

If You Only Knew, What Your Server Was Saying

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Blog: <http://lotustech.blogspot.com>

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Today's Simple (?!) Goal:

**How to improve your Lotus infrastructure
(or at least be more pro-active about it)**

Does this sound familiar?

Your server is crying out in pain and you don't hear it, or worse, ignore it...at your peril.

Daily, hourly it suffers in silence because you do not let it talk to you.

You know it can talk, right?

Then you turn it on and it talks, non stop!

So you shut it off again.

Topics Outline

- 1) Background on DDM
- 2) Better understanding of the ambiguous messages
- 3) Delegation and Reporting
- 4) Perform DDM editing on Live Server
(Yes, you can tame this beast, we will customize it)

Tip #57: Domino Domain monitor keeps you safe

Enable DDM

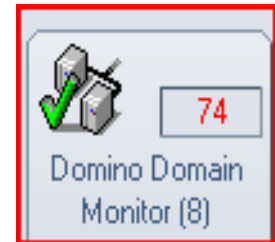
- Have DDM tell you when anonymous gets added to a database over a certain level**
- Have DDM tell you not only that there is a problem, but suggests how to fix it!**
- Have DDM bring you directly to the problem**

Monitoring software makes your life easier

Background for DDM

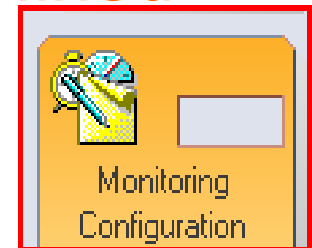
Started with R7 although it's history goes back to Stats and Events

DDM (ddm.nsf) is a reporting database



It reports based on details that the Monitoring Configuration (events4.nsf) database has defined

Events (events4.nsf) is the real information wrapped around by the ddm.nsf



It is installed with every copy of Domino yet many NEVER use it ...why?

If you use it you probably set it up the once and never looked at it again ...right?

Inside DDM you can:

See everything is right or wrong

- **See who closed which items at issue**
- **Delegate problems to someone else**
- **Provide management with a Dashboard**
- **Change Severity of Error Messages**
- **Monitor ACLs, Security, SMTP, and on and on as long as it's a Domino item***

*** There are ways to do this for non-Domino, but not by default**

Topics Outline

- 1) Background on DDM
- 2) Better understanding of the ambiguous messages
(Audience Participation)
- 3) Delegation and Reporting
- 4) Perform DDM editing on Live Server
(Yes, you can tame this beast, we will customize it)

Access to server MWLUG2/DEMO is slow.

[KBRS-87UQLW]

Originating Server: MWLUG/DEMO

Event Severity: Failure

Event Type: Server

Event Time: 08/16/2010 07:54:17 PM

To see the document that triggered this notification, click here --> Notes Link

Bit extreme, probably
should be a Warning
High/Low

Knowledge a PHB* Would Require

Access to server MWLUG2/DEMO has been reestablished., [KBRs-87UQLW]

Originating Server: MWLUG/DEMO

Event Severity: Normal

Event Type: Server

Event Time: 08/16/2010 08:09:06 PM

Very nice, but why do we get this IF we didn't ask for it?

To see the document that triggered this notification, click here --> Notes Link

Why do we even want to know this at all?

Attack of the Ambiguous Error Message

- 1) Can not process Full Text Index (FTI)
- 2) Admin Process: Gone Fishing/Org does not appear in design elements of any database designating Server/Demo as their Administration Server
- 3) SMTP Failed to Connect to us.ibm.com
- 4) Gone Fishing/Org attempted to login to Server/Demo
- 5) SSL Error: Keyring File access error
- 6) Unable to replicate or route mail
- 7) Calendar profile error
- 8) Events database missing documents or duplicated
- 9) Unable to compact compact no such file exists (program doc added compact twice)

So now what?

The great DOMINO has spoken, you must resolve the problem, but how?

DDM does not always provide any details.

Check your server console, the answer may be staring you in the face, if not, search your log.nsf file for the text of the error.

Check you are running enough debug level in your log to show these errors.

Dig deeper within the system from the Administrator monitoring and analysis tools to the new DCT.

Google, Planetlotus.org, Bloggers, IBM Support

What DDM sends you via email

An email with a subject heading:
Admin Process: Completed maintenance of mailfiles for 0 databases, 0 databases reported errors.

