



Workload Automation Agent Monitor 12.0

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Release Information

Version 12.0 is the initial release of Workload Automation Agent Monitor. The current build is version 12.0.0.9. You can download your copy of Workload Automation Agent Monitor from the [Broadcom Support site](#).

Use the navigation panel to the left to view system requirements and copyright and license agreement information for third-party components used in Workload Automation Agent Monitor.

Changes in Release 12.0.0.11

The following issues have been fixed in version 12.0.0.11:

- **Agent Status is Inaccurate**
For customers that use ESP, when there is no active session for the agent, the agent status is now reported accurately. Before this update, the status was intermittently reported incorrectly.
- **Linux Installer Completion Panel Reference is Incorrect**
The Linux installer completion panel now correctly refers to "Agent Monitor Release Notes" instead of "iDash Release Notes."
- **Output of Installer is Not Logged**
The installer logs the output of the database initialization script to the installer log. Prior to this update, the output was not logged.
- **Database Rows Cannot be Selected in Browser**
The agent uses a new version of the wla-ui-datatables library to correct a problem where table rows were not available for selection. This problem was apparent in the latest version of Chrome.

Changes in Release 12.0.0.9

The following are the changes made in Workload Automation Agent Monitor Version 12.0.0.9:

NOTE

You must install or upgrade to Version 12.0.0.9 for these changes to take effect.

- Scheduler graphs on the Dashboard now render consistently and without error.
- Workload Automation Agent Monitor version numbering has been updated to *n.n.n.n*.

Changes in Release 12.0.0.8

The following are the changes made in Workload Automation Agent Monitor Version 12.0.0.8:

NOTE

You must install or upgrade to Version 12.0.0.8 for these changes to take effect.

- The Agent Monitor dashboard now displays correctly when no agents exist.
- Data returned by ESP now processes without extraneous digits in the build number. This prevents JSON parsing errors.
- The Agent Monitor log file is now located in *WLA_AM_HOME/log*.
- The Agent Monitor installer now supports upgrade processing.
- When changing the administrator password in Agent Monitor, the current password is validated before validating the new password.

System Requirements

The following are the minimum requirements for running Workload Automation Agent Monitor 12.0.

NOTE

Agent Monitor includes a PostgreSQL database, which is installed automatically. During the installation procedure, you are asked to provide a user name and password.

Support schedulers and their associated agents and plug-ins:

- AutoSys 11.3.6 SP2 and above
- CA7 11.3, 12 and above
- dSeries 11.3 and above
- ESP 11.4 and above

Agent Monitor web service:

- Browser:
 - IE 10.0 and higher
 - Firefox 34 and higher
 - Chrome 38 and higher
- Server:
 - Windows 2012
 - RHEL Linux V5
 - RHEL Linux V6
 - RHEL Linux V7
 - Suse Linux 11
 - Suse Linux 12

Known Issues

This page details known issues for the Workload Automation Agent Monitor 12.0 release.

Agent Monitor receives an incomplete list of agents from ESP

Type: ESP defect

Product Affected: Workload Automation ESP Edition r11.4

Problem Description: Agent Monitor only receives information for about ~100 agents from ESP. The response to the command is truncated after about 32KB of data. Users are not able to get complete output from a command issued to ESP using web services.

Solution description: Fix enables ESP web services to respond with all of the information requested.

Related problem: ESPWA 1713

Fix: RO80185

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es5-shim 3.1.1

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- web-app_3_0.xsd
- web-common_3_0.xsd
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Product Accessibility Features

Broadcom is committed to addressing user accessibility in the development of its products and documentation to help all customers, regardless of ability, to accomplish vital business tasks.

Depending on your emulator, you can use the following accessibility features with Workload Automation Agent Monitor:

Display

To increase visibility on your computer display, you can adjust the following options:

- **Font style, color, and size of items**
Defines font color, size, and other visual combinations.
- **Cursor width and blink rate**
Defines the cursor width or blink rate, which makes the cursor easier to find or minimize its blinking.
- **High contrast schemes**
Defines color combinations. You can select colors that are easier to see.

Sound

Use sound as a visual alternative or to make computer sounds easier to hear or distinguish by adjusting the following options:

- **Volume**
Sets the computer sound up or down.
- **Text-to-Speech**
Sets the computer's hear command options and text read aloud.

Keyboard

You can make the following keyboard adjustments:

- **Sticky Keys**
Defines the modifier key, such as Shift, Ctrl, Alt, or the Windows Logo key, for shortcut key combinations. Sticky keys remain active until another key is pressed.

About Workload Automation Agent Monitor

Workload Automation Agent Monitor displays and exports status and information from a web-based application about all of the Agents for all Schedulers that are currently available to execute jobs. This first release is available at no extra charge and supports tens of thousands of Workload Automation Agents for Workload Automation AE, DE, ESP and CA-7.

Workload Automation Agent Monitor allows you to:

- Collect, display and export agent status and information from Workload Automation schedulers
- Retrieve agent log files and system information from any known agent
- View a dashboard with summary information and drill to detail pages
- Perform user authentication with Active Directory LDAP server

Setup

The topics in this section provide details about installing, configuring, and uninstalling Workload Automation Agent Monitor.

Installing Agent Monitor

The topics in this section explain the process of installing Workload Automation Agent Monitor on Windows and Linux, or as an unattended install.

Installing Workload Automation Agent Monitor on Windows

NOTE

Users installing on Windows will need full administrator authorization on the system to install Workload Automation Agent Monitor in the default Program Files directory.

If the user does not have full administrator authority, the install must be either performed with a different user ID that does, or Agent Monitor must be installed outside of the Program Files directory.

Follow these steps:

1. Open a command prompt window and navigate to the directory where the ISO image is mounted or to the temporary directory.

TIP

Click [here](#) for information on mounting an ISO image for installation.

2. Run the following command that is included with the ISO image:

```
am-windows-x64-12.x.exe
```

The Welcome to the Workload Automation Agent Monitor Setup Wizard displays.

3. Click **Next**.
You are prompted to read the terms of the Broadcom End User License Agreement (EULA).
4. Read the agreement, select *I accept the agreement*, and click **Next**.
5. Accept the default destination directory (C:\Program Files\CA\wla_am) or specify an alternative and click **Next**.
6. Accept the default Start Menu settings or specify an alternative and click **Next**.
7. Complete the Workload Automation Agent Monitor Service Ports window as follows and then click **Next**.
 - a. Accept 8080 as the Connector Port Number or type a different port.
 - b. Accept 8009 as the AJP Port Number or type a different port.
 - c. Accept 8443 as the Redirect Port Number or type a different port.
 - d. Accept 8005 as the Shutdown Port Number or type a different port.
8. Accept AgentMonitor as the service name, or specify an alternative, and enter the password to use when starting the service.
9. Complete the Agent Monitor Database Configuration window as follows and then click **Next**.
 - a. Accept AgentMonitorDB as the database service name or specify an alternative.
 - b. Accept 5432 as the Database Connection Port or type a different port.
 - c. Enter a password for the database.

- d. Re-enter the password for the database.
10. Review the Configuration Summary, select **Yes**, and click **Next**.
Setup extracts files and installs Workload Automation Agent Monitor on your computer.

Installing Workload Automation Agent Monitor on Linux

TIP

Before installing Agent Monitor, you can see an overview of the installation process by watching the [video](#) at the end of this topic.

To install Agent Monitor on Linux, follow these steps:

1. Log in to the system where you will install Workload Automation Agent Monitor.

NOTE

To install Agent Monitor, you cannot be logged on as the root user. Agent Monitor comes with Apache Tomcat server and PostgreSQL database. These components cannot be installed as root. For best results, create a user, log on as that user, and run the installer. Also, to complete the installation, ensure that your user ID has write permissions for the destination folder.

