g Release 1 (10.1.0.4)

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Oracle Enterprise Manager Configuration for Oracle Collaboration Suite, 10g Release 1 (10.1.0.4)

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Preface

This manual describes how to configure Oracle Enterprise Manager Grid Control 10g Release 1 (10.1.0.4) so you can manage Oracle Collaboration Suite 10g Release 1 (10.1.1), Oracle Collaboration Suite Release 2 (9.0.4), and Oracle Collaboration Suite Release 1 (9.0.3).

The chapters in [Part I, "Configuring Collaboration Suite 10g Release 1 Targets"](#) of this manual describe how to configure Grid Control 10.1.0.4 to manage Oracle Collaboration Suite 10g Release 1 components.

The chapters in [Part II, "Configuring Collaboration Suite Release 1 and 2 Targets"](#) of this manual describe how to configure Grid Control 10.1.0.4 to manage Oracle Collaboration Suite Release 1 and Release 2 components.

Audience

This manual is intended for Grid Control 10.1.0.4 users who want to manage Oracle Collaboration Suite components using the Grid Control Console.

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Related Documents

For more information, see the following related documentation:

- Oracle Collaboration Suite 10g Release 1 Documentation at:
<http://www.oracle.com/technology/documentation/collab10g.html>
- Oracle Collaboration Suite Release 1 and Release 2 Documentation at:
<http://www.oracle.com/technology/documentation/collab.html>
- Oracle Enterprise Manager 10g Release 1 Documentation at:
<http://www.oracle.com/technology/documentation/oem.html>

Conventions

The following text conventions are also used in this manual:

Convention	Meaning
. . . .	Vertical ellipsis points in an example mean that information not directly related to the example has been omitted.
...	Horizontal ellipsis points in statements or commands mean that parts of the statement or command not directly related to the example have been omitted
boldface text	Boldface type in text indicates a term defined in the text, the glossary, or in both locations.
< >	Angle brackets enclose user-supplied names.
[]	Brackets enclose optional clauses from which you can choose one or none.

Part I

Configuring Collaboration Suite 10g Release 1 Targets

The chapters in Part I describe how to configure Grid Control to monitor Oracle Collaboration Suite 10g Release 1 targets.

Part I contains the following chapters:

- [Chapter 1, "Introduction to Managing Oracle Collaboration Suite 10g Release 1"](#)
- [Chapter 2, "Configuring Mail"](#)
- [Chapter 3, "Configuring Calendar"](#)
- [Chapter 4, "Configuring Real-Time Collaboration"](#)
- [Chapter 5, "Configuring Collaboration Suite Search"](#)
- [Chapter 6, "Configuring Identity Management"](#)
- [Chapter 7, "Configuring Voicemail & Fax"](#)
- [Chapter 8, "Configuring Oracle Ultra Search Targets"](#)
- [Chapter 9, "Creating a Collaboration Suite Group"](#)

Note: For information on configuring Grid Control 10.1.0.4 to manage Oracle Collaboration Suite Release 1 and Release 2 targets, see the chapters in [Part II, "Configuring Collaboration Suite Release 1 and 2 Targets"](#) of this manual.

Introduction to Managing Oracle Collaboration Suite 10g Release 1

Part I of this manual provides information about the steps required to set up Oracle Enterprise Manager Grid Control release 10.1.0.4 to monitor Oracle Collaboration Suite 10g Release 1.

Oracle Enterprise Manager Grid Control 10.1.0.4 supports the following Oracle Collaboration Suite 10g Release 1 components:

- Mail
- Calendar
- Real-Time Collaboration
- Collaboration Suite Search
- Identity Management
- Voicemail & Fax
- Ultra Search

Grid Control 10.1.0.4 does *not* support the Content Services component for Oracle Collaboration Suite 10g Release 1.

This chapter contains the following sections:

- [Benefits of Managing Oracle Collaboration Suite with Grid Control](#)
- [Grid Control Installation](#)
- [Monitoring Oracle Collaboration Suite with Web Applications](#)

Note: For information on configuring Grid Control 10.1.0.4 to monitor Oracle Collaboration Suite Release 1 and Release 2 targets, see the chapters in [Part II](#) of this manual.

1.1 Benefits of Managing Oracle Collaboration Suite with Grid Control

When you configure Grid Control 10.1.0.4 to manage Oracle Collaboration Suite 10g Release 1, Enterprise Manager provides the following benefits:

- An Enterprise Manager home page for each Oracle Collaboration Suite target that you manage.

From the home page, you can monitor the performance of the component and drill down to analyze specific performance metrics.

- A set of charts and performance metrics for each Oracle Collaboration Suite component.
Descriptions of each metric are available from the All Metrics link on each component home page, or by browsing the **Target Metrics** category in the online help table of contents.
- The ability to manage your Oracle Collaboration Suite components as part of your larger computing environment.
For example, from the same Grid Control Console, you can monitor your Oracle Collaboration Suite components, as well as your application server and database targets.
- Oracle Collaboration Suite group home pages that allow you to monitor all the various subcomponents of an Oracle Collaboration Suite component from one set of monitoring pages.

1.2 Grid Control Installation

Oracle Enterprise Manager Grid Control 10.1.0.4 is the current production release of the Grid Control. Grid Control 10.1.0.4 refers to the current patch set release of Grid Control. To install Grid Control 10.1.0.4, you need to install Grid Control release 10.1.0.3 (the current full production installation) and then apply the Grid Control 10.1.0.4 patch set.

You will also need to install and run the Grid Control 10.1.0.4 Management Agent on each host you plan to monitor. For example, you will install and run the Grid Control 10.1.0.4 Management Agent on each Collaboration Suite host.

Refer to *Oracle Enterprise Manager Grid Control Installation and Basic Configuration* and the Enterprise Manager documentation set for Oracle Enterprise Manager 10g Release 1 at the following URL for more information:

<http://www.oracle.com/technology/documentation/oem.html>

1.3 Monitoring Oracle Collaboration Suite with Web Applications

You can use Grid Control to create Web application targets for some Oracle Collaboration Suite components. Different types of targets such as hosts, databases, application servers, HTTP servers, and Collaboration Suite components can be combined to form a Web application target. Then from the Web Application home page you can get a high level overview of the Web application. You can view a list of the Web application components to see how they are performing, and you can drill down to the individual Home Pages for each component.

You can use Application Service Level Management transactions to monitor a Web application target for availability and performance from an end-user perspective. You can also use End-User Page Performance Monitoring to measure the response time of pages in your Web applications.

Create a Collaboration Suite user to be used solely for monitoring using Web Applications. The Web applications created for Oracle Collaboration Suite components in this manual are fairly basic. You can add additional transactions to your Web application to enhance management of your Oracle Collaboration Suite components.

See Also: "About Application Performance Management" in the Enterprise Manager online help. "Application Performance Management" is the term used in online help for the Application Service Level Management and End-User Page Performance Monitoring features.

Configuring Mail

This chapter describes how to set up Grid Control to monitor the Mail components of Oracle Collaboration Suite 10g Release 1.

Note: See [Chapter 12, "Configuring Enterprise Manager to Manage Oracle Email Targets"](#) for information on setting up Grid Control to monitor the Mail components of Oracle Collaboration Suite Release 1 and 2.

After the Grid Control Management Agent and Mail have been installed, the Mail server targets will be discovered and ready to configure in Grid Control.

Enterprise Manager Grid Control automatically discovers the following targets for Mail:

- E-Mail Housekeeper
- E-Mail IMAP Server
- E-Mail List Server
- E-Mail Middle Tier
- E-Mail NNTP Inbound Server
- E-Mail NNTP Outbound Server
- E-Mail POP Server
- E-Mail SMTP Inbound Server
- E-Mail SMTP Outbound Server
- E-Mail Virus Scrubber

The following sections describe the steps to complete the configuration of Mail targets in Grid Control.

2.1 Configuring the Collaboration Suite Database Target

One Collaboration Suite Database target must be created for each mail store created for Mail. It is also possible to locate these targets on any host on the network capable of accessing the Collaboration Suite Database. The benefit of this approach is that the target deployment becomes non-intrusive to the Oracle Mail Collaboration Suite Databases.

Enterprise Manager includes one Oracle Mail Collaboration Suite Database target type. You must add and configure a Collaboration Suite Database target for each mail

store in the network. These targets must be configured on each mail store that you want to monitor.

To create an Oracle Mail Collaboration Suite Database target:

1. Using Grid Control, navigate to the Agent Home page for the Oracle Management Agent that was installed on the Collaboration Suite Database host.
2. In the Monitored Targets section of the page, select Collaboration Suite Database from the **Add** list. Click **Go**.

Grid Control displays the property page for the Collaboration Suite Database target type. Provide the required information, which is described in [Table 2–1](#).

Table 2–1 Collaboration Suite Database Target Properties

Property	Description
DB Host	The host name of the machine that has the database with the ES_MAIL schema and data. If you specify a value for this property, you must also specify a value for the DB Port and DB SID properties.
DB Port	The port of the database with the ES_MAIL schema and data. Specify the value for this property if you specified the value for the DB Host property.
DB SID	The SID of the database with the ES_MAIL schema and data. Specify the value for this property if you specified the value for the DB Host and DB Port properties.
Collaboration Suite Database Connect Descriptor	<p>The connect information for this E-Mail information store. If the information store is running in RAC mode, a RAC connect descriptor can be supplied.</p> <p>The default is usually in the following format:</p> <pre>(DESCRIPTION=(FAILOVER=ON)(LOAD_BALANCE=ON) (ADDRESS_ LIST=(ADDRESS=(PROTOCOL=tcp)(HOST=<host-name>)(PORT=<port>)))(CONNECT_DATA=(SERVICE_ NAME=<service-name>)))</pre> <p>Edit the descriptor when the Oracle Collaboration Suite information store connect information changes.</p> <p>If you specify a value for this property, do not specify values for the DB Host, DB Port, and DB SID properties.</p>
Collaboration Suite Database User	<p>The database user name for the E-Mail information store.</p> <p>The default value is es_mail. Do not change this value.</p>
Collaboration Suite Database Password	<p>The database password for the E-Mail information store.</p> <p>Change this value when the password is changed.</p>
Oracle Home	The Oracle home in which this database is installed.

2.2 Creating the Oracle Mail Service Targets

The service targets monitor the Mail services and simulate an end-user accessing the services. Thus, it is most beneficial to locate these targets close to where the user community using the services resides. It is also possible to create multiple targets for each service in order to measure responsiveness from multiple geographical locations.

Follow these steps to create the Mail service targets:

1. Using Grid Control, navigate to the Agent home page for the Oracle Management Agent that was installed on the Mail service host.

2. In the Monitored Targets section of the page, select one of the Mail service target types from the **Add** list. It is recommended that you create targets for at least the following service types:
 - E-Mail IMAP Service. When Grid Control displays the property page for this service type, provide the required properties, which are described in [Table 2-2](#).
 - E-Mail POP Service. When Grid Control displays the property page for this service type, provide the required properties, which are described in [Table 2-3](#).
 - E-Mail NNTP Inbound Service. When Grid Control displays the property page for this service type, provide the required properties, which are described in [Table 2-4](#).
 - E-Mail SMTP Inbound Service. When Grid Control displays the property page for this service type, provide the required properties, which are described in [Table 2-5](#).
 - E-Mail SMTP Outbound Service. When Grid Control displays the property page for this service type, provide the required properties, which are described in [Table 2-6](#).

Table 2-2 E-Mail IMAP Service Target Properties

Property	Description
Service Address	The host name or the IP address of the load balancer or machine used by clients for accessing the IMAP service.
Service Port	The port where the IMAP service is running.
E-Mail Address	The Mail ID of a test user account that will be used to determine the status and availability of the IMAP service. You can use the orclguest@<yourdomain> account that is created by default in the mail system.
E-Mail Password	The Mail account password of a test user account that will be used to determine the status and availability of the IMAP service.

Table 2-3 E-Mail POP Service Target Properties

Property	Description
POP Host	The service host name used by clients. This may be a load balancer or other type of service front-end. The service port is expected to be 110 for POP. Change this value when the service address changes.
POP E-Mail ID	The address of a test Mail account which will be used to log into the POP Service to monitor the service. Change this value when the test account changes.
POP E-Mail Password	The password for the test Mail account specified above. Change this value when the password for the test account changes.

Table 2–4 E-Mail NNTP Inbound Service Target Properties

Property	Description
Service Address	The service host name used by clients. This may be a load balancer or other type of service front-end. The service port is expected to be 119 for NNTP. Change this value when the service address changes.
Newsgroup	The name of a test newsgroup to which messages will be posted to test news delivery. Change this value when the test newsgroup changes.

Table 2–5 E-Mail SMTP Inbound Service Target Properties

Property	Description
SMTP Host	The host name or the IP address of the load balancer or machine used by clients accessing the SMTP IN service.
Sender E-Mail	The email address of a test account used for sending an email and that will be used to determine the status and availability of the SMTP IN service. You can use the orclguest@<yourdomain> account that is created by default in the email system.
Recipient E-Mail	The email address of a test account used for receiving an email and that will be used to determine the status and the availability of the SMTP IN service. You can use the orclguest@<yourdomain> account that is created by default in the email system. Note that Sender E-Mail and Recipient E-Mail can be the same address.

Table 2–6 E-Mail SMTP Outbound Service Target Properties

Property	Description
Administration Store Connect Descriptor	The connect information for this Mail administration store. If the administration store is running in RAC mode, a RAC connect descriptor can be supplied. The default value is usually in the following format: (DESCRIPTION= (FAILOVER=ON) (LOAD_BALANCE=ON) (ADDRESS_ LIST= (ADDRESS= (PROTOCOL=tcp) (HOST=<host-name>) (PORT=<port>))) (CONNECT_DATA= (SERVICE_ NAME=<service-name>))) Edit the descriptor when the administration store is changed or the connect information changes.
Administration Store User	The database user name for the Mail administration store. The default value is es_mail. Do not change this value.
Administration Store Password	The database password for the administrator store user name. Change this value when the password is changed.

2.3 Creating a Mail Web Application Target Type

To monitor web access to Mail, you create a Web Application in Grid Control. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions.

Before you configure a Mail Web Application target, Oracle recommends that you create a test account so you can test the target immediately after it is created.

Follow these steps to create a Web Application target to monitor web access to Mail:

1. Using Grid Control, click Targets, then click the tab for Web Applications. Click the **Add** button to Add a new Web Application.
2. Grid Control displays the Create Web Application wizard, which guides you through the process of creating the Web Application.

When the wizard asks you for the Homepage URL, enter the URL for Mail. For example:

```
http://<host>:<port>/um
```

Click **Help** if you need help using the wizard. Include the following targets in the Mail Web Application:

- The host targets where the mail servers reside
 - The database and listener targets that support the Mail servers
 - E-Mail IMAP Server and E-Mail IMAP Service targets
 - E-Mail NNTP Inbound Server and E-Mail Inbound Service targets
 - E-Mail POP Service and E-Mail POP Server targets
 - E-Mail SMTP Inbound Server and E-Mail SMTP Inbound Service targets
 - E-Mail SMTP Outbound Server and E-Mail SMTP Outbound Service target
 - E-Mail List Server target
 - E-Mail Virus Scrubber target
 - E-Mail Collaboration Suite Database target
 - OID Client target
3. Click **OK** to create the Mail Web Application target.
 4. Use the instructions in the online help to create a representative transaction to measure the availability and performance of the Web application you just created. For example, create a transaction that logs into Mail and logs out. You can also add other transactions that test the performance of other Mail features, for example, a transaction that logs into Mail and sends a mail message.

See Also: "Creating Transactions" in the Enterprise Manager online help.

2.4 Creating the Oracle Mail Group Target

After all the Mail targets are configured, you can create the Mail group target, which provides a custom user interface for managing Mail in your Oracle Collaboration Suite environment.

The Oracle Collaboration Suite Mail group Home page contains the alerts table, followed by a table of rows of component targets. The server targets listed here can also be remotely started/stopped from this page. There is also a Performance page where key metrics are charted for the Mail group. The IMAP Operations page contains a summary of all IMAP operations in bar chart style.

Follow these steps to create the Mail group target:

1. In Grid Control, click the Targets tab.
2. Click **All Targets**.
3. Select Collaboration Suite Component from the **Add** list and click **Go**. Grid Control displays the Create Collaboration Suite Component page.
4. Select E-Mail from the **Component Type** list.
5. Enter a name for the Mail group in the **Name** field.
6. Select the targets you want to add to the group from the **Available Targets** list and add them to the **Selected Targets** list. Be sure to add the following target types to the Mail group:
 - The host targets where the Mail servers reside
 - The database and listener targets that support the Mail servers
 - An E-Mail IMAP Server and E-Mail IMAP Service
 - An E-Mail POP Server and E-Mail POP Service
 - An E-Mail NNTP Inbound Server and E-Mail NNTP Inbound Service
 - An E-Mail SMTP Inbound Server and E-Mail SMTP Inbound Service
 - An E-Mail SMTP Outbound Server and E-Mail SMTP Outbound Service
 - An E-Mail List Server
 - An E-Mail Virus Scrubber
 - An E-Mail Housekeeper
 - An E-Mail Collaboration Suite Database
 - An OID Client
 - An E-Mail Web Application
7. Click **OK** to create the group target.

Note: The Mail group target is a custom group target. After creation, it appears on the All Targets page in Grid Control, not on the Groups page. Only generic group targets appear on the Groups page.

2.4.1 Changing the Mail Server Listener's Status to Up

In Grid Control, listeners for IMAP and POP servers have a status of Down after they are discovered.

The next two sections show how to change the Mail listener's status to Up on UNIX and Windows operating systems.

2.4.1.1 Changing the Status of a Mail Listener on UNIX to Up

To change the status for Mail listeners on the UNIX operating system to Up in Grid Control, follow these steps:

1. Use the Net Merge utility to modify the listener.ora file to create one or more TCP addresses for the same listener without the presentation, that is, add the following to the end of the description list:

```
(description=(address=(protocol=tcp) (port=<any_available_port_above_1024>) (host=127.0.0.1)))
```

Note that the port can be any port above 1024 that is available on the system for the listener, such as 1522 or 1526, but it has to be different than the one with presentation.

