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Preface

About This Book

*Alert Adapter™ for Tivoli/Enterprise Console: Using Candle Management Workstation®, Version 250* provides instructions for using the Alert Adapter to monitor alerts from a Tivoli Enterprise Console™ (TEC™) on a Candle Management Workstation. This manual also contains information on configuring a TEC to send events to the Candle Command Center® (CCC®). Examples are included on how you can use the Alert Adapter to integrate system management using both CCC® and the Tivoli Management Environment™ (TME™).

Who should use this guide

This guide is intended for CCC and TME system administrators and operators.

Why you should use this guide

This guide is designed to provide you with an understanding of how to use the Alert Adapter to integrate Candle management information with information from systems you manage from the TME 10 Enterprise Console. The guide supplements the online help and tutorial for the Candle Management Workstation and the products you installed on it.
Contents of this Book

Overview
This section describes the contents of each chapter of this manual.

Contents of this guide
Use the table to understand the organization and content of this guide.

Table 1. Contents of this guide

<table>
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<tr>
<th>Chapter name</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 1 “Introducing the Alert Adapter for Tivoli/Enterprise Console” on page 17.</td>
<td>Introduces you to the features of the Alert Adapter for Tivoli/Enterprise Console and how they can help you integrate management of your systems.</td>
</tr>
<tr>
<td>Chapter 2. “Monitoring TEC Events on a CMW” on page 25.</td>
<td>Provides an overview of how the adapter agent works. It also provides a scenario illustrating how you might use the adapter to monitor event alerts from a TME 10 Enterprise Console (TEC).</td>
</tr>
<tr>
<td>Chapter 3. “Configuring the TEC to Send Events to CCC” on page 31.</td>
<td>Contains the procedure for configuring a TEC to send events to a Candle Management Server. It also contains an optional procedure for changing the port of the Candle message queue.</td>
</tr>
<tr>
<td>Chapter 5. “Using the Emitter Feature” on page 47.</td>
<td>Describes how the emitter feature of the Alert Adapter for Tivoli/Enterprise Console works. It also contains a scenario illustrating how you might use the emitter capability.</td>
</tr>
<tr>
<td>Chapter 6. “Specifying What Events to Emit” on page 55.</td>
<td>Describes how to create an automation policy with the TEC_Emit activity agent to send CCC events to a TEC.</td>
</tr>
</tbody>
</table>
Table 1. Contents of this guide (continued)

<table>
<thead>
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<th>Chapter name</th>
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<tr>
<td>Chapter 7. “Displaying CCC Events on the Enterprise Console” on page 65</td>
<td>Describes how to configure and view CCC events forwarded to a TEC.</td>
</tr>
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<td>Appendix A. “TME_Alerts Attributes” on page 75.</td>
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</tr>
<tr>
<td>Appendix B. “Product-Provided Solutions” on page 85.</td>
<td>Describes the product-provided situations and template.</td>
</tr>
</tbody>
</table>
Documentation Set

Introduction

Candle provides a complete set of documentation for Alert Adapter for Tivoli/Enterprise Console. Each manual in this documentation set contains a specific type of information to help you use the product.


- *Candle Management Workstation Historical Data Collection*, MW99-6051, describes collecting, warehousing and converting historical data to flat files for reporting.

- *Candle Management Workstation Quick Reference*, MW99-5052, provides basic instructions for registering users, implementing event-based monitoring, responding to situation changes, and policy execution in pocket-size format.

We would like to hear from you

Candle welcomes your comments and suggestions for changes or additions to the documentation set. A user comment form, located at the back of each manual, provides simple instructions for communicating with the Candle Information Development department. You can also send email to
UserDoc@candle.com. Please include "Alert Adapter for Tivoli/Enterprise Console: Using CMW, V250" on the subject line.

**Ordering additional product documentation**

To order additional product manuals, contact your Candle Support Services representative.
Printing this book

Candle supplies documentation in the Adobe Portable Document Format (PDF). The Adobe Acrobat Reader will print PDF documents with the fonts, formatting, and graphics in the original document. To print a Candle document, do the following.

1. Specify the print options for your system. From the Acrobat Reader Menu bar, select File > Page Setup… and make your selections. A setting of 300 dpi is highly recommended as is duplex printing if your printer supports this option.

2. To start printing, select File > Print... on the Acrobat Reader Menu bar.

3. On the Print pop-up, select one of the Print Range options for
   - All
   - Current page
   - Pages from: [ ] to: [ ]

4. (Optional). Select the Shrink to Fit option if you need to fit oversize pages to the paper size currently loaded on your printer.

Printing problems?

The print quality of your output is ultimately determined by your printer. Sometimes printing problems can occur. If you experience printing problems, potential areas to check are:

- settings for your printer and printer driver. (The dpi settings for both your driver and printer should be the same. A setting of 300 dpi is recommended.)
- the printer driver you are using. (You may need a different printer driver or the Universal Printer driver from Adobe. This free printer driver is available at www.adobe.com.)
- the halftone/graphics color adjustment for printing color on black and white printers (check the printer properties under Start > Settings > Printer). For more information, see the online help for the Acrobat Reader.
- the amount of available memory in your printer. (Insufficient memory can cause a document or graphics to fail to print.)

For additional information on printing problems, refer to the documentation for your printer or contact your printer manufacturer.
Contacting Adobe

If additional information is needed about Adobe Acrobat Reader or printing problems, see the Readme.pdf file that ships with Adobe Acrobat Reader or contact Adobe at www.adobe.com.
What’s New

A New Interface


You can use this interface to

- view tabular and graphical reports (workspaces) of the alerts received from your TECs
- create your own workspaces sorted and filtered as you require and using graphical displays of your choice
- create situations to monitor specific characteristics of your TEC events
- view the events that occur from situations that are predefined or that you have created to meet your site’s requirements
- view the values of the attributes that caused an event.


Name Change

Please note that the product name has been corrected to Alert Adapter for Tivoli/Enterprise Console and correspondingly the title of this guide has changed to Alert Adapter for Tivoli/Enterprise Console: Using Candle Management Workstation.
Introduction

This chapter introduces the Alert Adapter for Tivoli/Enterprise Console and describes how it can help you integrate systems management information from Candle and Tivoli products.

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About the Alert Adapter for Tivoli/Enterprise Console

The challenge of decentralized environments
Increasingly, system administrators are facing the challenge of managing information in decentralized environments using a variety of tools. Mainframe administrators use one management tool, network administrators use another, and administrators for client/server systems may use still another. System managers need a way to integrate information from all these sources at a single focal point.

Integrating information in network systems
Alert adapters are the Candle Command Center (CCC) answer to the challenge of integrating management information for networked systems. Alert adapters provide an interface between the CCC and other management products.

The Alert Adapter for Tivoli/Enterprise Console makes it possible to integrate information from Candle managed systems with event data from Tivoli monitored systems on the workstation of your choice. Using the Alert Adapter, you can receive alerts for events from Tivoli monitored systems at a Candle Management Workstation (CMW). Using the emitter feature, you can receive events from CCC managed systems on a TME Enterprise Console (TEC).
How the Alert Adapter for Tivoli/Enterprise Console assists you

The bidirectional interoperability offered by the Alert Adapter enables you to:

- **Simplify system and application management**—You can view and manage applications, operating systems, and resources across your computing environment from a single focal point of your choice.