2. Open a command prompt.
3. Mount the Workload Automation Agent Monitor ISO file.

TIP

lick [here](#) for information on mounting an ISO image for installation.

NOTE

Mounting of the ISO file requires root user permission.

4. Navigate to the directory where the ISO image is mounted.
5. Run the following command from the command prompt:

```
sh am-linux-x64-12.0.sh
```

NOTE

To install Agent Monitor in console mode, use the `-c` parameter, as shown:

```
sh am-linux-x64-12.0.sh -c
```

You are prompted that the installer is starting and will install Workload Automation Agent Monitor on your computer.

6. Type **o** and press Enter.
7. Press Enter to scroll through the license agreement.
You are prompted to accept the terms of the Broadcom End User License Agreement (EULA).
8. Type **1** to accept.
You are prompted to confirm the installation location, where `/opt/CA/wla_am` is the default.
9. Press Enter to accept the default, or type the path to the directory where you would like to install Workload Automation Agent Monitor then press Enter.
If that directory already exists, you are asked whether to install Workload Automation Agent Monitor to that directory.
10. Type **y** and press Enter.
11. Press Enter to accept 8080 as the default Connector Port number for the Tomcat web server, or type a different port then press Enter.
12. Press Enter to accept 8009 as the AJP Port number of the web server process, or type a different port then press Enter.
13. Press Enter to accept 8443 as the Redirect Port number of the web server process, or type a different port then press Enter.

14. Press Enter to accept 8005 as the Shutdown Port number of the web server process, or type a different port then press Enter.
15. Press Enter to accept 5432 as the Database Connection Port number of the web server process, or type a different port then press Enter.
16. Enter the Database Password and press Enter.
17. Re-enter the Database Password and press Enter.
18. You are prompted to verify settings by pressing Enter once for each setting.
19. Type **1** and press Enter to proceed.
The installation begins.
You are prompted to decide to start the Tomcat application server.
20. Type **1** (Yes) or **2** (No) and press Enter.

NOTE

If you enter **2**, you must restart the Tomcat application server at a later time. See [Stopping and Starting the Agent Monitor Service](#) for more details.

The installer scans environment variables and the Tomcat server restarts if you entered 1. A message indicating that the installation was successful appears. The Workload Automation Agent Monitor installation is now complete.

21. (Optional) View the installation log files by navigating to the Log directory in the Agent Monitor home directory, for example:

Windows:

```
C:\Program Files\CA\wla_am\log
```

Linux:

```
/opt/CA/wla_am/log
```

Installation Walk Through

This video provides an overview of how to install Agent Monitor, as well as connect to a Workload Automation environment. The video shows a Linux installation that connects to a Workload Automation DE environment.

<https://www.youtube.com/embed/1cr8GYBIWws>

Installing Workload Automation Agent Monitor in Unattended Mode

To perform an unattended installation of Agent Monitor, follow the instructions below for your platform.

TIP

Prerequisite: To run an unattended installation, you will need a response file. This file contains the information needed by the system during installation. If you do not have a response file, you can create one by using one of the following files as a template.

Note: Make sure the file does not contain trailing spaces.

- For Windows: [amresponse.txt](#)
- For Linux: [amresponse.txt](#)

For Windows:

1. Log in to the system where you will install Workload Automation Agent Monitor.

NOTE

To install Agent Monitor in the default Program Files directory on Windows, you must have full administrator authorization on the system. If you do not have full administrator authority, you must either perform the installation with a different user ID that does, or install Agent Monitor outside of the Program Files directory.

2. Open a command prompt.

3. Navigate to the folder where the executable file is located.
4. Run the following command from the command prompt:


```
am-windows-x64-12.x.exe -q -varfile amresponse.txt
```

NOTE

Replace *amresponse.txt* with the name of your response file if the names are different.

By default, the installation will execute and start the following services: AgentMonitor and AgentMonitorDB

For Linux:

1. Log in to the system where you will install Workload Automation Agent Monitor.

NOTE

To perform an unattended installation, you cannot be logged on as the root user. Agent Monitor comes with Apache Tomcat server and PostgreSQL database. These components cannot be installed as root. For best results, create a user, log on as that user, and run the installer. Also, to complete the installation, ensure that your user ID has write permissions for the destination folder.

2. Open a command prompt.
3. Navigate to the folder where the executable file is located.
4. Run the following command from the command prompt:


```
sh am-linux-x64-12.x.sh -q -varfile amresponse.txt
```

NOTE

Replace *amresponse.txt* with the name of your response file if the names are different.

5. By default, the installation will start the Agent Monitor services. Use the following command to search for those that are running:

```
ps -ef |grep wla_am
```

Upgrading Agent Monitor

The topics in this section explain the process of upgrading Workload Automation Agent Monitor on Windows and Linux, or as an unattended install.

Upgrading Workload Automation Agent Monitor on Windows

Use the information below to upgrade an existing version of Workload Automation Agent Monitor. The process below is not intended for first-time installs (see [Installing Workload Automation Agent Monitor on Windows](#) for first-time install instructions).

Follow these steps:

1. Copy the installer .exe file to the Agent Monitor home directory.

NOTE

The default home directory is *C:\Program Files\CA\wla_am*. If you established a different home directory for Agent Monitor, copy the installer .exe there.

2. Execute the installer from the Agent Monitor home directory.
The Welcome to the Workload Automation Agent Monitor Setup Wizard displays.
3. Click **Next**.
You are prompted to read the terms of the Broadcom End User License Agreement (EULA).
4. Read the agreement, select *I accept the agreement*, and click **Next**.

Because you have executed the installer from a directory where Agent Monitor is already installed, the upgrade process begins.

5. Select **Yes** and click **Next**.
Agent Monitor services are stopped and the installer creates backups of your existing Agent Monitor files.
6. Select **Yes to All** when prompted to overwrite existing files.
The installer overwrites the existing files and finishes the upgrade.
7. Select **Yes** and click **Next** to start Workload Automation Agent Monitor. Otherwise, select **No** and click **Next** to start the services at a later time.
The upgrade is now complete.

Upgrading Workload Automation Agent Monitor on Linux

Use the information below to upgrade an existing version of Workload Automation Agent Monitor on Linux. The process below is not intended for first-time installs (see [Installing Workload Automation Agent Monitor on Linux](#) for first-time install instructions).

Follow these steps:

1. Log in as a non-root user who has write access to the Agent Monitor home directory.

NOTE

The default home directory is `/opt/CA/wla_am`. If you established a different home directory for Agent Monitor, log in as a non-root user who has access there.

2. Mount the ISO file with the desired version of Workload Automation Agent Monitor.
3. Open a command prompt.
4. Change directories to the Agent Monitor home directory, as seen in the following command:

```
cd /opt/CA/wla_am
```

5. Copy the installer shell script file to the Agent Monitor home directory using the following command:

```
cp /mnt/am-linux-x64-12.x.sh .
```

6. Execute the installer from the Agent Monitor home directory by using the following command:

```
sh am-linux-x64-12.x.sh
```

NOTE

To perform a console mode upgrade, use the `-c` parameter, as shown:

```
sh am-linux-x64-12.x.sh -c
```

The installer begins the upgrade.

7. Type **o** and press Enter to continue.
8. Press Enter to scroll through the license agreement.
You are prompted to accept the terms of the Broadcom End User License Agreement (EULA).
9. Type **1** to accept.
The installer will continue and verify that you would like to proceed with the upgrade.

