Informatica® Smart Plug-in for HP Operations Manager
(Version 8.5.1)
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Preface

The Informatica Smart Plug-in for HP Operations Manager User Guide is written for administrators responsible for installing, configuring and managing Informatica Smart Plug-in for HP Operations Manager (Informatica Smart Plug-in). It helps first-time users learn how to use Informatica Smart Plug-in. The Informatica Smart Plug-in for HP Operations Manager User Guide assumes you have knowledge of your operating systems, HP Operations Manager, and Informatica PowerCenter and PowerExchange. It also assumes you are familiar with the interface requirements for the supporting applications.

Informatica Resources

Informatica Customer Portal

As an Informatica customer, you can access the Informatica Customer Portal site at http://my.informatica.com. The site contains product information, user group information, newsletters, access to the Informatica customer support case management system (ATLAS), the Informatica Knowledge Base, Informatica Documentation Center, and access to the Informatica user community.
Informatica Web Site

You can access the Informatica corporate web site at http://www.informatica.com. The site contains information about Informatica, its background, upcoming events, and sales offices. You will also find product and partner information. The services area of the site includes important information about technical support, training and education, and implementation services.

Informatica Knowledge Base

As an Informatica customer, you can access the Informatica Knowledge Base at http://my.informatica.com. Use the Knowledge Base to search for documented solutions to known technical issues about Informatica products. You can also find answers to frequently asked questions, technical white papers, and technical tips.

Informatica Global Customer Support

There are many ways to access Informatica Global Customer Support. You can contact a Customer Support Center through telephone, email, or the WebSupport Service.

Use the following email addresses to contact Informatica Global Customer Support:

- support@informatica.com for technical inquiries
- support_admin@informatica.com for general customer service requests

WebSupport requires a user name and password. You can request a user name and password at http://my.informatica.com.

Use the following telephone numbers to contact Informatica Global Customer Support:

<table>
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<tr>
<th>North America / South America</th>
<th>Europe / Middle East / Africa</th>
<th>Asia / Australia</th>
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<tr>
<td>Informatica Corporation</td>
<td>Informatica Software Ltd.</td>
<td>Informatica Business Solutions Pvt. Ltd.</td>
</tr>
<tr>
<td>Headquarters</td>
<td>6 Waltham Park</td>
<td>Diamond District</td>
</tr>
<tr>
<td>100 Cardinal Way</td>
<td>Waltham Road, White Waltham</td>
<td>Tower B, 3rd Floor</td>
</tr>
<tr>
<td>Redwood City, California</td>
<td>Maidenhead, Berkshire</td>
<td>150 Airport Road</td>
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<tr>
<td>94063 United States</td>
<td>SL6 3TN</td>
<td>Bangalore 560 008</td>
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<td>Toll Free</td>
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<td>+1 877 463 2435</td>
<td>00 800 4632 4357</td>
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<td>Australia: 1 800 151 830</td>
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<tr>
<td>Brazil: +55 11 3523 7761</td>
<td>Belgium: +32 15 281 702</td>
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<td>Mexico: +52 55 1168 9763</td>
<td>France: +33 1 41 38 92 26</td>
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<tr>
<td>United States: +1 650 385 5800</td>
<td>Germany: +49 1805 702 702</td>
<td>India: +91 80 4112 5738</td>
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<td></td>
<td>Netherlands: +31 306 022 797</td>
<td></td>
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<td></td>
<td>United Kingdom: +44 1628 511 445</td>
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Understanding Informatica Smart Plug-in

This chapter includes the following topics:

♦ Overview, 2
♦ Architecture, 3
Overview

HP Operations Manager is a software solution designed to help administrators monitor, recognize, solve, and prevent problems reported by applications, networks, and systems. HP Operations Manager uses the Informatica Smart Plug-in to monitor, recognize, solve, and prevent problems reported by Informatica components.

Informatica Smart Plug-in consists of a set of extensions to and customizations of HP Operations Manager, which allow for quick and seamless integration with Informatica PowerCenter and PowerExchange.

Informatica Smart Plug-in monitors the status of the following Informatica components:

- PowerCenter nodes
- PowerCenter services
- PowerCenter workflows
- PowerExchange Listener services
- PowerExchange Condense processes

Informatica Smart Plug-in reports only those Informatica components statuses that are relevant to the administrator, which is defined by the following policies:

- PowerCenter node
- PowerCenter services
- PowerCenter workflow
- PowerExchange Condense
- PowerExchange Listener

In environments where Informatica components are distributed across several systems, Informatica Smart Plug-in has the following advantages:

- Centralized monitoring of Informatica components status
- Real-time monitoring of Informatica components status
A key component of Informatica Smart Plug-in is the Data Collection Module (DCM), which queries PowerCenter and PowerExchange for monitored information. The DCM passes the gathered information to the HP Operations Manager agent, which filters the gathered information based on the Informatica Smart Plug-in policies. The HP Operations Manager agent then passes the filtered information to HP Operations Manager message browser to display as HP Operations Manager messages.

The following figure shows Informatica Smart Plug-in architecture:

A managed node is a computer system in a network that HP Operations Manager monitors for performance, status, and messages. It has an HP Operations Manager agent installed.
Chapter 2

Installation and Configuration on UNIX

This chapter includes the following topics:

- Overview, 6
- Step 1. Install Informatica Smart Plug-in, 8
- Step 2. Add Managed Nodes with Informatica to Node Groups, 9
- Step 3. Register Managed Nodes or Managed Node Groups, 10
- Step 4. Assign Policies to Managed Nodes or Node Groups, 12
- Step 5. Deploy the Informatica Smart Plug-in Configuration, 13
- Managing Informatica Smart Plug-in, 14
- Uninstalling Informatica Smart Plug-in, 15
- Troubleshooting, 18
Overview

This chapter provides information about installing, configuring, managing, and uninstalling Informatica Smart Plug-in. Install Informatica Smart Plug-in to extend and customize HP Operations Manager.

