

Oracle® Fusion Middleware

Administering Oracle Real-Time Integration Business Insight

12c Release (12.2.1.2.0)

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Documentation for application users with various user roles that describes tasks to administer Oracle Real-Time Integration Business Insight.

Oracle Fusion Middleware Administering Oracle Real-Time Integration Business Insight, 12c Release
(12.2.1.2.0)

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Preface

The *Oracle Real-Time Integration Business Insight Administrator's Guide* provides details about the administrative tasks that an Insight Administrator needs to perform in the Oracle Real-Time Integration Business Insight product.

Audience

This book is intended for the users with an *Administrator* role who use the Oracle Real-Time Integration Business Insight application for their business needs.

It is assumed that you have basic knowledge of the following:

- *Oracle WebLogic Server* console
- What is running on the WebLogic Servers
- *Oracle Business Intelligence Publisher* (BI Publisher).

For more information, see [Adding Users/Groups to Pre-defined Roles](#) (page 2-1).

Documentation Accessibility

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Related Documents

For more information, see these Oracle Resources:

- *Understanding Oracle Real-Time Integration Business Insight*
- *Getting Started with Oracle Real-Time Integration Business Insight*
- *Using Oracle Real-Time Integration Business Insight*.

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.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Overview

Oracle Real-Time Integration Business Insight is an application designed for business users and provides a business-friendly experience. The administrators can perform many actions like adding users/groups, configuring data connections, configuring reports, purging, and cleaning data objects and projects at regular intervals.

Oracle Real-Time Integration Business Insight provides a web-based feature to allow to business users to:

- Model business concepts easily
- Map to implementation naturally
- Monitor business progress immediately
- Efficiently monitor workflow and runtime through
 - Zero development effort
 - Minimal impact to runtime
- Access advanced analytics through exposed star-schema
- Access bundled reporting capabilities.

1.1 Introduction to Insight

Oracle Real-Time Integration Business Insight (also known as *Insight*) puts business users in control by allowing them to model, collect and monitor business-level metrics without reliance on the Information Technology personnel.

After you have installed Oracle Real-Time Integration Business Insight and the WebLogic Server, Service Oriented Architecture, Oracle Service Bus, and Business Process Monitoring you must manually configure the Oracle Service Bus agent. To configure this agent, visit: <http://<host>:<port>/insight-osb/resources/>.

The *Insight Administrator* needs to perform certain tasks for the application to function properly:

- Create users and assign them appropriate role privileges
- Set up connections to SOA or Service Bus Servers
- Configure and set up the reporting functionality.

1.2 Understanding Users and Their Roles

Oracle Real-Time Integration Business Insight has a variety of user personas. Each user has a defined set of roles and the areas of the application the user can access varies based on the permissions attached to the user role.

The following user personas are available and have an application role associated with each:

- *InsightBusinessUser*
 - Thinks in business terms like:
 - * Process Milestones
 - * Business Facts
 - * Service levels.
- *InsightIntegrationArchitect*
 - Understands implementation of:
 - * Software Architecture
 - * Process Topology
 - * Application Structure.
- *InsightExecutive*
 - Has access to dashboards. Can:
 - * Create dashboards
 - * Edit dashboards
 - * View dashboards.
- *InsightAdmin*
 - Super user with all privileges in the application. Can create users and assign role permissions provided this user has the appropriate permissions and privileges in Oracle WebLogic and Oracle Enterprise Manager consoles:
 - * Create users and assign role permissions
 - * Configure reports
 - * Create and manage data connections.
- *InsightModelCreator*
 - Has role privileges to:
 - * Create models
 - * Edit models
 - * View models.

This user is the owner of the model.
- *InsightConnectionCreator*
 - Has role permissions to:

- * Create connections to servers
- * Edit connections
- * Delete connections
- * Test and configure connections.

Only users with *InsightAdmin* or *InsightConnectionCreator* role privileges can manage the connections.