2. Restart the Mail listener by performing the following steps:

a. Log in as root.

b. Check if sendmail is running by using this command:

```
ps -ef | grep sendmail
```

If it is running, kill the process.

c. Execute the following command, where `userid` is the UNIX account that owns the Oracle software:

```
id userid
```

d. Issue the following command, where `listener_es` is the name of the Mail listener:

```
tnslsnr listener_es <uid_value> -group <gid_value>
```

Note: The Mail listener cannot be started using `lsnrctl` from a user shell. Since it has to listen on ports below 1024, it has to be started by the superuser on UNIX operating systems. When restarting the Mail listener following the `listener.ora` change, you should use the same command, with the same command line arguments, as was used to start it up initially.

3. In Grid Control, navigate to the All Targets page and click the link for the `listener_es` target that shows a status of Down.

4. On the Listener Home page, click **Monitoring Configuration**. Change the **Machine name** property to 127.0.0.1 and change the **Port number** property to the port number used in the new TCP address without presentation.

2.4.1.2 Changing the Status of a Mail Listener on Windows to Up

To change the status for Mail listeners on the Windows operating system to Up in Grid Control, follow these steps:

1. In Grid Control, navigate to the All Targets page and click the link for the `listener_es` target that shows a status of Down.

2. On the Listener Home page, click **Monitoring Configuration**. Make sure that the **Port number** property is set to the port number corresponding to the port number used in the new TCP address without presentation (that is, the port number corresponding to the entry in `listener.ora` which has `HOST=127.0.0.1`).

Configuring Calendar

Grid Control automatically discovers the following Oracle Calendar targets for Oracle Calendar of Oracle Collaboration Suite 10g Release 1:

- Calendar Server
- Calendar Applications

Note: See [Chapter 13, "Configuring Enterprise Manager to Manage Oracle Calendar Targets"](#) for information on setting up Grid Control to monitor the Calendar components of Oracle Collaboration Suite Release 1 and 2.

The following sections describe the steps to complete the configuration of Calendar targets in Grid Control.

3.1 Configuring the Oracle Calendar Server Target

You need to specify the Sysop password for the Calendar Server.

To specify this password, go to the Home page for the Calendar Server you are configuring as follows:

1. On the All Targets tab, select Calendar Server in the **Search** list. Click **Go**.
2. Click the Calendar Server you are configuring. Grid Control displays the Calendar Server Home page.
3. Click the **Monitoring Configuration** link in the Related Links section at the bottom of the Calendar Server Home page.
4. Specify the Sysop password. The Sysop password was set during installation. By default, the Sysop password is the same as the password for the `ias_admin` account.

3.2 Creating the Oracle Calendar Web Application Target

To monitor your Calendar components, you can create a Web Application target. Web Application targets are monitored for availability and performance. For more information about Web Applications, refer to the Grid Control documentation set.

Before you configure a Calendar Web Application target, Oracle recommends that you create a test account so you can test the target immediately after it is created.

Follow these steps to create a Web Application target for monitoring your Calendar components:

1. Using Grid Control, click the Targets tab, then click **Web Applications**. Click the **Add** button to add a new Web Application.
2. Grid Control displays the Create Web Application wizard, which guides you through the process of creating the Web Application. Choose a name for the Web Application. Then, when the wizard asks you for the Homepage URL, enter the Calendar URL or the Portal page URL. For example:

`http://<host>:<port>/welcome/index.jsp`

Click **Help** if you need help using the Web Application target wizard. Include the following targets in the Calendar Web Application:
 - The host where the Calendar Server resides
 - Calendar Server target
 - Calendar Applications target
3. Click **OK** to create the target.
4. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created. For example, create a transaction from a test or guest account (such as orclguest) that logs in and schedules a new appointment or views an existing appointment.

See Also: "Creating Transactions" in the Grid Control online help.

3.3 Creating the Oracle Calendar Group Target

After you configure the Oracle Calendar targets, you can create the Oracle Calendar group target. To ensure the group is created correctly, it is important to ensure that every possible Calendar target has been created. Also, ensure that the host targets and application server targets used by Oracle Calendar are discovered and visible in Grid Control.

Follow these steps to create the group target:

1. In Grid Control, click the Targets tab.
2. Click All Targets.
3. Select Collaboration Suite Component from the **Add** list and click **Go**.
4. Select Calendar from the **Component Type** list.
5. Enter a name for the Calendar group in the **Name** field. For example, enter Calendar Group.
6. Select the targets you want to add to the group from the **Available Targets** list and add them to the **Selected Targets** list. Include the following targets:
 - Host where the Calendar Server resides
 - Calendar Server target
 - Calendar Applications target
 - Web Application for Calendar
7. Click **OK** to create the group target.

Note: The Calendar group target is a custom group target. After creation, it appears on the All Targets page in Grid Control, not on the Groups page. Only generic group targets appear on the Groups page.

Configuring Real-Time Collaboration

Grid Control automatically discovers the Real-Time Collaboration target for Oracle Real-Time Collaboration for Oracle Collaboration Suite 10g Release 1.

Note: See [Chapter 16, "Configuring Enterprise Manager to Manage Web Conferencing Targets"](#) for information on setting up Grid Control to monitor the Web Conference components of Oracle Collaboration Suite Release 1 and 2.

The following sections describe the steps for completing the configuration of Real-Time Configuration targets in Grid Control.

4.1 Configuring the Real-Time Collaboration Target

To complete the configuration of a Real-Time Collaboration target, follow these steps:

1. On the All Targets tab, select Real-Time Collaboration in the **Search** list. Click **Go**.
2. Click the Real-Time Collaboration target you are configuring.
3. Click the **Monitoring Configuration** link in the Related Links section at the bottom of the Real-Time Collaboration Home page.
4. Provide the required properties for the Real-Time Collaboration target using the information in [Table 4-1](#).

Table 4-1 Real-Time Collaboration Target Properties

Property	Description
Real-Time Collaboration Admin Page	The URL of the instance diagnostics page of the Real-Time Collaboration target. The URL should be in the following format: http://<host>/imtapp/logs/system.jsp The URL can be a secure (HTTPS) or insecure (HTTP) URL. For example: https://webconf12.oracle.com/imtapp/logs/system.jsp
Script Extension	The file extension of operating system scripts that get information for the monitor system. For Windows systems, the file extension is .bat. For Unix systems, the file extension is .sh. Most of the scripts that get information for the monitor system are now written in Perl, so this property is now optional.

4.2 Creating the Real-Time Collaboration Web Application Target

To monitor your Real-Time Collaboration instances, you can create a Web Application target. Web Application targets can be monitored for availability and performance. You can also measure the response time of pages in your Web Applications using End-User Performance Monitoring. For more information about Web Applications, refer to the Grid Control documentation set.

Follow these steps to create a Web Application target for your Real-Time Collaboration components:

1. In Grid Control, click the Targets tab, then click **Web Applications**. Click **Add** to add a new Web Application.
2. Grid Control displays the Create Web Application wizard, which guides you through the process of creating the Web Application.
3. On the Create Web Application: General page, enter the following URL in the Homepage URL field:
`http://<host>:<port>/pls/portal`
You could also use a Welcome page as the Homepage URL:
`http://<host>/welcome/index.jsp`
Or you could use the URL for the Real-Time Collaboration page:
`http://<host>/imtapp/app/prelogin.uix`
4. Use the rest of the wizard to provide the rest of the information for a Web Application target. Click **Help** if you need more help using Web Application wizard. Include the following targets in the Real-Time Collaboration Web Application:
 - The host targets where the Real-Time Collaboration servers reside
 - OC4J and HTTP Server targets on the host
 - Real-Time Collaboration target
5. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created. For example, create a transaction that attends a test meeting.

See Also: "Creating Transactions" in the Grid Control online help.

4.3 Creating the Real-Time Collaboration Group Target

After all the Real-Time Collaboration targets are configured, you can create the Real-Time Collaboration group target, which provides a custom user interface for managing Real-Time Collaboration.

The Oracle Collaboration Suite Real-Time Collaboration group Home page contains the alerts table, followed by a table of rows of component targets and columns of key metrics. There is also a Performance page where key metrics are charted for the Real-Time Collaboration group.

Follow these steps to create the Real-Time Collaboration group target:

1. Click the Targets tab in Grid Control.
2. Click **All Targets**.

3. Select Collaboration Suite Component from the **Add** list and click **Go**.
Grid Control displays the Create Collaboration Suite Component page.
4. Select Real-Time Collaboration from the **Component Type** list.
5. Enter a name for the Real-Time Collaboration group in the Name field. For example, enter `Real-Time Collaboration Group`.
6. Select the targets you want to add to the group from the **Available Targets** list and add them to the **Selected Targets** list.

Be sure to add the following target types to the Real-Time Collaboration group:

- The host targets where the Real-Time Collaboration servers reside
- The Real-Time Collaboration target
- The Web Application target
- The OC4J and HTTP Server targets on the host

Note: The Real-Time Collaboration group target is a custom group target. After creation, it appears on the All Targets page in Grid Control, not on the Groups page. Only generic group targets appear on the Groups page.

Configuring Collaboration Suite Search

Grid Control automatically discovers the Collaboration Suite Search target for Oracle Collaboration Suite 10g Release 1.

Note: See [Chapter 17, "Configuring Enterprise Manager to Manage Oracle Ultra Search Targets"](#) for information on setting up Grid Control to monitor the Oracle Ultra Search components of Oracle Collaboration Suite Release 1 and 2.

The following sections describe the steps for completing the configuration of Collaboration Suite Search targets in Grid Control.

5.1 Creating the Collaboration Suite Search Web Application Target

To monitor your Collaboration Suite Search components, you create a Web Application target. Web Application targets can be monitored for availability and performance with Application Performance Management transactions. You can also measure the response time of pages in your Web Applications using End-User Performance Monitoring.

To create a Web Application target for monitoring your Collaboration Suite Search components:

1. In Grid Control, click the Targets tab and then click **Web Applications**.
2. Click **Add**. Grid Control displays the Create Web Application wizard, which guides you through the steps of creating the Web Application. Click **Help** if you need more information about using the wizard. Include the following targets in the Collaboration Suite Search Web Application:
 - Collaboration Suite Search targets
 - The host targets where the Collaboration Suite Search servers reside
 - The Collaboration Suite Search repository database
 - The Application Server target where the Collaboration Suite Search target resides
3. Click **Submit** to create the Web Application target.
4. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created. For example, create the following transactions:

- A transaction that logs into the Collaboration Suite Search Administration tool, using the following URL:
`http://<host>/ultrasearch/admin/`
- A transaction that performs a search using Collaboration Suite Search, using the following URL:
`http://<host>/search`

See Also: "Creating Transactions" in the Grid Control online help.

5.2 Creating the Collaboration Suite Search Group Target

After all the Collaboration Suite Search targets are configured, you can create the Collaboration Suite Search group target, which provides a single interface for monitoring Collaboration Suite Search targets in your Oracle Collaboration Suite environment.

Follow these steps to create the Collaboration Suite Search group target:

1. In Grid Control, click the Targets tab.
2. Click **Groups**.
3. Select Group from the **Add** list and click **Go**. Grid Control displays the Create Group wizard.
4. Enter a name for the Collaboration Suite Search group in the name field. For example, enter `Search Group`.
5. Use the **Type** menu and the **Move** button to add the following targets to the Group:
 - Collaboration Suite Search targets
 - The host targets where the Collaboration Suite Search servers reside
 - The Collaboration Suite Search repository database
 - The Application Server target where the Collaboration Suite Search target resides
6. Use the remaining pages in the wizard to select a set of summary metrics for the target types in the group and to review your changes before you create the group. Summary metrics appear on the Collaboration Suite Search Group Performance page.

Configuring Identity Management

Grid Control automatically discovers the OID LDAP Server and Single Sign-On Server targets for Oracle Identity Management for Oracle Collaboration Suite 10g Release 1.

Note: See [Chapter 11, "Configuring Enterprise Manager to Manage Application Server Infrastructure Targets"](#) for information on setting up Grid Control to monitor the Identity Management components of Oracle Collaboration Suite Release 1 and 2.

The following sections describe the steps to complete the configuration of Identity Management targets in Grid Control.

6.1 Configuring the OID Client Target

The OID Client is a target that monitors performance and availability by simulating usage by the other Oracle Collaboration Suite components. As a result, you should have one such target for each configured component that relies upon connections to the Oracle Internet Directory. Alternatively, to avoid configuring too many OID Client targets, you can create OID Client targets for the representative Oracle Email components on your network.

To create the OID Client target:

1. Using the Grid Control Console, navigate to the Agent home page for the Oracle Management Agent that was installed on the OID Client host. This is the host for your mid-tier installation.
 - a. Log into Grid Control.
 - b. Click the Targets tab.
 - c. Click the host name. This displays the host Home page.
 - d. Click the Targets tab on the host Home page. The host Targets page displays a list of targets on the host.
 - e. Click on the name of an Agent target (check the **Type** column to determine which targets are Agent targets). Grid Control displays the Home page for the Agent target.
2. In the Monitored Targets section of the page, select OID Client from the **Add** list. Click **Go**. On the property page for the OID Client target type, provide the required properties, using [Table 6-1](#).
3. Click **OK** to create the OID Client target.

Table 6–1 *OID Client Target Properties*

Property	Description
LDAP Client Oracle Home Path	<p>The path of the Oracle home of the LDAP Client machine, that is, the Oracle Collaboration Suite mid-tier. This will be used to invoke the ldapsearch or ldapcompare utility for the computation of the various OID Client metrics.</p> <p>You can find the Oracle home path on the Target tab of the Host home page.</p>
LDAP Host	The host name of the machine where the LDAP server is running.
LDAP Port	The port where the LDAP server is running. Typically this is port 389.
LDAP User	<p>The user name of a test user account that is needed for the ldapsearch or ldapcompare command. It is possible to simply use the default user setup for Grid Control monitoring.</p> <p>You can use cn=orcladmin with the password you set during installation.</p>
LDAP Password	The password of the test user account that is needed for the ldapsearch or ldapcompare command. Use the password for orcladmin that you set during installation.
DC	<p>The domain component, that is, the domain name of the component in a Domain Name System (DNS). For example:</p> <p>dc=uk,dc=acme,dc=com</p>

6.2 Creating the Oracle Identity Management Group Target

Follow these steps to create the Identity Management target:

1. In Grid Control, click the Targets tab.
2. Click **All Targets**.
3. Select Collaboration Suite Component from the **Add** menu and click **Go**.
4. Select Identity Management from the **Component Type** list.
5. Enter a name for the Identity Management group in the **Name** field. For example, enter Identity Management Group.
6. Select the targets that you want to add to the group from the **Available Targets** list and add them to the **Selected Targets** list.

Be sure to include the following targets:

- The host where the Identity Management targets resides
 - The OID LDAP Server target
 - The Single Sign-On Server target
7. Click **OK** to create the group target.

Note: The Identity Management group target is a custom group target. After creation, it appears on the All Targets page in Grid Control, not on the Groups page. Only generic group targets appear on the Groups page.

Configuring Voicemail & Fax

This chapter describes how to set up Grid Control to monitor the Oracle Voicemail & Fax components for Oracle Collaboration Suite 10g Release 1.

Note: See [Chapter 14, "Configuring Enterprise Manager to Manage Oracle Voicemail & Fax Targets"](#) for information on setting up Grid Control to monitor the Voicemail & Fax components for Oracle Collaboration Suite Release 2.

7.1 Using Grid Control to Manage Voicemail & Fax

Before you begin installing Oracle Voicemail & Fax for Oracle Collaboration Suite 10g Release 1 (10.1.1) for Windows, be sure that the Oracle Management Agent for Oracle Enterprise Manager Grid Control 10.1.0.4 is installed and properly configured on the Windows machine.

For complete information about installing Oracle Voicemail & Fax for Oracle Collaboration Suite 10g Release 1, see *Oracle Collaboration Suite Oracle Voicemail & Fax and Oracle Web Conferencing Conversion Servers Installation and Upgrade Guide for Microsoft Windows* for Oracle Collaboration Suite 10g Release 1 at:

<http://www.oracle.com/technology/documentation/collab10g.html>

After installing Oracle Voicemail & Fax for Oracle Collaboration Suite 10g Release 1 (10.1.1) for Windows, use Enterprise Manager Grid Control 10.1.0.4 to centrally administer your Voicemail & Fax installation.

Before you start using Oracle Voicemail & Fax, use Grid Control 10.1.0.4 to set up your sites and groups and configure the PBX-Application Cluster.

For complete information about getting started with Enterprise Manager Grid Control 10.1.0.4 and configuring Oracle Voicemail & Fax for Oracle Collaboration Suite 10g Release 1, see *Oracle Voicemail & Fax Administrator's Guide* for Oracle Collaboration Suite 10g Release 1 at:

<http://www.oracle.com/technology/documentation/collab10g.html>

Configuring Oracle Ultra Search Targets

This chapter provides information about how to configure Oracle Enterprise Manager Grid Control to monitor Oracle Ultra Search for Oracle Collaboration Suite 10g Release 1.

Note: See [Chapter 17, "Configuring Enterprise Manager to Manage Oracle Ultra Search Targets"](#) for information on setting up Grid Control to monitor the Ultra Search component for Oracle Collaboration Suite Releases 1 and 2.

This chapter contains the following sections:

- [Overview of the Oracle Ultra Search Target Types](#)
- [Creating an Oracle Ultra Search Target](#)
- [Creating the Oracle Ultra Search Web Application Target](#)
- [Creating the Oracle Ultra Search Group Target](#)

8.1 Overview of the Oracle Ultra Search Target Types

Oracle Ultra Search consists of a database and a middle-tier component. As an administrator, you should create one Ultra Search target for each Ultra Search database repository. This target will collect crawling status for all Ultra Search instances.

After you install the Management Agent on the Oracle Ultra Search hosts, you can use Grid Control to create Oracle Ultra Search targets. After the targets are created, you can view the various metrics collected for each Oracle Ultra Search target.

For information on running the Oracle Ultra Search crawler, see *Oracle Ultra Search User's Guide* at:

<http://www.oracle.com/technology/documentation/collab.html>

When you manage Ultra Search with Enterprise Manager, you create the following target types:

- An Ultra Search target for each Ultra Search database repository
- A Web Application for each Ultra Search target and its related targets, such as the database and hosts where the Ultra Search target exists.
- An Ultra Search group target for all the Ultra Search targets in your environment, as well as the related targets for each.

8.2 Creating an Oracle Ultra Search Target

To create the Oracle Ultra Search target:

1. Using the Grid Control Console, navigate to the home page for the Management Agent that was installed on the Oracle Ultra Search Repository Database host.
2. In the Monitored Targets section of the page, select **Ultra Search** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the selected target type.

