

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

PeopleSoft 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

	Demo	Development	Staging	Test	Production	Total
DB	4	4	3	3	3	17
Application Server	4	4	3	3	12	26
Process Scheduler	8	8	0	6	6	28
PIA	4	4	3	3	9	23
						94

Application Footprint

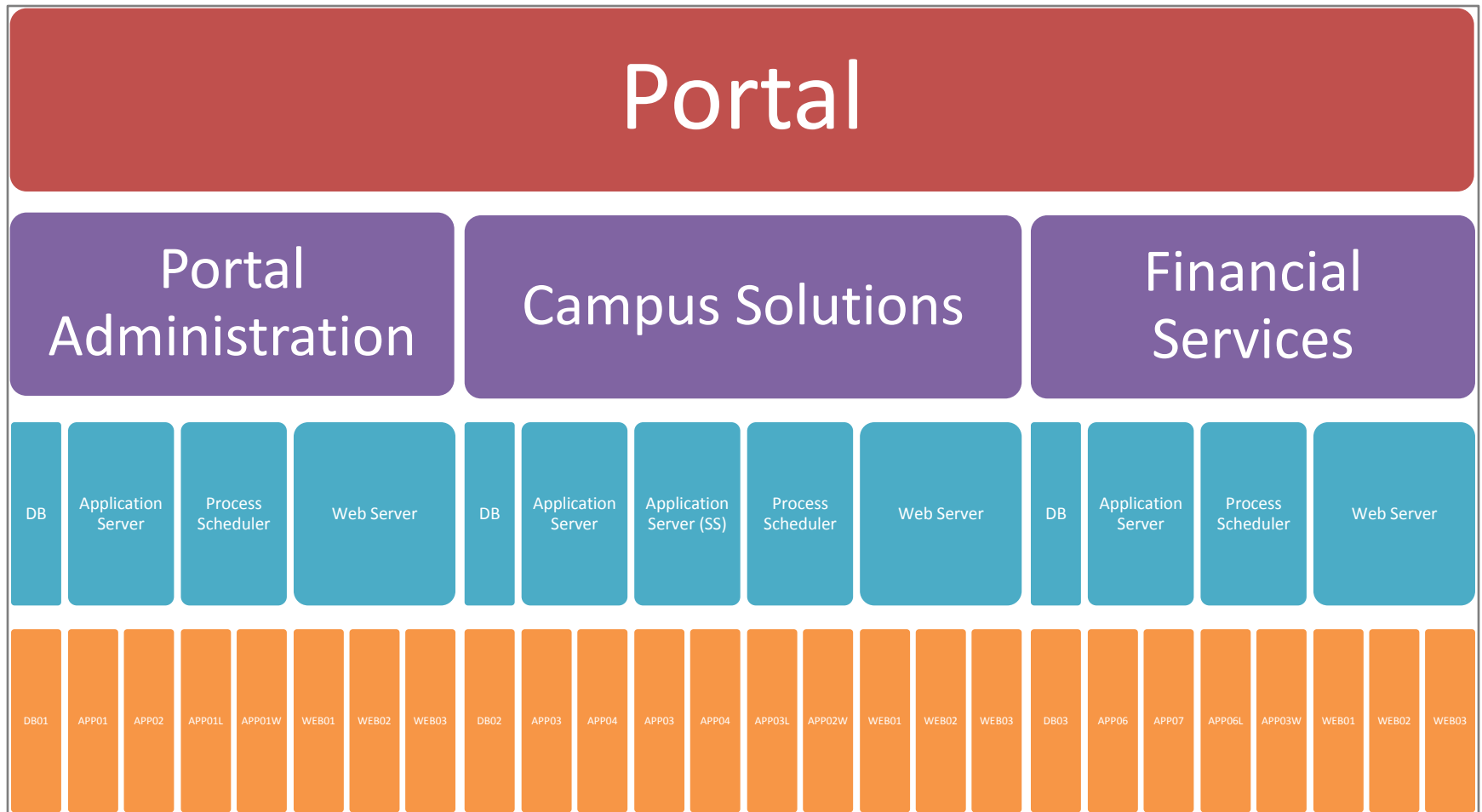
Production PS Architecture

- 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



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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