The *InsightAdmin* user has the privileges to create as many users as required and to assign the users with appropriate role permissions, provided this user also has the appropriate permissions and privileges on the Oracle WebLogic Server and Oracle Enterprise Manager consoles. In general, it is common for a user to have multiple role privileges. For example, a user Karl can be *InsightAdmin*, *InsightModelCreator*, and *InsightIntegrationArchitect* as well. The number of users and their role permissions are governed by the business need.

For more information, see [Adding Users/Groups to Pre-defined Roles](#) (page 2-1).

Adding Users/Groups to Pre-defined Roles

User roles determine the tasks or activities that a user can perform in the application. Users exist individually or in groups.

Before you can add users/groups to pre-defined roles, you need to:

1. Create Users. See http://docs.oracle.com/html/E24401_02/taskhelp/security/DefineUsers.html for detailed instructions.
2. Associate Users with Groups. See http://docs.oracle.com/html/E24401_02/taskhelp/security/ManageUsersAndGroups.html for detailed instructions.
3. Create Groups. See http://docs.oracle.com/html/E24401_02/taskhelp/security/DefineGroups.html for detailed information.

Oracle Real-Time Integration Business Insight provides six pre-defined roles along with the installation. A *Role* is the group of users designed at the enterprise level and typically used to assign a privilege or permission. A role can also contain other roles as members. Application role is the set of privileges or permissions a user or a group of users has within the application.

If you need to edit/create roles, you must have Admin access to the Oracle Enterprise Manager Fusion Middleware Console.

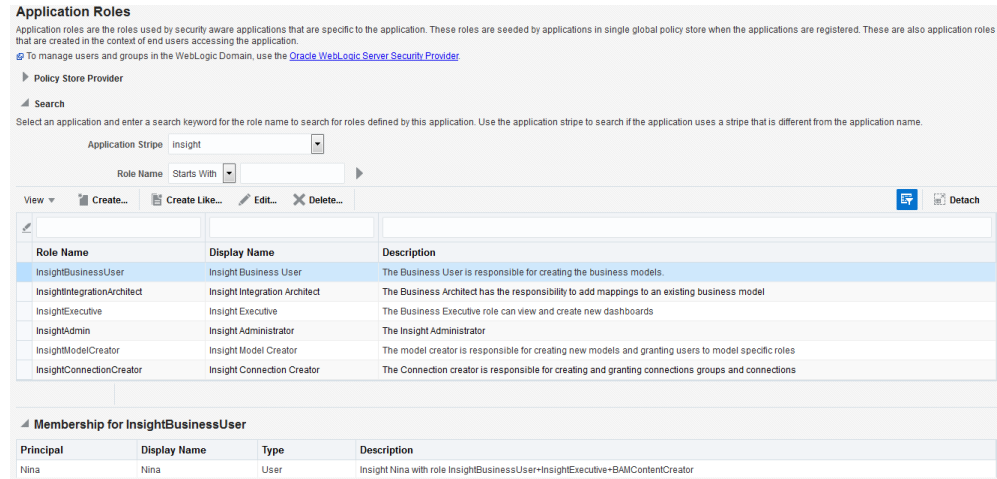
Editing Users Associated with a Role

To add/delete users or groups associated with an existing role:

1. Log in to the *Oracle Enterprise Manager* console as an administrator.
2. Go to **WebLogic Domain > Security > Application Roles**.

The **Application Roles** page opens.