10. Type **1** and press Enter to accept.
The installer will continue and begin backing up selected files.
11. Type **ya** to overwrite all existing files.
The files are updated and you are prompted to start Tomcat and PostgreSQL.
12. Type **1** and press Enter if you would like to start Tomcat and PostgreSQL.
The upgrade is now complete.

Upgrading Workload Automation Agent Monitor in Unattended Mode

Use the information below to upgrade an existing version of Workload Automation Agent Monitor in unattended mode. The process below is not intended for first-time installs (see [Installing Workload Automation Agent Monitor](#) for first-time install instructions).

TIP

Prerequisite: To upgrade Agent Monitor in unattended mode, you will need a response file. You can use the same one used for the initial installation. If you do not have it, you can create one by using one of the following files as a template.

Note: Make sure the file does not contain trailing spaces.

- For Windows: [amresponse.txt](#)
- For Linux: [amresponse.txt](#)

For Windows:

1. Copy the installer .exe file to the Agent Monitor home directory.

NOTE

The default home directory is `C:\Program Files\CA\wla_am`. If you established a different home directory for Agent Monitor, copy the installer .exe there.

2. Open a command prompt and change directories to the Agent Monitor home directory.
3. Execute the installer from the Agent Monitor home directory and specify the name of your response file after the `-varfile` keyword, as seen in the following command:

```
am-windows-x64-12.x.exe -q -varfile amresponse.txt
```

TIP

You can use the same response file for the upgrade as you did during the initial installation.

The upgrade begins. Verify that the upgrade is running by checking the Processes or Details tabs in Windows Task Manager.

4. (Optional) Use the following `install4j` parameter during installation:

```
-Dinstall4j.logToStderr=true
```

This parameter creates a file called `error.log` which contains details about the installation process. Reference this file if you encounter any problems during the upgrade.

For Linux:

1. Login as a non-root user who has write access to the Agent Monitor home directory.

NOTE

The default home directory is `/opt/CA/wla_am`. If you established a different home directory for Agent Monitor, log in as a non-root user who has access to it.

2. Mount the ISO file with the desired version of Workload Automation Agent Monitor.
3. Open a command prompt.
4. Change directories to the Agent Monitor home directory, as seen in the following command:

```
cd /opt/CA/wla_am
```

5. Copy the installer shell script file to the Agent Monitor home directory using the following command:


```
cp /mnt/am-linux-x64-12.x.sh .
```
6. Execute the installer from the Agent Monitor home directory and specify the name of your response file after the *-varfile* keyword:


```
sh am-linux-x64-12.x.sh -q -varfile amresponse.txt
```

TIP

You can use the same response file for the upgrade as you did during the initial installation.

The installer continues and completes the upgrade.

Configuring Scheduler Information

Configuring the CA7 TCP/IP Terminal Interface

One of the ways Workload Automation Agent Monitor communicates with CA7 is with a TCP/IP terminal interface. Use the information below to configure the TCP/IP terminal interface.

NOTE

You must configure all CCI terminals before configuring the TCP/IP terminal interface. Click [here](#) to view information on configuring CCI terminals.

We recommend that you configure at least two CCI terminals for Agent Monitor implementation.

Click [here](#) for specific information on configuring the TCP/IP terminal interface.

Click [here](#) for information on enabling the Workload Automation CA-7 Edition TCP/IP interface.

Configuring Autosys Web Services

For Unix:

View the [Workload Automation AE Implementation Guide for UNIX](#) and reference *Appendix C: Configuring SSA to Use a Valid Certificate* and *Appendix D: Customizing SSL*.

For Windows:

View the [Workload Automation AE Implementation Guide for Windows](#) and reference *Appendix C: Configuring SSA to Use a Valid Certificate* and *Appendix D: Customizing SSL*.

Configuring DE Web Services

Click [here](#) for information on installing DE web services.

Configuring the ESP Workstation Server

Click [here](#) for a series of articles on configuring the workstation server, establishing authorization and settings, and testing the TCP/IP server.

NOTE

To support the ESP Workstation Server Web Services enhancement, ensure that the following conditions are met:

- ESP PTF RO70737 is applied.
- The "WEBPORT nnnnn" parameter is added to the ESP Workstation Server configuration.

For details about the ESP Workstation Server Web Services enhancement, refer to the [Workload Automation ESP Edition: Workstation Server Web Services Enhancement](#) document.

Settings

Click the Settings icon



in the navigation bar to display the Settings page.

Automatic Refresh Rate

You can customize how often Workload Automation Agent Monitor retrieves and refreshes data from the configured schedulers by entering a value between 1 and 1,000 minutes.

User Session Timeout

You can customize the amount of time it will take for your session to expire by entering a value between 1 and 1,000 minutes.

When your session times out, you will be logged out and redirected to the login page. Enter your username and password to begin a new session.

NOTE

Any changes made to the user session timeout will not take effect until you log in with a new session.

Administrator Account

You can change the password for the administrator account for Workload Automation Agent Monitor.

Field	Description
Username	The username <i>amadmin</i> is read-only and cannot be changed.
Current password	Enter the current password for <i>amadmin</i> . Note: The default password for <i>amadmin</i> is amadmin@1 . You should change this password once you have installed Agent Monitor.
New password	Enter the new password for <i>amadmin</i> .

TIP

Click the Show Password icon



to view and verify the alphanumeric passwords you have entered.

Active Directory Login Authorization

You can specify Active Directory login authorization.

Field	Description
Address	Specify the LDAP:// or LDAPS:// host name or IP address. Example: <code>myserver.mycompany.com</code>

Port	Specify the numeric Active Directory port. Example: 389
Username	Enter a username for accessing the Active Directory.
Password	Enter your password for accessing the Active Directory.
Search base	Specify the search base for Active Directory users. Example: CN=Users, DC=wlaam, DC=mycompany, DC=com
User group mapping	Specify the user group mapping for Active Directory. Example: CN=WLA AM Users, CN=Users, DC=wlaam, DC=mycompany, DC=com
Admin group mapping	Specify the admin group mapping for Active Directory. Example: CN=WLA AM Admins, CN=Users, DC=wlaam, DC=mycompany, DC=com

Uninstalling Agent Monitor

To uninstall Agent Monitor, follow the instructions below for your platform.

Windows

1. Open the Control Panel.
2. Select **CA Workload Automation Agent Monitor x.x.x.x**.
3. Click **Uninstall**. The uninstallation program begins.
4. Click **Next**.

NOTE

The database and configuration directories will not be deleted; to completely remove these directories, delete the directory where Agent Monitor was installed, for example the default directory:

```
C:\Program Files\CA\wla_am
```

Linux

1. Open a command prompt and navigate to the directory where Agent Monitor is installed. (The default directory is: /opt/CA/wla_am.)
2. Choose one of the following methods to uninstall Agent Monitor:

GUI mode

1. a. Enter the following command to start the uninstaller:
./uninstall
- b. Click **Next** to continue.

Console mode

1. a. Enter the following command to start the uninstaller:
./uninstall -c

- b. Type **y**, and press **Enter**.

Silent mode

1. Enter the following command to start the uninstallation program:

```
./uninstall -q
```

NOTE

The database and configuration directories will not be deleted; to completely remove these directories, delete the directory where Agent Monitor was installed, for example the default directory,

```
- /opt/CA/wla_am (the default)
```

Using

The topics in this area of the wiki provide instructions and guidance for using Workload Automation Agent Monitor.