3. Provide the required information, as described in [Table 8-1](#).
4. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 8-1 Oracle Ultra Search Target Properties

Property	Description
Name	Enter a unique name for the Oracle Ultra Search target. If you have multiple Oracle Ultra Search targets in your environment, consider including the host name in the target name.
Database Host	The host for Oracle Ultra Search repository database. This is usually an Oracle Application Server Infrastructure database. For example: iashost2.acme.com
Database Listener Port	The port for Oracle Ultra Search repository database. For example: 1521
Oracle SID	The System Identifier (SID) for the Oracle Ultra Search repository database. For example: iasdb
Schema Username	User name for the owner of the Oracle Ultra Search schema. By default, the user name is WKSYS.
Schema Password	Password for the WKSYS user account.

8.3 Creating the Oracle Ultra Search Web Application Target

To monitor your Oracle Ultra Search components, you create a Web Application target. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

To create a Web Application target for monitoring your Oracle Ultra Search components:

1. Using the Grid Control Console, click the **Targets** tab and then click **Web Applications**.
2. Click **Add**.

Enterprise Manager displays the Create Web Application wizard, which guides you through the process of creating the Web Application. Click **Help** if you need more information about using the Wizard.

3. Click **Submit** to create the target.

4. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

For example, create the following transactions:

- One transaction that logs in to the Ultra Search Administration tool, using the following URL:

```
http://<host>:<port>/ultrasearch/admin/
```

For example:

```
http://ultrsrch42.acme.com:7777/ultrasearch/admin/
```

- One transaction that performs a search using Oracle Ultra Search, using the following URL:

```
http://<host>:<port>/ultrasearch/query/search.jsp
```

For example:

```
http://ultrsrch42.acme.com:7777/ultrasearch/query/search.jsp
```

See Also: "Creating Transactions" in the Enterprise Manager online help

5. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Response Time Monitoring Using Earlier Versions of Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager 10g Release 1 at:

<http://www.oracle.com/technology/documentation/oem.html>

Note: Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from *OracleMetaLink*:

```
http://metalink.oracle.com/
```

8.4 Creating the Oracle Ultra Search Group Target

After all the Oracle Ultra Search targets are configured, you can create the Oracle Ultra Search group target, which provides a single interface for monitoring multiple Oracle Ultra Search targets in your Oracle Collaboration Suite environment.

The Oracle Ultra Search group home page contains the alerts table, followed by a table of rows of component targets and columns of key metrics. There is also a Performance tab where key metrics are charted for the Oracle Ultra Search group.

To create the Oracle Ultra Search group target:

1. Click the **Targets** tab in the Grid Control.
2. Click **Groups**.
3. Select **Group** from the **Add** drop-down menu and click **Go**.

Enterprise Manager displays the Create Group wizard.

4. Enter a name for the Oracle Ultra Search group in the **Name** field.
For example, enter `Ultra Search Group`.
5. Use the **Type** drop-down menu and the **Move** button to add the following targets to the group:
 - Any Ultra Search targets you created using the instructions in [Section 8.2](#)
 - The host targets where the Ultra Search servers reside
 - The Ultra Search repository database.
 - The application server target where the Ultra Search target resides
6. Use the remaining pages in the wizard to select a set of summary metrics for the group and to review your changes before you create the group.
Summary metrics appear on the Performance tab of the Oracle Ultra Search Group home page.

Creating a Collaboration Suite Group

Once you have finished configuring the Oracle Collaboration Suite 10g Release 1 targets you want to monitor, you can group them together to make it easy to access them.

9.1 Creating an Oracle Collaboration Suite Group Target

To create an Oracle Collaboration Suite group target, follow these steps:

1. In Grid Control, click the Targets tab.
2. Click **Groups**.
3. Select Group from the **Add** list and click **Go**.
4. Give your group a name, for example, `Collaboration Suite Group`.
5. In the **Available Targets** list, select Group. Select the group you created for Collaboration Suite Search and move it to the **Selected Targets** list.
6. In the **Available Targets** list, select Group. Select the group you created for Ultra Search and move it to the **Selected Targets** list.
7. In the **Available Targets** list, select E-Mail. Select the Mail target you created and move it to the **Selected Targets** list.
8. In the **Available Targets** list, select Calendar. Select the Calendar target you created and move it to the **Selected Targets** list.
9. In the **Available Targets** list, select Oracle Web Conference Group. Select the Real-Time Collaboration target you created and move it to the **Selected Targets** list.
10. In the **Available Targets** list, select IM. Select the Identity Management target you created and move it to the **Selected Targets** list.
11. Click **Next**.
12. If any summary metrics are available for the targets in your group, you can select them (or any subset). These summary metrics will be displayed on the Collaboration Suite Group Performance page.
13. Click **Next** and then **Finish**.

Note: For convenience, you can customize the target tabs to include your Collaboration Suite group:

1. Click the **Preferences** link at the top of any Grid Control page.
 2. Click the **Targets Subtabs** link on the left.
 3. Select your Collaboration Suite group and move it to the **Selected Target Subtabs** box.
-
-

Part II

Configuring Collaboration Suite Release 1 and 2 Targets

The chapters in Part II describe how to configure Oracle Enterprise Manager to monitor Oracle Collaboration Suite Release 1 (9.0.3) and Release 2 (9.0.4) targets.

Part II contains the following chapters:

- [Chapter 10, "Introduction to Managing Oracle Collaboration Suite Releases 1 and 2"](#)
- [Chapter 11, "Configuring Enterprise Manager to Manage Application Server Infrastructure Targets"](#)
- [Chapter 12, "Configuring Enterprise Manager to Manage Oracle Email Targets"](#)
- [Chapter 13, "Configuring Enterprise Manager to Manage Oracle Calendar Targets"](#)
- [Chapter 14, "Configuring Enterprise Manager to Manage Oracle Voicemail & Fax Targets"](#)
- [Chapter 15, "Configuring Enterprise Manager to Manage Oracle Files"](#)
- [Chapter 16, "Configuring Enterprise Manager to Manage Web Conferencing Targets"](#)
- [Chapter 17, "Configuring Enterprise Manager to Manage Oracle Ultra Search Targets"](#)

Note: For information on configuring Grid Control 10.1.0.4 to manage Oracle Collaboration Suite 10g Release 1 targets, see the chapters in [Part I, "Configuring Collaboration Suite 10g Release 1 Targets"](#) of this manual.

Introduction to Managing Oracle Collaboration Suite Releases 1 and 2

Part II of this manual describes how to configure Oracle Enterprise Manager Grid Control to monitor Oracle Collaboration Suite Release 1 (9.0.3) and Oracle Collaboration Suite Release 2 (9.0.4).

This chapter contains the following sections:

- [Benefits of Managing Oracle Collaboration Suite with Enterprise Manager](#)
- [Before You Configure Enterprise Manager to Manage Oracle Collaboration Suite](#)
- [General Configuration Tasks for Managing Oracle Collaboration Suite](#)

Note: For information on configuring Grid Control to monitor Oracle Collaboration Suite 10g Release 1 targets, see the chapters in [Part I](#) of this manual.

10.1 Benefits of Managing Oracle Collaboration Suite with Enterprise Manager

When you configure Oracle Enterprise Manager 10g Grid Control to manage Oracle Collaboration Suite, Enterprise Manager provides the following benefits:

- An Enterprise Manager home page for each Oracle Collaboration Suite target that you manage.

From the home page, you can monitor the performance of the component and drill down to analyze specific performance metrics.

- A set of charts and performance metrics for each Oracle Collaboration Suite component.

Descriptions of each metric are available from the All Metrics link on each component home page, or by browsing the **Target Metrics** category in the online help table of contents.

- The ability to manage your Oracle Collaboration Suite components as part of your larger computing environment.

For example, from the same Grid Control Console, you can monitor your Oracle Collaboration Suite components, as well as your application server and database targets.

- Oracle Collaboration Suite group home pages that allow you to monitor all the various subcomponents of an Oracle Collaboration Suite component from one set of monitoring pages.

10.2 Before You Configure Enterprise Manager to Manage Oracle Collaboration Suite

The following sections describe some of the tasks you should accomplish before you begin configuring Enterprise Manager to manage Oracle Collaboration Suite:

- [Installing Oracle Collaboration Suite](#)
- [Gathering Information About Your Oracle Collaboration Suite Installation](#)
- [Installing Oracle Enterprise Manager 10g Grid Control](#)
- [Installing the Oracle Management Agent on Your Host Computers](#)
- [About Local and Remote Monitoring with the Management Agent](#)

10.2.1 Installing Oracle Collaboration Suite

Before you begin configuring Oracle Enterprise Manager 10g to manage your Oracle Collaboration Suite components, you must install and configure Oracle Collaboration Suite.

Typically, you install Oracle Collaboration Suite components on multiple hosts on your network. Before you configure Enterprise Manager, identify the host computers for your Oracle Collaboration Suite components, as well as the hosts for supporting software, such as the database hosts and Oracle9iAS Infrastructure hosts that your Oracle Collaboration Suite components depend upon.

See *Oracle Collaboration Suite Installation and Configuration Guide* for Oracle Collaboration Suite Release 2 at:

<http://www.oracle.com/technology/documentation/collab.html>

10.2.2 Gathering Information About Your Oracle Collaboration Suite Installation

When you are configuring Enterprise Manager to manage Oracle Collaboration Suite components, it is important that you are familiar with the location of key Oracle Collaboration Suite configuration information.

In particular, you should have the following information available before you begin:

- The directory path for the Oracle Collaboration Suite Oracle home
You can obtain this information by reviewing the contents of the following Oracle configuration file on UNIX systems:
`/var/opt/oracle/oratab`
- The Oracle Internet Directory host and port number
You can obtain this information by reviewing the contents of the following Oracle Collaboration Suite configuration file:
`OCS_HOME/config/ias.properties`

10.2.3 Installing Oracle Enterprise Manager 10g Grid Control

Before you begin configuring Oracle Enterprise Manager 10g to manage your Oracle Collaboration Suite components, you must install and configure Oracle Enterprise Manager 10g Grid Control on at least one host computer on your network.

Oracle recommends that you install the Grid Control components on their own host or hosts. For example, if the Oracle Collaboration Suite middle tier is installed on `host1.us.oracle.com`, then install and configure the Oracle Management Service and Oracle Management Repository on `host2.us.oracle.com`.

See *Oracle Enterprise Manager Basic Installation and Configuration* for Oracle Enterprise Manager 10g Release 1 at:

<http://www.oracle.com/technology/documentation/oem.html>

10.2.4 Installing the Oracle Management Agent on Your Host Computers

The following sections provide some guidelines and considerations to keep in mind when you install the Management Agent on your Oracle Collaboration Suite host computers:

- [Identifying Where to Install the Management Agent](#)
- [Requirements for Installing the Management Agent](#)
- [About the Targets the Management Agent Can Discover](#)

10.2.4.1 Identifying Where to Install the Management Agent

After you install Oracle Collaboration Suite and Oracle Enterprise Manager 10g Grid Control, you can begin installing the Oracle Management Agent on each host computer where an Oracle Collaboration Suite component has been installed.

Note that monitoring only your Oracle Collaboration Suite middle-tier components may not provide you with a complete understanding of how your systems are running. For example, if you identify a performance problem with one of your Oracle Collaboration Suite components, you may find that the cause of the problem is not Oracle Collaboration Suite. Instead, the problem might be caused by a database performance problem that could be fixed by using the database tuning features of Enterprise Manager.

As a result, you should install the Management Agent not only on the Oracle Collaboration Suite hosts, but also on the host computers where Oracle Collaboration Suite supporting software has been installed. For example, you should install the Management Agent on your database hosts and Oracle9iAS Infrastructure hosts.

10.2.4.2 Requirements for Installing the Management Agent

When you install the Management Agent, you must be sure to follow these guidelines:

- Install the Management Agent in its own Oracle home.
For example, if the Oracle Collaboration Suite component is installed in `/data/ocsmtier`, install the Management Agent in `/data/emAgent`.
- Install the Management Agent using the same operating system user group that you used to install the Oracle Collaboration Suite and Oracle Application Server components you want to manage.

If you install the Management Agent using a different user in a different operating system group, you may not be able to monitor certain performance metrics and

you may not be able to discover some of the Oracle Collaboration Suite components.

10.2.4.3 About the Targets the Management Agent Can Discover

When you install the Management Agent on a host, the Management Agent automatically discovers the following target types so you can manage them from the Oracle Enterprise Manager 10g Grid Control Console:

- Hosts
- Databases
- Application Servers

10.2.5 About Local and Remote Monitoring with the Management Agent

Some of the instructions in this guide refer to local and remote monitoring of Oracle Collaboration Suite targets. The following sections provide more information about this concept:

- [About Local Monitoring](#)
- [About Remote Monitoring](#)

10.2.5.1 About Local Monitoring

After you install the Management Agent on your Oracle Collaboration Suite hosts, you can then use the instructions in this guide to create your Oracle Collaboration Suite targets and begin monitoring your Oracle Collaboration Suite environment.

Normally, to create a target, you navigate to the home page for the Management Agent on the host where the target exists and select the target type from the drop-down menu. This action allows the local Management Agent on a particular host to monitor the local targets on that host.

However, for some target types, you can monitor a target from a Management Agent installed on a remote host.

10.2.5.2 About Remote Monitoring

The following example describes how remote monitoring works. Suppose you install the Management Agent on two hosts, HOST1 and HOST2. Automatically, when you install the Management Agent on HOST1, it will discover and begin monitoring the host target, as well as the database and application server targets that are installed on HOST1. In fact, for target types such as hosts and databases, you must monitor the targets on HOST1 with the locally installed Management Agent on HOST1.

However, for some target types and in certain situations, you can monitor one or more targets on HOST1 from the Management Agent on HOST2. This process of managing a target remotely from another Management Agent can be useful in the following situations:

- When the targets you want to manage are on a host computer (such as a Windows host) where the Management Agent is either not available or does not support the target type you want to manage.
- When for any other reason, you cannot install the Management Agent on the target host computer, or it is more convenient to use a remote Management Agent to manage the targets on a particular host.

To remotely manage a target, simply create the target by navigating to the home page for the remote Management Agent. Use the drop-down menu on the remote Management Agent home page to create the target. As mentioned previously, not all target types can be monitored remotely so this process is only possible for certain types of targets.

10.3 General Configuration Tasks for Managing Oracle Collaboration Suite

The following sections provide recommendations for using specific features of the Grid Control Console to create groups and subtabs to organize the Oracle Collaboration Suite targets. You can organize the Oracle Collaboration Suite targets to best meet the needs of your organization, but these sections describe some guidelines to consider:

- [Creating an Oracle Collaboration Suite Host Group](#)
- [Creating an Oracle Collaboration Suite Database Group](#)
- [Creating an Oracle Collaboration Suite Application Server Group](#)
- [Creating an Oracle Collaboration Suite Group](#)
- [Creating an Oracle Collaboration Suite Subtab](#)

Note: The following sections describe how to use the Groups and Preferences features of the Grid Control Console to organize the Oracle Collaboration Suite targets so they are easier to monitor. For more information about these features, refer to the Enterprise Manager online help.

10.3.1 Creating an Oracle Collaboration Suite Host Group

Create a group target for all the hosts that are running Collaboration Suite components. Name the group with an appropriate name, such as OCSHOSTS.

Enterprise Manager provides three types of group targets: Groups, Database Groups, and Host Groups. For the Oracle Collaboration Suite hosts, you can create a Host Group target or a Group target.

If you create a Group target (as opposed to a Hosts Group target), you can specify a set of summary metrics. For example, Oracle recommends that, at a minimum, you select the following summary metrics for the group target that has your Oracle Collaboration Suite hosts as members:

- Load:CPU Utilization (%)
- Load:Memory Utilization (%)
- Load:Swap Utilization (%)

The resulting host group is convenient to use for monitoring overall CPU and memory for all your Oracle Collaboration Suite component hosts.

See Also: "Creating, Editing, and Viewing Groups" in the Enterprise Manager online help

10.3.2 Creating an Oracle Collaboration Suite Database Group

Create a group target for all the databases that support your Collaboration Suite deployment. Name the group an appropriate name, such as OCSDB.

Enterprise Manager provides three types of group targets: Groups, Database Groups, and Host Groups. For the Oracle Collaboration Suite databases, you can create a Database Group target or a Group target.

If you create a Group target (as opposed to a Database Group target), you can specify a set of summary metrics. For example, Oracle recommends that, at a minimum, you select the following summary metrics for the group target that has your Oracle Collaboration Suite databases as members:

- Response:User Logon Time (msec)
- Wait Bottlenecks:Wait Time (%)
- Throughput:Physical Reads (per sec)

The resulting group is convenient to use for collectively monitoring all the databases in your Collaboration Suite deployment.

See Also: "Creating, Editing, and Viewing Groups" in the Enterprise Manager online help

10.3.3 Creating an Oracle Collaboration Suite Application Server Group

Create a group target for all the application servers that support your Collaboration Suite deployment. Name the group an appropriate name, such as OCSAS.

Add the following summary metrics to the group definition:

- Resource Usage:CPU Usage (%)
- Resource Usage:Memory Usage (MB)

The resulting group is convenient to use for collectively monitoring all the application servers in your Collaboration Suite deployment.

See Also: "Creating, Editing, and Viewing Groups" in the Enterprise Manager online help

10.3.4 Creating an Oracle Collaboration Suite Group

Create a group target for your Collaboration Suite deployment and name it an appropriate name, such as OCSGroup. Add the groups created above (OCSHOSTS, OCSDB, and OCSAS) to this group. You also use this group to collect all targets configured for OCS. After you have configured the targets for each Collaboration Suite application, you can add those new targets to this group.

See Also: "Creating, Editing, and Viewing Groups" in the Enterprise Manager online help

10.3.5 Creating an Oracle Collaboration Suite Subtab

After you create a new OCSGroup target, you can modify your Grid Control Console preferences so that the OCSGroup appears as a subtab on the **Targets** tab. This makes it easy to navigate to the OCSGroup home page, which summarizes the overall performance of your Oracle Collaboration Suite targets.

See Also: "Customizing Target Subtabs" in the Enterprise Manager online help

Configuring Enterprise Manager to Manage Application Server Infrastructure Targets

This chapter describes how to configure Oracle Enterprise Manager Grid Control to manage Application Server Infrastructure targets for Oracle Collaboration Suite Release 1 and 2.