Agenda

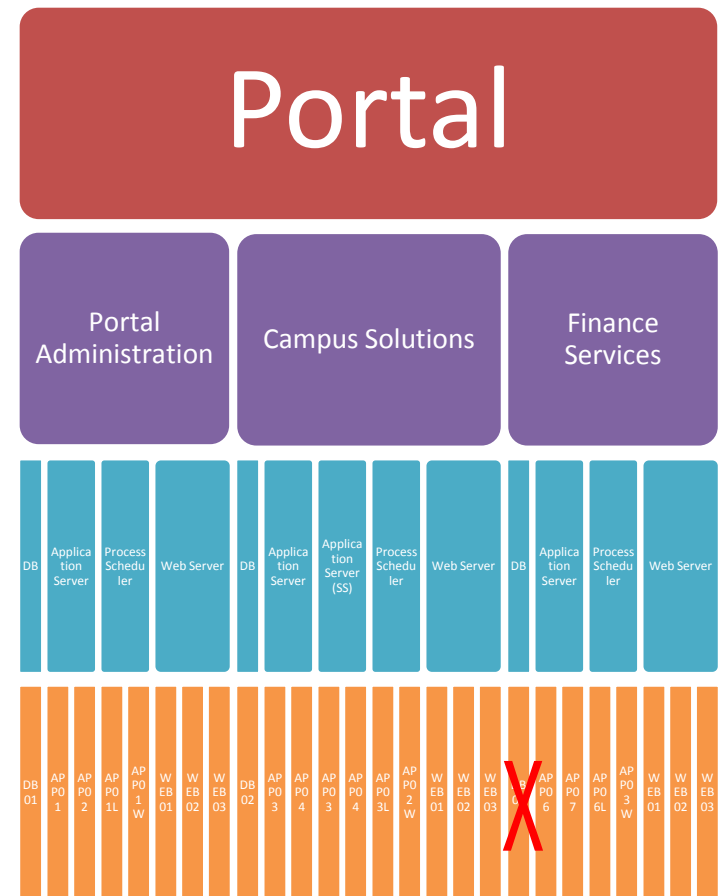
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How Salem State University Uses AMP

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

ORACLE Enterprise Manager
Grid Control 11g

Home Targets Deployments Alerts Compliance Jobs Reports My Oracle Support

Databases | PeopleSoft | Web Applications | Hosts | Middleware | Services | Systems | Groups | Virtual Servers | All Targets | NetApp Filers

PeopleSoft System: SADEV.PSSystem

Page Refreshed Sep 20, 2011 11:33:19 AM EDT (Refresh) (Launch Dashboard)

Home Charts Administration Components Topology

Search [All] [Go] (Edit PeopleSoft System) (Customize Columns)

Name	Type	Status	Alerts	Policy Violations
SADEV.app.lsa01d.u01.app_psoft_sadev	PS Application Server Domain	↑	2 1	0 0 6
SADEV.db.9ecbe2d8-6c22-11e0-b350-e3432acdf355	PS Application Database	↑	0 0	0 0 0
SADEV.pia.lorw01d.u01.app_psoft_sadm0	PS PIA	↓		0 1 0
SADEV.prcs.lsa01d.u01.app_psoft_sadev	PS Process Scheduler Domain	↑	0 0	0 0 0

Home Charts Administration Components Topology

Related Links

Access Reports Edit PeopleSoft System Target Properties PeopleSoft System URL Setup

