Managing Your PeopleSoft Applications with Oracle Enterprise Manager

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Agenda

• Company Introduction
• Application Footprint
• Business Drivers for PSFT AMP
• How Salem State University Uses AMP
• Additional Uses of PSFT AMP
Company Introduction

About Salem State University

• Located in Salem Massachusetts
• Enrolls over 10,000 undergraduate and graduate students
• Known for our Teaching, Nursing, and Business programs
• PeopleSoft Footprint:
  – Campus Solutions
  – Financial Services
  – Portal Administration
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Application Footprint

Peo**p**le**S**oft Architecture

- PeopleTools 8.51
- Campus Solutions 9
- Portal Administration 9.1
- Financial Services 9  
  - Currently upgrading to 9.1
- Oracle RDBMS Enterprise 11.2.0.2
- OEM 11gR1 Grid Control 11.1.0.1
- Platforms: SLES 11, Windows 2K8, NetApp
Application Footprint

PeopleSoft Architecture - continue

<table>
<thead>
<tr>
<th></th>
<th>Demo</th>
<th>Development</th>
<th>Staging</th>
<th>Test</th>
<th>Production</th>
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<td>3</td>
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<td>23</td>
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</table>

Total: 94
Application Footprint

Production PS Architecture

- 3 Database servers
- 6 Application Servers
- 3 Windows Schedulers
- 3 Linux Schedulers
- 3 Web Servers

- Average 7,300 distinct Production users daily
- 12,200 users (Faculty/Staff/Students)
- $115.5 Million Total Operating Revenues FY 2011
Application Footprint

Production PS Architecture

Portal

Portal Administration

Campus Solutions

Financial Services


DB01 APP01 APP02 APP03L WEB01 WEB02 WEB03 DB02 APP03 APP04 APP05L WEB02 WEB01 WEB03 DB03 APP06 APP07 APP08L WEB01 WEB02 WEB03
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Business Drivers for PSFT AMP

Why we needed the PSFT AMP

• PeopleSoft footprint difficult to manage
• Lack of timely/detailed alerting
• Difficulty training new staff
• Server maintenance nightmare
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How Salem State University Uses AMP

Troubleshooting Without PSFT AMP

“Portal is down”

- Check Components
  - Time Consuming
  - Several servers/logins

- Investigate as End User
  - Subject to false-positives
  - My session traffic routed to functioning Application / Web Server

- Neither method is efficient in identifying the problem node.
How Salem State University Uses AMP
Troubleshooting With PSFT AMP

From single point
- Troubled component clearly identified
- Troubled component restarted

We are back in business, FASTER!
How Salem State University Uses AMP

Alerting issues before PSEM AMP

• Too reactive
  – End users discovering issues before IT

• Relied on cron jobs deployed on all servers
  – Several man hours customizing scripts to individual servers
  – Not easily updatable across system, ex. change email recipients
  – Scripts run on set interval...not real-time

• Unable to discern broad network issues
How Salem State University Uses AMP

Alerting with PSFT AMP

• More Proactive
  – Help Desk now aware of issues ahead of End User calls

• Alerts are real-time
  – Typically within 60 seconds of error

• Alerted to issues with servers and components

• Easy detection of total/partial network loss

• No longer need to create/maintain/execute custom scripts
  – Custom scripts can be managed within Enterprise Manager

• All aspects of alerts are consolidated within Enterprise Manager
How Salem State University Uses AMP

Server Maintenance shutdown before PSFT AMP

- 95% Linux servers = lot’s of command line typing

- Total Shutdown – Scripted
  - Commenting scripts in/out of cron can be time consuming

- Total Shutdown - Manually
  - Several servers
  - Several logins

And… IT’S 2 O’CLOCK IN THE MORNING!!
How Salem State University Uses AMP

Maintenance Night with PSFT AMP

- All components can be scheduled to shutdown/startup from one location
- Shutdown is a single step
  - No need to comment/uncomment cron jobs
How Salem State University Uses AMP