Note: See the chapters in [Part I](#) of this manual for information on configuring Grid Control to manage Oracle Collaboration Suite 10g Release 1 targets.

All Oracle Collaboration Suite components rely upon the Oracle Application Server Infrastructure. Specifically, Oracle Collaboration Suite components depend upon Oracle Internet Directory and Oracle Application Server Single Sign-On, which are installed as part of an Oracle Application Server Infrastructure installation.

For more information about installing Oracle Application Server Infrastructure for Oracle Collaboration Suite Release 2, see *Oracle Collaboration Suite Installation and Configuration Guide* for Oracle Collaboration Suite Release 2 at:

<http://www.oracle.com/technology/documentation/collab.html>

This chapter contains the following sections:

- [Prerequisites Before Configuring Grid Control for Oracle Application Server Infrastructure Targets](#)
- [Overview of Oracle Application Server Infrastructure Target Types](#)
- [Creating the LDAP Server Target](#)
- [Creating the Single Sign-On \(SSO\) Server Target](#)
- [Creating the OID Client Target](#)
- [Creating a Single Sign-On Web Application Target](#)
- [Creating the Identity Management Group Target](#)

11.1 Prerequisites Before Configuring Grid Control for Oracle Application Server Infrastructure Targets

The configuration steps in this chapter assume that:

- You have installed and configured Oracle Application Server Infrastructure installation type as a prerequisite for installing Oracle Collaboration Suite.

- You have installed and configured Oracle Enterprise Manager 10g Grid Control.
As part of installing and configuring Grid Control, you should have also installed the Oracle Management Agent on the Oracle Collaboration Suite host computers.

See Also: ["About Local and Remote Monitoring with the Management Agent"](#) on page 10-4 for information about specific cases where the Oracle Management Agent can be installed on a system other than an Oracle Collaboration Suite component host.

- You have detailed knowledge of the Oracle Application Server Infrastructure components configured and where the different Oracle Application Server Infrastructure servers are running.

11.2 Overview of Oracle Application Server Infrastructure Target Types

Oracle Application Server Infrastructure is installed as a set of services spread over hosts and databases. When you configure Grid Control to manage Oracle Application Server Infrastructure, you create the following targets:

- One LDAP Server target for each Oracle Internet Directory (OID) node, which includes one OID server and one OID database.
- One Oracle Application Server Single Sign-On (SSO) target for each instance of the SSO server
- One OID Client target co-located with each Oracle Collaboration Suite component
- One SSO Web Application with representative transactions
- Related Host, Database, and Listener targets

11.2.1 About the OID Client Target

The OID Client target uses a Perl script on the Agent to monitor performance and availability by simulating usage by the other Oracle Collaboration Suite components. As a result, you should have one such target for each configured component that relies upon connections to the Oracle Internet Directory. Alternatively, to avoid configuring too many OID Client targets, you can create OID Client targets for the representative Oracle Email components on your network.

11.2.2 About Discovery of the Oracle Application Server Infrastructure Targets

The LDAP Server targets and SSO targets can be discovered automatically by the Oracle Management Agent, or you can create the targets, depending on their configuration.

See Also: ["About Local and Remote Monitoring with the Management Agent"](#) on page 10-4

The OID client and SSO Web application targets must be explicitly created.

11.3 Creating the LDAP Server Target

There are two ways to add an LDAP Server target to the Grid Control Console:

- [Automatically Discovering the LDAP Server as Part of an Existing Oracle Application Server Installation](#)

- [Manually Adding the LDAP Server Target](#)

11.3.1 Automatically Discovering the LDAP Server as Part of an Existing Oracle Application Server Installation

The LDAP Server (Oracle Internet Directory) is part of the Oracle Application Server Infrastructure installation.

When you add the Application Server target (or when it is automatically discovered by the Management Agent), Enterprise Manager discovers all the components of the Oracle Application Server instance, including the Oracle Internet Directory component.

As a result, if the Infrastructure installation is on the same machine as the LDAP Server target that you want to configure, the LDAP Server target automatically appears in the Grid Control Console when the Application Server target is discovered by the Management Agent.

11.3.2 Manually Adding the LDAP Server Target

To manually create an LDAP Server target:

1. Using the Grid Control Console, navigate to the Management Agent home page for the Management Agent that was installed on the Oracle Application Server Infrastructure host.
2. In the Monitored Targets section of the page, select **OID LDAP Server** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the selected target type. Provide the required information as described in [Table 11–1](#).

3. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 11–1 *OID LDAP Server Target Properties*

Property	Description
Oracle home path	The Oracle Home of the LDAP Server. This will be used for the LDAP Server connection.
Username	The LDAP server database username for accessing LDAP server database.
Password	The password for the LDAP Server database user account.
OID Connect Descriptor	The connect descriptor used to connect to the LDAP database.
Oracle Application Server Version	The version of the application server installation (for example, 9.0.2)

11.4 Creating the Single Sign-On (SSO) Server Target

There are two ways to add an SSO Server target to the Grid Control Console:

- [Automatically Discovering the SSO Server Target as Part of an Existing Oracle Application Server Installation](#)
- [Manually Adding the Single Sign-On Server Target](#)

11.4.1 Automatically Discovering the SSO Server Target as Part of an Existing Oracle Application Server Installation

The SSO component is part of the Oracle Application Server Infrastructure installation.

When you add the Application Server target (or when it is automatically discovered by the Management Agent), Enterprise Manager discovers all the components of the Oracle Application Server instance, including the Single Sign-On component.

As a result, if the Infrastructure installation is on the same machine as the Single Sign-On target that you want to configure, the Single Sign-On target automatically appears in the Grid Control Console when the Application Server target is discovered by the Management Agent.

11.4.2 Manually Adding the Single Sign-On Server Target

To manually create an Single Sign-On target:

1. Using the Grid Control Console, navigate to the Management Agent home page for the Management Agent that was installed on the Oracle Application Server Infrastructure host.
2. In the Monitored Targets section of the page, select **Single Sign-On Server** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the selected target type. Provide the required information as described in [Table 11–2](#).

3. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 11–2 Single Sign-On Server Target Properties

Property	Description
ssServerDAD	The Database Access Descriptor (DAD) name for SSO. For Oracle9i Application Server Release 2 (9.0.2), the DAD is <code>orasso</code> .
OID Rep Schema Name for orasso_PS schema	Enter the name that the Oracle Internet Directory uses to refer to the <code>orasso_PS</code> schema. By default, Oracle Internet Directory uses the name <code>orasso_ps</code> to refer to the schema. The <code>orasso_PS</code> schema is the schema that the Enterprise Manager SQL fetchlet uses to obtain Single Sign-On logon statistics from the database.
OracleHome	The Oracle Home for the Single Sign-On Server.
Protocol	HTTP or HTTPS
Machine name	The host name of HTTP server on which the SSO server is running. Usually, this is same as the SSO server machine. However, if the SSO server is using load balancing, enter the load balancing machine name.
Port number	The port where the SSO server is running.
Use proxy?	Overrides the proxies. If it is set to false, the Management Agent accesses the machines using the Proxy Host Override and Proxy Port Override. If set to true, the overrides are not used.

Table 11–2 (Cont.) Single Sign-On Server Target Properties

Property	Description
Proxy Host	The name of the proxy host computer (if required).
Proxy Port	The port for the proxy server (if required).
Component that will start the Single Sign-On Server	The Application Server component that starts the Oracle Application Server Single Sign-On. For example, enter the name of the Oracle HTTP Server that starts Single Sign-On. For example: <code>infra.mgmt2.acme.com_HTTP Server</code>

11.5 Creating the OID Client Target

OID Client targets are useful to measure responsiveness of the OID (Oracle Internet Directory) component. An OID Client target should be created on each machine where an Oracle Collaboration Suite middle tier is installed (on each machine where an Oracle Application Server for Oracle Collaboration Suite is installed).

To create the OID Client target:

1. Using the Grid Control Console, navigate to the Agent home page for the Oracle Management Agent that was installed on the OID Client host.
2. In the Monitored Targets section of the page, select **OID Client** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the OID Client target type. Provide the required information, as described in [Table 11–3](#).

3. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 11–3 OID Client Target Properties

Property	Description
LDAP Client Oracle Home Path	The path of the Oracle home of the LDAP client machine. This will be used to invoke the <code>ldapsearch/ldapcompare</code> utility for the computation of the various OID Client metrics. As a result, the <code>ldapsearch/ldapcompare</code> utility should exist in the following directory: <code>\$<LDAP_Client_Oracle_home>/bin/</code> This is always the case for any OCS install.
LDAP Host	The host name of the machine where the LDAP server is running.
LDAP Port	The port where the LDAP server is running.
LDAP User	The user name of a test user account that is needed for the <code>ldapsearch/ldapcompare</code> command. It is possible to simply use the default user setup for Enterprise Manager monitoring: <code>"cn=emd admin,cn=oracle internet directory"</code> .
LDAP Password	The password of a test user account that is needed for the <code>ldapsearch/ldapcompare</code> command. For the Enterprise Manager monitoring user, the default is <code>welcome</code> .

Table 11-3 (Cont.) OID Client Target Properties

Property	Description
DC	The domain component, that is, the domain name of the component in a Domain Name System (DNS). For example: dc=uk,dc=acme,dc=com

11.6 Creating a Single Sign-On Web Application Target

To monitor your Single Sign-On instances, you create a Web Application target. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

See Also: "About Application Performance Management" in the Enterprise Manager online help

To create a Web Application target for your SSO instance:

1. Click **Submit** to create the target.
2. Navigate to the Web Application home page and use the instructions in the online help to create representative transactions to measure the availability and performance of the Web Application you just created.

See Also: "Creating Transactions" in the Enterprise Manager online help

Specifically, create a transaction that accesses the following URLs:

- a. `https://<collaboration_suite_host>/help/hello.html` - User Action

This URL will not work in the default Single Sign-On environment in OCS release 2. In this case, you should create a transaction by going to the Portal page, logging in, and then logging out.

- b. `https://<sso_server>/pls/orasso/orasso.wwsso_app_admin.ls_login` - User Action
 - c. `https://<sso_server>/pls/orasso/orasso.wwsso_app_admin.ls_login` - User Action
 - d. `https://<sso_server>/oiddas/login/signon.jsp` - User Action
 - e. `https://<sso_server>/pls/orasso_basic/ORASSO.wwsso_app_admin.ls_login` - User Action
 - f. `https://<collaboration_suite_host>/help/hello.html` - Redirect
3. Configure the Web Application target so that the transaction you just created is used as the availability transaction for the target.

See Also: "Defining Availability Transactions and Beacons" in the Enterprise Manager online help

4. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Response Time Monitoring Using Earlier Versions of

Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager 10g Release 1 at:

<http://www.oracle.com/technology/documentation/oem.html>

Note: Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from OracleMetaLink:

<http://metalink.oracle.com/>

11.7 Creating the Identity Management Group Target

After you configure the Oracle9iAS Infrastructure targets, you can create a group target so can manage these targets as a single entity. To ensure the group is created correctly, it is important to ensure that all the Oracle Application Server Infrastructure targets have been created. Also, ensure that the host targets and application server targets used by the Oracle Application Server Infrastructure targets are discovered and visible in the Grid Control Console.

To create the group target:

1. Click the **Targets** tab in the Grid Control.
2. Click **All Targets**.
3. Select **Collaboration Suite Component** from the **Add** drop-down menu and click **Go**.

Enterprise Manager displays the Create Collaboration Suite Component page.

4. Enter a name for the Oracle Application Server Infrastructure group in the **Name** field.

For example, enter `Oracle AS Infrastructure Group`.

5. Select **IM** from the **Component Type** drop-down menu.
6. Select the targets that you want to add to the group from the Available Targets list and add them to the Selected Targets list.

Be sure to add the following targets to the Oracle Application Server Infrastructure group:

- The hosts where the Oracle Application Server Infrastructure targets resides
- The LDAP Server target you created in [Section 11.3](#).
- The SSO Server target you created in [Section 11.4](#)
- The OID Client target you created in [Section 11.5](#)
- The OID and SSO database target
- The listener for the OID database
- The SSO Server Web Application target you created in [Section 11.6](#)

7. Click **OK** to create the group target.
8. Add the Oracle Application Server Infrastructure group to the Oracle Collaboration Suite group you created in [Section 10.3.4](#).

Configuring Enterprise Manager to Manage Oracle Email Targets

This chapter describes how to set up Grid Control to monitor Oracle Email components for Oracle Collaboration Suite Release 1 and Release 2.

Note: See [Chapter 2, "Configuring Mail"](#) for information on configuring Grid Control to manage Oracle Mail components for Oracle Collaboration Suite 10g Release 1.

An Oracle Email installation may be spread over dozens of machines. Enterprise Manager makes it easier to manage Oracle Email and provides a convenient grouping and dashboard summarization of Oracle Email status and performance.

The following instructions assume that Oracle Email is already installed and that the Oracle Enterprise Manager 10g Grid Control and Oracle Management Agent are already installed. Furthermore, the following instructions assume that you have detailed knowledge of how Oracle Email is configured and where the different protocol servers are running.

In this section you will create targets that represent components of your Email deployment. In addition, an Oracle Email group target will be created. The group target will include all the component Email targets.

This chapter contains the following sections:

- [Preparing to Configure Enterprise Manager to Manage Email](#)
- [Creating the Oracle Email Server Targets](#)
- [Creating the Oracle Email Service Targets](#)
- [Creating a WebMail Web Application Target](#)
- [Creating the Oracle Email Mail Store Target](#)
- [Creating the OID Client Target](#)
- [Creating the Oracle Email Group Target](#)
- [Purging Monitoring Data from the Oracle Email Mail Store](#)

12.1 Preparing to Configure Enterprise Manager to Manage Email

Before you begin creating the Oracle Email targets, use the following sections to understand the types of targets you must create and some guidelines for creating those targets:

- [Overview of Oracle Email Target Types](#)
- [Checklist Before Configuring Enterprise Manager for Oracle Email Monitoring](#)
- [Enabling Oracle Email Monitoring](#)
- [Saving Oracle Email Monitoring Data in a Common Data Store](#)
- [Identifying Oracle Email Hosts and Databases](#)

12.1.1 Overview of Oracle Email Target Types

Oracle Email has several protocols and there are distinct services and servers for each type of protocol:

- IMAP
- SMTP Inbound
- SMTP Outbound
- POP
- Webmail

An Oracle Email server refers to a specific process running on a specific host. As a result, the up or down metric for a server indicates whether or not the process is running. An Oracle Email service refers to the service provided by a collection of processes. For a service, the up or down metric indicates whether or not a user can make use of that service.

These Oracle Email services and servers are often spread over hosts and databases. You create the targets as follows:

- One service target for each logical service
- One server target for each instance of a server running on a host
- One mail store target for each repository

As a result, Enterprise Manager provides the following target types to help you manage your Email installations:

- IMAP Server
- SMTP IN Server
- SMTP OUT Server
- POP Server
- IMAP Service
- SMTP IN Service
- SMTP OUT Service
- POP Service
- Web Application for WebMail Service
- Mailstore
- OID Client

12.1.2 Checklist Before Configuring Enterprise Manager for Oracle Email Monitoring

Based on the target types described above, it is critical to have knowledge of the details of your Email configuration before attempting to setup the email targets and group target. Here is a checklist of information that must be gathered before the following setup is done:

- Location of all mail stores
- Names for email services
- Test users for each email service
- Location of each protocol server
- Locations where beacons for Webmail must be established
- LDAP info for the OID Client target setup

12.1.3 Enabling Oracle Email Monitoring

Oracle Email monitoring is enabled by default when you first install and configure Oracle Collaboration Suite. When Email monitoring is enabled, monitoring data is collected in the `es_perf` schema.

See also "Mail Statistics Schema" in the chapter "Charting and Monitoring" of *Oracle Email Administrator's Guide* for Oracle Collaboration Suite Release 2 at:

<http://www.oracle.com/technology/documentation/collab.html>

Email monitoring must be enabled before you add or configure the Oracle Email targets. You can confirm that Oracle Email monitoring is enabled, or you can disable Oracle Email monitoring by setting the Statistics Collection Interval. When the interval is set to zero (0), monitoring is disabled.

You can set the Statistics Collection Interval once for all service targets, or you can set a different interval for each Oracle Email service type.

The following sections describe two ways to set the Statistics Collection Interval:

- [Using Enterprise Manager Web Site to Set the Statistics Collection Interval](#)
- [Using Oracle Internet Directory Commands to Set the Statistics Collection Interval](#)

See Also: ["Purging Monitoring Data from the Oracle Email Mail Store"](#) on page 12-17

12.1.3.1 Using Enterprise Manager Web Site to Set the Statistics Collection Interval

To use Enterprise Manager Web site to set the Statistics Collection Interval for all service types:

1. Log in to the Enterprise Manager Web site for the Oracle Collaboration Suite installation.

The URL for the Enterprise Manager Web site is in following format:

`http://<ocs_midtier_hostname>.<domain>:<port>`

The port for the Enterprise Manager Web site is usually set to 1810. For example, if you have installed the Oracle Collaboration Suite middle-tier software on a host called `emailhost1` in the `acme.com` domain, the URL would be:

`http://emailhost1.acme.com:1810`

2. If necessary, navigate to the Application Server home page for the Oracle Collaboration Suite middle tier.
3. In the System Components table, click **Unified Messaging**.
Enterprise Manager displays the Unified Messaging home page.
4. Click **Statistics Collection**.
Enterprise Manager displays the Statistics Collection page. If the value in the Statistics Collection Interval (seconds) field is any number other than zero, Oracle Email monitoring is enabled for this middle-tier instance.

12.1.3.2 Using Oracle Internet Directory Commands to Set the Statistics Collection Interval

If you use Oracle Internet Directory commands to set the Statistics Collection Interval, you can set the interval individually for each Oracle Email service type. The commands for controlling the interval, as well as recommended values for the collection intervals for each component are available in the Oracle Email documentation.

See also the "Charting and Monitoring" chapter of the *Oracle Email Administrator's Guide* for Oracle Collaboration Suite Release 2 at:

<http://www.oracle.com/technology/documentation/collab.html>

12.1.4 Saving Oracle Email Monitoring Data in a Common Data Store

By default, each Oracle Collaboration Suite middle-tier installation saves its monitoring data in its own mail store database. However, if you are managing multiple Oracle Collaboration Suite installations, you may want to save all your Oracle Email monitoring data in a common database so all the monitoring statistics will be available from one location. Consolidating the data in one location will reduce the amount of work required to maintain, purge, and analyze the data.