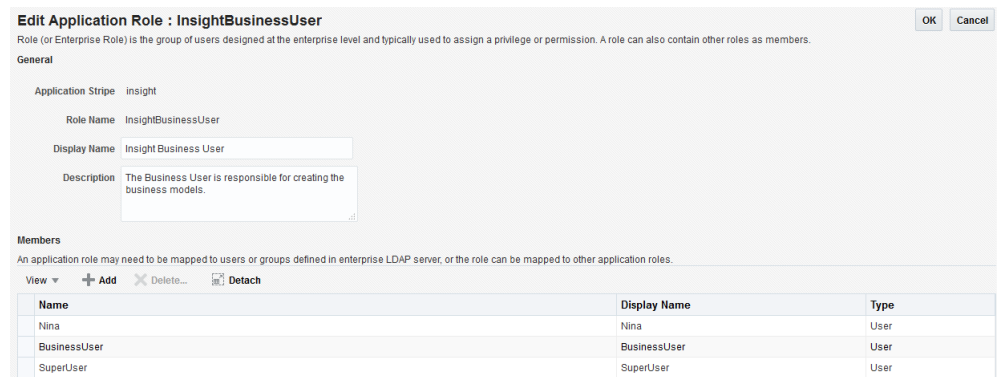
Figure 2-1 Application Roles Page



3. Select *Insight* as the **Application Stripe**.
4. Click the arrow against the **Role Name** field to populate all the existing roles.
5. Select the role to which you want to add/delete users and click **Edit**.

The **Edit Application Role** page opens.

Figure 2-2 Edit Application Role Page



6. Edit the **Display Name** and **Description** if required.
7. Click **Add**.

The **Add Principal** dialog opens.

Figure 2-3 Add Principal Dialog

8. Select **Application Role**, **Group** or **User** as the **Type**. If you select **Group**, all the users in that group will be affected.
9. Search for the user or the group based on the **Principal Name** or the **Display Name**.
10. Select the check box under the **Advanced Options** to enter principal name instead of searching.
 - a. Enter a **Principal Name**. This is a mandatory field.
 - b. Enter a **Display Name**.
11. Click **OK**.

The selected role permission is edited.

Important: Any user who needs permission to access the consoles and the dashboards must be associated with the **BAMContentCreator** group. For detailed instructions about associating users with groups, see http://docs.oracle.com/html/E24401_02/taskhelp/security/AddUsersToGroup.html.

For instructions about deleting groups and users, see http://docs.oracle.com/html/E24401_02/taskhelp/security/ManageUsersAndGroups.html.

2.1 Application Roles that have Access to SOA Servers

Users need special role permissions to access the SOA Servers and deploy composites on them.

The users with the following application roles have access to the SOA Servers:

- SOAAdmin
- SOADesigner
- MiddlewareAdministrator

- MiddlewareOperator
- SOAMonitor
- SOAOperator
- BPMWorkflowAdmin

2.2 Application Roles that Create SOA Connections

Users with special role permissions can create SOA Connections.

The users with the following role permissions can create SOA Connections:

- SOAAuditViewer
- SOAAuditAdmin
- default_ApplicationOperator
- default_Composer
- default_Deployer
- default_Monitor
- default_Tester

2.3 Application Roles that can Configure Connections

Users need special permissions to configure Connections.

The following role permissions are required to configure Connections:

- BPMWorkflowAdmin
- BPMWorkflowCustomize
- BPMAGAdmin
- BPMOrganizationAdmin

Data Connections

Oracle Real-Time Integration Business Insight provides the ability for business users to create an abstract model of an application, and then map that model to implementation on various Oracle Fusion Middleware technologies such as SOA Suite and Service Bus. Mapped models can then be activated and the system observes the application for business activity. Both mapping and runtime extraction of metrics is done using data connections.

Data connections allow the system to communicate with a runtime engine, and must be configured with appropriate location and authentication information. These integrations are hosted on various technologies such as SOA and Service Bus.

A user with the role permissions of an *InsightAdmin* or an *InsightConnectionCreator* have the privilege to create and manage connections. For more information about data connections, see Working with Data Connections in *Using Oracle Real-Time Integration Business Insight*.

3.1 Creating a Data Connection

Only users with the role *InsightConnectionCreator* / *InsightAdmin* can create connections.

To create a data connection:

1. Click the **Administration** tab or the navigational shortcut on the **Home** page.

The **Data Connections** page opens.