Informatica Smart Plug-in includes the following extensions:

♦ Information sources to access and relay information about the status of Informatica components to HP Operations Manager.
♦ Policies defining which Informatica software statuses are to be reported and the granularity of monitored objects. The policies are implemented as log files, generic messages and monitor policy types, depending on the information to be gathered and on the information gathering approach.

Informatica Smart Plug-in includes the following customizations:

♦ HP Operations Manager node groups for managed nodes
♦ HP Operations Manager message groups for messages generated on managed nodes with Informatica
♦ An HP Operations Manager operator and a user profile to define operator responsibilities in HP Operations Manager

Prerequisites

Check the prerequisites before installing the Informatica Smart Plug-in package.

To check the prerequisites on HP-UX:

Before you install Informatica Smart Plug-in, install and configure the following products:

– HP Operations Manager for HP-UX
– After you install the patches on the HP Operations Manager Server, deploy the HP Operations Manager agent software to the managed nodes.
– PowerCenter, PowerExchange, or both, depending on what you want to monitor

To check the prerequisites on Solaris:

Before you install Informatica Smart Plug-in, install and configure the following products:

– HP Operations Manager for Solaris
– After you install the patches on the HP Operations Manager Server, deploy the HP Operations Manager agent software to the managed nodes.
– PowerCenter, PowerExchange, or both, depending on what you want to monitor
Installing and Configuring Informatica Smart Plug-in

To install and configure Informatica Smart Plug-in, complete the following steps:

1. Install Informatica Smart Plug-in.
2. Add managed nodes with Informatica to node groups.
3. Register managed nodes or managed node groups.
4. Assign policies to managed nodes or node groups.
5. Deploy Informatica Smart Plug-in configuration on managed nodes or node groups.
Step 1. Install Informatica Smart Plug-in

To install Informatica Smart Plug-in, complete the following steps on the HP Operations Manager Management Server:

1. Install Informatica Smart Plug-in.
2. Upload Informatica Smart Plug-in GUI components.
3. If HP OpenView administrator GUI is running, restart the session.

Note: When you install Informatica Smart Plug-in, log in to the HP Operations Manager Management Server as system administrator.

Installing the Informatica Smart Plug-in Package

To install Informatica Smart Plug-in Package on HP-UX:

Change to the directory with the Informatica Smart Plug-in package and enter the following command:

```
/usr/sbin/swinstall -s $PWD/INFA-SPI.depot INFA-SPI
```

To install Informatica Smart Plug-in Package on Solaris:

Change to the directory with the Informatica Smart Plug-in package and enter the following command:

```
/usr/sbin/pkgadd -d$PWD/INFA-SPI.pkg INFA-SPI
```

Uploading the Informatica Smart Plug-in GUI Components

Upload the Informatica Smart Plug-in GUI components to install the Informatica Smart Plug-in customizations to the HP Operations Manager Management Server.

Tip: Before you upload the GUI components, use the HP Operations Manager download configuration to back up the HP Operations Manager configuration.

To upload HP OpenView Smart Plug-In GUI components:

Enter the following command:

```
/opt/OV/bin/OpC/opccfgupld -replace -subentity -index infa-spi.idx \n/var/opt/OV/share/tmp/OpC_appl/infa-spi
```
Step 2. Add Managed Nodes with Informatica to Node Groups

Informatica Smart Plug-in installs the following node groups for managed nodes:

- For managed nodes with PowerCenter
- For managed nodes with PowerExchange

You can use the existing node groups, or you can add node groups. If you add node groups, add separate managed nodes for PowerCenter and PowerExchange, based on your environment. Add managed nodes with PowerCenter to the node group for PowerCenter, and add managed nodes with PowerExchange to the node group for PowerExchange. If PowerCenter and PowerExchange are installed on the same managed node, add the managed node to both groups.

For more information about Informatica Smart Plug-in node groups, see “Node Groups” on page 33.
Step 3. Register Managed Nodes or Managed Node Groups

Informatica Smart Plug-in installs the Informatica SPI Application Group. The Informatica SPI Application Group registers or unregisters managed nodes or managed node groups with Informatica.

Register managed nodes or node groups to distribute Informatica Smart Plug-in software to them and to start receiving data from Informatica Smart Plug-in on them.

To register managed nodes or managed node groups, complete the following steps:

1. Start the INFA-SPIRegister application.
2. Provide data to the INFA-SPIRegister application script.

For information about Informatica Smart Plug-in Application Group, see “Application Group” on page 34.

Starting the INFA-SPIRegister Application

The INFA-SPIRegister Application starts the INFA-SPIRegister application script. Before you start the INFA-SPIRegister Application, verify that PowerCenter and PowerExchange are running on managed nodes you want to register.

To start the INFA-SPIRegister application:

1. Using the HP Operations Manager, open the Application Bank window.
2. In the Application Bank window, double click the INFA-SPI application group icon to open the Application Group: INFA-SPI window.
3. If you want to register managed nodes, open the Node Bank window. If you want to register managed node groups, open the Node Group Bank window.
4. In the Node Bank window or in the Node Group Bank window, select nodes or node groups with Informatica and drag them to the INFA-SPIRegister application icon in the Application Group: INFA-SPI window.

One INFA-SPIRegister application script terminal opens for every object or selection of objects dragged to the INFA-SPIRegister application icon.

Providing Data to the INFA-SPIRegister Application Script

The INFA-SPIRegister application uses a series of questions to gather the data required for the registration of managed nodes with Informatica. Provide data to the application script for every opened INFA-SPIRegister application script terminal.
To provide data to the INFA-SPIRegister application script:

1. In an opened application script terminal, enter one of the following options:
   ♦ If PowerCenter is not installed on the managed node, enter S.
   ♦ If PowerCenter is not installed in the default directory, enter full path to the PowerCenter home directory.
   ♦ If PowerCenter is installed in the default directory, press Enter.

