Oracle® Enterprise Manager

Microsoft Internet Information Services (IIS) Plug-in User's Guide

24ai Release 1 (24.1)

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Preface

This document provides installation instructions and configuration information for the Oracle Enterprise Manager plug-in for Microsoft Internet Information Services (IIS).

Audience

This document is intended systems and database administrators tasked with monitoring Microsoft IIS through Enterprise Manager Cloud Control.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc`.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info` or visit `http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs` if you are hearing impaired.

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1
Microsoft IIS Plug-in Overview and Prerequisites

This topic provides an overview description of the Oracle system monitoring plug-in for Microsoft Internet Information Services (IIS) and summarizes the prerequisites required before configuration.
The following topics are provided:

- Microsoft IIS Plug-in Overview
- Supported Versions
- Microsoft IIS Plug-in Prerequisites
- Downloading the Microsoft IIS Plug-in
- Upgrading the Microsoft IIS Plug-in
- Undeploying the Microsoft IIS Plug-in

Microsoft IIS Plug-in Overview

The system monitoring plug-in for Microsoft IIS extends Oracle Enterprise Manager to add support for managing Microsoft IIS instances. By deploying the plug-in within your Enterprise Manager environment, you gain the following management features:

- Monitor IIS instances.
- Gather configuration data and track configuration changes for IIS instances.
- Raise alerts and violations based on thresholds set on monitored metrics and configuration data.
- Provide rich out-of-box reports through Enterprise Manager's Information Publisher reports feature based on the gathered data.
- Support monitoring by a local Windows Agent that is running on the same host as the Microsoft IIS.
- Oracle Enterprise Manager Jobs that allow for the following management of Microsoft IIS:
  - Restarting the application pool
  - Restarting the W3SVC Service
  - Stopping and Starting the FTP Service

Supported Versions

This plug-in supports the following versions of products:

- Enterprise Manager 24.1:
  This plug-in is certified for the latest release of Oracle Enterprise Manager 24ai (24.1).
- Microsoft Internet Information Services 10 running on Microsoft Windows Server.

To view the complete list of certified products, you can access the Enterprise Manager certification matrix by following these steps:

1. Sign in to My Oracle Support: `http://support.oracle.com`

2. Click the **Certifications** tab.

3. In the **Certification Search**, from the **Product** list, select one of the following:

   • **Enterprise Manager Base Platform - OMS**, to view the certification for OMS.

   • **Enterprise Manager Base Platform - Agent**, to view the certification for Management Agent.

4. From the **Release** list, select release version, and then click **Search**.

Microsoft IIS Plug-in Prerequisites

To deploy the plug-in, the following prerequisites must be complete:

• Patches are available from My Oracle Support (https://support.oracle.com):

   1. Enterprise Manager Cloud Control (Oracle Management Server and Oracle Management Agent) must be installed.

   2. The plug-in is only supported when running the Oracle Management Agent on 32-bit or 64-bit Windows

   3. The Oracle Management Agent must be deployed on the same host as the Microsoft IIS instance.

Downloading the Microsoft IIS Plug-in

In Enterprise Manger Release 24.1, the Microsoft IIS plug-in is not available in the Oracle Shiphome. If you are upgrading from Enterprise Manager Release 13.5, with existing Microsoft IIS targets, the Microsoft IIS targets will also appear in Enterprise Manager Release 24.1.

You can download the plug-in in Enterprise Manger from the Extensibility page.

To download the Microsoft IIS plug-in:

1. In **Enterprise Manager** go to **Setup**, select **Extensibility**, and then select **Self Update**.

2. Expand Plug-in folder, go to **Middleware**.

> **✎ Note:**
>
> If you enter Microsoft IIS in the search option, you can see all available versions.