Logging In

Follow these steps:

1. Open a browser window and navigate to the following URL: http://host_nameport/ http://host_name:port/wla_am/ui **host_name**

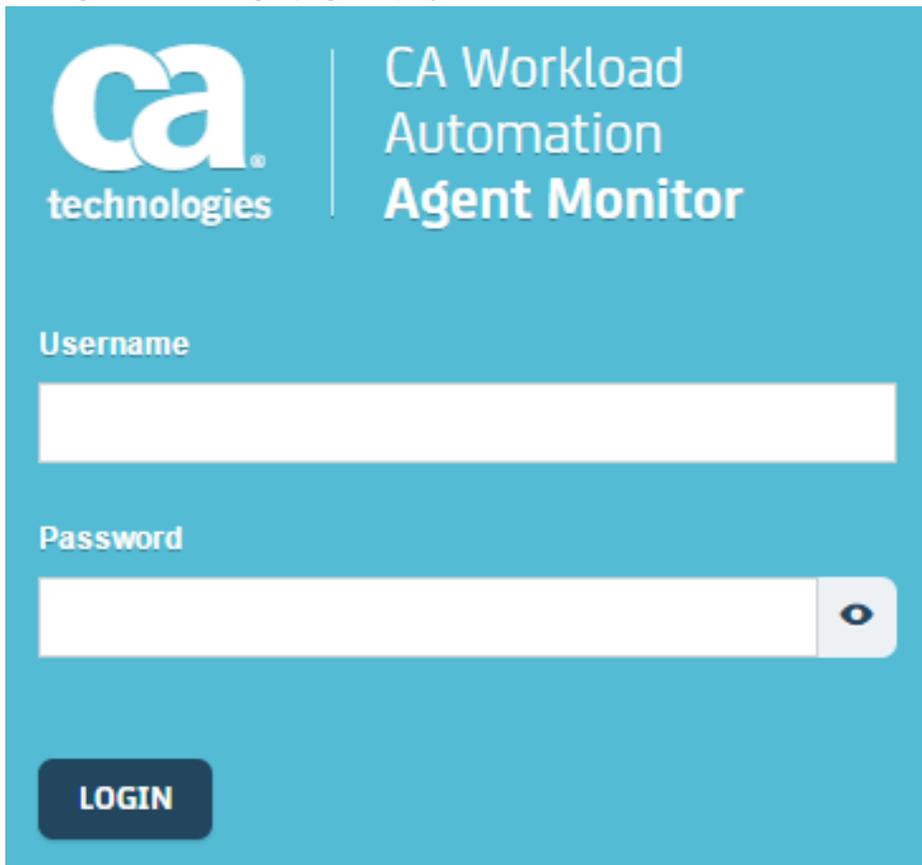
Specifies the host name for the Agent Monitor server.

port Specifies the port specified during installation.

NOTE

The default port is 8080. If you specified a different port during installation, use that port number in the URL.

The Agent Monitor login page displays.



2. Enter your user name and password, and click **Login**.

NOTE

- If you are logging in for the first time, use the following user name and password. (After Active Directory LDAP is successfully connected, you should change the password.)

- User name: amadmin
- Password: amadmin@1
- To authenticate in an Active Directory environment, you may need to use a fully-qualified user login name, such as `userID@company.com`, rather than simply a login name, such as `userID`.

TIP

Click the Show Password icon

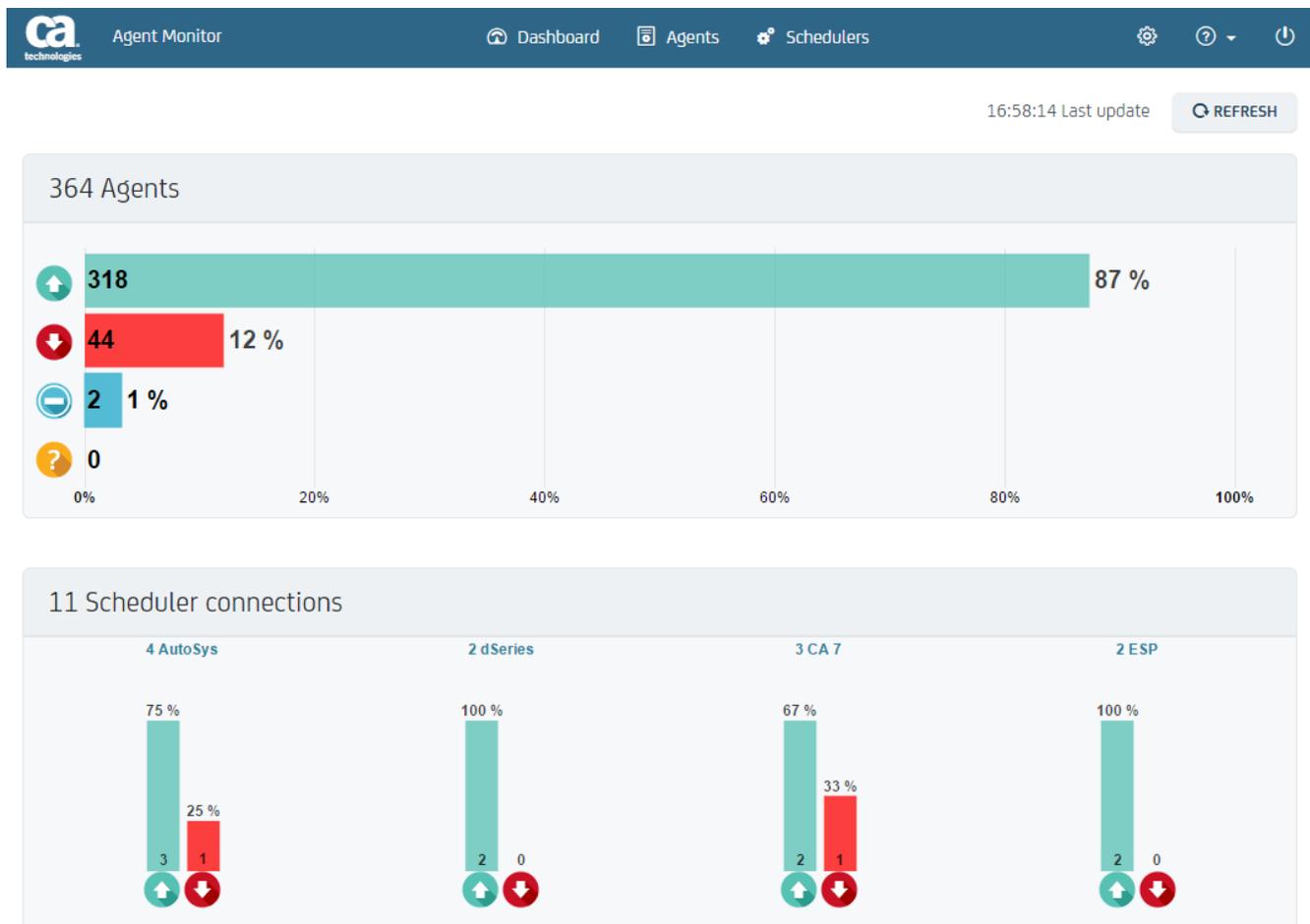


to view and verify the alphanumeric password you have entered.

The Workload Automation Agent Monitor home page displays.

Navigating Agent Monitor

After logging in, you are taken to the Workload Automation Agent Monitor dashboard. This page consists of a navigation bar, an agents status graph, and a scheduler connections status graph.



Components of the Navigation Bar

The navigation bar appears at the top of the screen and lets you access the different areas of Agent Monitor.

Component	Description
CA Logo	Displays the Agent Monitor dashboard.
Dashboard	Displays the Agent Monitor dashboard.
Agents	Displays the Agents page.
Schedulers	Displays the Schedulers page.
Settings	Displays settings for Agent Monitor.
Help	Displays the Agent Monitor user documentation and the About page.
Log Out	Logs out of Agent Monitor.

Components of the Agents Status Graph

The agents status graph displays the current status of agents in Agent Monitor.