2. For every PowerCenter Integration Service on which you want to monitor workflows, enter Y. Or, for every PowerCenter Integration Service on which you do not want to monitor workflows, enter N.

3. If you want to monitor PowerCenter workflows and PowerCenter services on the managed node, enter the credentials for an Informatica user assigned the following Informatica role and privilege:
   ♦ The system-defined role Administrator
   ♦ The Manage Execution privilege in the Run-time Objects privilege group on Repository services

   If you do not want to monitor PowerCenter workflows and PowerCenter services on the managed node, press Enter.

4. When you enter the user credentials, enter Y to confirm the credentials. Enter N to enter new credentials.

5. If you want to monitor another PowerCenter node on the managed node, enter Y. Otherwise, enter N.

6. If you entered Y, enter one of the following options:
   ♦ If PowerExchange is not installed on the managed node, enter S.
   ♦ If PowerExchange is not installed in the default directory, enter the full path to the PowerExchange home directory.
   ♦ If PowerExchange is installed in the default directory, press Enter.

7. If you want to monitor another PowerExchange instance on the managed node, enter Y. Otherwise, enter N.
Step 4. Assign Policies to Managed Nodes or Node Groups

Informatica Smart Plug-in installs the following policy groups for monitoring managed nodes with Informatica:

- For monitoring managed nodes with PowerCenter
- For monitoring managed nodes with PowerExchange

Assign policies for monitoring managed nodes with PowerCenter to managed nodes or node groups with PowerCenter. Assign policies for monitoring managed nodes with PowerExchange to managed nodes or node groups with PowerExchange. If PowerCenter and PowerExchange are installed on the same managed node, assign both policy groups to the managed node.

For more information about Informatica Smart Plug-in policies, see “Message Source Policies” on page 34.
Step 5. Deploy the Informatica Smart Plug-in Configuration

To deploy the configuration required to operate Informatica Smart Plug-in on managed nodes or node groups with Informatica, deploy the Informatica Smart Plug-in configuration on the managed nodes or node groups and select the following components:

♦ Templates
♦ Actions
♦ Monitors
Managing Informatica Smart Plug-in

You can add managed nodes and change the Informatica configuration on managed nodes.

Adding Managed Nodes

You must install Informatica Smart Plug-in configuration and register managed nodes or node groups when you add a managed node with Informatica.

If you add a managed node with Informatica, complete the following tasks:

1. **Register the managed node.** For information, see “Step 3. Register Managed Nodes or Managed Node Groups” on page 10.
2. **Assign Informatica policies to the managed node if you did not assign the managed node to a node group.** For more information, see “Step 4. Assign Policies to Managed Nodes or Node Groups” on page 12.
3. **Install Informatica Smart Plug-in configuration.** For information, see “Step 5. Deploy the Informatica Smart Plug-in Configuration” on page 13.

Changing Informatica Configuration

Register managed nodes or node groups when you perform any of the following operations on a managed node:

- Create or remove a PowerCenter node.
- Install or remove a PowerExchange instance.
- Change the credentials for the Informatica user required by the INFA-SPIRegister application script.
- Create or remove a Repository Service.
- Create or remove an Integration Service.

Register only the managed node on which you performed any of the listed operations. For information, see “Step 3. Register Managed Nodes or Managed Node Groups” on page 10.
Uninstalling Informatica Smart Plug-in

Uninstall Informatica Smart Plug-in to uninstall extensions to HP Operations Manager from HP Operations Manager Management Server. When you uninstall Informatica Smart Plug-in, log in to the HP Operations Manager Management Server as HP Operations Manager administrator.

Note: Uninstalling Informatica Smart Plug-in does not remove Informatica Smart Plug-in customizations.

To uninstall Informatica Smart Plug-in, complete the following steps on the HP Operations Manager Management Server:

1. Deassign policies from managed nodes or node groups.
2. Update configuration policies on managed nodes or node groups.
3. Unregister managed nodes using the INFA-SPIUnregister application.
5. Remove entries from HP Operations Manager selective distribution.
6. Reconfigure the HP Operations Manager Management Server.

Deassigning Policies from Managed Nodes or Node Groups

Deassign policies for monitoring managed nodes with PowerCenter from managed nodes or node groups with PowerCenter. Deassign policies for monitoring managed nodes with PowerExchange from managed nodes or node groups with PowerExchange. If PowerCenter and PowerExchange are installed on the same managed node, deassign both policy groups from the managed node.

Updating Configuration Policies on Managed Nodes or Node Groups

Update Informatica Smart Plug-in configuration on managed nodes or node groups with Informatica to remove the Informatica Smart Plug-in policies from the managed nodes or node groups with Informatica.

Update the configuration on managed nodes or node groups with Informatica and select the Templates components.

Unregistering Managed Nodes or Node Groups

Unregister managed nodes or node groups to stop receiving data from Informatica Smart Plug-in and to remove Informatica Smart Plug-in software from them. Use the INFA-SPIUnregister application to unregister managed nodes or node groups.
To unregister managed nodes or node groups:

1. Using the HP Operations Manager, open the Application Bank window.
2. In the Application Bank window, double click the INFA-SPI application group icon to open the Application Group: INFA-SPI window.
3. Depending on whether you want to unregister managed nodes or managed node groups, open the Node Bank window or the Node Group Bank window.
4. In the Node Bank window or in the Node Group Bank window, select nodes or node groups with Informatica and drag them to the INFA-SPIUnregister application icon in the Application Group: INFA-SPI window.
   
   One INFA-SPIUnregister application script terminal opens for every object or selection of objects dragged to the INFA-SPIUnregister application icon.
5. In every INFA-SPIUnregister application script terminal, enter Y to unregister the node from receiving data from Informatica Smart Plug-in.
   
   Repeat this step for every INFA-SPIUnregister application script terminal.