2. Click **Create Connection**.

The **Create Connection** dialog opens.

3. Enter the following details:

- a. **Name:** an appropriate name for the connection
- b. **ID:** a unique identifier for the connection which gets generated automatically. You can modify it if required.
- c. **Description:** enter a suitable description for the connection
- d. **Type:** select the type of connection, SOA or Service Bus
- e. **Host Name:** the host name for the connection

Note: You can create a connection to a SOA Suite Server or Service Bus running within the same domain or on a different domain . The SOA Suite / Service bus Insight Agents should be running on the SOA Suite/Service bus servers for the insight data connections to connect to them .Also note that this version of Insight does not support multiple instances of Insight that are mapped to a single agent.

- f. **Port Number:** an appropriate port number for the connection
 - g. Select **SSL Enabled** if you want the connection to be enabled with SSL.
 - h. **Login:** the user name to be used for the connection
 - i. **Password:** the password to be used for the connection
4. Click **Test Connection** to test if a successful connection is established to the Server with the provided parameters.

If the connection is established successfully, you see a **Configured** message.

For more information, see [Testing a Data Connection](#) (page 3-5).

5. Click **Create**.

Figure 3-1 Create Connection Dialog

Create Connection [X]

Create Connection by completing the below values

Name Enter an appropriate name for the connection

ID Enter a unique ID for the connection

Description Enter a suitable description for the connection

Type [Dropdown]

Host Name Enter a host name for the connection

Port Number Enter a port number for the connection

SSL Enabled

Login Enter a login name to be used for the connection

Password Enter a password to be used for the connection

[Test Connection](#)

[?] [Cancel] [Create]

After a connection is created, there are 3 states a connection can be in.

- *Draft* state if the connection has not been tested yet
- *Configured* state if the connection has been tested either while creating or editing it, and the test has passed
- *Disconnected* state if the connection has been tested either while creating or editing it, and the test has failed.

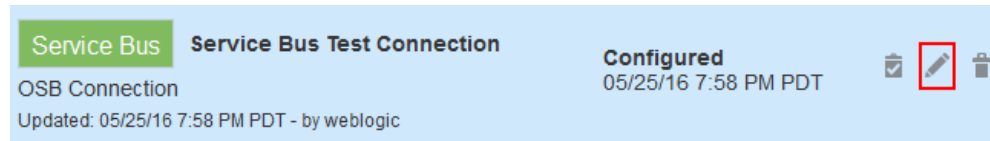
3.2 Editing a Data Connection

Only users with the role *InsightConnectionCreator/InsightAdmin* can edit/update connections.

To edit a connection:

1. Click the **Administration** tab or the navigational shortcut on the **Home** page.
The **Data Connections** page opens.
2. Click the **Edit** icon (the pencil icon) next to the connection you want to edit.

Figure 3-2 *Edit Connection*



The **Edit Connection** dialog opens.

Figure 3-3 Edit Connection Dialog

Edit Connection [X]

Edit Connection by updating the below values

Name: Service Bus Test Connection

ID: ServiceBusTestConnec

Description: OSB Connection

Type: Service Bus

Host Name: slc03spf.us.oracle.com

Port Number: 7001

SSL Enabled

Login: weblogic

Password: ●●●●●●

Configured

Retest Connection

Cancel Save

3. Modify the fields that you need to update.
4. Click **Retest Connection** to test the connection with the changes you have made.

The connection state changes to **Configured** if the test passes or **Disconnected** if the test fails.

5. Click **Save** to commit the changes you made.

The data connection is updated with your changes.

3.3 Testing a Data Connection

Testing a data connection is essential, because it ensures that the credentials entered are valid and the connection can be used for implementation.

You can use tested connections for implementing mappings in new models. Only users with the role *InsightConnectionCreator/InsightAdmin* can test connections.