Component	Description
Heading	Displays the total number of agents represented. Tip: Click the heading to view the detailed Agents page.
Graph	Displays the number and percentage of agents that are <i>Up</i> , <i>Down</i> , <i>Quiesced</i> , or <i>Other</i> . Tip: Click any icon, bar, or percentage in the graph to view a filtered Agents page. Tip: For example, click the <i>Up icon</i> , bar, or percentage to view the Agents page showing only agents that are <i>Up</i> .

Components of the Scheduler Connections Status Graph

The scheduler connections status graph displays the current status of all types of active schedulers in Agent Monitor.

Component	Description
Heading	Displays the total number of scheduler connections represented. Tip: Click the heading to view the detailed Schedulers page.
Scheduler Type Heading	Displays the total number of each scheduler type represented. Tip: Click the scheduler type heading to view a filtered Schedulers page. Tip: For example, click <i>AutoSys</i> to view the Schedulers page showing only AutoSys scheduler connections.

Graph

Displays the number and percentage of AutoSys, CA-7, dSeries, and ESP schedulers that are *Up* or *Down*.

Tip: Click any icon, bar, or percentage in the graph to view a filtered Schedulers page.

Tip: For example, click the *Up* icon, bar, or percentage in the *AutoSys* graph to view the Schedulers page showing only AutoSys scheduler connections that are up.

Agents

The Agents page is comprised of the panel header, the utility bar, and the agents table.

17:12:06 La

Name	Count					Version	Build	Host name	Host os	Scheduler name	Scheduler instance	Type
AGENT	1					11.3	N/A	bogje03-1115584	Windows-NT/2000	Venus-PRD		DE
AGENT	1					11.3	N/A	bogje03-1115584	Windows-NT/2000	Saturn-PRD		DE
AGENT-PS	1					11.3	N/A	bogje03-1115584	PeopleSoft	Venus-PRD		DE
AGENT-PS	1					11.3	N/A	bogje03-1115584	PeopleSoft	Saturn-PRD		DE
AIX61_1130	1							141.202.41.36		Mars-QA	A01	AE
AIX61_1130	1							141.202.41.36		Mars-PRD	A01	AE
AIX61_1130	1							141.202.41.36		Mars-UAT	A01	AE
AIX61_1130_1	1							141.202.41.36		Mars-QA	A01	AE
AIX61_1130_1	1							141.202.41.36		Mars-PRD	A01	AE

Showing 1 to 10 of 364 entries

Panel Header

The panel header displays the time of the last refresh.

Utility Bar

The utility bar displays a series of tools to assist you in using the agents panel.

- **Actions menu**
Allows you to export agent information and update access information.
- **Filters menu**
Allows you to filter the agents by specific criteria, including name, build, scheduler type, status, and more.
- **Search bar**
Allows you to search for data in the list of agents.

TIP

The list of agents reduces in real-time as you enter your search terms.

- **Refresh button**
Allows you to refresh the list of agents and the time of the last refresh.

NOTE

The information on the Agents and Dashboard panels is not automatically refreshed after the session is first opened; to see the most current information pulled from the schedulers by Agent Monitor, you must click the

Refresh button. The age of the information presented is based on the automatic refresh rate setting for the schedulers page, which defines the interval for which agent information is pulled from the schedulers.

Agents Table

The agents table displays specific information about all agents as known by the scheduler.

TIP

Data can be sorted by column in either ascending or descending order by clicking the desired column header.

- **Name column**
This column displays the name of the agent as known by the scheduler.
- **Count column**
Displays the number of agents represented in a collapsed row.
- **Up column**
Displays the number of agents that are *up*.
- **Down column**
Displays the number of agents that are *down*.
- **Quiesced column**
Displays the number of agents that are *quiesced*.
- **Other column**
Displays the number of agents with a status other than *up*, *down*, or *quiesced*.
- **Version column**
Displays the version number of the agent.
- **Host Name column**
Displays the host name or TCP/IP address of the agent.
- **Host OS column**
Displays the type of operating system where the agent is running.
- **Scheduler Name column**
Displays the name of the scheduler (as defined in Agent Monitor) that owns the agent.
- **Scheduler Instance column**
Displays the instance name of the scheduler (for AutoSys and CA7 only).
- **Type column**
Displays the abbreviated name of the scheduler type. Scheduler type abbreviations include:

Abbreviation	Scheduler Type
AE	AutoSys
DE	dSeries
EE	ESP
SE	CA7

Filtering Agents

You can filter your agents by different criteria to make it easier to find and modify the agents you need.

Follow these steps:

1. Click **Filter** on the Agents page.

The Agent Filters menu appears.

Filter	Values
Build	Enter the build.
Host Name	Enter the host name.
Host Operating System	Enter the host operating system.
Name	Enter the agent name.
Scheduler Name	Enter the name of the scheduler the agent belongs to.
Scheduler Instance	Enter the scheduler instance of the scheduler the agent belongs to.
Scheduler Type	Select the scheduler type of the scheduler the agent belongs to: <ul style="list-style-type: none"> • AutoSys (AE) • CA7 (SE) • dSeries (DE) • ESP (EE)
Status	Select from the following statuses: <ul style="list-style-type: none"> • Up • Down • Quiesced • Other
Version	Enter the version.

2. Select a filter and specify a value for the filter.

NOTE

Leave the value field blank to view agents where that value is undefined.

3. Click **Set**.
The filter is applied and a filter tag displays above the table of defined agents.

NOTE

Click the Filter icon or **Filters, Hide** to hide the filter tags. Click again to display filter tags.

4. (Optional) Select additional filters and specify values.
You can apply as many filters as you like.

Removing Filters

You can remove individual filters by clicking the **X** on the filter tag of the filter you would like to remove.

Clearing Filters

You can clear all filters by clicking **Filters, Clear All**.

Exporting Agent Information

You can export agent logs using the instructions below. These options allow you to download all logs for all agents at once or for selected agents only. You can also export detailed agent information for agents.

NOTE

Agent Monitor uses ssh to retrieve files and information from Linux, Unix, and Windows servers. Please ensure that Windows has ssh available when attempting to retrieve files in Agent Monitor.

Exporting Logs for All Agents

You can export all agent information as a downloadable CSV file for use in Microsoft Excel.

Follow these steps:

1. Click **Actions, Export All** on the Agents page.
The CSV file will be downloaded in your browser.
2. Open the CSV file to view all agent information.

NOTE

With this option, all agent information is exported, regardless of whether you have applied filters to the Agents panel.

Exporting Logs for a Selected Agent

You can export agent information for a selected agent using this option.

Follow these steps:

1. Select one or more agents from the Agents list.
2. Click **Actions, Retrieve Logs** on the Agents page.
The *Agent host access authorization* dialog displays.
3. Enter the username and password for the agent and click **Allow Access** .

TIP

Agent Monitor stores this authorization information for future use. This request to allow access only appears when there is no authorization information saved.

The *Choose agent logs to download* dialog displays.

4. Select the agent logs you want to download and click **Download Logs**.
A *.zip* file containing the agent logs will be downloaded in your browser.

Exporting Detailed Agent Information

You can export detailed agent information to a text file using this option.

Follow these steps:

1. Select an agent from the Agents list.
2. Click **Actions, Download Detail** on the Agents page.
The *Agent host access authorization* dialog displays.
3. Enter the username, password, and full directory path for the agent and click **Allow Access** .

TIP

Agent Monitor stores this authorization information for future use. This request to allow access only appears when there is no authorization information saved.

A text file of the detailed agent information will be downloaded in your browser.

Updating Agent Access Information

You can update the access information for an agent by using this function. This allows you to update agent access information that may have changed since the initial setup.