Removing Informatica Smart Plug-in Package

To remove Informatica Smart Plug-in package on HP-UX:

- Enter the following command:
  
  /usr/sbin/swremove INFA-SPI

To remove Informatica Smart Plug-in package on Solaris:

- Enter the following command:
  
  /usr/sbin/pkgrm INFA-SPI

Removing Entries from HP Operations Manager Selective Distribution

Remove entries from HP Operations Manager selective distribution by deleting them from the HP Operations Manager Management Server selective distribution file.

Complete this task only if the file /etc/opt/OV/share/conf/OpC/mgmt_sv/seldist exists.

To remove entries from HP Operations Manager selective distribution:

- Use a text editor to delete the following entries from
  
  /etc/opt/OV/share/conf/OpC/mgmt_sv/seldist and then save the file:

  # Informatica SPI
  INFAPC infa_pc_     # PowerCenter monitors
  INFAPC INFA        # Informatica subagent depot
  INFAPC infa_register_spi.pl # SPI configuration script
  INFAPC infa_unregister_spi.pl # SPI removal script
Reconfiguring the HP Operations Manager Management Server

Reconfigure the HP Operations Manager Management Server to inform it about configuration changes.

To reconfigure the HP Operations Manager Management Server:

- Enter the following command:

  /opt/OV/bin/OpC/utils/opcseldist -reconfig
Troubleshooting

The INFA-SPIRegister or INFA-SPIUnregister application script terminal does not display anything.

The INFA-SPIRegister or INFA-SPIUnregister application script terminal must be started as a terminal type installed on the node you want to register.

To find out which of the terminal types works in your environment, use the advanced node option Virtual Terminal Emulator. Set the terminal type that works in your environment for every managed node you want to register or unregister.
Chapter 3

Installation and Configuration on Windows

This chapter includes the following topics:

♦ Overview, 20
♦ Step 1. Install Informatica Smart Plug-in, 21
♦ Step 2. Add Managed Nodes with Informatica to Node Groups, 22
♦ Step 3. Register Managed Nodes or Managed Node Groups, 23
♦ Step 4. Assign Policies to Managed Nodes or Node Groups, 25
♦ Managing Informatica Smart Plug-in, 26
♦ Uninstalling Informatica Smart Plug-in, 27
♦ Troubleshooting, 29
Overview

This chapter provides information about installing, configuring, managing, and uninstalling Informatica Smart Plug-in. Install Informatica Smart Plug-in to extend and customize HP Operations Manager.

Informatica Smart Plug-in includes the following extensions:

♦ Information sources to access and relay information about the status of Informatica components to HP Operations Manager.

♦ Policies defining which Informatica software statuses are to be reported and the granularity of monitored objects. The policies are implemented as log files, generic messages and monitor policy types, depending on the information to be gathered and on the information gathering approach.

Informatica Smart Plug-in includes the following customizations:

♦ HP Operations Manager node groups for managed nodes

♦ HP Operations Manager message groups for messages generated on managed nodes with Informatica

♦ An HP Operations Manager user role with the privileges to view and administer messages generated on managed nodes

Prerequisites

Before you install Informatica Smart Plug-in, install and configure the following products:

♦ HP Operations Manager for Windows

♦ PowerCenter, PowerExchange, or both, depending on what you want to monitor

Installing and Configuring Informatica Smart Plug-in

To install and configure Informatica Smart Plug-in, complete the following steps:

1. Install Informatica Smart Plug-in.

2. Add managed nodes with Informatica to node groups.

3. Register managed nodes or managed node groups.

4. Assign policies to managed nodes or node groups.
Step 1. Install Informatica Smart Plug-in

To install Informatica Smart Plug-in, complete the following steps on the HP Operations Manager Server:

1. Install Informatica Smart Plug-in package.
2. If HP Operations Manager GUI is running, restart the session.

Note: When you install Informatica Smart Plug-in, log in to the HP Operations Manager Server as a member of the HP-OVE-ADMINS group.

Installing the Informatica Smart Plug-in Package

To install the Informatica Smart Plug-in package:

1. Change to the directory with the Informatica Smart Plug-in package.
2. Double-click the INFA-SPI-32.msi file on 32-bit operating systems and INFA-SPI-64.msi file on 64-bit operating systems.
3. Follow the installation wizard to complete the installation.
Step 2. Add Managed Nodes with Informatica to Node Groups

Informatica Smart Plug-in installs the following node groups for managed nodes:

- For managed nodes with PowerCenter
- For managed nodes with PowerExchange

You can use the existing node groups, or you can add node groups. If you add node groups, add separate managed nodes for PowerCenter and PowerExchange, based on your environment. Add managed nodes with PowerCenter to the node group for PowerCenter, and add managed nodes with PowerExchange to the node group for PowerExchange. If PowerCenter and PowerExchange are installed on the same managed node, add the managed node to both groups.

For more information about Informatica Smart Plug-in node groups, see “Node Groups” on page 41.
Step 3. Register Managed Nodes or Managed Node Groups

Informatica Smart Plug-in installs the INFA-SPI tools. The INFA-SPI tools registers or unregisters managed nodes or managed node groups with Informatica.

Register managed nodes or node groups to distribute Informatica Smart Plug-in software to them and to start receiving data from Informatica Smart Plug-in on them.

To register managed nodes or managed node groups, complete the following steps:

1. Start the INFA-SPIRegister tool.
2. Provide data to the INFA-SPIRegister script.

For information about INFA-SPI tools, see “Tools” on page 42.

Starting the INFA-SPIRegister Tool

The INFA-SPIRegister tool starts the INFA-SPIRegister script. Before you start the INFA-SPIRegister tool, verify that PowerCenter and PowerExchange are running on managed nodes you want to register.

To start the INFA-SPIRegister tool:

1. Using the HP Operations Manager, locate the managed node or managed node group for which you want to start the INFA-SPIRegister tool.
2. Right-click the managed node or managed node group and select All Tasks > Launch Tool to open the Select the Tool to Execute dialog box.
3. In the Select the Tool to Execute dialog box, select the INFA-SPIRegister tool, and Click Launch.

