

# Managing Oracle Collaboration Suite with Enterprise Manager Grid Control 10g Release 2

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**Oracle Collaboration Suite is a suite of enterprise-class real-time collaboration, communication, and content management applications that enable organizations to increase user productivity and service levels while reducing total cost of ownership.**

## INTRODUCTION

Oracle Collaboration Suite provides capabilities—such as mail, calendar, web conferencing and content services—that are critical to the productivity of an organization. Users access Collaboration Suite services every day to communicate with colleagues, host remote meetings, and share information. Therefore, it is important that Collaboration Suite administrators have reliable, comprehensive tools to effectively manage the performance and availability of their Collaboration Suite deployments.

Oracle Enterprise Manager provides the monitoring and administration capabilities administrators need to ensure the performance and availability of Collaboration Suite services meet customer expectations and service level goals. This paper outlines the management capabilities of Grid Control 10g Release 2 for Oracle Collaboration Suite 10gR1.

## BRIDGING THE GAP BETWEEN SERVICE LEVEL AND SYSTEM MANAGEMENT

**Enterprise Manager Grid Control monitors both datacenter (or system) components as well as services, which represent application or user functionality. Using Grid Control you can thus monitor your environment both from an end-user and administrator point of view.**

In the past traditional systems management tools focused on managing and monitoring hosts and software processes or servers running in a datacenter. Most of these datacenter components existed to provide application functionality or services to users. Yet, when a server outage occurred, it was up to the administrator to figure out which user services were affected. Moreover, service impact has become even more important to monitor, as many businesses now measure success in part by meeting service level goals. In fact, the ability to measure service levels and monitor service impact is critical to managing critical productivity applications like Oracle Collaboration Suite.

Grid Control models and relates system components within the datacenter (systems) that provide the backbone for service offerings. Grid Control also models applications or other services and relates them to the system components they depend on.

Thus, a “system” in Grid Control is a collection of the system components that together support one more services. A “service” is an application or other functionality that is supported or provided by a system. Services are monitored for

availability and performance using business transactions that can mimic real user behavior.

### **Leveraging the Value of Service Level and System Management**

**Graphical dashboards give administrators and managers instant understanding of the status and performance of business services. Topology views and root-cause analysis reduce the time it takes administrators to resolve service issues.**

Grid Control provides various capabilities that leverage its ability to manage both service levels and systems. First, graphical monitoring dashboards give administrators, c-level managers and business owners real-time understanding of the status of the business's most important application services in a single view. Monitoring dashboards provide top-level views of individual or groups of services as well as system-level views describing the relationships and status of system components.

Also service and system topology views give more insight in to the dependencies between various related service and system components. Brought together with newly introduced root-cause availability management capabilities, dashboards and the topology views dramatically reduce the time it takes to resolve issues that directly impact performance.

Enterprise Manager Grid Control utilizes the services and system monitoring framework to provide comprehensive monitoring from both the user and system perspectives, graphical visualization of your Collaboration Suite deployment, and root-cause diagnostics.

### **COLLABORATION SUITE AS A SET OF SERVICES**

**By managing Collaboration Suite as a set of services in Enterprise Manager, you can monitor the availability and performance of Collaboration Suite from a user's perspective. You can then identify and resolve problems faster and minimize user impact.**

Because Collaboration Suite provides critical end-user functionality, it is advantageous to manage these functions as services in Grid Control. Key application functions are defined and monitored as services in Grid Control. Each Collaboration Suite component (such as Mail, Calendar, Content Services, etc.) is a service. In addition, each component is made up of a set of services.

For example, the Mail service includes services that represent IMAP, SMTP, and the Web Mail application. By breaking down the Mail service into individual sub-services, you can monitor specific Mail functionality separately. You can then, for example, distinguish between all Mail services being unavailable versus just the Web Mail application being inaccessible to users. By monitoring availability and performance of Collaboration Suite services you can identify and resolve user-visible problems more quickly and thus minimize the impact on users.

Services in Collaboration Suite include protocol services, such as IMAP, SMTP and FTP, which test the services provided by those protocols. Some services are web applications. For example, web applications are used to represent the web UI's provided by various Collaboration Suite components, such as Web Mail, Discussions or Workspaces. Each service is monitored for performance, usage and availability.

**The Collaboration Suite Services page provides a complete view of the services that make up your Collaboration Suite deployment.**

The hierarchy of services that represent Collaboration Suite is used to visualize a Collaboration Suite deployment in Grid Control. The Collaboration Suite Services page shows Collaboration Suite services in a hierarchical listing along with critical performance, usage and availability data for each.

You can also see an overview of the health of Collaboration Suite services in the service dashboard. The service dashboard provides a high-level view of the status, performance and usage of each Collaboration Suite component. Service level compliance for various time periods is also included for each service on the dashboard. You can launch the dashboard directly from the Collaboration Suite home page. You can also publish the service dashboard so that it can be viewed by non-Enterprise Manager users. This allows you to provide a self-service status web page to your end-users.