To test a data connection:

1. Click the **Administration** tab or the navigational shortcut on the **Home** page.

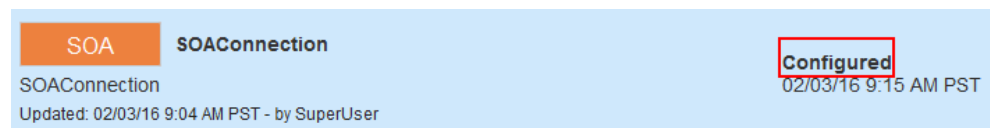
The **Data Connections** page opens.

2. Click the **Test Connection** icon against the connection you want to test.

The state of the connection changes to **Configured** if the test passes. Else the state changes to **Disconnected** if the test fails. The test may fail because of either of the following reasons:

- the provided credentials are incorrect
- the Server referred to in the connection is unavailable.

Figure 3-4 Connection Tested



3. Click **Test All** on the **Data Connections** page to test all the connections at a time.

Note: You cannot test the connections with the **Test All** button if the connections are in *Draft* state.

3.4 Deleting a Data Connection

You can delete data connections that are no longer in use. Only users with the role *InsightConnectionCreator/InsightAdmin* can delete data connections.

To delete a data connection:

1. Click the **Administration** tab or the navigational shortcut on the **Home** page.

The **Data Connections** page opens.

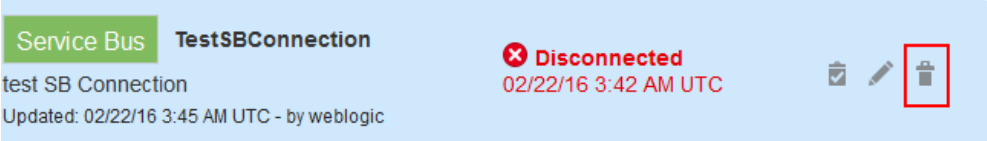
2. Click the **Delete Connection** icon against the connection you want to delete.

The **Delete Connection** icon will be enabled only if the data connection is in a :

- *Disconnected* state
- *Draft* state
- *Configured* state but not used in any active model.

Note: You cannot delete a data connection if it is being used in an activated model.

Figure 3-5 Delete Icon for a Data Connection



The selected data connection is deleted.

Reports

Oracle Real-Time Integration Business Insight application provides a few reports by default. the application also provides the ability to configure custom reports. However, the Reports functionality is available only for users with certain role permissions.

Only a user with role permission of *InsightAdministrator* can configure the reports in Oracle Real-Time Integration Business Insight application. Users with *InsightExecutive* and *InsightModelCreator* privileges can only view the reports.

If the reports are not configured, you see the following error message on the **Reports** page.

Figure 4-1 Reports Not Configured

Reports are unavailable The Reports page has not been configured. Please contact your administrator.

4.1 Configuring Reports

You must configure the reports for them to appear in the application. Only a user with role permission of *InsightAdministrator* can configure the reports.

To configure reports:

1. Install BI Publisher 11.1.1.7 and apply patch set 5.
2. Apply the Oracle Automated Release Updates (ARU) patch to BI Publisher.
This patch is required for the graphs to render when viewing HTML reports.
3. Log in to BI Publisher as a user with administrative permissions. The URL for BI Publisher looks like: The URL for BI Publisher is of the format: `http://<hostname>:<port>/xmlpserver/` and the default port is 9704.
4. Navigate to **Administration > Runtime Configuration > Properties**.
5. Enable the following flags under **HTML** section.
 - a. Embed images and charts in HTML for offline viewing: *True*.
 - b. Use SVG for charts: *True*.
6. Navigate to **Administration > Data Sources > JDBC Connection**.
 - a. Click **Add Data Source** and enter the following values:
 - **Data Source Name:** Insight
 - **Driver Type:** Oracle 11g.