One INFA-SPIRegister script terminal opens for every node or node group for which you launched the INFA-SPIRegister tool.

Providing Data to the INFA-SPIRegister Script

The INFA-SPIRegister script uses a series of questions to gather the data required for the registration of managed nodes with Informatica. Provide data to the script for every opened INFA-SPIRegister script terminal.

To provide data to the INFA-SPIRegister script:

1. In an opened script terminal, enter one of the following options:
   ♦ If PowerCenter is not installed on the managed node, enter S.
   ♦ If PowerCenter is not installed in the default directory, enter full path to the PowerCenter home directory.
   ♦ If PowerCenter is installed in the default directory, press Enter.
2. For every PowerCenter Integration Service on which you want to monitor workflows, enter Y. Or, for every PowerCenter Integration Service on which you do not want to monitor workflows, enter N.

3. If you want to monitor PowerCenter workflows and PowerCenter services on the managed node, enter the credentials for an Informatica user assigned the following Informatica role and privilege:
   - The system-defined role Administrator
   - The Manage Execution privilege in the Run-time Objects privilege group on Repository services

   If you do not want to monitor PowerCenter workflows and PowerCenter services on the managed node, press Enter.

4. When you enter the user credentials, enter Y to confirm the credentials. Enter N to enter new credentials.

5. If you want to monitor another PowerCenter node on the managed node, enter Y. Otherwise, enter N.

6. If you entered Y, enter one of the following options:
   - If PowerExchange is not installed on the managed node, enter S.
   - If PowerExchange is not installed in the default directory, enter the full path to the PowerExchange home directory.
   - If PowerExchange is installed in the default directory, press Enter.

7. If you want to monitor another PowerExchange instance on the managed node, enter Y. Otherwise, enter N.
Step 4. Assign Policies to Managed Nodes or Node Groups

Informatica Smart Plug-in installs the following policy groups for monitoring managed nodes with Informatica:

♦ For monitoring managed nodes with PowerCenter
♦ For monitoring managed nodes with PowerExchange

Assign policies for monitoring managed nodes with PowerCenter to managed nodes or node groups with PowerCenter. Assign policies for monitoring managed nodes with PowerExchange to managed nodes or node groups with PowerExchange. If PowerCenter and PowerExchange are installed on the same managed node, assign both policy groups to the managed node.

For more information about Informatica Smart Plug-in policies, see “Policies” on page 42.
Managing Informatica Smart Plug-in

You can add managed nodes and change the Informatica configuration on managed nodes.

Adding Managed Nodes

You must register managed nodes or node groups when you add a managed node with Informatica.

If you add a managed node with Informatica, complete the following tasks:

1. **Register the managed node.** For information, see “Step 3. Register Managed Nodes or Managed Node Groups” on page 23.

2. **Assign Informatica policies to the managed node if you did not assign the managed node to a node group.** For more information, see “Step 4. Assign Policies to Managed Nodes or Node Groups” on page 25.

Changing Informatica Configuration

Register managed nodes or node groups when you perform any of the following operations on a managed node:

- Create or remove a PowerCenter node.
- Install or remove a PowerExchange instance.
- Change the credentials for the Informatica user required by the INFA-SPIRegister script.
- Create or remove a Repository Service.
- Create or remove an Integration Service.

Register only the managed node on which you performed any of the listed operations. For information, see “Step 3. Register Managed Nodes or Managed Node Groups” on page 23.
Uninstalling Informatica Smart Plug-in

Uninstall Informatica Smart Plug-in to uninstall extensions to HP Operations Manager from HP Operations Manager Server. When you uninstall Informatica Smart Plug-in, log in to the HP Operations Manager Server as a member of the HP-OVE-ADMINS group.

**Note:** Uninstalling Informatica Smart Plug-in does not remove Informatica Smart Plug-in customizations.

To uninstall Informatica Smart Plug-in, complete the following steps on the HP Operations Manager Server:

1. Remove policies from managed nodes or node groups.
2. Unregister managed nodes using the INFA-SPIUnregister tool.

Removing Policies from Managed Nodes or Node Groups

To remove Informatica Smart Plug-in policies from a node or a node group:

1. Using the HP Operations Manager, locate and select the managed node or managed node group you want to remove the policies from.
2. From the HP Operations Manager menu, select View > Policy Inventory, and then select all Informatica Smart Plug-in policies in the right-hand pane of the HP Operations Manager window.
3. Right-click the Informatica Smart Plug-in policies selection and select All Tasks > Remove from Node. Click Yes.

Repeat this procedure for every managed node or node group with Informatica.

Unregistering Managed Nodes or Node Groups

Unregister managed nodes or node groups to stop receiving data from Informatica Smart Plug-in and to remove Informatica Smart Plug-in software from them. Use the INFA-SPIUnregister tool to unregister managed nodes or node groups.

**To unregister managed nodes or node groups:**

1. Using the HP Operations Manager, locate the managed node or managed node group you want to unregister.
2. Right-click the managed node or managed node group and select All Tasks > Launch Tool to open the Select the Tool to Execute dialog box.
3. In the Select the Tool to Execute dialog box, select the INFA-SPIUnregister tool, and Click Launch.

One INFA-SPIUnregister script terminal opens for every node or node group for which you launched the INFA-SPIUnregister tool.
4. In every INFA-SPIUnregister script terminal, enter Y to unregister the node from receiving data from Informatica Smart Plug-in.

Repeat this step for every INFA-SPIUnregister script terminal.

Removing Informatica Smart Plug-in Package

To remove Informatica Smart Plug-in package:

- Use Add/Remove Programs to remove the Informatica Smart Plug-in for HP Operations Manager component.
Troubleshooting

During the installation of the Informatica Smart Plug-in package, any of the following error windows appears:

- Failed to register Informatica SPI user roles!
- Failed to register Informatica SPI policies!
- Failed to register Informatica SPI tools!
- Failed to register Informatica SPI node groups!