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

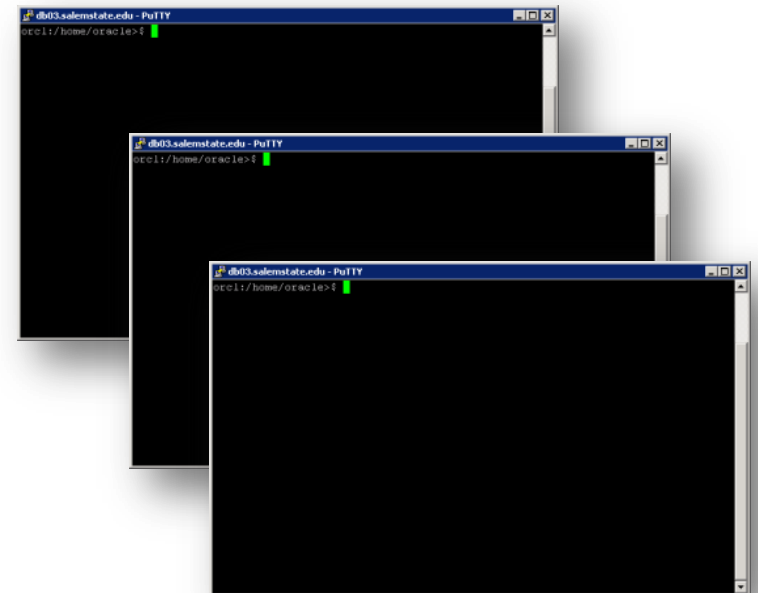
Alerting with PSFT AMP

- 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

Job Library

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Job Type Name Owner

| Create Library Job

Select	Name [△]	Job Type	Owner	Targets	Target Type
<input checked="" type="radio"/>	MAINT - DEV/TEST - DB03 SHUT DBS	Shutdown Database	SYSMAN	AHD7TST	Database Instance
<input type="radio"/>	MAINT - DEV/TEST - DB03 START DBS	Startup Database	SYSMAN	AHD7TST	Database Instance
<input type="radio"/>	MAINT - DEV/TEST - FSDEV SHUT APPLICATION SERVERS	OS Command	SYSMAN	fsa01d.salemstate.edu	Host
<input type="radio"/>	MAINT - DEV/TEST - FSDEV SHUT PROCESS SCHEDULER	OS Command	SYSMAN	fsa01d.salemstate.edu	Host
<input type="radio"/>	MAINT - DEV/TEST - FSDEV START APPLICATION SERVERS	OS Command	SYSMAN	fsa01d.salemstate.edu	Host
<input type="radio"/>	MAINT - DEV/TEST - FSDEV START PROCESS SCHEDULER	OS Command	SYSMAN	fsa01d.salemstate.edu	Host

- 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


Edit 'OS Command' Library Job: MAINT - DEV/TEST - FSDEV SHUT APPLICATION SERVERS

Cancel Save to Library

General Parameters Credentials **Schedule** Access

Type One Time (Immediately) One Time (Later) Repeating

Time Zone

Start Date 

Start Time : AM PM

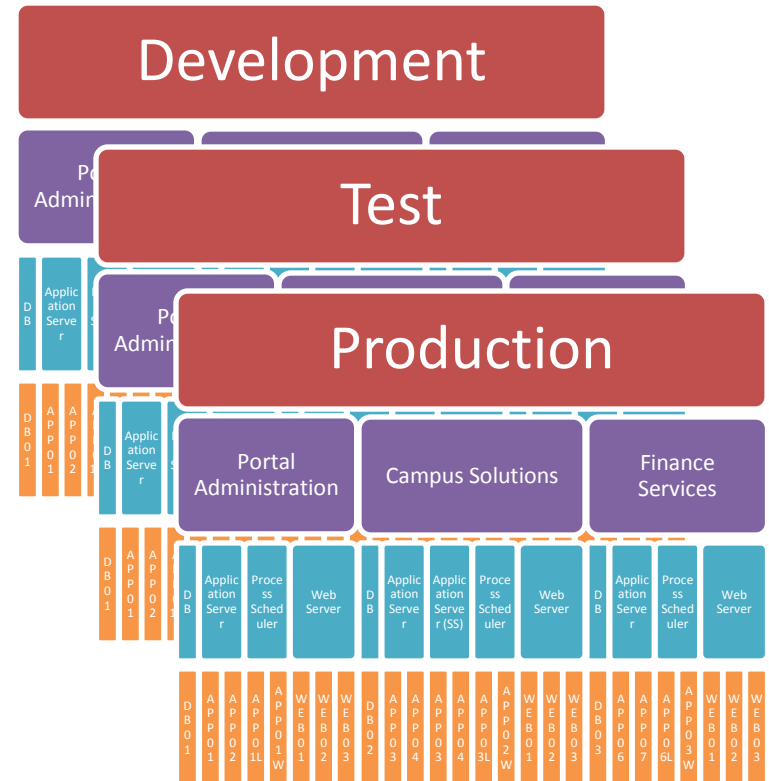
Grace Period Indefinite
 End After Hours Minutes