- **Enhance system performance and availability**—You can correlate information from Candle and Tivoli management tools to more effectively manage your networked systems.

- **Increase efficiency**—By sharing access to information, you can eliminate unnecessary troubleshooting. By using situations, you can ensure that the CMW notifies you of only those alerts that you consider important.

- **Provide flexibility**—Administrators and operators can use the management tools they are most familiar with to monitor information, regardless of where it is collected.
Features

Overview
This section briefly introduces the features that the Alert Adapter for Tivoli/Enterprise Console offers.

View TME events on demand from a CMW
On demand, the CMW displays a report of the 100 most recent events reported to a TEC that the Alert Adapter is monitoring. You can scan the report to review what’s happening on Tivoli managed systems. You can also use the report to determine appropriate conditions to monitor with criteria-based situations on your CMW.

“Tivoli Management Environment Alerts Report” on page 37 provides information about the contents and use of Tivoli Management Environment Alerts report.

Start monitoring quickly with product-provided situations
Candle minimizes your programming requirements by providing you with predefined situations you can use to start monitoring alerts almost immediately. You can also use these product-provided situations as models for creating your own situations.

“Product-Provided Solutions” on page 85 provides definitions of the product-provided situations.

Create your own situations with TME_Alert attributes
The Alert Adapter for Tivoli/Enterprise Console supports a set of TME_Alert attributes. These attributes, equivalent to TEC base slots, make it possible to identify alerts by properties such as type, severity, or source. You use these attributes to create situations that monitor specific alerts or types of alerts using managed objects on a CMW.

“TME_Alerts Attributes” on page 75 contains descriptions of these attributes.
**View Candle Command Center events on a TEC**

The emitter feature of the Alert Adapter enables you to forward events from any CCC managed system to a TEC. The emitter is implemented as a Tivoli event adapter on the TEC. You use the Candle source to create a Candle event group or to include the Candle Command Center events in other events groups.

**Emitter using automation**

In Version 200, the emitter feature is implemented using automation. You no longer need to create and edit a situation trap table on the Candle Management Server to specify which events you want to emit to a TEC. Instead, you emit events by creating an automation policy that uses the TEC_Event activity program.
Features
Section 1.
Monitoring Events from the Tivoli Management Environment
Introduction

This chapter explains how events are forwarded from a TME 10 Enterprise Console (TEC) to a Candle Management Workstation (CMW). It discusses the ways in which you can monitor TME events on a CMW and provides a typical monitoring scenario.

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About the Alert Adapter for Tivoli/Enterprise Console

How the Alert Adapter works

The Alert Adapter for Tivoli/Enterprise Console is an intelligent agent that resides on the same host as a TEC event server and monitors all events that the server receives. It also identifies events that meet situation definitions and forwards them to the Candle Management Server (CMS). The CMS evaluates and correlates situations from multiple sources and notifies you through the CMW.

Note: Because Tivoli has only one listening port for the adapter, only one copy of the Alert Adapter may be started. If a second adapter is started, a “Pipe not available” message results.

Configuring the TEC to send events to the CMS

You must configure each TEC from which you want to receive events. Configuring the TEC involves importing the Candle ruleset, candleKTV.rls, and the class definition file, candle.baroc.

The Candle ruleset specifies that all TEC events, other than HARMLESS, should be forwarded to the Candle Command Center (CCC). It also prevents any events that originate from the CCC from being forwarded.

Candle provides a script, ktvsetup.sh, to perform the configuration. You can find instructions for running ktvsetup.sh in “Configuring the TEC to Send Events to CCC” on page 31.
Monitoring TME Events

Overview

The CMW offer two methods for monitoring alert data forwarded by an alert adapter: on-demand reports and situation-based alerts.

Using the Tivoli Management Environment Alerts report

The Alert Adapter provides a report for each TEC Event Server you monitor. Each report contains detailed information about the 100 most recent events that the TEC Event Server received. The report contains information about:

- the system on which the event occurred
- the class of the event
- the source of the event
- the severity of the event

Use this report to review events occurring on systems managed by TME.

“Tivoli Management Environment Alerts Report” on page 37 contains information on the contents of the Tivoli Management Environment Alerts report and gives procedures for customizing the display of report information.

Using situation-based alerts to monitor TME events

Not all events reported to a TEC are of equal importance or interest. By creating situations, you can filter the alerts according to criteria you set. For example, you can receive notification of alerts from a particular event source or alerts with a specified severity level. That way, the CMW notifies you of just those events you consider significant.

Use the predefined situations that Candle provides to monitor events from the LOGFILE event adapter. Use the CMW Situation editor to modify these situations to monitor events from other event adapters, or create your own situations using the TME_Alert attributes. For more information, see Appendix A, “TME_Alerts Attributes” on page 75, and Appendix B, “Product-Provided Solutions” on page 85.
Integrating Tivoli and CCC Events on a CMW: A Scenario

Background
Global Financial (GF) is a diversified financial services company. For many years, GF has relied on Candle OMEGAMON™ products to manage the performance and availability of its mainframe resources. In the last few years it has added several Candle Command Center products for both mainframe and distributed systems.

GF also uses the Tivoli Management Environment (TME) to provide extended system administration functions for the UNIX systems in its remote offices. Now GF has purchased the Alert Adapter for Tivoli/Enterprise Console so it can integrate the application management alerts that TME provides with the information it monitors on a CMW.

Integrating performance, availability, and system management information

Insurance salesmen in GF remote offices use UNIX systems to issue insurance quotations and policies, but they depend upon mainframe resources in the main office for actuarial data, credit checking, insurance rates, and the like. A problem with any of the following resources constitutes a threat to the insurance operations:

- UNIX operating systems
- Mainframe operating system
- CICS
- IMS/DC
- MQSeries queue managers

As the System Manager responsible for supporting insurance operations, you want to get a high-level view of the availability of these mission-critical application resources. You create a managed object on the CMW named Insurance_Quotation. This high-level, aggregate managed object contains managed objects representing each of the monitored resources on which insurance operations depend.
Monitoring a TEC Situation

The TME administrator has already created a class of events for the UNIX-based portion of the insurance quotation system, named “Quote_Base”. You use this event class to create the following situation:

\[
(*\text{VALUE TME\_Alert.Class\_name} \quad \text{EQ} \quad \text{Quote\_Base}) \quad \text{AND} \\
(*\text{VALUE TME\_Alert.Severity} \quad \text{EQ} \quad \text{CRITICAL}) \quad \text{OR} \\
(*\text{VALUE TME\_Alert.Severity} \quad \text{EQ} \quad \text{FATAL})
\]

You assign this situation to the Warning state of a Quote_UNIX template and create a managed object from the template. Now, a CRITICAL or FATAL Quote_Base event reported to the TEC is rolled up to the Insurance_Quotation managed object. By opening the managed object in the Events view, you can determine when an event occurred, on which system, and can even pick up any customized messages.
Integrating Tivoli and CCC Events on a CMW: A Scenario
Introduction

This chapter contains the procedure for configuring a TME 10 Enterprise Console (TEC) to forward events to a Candle Management Server® (CMS™). It also provides an optional procedure for changing the port number used to send event data to the Alert Adapter.