Informatica Smart Plug-in fails to register one or more Informatica Smart Plug-in package components, because they are still registered on the HP Operations Manager Server. This might be the result of an uncompleted Informatica Smart Plug-in uninstallation.

On the HP Operations Manager Server, run the following set of commands to unregister Informatica Smart Plug-in package components and start the Informatica Smart Plug-in package installation again:

```
ovpmutil cfg tls upl
"<HP_Operations_Manager-home>\install\infaspi\upload\en\tools\infaspi_tools.mof"

ovpmutil cfg pol upl
"<HP_Operations_Manager-home>\install\infaspi\upload\en\policies\config.mof"

ovpmutil cfg usr upl
"<HP_Operations_Manager-home>\install\infaspi\upload\en\userroles\infaspi_roles.xml"

ovpmutil cfg nds upl
"<HP_Operations_Manager-home>\install\infaspi\upload\en\nodegroups\infaspi_nodegroups.mof"
```
Chapter 4

Working with Informatica Smart Plug-in on UNIX

This chapter includes the following topics:

♦ Viewing Messages, 32
♦ Informatica Smart Plug-in Components, 33
♦ Troubleshooting, 38
Viewing Messages

The following users can view and administer Informatica messages in the HP Operations Manager Message Browser:

◆ INFA-Optr operator in the HP Operations Manager User Bank.
◆ Any HP Operations Manager user assigned the Infa-Profile from the HP Operations Manager User Profile Bank.

To view and administer Informatica messages, complete one of the following tasks:

◆ Log in to HP Operations Manager as the INFA-Optr operator. The default password is “infa..”. You can change the password.
◆ Create a new HP Operations Manager user, assign it the Infa-Profile, and log in to HP Operations Manager.

The Message Browser displays messages based on the message policies and message groups. For more information about users, user profiles, message policies, and message groups, see “Informatica Smart Plug-in Components” on page 33.
Informatica Smart Plug-in Components

Informatica Smart Plug-in includes the following components:

♦ User and user profile
♦ Message groups
♦ Node groups
♦ Application group
♦ Message source policies

User and User Profile

Informatica Smart Plug-in installs the operator and user profile with the privileges to view and administer messages generated on managed nodes:

♦ INFA-Optr operator in the HP Operations Manager User Bank
♦ Infa-Profile in the HP Operations Manager User Profile Bank

The operator and any user assigned the user profile can view and administer messages belonging to the INFA-PC and to INFA-PWX message groups.

Message Groups

An HP Operations Manager message group contains messages that belong to the same task or have some logical connection. For example, if messages relate to the same type of managed nodes or to a certain domain, they can be grouped into a message group.

Informatica Smart Plug-in installs the following message groups for messages generated by the Informatica Smart Plug-in policies:

♦ INFA-PC. Contains messages generated on PowerCenter nodes.
♦ INFA-PWX. Contains message generated on PowerExchange nodes.

Node Groups

An HP Operations Manager node group contains several managed nodes which belong together. For example, if a policy monitors managed nodes for the same data, the managed nodes can be grouped into a node group. During installation, you apply a set of policies to a node group. A single managed node can belong to several node groups.

Informatica Smart Plug-in installs the following node groups for managed nodes:

♦ INFA-PC. Contains PowerCenter nodes. You can add PowerCenter nodes to a different node group.
♦ INFA-PWX. Contains PowerExchange nodes. You can add PowerCenter nodes to a different node group.
Application Group

An HP Operations Manager application group contains similar tools that help HP Operations Manager operators and administrators.

Informatica Smart Plug-in installs the Informatica SPI Application Group. Use the following applications in the Informatica SPI Application Group:

- **INFA-SPIRegister.** Use this application to provide the following information required to register managed nodes or managed node groups:
  - The PowerCenter home directory for every PowerCenter node on a managed node or in a managed node group
  - The PowerExchange home directory for every managed node or for every managed node in a node group
  - The credentials for an Informatica user assigned the following Informatica roles and privileges:
    - The system-defined role Administrator
    - The Manage Execution privilege in the Run-time Objects privilege group on Repository services
  You must provide the user for every PowerCenter node on a managed node or in a managed node group.

- **INFA-SPIUnregister.** Use this application to stop receiving data from Informatica Smart Plug-in and to remove Informatica Smart Plug-in software.

Message Source Policies

An HP Operations Manager policy specifies the collected or monitored messages and values, scheduled actions, filters to expose or suppress messages, and the logging options used after messages and values interception.

Informatica Smart Plug-in installs two policy groups to monitor managed nodes with Informatica.

**Note:** The Informatica Smart Plug-in policies are implemented as log files, generic messages and monitor policy types, depending on the information to be gathered and on the information gathering approach.

HP Operations Manager assigns a severity level to every message it displays. Informatica Smart Plug-in uses critical and normal severities.

PowerCenter Policy Group

The PowerCenter policy group contains the following subgroups to monitor managed nodes with PowerCenter:

- Node Monitor
- Service Monitor
Node Monitor Group

The default polling interval for the monitor is one minute. The monitor issues a message when the monitored PowerCenter node has either aborted or started. A message contains the information about the following parameters:

- PowerCenter domain name
- PowerCenter node name
- Managed node name
- Managed node type (gateway node or worker node)
- PowerCenter node port

Service Monitor Group
The Service Monitor group monitors Integration Service, Metadata Manager Service, Reporting Service, Repository Service, SAP BW Service, and the Web Services Hub on managed nodes with PowerCenter. The group contains the following monitors:

- Informatica PowerCenter Integration Service Status Monitor (INFAPCIntegrationServiceMonitor)
- Informatica PowerCenter Metadata Manager Service Status Monitor (INFAPCMetaDataManagerServiceMonitor)
- Informatica PowerCenter Reporting Service Status Monitor (INFAPCReportingServiceMonitor)
- Informatica PowerCenter Repository Service Status Monitor (INFAPCRepositoryServiceMonitor)
- Informatica PowerCenter SAP BW Service Status Monitor (INFAPCSAPBWServiceMonitor)
- Informatica PowerCenter Web Service Hub Status Monitor (INFAPCWebServiceHubMonitor)

The default polling interval for all the monitors in the group is five minutes. Each monitor issues a message when the monitored service has either aborted, stopped, or started. A message contains information about the following parameters:

- Service name
- PowerCenter domain name
- PowerCenter node name
- Managed node name
- PowerCenter node port

Note: If a service is running on a grid, a monitor issues a message for every worker on the grid.
Workflow Monitor Group

The Workflow Monitor group monitors PowerCenter workflows on managed nodes with PowerCenter. The group contains the Informatica PowerCenter Workflow Monitor (INFAPCWorkflowMonitor).

