



White Paper

Fabasoft Integration for Fabasoft app.telemetry

Fabasoft Folio 2019

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1 Introduction

This document describes how to use the Fabasoft Folio log definitions with Fabasoft app.telemetry.

2 Prerequisites

System environment: All information contained in this document implicitly assumes a Microsoft Windows environment or Linux environment.

Supported platforms: For detailed information on supported operating systems and software see the software product information on the Fabasoft distribution media.

Descriptions in this document are based on the following software:

- Fabasoft app.telemetry 2019

Note: A running Fabasoft app.telemetry installation is required. For more information about installing and configuring Fabasoft app.telemetry consult the corresponding documentation.

3 Fabasoft Folio Server Instrumentation

On all servers running Fabasoft Folio Services the Fabasoft app.telemetry Agent has to be installed.

After installing the Fabasoft app.telemetry Agent, the Fabasoft Folio Services need to be restarted to register the Fabasoft Folio Services against the Fabasoft app.telemetry Agent.

Note: The agent hosts need to be configured in Fabasoft app.telemetry (for further information see the Fabasoft app.telemetry Installation Guide).

After a successful registration the Fabasoft Folio Services are added to the "New services" service group in Fabasoft app.telemetry. In the Fabasoft Folio Domain no configuration is required.

4 Fabasoft Folio Web Client Instrumentation

For end-to-end telemetry the following Fabasoft app.telemetry components have to be installed on the Fabasoft Folio Web Servers:

- Fabasoft app.telemetry Agent
- Fabasoft app.telemetry Software-Telemetry Web Service
- Under Linux the Fabasoft Folio web service configuration (e.g. `/etc/fabasoft/web/WebService_100.conf`) has to be adapted. Add following line:
`LoadModule softwaretelemetryweb_module`
`/opt/app.telemetry/softwaretelemetryweb/softwaretelemetryweb.so`

4.1 Current Domain

In the *Current Domain object*, on the "System Configuration" tab set *Enable Fabasoft app.telemetry on Clients* to "Yes" to enable the client instrumentation.

In the *Fabasoft app.telemetry Web Server URL* field enter `../tmp/web.telemetry`.

4.2 User Environment

Initially the property *Enable Fabasoft app.telemetry on Clients* of each user environment is “Undefined” and the setting of the *Current Domain* is inherited. In order to explicitly enable or disable the client instrumentation set *Enable Fabasoft app.telemetry on Clients* to “Yes” or “No”.

Best Practice: To initially activate end-to-end telemetry set *Enable Fabasoft app.telemetry on Clients* in the *Current Domain* object to “Yes” and set the property for all user environments to “No”. Enable the end-to-end telemetry in the user environment of one administrative or test user. After the successful configuration of log definitions (see chapter 5 “Log Definitions”), set all user environments to “Undefined” or the desired setting.

Note: It is essential to run initial requests with *Enable Fabasoft app.telemetry on Clients* setting set to “Yes” to register end-to-end telemetry with Fabasoft app.telemetry.

5 Log Definitions

The log definitions are delivered as an XML file contained in the software component `FSCAPPTelemetry`. Locate the following component objects and export the log definitions.

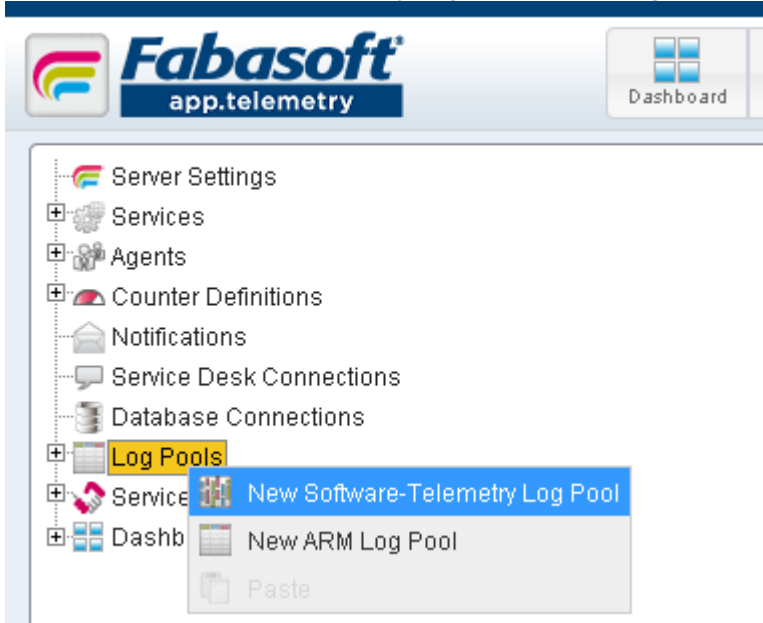
- Log Definition for Server Instrumentation
`FSCAPPTelemetry@1.1001:LogAnalyzerDefinition`
- Log Definition for Fabasoft Conversion Service Instrumentation
`FSCAPPTelemetry@1.1001:LogAnalyzerDefinitionConversion`
- Log Definition for Client Instrumentation
`FSCAPPTelemetry@1.1001:LogAnalyzerDefinitionClient`
- Log Definition for Fabasoft Integration for Liferay Portal Instrumentation
`FSCAPPTelemetry@1.1001:LogAnalyzerDefinitionPortal`

