

# SOA Software: Troubleshooting Guide for tc Server Agent

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## SOA Software

Troubleshooting Guide for tc Server Agent

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# Chapter 1 | Troubleshooting: tc Server Agent

**Note:** This document is supplementary to the *SOA Software® Troubleshooting Guide for Agents*, which includes general troubleshooting information for Agents. This document includes troubleshooting information unique to the tc Server Agent.

This document provides information that might be useful to you in ensuring a successful installation of the tc Server Agent. It includes the following troubleshooting and reference information unique to this Agent:

- Version Compatibility
- Setting Up the tc Server Agent
- Working with the tc Server Agent
- Troubleshooting Issue/Resolution Information for tc Server Agent

## Version Compatibility

This section provides basic compatibility information for the tc ServerAgent, including:

- Application Server Compatibility
- JRE/JDK Compatibility

### **Application Server Compatibility**

The tc Server Agent application is compatible with the tc Server vfabric-tc Server-standard-2.7.0.RELEASE version. For more detailed information about the application server compatibility, refer to the Installation Guide.

### **JRE/JDK Compatibility**

The tc Server Agent application is compatible only with JDK 1.7.x versions.

## Setting Up the tc Server Agent

The tc Server embedded Agent must be correctly installed and configured so that a Policy Manager instance can manage the services. This includes the following key steps:

- Install the tc Server Agent software as described in the Installation Guide.

When you use the SOA Software Configure Container Instance Wizard to define the SOA Container for the tc Server Agent, a Web Archive (WAR) file is created and deployed in the

<TCSERVER\_HOME>\instances\<TCSERVER INSTANCE>\webapps folder of the application server's installation Directory.

This application contains the bootstrap code to load the SOA Service Manager Container and any installed features such as the tc Server Agent or SOA Delegate. The WAR file must be installed to each tc Server application service that is running applications that need tc Server Agent processing.

In cluster environments, the WAR file must be deployed separately on every node in the cluster.

- After tc Server Agent installation is complete, the Administrator must update the web service EAR/WAR file with a servlet filter. The managed EAR/WAR file will include the SOA Software Servlet Filter that invokes the tc Server Agent to manage the web services. The tc Server Agent intercepts all HTTP requests via the Servlet Filter.
- The final step is to register the physical services in the Policy Manager Management Console and host the services in the tc Server SOA Container. After this configuration is complete, you will be able to attach policies to the managed physical services for monitoring or security.

## Working with the tc Server Agent

This section provides information about general actions you might need to perform in relation to your tc Server Agent. It includes:

- Deploying an Agent in an Application Server Instance
- Deploying/Undeploying an Application on the tc Server Runtime Instance
- Application Server Compatibility
- Log Files for tc Server Agent

### **Deploying an Agent in an Application Server Instance**

When an Agent is installed, the **soa.war** file is installed in the tc Server runtime instance deployments folder. The **soa.war** file contains the bootstrap code to initialize the Agent feature bundles.

- The Agent can be deployed/undeployed from the Agent Admin console as needed.
- Removing the soa.war file from a deployment will undeploy the Agent application.

### **Deploying/Undeploying an Application on the tc Server Runtime Instance**

There are two ways to deploy Web applications to the tc Runtime instance:

- Static deployment
- Dynamic deployment using Hyperic

## Static Deployment

With a static deployment, you copy your Web application to the deployment directory of the tc Runtime instance: <TCSERVER\_HOME>\instances\< TCSERVER INSTANCE>/webapps. You can copy the **soa.war** file itself or you can uncompress/explode the files.

If your host is set to auto deploy, the tc Runtime instance deploys and starts as soon as you copy it over. Once deployed, it is immediately ready for use.

For more information, please refer to the tc Server documentation.

## Dynamic Deployment Using Hyperic

The Hyperic user interface is a VMware product that you can use to create groups of tc Runtime instances and then deploy the tc Server Agent **soa.war** file to each member of the group. With this approach, you don't have to deploy to each instance individually.

For more information, please refer to the tc Server documentation.

## Log Files for tc Server Agent

This section provides information on where you can find log files to help troubleshoot issues with the tc Server Agent:

- **Server logs** are in the tc Server instance logs at this location:

```
<TCSERVER_HOME>\instances\< TCSERVER INSTANCE>\logs
```

- **Policy Manager log files** are in this location:

```
<PM_HOME>\sm60\instances\

```

- **Agent container logs** are in this location:

```
<AGENT_HOME>\sm60\instances\

```

## Troubleshooting Issue/Resolution Information for tc Server Agent

This section provides information for troubleshooting the following issues that might occur with the tc Server Agent:

- Incompatible JRE/JDK
- Troubleshoot Installation/Configuration Issues in a Cluster
- Verify Whether Agent Is Running

### Incompatible JRE/JDK

The tc Server Agent application is compatible only with JDK 1.7.x versions.

If you experience any bundle startup issues in the Application Server console or Agent instance logs, please verify the JAVA\_HOME property in the configuration file:

```
<TCSERVER_HOME>\instances\<< TCSERVER INSTANCE>\conf\wrapper.conf
```

## **Troubleshoot Installation/Configuration Issues in a Cluster**

If you are using a cluster, it's important to deploy the **soa.war** file to each node in the cluster.

In a clustered environment, the Agent container and installation is kept in shared space on a network so that each tc Server runtime instance can communicate with the Agent container.

## **Verify Whether Agent Is Running**

If you are not sure whether the Agent is running, check the following:

- Check the message in the OSGI console window to see whether all the bundles started.
- Send a request to a managed service. If you do not receive an error response, the Agent is running. If there is an error, you will see the following response message:

```
SOA Management is not running, service is blocked.
```