This chapter assumes that you have already installed the Alert Adapter for Tivoli/Enterprise Console agent on the host of every TEC that you want to monitor.

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Configuring the TME 10 Enterprise Console

Overview of the configuration process

To monitor TME events on a CMW, you must configure the TEC environment to forward event alerts to your hub CMS. Candle provides a script, \texttt{ktvsetup.sh}, to perform the configuration. \texttt{ktvsetup.sh} imports the Candle ruleset, \texttt{candleKTV.rls}, and the class definition file, \texttt{candle.baroc}.

The ruleset specifies that all TEC events, other than HARMLESS, be sent to the CMS. The ruleset also prevents any events that originate from the Candle Command Center from being forwarded back to the CMS.

You must run \texttt{ktvsetup.sh} on each TEC host from which you want to receive events.

Prerequisites for configuring a TEC

To configure the TEC:

- You must already have installed the Alert Adapter files on each TEC host from which you want to receive events
  
  The procedure for installing the alert adapter files is covered in \textit{Installing Candle Systems}.

- The TEC server must be running

- You must have root authority for the system you are configuring
Procedure to configure the Enterprise Console to send events

Use the following procedure to configure a TEC to send events to a CMS.

1. Change to the directory where `ktvsetup.sh` is located:
   
   ```
   cd candlehome/arch/tv/config
   ```
   
   where:

   - `candlehome` is the Candle product directory on the machine you want to monitor
   - `arch` is the name of the directory corresponding to the operating system and version of the machine

2. Execute the setup program by entering the command:
   
   ```
   ./ktvsetup.sh
   ```
   
   The setup program presents a list of all rulebases available. The text "(Current)" appears next to the current TEC rulebase. For example:

   ```
   Rulebases currently available:
   Default My_rulebase   (Current)
   ```

3. The setup program prompts you for the name of the rulebase to use for the Candle ruleset (you may not wish to activate the Candle rules at this time, for instance):

   ```
   Enter the name of new rulebase to use or press ENTER to update the current rulebase.
   ```

   Note that the rulebase "Default" is not editable. The setup program does not allow you to import the Candle rules into the Default rulebase.

4. If you choose to use an existing rulebase, you are given the opportunity to create a backup copy. You see the following prompt:

   ```
   Updating current rulebase to include AATV. Do you want to make a backup of rulebase rulebase_name (Y/N)?
   ```

   If you choose to make a backup, the rulebase is copied into a backup rulebase called `Rulebase_Name Backup1`.

   Result: The setup program imports the Candle ruleset `candleKTV.rls` and the class definition file `candle.baroc`.
Configuring the TME 10 Enterprise Console

In order for these changes to take effect, the TEC server must be restarted. You will be prompted whether you wish to do so now or perform this later. Refer to the Tivoli man pages for `wstopesvr` and `wstartesvr` for further information.
Changing the Port of the Candle Message Queue (Optional)

Overview

Tivoli event data is transmitted to the Alert Adapter via a TCP/IP socket. The agent uses the default port 50506 when you start it. You can change the number of the port if you want.

You change the location of the message queue by:

1. running the configuration script ktvsetup.sh and entering a port number other than 50506
2. changing the environment variable in the agent script.

You must stop and restart the adapter agent, aatv, to use the port number.

Procedure to change the port number

To change the port number:

1. On the system where the Alert Adapter (aatv) is installed, change to the directory where ktvsetup.sh is located:
   
   cd candlehome/arch/tv/config
   
   where
   
   - candlehome is the directory where the Alert Adapter is installed
   - arch is the name of the directory corresponding to the operating system and version of the machine.

2. Execute the setup script:

   ./ktvsetup.sh

   Note: The environment variable CANDLEHOME must be set as the directory where the Alert Adapter is installed.

3. Respond to the prompts as you did during the original configuration (see “Procedure to configure the Enterprise Console to send events” on page 33), until you see the following prompt, then enter your preferred port number:

   Please enter port number (50506 is default):

4. Restart the TEC server.
Changing the Port of the Candle Message Queue (Optional)

5. Change to the Candle product bin directory:
   ```bash
cd candlehome/bin
   ```

6. Edit the script `CandleAATVagent` by adding the following line:
   ```bash
   KTV_PORT="yourportnumber" export KTV_PORT
   ```

7. Stop the Alert Adapter agent by issuing the following command:
   ```bash
   CandleStopAgent -aatv
   ```

8. Restart the Alert Adapter agent by issuing the following command:
   ```bash
   CandleAATVagent
   ```

   **Result:** You changed the port number used to export TME event data to the Alert Adapter.
Introduction

This chapter describes the contents the Tivoli Management Environment Alerts reports. It also discusses how to access and modify report contents and provides a scenario illustrating how you can use the report.

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About the Tivoli Management Environment Alerts Report

Overview

The Tivoli Management Environment Alerts report enables you to use a Candle Management Workstation (CMW) to monitor information about the alerts received by TECs you monitor. This section suggests some ways in which you can use that information.

Review performance and availability of systems managed by a TEC

By viewing the information in a report, you can review the general health and performance of systems monitored by Tivoli products. You can quickly determine where problems are occurring and what devices are involved. You can integrate this information with information you monitor with Candle products for performance analysis and capacity planning.

Determine what conditions to monitor with situations

Not all events reported to a TEC are of equal importance or interest. Creating situations to notify you of certain conditions enables you to pay attention to only those events that you consider important. You can use the report to evaluate what types of alerts the TEC receives and determine how to define the alerts you want to monitor with situations.

Determine the cause of reported events

When situations are triggered, you can use the Tivoli Management Environment Alerts report to find out what other events were occurring at the same time that may have contributed to the problem.
Inside a Tivoli Management Environment Alerts Report

Overview

The Tivoli Management Environment Alerts report presents data in tabular form. The columns in the report generally correspond to the base slots of TEC events. Each row represents an alert received by the TEC. The cells, or fields, of the report represent the values for each alert for a particular characteristic.

Accessing a Tivoli Management Environment Alerts report

To access a report:

1. In the CMW Main window, double-click the Reports icon. The Reports folder opens, showing a report icon for each CCC product you are authorized to view, including one for the Tivoli Management Environment Alerts report.
2. Double-click the Tivoli Management Environment Alerts report icon. The report opens, showing a list of managed systems whose report data you can view.
3. Double-click the row representing the managed system for which you want to view alert data.
   Result: The report opens, showing real-time data collected for the managed system you selected.

Columns and their descriptions

The table describes the data in each column in the Alerts report.