- **Database Driver Class:** `oracle.jdbc.OracleDriver`
- **Connection String:** `jdbc:oracle:thin:@<hostname>:<port>:<sid>`
- **User name:** `<RCU_PREFIX>_soainfra`
- **Password:** password specified in RCU when creating users.

b. Add a **Clarifier** with the following values:

- values: the username and password for schemas created by RCU during installation

A clarifier is essential as RCU will be run for BI Publisher and any SOA or OSB that Insight integrates to.

A database connection to the Insight database in BI Publisher is created.

7. Click **Create BI Publisher Users** to create users with appropriate permissions to create and configure reports in Insight. For more information, see [Adding Users/Groups to Pre-defined Roles](#) (page 2-1).

8. Click **Upload** to upload the default Insight reports in the BI Publisher.

a. Download the file `soa/reports/Oracle_Integration_Insight_Reports.xdrz` from the `ORACLE_HOME` on the WebLogic server.

b. Navigate to **Catalog**.

c. Click **Shared Folder**.

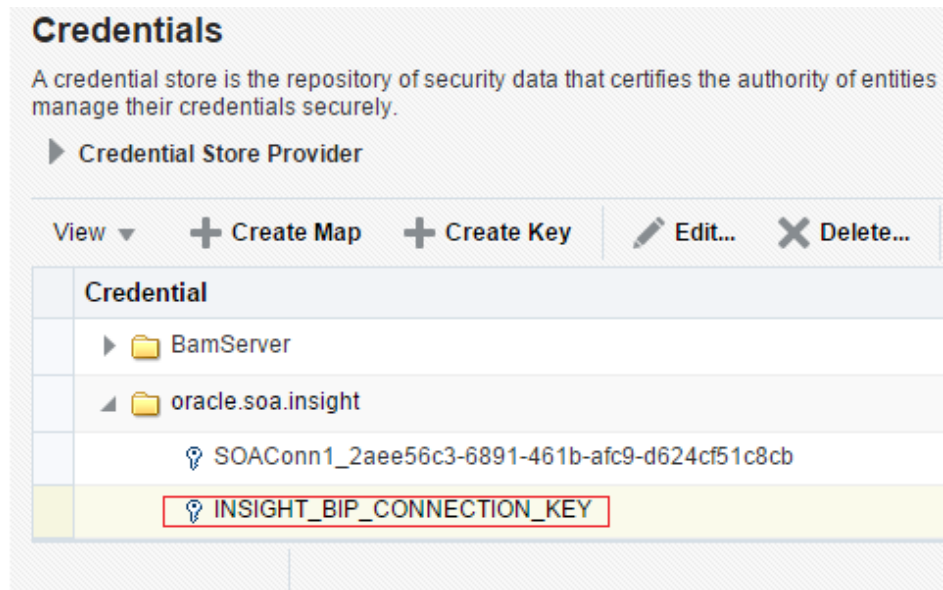
d. Click **Upload Resource** and upload the `Oracle_Integration_Insight_Reports.xdrz` file (the file you downloaded in step a).

A **Catalog** folder within `Shared Folders/Oracle Integration Insight Reports` is created.

9. Enter the user credentials for the BI Publisher users.

a. Navigate to **Security > Credentials** in the Enterprise Manager Fusion Manager Control.

Figure 4-2 Enterprise Manager Fusion Middleware Control Credentials Screen



- b. Expand `oracle.soa.insight` and select **INSIGHT_BIP_CONNECTION_KEY**. If `oracle.soa.insight` does not exist, click **Create Map** to create it, and then create the key **INSIGHT_BIP_CONNECTION_KEY** using **Create Key**.
- c. Click **Edit** to enter or edit the user name and password. These credentials are for the BI Publisher.

