

## Auto-watcher tool to close incidents in CA APM CEM

The following tool enables a mechanism to close CEM alerts in SOI when the associated incident has not registered new defects in the last minutes.

This is a Java application based on CEM WebServices. It has been tested with JRE 1.6.x and CEM 9.5.

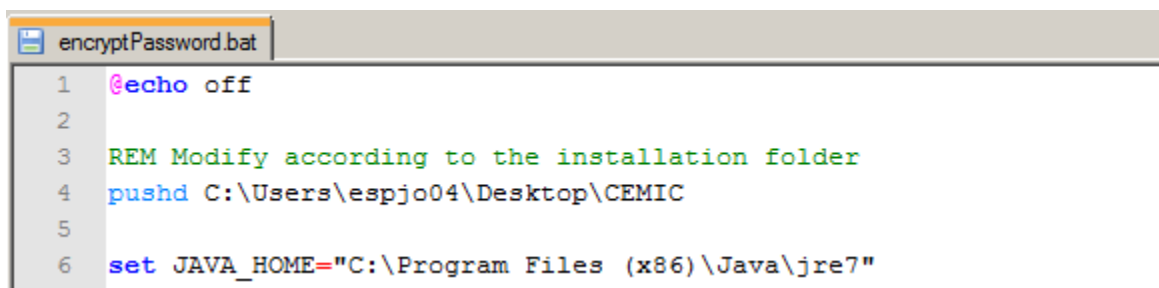
### Installation

Basically, you only need to unzip the content of CEMIC.zip in your system. The application can execute remotely to CEM server.

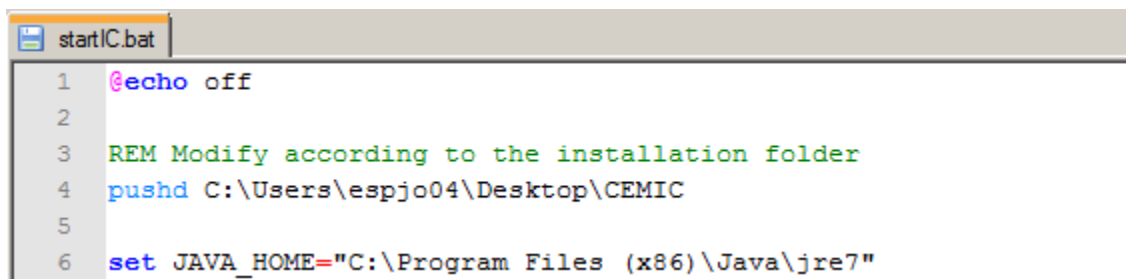
### Configuration

In order to make the application working you must complete the following configuration steps:

- 1) Edit .bat (If Windows) or .sh (if Unix/Linux) and set the JAVA\_HOME environment variable and installation path.



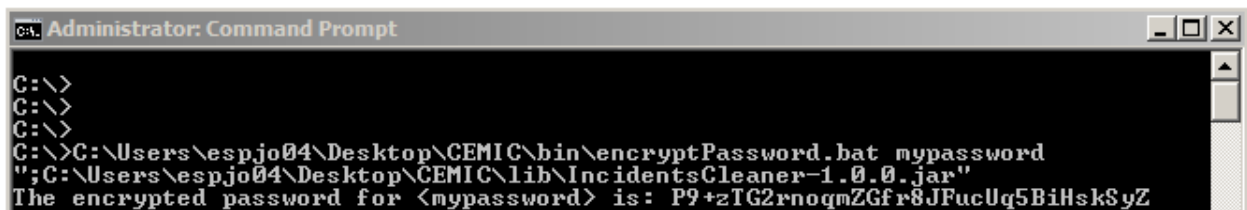
```
1 @echo off
2
3 REM Modify according to the installation folder
4 pushd C:\Users\espjo04\Desktop\CEMIC
5
6 set JAVA_HOME="C:\Program Files (x86)\Java\jre7"
```