Table 2. Report Columns

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adapter Host</td>
<td>This field displays the name of the system on which the Tivoli event adapter that reported the event is located.</td>
</tr>
</tbody>
</table>
Inside a Tivoli Management Environment Alerts Report

Table 2. Report Columns (continued)

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Name</td>
<td>This field displays the class of event being reported. The possible values for the class are determined by the type of event adapter reporting the event.</td>
</tr>
<tr>
<td>Credibility</td>
<td>This field reflects the credibility level assigned to the alert. The Tivoli Event Server assigns the credibility level on the basis of the security level of the event adapter reporting the event and the type of connection the adapter has with the event server. Tivoli-provided framework connections may be “secured” and are assigned a credibility of 1. Native operating system connections, such as TCP/IP, are considered not secure and are assigned a credibility of 0.</td>
</tr>
<tr>
<td>Host Name</td>
<td>This field displays the name of the system on which the reported event occurred.</td>
</tr>
<tr>
<td>IP Origin</td>
<td>This field displays the Internet Protocol (IP) address of the system on which the reported event occurred.</td>
</tr>
<tr>
<td>Message</td>
<td>This field displays the text of the message associated with the event received by the TEC.</td>
</tr>
</tbody>
</table>
Table 2. Report Columns (continued)

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
</table>
| Severity    | This field displays the severity level assigned to the event. The values for this attribute can be user-defined. Check with your Tivoli administrator to determine all possible values. The default values for this attribute are:  
  - FATAL  
  - CRITICAL  
  - WARNING  
  - MINOR  
  - INDETERMINATE  
  - CLEAR  
  The adapter agent does not forward events with the severity level of HARMLESS. |
| Slots       | This field displays the contents of Tivoli slots associated with the reported event that are not covered by the other report fields.          |
| Source      | This field displays the type of event adapter that reported the event. Each adapter is associated with a “managed source.” For example, LOGFILE is associated with the system log file; the Candle event adapter is associated with the Candle Command Center. |
| Subsource   | This field displays the component of the managed source associated with reported event. For example, subsources of the source LOGFILE include `su` and `sendmail`. Event adapters optionally assign the values for this attribute. |
Inside a Tivoli Management Environment Alerts Report

Retrieving additional report information

The Tivoli Management Environment Alerts report has more columns and rows than you can see when you first open the report. To view additional columns, press the right arrow in the horizontal scroll bar. To view additional rows, press the down arrow in the vertical scroll bar.

You can use the split bars to change the size of any column to maximize or minimize the amount of information you see.

Where to find more information about reports

To find more detailed information about Alerts reports, right-click the Tivoli Management Environment Alerts report icon in the Reports container on the CMW and select Open as Help from the pop-up menu.

Reminder about customizing reports

You can modify the contents of the reports in several ways.

- Use the Custom Report settings page to create reports from selected systems or with specified contents.
- Use the Sort settings page to organize information based on the value of a specified parameter.
- Use the Include settings page to include or exclude information in a particular range.
- Use the Columns settings page to include or exclude particular columns.

Consult the online help on each settings page for the procedures for customizing reports.
Understanding Report Information: A Scenario

Overview
This section presents a typical usage scenario which illustrates how you might use a Tivoli Management Environment Alerts report.

Background
Global Financial (GF) is a large, multinational company with a highly decentralized, multiplatform computing environment. It currently uses Candle OMEGAMON products to manage its mainframe performance and communications, as well as several Candle Command Center products for both mainframe and distributed systems.

Many GF administrators, however, use the Tivoli Management Enterprise to manage their distributed systems. GF has purchased the Alert Adapter for Tivoli/Enterprise Console so that its administrators can monitor data from both Candle and Tivoli products on a Candle Management Workstation. As the CCC administrator, you want to use the Tivoli Management Environment Alerts report to familiarize yourself with the type of events and information you can receive from a TEC.

Viewing report data
You log on to the CMW, then open the Reports folder. You double-click the Tivoli Management Environment Alerts report icon and select one of the TECs you monitor from the Managed System Selection window.

Since you are interested in network events reported on a particular node, you use the Include function to exclude events from all other sources.

You scan the report, but decide that it would be easier to sort the alerts by Severity. You find one alert with an assigned severity of FATAL. You check the Class name of the event to find out what device was involved and the IP Origin column to determine what system the event occurred on. Finally, you export a copy of the report to an ASCII file, so that you can print the report out and save it for comparison with later reports.
Section 2.
Emitting Candle Events to a Tivoli Enterprise Console
Introduction

This chapter explains how the emitter feature works. It also presents a scenario illustrating how you might use the emitter feature.

This chapter assumes that you have already installed the emitter agent (aevt) on the host of every TEC that you want to monitor.

Chapter Contents

About the Emitter Feature ............................................. 48
Sending MQSeries Events to Tivoli: A Scenario ................. 50
About the Emitter Feature

How the emitter feature works

The emitter feature of the Alert Adapter for Tivoli/Enterprise Console is implemented by an agent called `aevt` that resides on the same host as the TEC Event Server that receives the event information.

When the status of a situation monitored by a Candle Monitoring Agent changes from False to True, an event is generated. The CMS collects and stores information about the event. If you have created a policy containing that situation and a TEC_Event activity agent, the CMS also forwards the event information to the emitter agent on the specified TEC host.

If there is a problem contacting the TEC server (for example, if the TEC server goes down), CCC events are stored in a queue. The next time a CCC event is successfully sent to the TEC server, the queue is processed and all events that were waiting are sent.

Specifying what events to emit

You tell the CMS which events to forward by creating a policy containing the situation for which you want events emitted and the TEC_Event activity program. “Specifying What Events to Emit” on page 55 provides instructions for creating policies.

Configuring a TEC to receive CCC events

Candle provides a script to configure a TEC to receive CCC events. “Displaying CCC Events on the Enterprise Console” on page 65 contains the procedure for running the script.

Configuring a TEC:

- defines a Candle event source
  The TEC administrator uses the Candle event source to create a Candle Event Group or include the Candle event source in other event groups.
- imports an event class definition file
  The event class definition file defines the format of the information sent from CCC to the TEC server.
About the Emitter Feature

- imports the Candle flame icon
  The TEC administrator can use the Candle icon to represent the Candle event source

**Information forwarded by the CMS**

The CMS provides the following information about each CCC event it forwards:

- the name of the situation that generated the event
- the assigned TME severity of the event
- the managed system on which the event occurred
- the subnode, if any, on which the event occurred
- the time at which the event occurred
- the predicate of the situation
- the values of up to ten of the attributes in the same attribute group
Sending MQSeries Events to Tivoli: A Scenario

Overview
This section presents a typical scenario which illustrates how you can use the emitter feature of the Alert Adapter for Tivoli/Enterprise Console to increase your systems management capabilities.

Background
For many years, Global Financial (GF) has used Candle products to manage the performance and availability of its mainframe systems. More recently, Global Financial purchased the Candle Command Center® for MQSeries.

GF uses the Tivoli Management Environment to manage most of its distributed systems. The TME-based administrators are eager for access to the MQSeries data. As a CCC administrator, you are responsible for configuring the Alert Adapter for Tivoli/Enterprise Console to forward MQSeries events to the TECs.

The MQSERIES_EVENT_CRITICAL situation
With the Candle Command Center for MQSeries, Global Financial monitors a situation named MQ_EVENT_CRITICAL. This situation actually comprises several product-provided situations that monitor critical conditions:

MQSERIES_Channels_Indoubt
MQSERIES_Channel_Stopped
MQSERIES_Dead_Letter
MQSERIES_Queue_Depth_High
MQSERIES_Queue_Full
MQSERIES_Queue_Server_Int_High
Creating the situation trap table entry for the MQSeries situation

The TME administrators want to be informed whenever this situation becomes true on any MQSeries node. You create the following policy in the Policy editor:

You distribute this policy to the managed systems where the emitter agent aevt is installed.
Sending MQSeries Events to Tivoli: A Scenario

Monitoring MQSeries events on the TEC

When the status of the MQ_EVENT_CRITICAL situation changes to True on any CCC managed system, TEC administrators see a Critical icon next the Candle event source:
Getting event details

By opening the message list, the administrators can find out what situation changed, on which system, what the value of the monitored attribute was when the situation tripped, and the value of other attributes in the same group at that time.

