Monitoring Teratext Arbortext Server

eG Innovations Product Documentation

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Total Performance Visibility

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Chapter 1: Introduction

TeraText Document Management System (DMS) supports an authoritative document repository to manage documents from draft through QA to final published baseline. TeraText DMS capabilities can be delivered in a default web interface (which provides a worklist interface) or via custom interfaces using browsers or directly in authoring environments such as Microsoft Word, Adobe FrameMaker, PTC/Arbortext Editor, and WordPerfect. Arbortext is a family of XML-based authoring, publishing, and content management products. The Arbortext Editor enables the authoring of structured content with real-time validation. Authors have the ability to create product-centric information which enables the delivery of contextual, up-to-date product and service information in the forms of interactive service procedures, illustrated parts lists, operator and service manuals, and product training materials. Users can create and edit document components and assemblies and implement publishing standards like DITA, S1000D and DocBook.

Chapter 2: How does eG Enterprise Monitor TeraText Arbortext Server?

The eG agent monitors the TeraText Arbortext server in an agent-based manner.

2.1 Managing the TeraText Arbortext server

The eG Enterprise cannot automatically discover the TeraText Arbortext server. This implies that you need to manually add the component for monitoring. Remember that eG Enterprise automatically manages the components that are added manually. To manage a TeraText Arbortext server component, do the following:

1. Log into the eG administrative interface.
2. Follow the Components -> Add/Modify menu sequence in the **Infrastructure** tile of the **Admin** menu.
3. In the **COMPONENT** page that appears next, select TeraText Arbortext as the **Component type**. Then, click the **Add New Component** button. This will invoke Figure 2.1.

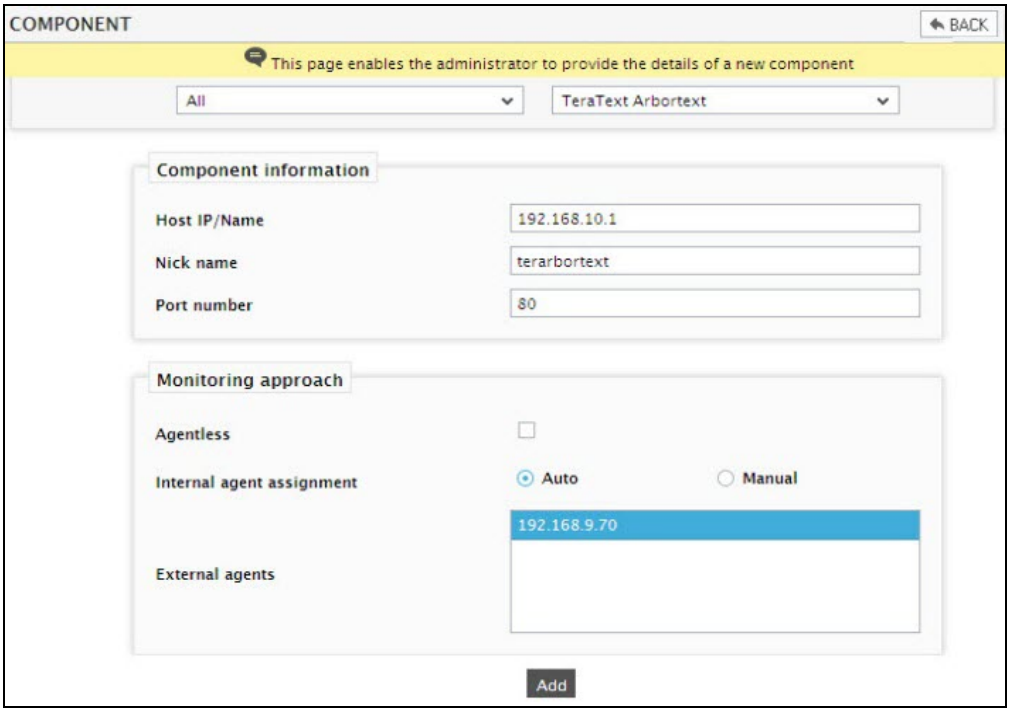

Figure 2.1: Adding a new TeraText Arbortext server

4. Specify the **Host IP/Name** and the **Nick name** of the TeraText Arbortext server in Figure 2.1. Then, click the **Add** button to register the changes.
5. Now, when you attempt to sign out of the eG administrative interface, Figure 2.2 appears, listing the tests requiring manual configuration.

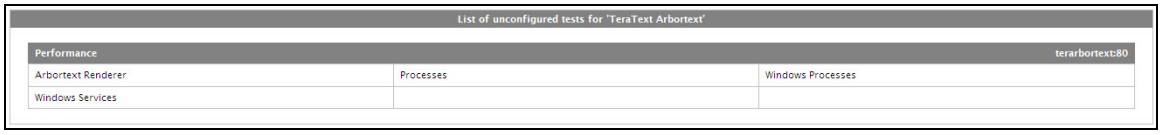

Figure 2.2: The list of Unconfigured tests for the TeraText Arbortext server

6. Click on the **Arbortext Renderer** test to configure it. For the details on configuring this test, refer to **Monitoring TeraText Arbortext** chapter.
7. Finally, signout of the eG administrative interface.