3. Find the Microsoft IIS plug-in, and then download the latest version and deploy.

You can download plug-ins in online or offline mode. *Online mode* refers to an environment where you have Internet connectivity, and can download the plug-in directly through Enterprise Manager from My Oracle Support. *Offline mode* refers to an environment where you do not have Internet connectivity, or where the plug-in is not available from My Oracle Support.

For more information on downloading the plug-ins, see Managing Plug-ins in the Oracle Enterprise Manager Administrator's Guide.

You can download plug-ins in online or offline mode. *Online mode* refers to an environment where you have Internet connectivity, and can download the plug-in directly through Enterprise Manager from My Oracle Support. *Offline mode* refers to an environment where you do not have Internet connectivity, or where the plug-in is not available from My Oracle Support.

See the *Managing Plug-ins* chapter in the *Oracle Enterprise Manager Administrator's Guide* for details on downloading the plug-in in either mode.

Deploying the Microsoft IIS Plug-in

You can deploy the Microsoft IIS plug-in to an Oracle Management Service (OMS) instance using the Enterprise Manager Cloud Control console, or using the EM Command Line Interface (EMCLI). While the console enables you to deploy one plug-in at a time, the command line interface mode enables you to deploy multiple plug-ins at one time, saving plug-in deployment time and downtime.

See the *Managing Plug-ins* chapter in the *Oracle Enterprise Manager Administrator's Guide* for instructions on deploying the plug-in.

Upgrading the Microsoft IIS Plug-in

The Self Update feature allows you to expand Enterprise Manager's capabilities by updating Enterprise Manager components whenever new or updated features become available. Updated plug-ins are made available via the Enterprise Manager Store, an external site that is periodically checked by Enterprise Manager to obtain information about updates ready for download. See the *Updating* chapter in the *Oracle Enterprise Manager Administrator's Guide* for steps to update the plug-in.

Undeploying the Microsoft IIS Plug-in

See the *Managing Plug-ins* chapter in the *Oracle Enterprise Manager Administrator's Guide* for steps to undeploy the plug-in.

2

Discovering the Microsoft IIS Target

This chapter describes how to discover your Microsoft Internet Information Services (IIS) target with Enterprise Manager.
The following topics are provided:

- Discovering Microsoft IIS Targets
- Adding Targets with EMCLI
- Verifying and Validating the Plug-in

Discovering Microsoft IIS Targets

After successfully deploying the plug-in, follow these steps to add the plug-in target to Enterprise Manager for central monitoring and management:

1. Log in to Enterprise Manager.

2. Click **Setup**, then **Add Targets**, and finally **Add Targets Manually**.

3. In the Add Targets Manually page, select **Add Target Manually** under Add Non-Host Targets Manually, select **Target Type** as **Microsoft IIS**, select a **Monitoring Agent** and click **Add Manually**.

4. In the Add Microsoft IIS page, provide the **Target Name** and click **OK**

Adding Targets with EMCLI

To add Microsoft IIS targets with EMCLI, use the `add_target` verb.

For example:

```
emcli.bat add_target
   -name="IIS Target"
   -type="microsoft_iis"
   -host="HostTargetName"
```

You will need to specify the following options:

- **Target name**: *-name*
  It must begin with an alphabetic character contain only alphanumeric characters, multibyte characters, a space, -, _, ., :, /, (,) and have a maximum length of 256 characters.

- **Target type**: *-type*
  Always use "oracle_jboss" (including the quotes).

- **Host name**: *-host*
  Network name of the machine running the Management Agent that is collecting data for this target instance.

Verifying and Validating the Plug-in

After waiting a few minutes for the plug-in to start collecting data, use the following steps to verify and validate that Enterprise Manager is properly monitoring the plug-in target:

1. Click the Microsoft IIS target link from the All Targets page.

2. Verify no metric collection errors are reported by clicking Monitoring and then Metric Collection Errors from the Target menu.

3. Ensure that reports can be seen, and no errors are reported by clicking Information Publisher Reports in the Target menu and viewing reports for the Microsoft IIS target type.