- 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

All PeopleSoft Targets

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Search All PS Targets Go

Add PeopleSoft Targets

Remove Start Stop | Create PS Application Server Domain Go View: Database

Select All Select None Expand All Collapse All

Select	Focus	Name	Status	Type	Host
<input type="checkbox"/>		PeopleSoft Targets			
		Previous			
<input type="checkbox"/>		PAPRD.db.8313d040-9d24-11e0-8914-8cb293e40966		PS Application Database	lpaa01p.salemstate.edu
<input type="checkbox"/>		PAPRD.app.lpaa02p.u01_app_psoft_paprd		PS Application Server Domain	lpaa02p.salemstate.edu
<input type="checkbox"/>		PAPRD.prcs.lpaa02p.u01_app_psoft_paprd		PS Process Scheduler Domain	lpaa02p.salemstate.edu
<input type="checkbox"/>		PAPRD.app.lpaa01p.u01_app_psoft_paprd		PS Application Server Domain	lpaa01p.salemstate.edu

Improved Productivity

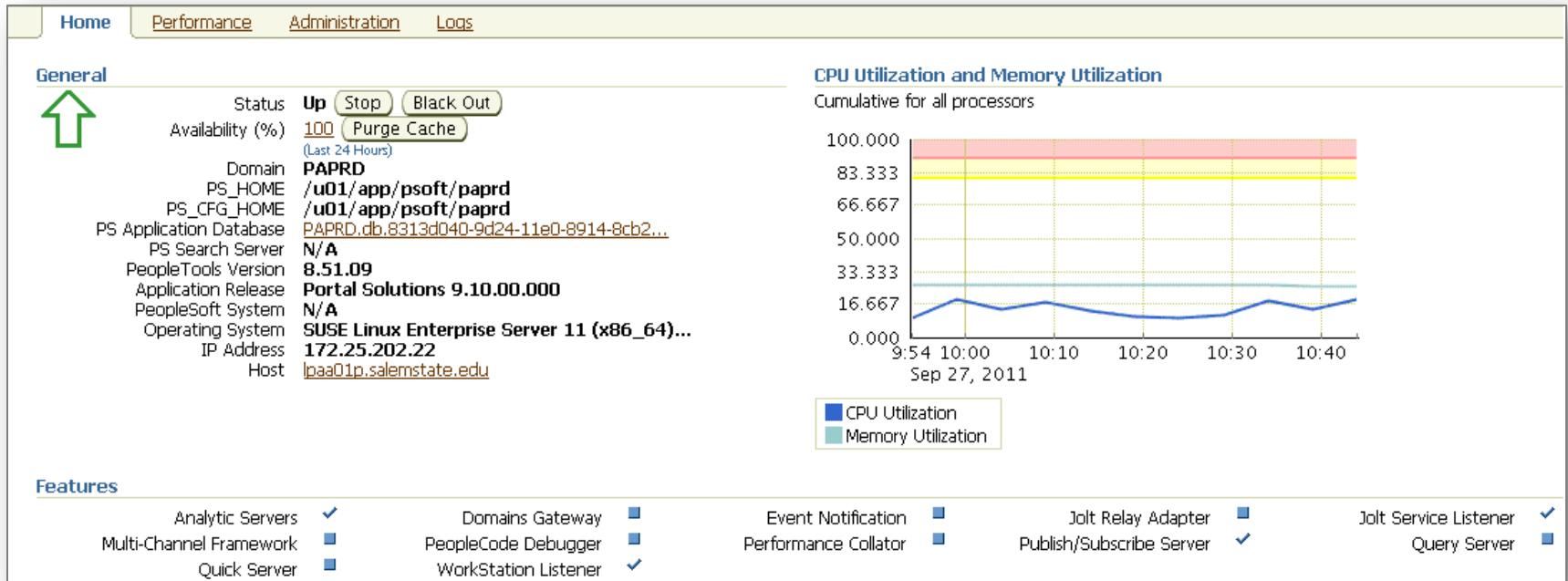
- Easy to locate where a component resides
- New hire can function as admin instantly
- Knowledge of Linux not necessary
- Knowledge of footprint not necessary
- Knowledge of server ID/passwords not necessary