NOTE

Agent Monitor uses ssh to retrieve files and information from Linux, Unix, and Windows servers. Please ensure that Windows has ssh available when attempting to retrieve files in Agent Monitor.

Follow these steps:

1. Select an agent from the Agents list.
2. Click **Actions, Update Access Information**.
The *Agent host access authorization* dialog displays.
3. Update any information that needs to be changed.
4. Click **Allow Access** to save your changes.

Schedulers

The Schedulers page is comprised of the panel header, the utility bar, and the table of defined schedulers.

Connection	Name	Type ▲	Instance	Agent Count	Address
	Neptune-PRD	AutoSys	ACE	0	panna01-u139428
	Mars-QA	AutoSys	A01	96	yamhi05-U121768
	Mars-PRD	AutoSys	A01	96	yamhi05-U121768
	Mars-UAT	AutoSys	A01	96	yamhi05-U121768
	Venus-xxx	CA7	CA78	0	bar
	Jupiter-PRD	CA7	CA78	24	usilca11
	Mercury-PRD	CA7	CA78	24	usilca11
	Venus-PRD	dSeries		3	bogje03-i115584
	Saturn-PRD	dSeries		3	bogje03-i115584

Showing 1 to 10 of 11 entries

Panel Header

The panel header displays the time of the last refresh.

Utility Bar

The utility bar displays a series of tools to assist you in using the schedulers panel.

- **Actions menu**
Allows you to add, edit, or remove schedulers and export scheduler data.
- **Filters menu**
Allows you to filter schedulers by name, address, agent count, type, port, and more.
- **Search bar**
Allows you to search for data in the list of schedulers.
- **Refresh button**
Allows you to refresh the list of schedulers and the time of the last refresh.

NOTE

The refresh is based on the Automatic Refresh Rate setting, which defines the interval, in minutes, for which agent information is pulled from the schedulers and the Schedulers page is updated. Therefore, refreshed information is only as current as the most recent refresh shown on the Schedulers page. For example, if the setting for Automatic Refresh Rate is 20 minutes, the information shown when you click the Refresh button can be up to 20 minutes old.

Table of Defined Schedulers

The table of defined schedulers displays specific information about all schedulers defined to Agent Monitor.

TIP

Data can be sorted by column in either ascending or descending order by clicking the desired column header.

- **Connection column**
This column displays the status of the scheduler's web service connection.

NOTE

The scheduler will display in red if the web service connection is down.

- **Name column**
Displays the name of the scheduler.
- **Type column**
Displays the type of the scheduler.
- **Instance column**
Displays the instance name of the scheduler.
- **Agent Count column**
Displays the number of agents defined to the scheduler.
- **Address column**
Displays the scheduler's web service TCP/IP address.
- **Port column**
Displays the scheduler's web service TCP/IP port.

Adding a Scheduler

Follow these steps:

1. Click **Actions, Add** on the Schedulers page.
The Add Scheduler dialog displays.

2. Fill out all applicable fields.

Field	Description
Name	<p>Required.</p> <p>Specifies the name of the scheduler definition in Agent Monitor.</p> <p>The name is an arbitrary alpha-numeric string chosen by the user to name the scheduler and must be unique among the names of defined schedulers in Agent Monitor.</p>
Type	<p>Required.</p> <p>Specifies the scheduler type.</p> <p>Available options in the drop-down list are AutoSys, CA7, dSeries, and ESP.</p>
Address	<p>Required.</p> <p>Specifies the address of the web service published by the scheduler and consumed by Agent Monitor.</p> <p>This field is comprised of two parts: the protocol, which is either HTTP or HTTPS and the TCP/IP hostname or TCP/IP address.</p> <p>Note: When defining an AutoSys scheduler, an HTTPS protocol is required.</p>
Port	<p>Required.</p> <p>Specifies the TCP/IP port number of the web service published by the scheduler and consumed by Agent Monitor.</p> <p>This value is numeric in the range of 1-65535.</p>
Instance	<p>Optional; required for CA7 schedulers.</p> <p>Specifies the instance name of the scheduler.</p> <p>Note: This field is only applicable for AutoSys and CA7 schedulers.</p> <p>For AutoSys schedulers, this is an optional three character alpha-numeric value.</p> <p>For CA7 schedulers, this is a four character alpha-numeric value in the form <i>CA7n</i>, where <i>n</i> is a value from 1-8.</p>
User ID	<p>Required.</p> <p>Specifies the user ID supplied to the web service published by the scheduler.</p>
Password	<p>Required.</p> <p>Specifies the password supplied to the web service published by the scheduler.</p>

SSL Certificate Option	<p>Optional. Specifies the process performed if the certificate sent by the server hosting the web services published by the scheduler is signed by an unrecognized certificate authority.</p> <p>Note: This field is required when the Address field specifies an HTTPS protocol.</p> <p>The options available in the drop-down list are:</p> <p>Ignore. Agent Monitor ignores certificates that are signed by unrecognized certificate authorities and continue SSL communication with the web service published by the scheduler.</p> <p>Error. Certificates that are signed by unrecognized certificate authorities cause the SSL handshake to fail, causing an error to return to the function requesting the web service published by the scheduler.</p> <p>Accept. Agent Monitor accepts certificates signed by unrecognized certificate authorities and automatically stores them in the scheduler's definition. SSL communication with the web service published by the scheduler continues.</p>
---------------------------	---

- (Optional) Click **Verify** to verify the data.
This option validates authentication and the connection to the web service published by the scheduler, allowing you to test credentials and connections before submitting data.

NOTE

This button is disabled until you complete all required fields.

- Click **Add** to add the scheduler definition to Agent Monitor.

NOTE

You can add a scheduler without verifying the data.

Editing a Scheduler

Follow these steps:

- Select the scheduler that you would like to edit.
- Click **Actions, Edit** on the Schedulers page.
The Edit Scheduler dialog displays.
- Edit any applicable fields.
- (Optional) Click **Verify** to verify the data.
This option validates authentication and the connection to the web service published by the scheduler, allowing you to test credentials and connections before submitting data.
- Click **Save**.

Removing a Scheduler

Follow these steps:

- Select the scheduler you would like to remove.
- Click **Actions, Remove** on the Schedulers page.
The Remove Scheduler dialog displays.
- Click **Remove**.
The Scheduler Removed confirmation displays.

Filtering Schedulers

You can filter your schedulers by different criteria to make it easier to find and modify the schedulers you need.

Follow these steps:

1. Click **Filter** on the Schedulers page.
The Scheduler Filters menu appears.

Filter	Values
Address	Enter the scheduler's address.
Agent Count	Select from the following agent count ranges: <ul style="list-style-type: none"> • 00 - 50 • 51 - 100 • 101 - 500 • > 500
Connection	Select from connected and disconnected.
Instance	Enter the instance.
Name	Enter the scheduler name.
Port	Enter the port.
Type	Select from the following scheduler types: <ul style="list-style-type: none"> • AutoSys (AE) • CA7 (SE) • dSeries (DE) • ESP (EE)

2. Select a filter and specify a value for the filter.

NOTE

Leave the value field blank to view schedulers where that value is undefined.

3. Click **Set**.
The filter is applied and a filter tag displays above the table of defined schedulers.

NOTE

Click the Filter icon or **Filters, Hide** to hide the filter tags. Click again to display filter tags.

4. (Optional) Select additional filters and specify values.
You can apply as many filters as you like.

Removing Filters

You can remove individual filters by clicking the **X** on the filter tag of the filter you would like to remove.

Clearing Filters

You can clear all filters by clicking **Filters, Clear All**.

Exporting Schedulers

You can export all scheduler information as a downloadable CSV file for use in Microsoft Excel.