The Edit Key Dialog opens. Enter the following details:

Figure 4-3 Edit Key Dialog

Edit Key

Select Map oracle.soa.insight

Key INSIGHT_BIP_CONNECTION_KEY

Type Password

* User Name

* Password

* Confirm Password

Description

OK Cancel

- i. **User Name:** enter the user name you want to use to log in to BI Publisher. This is a mandatory field.
- ii. **Password:** enter a password to log in to BI Publisher. This is a mandatory field.
- iii. **Confirm Password:** re-enter the password you entered in the above step. This is a mandatory field.
- iv. **Description:** enter a suitable description for the key. This is an optional field.
- v. Click OK.

10. Navigate to the InsightConfigBean in System MBean Browser.

Figure 4-4 ConfigMBean:InsightConfigBean

System MBean Browser

Application Defined MBeans: ConfigMBean:InsightConfigBean

Information
The changes made on this mbean are not managed by the configuration session. The changes will be applied immediately. You cannot undo the changes in the Change Center.

Show MBean Information

Name	Description	Access	Value
1 BAMMetricsRetentionPeriod	Number of days for which insight collected metrics will be retained...	RW	90
2 BatchSize	Number of events that the eventprocessor will process together...	RW	1000
3 BI_SERVER_PASSWORD	CSF Password Credential Key for the BI Publisher server	RW	INSIGHT_BIP_CONNECTION_KEY
4 BI_SERVER_URI	URL of the BI Publisher server. Requires protocol (http), host (...)	RW	http://sic01fco.us.oracle.com:19704
5 BI_SERVER_USERNAME	Username for the BI Publisher server	RW	

The `BiUserServerName` field is unused and the `BiServerPassword` contains `INSIGHT_BIP_CONNECTION_KEY`, which is the default value.

11. Create a connection to the BI Publisher server by updating the MBean in Insight.
 - a. Login to Oracle Enterprise Manager Fusion Middleware Control console in the Insight domain.
 - b. Navigate to **WebLogic Domain > System MBean Browser**
 - c. Open **MBean Browser**.
 - d. Expand the **InsightConfigBean**. The attributes are:
 - `BiServerPassword` — The CSF Password Credential Key for the BI Publisher Server. The key should be `INSIGHT_BIP_CONNECTION_KEY` as created in the Credential Store.
 - `BiServerUrl` — URL of the BI Publisher Server. Enter a value similar to `http://<host:port>/`. Do not forget to include the port number in the URL. The integration automatically appends `xmlpserver/` to the end of this URL. Hence, only the protocol, host, and port are included.
 - `BiServerUsername` — this attribute is not used.

The Reports are configured.

The configuration must be validated by logging in to the Insight application. You see reports when you navigate to **Reports**. The reports start generating the data when you have created and activated models in the application.

4.2 Understanding Reports

Each of the default reports is meant for a specific purpose and displays certain data.

When the administrator configures the reports, the following reports are available by default:

1. *Most Recent Milestone* report — provides information about instances based on the most recent milestone passed.
2. *Milestone Performance* report — focuses on all milestones over the lifetime of instances tied to a given model. The elapsed time between a milestone and the following milestone will be aggregated together into an average to identify how long instances are taking to progress and identify hotspots.
3. *Instances* report — focuses on the Instances of a particular Insight Model. The report can show the Summary or Detail views.
4. *Exception - Instances in Error Status* report — provides information tracked about the identified error milestones. The instances which have reached an error milestone most recently are reported.
5. *Exception - Stuck Instances* report — provides information tracked about the milestones with a currently executing duration exceeding the Threshold (seconds). Only open instances are included in the report.

For more information about Reports, see Working with Reports in *Using Oracle Real-Time Integration Business Insight*.

4.3 Adding Custom Reports

Oracle Real-Time Integration Business Insight provides you an option to add custom reports. You can configure the data that the custom reports display.