And in the body this:

Originating Server: ~~Domino~~/DEMO
Event Severity: **Warning (high)**
Event Type: Misc
Event Time: 08/18/2010 01:00:52 PM

This should be a Failure or a Normal don't you think?

To see additional information about this error message, click here -->
(Document link: Error Message Document)

To see the document that triggered this notification, click here -->
(Document link: Event Notification Document)

What those Links Reveal

The Events4.nsf database when you follow the links
And quite possibly ends up looking like this: Blank

The screenshot shows a Lotus Notes event form. At the top, there are buttons for 'Edit Document', 'Cancel', 'Hide Stock Entries', and 'Display Stock Entries'. The title is 'Server and Addin Task Event' and it indicates it was last modified by Scott O'Keefe/Westford/IBM on 07/05/2007 at 09:10:03 AM. A checkmark icon is visible on the left. The event details are as follows:

Event Type:	Application Code	Addin Name:	None specified
Event Subtype:	None	Value:	0x1AC6
Event Severity:	Normal	Suppression Time:	0 minutes
Correlation:	No correlation		
Original Text:	Application event		

Below the details are tabs for 'Lotus Entries' and 'Custom Entries'. Under 'Lotus Entries', there are sub-tabs for 'Probable Cause/Possible Solution' and 'Corrective Actions'. The 'Probable Cause/Possible Solution' tab is active, showing a table with 8 rows and 3 columns: Type, Description, and Status.

Type	Description	Status
Probable Cause 1:		<input checked="" type="checkbox"/> Enabled
Probable Cause 2:		<input checked="" type="checkbox"/> Enabled
Probable Cause 3:		<input checked="" type="checkbox"/> Enabled
Probable Cause 4:		<input checked="" type="checkbox"/> Enabled
Possible Solution 1:		<input checked="" type="checkbox"/> Enabled
Possible Solution 2:		<input checked="" type="checkbox"/> Enabled
Possible Solution 3:		<input checked="" type="checkbox"/> Enabled
Possible Solution 4:		<input checked="" type="checkbox"/> Enabled

If you are shown a blank page, you still have to troubleshoot the problem

BUT


Did you know you can enter your text/data for next time as well?

The Way to Create an Event Report and Cause

Open `events4.nsf`, go to **Advanced, Event Messages by Text** and enter something

HOWEVER

The most common way now only affects R7 and earlier servers.

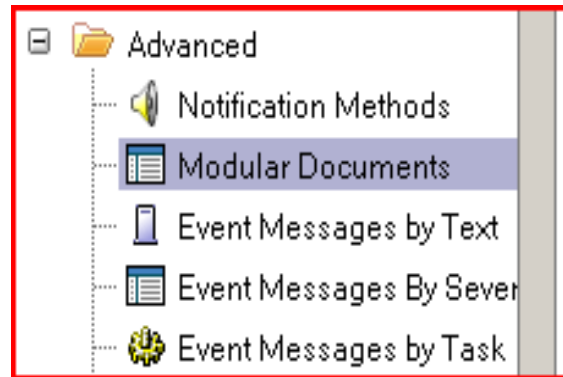
 **CAUTION:** Stock Probable Causes, Possible Solutions and Corrective Actions will only execute on Domino 7 or earlier servers. To affect Domino 8 or later servers, Custom Entries should be modified using modular capabilities.

The new R8 way requires one to produce Modular Documents.

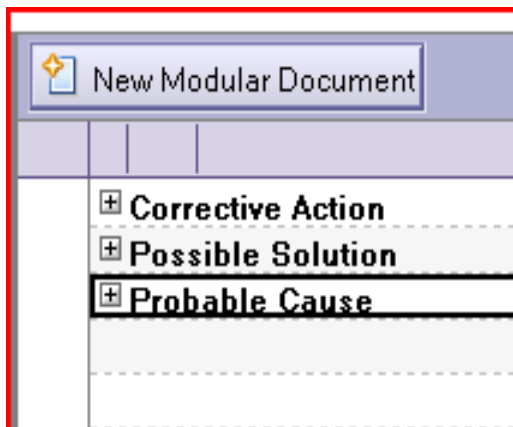
So where do we find these Modular Documents?