To configure each Oracle Collaboration Suite middle-tier component to point to the same location for its monitoring data, use the Oracle Internet Directory commands to modify the `orclMailAdminStoreDN` parameter of the `mailProcessConfig` object in the directory.

As a result, each middle-tier instance should point to a common information store under the following directory hierarchy:

```
'cn=MailStores,cn=um_system,cn=EmailServerContainer,cn=Products,cn=OracleContext'
```

See also "Mail Statistics Schema" in the "Charting and Monitoring" chapter of *Oracle Email Administrator's Guide* for Oracle Collaboration Suite Release 2 at:

<http://www.oracle.com/technology/documentation/collab.html>

12.1.5 Identifying Oracle Email Hosts and Databases

Before you begin creating the Oracle Email targets, you should have a complete list of the hosts and the databases where your Oracle Email components reside. For example, you should know the system identifier (SID) and password for each database.

The following sections describe how you can obtain this information using the Oracle Internet Directory for your Oracle Collaboration Suite installations:

- [Identifying the Oracle Email Component Hosts](#)

- [Identifying the Oracle Email Mail Stores](#)
- [Identifying the Connection String for an Oracle Email Mail Store](#)

12.1.5.1 Identifying the Oracle Email Component Hosts

You can identify the Oracle Email hosts by using the following `ldapsearch` command for your Oracle Internet Directory:

```
$PROMPT> ldapsearch -h<oid_host> -p<oid_port> -Dcn=orcladmin -wwelcome1
-b 'cn=Computers,cn=OracleContext' 'objectclass=orclMailProcessConf'
orclmailinstanceid
```

For example:

```
$PROMPT> ldapsearch -has15.acme.com -p4032 -Dcn=orcladmin -wx9djiks189
-b 'cn=Computers,cn=OracleContext' 'objectclass=orclMailProcessConf'
orclmailinstanceid
```

[Example 12-1](#) provides an example of the output you should expect from the `ldapsearch` command when you are searching for Oracle Email hosts.

Note that each result that includes an `orclmailinstanceid` value other than zero identifies an instance of a valid Oracle Email component.

Example 12-1 Sample Search for Oracle Email Hosts

```
$PROMPT> ldapsearch -has15.acme.com -p4032 -Dcn=orcladmin -wwelcome1
-b 'cn=Computers,cn=OracleContext' 'objectclass=orclMailProcessConf'
orclmailinstanceid

cn=mailProcessConfig,cn=EMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=OracleContext

cn=as16.acme.com:UM_SYSTEM:smtp_in,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=OracleContext
orclmailinstanceid=0

cn=as16.acme.com:UM_SYSTEM:smtp_out,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=OracleContext
orclmailinstanceid=0
.
.
cn=as16.acme.com:um_system:imap:107341703136712833,cn=as16.acme.com:UM_SYSTEM:imap,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=OracleContext
orclmailinstanceid=107341703136712833

cn=as16.acme.com:um_system:smtp_in:107341704879993654,cn=as16.acme.com:UM_SYSTEM:smtp_in,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=OracleContext
orclmailinstanceid=107341704879993654

cn=as16.acme.com:um_system:smtp_out:107341706569741957,cn=as16.acme.com:UM_SYSTEM:smtp_out,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Computers,cn=OracleContext
orclmailinstanceid=107341706569741957
```

```
cn=as16.acme.com:um_system:gc:107341708222696477,cn=as16.acme.com:UM_
SYSTEM:gc,cn=mailProcessConfig,cn=eMailServer,cn=v2mid,cn=as16.acme.com,cn=Compute
rs,cn=OracleContext
orclmailinstanceid=107341708222696477
.
.
.
$PROMPT>
```

12.1.5.2 Identifying the Oracle Email Mail Stores

To identify the hosts and the names of the databases where your mail stores are located, you can use the following `ldapsearch` command for your Oracle Internet Directory:

```
$PROMPT> ldapsearch -h<oid_host> -p<oid_port> -Dcn=orcladmin -w<orcladmin_pwd>
-b 'cn=EEmailServerContainer,cn=Products,cn=OracleContext'
'objectclass=orclMailStores'
```

For example:

```
$PROMPT> ldapsearch -hmgthost42.acme.com -p3060 -Dcn=orcladmin -wx9djiks189
-b 'cn=EEmailServerContainer,cn=Products,cn=OracleContext'
'objectclass=orclMailStores'
```

[Example 12-2](#) provides an example of the output you should expect when you are searching for Oracle Email mail stores in Oracle Internet Directory. In this example, only one mail store is found in Oracle Internet Directory. The SID of the mail store database is `v2store`.

Example 12-2 Sample Search for Mail Store Hosts and Databases

```
$PROMPT> ldapsearch -has15.acme.com -p4032 -Dcn=orcladmin
-wwelcome1 -b 'cn=EEmailServerContainer,cn=Products,cn=OracleContext'
'objectclass=orclMailStores'

cn=v2store.acme.com,cn=mailstores,cn=UM_
SYSTEM,cn=EEmailServerContainer,cn=Products,cn=OracleContext
cn=v2store.acme.com
objectclass=orclMailStores
objectclass=top
orclbdbdistinguishedname=cn=v2store,cn=OracleContext
orclmailstoreport=1521
orclmailstoresid=v2store
orclmailstoreusername=es_mail
orclpasswordattribute=welcome1
x121address=db04.acme.com
$PROMPT>
```

12.1.5.3 Identifying the Connection String for an Oracle Email Mail Store

To find the connection string for a mail store, so you can connect to the mail store or provide the host, port, SID, username, or password properties for the mail store:

1. Obtain the value of the `orclDBDistinguishedName` attribute for the mail store.

You can obtain this value by searching for the mail store host and database properties, as described in ["Identifying the Oracle Email Mail Stores"](#) on page 12-6.

For example, in [Example 12-2](#), the value of the `orclDBDistinguishedName` is:

```
cn=v2store,cn=OracleContext
```

2. Use the `ldapsearch` command to find the `orclnetdescrstring` attribute of the mail store:

```
$PROMPT> ldapsearch -h<oid_host> -p<oid_port> -Dcn=orcladmin -w<orcladmin_pwd>
-b '<value_of_orclDBDistinguishedName>' -s base 'objectclass=*
```

For example:

```
$PROMPT> ldapsearch -hmgthost42.acme.com -p3060 -Dcn=orcladmin -wx9djiks189
-b 'cn=v2store,cn=OracleContext' -s base 'objectclass=*
```

[Example 12-3](#) provides an example of the output you should expect when you search for the connection string in Oracle Internet Directory. The bolded item in the sample output represents the connection string for the mail store.

Example 12-3 Sample Output When Searching for the Mail Store Connection String

```
$PROMPT> ldapsearch -has15.acme.com -p4032 -Dcn=orcladmin
n -wwelcome1 -b 'cn=v2store,cn=OracleContext' -s base 'objectclass=*'

cn=v2store,cn=OracleContext
cn=v2store
objectclass=top
objectclass=orclService
objectclass=orclDBServer
objectclass=orclDBServer_92
objectclass=orclapplicationentity
orclaci=access to entry by
group="cn=OracleDBAdmins,cn=v2store,cn=OracleContext" (browse, add, delete)
orclaci=access to attr=(*) by
group="cn=OracleDBAdmins,cn=v2store,cn=OracleContext" (compare, search, read,
selfwrite, write)
orcldbglobalname=v2store.acme.com
orclentrylevelaci=access to entry by group="cn=OracleNetAdmins,cn=OracleContext"
(add)
orclnetdescname=000:cn=DESCRIPTION_0
orclnetdescstring= (DESCRIPTION= (ADDRESS_LIST= (ADDRESS= (PROTOCOL=TCP)
(HOST=db04.acme.com) (PORT=1521))) (CONNECT_DATA= (SERVICE_NAME=v2store.acme.com)))
orcloraclehome=/private/oracle/ocsv2recut/v2store
orclservicetype=DB
orclsid=v2store
orclsystemname=db04.us.oracle
orclversion=92000
$PROMPT>
```

12.2 Creating the Oracle Email Server Targets

This section contains the following topics:

- [Summary of the Oracle Email Server Target Types](#)
- [Using the Grid Control Console to Create the Oracle Email Server Targets](#)
- [Summary of the IMAP Server Target Properties](#)
- [Summary of the SMTP IN Server Target Properties](#)
- [Summary of the POP Server Target Properties](#)

12.2.1 Summary of the Oracle Email Server Target Types

To monitor your Oracle Email server targets, you must create one server target for each host where a protocol server runs. For example, create one SMTP IN Server target for each host where the SMTP IN Server runs.

Enterprise Manager provides the following Oracle Email server target types:

- SMTP_IN
- SMTP_OUT
- IMAP
- POP

You should configure one target for each server instance.

12.2.2 Using the Grid Control Console to Create the Oracle Email Server Targets

To create the Email server targets:

1. Using the Grid Control Console, navigate to the home page for the Oracle Management Agent that was installed on the Email server host.
2. In the Monitored Targets section of the page, select one of the Email server target types from the **Add** drop-down menu.

The available Email server target types include:

- IMAP Server
- SMTP IN Server
- SMTP OUT Server
- POP Server

Enterprise Manager displays the property page for the selected server target type. Provide the required information, described in [Table 12-1](#), [Table 12-2](#), and [Table 12-4](#).

3. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

12.2.3 Summary of the IMAP Server Target Properties

[Table 12-1](#) provides a summary of the properties you must provide when creating an IMAP Server target.

Table 12-1 *IMAP Server Target Properties*

Property	Description
IMAP Host	The hostname of the machine where the IMAP server is running.

Table 12–1 (Cont.) IMAP Server Target Properties

Property	Description
IMAP Port	<p>The port where the IMAP server is running.</p> <p>You can obtain this value by reviewing the contents of the following network administration configuration file:</p> <p>OCS_HOME/network/admin/listener.ora</p> <p>For example, the listener.ora file should contain an entry similar to the following:</p> <pre>@ (DESCRIPTION = (ADDRESS = (PROTOCOL = TCP) (HOST = imaphost1.acme.com) (PORT = 143)) (PRESENTATION = IMAP))</pre> <p>Typically, the IMAP Port is 143.</p>
Email id	The Email ID of a test user account that will be used for the status of the IMAP server
Email Password	The Email account password of a test user account that will be used for the status of the IMAP server
DB Host	The host name of the machine that has the database with the es_perf schema and data
DB Port	The port of the database with the es_perf schema and data
DB SID	The SID of the database with the es_perf schema and data
DB User	The database user name on the database with the es_perf schema and data
DB Password	The password of the db user on the database with the es_perf schema and data

12.2.4 Summary of the SMTP IN Server Target Properties

[Table 12–2](#) provides a summary of the properties you must provide when creating an SMTP IN Server target.

Table 12–2 SMTP IN Server Target Properties

Property	Description
SMTP Host	The host name of the machine where the SMTP IN server is running
DB Host	The host name of the machine that has the database with the es_perf schema and data
DB Port	The port of the database with the es_perf schema and data
DB SID	The SID of the database with the es_perf schema and data
DB User	The database user name on the database with the es_perf schema and data
DB Password	The password of the database user on the database with the es_perf schema and data

12.2.5 Summary of the SMTP OUT Server Target Properties

[Table 12–3](#) provides a summary of the properties you must provide when creating an SMTP OUT Server target.

Table 12–3 SMTP OUT Server Target Properties

Property	Description
SMTP Host	The host name of the machine where the SMTP OUT server is running.
DB Host	The host name of the machine that has the database with the es_perf schema and data
DB Port	The port of the database with the es_perf schema and data
DB SID	The SID of the database with the es_perf schema and data
DB User	The database user name on the database with the es_perf schema and data
DB Password	The password of the database user on the database with the es_perf schema and data

12.2.6 Summary of the POP Server Target Properties

[Table 12–4](#) provides a summary of the properties you must provide when creating an POP Server target.

Table 12–4 POP Server Target Properties

Property	Description
POP Host	The hostname of the machine where the POP server is running
POP Email ID	The Email ID of a test user account that will be used for the status of the POP server
POP Email Password	The Email account password of a test user account that will be used for the status of the POP server
DB Host	The host name of the machine that has the database with the es_perf schema and data
DB Port	The port of the database with the es_perf schema and data
DB SID	The SID of the database with the es_perf schema and data
DB User	The database user name on the database with the es_perf schema and data
DB Password	The password of the database user on the database with the es_perf schema and data

12.3 Creating the Oracle Email Service Targets

This section contains the following topics:

- [About the Oracle Email Service Targets](#)
- [Using Grid Control Console to Create the Oracle Email Service Targets](#)
- [Summary of the IMAP Service Target Properties](#)
- [Summary of the SMTP IN Service Target Properties](#)
- [Summary of the SMTP OUT Service Target Properties](#)
- [Summary of the POP Service Target Properties](#)

12.3.1 About the Oracle Email Service Targets

The service targets monitor the Email services and simulate an end-user accessing the services. Thus, it is most beneficial to locate these targets close to where the user community using the services resides. It is also possible to create multiple targets for each service in order to measure responsiveness from multiple geographical locations.

One Service target must be created for each service type. For example, an SMTP IN Service is implemented over four hosts; however, only one target is needed to monitor the overall service.

Regarding the WebMail Service, the same guidelines apply. However, for WebMail, we will use Enterprise Manager's Application Service Level Management capabilities to monitor WebMail.

Enterprise Manager 10g includes the following Email service types: SMTP_IN, SMTP_OUT, IMAP, POP. To configure service monitoring you should configure targets at points in the network close to the user communities accessing Email. Thus, having an SMTP_IN service monitoring target type in a few key geographical locations is necessary to get an overall perspective on the SMTP_IN monitoring.

The naming convention suggested is to use: SMTP_IN_SERVICE_<mailstore>_<Location of observation>, for example SMTP_IN_SERVICE_EMEA_LONDON

For WebMail monitoring, you need to create a Web Application target and record an availability transaction for WebMail. This transaction must be run from beacons in key geographical locations that represent user communities.

12.3.2 Using Grid Control Console to Create the Oracle Email Service Targets

To create the Email service targets:

1. Using the Grid Control Console, navigate to the Agent home page for the Oracle Management Agent that was installed on the Email service host.
2. In the Monitored Targets section of the page, select one of the Email service target types from the **Add** drop-down menu.

The available Email service target types include:

- IMAP Service
- SMTP IN Service
- SMTP OUT Service
- POP Service

Enterprise Manager displays the property page for the selected server target type. Provide the required information, as described in [Table 12-5](#), [Table 12-6](#), and [Table 12-8](#).

3. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

12.3.3 Summary of the IMAP Service Target Properties

[Table 12-5](#) provides a summary of the properties you must provide when creating an IMAP Service target.

Table 12–5 IMAP Service Target Properties

Property	Description
Service Address	The hostname or the IP address of the Big-IP or the machine used for accessing the IMAP service
Service Port	The port where the IMAP service is running
Email id	The Email ID of a test user account that will be used for the status and the service availability of the IMAP service
Email Password	The Email account password of a test user account that will be used for the status and the service availability of the IMAP service

12.3.4 Summary of the SMTP IN Service Target Properties

Table 12–6 provides a summary of the properties you must provide when creating an SMTP IN Service target.

Table 12–6 SMTP IN Service Target Properties

Property	Description
SMTP Host	The hostname or the IP address of the Big-IP or the machine used for accessing the SMTP IN service
Sender email	The email address of a test account used for sending an email and that will be used for the status and the service availability of the SMTP IN service
Recipient email	The email address of a test account used for receiving an email and that will be used for the status and the service availability of the SMTP IN service

12.3.5 Summary of the SMTP OUT Service Target Properties

Table 12–7 provides a summary of the properties you must provide when creating an SMTP OUT Service target.

Table 12–7 SMTP OUT Service Target Properties

Property	Description
Administration Store Connect Descriptor	The connect string for the mail store database..
Administrator Store User	A database account with SELECT access to GV\$SESSION on the mail store database. Using ES_MAIL is recommended.
Administrator Store Password	The password for the database account.

12.3.6 Summary of the POP Service Target Properties

Table 12–8 provides a summary of the properties you must provide when creating an POP Service target.

Table 12–8 POP Service Target Properties

Property	Description
POP Host	The hostname or the IP address of the Big-IP or the machine used for accessing the POP service
POP Email ID	The email address of a test user account used for connecting to a POP service and that will be used for the status and the service availability of the POP service
POP Email Password	The password of a test user account used for connecting to a POP service and that will be used for the status and the service availability of the POP service

12.4 Creating a WebMail Web Application Target

To monitor your WebMail instances, you create a Web Application target for each WebMail instance. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

See Also: "About Application Performance Management" in the Enterprise Manager online help

To create a Web Application target for your WebMail instance:

1. Using the Grid Control Console, navigate to the Agent home page for the Oracle Management Agent that was installed on the WebMail host.
2. In the Monitored Targets section of the page, select **Web Application** from the **Add** drop-down menu.

Enterprise Manager displays the Create Web Application wizard, which guides you through the process of creating the Web Application.

When the wizard asks you for the **Homepage URL**, enter the URL for the WebMail instance. For example:

```
http://host1.us.oracle.com:7778/um/traffic_cop
```

Click **Help** if you need help using the Wizard.

3. Click **OK** to create the target.
4. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

For example, create a transaction that logs in and reads an email message.

See Also: "Creating Transactions" in the Enterprise Manager online help

5. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Response Time Monitoring Using Earlier Versions of Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration*.

Note: Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from *OracleMetaLink*:

<http://metalink.oracle.com/>

12.5 Creating the Oracle Email Mail Store Target

One mail store target must be created for each mail store created for Email. It is also possible to locate these targets on any host on the network capable of accessing the mail store database. The benefit of this approach is that the target deployment becomes non-intrusive to the Oracle Email mail stores.

Enterprise Manager 10g includes one Oracle Email mail store target type. You must add and configure a mail store target for each mail store in the network. These targets must be configured on each mail store that you want to monitor.

To create an Oracle Email mail store target:

1. Using the Grid Control Console, navigate to the Agent home page for the Oracle Management Agent that was installed on the mail store host.
2. In the Monitored Targets section of the page, select **Mailstore** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the mail store target type. Provide the required information, as described in [Table 12–9](#).

3. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 12–9 Mail Store Target Properties

Property	Description
DB Host	The host name of the machine that has the database with the ES_MAIL schema and data
DB Port	The port of the database with the ES_MAIL schema and data
DB SID	The SID of the database with the ES_MAIL schema and data
DB User	The db user name on the database with the ES_MAIL schema and data
DB Password	The password of the db user on the database with the ES_MAIL schema and data

12.6 Creating the OID Client Target

OID Client targets are useful to measure responsiveness of the OID (Oracle Internet Directory) for Email. Thus, one such target must be created on each host where an Email server runs. The collection of such targets will give a view of OID responsiveness across all Email hosts.

To create the OID Client target:

1. Using the Grid Control Console, navigate to the Agent home page for the Oracle Management Agent that was installed on the OID Client host.
2. In the Monitored Targets section of the page, select **OID Client** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the OID Client target type. Provide the required information, as described in [Table 12-10](#).

3. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 12-10 *OID Client Target Properties*

Property	Description
LDAP Client Oracle Home Path	<p>The path of the Oracle home of the LDAP client machine. This will be used to invoke the <code>ldapsearch</code> or <code>ldapcompare</code> utility for the computation of the various OID Client metrics.</p> <p>For example, the <code>ldapsearch</code> or <code>ldapcompare</code> utility exists in the following directory, based on the value you enter in this field:</p> <p><LDAP Client Oracle home path>/bin/</p>
LDAP Host	The host name of the machine where the LDAP server is running.
LDAP Port	The port where the LDAP server is running.
LDAP User	<p>The user name of a test user account that is needed for the <code>ldapsearch</code> or <code>ldapcompare</code> command. It is possible to simply use the default user setup for Enterprise Manager monitoring:</p> <p>"cn=emd admin,cn=oracle internet directory"</p>
LDAP Password	The password of the test user account that is needed for the <code>ldapsearch</code> or <code>ldapcompare</code> command. For the Enterprise Manager monitoring user, the default is <code>welcome</code> .

12.7 Creating the Oracle Email Group Target

After all the Email targets are configured, you can create the Email group target, which provides a custom user interface for managing your Oracle Collaboration Suite environment.

The Oracle Collaboration Suite Email group home page contains the alerts table, followed by a table of rows of component targets and columns of key metrics. There is also a Performance tab where key metrics are charted for the email group. The IMAP Operations tab contains a summary of all IMAP operations in bar chart style.

To create the Email group target:

1. Click the **Targets** tab in the Grid Control.
2. Click **All Targets**.
3. Select **Collaboration Suite Component** from the **Add** drop-down menu and click **Go**.

Enterprise Manager displays the Create Collaboration Suite Component page.

4. Enter a name for the Email group in the **Name** field.

For example, enter Email Group.

5. Select **E-Mail** from the **Component Type** drop-down menu.
6. Select the targets that you want to add to the group from the Available Targets list and add them to the Selected Targets list.

Be sure to add the following target types to the Email group:

- The host targets where the Email servers reside
 - The database and listener targets that support the email servers
 - An IMAP Service and IMAP Server
 - An SMTP IN Service and SMTP In Server
 - An SMTP OUT Service and SMTP Out Server
 - A POP Service and POP Server
 - An Email mail store
 - An OID Client
 - The OracleAS Containers for J2EE (OC4J) and Oracle HTTP Server instances on the Email host
7. Click **OK** to create the group target.
 8. Add this group to the Oracle Collaboration Suite group you created in [Section 10.3.4](#).

12.7.1 Changing the Mail Server Listener's Status to Up

In Grid Control, listeners for IMAP and POP servers have a status of Down after they are discovered.

The next two sections show how to change the Mail listener's status to Up on UNIX and Windows operating systems.

12.7.1.1 Changing the Status of a Mail Listener on UNIX to Up

To change the status for Mail listeners on the UNIX operating system to Up in Grid Control, follow these steps:

1. Use the Net Merge utility to modify the listener.ora file to create one or more TCP addresses for the same listener without the presentation, that is, add the following to the end of the description list:

```
(description=(address=(protocol=tcp) (port=<any_available_port_above_1024>) (host=127.0.0.1)))
```

Note that the port can be any port above 1024 that is available on the system for the listener, such as 1522 or 1526, but it has to be different than the one with presentation.

2. Restart the Mail listener by performing the following steps:
 - a. Log in as root.
 - b. Check if sendmail is running by using this command:

```
ps -ef | grep sendmail
```

If it is running, kill the process.

- c. Execute the following command, where `userid` is the UNIX account that owns the Oracle software:

```
id userid
```

- d. Issue the following command, where `listener_es` is the name of the Mail listener:

```
tnslsnr listener_es <uid_value> -group <gid_value>
```

Note: The Mail listener cannot be started using `lsnrctl` from a user shell. Since it has to listen on ports below 1024, it has to be started by the superuser on UNIX operating systems. When restarting the Mail listener following the `listener.ora` change, you should use the same command, with the same command line arguments, as was used to start it up initially.

3. In Grid Control, navigate to the All Targets page and click the link for the `listener_es` target that shows a status of Down.
4. On the Listener Home page, click **Monitoring Configuration**. Change the **Machine name** property to 127.0.0.1 and change the **Port number** property to the port number used in the new TCP address without presentation.

12.7.1.2 Changing the Status of a Mail Listener on Windows to Up

To change the status for Mail listeners on the Windows operating system to Up in Grid Control, follow these steps:

1. In Grid Control, navigate to the All Targets page and click the link for the `listener_es` target that shows a status of Down.
2. On the Listener Home page, click **Monitoring Configuration**. Make sure that the **Port number** property is set to the port number corresponding to the port number used in the new TCP address without presentation (that is, the port number corresponding to the entry in `listener.ora` which has `HOST=127.0.0.1`).

12.8 Purging Monitoring Data from the Oracle Email Mail Store

When you monitor your Oracle Email targets with Enterprise Manager, the Management Agent gathers monitoring data about the Oracle Email targets and uploads them to the Management Service, which loads them into the Management Repository.

However, the Oracle Email mail store itself also gathers monitoring data about your Oracle Email targets. After you start monitoring your Oracle Email targets with Enterprise Manager, the data saved in your mail store database is redundant with the information available in the Management Repository.

As a result, to save space and improve the performance of your mail store database, you can purge this redundant data from the mail store database on a regular basis. The following sections describe how to purge this data:

- [Executing the `es_perf_purge` PL/SQL Procedure](#)
- [Using the Enterprise Manager Job System to Automatically Purge the Mail Store](#)
- [Deleting All Monitoring Data from the Mail Store](#)

12.8.1 Executing the es_perf_purge PL/SQL Procedure

The first step in purging data from the mail store database is to run the es_perf_purge PL/SQL procedure shown in [Example 12-4](#).

To run the procedure:

1. Create a new file containing the PL/SQL code shown in [Example 12-4](#).
2. Save the file using the following suggested path and file name in the Oracle Home for your mail store database:

```
$ORACLE_HOME/bin/es_perf_purge.sql
```

3. Use SQL*Plus to connect to the mail store database as the es_mail user:

```
$PROMPT> cd $ORACLE_HOME/bin/sqlplus
SQL> connect <username> AS es_mail
```

4. Execute the PL/SQL procedure:

```
SQL> @es_perf_purge.sql
```

5. Quit SQL*Plus:

```
SQL> quit
```

Example 12-4 The es_perf_purge PL/SQL Procedure

```
CREATE OR REPLACE PROCEDURE es_perf_purge(cutoff IN NUMBER) AS
    sample_index INTEGER;
    computed_tstamp DATE := SYSDATE;
BEGIN

    -- Use this procedure to purge the oldest "cutoff" days worth of data.
    -- So if the value of 7 is passed for "cutoff" in this procedure, then
    -- the oldest 7 days worth of data will be deleted.
    -- If the oldest 14 days worth of data needs to be purged, pass in 14
    -- for "cutoff" in this procedure ...
    -- NOTE: If the value of cutoff is large, this procedure takes a long time
    --        to complete. To delete all the data from the tables - es_perf_sample
    --        and es_perf_timestamp, use the following sql commands:
    --        %SQL> TRUNCATE TABLE es_perf_sample;
    --        %SQL> TRUNCATE TABLE es_perf_timestamp;
    --        %SQL> COMMIT;
    --        This is a faster way of deleting all the data in the es_perf_sample
    --        and es_perf_timestamp tables. Use the above "TRUNCATE" sql
    --        statements only if there is no need for the data in these tables.

    -- first determine the timestamp based on cutoff number of days
    BEGIN
        SELECT MIN(timestamp) + cutoff
            INTO computed_tstamp
            FROM es_perf_timestamp;

        EXCEPTION
            WHEN OTHERS THEN
                computed_tstamp := SYSDATE;
    END;

    -- now use the value of computed timestamp to delete data from
    -- es_perf_sample and es_perf_timestamp
```

```

-- delete data from es_perf_sample
FOR record IN
(
    SELECT timestamp_id
      FROM es_perf_timestamp
     WHERE timestamp <= computed_tstamp
)
LOOP
    DELETE
      FROM es_perf_sample
     WHERE timestamp_id = record.timestamp_id;
END LOOP;

-- delete data from es_perf_timestamp
DELETE
  FROM es_perf_timestamp
 WHERE timestamp <= computed_tstamp;

COMMIT;
END;

```

12.8.2 Using the Enterprise Manager Job System to Automatically Purge the Mail Store

After you initially run the `es_perf_purge` PL/SQL procedure, you can configure the Enterprise Manager Job system to automatically perform the purge operation on a regular basis.

To create an Enterprise Manager job to perform this action:

1. From the Grid Control Home page, click the **Jobs** tab.
2. From the Results section of the page, select **SQL Script** from the **Create Job** drop-down menu.

Enterprise Manager displays the Create 'SQL Script' Job page.

3. Enter a name and a description of the job in the **Name** and **Description** fields.
4. Enter the following in the **SQL Script** field:

```
EXEC es_perf_purge( <number_of_days> );
```

For example, to delete the past seven days of monitoring data, enter the following:

```
EXEC es_perf_purge ( 7 );
```

5. In the Databases section of the page, click **Add**.
Enterprise Manager displays the Add Targets page.
6. Click **Search** to display a list of all available databases; or, enter the name of a specific mail store database and then click **Search**.
7. Select the mail store database you want to purge and click **Add**.

Enterprise Manager returns you to the Create 'SQL Script' Job page; the mail store database you selected appears in the list of databases against which the job will be run.

8. Provide the required host and database credentials.

Optionally, use your preferred credentials to define the connection to the mail store database.

See Also: "About Preferred Credentials" in the Enterprise Manager online help

9. Click **Schedule** to determine when the job will be run.

For example, you can schedule the job to run once a week, or every day. Click **Help** for information on defining a schedule for a job.

10. Click **Submit** or **Submit and Save**.

See Also: "About Jobs" in the Enterprise Manager online help

12.8.3 Deleting All Monitoring Data from the Mail Store

Purging monitoring data from the Oracle Email mail store can take a long time to complete. Alternatively, you can delete all the monitoring data from the `es_perf` tables using the SQL `TRUNCATE` command.

Caution: Use the `TRUNCATE` statement with caution. When you issue the `TRUNCATE` statement, a `COMMIT` is performed automatically. As a result, you will not be able to rollback the data you are deleting.

Be sure the object name you provide for the `TRUNCATE` statement contains only the name of the tables described in the procedure. Use the `TRUNCATE` statement only if you are sure that you no longer need the data in the `es_perf_sample` and `es_perf_timestamp` tables.

To remove all the existing monitoring data from the mail store database:

1. Connect to the mail store database as the `es_perf` user, using SQL*Plus:

```
$ORACLE_HOME/bin/sqlplus
SQL> connect <username> AS es_mail
```

2. Execute the following SQL commands:

```
SQL> TRUNCATE TABLE es_perf_sample;
SQL> TRUNCATE TABLE es_perf_timestamp;
```

3. Quit SQL*Plus:

```
SQL> quit
```

Configuring Enterprise Manager to Manage Oracle Calendar Targets

This chapter describes how to configure Enterprise Manager to monitor the Oracle Calendar component for Oracle Collaboration Suite Release 1 and Release 2.

Note: See [Chapter 3, "Configuring Calendar"](#) for information on configuring Grid Control to manage Oracle Calendar components for Oracle Collaboration Suite 10g Release 1.

This chapter contains the following sections:

- [Preparing to Configure Enterprise Manager to Manage Oracle Calendar Targets](#)
- [Creating the Oracle Calendar Server Target](#)
- [Creating the Oracle Calendar Applications Target](#)
- [Creating the Oracle Calendar Web Application Target](#)
- [Creating the Oracle Calendar Group Target](#)

13.1 Preparing to Configure Enterprise Manager to Manage Oracle Calendar Targets

Calendar is installed as a set of services distributed over hosts and databases.

For more information, see *Oracle Calendar Administrator's Guide* for Oracle Collaboration Suite Release 2 at:

<http://www.oracle.com/technology/documentation/collab.html>

As a result, you should create the following Enterprise Manager targets using the Grid Control Console:

- One Calendar Server target for each Oracle Calendar server
- One Calendar Applications target for each Oracle Calendar application system
- One Oracle Calendar Web Applications target that contains all the targets that support your Oracle Calendar installation.

The Web Application target consolidates your Oracle Calendar targets for easier monitoring and provides you with the ability to use the Application Service Level Management features of Enterprise Manager.

- One Oracle Calendar group target for each Oracle Calendar server.

13.2 Creating the Oracle Calendar Server Target

After installing the Oracle Calendar server, the following information needs to be identified:

- The name of the host where the Oracle Calendar server was installed
- The listening port assigned to the Oracle Calendar engine (uniengd)
The engine listening port is assigned during the Oracle Calendar installation and can be found under the [ENG] section of the following file:
`$ORACLE_HOME/ocal/misc/unison.ini`
- The password for the Oracle Calendar instance administrator (SYSOP) for the Oracle Calendar server
- Oracle Home for the middle tier that hosts the Oracle Calendar application system

To create the Oracle Calendar server target:

1. Verify that the scripts required to configure Oracle Calendar for Enterprise Manager are located in the following directory:

`$ORACLE_HOME/ocal/oem/scripts`

These scripts are installed with Oracle Collaboration Suite Release 2. The scripts should include:

`ocal_ps.pl`
`ocal_dbsize.pl`

2. Using the Grid Control Console, navigate to the home page for the Oracle Management Agent that was installed on the Oracle Calendar server host.
3. In the Monitored Targets section of the page, select **Calendar Server** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the selected target type. Provide the required information, as described in [Table 13-1](#).

4. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 13-1 Oracle Calendar Server Target Properties

Property	Description
Calendar Server host:port	<p>The Oracle Calendar server host and engine (unieng) listening port.</p> <p>The port number is configured during installation and can be found under the [ENG] section in the following file: <code>\$ORACLE_HOME/ocal/misc/unison.ini</code></p>

Table 13–1 (Cont.) Oracle Calendar Server Target Properties

Property	Description
Sysop Password	<p>The password of the Oracle Calendar instance administrator (Oracle Calendar SYSOP account) that was used to install the Calendar Server.</p> <p>Note that the password for the SYSOP account is set to the <code>ias_admin</code> password by default.</p> <p>To modify the SYSOP password after installation, run the following command:</p> <pre>\$ORACLE_HOME/ocal/bin/unipasswd</pre> <p>Note that changing the iAS Admin password does not automatically change the SYSOP password. The SYSOP password may be different for each Calendar Server.</p>
OracleHome	The Oracle Home for the middle tier that hosts the Oracle Calendar server.

13.3 Creating the Oracle Calendar Applications Target

After installing the Oracle Calendar application system, gather the following information, which will be required during the Calendar Applications target configuration:

- The name of the HTTP Server host for the Oracle Calendar application system
- The default listening port for the HTTP Server.

This is usually the same as the port for the Portal instance configured on the middle tier.

- The Oracle Home for the middle tier that hosts the Oracle Calendar application system

To create the Calendar Applications target:

1. Using the Grid Control Console, navigate to the home page for the Oracle Management Agent that was installed on the Oracle Calendar application system host.
2. In the Monitored Targets section of the page, select **Calendar Applications** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the selected target type. Provide the required information, as described in [Table 13–2](#).

3. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 13–2 Calendar Applications Target Properties

Property	Description
OracleHome	The Oracle Home for the middle tier that hosts the Oracle Calendar application system
Calendar HTTP Hostname	The name of the host for the HTTP Server where the Oracle Calendar application system will be hosted.

Table 13–2 (Cont.) Calendar Applications Target Properties

Property	Description
Calendar HTTP Port	The HTTP Server port where the Oracle Calendar application system is hosted. The port number is usually the same as the HTTP Server port for OracleAS Portal.

13.4 Creating the Oracle Calendar Web Application Target

To monitor your Calendar components, you create a Web Application target. Web Application targets can be monitored for availability and performance with Application Performance Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

Before you configure the Calendar Web Application target, Oracle recommends that you create a test account so you can test the target immediately after it is created.

To create a Web Application target for monitoring your Calendar components:

1. Create a TEST Calendar account that you can later use to test the Web Application target.
2. Using the Grid Control Console, navigate to the Agent home page for the Oracle Management Agent that was installed on the Calendar host.
3. In the Monitored Targets section of the page, select **Web Application** from the **Add** drop-down menu.

Enterprise Manager displays the Create Web Application wizard, which guides you through the process of creating the Web Application.

When the wizard asks you for the **Homepage URL**, enter the Calendar URL. For example:

```
http://calhost1.acme.com:7777/ocas-bin/ocas.fcgi?sub=web&web=calendar
```

Click **Help** for information about other fields in the Web Application target wizard.

4. Click **OK** to create the target.
5. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

For example, create a transaction from the TEST account that logs in and schedules a new appointment or views an existing appointment.

See Also: "Creating Transactions" in the Enterprise Manager online help

6. Enable End-User Performance Monitoring for the Web Application using the procedures described in "Configuring Application Performance Management" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager 10g Release 1 at:

<http://www.oracle.com/technology/documentation/oem.html>

Note: Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply Patch #3040716 to the Oracle Application Server middle-tier instance.

13.5 Creating the Oracle Calendar Group Target

After you configure the Oracle Calendar targets, you can create the Oracle Calendar group target. To ensure the group is created correctly, it is important to ensure that every possible calendar target has been created. Also, ensure that the host targets and application server targets used by Oracle Calendar are discovered and visible in the Grid Control Console.

To create the group target:

1. Click the **Targets** tab in the Grid Control Console.
2. Click **All Targets**.
3. Select **Collaboration Suite Component** from the **Add** drop-down menu and click **Go**.