Follow these steps:

1. Click **Actions, Export All** on the Schedulers page.
The CSV file will be downloaded in your browser.
2. Open the CSV file to view all scheduler information.

NOTE

All scheduler information is exported, regardless of whether you have applied filters.

Stopping and Starting the Agent Monitor Service

In some circumstances, you may need to restart the Agent Monitor service, but you don't want to restart the entire server. Use the information below to stop and restart the Agent Monitor service without restarting the server.

To stop the Agent Monitor service:

For Windows, stop the following services:

- CA Agent Monitor
- AgentMonitorDB

For Linux, open a command prompt and enter the following:

```
/opt/CA/wla_am/bin/am_server stop
```

To start the Agent Monitor service:

For Windows, start the following services:

- AgentMonitorDB
- CA Agent Monitor

For Linux, open a command prompt and enter the following:

```
/opt/CA/wla_am/bin/am_server start
```

Maintenance

Determining the Database Owner

Determining the Database Owner

To back up or restore an Agent Monitor database, you must provide the user ID of the database owner. To determine the owner of a database, follow the instructions for either Linux or Windows.

NOTE

The directories shown in the following examples reflect the default installation locations. If you installed Agent Monitor in a directory other than the default, modify the commands to reflect the directory used.

Linux

To determine the owner of the database, issue the following command from a Linux command prompt:

```
ls -al /opt/CA/wla_am/data
```

This command returns a directory listing similar to the one shown in the following example:

```
drwx-----. 18 admin admin 4096 Mar 10 15:26 .
drwxrwxr-x. 10 admin admin 4096 Mar 10 15:26 ..
drwx-----. 6 admin admin 4096 Mar 10 16:55 base
drwx-----. 2 admin admin 4096 Mar 10 16:56 global
drwx-----. 2 admin admin 4096 Mar 10 15:26 pg_clog.
.
.
```

In the example, the database owner is "admin." When you issue a database backup or restore command, specify the database owner with the "-U" parameter, as shown in the following example:

```
/opt/CA/wla_am/pgsql/bin/pg_dump -U admin -Fc -C -c -f /backups/amdb_201x0625_1015.dbb amdb
```

Windows

To determine the owner of the database, issue the following command from a Windows command prompt:

```
dir c:\progra~1\CA\wla_am\data /q
```

This command returns a directory listing similar to the one shown in the following example:

```
Directory of c:\progra~1\CA\wla_am\data

02/29/201x 10:45 AM <DIR> BUILTIN\Administrators .
02/29/201x 10:45 AM <DIR> BUILTIN\Administrators ..
02/29/201x 10:41 AM <DIR> MYDOMAIN\myuserid base
02/29/201x 10:43 AM <DIR> MYDOMAIN\myuserid global
```

```
02/29/201x 10:41 AM <DIR> MYDOMAIN\myuserid pg_clog
.
.
.
```

The database owner in the example is "MYDOMAIN\myuserid." When issuing a database backup or restore command, specify the database owner with the "-U" parameter, as shown in the following example:

```
c:\progra~1\CA\wla_am\pgsql\bin\pg_dump -U myuserid -Fc -C -c -f c:\backups\amdb_201x0625_1015.dbb amdb
```

Example

If the database owner is "NT AUTHORITY\SYSTEM," it is specified as "-U SYSTEM," as shown in the following example:

```
c:\progra~1\CA\wla_am\pgsql\bin\pg_dump -U SYSTEM -Fc -C -c -f c:\backups\amdb_201x0625_1015.dbb amdb
```

Backing Up and Restoring the Database

To back up and restore an Agent Monitor database, you must know the user ID of the database owner. This information is required for the commands used in the procedures. If you do not know the owner name, you can determine it by following the instructions for [Determining the Database Owner](#). Instructions are provided for both the Linux and Windows platforms.

For instructions about backing up and restoring an Agent Monitor database, refer to the procedure that applies to your platform.

Backing Up the Database

This topic provides instructions for backing up the Agent Monitor database on Linux and Windows.

NOTE

The installation directories shown in the following examples are the default installation locations. If you installed Agent Monitor in a directory other than the default, modify the commands to reflect the directory used.

Linux

To back up the database, follow these steps:

1. Stop the "CA Agent Monitor" Web server by issuing the following command:

```
/opt/CA/wla_am/tomcat8/bin/shutdown.sh
```

2. Back up the database by using the following command, replacing *<databaseowner>* with the user ID of the database owner, and providing the full path and file name of the database backup file:

```
/opt/CA/wla_am/pgsql/bin/pg_dump -U <databaseowner> -Fc -C -c -f <full path and file name of database backup file> amdb
```

Example

```
/opt/CA/wla_am/pgsql/bin/pg_dump -U admin -Fc -C -c -f /backups/amdb_201x0625_1015.dbb amdb
```

3. Start the "CA Agent Monitor" Web server by using the following command:

```
/opt/CA/wla_am/tomcat8/bin/startup.sh
```

Windows

To back up the database on Windows, follow these steps.

1. Stop the "CA Agent Monitor" service.
2. Back up the database by using the following command, replacing *<databaseowner>* with the user ID of the database owner and providing the full path and file name of the database backup file:

```
c:\progra~1\CA\wla_am\pgsql\bin\pg_dump -U <databaseowner> -Fc -C -c -f <full path and file name of database backup file> amdb
```

Example

```
c:\progra~1\CA\wla_am\pgsql\bin\pg_dump -U Administrator -Fc -C -c -f c:\backups\amdb_201x0625_1015.dbb amdb
```

3. Start the "CA Agent Monitor" service

Restoring the Database

This topic provides instructions for restoring an Agent Monitor database on Linux and on Windows.

NOTE

The installation directories shown in the following examples are the default installation locations. If you installed Agent Monitor in a directory other than the default, modify the commands to reflect the directory used.

Linux

To restore the database, follow these steps.

1. Stop the "CA Agent Monitor" Web server:

```
/opt/CA/wla_am/tomcat8/bin/shutdown.sh
```

2. Drop the existing database by using the following command, replacing *<databaseowner>* with the user ID that owns the database:

```
/opt/CA/wla_am/pgsql/bin/dropdb -U <databaseowner> -e -i amdb
```

Example:

```
/opt/CA/wla_am/pgsql/bin/dropdb -U admin -e -i amdb
```

3. Create the database by using the following command, replacing *<databaseowner>* with the user ID of the database owner:

```
/opt/CA/wla_am/pgsql/bin/createdb -U <databaseowner> -e amdb
```

Example

```
/opt/CA/wla_am/pgsql/bin/createdb -U admin -e amdb
```

4. Restore the database by using the following command. Replace *<databaseowner>* with the user ID that owns the database, and provide the full path and file name of the database backup file:

```
/opt/CA/wla_am/pgsql/bin/pg_restore -U <databaseowner> -Fc -v -d amdb <full path and file name of database backup file>
```

Example

```
/opt/CA/wla_am/pgsql/bin/pg_restore -U admin -Fc -v -d amdb /backups/amdb_201x0625_1015.dbb
```

5. Start the "CA Agent Monitor" Web server by using the following command:

```
/opt/CA/wla_am/tomcat8/bin/startup.sh
```

Windows

To restore the database on Windows, follow these steps:

1. Stop the CA Agent Monitor service.
2. Drop the existing database using the following command, replacing *<databaseowner>* with the user ID of the database owner:

```
c:\progra~1\CA\wla_am\pgsql\bin\dropdb -U <databaseowner> -e -i amdb
```

Example

```
c:\progra~1\CA\wla_am\pgsql\bin\dropdb -U Administrator -e -i amdb
```

3. Create the database using the following command, replacing *<databaseowner>* with the user ID of the database owner:

```
c:\progra~1\CA\wla_am\pgsql\bin\createdb -U <databaseowner> -e amdb
```

Example

```
c:\progra~1\CA\wla_am\pgsql\bin\createdb -U Administrator -e amdb
```

4. Restore the database by using the following command. Replace *<databaseowner>* with the user ID of the database owner, and provide the full path and file name of the database backup file:

```
c:\progra~1\CA\wla_am\pgsql\bin\pg_restore -U <databaseowner> -Fc -v -d amdb <full path and file name of database backup file>
```

Example:

```
c:\progra~1\CA\wla_am\pgsql\bin\pg_restore -U Administrator -Fc -v -d amdb c:\backups  
\amdb_201x0625_1015.dbb
```

5. Start the "CA Agent Monitor" service.

Troubleshooting

Use articles in this section to find common Workload Automation Agent Monitor issues and troubleshooting solutions.