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3 REM Modify according to the installation folder
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6 set JAVA_HOME="C:\Program Files (x86)\Java\jre7"
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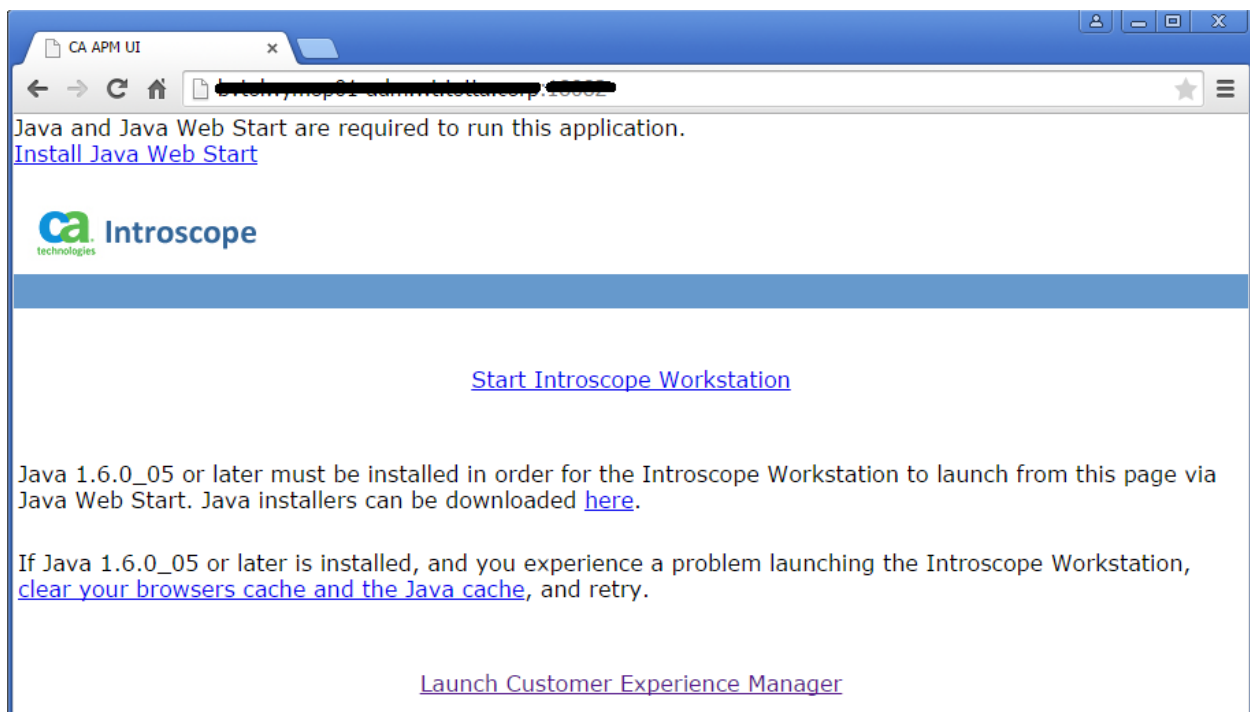
- 2) Edit file config.properties in config folder and set the information required to connect to CEM WS.  
apm.cemhost=<the FQDN or IP Address of CEM>  
apm.cemport=<the TCP port of CEM>  
apm.cemusername=<a CEM username, usually cemadmin>  
apm.cempassword=<the password of the username>

The password must be encrypted with the tool encryptPassword.bat (in Windows) or encryptPassword.sh (in Unix/Linux) in bin folder.



```
Administrator: Command Prompt
C:\>
C:\>
C:\>
C:\>C:\Users\espjo04\Desktop\CEMIC\bin\encryptPassword.bat mypassword
";C:\Users\espjo04\Desktop\CEMIC\lib\IncidentsCleaner-1.0.0.jar"
The encrypted password for <mypassword> is: P9+zTG2rnoqmZGfr8JFucUq5BiHskSyZ
```

In order to see if you are using the right IP Address and Port, you should browse the following web page



- 3) Edit rules.dp.json in config folder. This configuration file allows us to define different time frames for different business transaction names.

For example, to apply the same time frame (time without registering a new defect) for all business transactions, the file should look like:

```

1 {
2     "id":"cleaningThread",
3     "cleanupRules":[
4         {
5             "enabled":"true",
6             "businessTransactionExpression":".*",
7             "minutesToKeep":5
8         }
9     ]
10 }

```

If you want to have a different time frame for those business transactions matching the regex `".*Online.*"`:

```

1 {
2     "id":"cleaningThread",
3     "cleanupRules":[
4         {
5             "enabled":"true",
6             "businessTransactionExpression":".*Online.*",
7             "minutesToKeep":30
8         },
9         {
10            "enabled":"true",
11            "businessTransactionExpression":".*",
12            "minutesToKeep":5
13        }
14    ]
15 }
16