Chapter 3: Monitoring TeraText Arbortext

eG Enterprise provides a specialized TeraText Arbortext monitoring model that closely monitors the rendering jobs performed by the Arbortext Editor and reports failures.

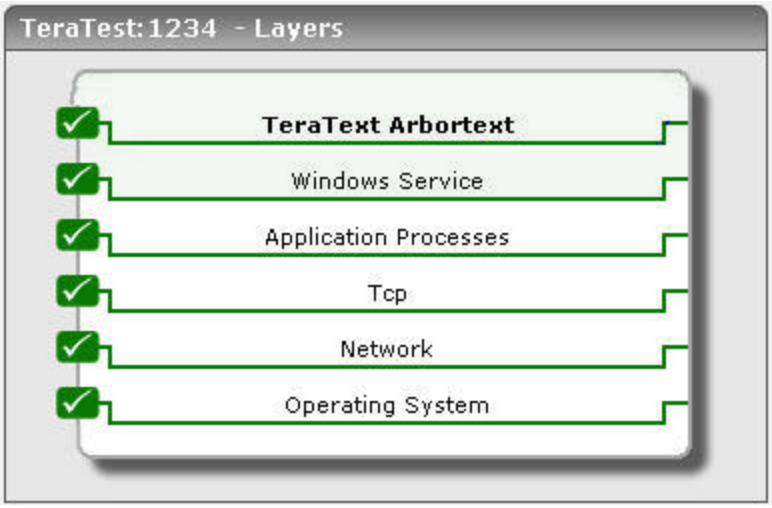

Figure 3.1: Layer model of the TeraText Arbortext component

Since the 5 layers at the bottom of Figure 1.1 have already been discussed in detail in the *Monitoring Unix and Windows Servers* document, the sections that follow will discuss the first layer alone.

3.1 The TeraText Arbortext Layer

This layer monitors the rendering jobs performed by Arbortext and reports the status of these jobs.

Figure 3.2: TeraTect Arbortext layer

3.1.1 Arbortext Renderer Test

This test monitors the rendering status of the Arbortext renderer.

Target of the test : A Teratext Arbortext Server

Agent deploying the test : An internal agent

Outputs of the test : One set of results for the Teratext Arbortext being monitored.

Configurable parameters for the test

Parameter	Description
Test Period	How often should the test be executed
Host	The host for which the test is to be configured
Port	The port number at which the specified host listens
Infolders	Provide the full path to each of the IN folders in a comma-separated list. in folders are folders to which a job is submitted.
Detailed Diagnosis	To make diagnosis more efficient and accurate, the eG system embeds an optional detailed diagnostic capability. With this capability, the eG agents can be configured to run detailed, more elaborate tests as and when specific problems are detected. To enable the detailed diagnosis capability of this test for a particular server, choose the **On** option against Detailed Diagnosis. To disable the capability, click on the **Off** option. The option to selectively enable/disable the detailed diagnosis capability will be available only if the following conditions are fulfilled: • The eG manager license should allow the detailed diagnosis capability • Both the normal and abnormal frequencies configured for the detailed diagnosis measures should not be 0.

Measurements made by the test

Measurement	Description	Measurement Unit	Interpretation
Jobs succeeded	Indicates the number of jobs that succeeded during the last measurement	Number	

Measurement	Description	Measurement Unit	Interpretation
	period.		
Jobs failed	Indicates the number of jobs that failed during the last measurement period.	Number	If the detailed diagnosis capability is enabled, the details of the jobs that failed will be made available to you.
Jobs in queue	Indicates the number of jobs that were in queue during the last measurement period.	Number	A consistent increase in the value of this measure could indicate a slowdown in rendering. If the detailed diagnosis capability is enabled, the details of the jobs in queue will be made available to you.

About eG Innovations

eG Innovations provides intelligent performance management solutions that automate and dramatically accelerate the discovery, diagnosis, and resolution of IT performance issues in on-premises, cloud and hybrid environments. Where traditional monitoring tools often fail to provide insight into the performance drivers of business services and user experience, eG Innovations provides total performance visibility across every layer and every tier of the IT infrastructure that supports the business service chain. From desktops to applications, from servers to network and storage, from virtualization to cloud, eG Innovations helps companies proactively discover, instantly diagnose, and rapidly resolve even the most challenging performance and user experience issues.

eG Innovations is dedicated to helping businesses across the globe transform IT service delivery into a competitive advantage and a center for productivity, growth and profit. Many of the world's largest businesses use eG Enterprise to enhance IT service performance, increase operational efficiency, ensure IT effectiveness and deliver on the ROI promise of transformational IT investments across physical, virtual and cloud environments.

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