**Dashboards and topology views make it easy to monitor and manage your Collaboration Suite environment.**

Finally, the service topology is a graphical tree view of your Collaboration Suite deployment. From the service topology you can see the relationship between the various services that make up your Collaboration Suite deployment. The topology also includes status and performance information for each service as well as any root-cause analysis results if appropriate.

## **COLLABORATION SUITE SYSTEM**

Collaboration Suite services rely on the underlying Collaboration Suite system. The system is a collection of server targets that are grouped together in Grid Control to give you a view of the datacenter or server components your Collaboration Suite is made up of. The system includes components such as databases, HTTP servers, OC4Js, and other servers (such as IMAP or Calendar servers) used by Collaboration Suite. Grid Control automatically recognizes these components.

**Out-of-box Grid Control automatically discovers and monitors Collaboration Suite system components, such as IMAP and SMTP servers, Calendar servers, etc.**

Grid Control also monitors the performance and availability of these components. It automatically gathers and evaluates diagnostic information from Collaboration Suite targets distributed across the enterprise. An extensive number of Collaboration Suite performance metrics are automatically monitored against predefined thresholds. Alerts are generated in Grid Control when metrics exceed these thresholds. Grid Control also provides a system dashboard to view the health of the Collaboration Suite system in a single window.

**Automatic alerts, performance monitoring, diagnostics and root-cause analysis reduce the time it takes to diagnose and resolve issues.**

Individual services in Collaboration Suite are associated with the critical system components they rely on. This allows Enterprise Manager to perform root-cause analysis down to the system level whenever a service outage is detected.

Grid Control saves time in diagnosing performance and availability problems with your Oracle Collaboration Suite services. For example, if a service outage occurs root-cause analysis will determine if the primary cause is an outage of a critical service or system component. If a service performance issue is found, an administrator can examine detailed metrics over time related to that service and any of the service or system components used by that service. When you suspect there

is a problem with one or more server components in the Collaboration Suite system, the system home pages provide metric and charts for diagnosing the issue.

## **COLLECTING AND ANALYZING CLIENT INFORMATION**

Grid Control Release 2 includes new functionality, called Client System Analyzer or CSA, which collects and analyzes data about Windows client machines, such as desktops or laptops. Using CSA clients can be directed to a URL to download an applet which collects client data, such as hardware and OS version and configuration, software versions, client network latency, etc. This data is evaluated against a set of rules to determine if the client is configured as desired.

The client immediately sees a report listing the data collected and the outcome of the rules evaluation. This allows the users to act on any of the information as needed, such as upgrading a browser. Once collected the data as well as the rule analysis are also uploaded to the Grid Control repository. You can view reports and search through this client data directly from Grid Control.

For Collaboration Suite, specific data and rules relevant to Collaboration Suite components is automatically included in the CSA applet. Some of the specific data collected for Collaboration Suite includes Outlook version and configuration, preferred Mail client, and browser versions. This data is evaluated against rules specific to Collaboration Suite. For example, the rules include checking if the client is properly configured to install desktop client tools such as Oracle Connector for Outlook, if minimum browser versions are met for Web Conferencing, or if minimum requirements are met for Web Access Client.

This data and the results of the rules analysis are uploaded to the Grid Control repository and can be viewed by simply clicking a link from the Collaboration Suite home page in Grid Control. The data and results for all clients are displayed, making it easy to identify specific client machines that need upgrading or reconfiguration. In addition the client sees a complete report, allowing the user to correct any problems without administrator intervention.

## **COLLABORATION SUITE ADMINISTRATION**

When you install Oracle Collaboration Suite, an administration console is automatically installed as well. For a middle-tier installation, the administration console is Oracle Application Server Control for Collaboration Suite (or Collaboration Suite Control). This console is also part of the Enterprise Manager product family, and is integrated into Grid Control. You can launch the administration console from any Grid Control home page for a Collaboration Suite component.

Collaboration Suite Control can be used to administer instances of Collaboration Suite, monitor availability and performance in real-time, or link to other Collaboration Suite management tools.

**Grid Control's Client System Analyzer functionality can be used by end-users, support staff, or administrators to determine if a Windows client is properly configured to use Collaboration Suite applications.**

## **CONCLUSION**

To ensure optimal performance and availability of critical user applications such as Oracle Collaboration Suite, administrators must go beyond merely monitoring the backend components (such as hosts, databases, or other servers) that support the suite. It is vital to also monitor and manage Collaboration Suite from an end-user perspective in order to quickly identify and resolve issues that can adversely affect users. Using the service monitoring capabilities of Grid Control, as well as its comprehensive system monitoring features, Collaboration Suite administrators can best manage Collaboration Suite and achieve desired levels of service and availability.



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