The monitor issues a message when a workflow on the monitored Integration Service has failed, stopped, succeeded, or suspended. A message contains information about the following parameters:

♦ PowerCenter domain name
♦ PowerCenter workflow name
♦ PowerCenter Repository Service name
♦ PowerCenter Integration Service name
♦ PowerCenter repository folder name
♦ PowerCenter workflow run instance name
♦ PowerCenter workflow run instance ID
♦ PowerCenter workflow run user name

PowerExchange Policy Group

The PowerExchange policy group contains the following subgroups for monitoring managed nodes with PowerExchange:

♦ Condense Monitor
♦ Listener Monitor

Condense Monitor Group


The default polling interval for the monitors is one minute. The monitor issues a message when a PowerExchange Condense process has either failed or started. A message contains information about the following parameters:

♦ Dbmover file name
♦ Managed node name
♦ Configuration file name

Listener Monitor Group

The default polling interval for the monitors is one minute. The monitor issues a message when a PowerExchange Listener has failed or started. A message contains information about the following parameters:

- PowerExchange Listener name
- Managed node name
- Informatica node port
Troubleshooting

The following message appears in the HP Operations Manager Message Browser:

Can't start monitor script for object 'INFAPCNodeMonitor'. Script still running. (OpC30-610)

Informatica Smart Plug-in verifies the status of PowerCenter nodes in intervals set by the threshold option Modify Polling Interval. The message is issued if the set interval is too short for your environment.

Change the value of the threshold option Modify Polling Interval for the Informatica PowerCenter Node Status Monitor (INFAPCNodeMonitor) according to the following formula:

\[ \text{value} \geq 5s \times \text{number of PowerCenter nodes on managed node} \]

The following message appears in the HP Operations Manager Message Browser:

Can't start monitor script for object 'Informatica PowerCenter <service_name> Service Status Monitor'. Script still running. (OpC30-610)

Informatica Smart Plug-in verifies the status of PowerCenter services in intervals set by the threshold option Modify Polling Interval. The message is issued if the set interval is too short for your environment.

Change the value of the threshold option Modify Polling Interval for the policy that reported the message according the following formula:

\[ \text{value} \geq 20s \times \text{number of PowerCenter services on PowerCenter node} \]

After a managed node reboot or abnormal shutdown, the following message appears in the HP Operations Manager Message Browser:

Informatica PowerExchange Condense has failed. Host name: <managed_node_name>, dbmover file: <dbmover_filename>, configuration file <cfg_file>

Informatica Smart Plug-in stores the PID’s of all PowerExchange Condense processes on managed nodes with monitored Condense processes. The PID’s are stored in a file. After a reboot or after an abnormal shutdown of a managed node with monitored Condense processes, the stored PID’s are not deleted from the file. The message is reported for every process PID.
Working with Informatica Smart Plug-in on Windows

This chapter includes the following topics:

* Viewing Messages, 40
* Informatica Smart Plug-in Components, 41
* Troubleshooting, 46
Viewing Messages

Any HP Operations Manager user assigned the INFA-Optr user role can view and administer Informatica messages in the HP Operations Manager Message Browser.

To view and administer Informatica messages, log in to the HP Operations Manager Management Server as a member of the HP-OVE-ADMINS group, assign the INFA-Optr user role to this member, and use it to view and administer Informatica messages.

The Message Browser displays messages based on the policies and message groups. For more information about user roles, policies, and message groups, see “Informatica Smart Plug-in Components” on page 41.
Informatica Smart Plug-in Components

Informatica Smart Plug-in includes the following components:

- User role
- Message groups
- Node groups
- Tools
- Policies

User Role

Informatica Smart Plug-in installs the INFA-Optr user role with the privileges to view and administer messages generated on managed nodes.

Any user assigned the user role can view and administer messages belonging to the INFAPowerCenter and to INFAPowerExchange message groups.

Message Groups

An HP Operations Manager message group contains messages that belong to the same task or have some logical connection. For example, if messages relate to the same type of managed nodes or to a certain domain, they can be grouped into a message group.

Informatica Smart Plug-in installs the following message groups for messages generated by the Informatica Smart Plug-in policies:

- INFAPowerCenter. Contains messages generated on PowerCenter nodes.

Node Groups

An HP Operations Manager node group contains several managed nodes which belong together. For example, if a policy monitors managed nodes for the same data, the managed nodes can be grouped into a node group. During installation, you apply a set of policies to a node group. A single managed node can belong to several node groups.

Informatica Smart Plug-in installs the following node groups for managed nodes:

- INFA-PC. Contains PowerCenter nodes. You can add PowerCenter nodes to a different node group.
- INFA-PWX. Contains PowerExchange nodes. You can add PowerCenter nodes to a different node group.
Tools

HP Operations Manager tools help HP Operations Manager operators and administrators.

Informatica Smart Plug-in installs the following INFA-SPI tools:

- **INFA-SPIRegister.** Use this tool to provide the following information required to register managed nodes or managed node groups:
  - The PowerCenter home directory for every PowerCenter node on a managed node or in a managed node group
  - The PowerExchange home directory for every managed node or for every managed node in a node group
  - The credentials for an Informatica user assigned the following Informatica roles and privileges:
    - The system-defined role Administrator
    - The Manage Execution privilege in the Run-time Objects privilege group on Repository services
    You must provide the user for every PowerCenter node on a managed node or in a managed node group.