4. Ensure that configuration data can be seen by clicking Configuration and then Last Collected in the Target menu. If configuration data does not immediately appear, click Refresh in the Latest Configuration page.

3

Creating, Editing, and Using Jobs

This chapter describes how to create and edit jobs in Enterprise Manager Cloud Control for Microsoft IIS.

The following topics are provided:

- Creating and Editing Jobs

Creating and Editing Jobs

Creating and editing jobs.

This chapter describes how to create and edit jobs in Enterprise Manager for Microsoft IIS. To create and edit jobs, follow these steps:

1. In Enterprise Manager, click **Enterprise**, then **Job**, then click **Activity**.

2. On the **Job Activity** Page, select a **job type** from the **Create Job** menu and click **Go**. Select one of the following:

   - IIS – Restart Application Pool
   - IIS – Restart W3SVC Service
   - IIS – Start FTP Service
   - IIS – Stop FTP Service

3. In the **General** tab of the Create *<Job Type>* page, provide a name for the job and add the individual targets or one composite target such as a Group.

   - **Note:** If you are editing a job, then modify the job name and the selected targets.
   ---

4. In the **Parameters** tab of the Create *<Job Type>* page, from the **Options** menu, select an appropriate option to make the job function according when it starts.
   You can select one of these options as shown in the following table.

   Job Parameters Options

Job Type	Available Options
IIS – Restart Application Pool	Application Pool Name – The name of the application pool being restarted
IIS – Restart W3SVC Service	N/A
IIS – Start FTP Service	N/A
IIS – Stop FTP Service	N/A

5. In the **Credentials** tab of the Create *<Job Type>* Job page, select an appropriate option for credentials.
   You can choose to use the preferred credentials that are already set or override the preferred credentials with new credentials. In either case, you need to provide credentials for the agent host.

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To set the preferred credentials, click **Preferences** at the top-right corner of the Cloud Control console. From the left-vertical navigation bar, click **Preferred Credentials**. Cloud Control displays the Preferred Credentials page. On this page you can set the preferred credentials.

6. In the **Schedule** tab of the Create *<Job Type>* Job page, schedule the job.

7. In the **Access** tab of the Create *<Job Type>* Job page, define or modify the access you want other users to have to this job.

8. Click **Submit** to create the job.

4

Using Reports

Using Microsoft IIS Reports

This chapter describes how to use the reports that the plug-in for Microsoft IIS provides. Use the available out-of-the-box reports to further aid administrators with critical tasks such as problem diagnosis, trend analysis, and capacity planning.

- Using Microsoft IIS Reports

Using the Microsoft IIS Plug-in Reports

Using the Microsoft IIS Plug-in Reports

The following table includes a list of 8 Microsoft IIS plug-in out-of-the-box reports:

Table 4-1   Microsoft IIS Plug-in Reports

Report	Description
Error Rate Performance Report	Error Rate Performance Report for Total Not Found Errors
FTP Service Connection Performance Report	FTP Service Connection Performance Report for current Anonymous users
IIS General Performance Report	IIS General Performance Report for current Anonymous users
IIS Memory Performance Report	IIS Memory Performance Report for available bytes, page faults/second,
IIS Network Performance Report	IIS Network Performance Report Bytes, total/sec, Maximum Connections and Total Connection Attempts
Top 10 ASP.Net Applications Report	Top 10 ASP.Net Applications Report based on number of requests.
Top 10 Websites Report	Top 10 Websites Report based on Get, Post, CGI, and Head Requests
Web Service Connection Performance Report	Web Service Connection Performance Report for current Anonymous users

To generate a new report from one of the out-of-the-box reports by Oracle, follow these steps:

1. From the Enterprise menu, select **Reports**, then **Information Publisher Reports**.

2. Scroll down to the Microsoft IIS section, find the report, and click the report title hyperlink.

3. Select the target you want this report to run against and click **Continue**. Now, the report generates.

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