Installation Troubleshooting

Use the table below to view common installation issues and troubleshooting solutions.

The Agent Monitor install has failed.

- Review install log files in the install directory/logs.

The Agent Monitor install has failed when installing on Windows.

- The PGSQL process that creates the data files requires write permissions.
- A persistent issue with Windows permissions. The installer is requesting these permissions, but depending on the true access level the customer's user ID has, the installer may or may not be able to get this permission. If it can't get it, the install will fail and back out.
- Run as Administrator. Depending on user permissions, this may not fix the problem.
- Change the installation directory to one outside of the Program Files directory. The installer will offer C:\Program Files\CA\wla_am as the default installation directory. Change this to C:\CA\wla_am to resolve the issue.

Startup Troubleshooting

Use the table below to view common startup issues and troubleshooting solutions.

Workload Automation Agent Monitor does not start.

- There may be a conflict in Tomcat port assignment.
- The installer can only check executing processes port assignments during installation.
- There may be a potential conflict if an application is started after Agent Monitor installation.

What is the Workload Automation Agent Monitor bootstrap user ID and password?

- User ID: amadmin
- Password: amadmin@1
- We recommend changing the bootstrap password after Active Directory LDAP is successfully connected.

An incorrect host, port or resource name error occurs.

- Check the hostname matches that where the web server is running.
- Open the waee_webservices_wrapper.log file that is created in the AUTOUSER/out directory and verify the port specified in the URI corresponds with that stated in the log file.
- Check that the URI resource name is correct.

Scheduler Connection Troubleshooting

Use the table below to view common scheduler connection issues and troubleshooting solutions.

Scheduler connection never becomes active (shows a green status).

- To reduce waiting time for data retrieval, Agent Monitor checks that the connection is verified before including it in the scheduler refresh.
- Select the scheduler, click **Actions**, **Edit**, then click **Verify** to verify the connection.

No agents are retrieved from scheduler.

- Scheduler connection status is green, but shows no agents retrieved.
- Check the version of the scheduler. Agent Monitor requires:
 - AutoSys 11.3.6 SP2 and above
 - CA7 11.3, 12 and above
 - dSeries 11.3 and above
 - ESP 11.4 and above

A scheduler connection security option error occurs.

- Autosys, ESP and dSeries only. CA7 connection does not support security.
- Use the key tool utility to import a self-signed certificate.

Received an authentication error.

- Confirm that the user is a member of the AEWebsservices group in EEM.
- Refer to [this wiki article](#) for further authentication troubleshooting.

Resolving Default Port Conflicts

By default, Agent Monitor's database (amdb) communicates over port 5432. If this conflicts with existing services, install Agent Monitor with an answer file that specifies a different port with amDBPort..

For more information on using answer files, refer to [Installing Workload Automation Agent Monitor in Unattended Mode](#).

Accessing Audit Information

Follow these steps:

1. Navigate to the logs directory on the server where Agent Monitor is installed.

NOTE

You may need to contact a server admin to retrieve the audit logs if you do not have access to the server.

2. Open the *diws.log* file to display the current audit log.
Logs for previous days will be suffixed with the date on which they were created.

TIP

You can use standard utilities to search the log file for all occurrences of *Audit Log* . For example:

For Windows: type `diws.log | find "Audit Log:"`

For Linux: `grep "Audit Log:" diws.log`

Audit log data displays in the following format:

```
yyyy-mm-dd hh:mm:ss INFO reserved - Audit Log: Userid(userid); Resource(resource);
Type(type); Name(name); Before(data); After(data)
```

- *Userid()* shows the ID of the user who performed the action
- *Resource()* shows the type of resource that the action was performed on
- *Type()* shows the type of action performed: create, update or delete
- *Name()* shows the name of the resource
- *Before()* shows the data before the action
- *After()* shows the data after the action

For example, when a resource is created, the audit log data will appear as follows:

```
2015-05-07 15:19:42 INFO CAMEnginesDAO:20 - Audit Log:
  Userid(admin@agentmonitor.ca.com); Resource(Scheduler); Type(create); Name(Earth-PRD);
  Before();
  After([protocol=http,address=tcip31v,port=51001,type=ESP,instance=,securityOption=,userid=UEJ
```

In this example:

- The action was performed on 2015-05-07 at 15:19:42
- The ID of the user performing the action was *admin@agentmonitor.ca.com*
- The resource was a "Scheduler"
- The action performed on the resource was "create"
- The name of the resource was "Earth-PRD"
- The data before the action is blank because the resource did not exist previously
- The data after the action was
[protocol=http,address=tcip31v,port=51001,type=ESP,instance=,securityOption=,userid=UEJM001]

Agent Monitor Does Not Display Correctly in Internet Explorer 11

If Workload Automation Agent Monitor does not display correctly in Internet Explorer 11, check that the browser's document mode is set to 10.

To change the document mode in Internet Explorer 11:

1. Open Internet Explorer 11.
2. Press the F12 key, or click **Tools, F12 Developer Tools**.
The F12 Developer Tools display at the bottom of the browser screen.
3. Select **Emulation** in the F12 Developer Tools.
4. Select 10 from the *Document mode* drop-down menu.
The document mode is now set to 10.

Additional Resources

The following resources provide additional information about product support, documentation, and communities resources for the agent.

Broadcom Links

- [Broadcom Enterprise Software](#)
- [Broadcom Automation](#)
- [Broadcom Support](#)
- [Broadcom Community](#)
- [Broadcom Education](#)
- [Broadcom Software Tech Blogs](#)
- [Broadcom Twitter](#)

Workload Automation Scheduler Documentation

- [AutoSys Workload Automation](#)
- [Workload Automation CA 7 Edition](#)
- [ESP dSeries Workload Automation](#)
- [Workload Automation ESP Edition](#)

Workload Automation Agent Documentation

- [WA System Agent \(UNIX, Linux, Windows, IMB i, or HP Integrity NonStop\)](#)
- [WA Agent for Application Services](#)
- [WA Agent for Databases](#)
- [WA Agent for Informatica](#)
- [WA Agent for Micro Focus](#)
- [WA Agent for Microsoft SQL Server](#)
- [WA Agent for Oracle E-Business Suite](#)
- [WA Agent for PeopleSoft](#)
- [WA Agent for Remote Execution](#)
- [WA Agent for SAP](#)
- [WA Agent for Web Services](#)
- [Documentation from Previous WA Agent Releases](#)

Workload Automation Integration Documentation

- [WA Advanced Integration for Hadoop](#)
- [WA Advanced Integration for SAP Business Warehouse](#)
- [WA Advanced Integration for SAP Solution Manager](#)

Workload Automation Agent Add-on Documentation

- [WA Agent Monitor](#)

Workload Automation Mainframe Agent Documentation

- [WA for z/OS](#)

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