“Specifying What Events to Emit” on page 55 provides step by step instructions for creating a policy using the TEC_Event activity program.
Sending MQSeries Events to Tivoli: A Scenario
Specifying What Events to Emit

Introduction

This chapter explains how to use the Candle Management Workstation (CMW) to create policies that emit event data to the TME 10 Enterprise Console.

Chapter Contents

Specifying what Event Data to Emit ........................................... 56
Creating a Policy Using the TEC_Event Activity ....................... 58
Specifying what Event Data to Emit

Specifying what Event Data to Emit

Overview
You specify what event data you want to emit by creating policies that contain the situation or situations you want to monitor and the TEC_Event activity program. When the conditions described in the situations become true, the CMW automatically emits the event data to the specified TEC.

A reminder about required authority
You must have Change Policy authority to create policies in the Policy Editor. If you have Create User authority, by default you have Change Policy authority.

Only a CMW administrator or someone with Create User authority can grant user authority. Refer to the Candle Command Center Administrator’s Guide for instructions on assigning authority to users.

Accessing the Policy editor
You access the Policy editor from the Policies folder in the Administration folder. Follow the steps below to access the Policy editor.

1. In the CMW Main window, double-click the Administration folder.
2. In the Administration window, double-click the Policies folder. The Policies window opens.
Specifying what Event Data to Emit
Creating a Policy Using the TEC_Event Activity

Overview
The following procedure tells you how to create a simple policy that emits event data to a TEC. For instructions on creating more complex policies, refer to the Candle Command Center Administrator’s Guide.

Procedure to create a policy
To create a policy:

1. In the Policies window, select Create New . . . from the Edit menu. The Policies - Create New window appears.
2. In the Policies - Create New window:
   a. For Object Name, type a name for the policy.
   b. For Description, type a description of the policy.
   c. For Type of System to Manage, select the appropriate type of managed system for the situation you intend to monitor or select All Managed Systems. (Since the example policy uses a MQSeries situation, the MQ managed system type is selected in this example.)
   d. Click Create.

The Policy editor appears.
Creating a Policy Using the TEC_Event Activity

Specifying What Events to Emit
Creating a Policy Using the TEC_Event Activity

3. Select the Wait for Situation Event object from the toolbar, then move the cursor onto the work area and click to place the object. (If the Correlate Policies by Platform box is checked on the Policies - Create New window, this step is done automatically.)

The Select a Situation window appears.

4. Select or create the situation from which you want to forward data, then click OK.

5. Select the Activity Program object from the toolbar, then move the cursor to the right of the situation object on the work area and click to place the activity object.

The Select Activity Program window appears.
Creating a Policy Using the TEC_Event Activity

6. Select TEC_Event and click OK.
   The Program Parameters window appears.
Creating a Policy Using the TEC_Event Activity

7. Complete the Program Parameters window as follows:
   a. Select Managed System, then in the Value window select the managed system on which the emitter for the TEC to which you want to send event data is installed.
      If you want to send the same situation to two different TECs, you must create a separate policy for each one.
   b. Select TEC_Severity, then from the Value window dropdown select the severity you want to assign to the event.
      You can use only the six TEC default severities: Fatal, Critical, Warning, Minor, Harmless, or Unknown.
   c. Select Message, then in the Value window type the message you want to appear on the TEC when the event occurs.
      You can use up to 256 characters. You cannot use parameter substitution in the message
   d. Select Attributes. When the Attributes window appears, select the attributes whose values you want forwarded to the TEC from the Available Attributes list, then click <<ADD to add them to the Selected Attributes list.
      You can choose up to 10 attributes.
   e. Click OK to close the Attributes window.
   f. Click OK to close the Program Parameters window and save the settings.

8. Select the Connector object , click on the situation, then drag the connector to the activity object. When you release the mouse button, the Select an End Code window appears.

9. Select the appropriate end code, then click OK.
   Your policy should look something like the policy shown in the following graphic
10. Distribute the policy to the managed systems you want to monitor:
   a. Select **Open as Settings** from the **Policy** menu.
   b. If necessary, select the **Distribution** tab.
   c. In **Available lists**, select the managed systems from which you want the event data forwarded.

   **Note:** If the **Available** list box is empty, or a particular managed system does not appear, the agents are not at CCC 98 level. Only agents which support Policy Automation and are registered with the CMS will appear in the **Managed System list box**.

   If you want to distribute a policy to a managed system with a pre-98 agent:

   1. On the **Policy - Create New** panel, for **Type of System to Manage** select **All Managed Systems** and uncheck **Correlate Activities by Platform**.

   2. Distribute the policy to the CMS to which the pre-98 agent is connected.

   d. Click <<ADD>>.

   e. Click **OK** to save the setting and close the notebook.
Creating a Policy Using the TEC_Event Activity

Saving the policy

To save the newly created policy:

1. Double-click on the system menu icon in the upper left corner of the Policy editor to close the window.
   A prompt appears asking if you want to save the policy.

2. Click Yes.
   A prompt appears asking if you want to restart the policy on all managed systems.

3. Click Yes.
   The Policy editor closes and the Policies window reappears.
Introduction

This chapter describes how to configure the TME 10 Enterprise Console (TEC) environment to receive and display Candle Command Center (CCC) events. It also contains information about accessing and viewing CCC events on a TEC.

Chapter contents

Creating a Candle Event Source .......................................... 66
Directing Candle Events to an Event Console ......................... 69
Viewing CCC Events Using the TEC Message List .................. 71
Creating a Candle Event Source

Overview of the configuration process

The emitter feature of the Alert Adapter for Tivoli/Enterprise Console is implemented as a Tivoli event adapter. The configuration process imports the Candle class definition (baroc) files and creates a new event source called “Candle.” It also makes the Candle flame icon available for use when you create a Candle event group.

After you have configured the TEC, an administrator can create a Candle event group or include the Candle event source in other event groups.

Candle provides a script, `kvtsetup.sh`, to configure the TEC environment. You must run `kvtsetup.sh` on each TEC on which you want to receive CCC events.

Prerequisites for creating a Candle event source

In order to configure the TEC:

- you must have installed the emitter agent (`aevt`) as described in Installing Candle Systems
- the TEC server must be running (the setup script will determine whether the TEC server is running)
- you must have root authority for the system you are configuring
Creating a Candle Event Source

Procedure to create a Candle event source

To create a Candle event source and import the Candle icon on an Enterprise Console:

1. Change to the directory where `kvtsetup.sh` is located:
   
   ```
   cd candlehome/arch/vt/config
   ```
   
   where:
   - `candlehome` is the Candle product directory on the host of the TEC to which you want to send events
   - `arch` is the name of the directory corresponding to the operating system and version of the host

2. Enter the following command:
   
   ```
   kvtsetup.sh
   ```
   
   You see the following prompt:
   
   ```
   This script will generate Candle event class definition files. OK to generate now (y/n)?
   ```

3. Respond yes (y) to convert Candle attribute definition files to TEC event definition files.

   The setup program presents a list of all rulebases available. The text “(Current)” appears next to the current TEC rulebase. For example:

   ```
   Rulebases currently available:
   Default My_rulebase  (Current)
   ```

4. The setup program prompts you for the name of the rulebase to use for the Candle ruleset (you may not wish to activate the Candle rules at this time, for instance). You see the following prompt:

   ```
   Enter the name of new rulebase to use or press ENTER to update the current rulebase
   ```

   Note that the rulebase “Default” is not editable. The setup program does not allow you to import the Candle rules into the Default rulebase.