Creating a Modular Document Part A

Open the events4.nsf database to find:

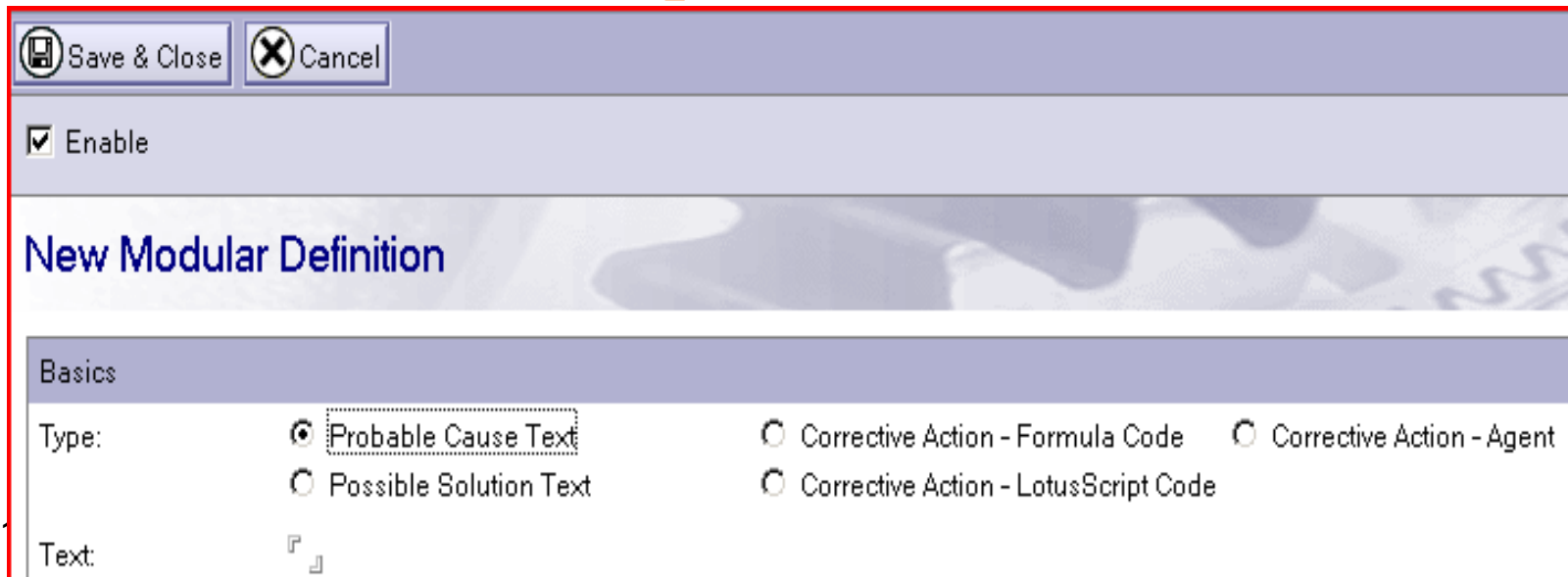


Clicking on this will show a list that has 3 Subheadings as well as numerous documents:



Clicking on the New Modular Document Button, you will be asked to select what is the purpose of your input.

Probable Cause/Solution have the text line as shown which will then be available for any future events.



Save & Close Cancel

Enable

New Modular Definition

Basics

Type: Probable Cause Text Possible Solution Text Corrective Action - Formula Code Corrective Action - Agent Corrective Action - LotusScript Code