5.1 Fabasoft app.telemetry Client

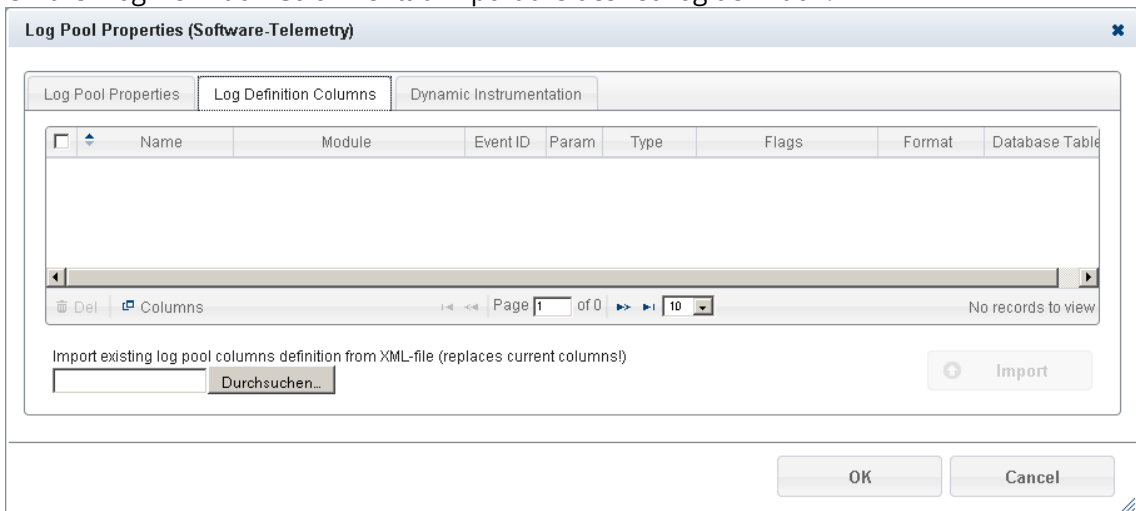
To use the provided log definitions in the Fabasoft app.telemetry Client perform the following steps:

1. Open the Fabasoft app.telemetry Client.

2. Create a new "Software-Telemetry Log Pool" in the "Log Pools" sub tree.



3. On the "Log Definition Columns" tab import the desired log definition.



4. On the "Log Pool Properties" tab set the desired settings. In the area *Application Filters* set for example the following *Application Tiers*:
 - o *Web Service* or *Conversion Service* for server instrumentation
 - o *Client* for Client (End-2-End) instrumentation
 - o *Web Application* for Liferay Portal instrumentation

The application tiers are visible only if the instrumented services have already registered with the Fabasoft app.telemetry Agents. For example, *Client* is only visible if the Fabasoft Folio Web Client Instrumentation is configured and already has sent telemetry information.

The *Application Tier* filters for the starting point of a request. If the request involves additional application tiers (for example COO Service), this telemetry information is included automatically.

Note: Application tiers should not overlap. If application tiers overlap, telemetry information may only be collected by one log pool.

After these steps the columns of the imported log definition are available.

Filter: Duration [ms]: <input type="text" value="off"/> <input type="text" value="1000"/>											
<input type="checkbox"/>	Start Time	Duration	Running	Service	Agent	Sequence	Errors	application	arguments	domain	dstappv

Note: In versions prior to 2015 Winter Release, Fabasoft Folio Web Services, Conversion Services and eServices were all registered with the *Application Tier* "Web Service". When installing a new service with a current Fabasoft Folio version, the service type is automatically stored in the registry and the type is used for registering with the Fabasoft app.telemetry Agent. In the case of an update, this information must be added to the registry manually. Valid values for the service type are `Web Service`, `Conversion Service`, and `eService`:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Fabasoft\FscWeb\Modules\1\CONV]
@="C:\\Program
Files\\Fabasoft\\Components\\Web\\1_CONV\\ASP\\content\\bin\\fscvext.dll"

[HKEY_LOCAL_MACHINE\SOFTWARE\Fabasoft\FscWeb\Modules\1\CONV\FSCSERVICETYPE]
@="Conversion Service"
```

Using a Linux environment this information is stored in

`/etc/fabasoft/settings/machine/SOFTWARE/Fabasoft/FscWeb/Modules:`

```
su - fscsrv
cd /etc/fabasoft/settings/machine/SOFTWARE/Fabasoft/FscWeb/Modules
mkdir WebService_101
echo -n "/opt/fabasoft/share/web/WebService_101/asp/content/bin/libfscvext.so" >
WebService_100/registry.default
mkdir WebService_101/FSCSERVICETYPE
echo -n "Conversion Service" > WebService_101/FSCSERVICETYPE/registry.default
```

5.2 Update an Existing Log Definition

To update an existing log definition select a log definition and repeat step 3 in chapter 5.1 Fabasoft app.telemetry Client to update the XML file.

6 Support Button

Fabasoft Folio provides a support button that can be used to submit a request or feedback. The feedbacks are sent to the Fabasoft app.telemetry server and can be managed in the inbox.

The feedback form itself can be configured in Fabasoft app.telemetry.

6.1 Configuration Fabasoft Folio

To be able to use the support button, end-to-end telemetry has to be configured. Follow the configuration steps as described in chapter 4 "Fabasoft Folio Web Client Instrumentation".

In addition, set the property *Display Support Button* of each desired user environment to "Yes". The property can be found on the "Advanced" tab.

As result, the support button is displayed for the configured users in the navigation bar on the right side.

6.2 Configuration Fabasoft app.telemetry

It is assumed that a log pool for end-to-end telemetry is already configured.

To enable the support button, a form has to be assigned to the log pool:

1. In the configuration of the Fabasoft app.telemetry server, create a new form under "Forms Log Pool".
2. Design the feedback form that should be displayed to the users and save it.
3. In the context menu of the saved form, click "Set as Default Form" and select the corresponding log pool.

The feedbacks of the users will be stored in the inbox.