5. If you choose to use an existing rulebase, you are given the opportunity to create a backup copy. You see the following prompt:

   ```
   Updating rulebase rulebase_name to include AEVT. Do you want to make a backup of rulebase rulebase_name. (y/n)?
   ```
Creating a Candle Event Source

If you choose to make a backup, the rulebase is copied into a backup rulebase called Rulebase_Name Backup1.

**Result:** The setup program imports the Candle class definition (baroc) files and creates a new event source called “Candle.” It also makes the Candle icon available for use when you create a Candle event group.

For these changes to take effect, the TEC server must be restarted. You will be prompted to indicate whether you wish to do so now or later. Refer to the Tivoli man pages for `wstopesvr` and `wstartesvr` for further information.
Directing Candle Events to an Event Console

Event groups and event filters
The Tivoli Event Server uses event groups to direct events to event consoles. (Refer to the instructions for “Setting Up the Event Server” in the Enterprise Console User’s Guide for details on managing event groups.) You define an event group filter to specify which events are to be considered part of an event group.

Using the Candle event source in an event group filter
When you configured the TEC to display CCC events, you created an event source called “Candle.” To receive status change events for CCC situations, you use the Candle event source in an event group filter.

After you have created or modified an event group to include CCC events, you should assign the event group to one or more consoles. Follow the instructions for “Setting Up Event Consoles” in the Enterprise Console User’s Guide.
Sample event group filter

A completed event group filter might look like the following illustration.
Viewing CCC Events Using the TEC Message List

Overview
When a TEC receives a Candle event, the event source and event group icons display information about the event. You can view more information about the event using the TEC event message list.

Viewing the event message list
To view the event message list for an event source or event group, click on the event source or event group icon on the Enterprise Console. (This can be the Candle flame icon if you use the bitmap provided with the emitter agent.)

The message list displays:
- the severity of the event
- the class of the event (Candle events have the class “CandleAttributeGroup”)
- the status of the event
- the name of the system on which the event occurred (Hostname)
- the message you entered in the Program Parameters of the policy
- the time at which the event occurred (Date and Timestamp)

To see the details of the event, you view the message.

Viewing the message
Viewing the message enables you to see the predicate of the situation that caused the event and the values for the other attributes you selected when you created the policy to emit the event.

To view the message, select it, then click View Message...
Graphic of CCC events in the message list

When you view the message list, you see something similar to the following.
Section 3.
Appendices
Introduction
This chapter includes the definitions and values for the TME_Alert attributes.

Appendix contents

About Attributes .................................................. 76
Attributes in the TME_Alert Group ......................... 77
About Attributes

Overview
A TME_Alert attribute is a characteristic of an event, such as its source or severity. The TME_Alert attributes are equivalent to the base slots of TEC events. You use attributes to create situations that alert you to specific events or types of events.

Attribute groups
Attributes designating functionally similar characteristics belong to the same attribute group. The attributes for the Alert Adapter for Tivoli/Enterprise Console comprise a single group, the TME_Alert group.

Attribute format
Attributes use the following format:

   Group_Name.Attribute_Name

Using attributes
You use attributes to create situations that define monitoring rules for events. For example, you can create situations that monitor for events originating from a specific network device or events with a specific severity.

When the values for attributes of events received by the TEC match the values you specify in situations, the managed objects associated with the situations change appearance, alerting you to problems.

Relationship between reports and attributes
A report generally corresponds to a group of attributes; the columns of the report generally correspond to the attributes available for the creation of situations.
Attributes in the TME_Alert Group

Overview
This section describes the attributes in the TME_Alert group and presents information about how to use each attribute.

Working with TME_Alert attributes
You can identify most TEC events by a single attribute or by a combination of alert attributes. For maximum performance, your definitions should be specific.

The alert adapter monitors events as they occur rather than polling for them at intervals, so you do not set a monitor interval for situations you create with TME_Alert attributes.

Because the events are “pure” rather than polled, the Candle Management Workstation (CMW) does not reset them automatically. You must either reset them manually or use the UNTIL predicate in the situations to define the conditions under which the CMW should reset them.
**Attributes in the TME_Alert Group**

**TME_Alert attributes descriptions and usage**

The table presents a description of each attribute and provides information about valid ranges and format for attribute values.

**Table 3. TME_Attribute Descriptions**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description and Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adapter_Host</td>
<td>The name of a system on which a Tivoli event adapter is installed</td>
</tr>
<tr>
<td><strong>Value Format</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Simple text strings</td>
</tr>
<tr>
<td></td>
<td>▪ Up to 64 characters</td>
</tr>
<tr>
<td><strong>Usage</strong></td>
<td>The valid functions for this attribute are:</td>
</tr>
<tr>
<td></td>
<td>▪ Value</td>
</tr>
<tr>
<td></td>
<td>▪ String scan</td>
</tr>
<tr>
<td></td>
<td>▪ Substring</td>
</tr>
<tr>
<td></td>
<td>The only valid operator for this attribute is Equal.</td>
</tr>
<tr>
<td>Class_name</td>
<td>The class of events you want to monitor</td>
</tr>
<tr>
<td></td>
<td>The possible values for classes are determined by the type of event adapter. Consult</td>
</tr>
<tr>
<td></td>
<td>the documentation for each Tivoli event adapter that you have installed to determine</td>
</tr>
<tr>
<td></td>
<td>its possible classes.</td>
</tr>
<tr>
<td><strong>Value Format</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Simple text strings</td>
</tr>
<tr>
<td></td>
<td>▪ Up to 48 characters</td>
</tr>
<tr>
<td><strong>Usage</strong></td>
<td>The valid functions for this attribute are:</td>
</tr>
<tr>
<td></td>
<td>▪ Value</td>
</tr>
<tr>
<td></td>
<td>▪ String scan</td>
</tr>
<tr>
<td></td>
<td>▪ Substring</td>
</tr>
<tr>
<td></td>
<td>The only valid operator for this attribute is Equal.</td>
</tr>
</tbody>
</table>
Attributes in the TME_Alert Group

Table 3. TME_Attribute Descriptions (continued)

