

WebFOCUS HealthCheck

Customer Success

- At Information Builders, customer success is a top priority.
- Every day, our award-winning Worldwide Customer Services organization is dedicated to enabling your success.
- For more information about our Customer Success programs, or to schedule a Customer Experience session, send email to CSM@ibi.com.

This free Customer Success assessment enables you to extend and maximize your investment in Information Builders software, and provides performance and usage metrics that help you identify how you can leverage our product capabilities to better support your business goals.

To schedule your free HealthCheck, send email to CSM@ibi.com.

Benefits

A HealthCheck assessment shows you:

- The activity level of your application
- The benefits of upgrading and the most efficient upgrade path
- New features that can add value to your application and make it more powerful
- Opportunities to modernize your customer solutions
- How WebFOCUS can better support your short-term and long-term business goals

A HealthCheck offers you our expert Customer Support team's assessment of your software application or installation. You can upload files for us to perform one, two, or all three assessments described below.



Information Builders helps organizations transform data into business value. Our business intelligence, integration, and data integrity solutions enable smarter decision-making, strengthen customer relationships, improve performance, and drive growth.

Usage Summary

Provides insight into how resources are being utilized at a given time, on a server level and on a per-user basis

Upgrade Assessment

- Lowers migration risks and speeds time to completion
- Identifies code that may need to be remediated when upgrading to the most current release
- Provides a high-level summary based upon a raw scan against HTML pages, procedures, and other files

WebFOCUS Enterprise Usage Monitor Assessment

- Uses WebFOCUS Enterprise Usage Monitor (WEUM) to review how well your production environment is performing
- Provides an assessment of performance metrics, efficiency boosters, use of the latest features and functions, cost-saving measures, and dependency on legacy features and functions
- Depicts trends over time and spikes in usage, while also showing potential runaway queries

Collecting HealthCheck Information

What We Need for the Usage Summary

The WebFOCUS Reporting Server is used to interact with a database and generate the desired output, based on the reporting logic (focexec) that you specify. In order to assess the server's usage, we'll need your EDAPRINT logs, which are available from the following directory and include the main edaprint.log, as well as any other edaprix.log versions:

```
..\ibi\srvnn\wfs  
    edaprint.log  
    edaprix.log
```

Note: In the directory, *nn* is your release number. In the file name, *x* can be any number of varying length.

To enable the HealthCheck, you will need to upload a .zip file containing the EDAPRINT logs.

What We Need for the Upgrade Assessment

WebFOCUS 8.0.x and Higher

In order to perform this assessment, customers using WebFOCUS 8.0.x and higher need to generate a Change Management Package, using these steps:

1. Log in to WebFOCUS.
2. In the Resources Tree, expand the **Change Management** node.
3. Right-click **Export** and click **New Scenario**.
4. You will be prompted to enter the scenario name.
5. In the Scenario Creation dialog box, drag the **Content** or **Domains** folder, **Portals** folder, and the appropriate Reporting Server node to the right-hand pane.
6. Click **Save** and then click **Export**.
7. Navigate to the following directory:
 ..\ibi\WebFOCUSnn\cm\export

Note: In the directory, *nn* is your release number.

Your Change Management Package is placed in the folder with the same name as the scenario.

To enable the HealthCheck, you will need to upload a .zip file containing the scenario folder contents.

WebFOCUS 7.7.x

Customers using WebFOCUS 7.7.x need to provide the procedures and Master Files from the following folders:

WebFOCUS Basedir: ..\ibi\WebFOCUS nn \basedir

Application Content: ..\ibi\apps

Note: In the directory, nn is your release number.

To enable the HealthCheck, you will need to upload a .zip file containing the contents of these two folders.

What We Need for the WebFOCUS Enterprise Usage Monitor Assessment**Configuring Resource Analyzer**

If this isn't already done, Resource Analyzer must be configured on your production Reporting Server(s) and running for at least four consecutive days. The more days it runs, the better the analysis will be.

Resource Analyzer logs get generated on the Reporting Server in the ..\ibi\sr nn \wfs\ directory, where nn is your release number. The file name will be rmldatax.log. If there are multiple servers, then check the respective directories for the log files.

Note: In the file name, x is the date/time stamp.

By default, these logs are automatically archived to the Resource Analyzer repository when it captures a set number of sessions in the log file or a scheduled archive. For more information, see the [How to Set Logging Properties](#) topic.

Currently, there are two ways to capture individual logs for each day. The recommended way is to make a copy of the Resource Analyzer log file before the scheduled archive starts. Another way is to configure the logging properties, using these steps:

1. Launch the Web Console from the Reporting Server.
2. Click the **Resource Management** option on the toolbar.
3. On the ribbon, in the Logs group, click **Logging**, and then click **Properties**.
or
From the navigation pane, right-click **Resource Management – Enabled/Disabled**, point to **Logging**, and then click **Properties**.
4. The Resource Management Logging Properties window opens. Set Schedule Archive to **Yes**, but do not configure the archive settings. The Maximum sessions per log and Maximum days per log will be ignored, allowing the rmldatax.log file to grow until the scheduled archive is activated or a manual archive is run.

5. Click **Save**.
6. Keep an eye on the rmldatax.log file so that it does not get larger than 20MB or 30MB. Once the data collection is complete, reset the Resource Management Logging Properties to how it was prior.

Obtaining Resource Analyzer Logs

The Resource Analyzer logs (rmldatax.log files) are located in the ..\ibi\srvmn\wfs\ directory, where *nn* is your release number. These log files and the EDAPRINT logs, which include the main edaprint.log as well as any other edaprix.log versions, are required for the HealthCheck. The EDAPRINT logs are generated automatically when the Reporting Server starts and are in the same directory as the Resource Analyzer logs.

Note: In the Resource Analyzer log file name, *x* is the date/time stamp. In the EDAPRINT log file name, *x* can be any number of varying length.

To enable the HealthCheck, you will need to upload a .zip file containing the Resource Analyzer log and EDAPRINT log files.

Next Steps

To upload your HealthCheck files, go to <https://customersuccess.informationbuilders.com/upload.jsp>

Once your HealthCheck is complete, a Customer Success representative will contact you to review the results.

Have questions or want to learn more about how our Customer Success team can help you meet your business goals? Send email to CSM@ibi.com.

Find Out More



We can help you succeed. Talk to your local Information Builders representative to learn how. Visit us at techsupport.informationbuilders.com, [connect](https://customersuccess.informationbuilders.com) with one of our Customer Success representatives, or call **(800) 969-4636** in the U.S. and Canada. To join our Community, visit informationbuilders.com/support/wf_dev_center.

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