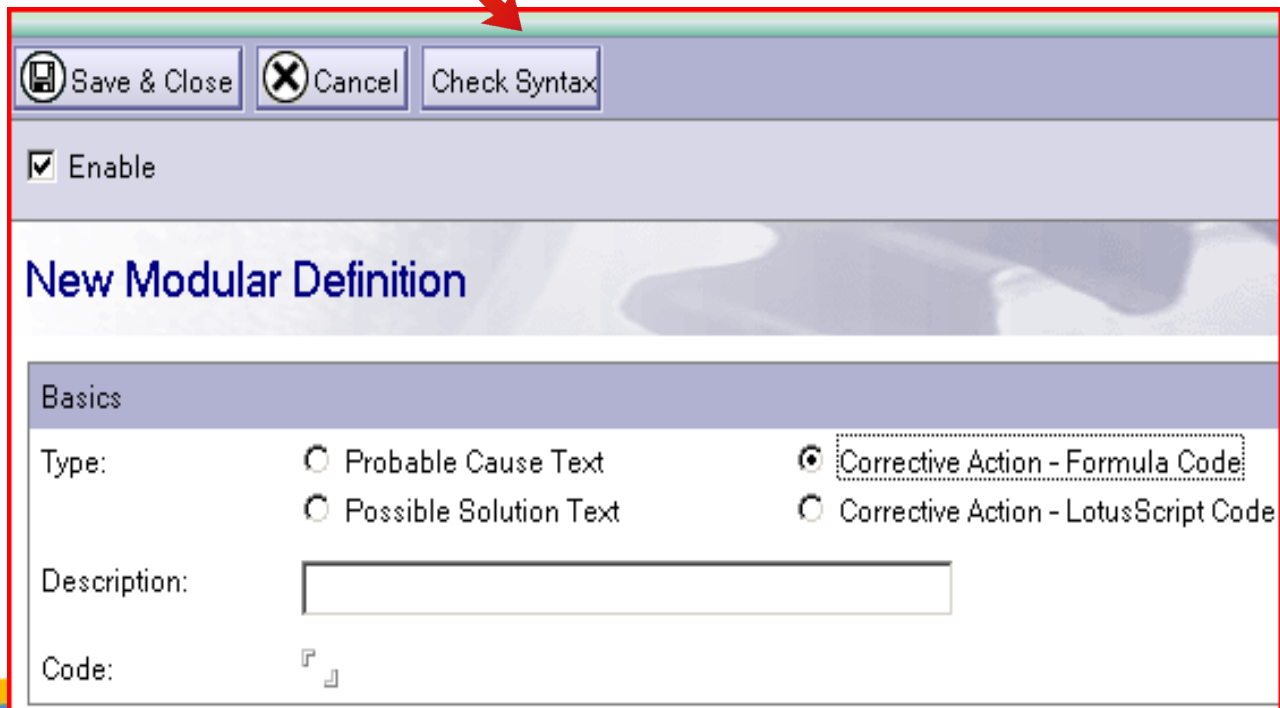
Text: 『 』

Creating a New Modular Document Part C

What about if you want automatic corrective action using formulas or LotusScript?

Add them in the fields.

NOTE: Check Syntax is ONLY for Formulas



The screenshot shows the 'New Modular Definition' dialog box. At the top, there are three buttons: 'Save & Close', 'Cancel', and 'Check Syntax'. A red arrow points from the text 'NOTE: Check Syntax is ONLY for Formulas' to the 'Check Syntax' button. Below the buttons is a checked 'Enable' checkbox. The main title is 'New Modular Definition'. Under the 'Basics' section, the 'Type' field has three radio button options: 'Probable Cause Text', 'Possible Solution Text', and 'Corrective Action - Formula Code' (which is selected). There is also an option for 'Corrective Action - LotusScript Code'. Below the type options is a 'Description' text box and a 'Code' field with a small icon.

Creating a New Modular Document Part D

Using an Agent to correct something may be helpful as well and the options are database specific.

Save & Close Cancel

Enable

New Modular Definition

Basics

Type: Probable Cause Text Possible Solution Text Corrective Action - Formula Code Corrective Action - Agent Corrective Action - LotusScript Code

Description:

Server Type: Originating Server Target Server Specific Server

Agent Database:

Agent Name:

You would enter this in the field:

New Modular Definition

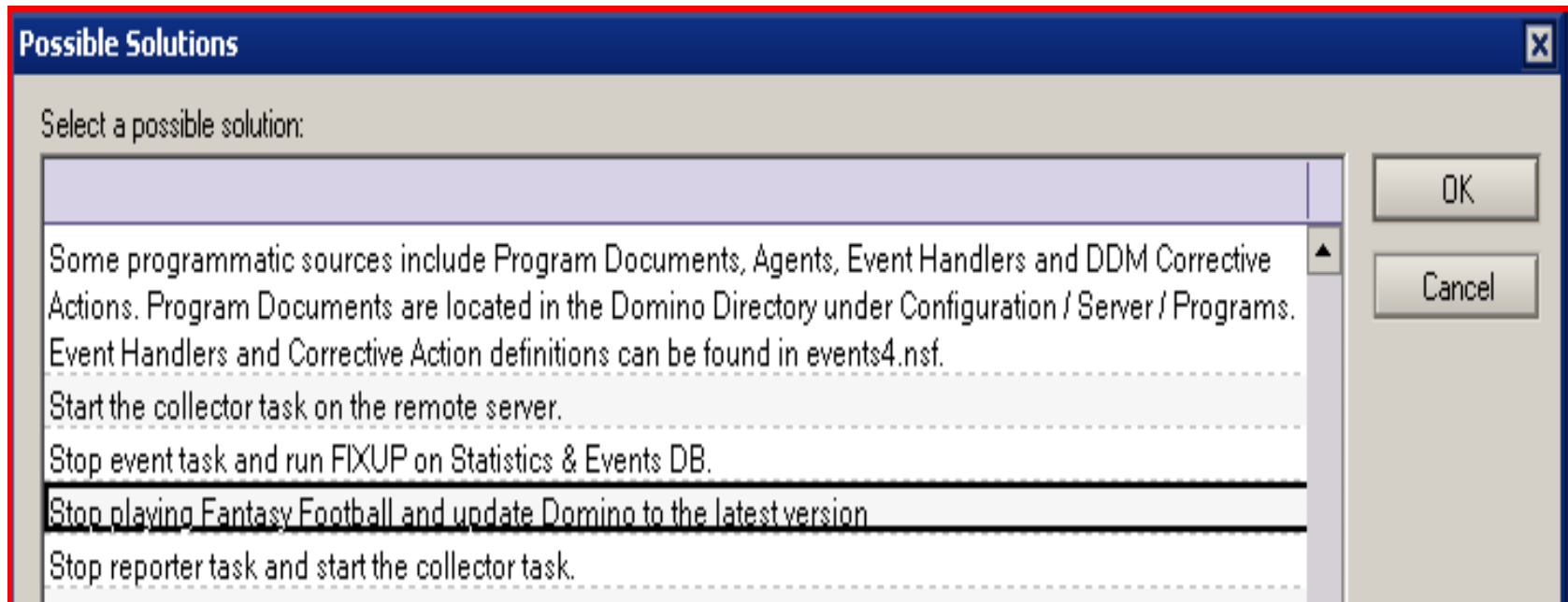
Basics

Type: Probable Cause Text Corrective Action - Formula Code Corrective Action - Agent
 Possible Solution Text Corrective Action - LotusScript Code

Text: 『Stop playing Fantasy Football and update Domino to the latest version』

And Find This in the List

Now go look at the options for you to choose from and you will find this:



Future Information Domino will Provide

Make it fun if you wish...but to the point.

Sometimes there is no why!

But there is a solution!

The screenshot shows a web interface with a navigation bar at the top containing 'Lotus Entries', 'Custom Entries', and 'Stock Entries'. Below this is a sub-navigation bar with 'Probable Cause/Possible Solution' and 'Corrective Actions'. The main content area is a table with two columns: 'Type' and 'Description'. The table contains four entries, each with a list of actions (Modify, Delete, Add) represented by icons.

Type	Description
Probable Cause 1:	There is a disturbance in The Force and this has caused Domino to become unstable
	<ul style="list-style-type: none">ModifyDelete
Probable Cause 2:	
	<ul style="list-style-type: none">Add
Possible Solution 1:	Stop playing Fantasy Football and update Domino to the latest version
	<ul style="list-style-type: none">ModifyDelete
Possible Solution 2:	
	<ul style="list-style-type: none">Add

Understanding where DDM Messages Originate

An example using Mail Statistics,
below is from a stand alone server

The probe has failed for the following statistic:
QOS.Mail.local server self probe.ResponseTime
[srvr-##L#L#]

Originating Server: Srvr1/MWLUG

Event Severity: Warning (high)

Event Type: Mail

Event Time: 08/10/2010 10:29:56 PM

To see additional information about this error
message, click here --> [Notes Link](#)

To see the document that triggered this notification,
click here --> [Notes Link](#)

Nothing under Lotus Entries

Event Type: Application Code
Event Subtype: None
Event Severity: Normal
Correlation: No correlation
Original Text: Application event

Lotus Entries | Custom Entries | Stock Entries

Probable Cause/Possible Solution | Corrective Actions

Type	Description
Probable Cause 1:	
Probable Cause 2:	
Probable Cause 3:	
Probable Cause 4:	
Possible Solution 1:	
Possible Solution 2:	
Possible Solution 3:	
Possible Solution 4:	

Additional Information Link Shows – Custom Entries

So the additional information may not help or be what you are seeking every time

Lotus Entries	Custom Entries	Stock Entries
Probable Cause/Possible Solution		Corrective Actions
Type	Description	
Probable Cause 1:	There is a disturbance in The Force and this has caused Domino to become unstable	
Probable Cause 2:		
Possible Solution 1:	Stop playing Fantasy Football and update Domino to the latest version	
Possible Solution 2:		

Document That Triggered this Notification

Still no details found beyond that the item is part of an event notifier.