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description and Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credibility</td>
<td>The credibility level of the TEC event you want to monitor. The Tivoli Event Server assigns the level of credibility to events it receives. The credibility of an event is a function of the security level of the event adapter reporting the event and the type of connection (secure or insecure) the adapter has with the Event Server. Connections provided by the Tivoli Management Framework are considered secure; connections established by standard communication protocols such as TCP/IP are considered nonsecure. <strong>Valid Values</strong> Use the following special values:</td>
</tr>
<tr>
<td>Value</td>
<td>Text</td>
</tr>
<tr>
<td>0</td>
<td>Secure</td>
</tr>
<tr>
<td>1</td>
<td>Nonsecure</td>
</tr>
<tr>
<td>Usage</td>
<td>The valid functions for this attribute are:</td>
</tr>
<tr>
<td></td>
<td>Value</td>
</tr>
<tr>
<td></td>
<td>String scan</td>
</tr>
<tr>
<td></td>
<td>Substring</td>
</tr>
<tr>
<td>The only valid operator for this attribute is Equal.</td>
<td></td>
</tr>
</tbody>
</table>
### Attributes in the TME_Alert Group

#### Table 3. TME_Attribute Descriptions (continued)

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description and Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host_Name</td>
<td>The host name of a system on which you want to monitor events</td>
</tr>
<tr>
<td><strong>Value Format</strong></td>
<td>Simple text strings</td>
</tr>
<tr>
<td></td>
<td>Up to 64 character</td>
</tr>
<tr>
<td><strong>Usage</strong></td>
<td>The valid functions for this attribute are:</td>
</tr>
<tr>
<td></td>
<td>Value</td>
</tr>
<tr>
<td></td>
<td>String scan</td>
</tr>
<tr>
<td></td>
<td>Substring</td>
</tr>
<tr>
<td></td>
<td>The only valid operator for this attribute is Equal.</td>
</tr>
<tr>
<td>Message</td>
<td>All or part of a message associated with an event received by the TEC</td>
</tr>
<tr>
<td><strong>Value Format</strong></td>
<td>Simple text strings</td>
</tr>
<tr>
<td></td>
<td>Up to 1024 characters</td>
</tr>
<tr>
<td><strong>Usage</strong></td>
<td>The valid functions for this attribute are:</td>
</tr>
<tr>
<td></td>
<td>Value</td>
</tr>
<tr>
<td></td>
<td>String scan</td>
</tr>
<tr>
<td></td>
<td>Substring</td>
</tr>
<tr>
<td></td>
<td>The only valid operator for this attribute is Equal.</td>
</tr>
</tbody>
</table>
## Attributes in the TME_Alert Group

### Table 3. TME_Attribute Descriptions (continued)

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description and Values</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IP_Origin</strong></td>
<td>The Internet Protocol (IP) address of the system on which you want to monitor events</td>
</tr>
<tr>
<td><strong>Value Format</strong></td>
<td>A dot-decimal address</td>
</tr>
<tr>
<td><strong>Usage</strong></td>
<td>The valid functions for this attribute are:</td>
</tr>
<tr>
<td></td>
<td>- Value</td>
</tr>
<tr>
<td></td>
<td>- String scan</td>
</tr>
<tr>
<td></td>
<td>- Substring</td>
</tr>
<tr>
<td></td>
<td>The only valid operator for this attribute is Equal.</td>
</tr>
<tr>
<td><strong>Severity</strong></td>
<td>The level of severity associated with an event</td>
</tr>
<tr>
<td></td>
<td>The severity levels can be user-assigned. Check with your TEC administrator to determine possible values for this attribute.</td>
</tr>
<tr>
<td></td>
<td>The alert adapter does not forward events with the assigned severity level of HARMLESS.</td>
</tr>
<tr>
<td><strong>Valid Values</strong></td>
<td>Use one of the following default values or any value defined by your TME administrator.</td>
</tr>
<tr>
<td></td>
<td>- FATAL</td>
</tr>
<tr>
<td></td>
<td>- CRITICAL</td>
</tr>
<tr>
<td></td>
<td>- WARNING</td>
</tr>
<tr>
<td></td>
<td>- MINOR</td>
</tr>
<tr>
<td></td>
<td>- UNKNOWN</td>
</tr>
<tr>
<td><strong>Usage</strong></td>
<td>These values are case-sensitive.</td>
</tr>
</tbody>
</table>
### Attributes in the TME_Alert Group

**Table 3. TME_Attribute Descriptions (continued)**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description and Values</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Slots</strong></td>
<td>A character string containing slot names and values specific to a particular event class</td>
</tr>
</tbody>
</table>
| **Value Format** | - Simple text strings  
| | - Up to 1024 characters |
| **Usage** | - Value  
| | - String scan  
| | - Substring |
| **Source** | The type of Tivoli event adapter associated with events you want to monitor |
| **Value Format** | - Simple text strings  
| | - Up to 16 characters |
| **Usage** | - Value  
| | - String scan  
| | - Substring |
| **Equal.** | The only valid operator for this attribute is Equal. |
### Attributes in the TME_Alert Group

#### Table 3. TME_Attribute Descriptions (continued)

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description and Values</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub_Source</td>
<td>The component of the monitored source from which you want to monitor events. The values for this attribute are optionally assigned by event adapters. Consult the documentation for your Tivoli event adapters for valid values.</td>
</tr>
</tbody>
</table>

**Value Format**
- Simple text strings
- Up to 32 characters

**Usage**
- Value
- String scan
- Substring

The only valid operator for this attribute is Equal.
Attributes in the TME_Alert Group
Introduction

This appendix contains information about the predefined situations and the template provided with the Alert Adapter for Tivoli/Enterprise Console.

Appendix Contents

About Product-Provided Situations ......................... 86
Product-provided Situations and Their Descriptions ........ 87
Product-provided Template ................................. 88
About Product-Provided Situations

Overview
The Alert Adapter for Tivoli/Enterprise Console provides six predefined situations that make it possible for you to begin monitoring alerts received by your management application soon after you log on to a CMW. These product-provided situations are assigned to the Warning state of the Tivoli Alerts template.

None of the product-provided situations is set to activate at startup.

Customizing product-provided situations
You can customize product-provided situations to make them more appropriate for your site or use them as models for creating other situations that suit your needs. For example, you can add the host name or alert severity to a product-provided situation to filter the events down to smaller sets of relevant activities.

Reminder about setting up product-provided situations
If you want to monitor these situations, you must:
- distribute them to the systems you want to monitor
- create a managed object from the template and assign the managed object to the same systems.
The following table presents descriptions and definitions for each product-provided situation.

**Table 4. Product-Provided Situation Descriptions**

<table>
<thead>
<tr>
<th>Situation Name</th>
<th>Description and Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tivoli_File_System_Full</td>
<td>Monitors for file system full alerts from the Tivoli system LOGFILE event adapter</td>
</tr>
<tr>
<td></td>
<td>*VALUE TME_Alert.Class_name *EQ File_System_Full</td>
</tr>
<tr>
<td>Tivoli_Logfile_Fsck</td>
<td>Monitors file system checker alerts from the Tivoli system LOGFILE event adapter</td>
</tr>
<tr>
<td></td>
<td>*VALUE TME_Alert.Class_name *EQ Logfile_Fsck</td>
</tr>
<tr>
<td>Tivoli_Logfile_Lpd</td>
<td>Monitors for line printer alerts from the Tivoli system LOGFILE event adapter</td>
</tr>
<tr>
<td></td>
<td>*VALUE TME_Alert.Class_name *EQ Logfile_Lpd</td>
</tr>
<tr>
<td>Tivoli_NFS_No_Response</td>
<td>Checks for NFS no response alerts from the Tivoli system LOGFILE event adapter</td>
</tr>
<tr>
<td></td>
<td>*VALUE TME_Alert.Class_name *EQ NFS_No_Response</td>
</tr>
<tr>
<td>Tivoli_No_Permission</td>
<td>Monitors for no permission alerts from the Tivoli system LOGFILE event adapter</td>
</tr>
<tr>
<td></td>
<td>*VALUE TME_Alert.Class_name *EQ No_Permission</td>
</tr>
<tr>
<td>Tivoli_Su_Failure</td>
<td>Monitors for switch user failure alerts from the Tivoli system LOGFILE event adapter</td>
</tr>
<tr>
<td></td>
<td>*VALUE TME_Alert.Class_name *EQ Su_Failure</td>
</tr>
</tbody>
</table>
Product-provided Template