```

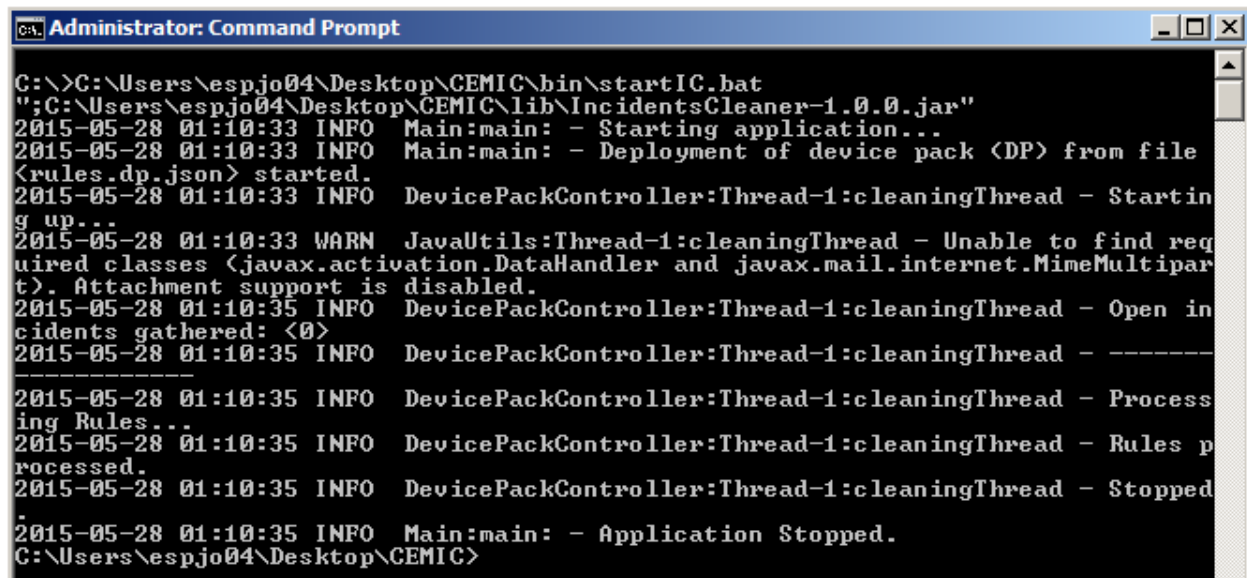
NOTE: first rule matching applies first.

- 4) (Optional) Edit log4j.properties in config folder to change or customize logging system.

## Execution

When executing, the tool retrieves the Last Occurred parameter of the current open incidents and checks if the elapsed time is longer than the time frame of the first matching rule (see point 3 in previous section).

The tool is design to execute by using a cron task (in Unix/Linux) or task scheduler (in Windows). The execution rate of the tool must be, at least, the same as the shortest time frame configured. A recommended value (depending on the number of incidents) might be every minute.



```
C:\>C:\Users\espjo04\Desktop\CEMIC\bin\startIC.bat
";C:\Users\espjo04\Desktop\CEMIC\lib\IncidentsCleaner-1.0.0.jar"
2015-05-28 01:10:33 INFO Main:main: - Starting application...
2015-05-28 01:10:33 INFO Main:main: - Deployment of device pack <DP> from file
<rules.dp.json> started.
2015-05-28 01:10:33 INFO DevicePackController:Thread-1:cleaningThread - Startin
g up...
2015-05-28 01:10:33 WARN JavaUtils:Thread-1:cleaningThread - Unable to find req
uired classes (javax.activation.DataHandler and javax.mail.internet.MimeMultipar
t). Attachment support is disabled.
2015-05-28 01:10:35 INFO DevicePackController:Thread-1:cleaningThread - Open in
cidents gathered: <0>
2015-05-28 01:10:35 INFO DevicePackController:Thread-1:cleaningThread - -----
2015-05-28 01:10:35 INFO DevicePackController:Thread-1:cleaningThread - Process
ing Rules...
2015-05-28 01:10:35 INFO DevicePackController:Thread-1:cleaningThread - Rules p
rocessed.
2015-05-28 01:10:35 INFO DevicePackController:Thread-1:cleaningThread - Stopped
.
2015-05-28 01:10:35 INFO Main:main: - Application Stopped.
C:\Users\espjo04\Desktop\CEMIC>
```