Event Handler

Created: 01/15/2008

Basics | **Event** | Action

Server(s) to monitor

Notify of the event on any server in the domain
 Notify of the event only on the following servers:

Notification trigger

Trigger:

Any event that matches a criteria
 A built-in or add-in task event
 A custom event generator

Event Handler

Created: 01/15/2008

Basics | **Event** | Action

Criteria to match

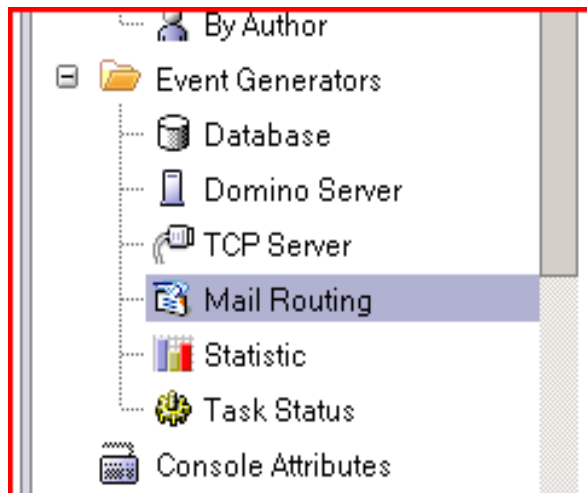
Events can be any type
 Events must be this type:

Events can be any severity
 Events must be one of these severities:
 Fatal Failure Warning (high) Warning (low) Normal

Events can have any message
 Events must have this text in the event message:

So Where Did it Come From?

- 1) Open the events4.nsf database
- 2) Locate the Event Generators Section
- 3) Based on the item, find it in the list
- 4) In this case it is under Mail Routing



The Routing Event, Found at Last

Opening up the entry below shows the details for the probe and its timing

New Mail Routing Event Generator					Edit Document					Delete Document				
Recipient		Probed By ^		Interval		Timeout		Severity						
-		-All Servers-		15 minutes		1 minutes		Warning (high)						

Save & Close Cancel

Mail Routing Event Generator

Event Number: VBII-76K2G8

Basics Probe Other

Times

Send interval: minutes

Timeout threshold: minutes

Resulting Statistic

QOS.Mail.local server self probe.ResponseTime

You CAN Handle the Truth

There are many ways to receive notifications BUT what do you do when the problem is in your MAIL server which prevents email from flowing?

Go to [Ideajam.net](http://ideajam.net) and vote for Twitter, SMS or other ideas you would like to have as well.

<http://ideajam.net/IdeaJam/P/ij.nsf/0/C002DE309231F71B862577830058A332?OpenDocument>

Event Handler Method

By what method do you want the notification generated?

<input checked="" type="radio"/> Broadcast	<input type="radio"/> Pager
<input type="radio"/> Run an agent	<input type="radio"/> Run Program
<input type="radio"/> Send Java Controller Command	<input type="radio"/> Relay to other server
<input type="radio"/> Send a console command to the server	<input type="radio"/> Sound
<input type="radio"/> Log to a database	<input type="radio"/> Forward event to Tivoli Enterprise Console
<input type="radio"/> Mail	<input type="radio"/> SNMP Trap
<input type="radio"/> Log to Event Viewer	<input type="radio"/> Log to Unix System Log

Today's Simple (?!) Goal:

**How to improve your Lotus infrastructure
(or at least be more pro-active about it)**

Planetlotus.org – 300+ Lotus Bloggers

Infocenter

http://publib.boulder.ibm.com/infocenter/domhelp/v8r0/index.jsp?topic=/com.ibm.help.domino.admin85.doc/H_DOMINO_DOMAIN_MONITORING_DDM_OVER.html

DDM Redpiece(R7) Part# REDP-4089-00

<http://www.redbooks.ibm.com/abstracts/redp4089.html>

Domino Wiki Site for DDM:

<http://www-10.lotus.com/ldd/dominowiki.nsf/dx/domino-domain-monitoring>

Marc Champoux Blog Post on Monitoring non-Lotus Tasks:

<http://www.thenewdominoadmin.com/blog/?p=397>



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