Enterprise Manager displays the Create Collaboration Suite Component page.

4. Enter a name for the Calendar group in the **Name** field.

For example, enter `Calendar Group`.

5. Select **Calendar** from the **Component Type** drop-down menu.
6. Select the targets that you want to add to the group from the Available Targets list and add them to the Selected Targets list.

Be sure to add the following targets to the Calendar group:

- The host where the Calendar Server resides
 - The Calendar Server target you created in [Section 13.2](#).
 - The Calendar Applications target you created in [Section 13.3](#)
 - The Web Application target you created in [Section 13.4](#)
7. Click **OK** to create the group target.

Configuring Enterprise Manager to Manage Oracle Voicemail & Fax Targets

This chapter describes how to configure Oracle Enterprise Manager Grid Control to monitor the Oracle Voicemail & Fax component for Oracle Collaboration Suite Release 2.

Note: Oracle Enterprise Manager 10g Grid Control does not support the monitoring of Oracle Voicemail & Fax Release 1 (9.0.3) components.

This chapter contains the following sections:

- [Preparing to Configure Enterprise Manager to Manage Oracle Voicemail & Fax](#)
- [Creating the Oracle Voicemail & Fax Targets](#)
- [Creating the Oracle Voicemail & Fax Group Target](#)

Note: See [Chapter 7, "Configuring Voicemail & Fax"](#) for information on configuring Grid Control to manage Voicemail & Fax components for Oracle Collaboration Suite 10g Release 1.

14.1 Preparing to Configure Enterprise Manager to Manage Oracle Voicemail & Fax

Before you configure Enterprise Manager to manage Oracle Voicemail & Fax, you must perform the tasks described in the following sections:

- [Configuring Oracle Voicemail & Fax](#)
- [Installing the Management Agent to Manage Your Oracle Voicemail & Fax Targets](#)
- [Overview and Naming Conventions for the Oracle Voicemail & Fax Target Types](#)

14.1.1 Configuring Oracle Voicemail & Fax

Before you can manage Oracle Voicemail & Fax with Enterprise Manager, you must download and apply a software patch and perform some additional Oracle Voicemail & Fax configuration tasks.

To configure Oracle Voicemail & Fax so it can be managed by Enterprise Manager:

1. Locate, download, and install the Oracle Voicemail & Fax software patch that allows you to monitor Oracle Voicemail & Fax with Grid Control:
 - a. Log in the Oracle *MetaLink*:
`http://metalink.oracle.com/`
 - b. Click **Patches** in the left navigation bar.
 - c. Click **Simple Search**.
 - d. Search for patch number **3207444** for the **Microsoft Windows 32-bit** platform.
 - e. Follow the instructions on the page to download and install the patch.
2. Refer to the following document, which is available in the Oracle Voicemail & Fax home directory after you apply the patch:

`OVF_HOME\um\perf\Admin.doc`

This document provides additional information about configuring Oracle Voicemail & Fax so it can be managed with Enterprise Manager.

Note: Patch number 3207444 will be included in future Oracle Collaboration Suite patchsets. For example, if you are running Oracle Collaboration Suite 9.0.4.2, there is no need to download and install patch number 3207444.

14.1.2 Installing the Management Agent to Manage Your Oracle Voicemail & Fax Targets

The Oracle Voicemail & Fax targets that you manage with Enterprise Manager can be monitored remotely by the Oracle Management Agent. This is especially important for the Oracle Voicemail & Fax components that are available only on the Windows platform. At the time this document was released, a Windows version of the Oracle Management Agent was not available.

Because you can monitor the Oracle Voicemail & Fax targets remotely, you can monitor all your Oracle Voicemail & Fax targets from a remote Management Agent installed on UNIX system; however, the UNIX system that hosts the Management Agent must have network access to the Oracle Voicemail & Fax Metrics Database.

See Also: ["About Local and Remote Monitoring with the Management Agent"](#) on page 10-4

Only the AQMWI Application component of Oracle Voicemail & Fax must be installed on a UNIX host. As a result, you can install the Management Agent on the machine that hosts the AQMWI Application.

See also *Oracle Enterprise Manager Basic Installation and Configuration* for Oracle Enterprise Manager 10g Release 1 at:

<http://www.oracle.com/technology/documentation/oem.html>

14.1.3 Overview and Naming Conventions for the Oracle Voicemail & Fax Target Types

After you configure Oracle Voicemail & Fax by installing and configuring the software patch, and after you install the Management Agent, you can use the Oracle Enterprise Manager 10g Grid Control Console to create Oracle Voicemail & Fax targets.

After the targets are created, you can view the various metrics collected for each Oracle Voicemail & Fax target.

When you manage Oracle Voicemail & Fax with Enterprise Manager, you create the target types described in [Table 14-1](#). The table also provides a set of recommended naming conventions to use when creating the targets. It is important that you follow the naming conventions in order to identify the host where each Oracle Voicemail & Fax component resides. The host name shown on the Oracle Voicemail & Fax target home pages identifies the Management Agent host, which is not necessarily the host where the Oracle Voicemail & Fax component resides.

See Also: ["Installing the Management Agent to Manage Your Oracle Voicemail & Fax Targets"](#) on page 14-2

In general, you should create a target for every Oracle Voicemail & Fax application you want to monitor. This means that every time a new Oracle Voicemail & Fax telephony host is added to your system or a new mail store is added to your environment, you must add additional targets that represent the new components so they can be monitored using the Grid Control Console.

The instructions in this chapter also describe how to create an Oracle Voicemail & Fax group target. This group target contains all the Oracle Voicemail & Fax targets so you can view them from a single Group home page. The Oracle Voicemail & Fax group target provides links to related targets such as databases and listeners. You create the group target after you create all the other Oracle Voicemail & Fax targets.

Table 14-1 Oracle Voicemail & Fax Target Types

Target Type	Internal Name	Recommended Naming Convention
OVF AQMWI Application	ovf_aqmw	Ovf.<hostname>.aqmw
OVF FaxIn Application	ovf_faxin	Ovf.<hostname>.Faxin
OVF Mailstore	ovf_mailstore	Ovf.<hostname>.Mailstore
OVF MWI Service	ovf_mwiservice	Ovf.<hostname>.Mwiservice
OVF Recording Application	ovf_recording	Ovf.<hostname>.Recording
OVF Recovery Application	ovf_recovery	Ovf.<hostname>.Recovery
OVF Retrieval Application	ovf_retrieval	Ovf.<hostname>.Retrieval
OVF Routing Application	ovf_routing	Ovf.<hostname>.Routing
OVF Telephony Midtier	ovf_midtier	Ovf.<hostname>.Telephony
OVF Transer Application	ovf_transfer	Ovf.<hostname>.Transfer

14.2 Creating the Oracle Voicemail & Fax Targets

To create the Oracle Voicemail & Fax target:

1. Using the Grid Control Console, navigate to the Management Agent home page for the Management Agent you will use to monitor the Oracle Voicemail & Fax targets.

See Also: ["Installing the Management Agent to Manage Your Oracle Voicemail & Fax Targets"](#) on page 14-2

2. Create a target for each of the Oracle Voicemail & Fax target types shown in [Table 14-1](#):
 - a. In the Monitored Targets section of the page, select one of the Oracle Voicemail & Fax targets from the **Add** drop-down menu.
Enterprise Manager displays the property page for the selected target type. Provide the required information, as described in [Table 14-2](#) and [Table 14-3](#).
 - b. Click **OK** to create the target.
- See Also:** "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 14-2 Properties Common to All Oracle Voicemail & Fax Targets

Property	Description
Name	<p>Enter a name for the target using the guidelines for Oracle Voicemail & Fax target names in Table 14-1.</p> <p>Note: The name of the AQMWI application is case-sensitive since it resides on a UNIX system.</p>
Voicemail Host	<p>Name of the host where the Oracle Voicemail & Fax application or component is running.</p> <p>To identify the proper host name, you can use the <code>getlocalhostname.bat</code> script, which is installed as part of the Oracle Voicemail & Fax patch described in Section 14.1.1.</p> <p>The location of the script is documented in the <code>OVF_HOME/um/perf/Admin.doc</code> file, which is also installed as part of the patch.</p> <p>For example: <code>ovf-nt-1</code></p> <p>Note: The Voicemail Host property is case-sensitive for the AQMWI Application target type.</p>
Mailstore Name	<p>This property is specific to the AQMWI application target type.</p> <p>This property identifies the Oracle Email mail store service name.</p>
Metrics DB Host	<p>Fully qualified name of the host where the metrics database resides. You create the Oracle Voicemail & Fax Metrics database when you apply the patch and follow the instructions in the <code>Admin.doc</code> file described in Section 14.1.1.</p> <p>This should also be the same value used for the hostname in the <code>metrics.dbloc</code> process property stored in Oracle Internet Directory.</p> <p>For example: <code>ovf-metrics.oracle.com</code></p>
Metrics DB Port	<p>Port number where TNS is listening for the Oracle Voicemail & Fax Metrics database. You create the Oracle Voicemail & Fax Metrics database when you apply the patch and follow the instructions in the <code>Admin.doc</code> file described in Section 14.1.1.</p> <p>This should also be the same value used for the port in the <code>metrics.dbloc</code> process property stored in OID.</p> <p>For example: <code>1521</code></p>

Table 14–2 (Cont.) Properties Common to All Oracle Voicemail & Fax Targets

Property	Description
Metrics DB SID	<p>System Identifier (SID) of the Oracle Voicemail & Fax Metrics database. You create the Oracle Voicemail & Fax Metrics database when you apply the patch and follow the instructions in the <code>Admin.doc</code> file described in Section 14.1.1.</p> <p>This should also be the same value used for the SID in the <code>metrics.dbloc</code> process property stored in OID.</p> <p>For example: METRICS</p>
Metrics DB User	<p>Name of the Oracle Voicemail & Fax database user created in the Metrics db. You create the Oracle Voicemail & Fax Metrics database when you apply the patch and follow the instructions in the <code>Admin.doc</code> file described in Section 14.1.1.</p> <p>For example: ovf</p>
Metrics DB Password	<p>Password of the ovf user for the metrics db. This should also be the same value used for the <code>metrics.pwd</code> process property stored in OID.</p> <p>For example: welcome</p>

Table 14–3 Properties Unique to the OVF Mailstore Target

Property	Description
OVF Mailstore GlobalName	<p>Global database name of the Oracle Email mail store used by Oracle Voicemail & Fax. This value must match the global names assigned to each Oracle Voicemail & Fax user in Oracle Internet Directory.</p> <p>For example: OVf1.ACME.COM</p> <p>To obtain the value you should enter in this field, review the contents of the following file on the host where the telephony server is installed:</p> <pre>%ORACLE_HOME%\um\install\mailstoreinfo.txt</pre> <p>The OVF Mailstore Globalname is the value assigned to the <code>SERVICE_NAME</code> property in the <code>mailstoreinfo.txt</code> file.</p> <p>Note: Global name must be in all upper case.</p>
DB Host	<p>Fully qualified name of the host where the Oracle Email mail stored used by Oracle Voicemail & Fax resides.</p> <p>For example: OVf1.acme.com</p> <p>To obtain the value you should enter in this field, review the contents of the following file on the host where the telephony server is installed:</p> <pre>%ORACLE_HOME%\um\install\mailstoreinfo.txt</pre> <p>The DB Host is the value assigned to the <code>HOST</code> property in the <code>mailstoreinfo.txt</code> file.</p>
DB Port	<p>Port of the Oracle Email mail store used by Oracle Voicemail & Fax.</p> <p>For example: 1521</p> <p>To obtain the value you should enter in this field, review the contents of the following file on the host where the telephony server is installed:</p> <pre>%ORACLE_HOME%\um\install\mailstoreinfo.txt</pre> <p>The DB Port is the value assigned to the <code>Port</code> property in the <code>mailstoreinfo.txt</code> file.</p>

Table 14–3 (Cont.) Properties Unique to the OVF Mailstore Target

Property	Description
DB SID	<p>System Identifier (SID) of the Oracle Email mail store used by Oracle Voicemail & Fax.</p> <p>For example: OVF1</p> <p>To obtain the value you should enter in this field, review the contents of the following file on the host where the telephony server is installed:</p> <pre>%ORACLE_HOME%\um\install\mailstoreinfo.txt</pre> <p>The DB SID is the value assigned to the SID property in the mailstoreinfo.txt file.</p> <p>Note: You should enter this value in all uppercase letters.</p>
DB User	<p>Database user that owns the Oracle Email mail store used by Oracle Voicemail & Fax. This is the user account used to ping this database to check for database availability.</p> <p>For example: es_perf</p>
DB Password	<p>Password for the database user account that owns the Oracle Email mail store used by Oracle Voicemail & Fax.</p> <p>For example: <password for the es_perf database user></p>

14.3 Creating the Oracle Voicemail & Fax Group Target

After all the Oracle Voicemail & Fax targets are configured, you can create the Oracle Voicemail & Fax group target, which provides a custom user interface for managing your Oracle Collaboration Suite environment.

The Oracle Voicemail & Fax group home page contains the alerts table, followed by a table of rows of component targets and columns of key metrics. There is also a Performance tab where key metrics are charted for the Oracle Voicemail & Fax group.

To create the Oracle Voicemail & Fax group target:

1. Click the **Targets** tab in the Grid Control.
2. Click **All Targets**.
3. Select **Collaboration Suite Component** from the **Add** drop-down menu and click **Go**.

Enterprise Manager displays the Create Collaboration Suite Component page.

4. Enter a name for the Oracle Voicemail & Fax group in the **Name** field.
For example, enter Voicemail and Fax Group.
5. Select **Voice and Fax** from the **Component Type** drop-down menu.
6. Select the targets that you want to add to the group from the Available Targets list and add them to the Selected Targets list.

Be sure to add the following target types to the Oracle Voicemail & Fax group:

- The host targets where the Oracle Voicemail & Fax servers reside
- The Oracle Voicemail & Fax targets you created in [Section 14.2](#).
- The Oracle Voicemail & Fax Metrics database and listener.

7. Click **OK** to create the group target.

Configuring Enterprise Manager to Manage Oracle Files

This chapter provides information about how to configure Oracle Enterprise Manager Grid Control to monitor the Oracle Files component for Oracle Collaboration Suite Release 1 and 2. It contains the following sections:

- [Preparing to Configure Enterprise Manager to Manage Oracle Files](#)
- [Creating the Internet File System Target for Oracle Files](#)
- [Creating the Oracle Files Web Application Target](#)
- [Creating the Oracle Files Group Target](#)

15.1 Preparing to Configure Enterprise Manager to Manage Oracle Files

Before you configure Enterprise Manager to manage Oracle Files you must perform the tasks described in the following sections:

- [Modifying the Management Agent Classpath](#)
- [Overview of the Oracle Files Target Types](#)
- [Creating a TEST User and Sample Documents](#)

15.1.1 Modifying the Management Agent Classpath

Before you configure Enterprise Manager to manage Oracle Files, you must run a script that is installed with the Management Agent. This script configures the Management Agent classpath so it can monitor the Oracle Files component.

To modify the Management Agent classpath:

1. Stop the Management Agent if it has been started:

```
AGENT_HOME/bin/emctl stop agent
```

2. Run the following command:

```
AGENT_HOME/ifs/emagent/bin/ifsemchgtarget files
```

3. Start the Management Agent:

```
AGENT_HOME/bin/emctl start agent
```

15.1.2 Overview of the Oracle Files Target Types

After you install the Management Agent on the Oracle Files hosts, you can use the Oracle Enterprise Manager 10g Grid Control Console to create Oracle Files targets. After the targets are created, you can view the various metrics collected for each Oracle Files target.

When you manage Oracle Files with Enterprise Manager, you create the following target types:

- An Oracle Files target for each middle-tier instance of Oracle Files
- A Web Application target for each Oracle Files target and its related targets, such as the host and Oracle Application Server Web Cache for the instance.
- An Oracle Files group target for all the Oracle Files targets in your environment, as well as the related targets for each instance of Oracle Files.

15.1.3 Creating a TEST User and Sample Documents

When you monitor Oracle Files using the Grid Control Console, you define a set of transactions that test the availability and performance of your Oracle Files targets. To make this process easier, do the following before you configure Enterprise Manager to manage your Oracle Files components:

1. Create an Oracle Files user called TEST.
2. Create several sample document that the TEST user can access.

15.2 Creating the Internet File System Target for Oracle Files

To create the Oracle Files target:

1. Using the Grid Control Console, navigate to the Management Agent home page for the Management Agent that was installed on the Oracle Files host.
2. In the Monitored Targets section of the page, select **Internet File System** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the selected target type. Provide the required information, as described in [Table 15-1](#).

Note: You can use the contents of the `targets.xml` file for the OCS middle tier (for example, `OCS_HOME/sysman/emd/targets.xml`) as a reference to supply some of the values. You can find these values in the section of the file that lists properties for the `oracle_ifs` target.

3. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 15–1 Internet File System Target Properties

Property	Description
Name	<p>The name of the Oracle Files target.</p> <p>You can copy this value from <code>targets.xml</code> file located in the following location in the Oracle Files middle-tier home directory:</p> <pre>OCS_HOME/sysman/emd/</pre> <p>Make sure to use the NAME value, not the DISPLAY NAME. For example:</p> <pre>recutocsr2.test4-sun.us.oracle.com_ifs_ test6-pc.us.oracle.com:1521: test6.us.oracle.com:CLIFSQA4FILES</pre> <p>Note for Oracle Collaboration Suite Release 1 users: The Oracle Files target name in the <code>targets.xml</code> file is not prefixed with the name of the application server instance. As a result, the target name may not be unique. To be sure the name of the target is unique across your entire Oracle Collaboration Suite environment, prefix the target name with the application server middle-tier instance name.</p>
Version	Provide the version number of the Oracle Files middle tier (for example, 9.0.4.1).
Run Repos Metric?	<p>Whether to run domain/repository metrics or not. Domain-level metrics include:</p> <ul style="list-style-type: none"> ■ Documents By MIME Type ■ Document Statistics ■ Domain Response ■ Node Statistics ■ Sessions By Server (Domain) ■ Sessions By Server (Node) ■ Users ■ Users (With Limited Quota) <p>Type TRUE or FALSE (must be all uppercase). If there are multiple Oracle Files middle tiers configured for the same Oracle Collaboration Suite instance, you should set this property to TRUE for one and only one <code>oracle_ifs</code> target among all the Oracle Files middle tier targets.</p>
Run Response Time Metric?	<p>Whether to run the Application URL Response Time metric or not. Type TRUE or FALSE (must be all uppercase). You should set this property to TRUE only when the <code>OC4J_ifs_files</code> instance is configured for the local middle tier. If you set this property to TRUE, you must provide a valid value for Application URL.</p> <p>For example:</p> <pre>http://host2.us.oracle.com:7777/files/app</pre>

Table 15–1 (Cont.) Internet File System Target Properties

Property	Description
Run Load Balancer Response Time Metric?	<p>Whether to run the Load Balanced Application URL Response Time metric or not.</p> <p>Type TRUE or FALSE (must be all uppercase).</p> <p>You should set this property to TRUE only when there is a load balancer configured for the entire system. In addition, if there are multiple Oracle Files middle tiers configured for the same Oracle Collaboration Suite instance, you should set this property to TRUE for one and only one oracle_ifs target among all the Oracle Files middle tier targets. If you set this property to TRUE, you must provide a valid value for Load Balanced Application URL.</p>
Ifs Root Home	<p>This value should be in the following format:</p> <pre>\$FilesMidTier_ORACLE_HOME/ifs</pre> <p>You can copy this value from targets.xml. For example:</p> <pre>/data/ocs/ifs</pre>
Ifs Home	<p>This value should be in the following format:</p> <pre>\$FilesMidTier_ORACLE_HOME/ifs/files</pre> <p>Copy this value from targets.xml. For example:</p> <pre>/data/ocs/ifs/files</pre>
Domain Name	<p>Name of the Oracle Files domain.</p> <p>You can copy this value from targets.xml.</p>
Domain Type	Enter files.
Schema Password	Enter the Oracle Files schema password.
Application URL	<p>The URL of the Oracle Files Web application on the middle tier. It is usually in the following format:</p> <pre>http://<midtier-hostname>:<midtier-ohs-port>/files/app</pre> <p>You must provide a value for this field even if the Run Response Time Metric? is set to FALSE. In this case, provide any value (for example, DUMMYURL).</p> <p>Note for Oracle Collaboration Suite Release 1 users: Use the following URL format in this field:</p> <pre>http://<midtier>:<midtier-ohs-port>/files/app/HomePage</pre>
Load Balanced Application URL	<p>The load balanced URL of the Oracle Files Web application for this Oracle Files domain. It is usually in the following format:</p> <pre>http://<load-balancer-host>:<load-balancer-port>/<load-balancer-mountpoint></pre> <p>You must provide a value for this field even if the Run Load Balancer Response Time Metric? is set to FALSE. In this case, provide any value (for example, DUMMYURL).</p>
DB Connect Descriptor	(Optional) The RAC-enabled database connect descriptor. Only needs to be supplied when the Oracle Collaboration Suite information storage is a RAC database.
System Administrator Username	(Optional) Leave this value blank.
System Administrator Password	(Optional) Leave this value blank.

Table 15–1 (Cont.) Internet File System Target Properties

Property	Description
Use Default Proxy Settings?	(Optional) Use this field to indicate whether or not Enterprise Manager should use the default proxy server settings specified in the following configuration file: \$EMAGENT_ORACLE_HOME/sysman/config/emd.properties By default, this value is set to true. If you set this value to false, you must provide values for Proxy Host and Proxy Port.
Proxy Host	(Optional) The proxy server host name. You only need to provide this value if Use Default Proxy Settings? is set to false.
Proxy Port	(Optional) The proxy server port. You only need to provide this value if Use Default Proxy Settings? is set to false.

15.3 Creating the Oracle Files Web Application Target

To monitor the performance and availability of your Oracle Files components, you create a Web Application target. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

To create a Web Application target for monitoring your Oracle Files components:

1. Using the Grid Control Console, navigate to the Management Agent home page for the Oracle Management Agent that was installed on the Oracle Files host.
2. In the Monitored Targets section of the page, select **Web Application** from the **Add** drop-down menu.

Enterprise Manager displays the Create Web Application wizard, which guides you through the process of creating the Web Application.

Click **Help** for information about other fields in the Web Application target wizard.

3. When Enterprise Manager prompts you for the **Homepage URL**, enter the following:

```
http://<hostname>:<port>/files/app
```

Note for Oracle Collaboration Suite Release 1 Users: Use the following URL format in this field:

```
http://<midtier>:<midtier-ohs-port>/files/app/HomePage
```

4. When Enterprise Manager prompts you to select the components of the Web Application target, be sure to include the following related targets:
 - One of the Internet File System targets you created using the instructions in ["Creating the Internet File System Target for Oracle Files"](#) on page 15-2
 - The host where the Oracle Files instance resides
 - The Oracle Application Server Web Cache target used to display the Oracle Files content on the middle tier.

The OracleAS Web Cache target is required in order to use enable End-User Performance Monitoring, which can help you monitor the response time of your Oracle Files pages.

5. Click **OK** to create the target.
6. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

For example, create a transaction that logs in to the TEST account you created in [Section 15.1.3](#). Extend the transaction, or create a new transaction that browses the sample documents owned by the TEST account.

See Also: "Creating Transactions" in the Enterprise Manager online help

7. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Response Time Monitoring Using Earlier Versions of Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager 10g Release 1 at:

<http://www.oracle.com/technology/documentation/oem.html>

Note: Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from *OracleMetaLink*:

<http://metalink.oracle.com/>

15.4 Creating the Oracle Files Group Target

After all the Oracle Files targets are configured, you can create the Oracle Files group target, which provides a single interface for monitoring multiple Oracle Files targets in your Oracle Collaboration Suite environment.

The Oracle Files group home page has three property pages: **Home**, **Performance**, and **Member Targets**. The Home page lists the availability and alerts summary of all the member targets that comprise the Files Group. The Performance page displays charts for the selected summary metrics of all the member targets. And, finally, the Member Targets tab has a table that contains all the targets that belong to the group, their status, and their alerts.

To create the Oracle Files group target:

1. Click the **Targets** tab in the Grid Control.
2. Click **Groups**.
3. Select **Group** from the **Add** drop-down menu and click **Go**.
Enterprise Manager displays the Create Group wizard.
4. Enter a name for the Oracle Files group in the **Name** field.
For example, enter `Oracle Files Group`.
5. Use the **Type** drop-down menu and the **Move** button to add the following related targets to the group:
 - All the Oracle Files (Internet File System) targets you created using the instructions in [Section 15.2](#)
 - The host targets where the Internet File System targets reside

- The application server targets, including the individual Oracle HTTP Server and Oracle Application Server Containers for J2EE (OC4J) targets required to run the Internet File System targets
 - The application server Infrastructure database and listener, including the Oracle Internet Directory and Single Sign-on targets
 - The Oracle database and listener where the Oracle Files data is stored
6. Use the remaining pages in the wizard to select a set of summary metrics for the group and to review your changes before you create the group.
Summary metrics appear on the Performance tab of the Oracle Files Group home page.
 7. Add this group to the Oracle Collaboration Suite group you created in [Section 10.3.4](#).

Configuring Enterprise Manager to Manage Web Conferencing Targets

This chapter describes how to configure Enterprise Manager to manage the Web Conference component of Oracle Collaboration Suite Release 1 and Release 2.

Note: See [Chapter 4, "Configuring Real-Time Collaboration"](#) for information on configuring Grid Control to manage Real-Time Collaboration components for Oracle Collaboration Suite 10g Release 1.

This chapter contains the following sections

- [Overview of the Web Conferencing Target Types](#)
- [Creating the Web Conferencing Target](#)
- [Creating a Web Conferencing Web Application Target](#)
- [Creating the Web Conferencing Group Target](#)

16.1 Overview of the Web Conferencing Target Types

Web Conferencing is installed as a set of services distributed over hosts and databases. Monitoring Web Conferencing involves monitoring the Web Conferencing installations, the hosts on which the Web Conferencing software runs, the OC4J and HTTP instances, and the Web Application, which conducts transactions to run the various web conferencing test servlets.

Therefore, a Web Conferencing group target is created at the end of the process. This group target captures the important metrics of all the members of the group and also displays relevant charts all on one Web page. Web Conferencing targets consist of:

- One Web Conferencing target for each Web Conferencing installation. It is usually defined on the host where Web Conferencing processes are running.
- One Web Application for all the Web Conferencing installations. This Web Application will track all the URLs of all the Web Conferencing installations.
- OC4J instances, HTTP servers, and hosts running on the same host as Web Conferencing are also part of the entire Web Conferencing group.
- One Web Conferencing group target that groups together all the above mentioned targets and serves as a convenient starting point for monitoring Web Conferencing.

16.2 Creating the Web Conferencing Target

To create the Web Conferencing target:

1. Using the Grid Control Console, navigate to the Management Agent home page for the Management Agent that was installed on the Web Conferencing host.
2. In the Monitored Targets section of the page, select **Real-Time Collaboration** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the selected target type. Provide the required information, as described in [Table 16–1](#).

3. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 16–1 Web Conferencing Target Properties

Property	Description
Web Conferencing Oracle home path	The Oracle Home directory of the Web Conferencing component.
Web Conferencing Admin Page	<p>The URL of the instance diagnostics page of the Web Conferencing target. The URL should be in the following format:</p> <p><code>http://<host>:<port>/imtapp/logs/system.jsp</code></p> <p>The URL can be a secure (HTTPS) or insecure (HTTP) URL. For example:</p> <p><code>https://webconf12.oracle.com/imtapp/logs/system.jsp</code></p>

16.3 Creating a Web Conferencing Web Application Target

To monitor your Web Conferencing instances, you can create a Web Application target. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

See Also: "About Application Performance Management" in the Enterprise Manager online help

To create a Web Application target for your Web Conferencing components:

1. Using the Grid Control Console, navigate to the Agent home page for the Oracle Management Agent that was installed on the Web Conferencing host.
2. In the Monitored Targets section of the page, select **Web Application** from the **Add** drop-down menu and click **Go**.

Enterprise Manager displays the Create Web Application wizard, which guides you through the process of creating the Web Application.

3. On the Create Web Application: General page, enter the following URL in the **Homepage URL** field:

`http://<host>:<port>/pls/portal`

For example:

`http://mgmthost42.acme.com:7777/pls/portal`

4. Use the rest of the wizard to provide the rest of the information required for a Web Application target.

Click **Help** for more information about using the Create Web Application Target wizard.

5. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

For example, create a transaction that attends a test meeting. Create additional transactions that test the document and voice conversion features of Web Conferencing.

The following URL provides a good starting point for a transaction that tests the availability and performance of the Web Conferencing application:

`http://<host>:<port>/imtapp/servlet/ImtTestServlet?mtgtest=true`

This transaction works when Web Conferencing is configured but voice services are not.

See Also: "Creating Transactions" in the Enterprise Manager online help

6. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Response Time Monitoring Using Earlier Versions of Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager 10g Release 1 at:

<http://www.oracle.com/technology/documentation/oem.html>

Note: Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from *OracleMetaLink*:

`http://metalink.oracle.com/`

16.4 Creating the Web Conferencing Group Target

After all the Web Conferencing targets are configured, you can create the Web Conferencing group target, which provides a custom user interface for managing your Oracle Collaboration Suite environment.

The Oracle Collaboration Suite Web Conferencing group home page contains the alerts table, followed by a table of rows of component targets and columns of key metrics. There is also a Performance tab where key metrics are charted for the Web Conferencing group.

To create the Web Conferencing group target:

1. Click the **Targets** tab in the Grid Control.
2. Click **All Targets**.
3. Select **Collaboration Suite Component** from the **Add** drop-down menu and click **Go**.

Enterprise Manager displays the Create Collaboration Suite Component page.

4. Select **Web Conferencing** from the **Component Type** drop-down menu.
5. Enter a name for the Web Conferencing group in the **Name** field.
For example, enter Web Conferencing Group.
6. Select the targets that you want to add to the group from the Available Targets list and add them to the Selected Targets list.
Be sure to add the following target types to the Web Conferencing group:
 - The host targets where the Web Conferencing servers reside
 - The Web Conferencing target you created in [Section 16.2](#).
 - The Web Application target you created in [Section 16.3](#).
 - The OracleAS Containers for J2EE (OC4J) and Oracle HTTP Server targets on the host
7. Click **OK** to create the group target.

Configuring Enterprise Manager to Manage Oracle Ultra Search Targets

This chapter provides information about how to configure Oracle Enterprise Manager Grid Control to monitor Oracle Ultra Search for Oracle Collaboration Suite Release 1 and Release 2.

Note: See [Chapter 8, "Configuring Oracle Ultra Search Targets"](#) for information on configuring Grid Control to manage Collaboration Suite Search components for Oracle Collaboration Suite 10g Release 1

This chapter contains the following sections:

- [Overview of the Oracle Ultra Search Target Types](#)
- [Creating an Oracle Ultra Search Target](#)
- [Creating the Oracle Ultra Search Web Application Target](#)
- [Creating the Oracle Ultra Search Group Target](#)

17.1 Overview of the Oracle Ultra Search Target Types

Oracle Ultra Search consists of a database and a middle-tier component. As an administrator, you should create one Ultra Search target for each Ultra Search database repository. This target will collect crawling status for all Ultra Search instances.

After you install the Management Agent on the Oracle Ultra Search hosts, you can use the Oracle Enterprise Manager 10g Grid Control Console to create Oracle Ultra Search targets. After the targets are created, you can view the various metrics collected for each Oracle Ultra Search target.

For information on running the Oracle Ultra Search crawler, see *Oracle Ultra Search User's Guide* for Oracle Collaboration Suite Release 2 at:

<http://www.oracle.com/technology/documentation/collab.html>

When you manage Ultra Search with Enterprise Manager, you create the following target types:

- An Ultra Search target for each Ultra Search database repository
- A Web Application for each Ultra Search target and its related targets, such as the database and hosts where the Ultra Search target exists.
- An Ultra Search group target for all the Ultra Search targets in your environment, as well as the related targets for each.

17.2 Creating an Oracle Ultra Search Target

To create the Oracle Ultra Search target:

1. Using the Grid Control Console, navigate to the home page for the Management Agent that was installed on the Oracle Ultra Search Repository Database host.
2. In the Monitored Targets section of the page, select **Ultra Search** from the **Add** drop-down menu.

Enterprise Manager displays the property page for the selected target type.

3. Provide the required information, as described in [Table 17-1](#).
4. Click **OK** to create the target.

See Also: "Adding Targets to be Monitored and Administered by Enterprise Manager" in the Enterprise Manager online help

Table 17-1 Oracle Ultra Search Target Properties

Property	Description
Name	Enter a unique name for the Oracle Ultra Search target. If you have multiple Oracle Ultra Search targets in your environment, consider including the host name in the target name.
Database Host	The host for Oracle Ultra Search repository database. This is usually an Oracle Application Server Infrastructure database. For example: <code>iashost2.acme.com</code>
Database Listener Port	The port for Oracle Ultra Search repository database. For example: <code>1521</code>
Oracle SID	The System Identifier (SID) for the Oracle Ultra Search repository database. For example: <code>iasdb</code>
Schema Username	User name for the owner of the Oracle Ultra Search schema. By default, the user name is <code>WKSYS</code> .
Schema Password	Password for the <code>WKSYS</code> user account.

17.3 Creating the Oracle Ultra Search Web Application Target

To monitor your Oracle Ultra Search components, you create a Web Application target. Web Application targets can be monitored for availability and performance with Application Service Level Management transactions. You can also measure the response time of pages in your Web Applications using End-User Page Performance Monitoring.

To create a Web Application target for monitoring your Oracle Ultra Search components:

1. Using the Grid Control Console, click the **Targets** tab and then click **Web Applications**.
2. Click **Add**.
Enterprise Manager displays the Create Web Application wizard, which guides you through the process of creating the Web Application. Click **Help** if you need more information about using the Wizard.
3. Click **Submit** to create the target.

4. Use the instructions in the online help to create some representative transactions to measure the availability and performance of the Web Application you just created.

For example, create the following transactions:

- One transaction that logs in to the Ultra Search Administration tool, using the following URL:

```
http://<host>:<port>/ultrasearch/admin/
```

For example:

```
http://ultrsrch42.acme.com:7777/ultrasearch/admin/
```

- One transaction that performs a search using Oracle Ultra Search, using the following URL:

```
http://<host>:<port>/ultrasearch/query/search.jsp
```

For example:

```
http://ultrsrch42.acme.com:7777/ultrasearch/query/search.jsp
```

See Also: "Creating Transactions" in the Enterprise Manager online help

5. Enable End-User Page Performance Monitoring for the Web Application using the procedures for earlier versions of the Oracle Application Server described in "Configuring End-User Response Time Monitoring Using Earlier Versions of Oracle Application Server Web Cache" in *Oracle Enterprise Manager Advanced Configuration* for Oracle Enterprise Manager 10g Release 1 at:

<http://www.oracle.com/technology/documentation/oem.html>

Note: Before you enable End-User Page Performance Monitoring to monitor your Oracle Collaboration Suite Web Application target, you must apply patch number 3040716 to the Oracle Application Server middle-tier instance. You can download this patch from *OracleMetaLink*:

```
http://metalink.oracle.com/
```

17.4 Creating the Oracle Ultra Search Group Target

After all the Oracle Ultra Search targets are configured, you can create the Oracle Ultra Search group target, which provides a single interface for monitoring multiple Oracle Ultra Search targets in your Oracle Collaboration Suite environment.

The Oracle Ultra Search group home page contains the alerts table, followed by a table of rows of component targets and columns of key metrics. There is also a Performance tab where key metrics are charted for the Oracle Ultra Search group.

To create the Oracle Ultra Search group target:

1. Click the **Targets** tab in the Grid Control.
2. Click **Groups**.
3. Select **Group** from the **Add** drop-down menu and click **Go**.

Enterprise Manager displays the Create Group wizard.

4. Enter a name for the Oracle Ultra Search group in the **Name** field.
For example, enter `Ultra Search Group`.
5. Use the **Type** drop-down menu and the **Move** button to add the following targets to the group:
 - Any Ultra Search targets you created using the instructions in [Section 17.2](#)
 - The host targets where the Ultra Search servers reside
 - The Ultra Search repository database.
 - The application server target where the Ultra Search target resides
6. Use the remaining pages in the wizard to select a set of summary metrics for the group and to review your changes before you create the group.
Summary metrics appear on the Performance tab of the Oracle Ultra Search Group home page.

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