To add custom reports:

1. Log into BI Publisher as an administrator.
2. Navigate to **Catalog**.
3. Navigate to Shared Folders/Oracle Integration Insight Reports.
4. Locate the folder provided by the Insight distribution named **Custom Reports**.
5. Create and copy a report into this folder.
 - a. Create a report using BI Publisher by querying the JDBC data source named **Insight**.
 - b. Parameters are limited to types Menu, Date, and Text.
 - c. The report will be available immediately within Oracle Real-Time Integration Business Insight console. Hence, it is recommended to build the report in another folder and copy only the validated report to **Custom Reports** folder when the report runs as expected.
6. Refresh the **Reports** page in Oracle Real-Time Integration Business Insight console.

The new custom report now appears below the default reports.

Purging

Purging permanently removes data from the *Insight Event Store*. The metrics collected as part of Insight need to be purged based on a configuration to maintain database growth and application performance.

The data for Insight is stored in the *Insight Event Store* and in the Business Activity Monitoring Data Objects created for each of the Insight activated models. Data in these two sources needs to be purged periodically based on configuration provided through the **ConfigMBean** of Insight.

5.1 InsightConfigBean Parameters

Configurable MBeans and MBean parameters determine the purge settings for data objects and events in Insight.

The following configurable parameters will be made available as part of the **InsightConfigBean**. The mBean is as follows:

```
com.oracle.procmon.engine.management.mbeans.impl:name=InsightConfigBean,type=ConfigMBean,Application=insight
```

Parameters

The details of the parameters are described below:

- **BAMMetricsRetentionPeriod** — this parameter controls the retention period of the metrics captured as part of BAM Data Objects . The default value is *90* days. Once the attribute is updated, the retention period of BAM Data Objects of all activated models gets updated with the same value. A value of *0* signifies that the metrics will be retained indefinitely and never be purged.
- **EventStoreRetentionPeriod** — this parameter controls the retention period of the raw events captured. The default value is *-1*, which implies that table data will be purged immediately once they are processed and metrics published in BAM. A value of *0* implies that data will not be purged. A change in value of this attributes needs a server restart for the purge job to take effect.

5.2 Purging Events Captured in Event Store

Insight events generated by agents are persistent in the database tables A purge job runs to purge data based on the **EventStoreRetentionPeriod** attribute in **InsightConfigBean** attribute comparing the **CREATION_DATE** column.

The default value is *-1*, which means the purge job will always be running in background and deletes events once they are processed. Once a non-zero value is configured in the mBean, a server restart is required for the purge job to pick up the configured value. Any events older than the retention period (comparing **CREATION_DATE** column will be deleted.

You can purge only successful events.

5.3 Purging Metrics Captured in BAM Data Objects

During activation of a model, BAM Data Objects specific to the model get created. To purge the metrics captured in these Data Objects, you need to leverage the BAM data retention feature. Based on the `BAMMetricsRetentionPeriod` in the **InsightConfigBean**, the retention period of the data in these Data Objects will be set.

The default value is *90*. BAM internal jobs will take care of purging of metrics created beyond the retention period. A nightly job takes care of the purging, the time of running the purge job is done through the BAM configuration. An update of **InsightConfigBean** attribute results in immediate update of the retention period of all activated model Data Objects. The BAM metrics are a global configuration and not model specific.

Cleaning BAM Data Objects and Projects

After completing T2P for Business Activity Monitoring in a new target environment, you must perform the cleanup actions listed in this section for smooth functioning of Oracle Real-Time Integration Business Insight. This cleanup ensures that model activation can be done without any issues following the cleanup.

To clean-up data objects and projects:

1. Login to Oracle Business Activity Monitoring Composer.
2. Open the project for an Insight model. The display name of the Project will be similar to *Insight<Model Name>*.
3. Delete this project.
4. Click the **Administrator** tab.
5. Expand the data objects tree to the node *Data Objects -> oracle -> insight -> <Model Node Name>*.

You can see that the *<Model Node Name>* is in lower case and does not contain any whitespaces.

6. Delete this node. Be careful while selecting the node for the model.

WARNING: Do not delete the nodes for any other model or the internal node.