- **INFA-SPIUnregister.** Use this tool to stop receiving data from Informatica Smart Plug-in and to remove Informatica Smart Plug-in software.

Policies

An HP Operations Manager policy specifies the collected or monitored messages and values, scheduled actions, filters to expose or suppress messages, and the logging options used after messages and values interception.

Informatica Smart Plug-in installs two policy groups to monitor managed nodes with Informatica.

*Note:* The Informatica Smart Plug-in policies are implemented as log files, generic messages and monitor policy types, depending on the information to be gathered and on the information gathering approach.

HP Operations Manager assigns a severity level to every message it displays. Informatica Smart Plug-in uses critical and normal severities.

PowerCenter Policy Group

The PowerCenter policy group contains the following subgroups to monitor managed nodes with PowerCenter:

- Node Monitor
- Service Monitor
- Workflow Monitor
Node Monitor Group
The Node Monitor group monitors managed nodes with PowerCenter. The group contains
the Informatica PowerCenter Node Status Monitor (INFAPCNodeMonitor).

The default polling interval for the monitor is one minute. The monitor issues a message
when the monitored PowerCenter node has either aborted or started. A message contains the
information about the following parameters:
♦ PowerCenter domain name
♦ PowerCenter node name
♦ Managed node name
♦ Managed node type (gateway node or worker node)
♦ PowerCenter node port

Service Monitor Group
The Service Monitor group monitors Integration Service, Metadata Manager Service,
Reporting Service, Repository Service, SAP BW Service, and the Web Services Hub on
managed nodes with PowerCenter. The group contains the following monitors:
♦ Informatica PowerCenter Integration Service Status Monitor
  (INFAPCIntegrationServiceMonitor)
♦ Informatica PowerCenter Metadata Manager Service Status Monitor
  (INFAPCMetaDataManagerServiceMonitor):
♦ Informatica PowerCenter Reporting Service Status Monitor
  (INFAPCReportingServiceMonitor)
♦ Informatica PowerCenter Repository Service Status Monitor
  (INFAPCRepositoryServiceMonitor)
♦ Informatica PowerCenter SAP BW Service Status Monitor
  (INFAPCSAPBWServiceMonitor)
♦ Informatica PowerCenter Web Service Hub Status Monitor
  (INFAPCWebServiceHubMonitor)

The default polling interval for all the monitors in the group is five minutes. Each monitor
issues a message when the monitored service has either aborted, stopped, or started. A message
contains information about the following parameters:
♦ Service name
♦ PowerCenter domain name
♦ PowerCenter node name
♦ Managed node name
♦ PowerCenter node port

Note: If a service is running on a grid, a monitor issues a message for every worker on the grid.
Workflow Monitor Group

The Workflow Monitor group monitors PowerCenter workflows on managed nodes with PowerCenter. The group contains the Informatica PowerCenter Workflow Monitor (INFAPCWorkflowMonitor). The monitor issues a message when a workflow on the monitored Integration Service has failed, stopped, succeeded, or suspended. A message contains information about the following parameters:

- PowerCenter domain name
- PowerCenter workflow name
- PowerCenter Repository Service name
- PowerCenter Integration Service name
- PowerCenter repository folder name
- PowerCenter workflow run instance name
- PowerCenter workflow run instance ID
- PowerCenter workflow run user name

PowerExchange Policy Group

The PowerExchange policy group contains the following subgroups for monitoring managed nodes with PowerExchange:

- Condense Monitor
- Listener Monitor

Condense Monitor Group

The Condense Monitor group monitors PowerExchange Condense processes. The group contains the Informatica PowerExchange Condense Status Monitor (INFAPWXCondenseMonitor). The default polling interval for the monitors is one minute. The monitor issues a message when a PowerExchange Condense process has either failed or started. A message contains information about the following parameters:

- Dbmover file name
- Managed node name
- Configuration file name

Listener Monitor Group

The default polling interval for the monitors is one minute. The monitor issues a message when a PowerExchange Listener has failed or started. A message contains information about the following parameters:

- PowerExchange Listener name
- Managed node name
- Informatica node port
Troubleshooting

The following message appears in the HP Operations Manager Message Browser:

```
Can't start monitor script for object 'INFAPCNodeMonitor'. Script still running. (OpC30-610)
```

Informatica Smart Plug-in verifies the status of PowerCenter nodes in intervals set by the threshold option Modify Polling Interval. The message is issued if the set interval is too short for your environment.

Change the value of the threshold option Polling interval for the Informatica PowerCenter Node Status Monitor (INFAPCNodeMonitor) according to the following formula:

```
value >= 5s X number_of_PowerCenter_nodes_on_managed_node
```

The following message appears in the HP Operations Manager Message Browser:

```
Can't start monitor script for object 'Informatica PowerCenter <service_name> Service Status Monitor'. Script still running. (OpC30-610)
```

Informatica Smart Plug-in verifies the status of PowerCenter services in intervals set by the threshold option Polling interval. The message is issued if the set interval is too short for your environment.

Change the value of the threshold option Polling interval for the policy that reported the message according the following formula:

```
value >= 20s X number_of_PowerCenter_services_on_PowerCenter_node
```

After a managed node reboot or abnormal shutdown, the following message appears in the HP Operations Manager Message Browser:

```
Informatica PowerExchange Condense has failed. Host name: <managed_node_name>, dbmover file: <dbmover_filename>, configuration file <cfg_file>
```

Informatica Smart Plug-in stores the PID's of all PowerExchange Condense processes on managed nodes with monitored Condense processes. The PID's are stored in a file. After a reboot or after an abnormal shutdown of a managed node with monitored Condense processes, the stored PID's are not deleted from the file. The message is reported for every process PID.
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