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Additional Uses of PSFT AMP

Visual Representation of Configuration



- Server details
- Memory and CPU utilization
- Enabled features

Additional Uses of PSFT AMP

Compare configurations

Compare PS Application Server Domains: Results

First Target: **PAPRD.app.lpaa01p.u01_app_psoft_paprd**
Host: **lpaa01p.salemstate.edu**
Collected From Target: **2011-09-27 03:42:24**

Second Target: **PATST.app.lpaa01t.u01_app_psoft_patst**
Host: **lpaa01t.salemstate.edu**
Collected From Target: **2011-09-26 12:55:18**

Show Results

Results	Properties	PAPRD.app.lpaa01p.u01_app_psoft_paprd	PATST.app.lpaa01t.u01_app_psoft_patst
	APP.REL_VERSION	9.10.00.000	9.10.00.000
	DBNAME.DB	PAPRD	PATST
	Environment.ALOGPFX	{LOGDIR}{FS}TUXACCESSLOG	{LOGDIR}{FS}TUXACCESSLOG
	Environment.COBPATH	{PS_HOME}/cblbin	{PS_HOME}/cblbin
	Environment.FIELDTBLS32	jrep.f32, tpadm	jrep.f32, tpadm
	Environment.FLDTBLDIR32	{TUXDIR}{FS}udataobj	{TUXDIR}{FS}udataobj
	Environment.INFORMIXSERVER	{Startup}\ServerName}	{Startup}\ServerName}

- Quickly view
 - Similar settings
 - Different settings
 - All settings

Additional Uses of PSFT AMP

Other Administration Functions



The screenshot displays the Administration tab of the PSFT AMP interface. It features a navigation bar with 'Home', 'Performance', 'Administration', and 'Logs'. The main content area is divided into four sections: Configuration Management, Domain Management, Tuxedo Management, and Additional Utilities. Each section contains a list of administrative actions.






Configuration Management	Tuxedo Management
Configure Domain	Access Tuxedo Command Line (TMADMIN)
Create Like Domain	Process Status
Compare Domain Configurations	Client Status
Compare To Multiple Configurations (Jobs)	Queue Status
Last Collected Configuration	
View Saved Configurations	
History	
Copy Configuration	

Domain Management	Additional Utilities
Start Domain	Execute Host Command
Start Domain (Parallel)	
Stop Domain	
Stop Domain (Forced)	
Purge/Archive Cache	
Delete Domain	
Preload File Cache	
Clean IPC Resources	
Messaging Server	

- Access Tuxedo Command Line
- Purge/Archive Cache
- Clean IPC Resources

Additional Uses of PSFT AMP

Purge Archive Logs

Log Paths and Patterns	Target	Purge	Retention Period (in days)	Archive	Archive Directory	
/u01/app/psoft/paprd/appserv/PAPRD/ULOG*.*	PAPRD.app.lpaa01p.u01_app_psoft_paprd	<input type="checkbox"/>	<input type="text" value="7"/>	<input type="checkbox"/>	<input type="text"/>	
/u01/app/psoft/paprd/appserv/PAPRD/stderr	PAPRD.app.lpaa01p.u01_app_psoft_paprd	<input type="checkbox"/>	<input type="text" value="7"/>	<input type="checkbox"/>	<input type="text"/>	
/u01/app/psoft/paprd/appserv/PAPRD/stdout	PAPRD.app.lpaa01p.u01_app_psoft_paprd	<input type="checkbox"/>	<input type="text" value="7"/>	<input type="checkbox"/>	<input type="text"/>	
/u01/app/psoft/paprd/appserv/PAPRD/LOGS/*.LOG	PAPRD.app.lpaa01p.u01_app_psoft_paprd	<input type="checkbox"/>	<input type="text" value="7"/>	<input type="checkbox"/>	<input type="text"/>	
/u01/app/psoft/paprd/appserv/PAPRD/LOGS/*.dmp	PAPRD.app.lpaa01p.u01_app_psoft_paprd	<input type="checkbox"/>	<input type="text" value="7"/>	<input type="checkbox"/>	<input type="text"/>	

- Reduce on-disk footprint
- Log directories remain manageable
- Ability to Archive log files

Additional Uses of PSFT AMP

PeopleSoft Administration from Anywhere