**Product-provided Template**

The Alert Adapter for Tivoli/Enterprise Console provides one template to which all the predefined situations are assigned.
Introduction

Candle Corporation offers a comprehensive maintenance and support plan to ensure you realize the greatest value possible from your Candle software investments. We have more than 200 technicians worldwide, committed to providing you with prompt resolutions to your support requests.

Customer Support hours of operation are from 5:30 A.M. – 5:00 P.M., Pacific Time. In the event of an after-hours or weekend emergency, Candle’s computerized call management system ensures that a technician will return your call within one hour. For customers located outside of North America, after-hours and weekend support is provided by Candle Customer Support locations in the United States.

Electronic support

Candle provides information and support services through

- Candle’s home page at www.candle.com. You can use the Candle Worldwide Web Site to
  - open problem records
  - access maintenance information
  - order products or maintenance
  - access IBM compatibility information
  - download fix packs for distributed products
  - read news and alerts
  - scan a list of scheduled Candle education classes
Candle Electronic Customer Support (CECS), an electronic customer support facility. You can access this facility using the IBM Global Network. You can use CECS to:

- open problem records
- search our database for solutions to known problems
- look for answers to commonly asked questions
- read news and alerts
- scan a list of scheduled Candle education classes

Both CECS and the Candle Worldwide Web Site are available 24 hours a day, 7 days per week.

**Telephone support**

Our support network consists of product specialists who work with you to solve your problem.

Candle uses an on-line problem management system to log and track all support requests. Your support request is immediately routed to the appropriate technical resource.

When you call to report a problem, please have the following information:

- your Candle personal ID (PID) number
- the release level of the Candle product
- the release level of IBM or other vendor software
- identifying information and dates of recently applied maintenance to your Candle product or IBM product
- a detailed description of the problem (including the error message) and the events preceding the problem
- a description of any unusual events that occurred before the problem

**Customer support locations and numbers**

To contact a Customer Support representative, refer to the following list. While these phone numbers were accurate at the time this document was
published, the current numbers can be found on the Candle Web site, www.candle.com, under Customer Support.

Table 5. Customer Support Phone Numbers

<table>
<thead>
<tr>
<th>Office</th>
<th>Telephone</th>
<th>FAX</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>North America</strong></td>
<td>(800) 328-1811</td>
<td>(310) 727-4204</td>
</tr>
<tr>
<td></td>
<td>(310) 535-3636</td>
<td></td>
</tr>
<tr>
<td><strong>Europe</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Belgium/Luxembourg</td>
<td>+32 (0) 3 270 95 60</td>
<td>+32 (0) 3 270 95 41</td>
</tr>
<tr>
<td>France</td>
<td>+33 (0) 1 53 61 60 60</td>
<td>+33 (0) 1 53 61 06 16</td>
</tr>
<tr>
<td>Germany/Switzerland/Austria</td>
<td>+49 (0) 89 54 554 333</td>
<td>+49 (0) 89 54 554 170</td>
</tr>
<tr>
<td>Italy – Freephone</td>
<td>800 780992</td>
<td></td>
</tr>
<tr>
<td>Netherlands</td>
<td>+31 (0) 30 600 35 50</td>
<td>+31 (0) 30 600 35 10</td>
</tr>
<tr>
<td>Scandinavia</td>
<td>+46 (0) 8 444 5940</td>
<td>+46 (0) 8 623 1855</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>+44 (0) 161 437 5224</td>
<td>+44 (0) 161 437 5225</td>
</tr>
<tr>
<td>(Southern Europe, Middle East and South</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Africa Agents call United Kingdom)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Asia Pacific – English Hub</strong></td>
<td></td>
<td>+61 2 9954 1818</td>
</tr>
<tr>
<td>Australia</td>
<td>+61 2 8912 9898</td>
<td></td>
</tr>
<tr>
<td>Hong Kong</td>
<td>800 908 457</td>
<td></td>
</tr>
<tr>
<td>India</td>
<td>+61 2 8912 9898</td>
<td></td>
</tr>
<tr>
<td>Indonesia</td>
<td>0018 03061 2061</td>
<td></td>
</tr>
<tr>
<td>Malaysia</td>
<td>1800 803 459</td>
<td></td>
</tr>
<tr>
<td>New Zealand</td>
<td>0800 449 596</td>
<td></td>
</tr>
<tr>
<td>Philippines</td>
<td>1800 1612 0096</td>
<td></td>
</tr>
<tr>
<td>Singapore</td>
<td>800 616 2075</td>
<td></td>
</tr>
<tr>
<td>Thailand</td>
<td>0018 00612 1045</td>
<td></td>
</tr>
<tr>
<td><strong>Asia Pacific – Japanese Hub</strong></td>
<td>+81 3 3595 7150</td>
<td>+81 3 3595 7110</td>
</tr>
<tr>
<td><strong>Asia Pacific – Korean Hub</strong></td>
<td>+82 2 552 8744</td>
<td>+82 2 552 8746</td>
</tr>
<tr>
<td><strong>Asia Pacific – Mandarin Hub</strong></td>
<td>+88 62 2739 3223</td>
<td>+88 62 2378 5993</td>
</tr>
<tr>
<td><strong>Asia Pacific – e-mail address:</strong></td>
<td><a href="mailto:ap_support@candle.com">ap_support@candle.com</a></td>
<td></td>
</tr>
</tbody>
</table>
When your local support office is unavailable, you can contact Candle’s North America support center. If USADirect® service is available in your country, use the 800 telephone number. If USADirect® service is not available, ask your international operator for assistance in calling Candle’s local (310) number.
Incident documentation

You may be asked to send incident documentation to the Candle Customer Support Center. On the outside of all packages you send, please write the incident number given to you by the Customer Support representative.

Send tapes containing the incident information to the following address, unless directed otherwise by your Customer Support representative:

*Candle Customer Support*
*Candle Support Center, Incident number*
*201 North Douglas Street*
*El Segundo, California 90245*

Send all other relevant documentation, such as diskettes or paper documentation, to the address provided by your Customer Support representative.

Ensuring your satisfaction with customer support

Candle Customer Support is committed to achieving high customer satisfaction ratings in all areas. These include:

- connecting you to a support representative promptly
- providing you with the appropriate fixes
- answering support questions
- filling your shipping orders
- supplying documentation

If you have a concern that has not been resolved to your satisfaction, you can open a complaint ticket. All tickets are logged and tracked to ensure responsiveness and closure. Using the ticket information, a manager will contact you promptly to resolve your problem.