Maintenance Night with PSFT AMP

- The option for ‘One Time (Later)’ scheduling is key
  - Late night shutdown can be scheduled at any time during the day
How Salem State University Uses AMP

*Training new staff without PSFT AMP*

- **Complexity**
  - Several servers
  - Several logins
  - Different topology/footprint

- **Training new staff**
  - Difficult to manage
  - Time consuming

- **Training effort compounded due to frequent turnover**
How Salem State University Uses AMP

Training with PSFT AMP

Improved Productivity

- Easy to locate where a component resides
- New hire can function as admin instantly
- Knowledge of Linux not necessary
- Knowledge of footprint not necessary
- Knowledge of server ID/passwords not necessary
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### Additional Uses of PSFT AMP

#### Visual Representation of Configuration

**General**

- **Status**
  - Up
  - Stop
  - Black Out

- **Availability (%)**
  - [Purge Cache](#)

- **Domain**
  - PAPRD

- **PS HOME**
  - /u01/app/pssoft/paprd
  - /u01/app/pssoft/paprd

- **PS_CFG_HOME**
  - PAPRD db 8313:040-9:24-11s-0914-4n2b2...

- **PS Application Database**
  - PAPRD db 8313:040-9:24-11s-0914-4n2b2...

- **PS Search Server**
  - N/A

- **PeopleTools Version**
  - 8.51.09

- **Application Release**
  - Portal Solutions 9.10.00.000

- **PeopleSoft System**
  - N/A

- **Operating System**
  - SUSE Linux Enterprise Server 11 (x86_64...)

- **IP Address**
  - 172.25.202.22

- **Host**
  - feau1p.salemstate.edu

**CPU Utilization and Memory Utilization**

Cumulative for all processors

![CPU Utilization](chart)

**Features**

- **Analytic Servers**
  - Multi-Channel Framework
  - Quick Server

- **Domains Gateway**
  - PeopleCode Debugger
  - WorkStation Listener

- **Event Notification**
  - Performance Colator

- **Jolt Relay Adaptor**
  - Publish/Subscribe Server

- **Jolt Service Listener**
  - Query Server

- **Server details**
- **Memory and CPU utilization**
- **Enabled features**
Additional Uses of PSFT AMP

Compare configurations

**Compare PS Application Server Domains: Results**

<table>
<thead>
<tr>
<th>Results</th>
<th>Properties</th>
<th>PAPRD.app.lpa01p.u01_app_psoft_paprd</th>
<th>PAI01T.app.lpa01t.u01_app_psoft_pai01t</th>
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<td>APP.REL_VERSION</td>
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<td>DBNAME.DB</td>
<td>PAI01</td>
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<td>Environment.ALLOCX</td>
<td>{LOGDIR}-{FS}TUXACCESSLOG</td>
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<td>Environment.COMPATH</td>
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<tr>
<td>Environment.INFORMATERVER</td>
<td>{Start up\ServerName}</td>
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</table>

- Quickly view
  - Similar settings
  - Different settings
  - All settings
### Additional Uses of PSFT AMP

#### Other Administration Functions

<table>
<thead>
<tr>
<th>Configuration Management</th>
<th>Tuxedo Management</th>
<th>Additional Utilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Configure Domain</td>
<td>- Access Tuxedo Command Line (TMADMIN)</td>
<td>- Execute Host Command</td>
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<tr>
<td>- Create Like Domain</td>
<td>- Process Status</td>
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<tr>
<td>- Compare Domain Configurations</td>
<td>- Client Status</td>
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<td>- Compare To Multiple Configurations (Jobs)</td>
<td>- Queue Status</td>
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<td>- Last Collected Configuration</td>
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<td>- View Saved Configurations</td>
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<td>- History</td>
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<tr>
<td>- Copy Configuration</td>
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</tbody>
</table>

- Access Tuxedo Command Line
- Purge/Archive Cache
- Clean IPC Resources
Additional Uses of PSFT AMP

**Purge Archive Logs**

- Reduce on-disk footprint
- Log directories remain manageable
- Ability to Archive log files
Additional Uses of PSFT AMP

PeopleSoft Administration from Anywhere