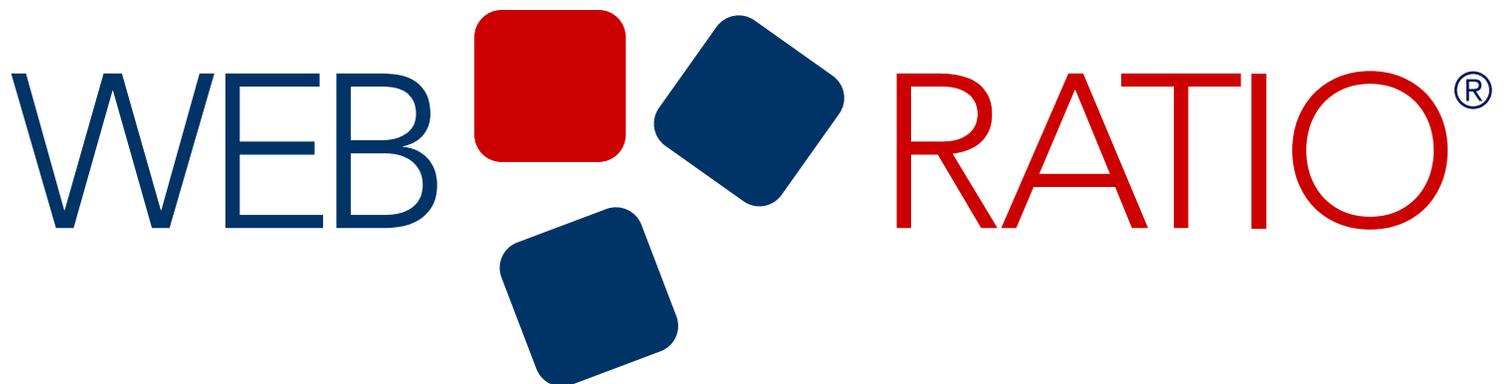
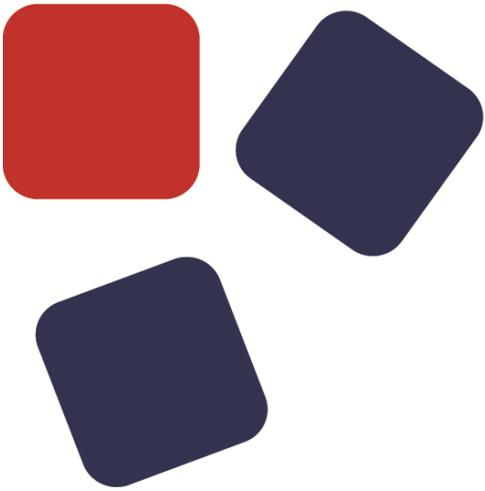


# WebRatio Cloud Dashboard User Guide





# WEBRATIO CLOUD DASHBOARD USER GUIDE

REV.02

## Copyright © 2014 WebRatio s.r.l – All rights reserved.

This document is protected by copyright and distributed under licenses restricting its use, copying, distribution, and decompilation. No part of this document may be reproduced in any form by any means without prior written authorization of WebRatio and its licensors, if any.

WebRatio, the WebRatio logo, are trademarks or registered trademarks of WebRatio in Italy and other countries.

DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID.

THIS MANUAL IS DESIGNED TO SUPPORT AN INSTRUCTOR-LED TRAINING (ILT) COURSE AND IS INTENDED TO BE USED FOR REFERENCE PURPOSES IN CONJUNCTION WITH THE ILT COURSE. THE MANUAL IS NOT A STANDALONE TRAINING TOOL. USE OF THE MANUAL FOR SELF-STUDY WITHOUT CLASS ATTENDANCE IS NOT RECOMMENDED.

Ce document est protégé par un copyright et distribué avec des licences qui en restreignent l'utilisation, la copie, la distribution, et la décompilation. Aucune partie de ce document ne peut être reproduite sous aucune forme, par quelque moyen que ce soit, sans l'autorisation préalable et écrite de WebRatio srl.

LA DOCUMENTATION EST FOURNIE "EN L'ETAT" ET TOUTES AUTRES CONDITIONS, DECLARATIONS ET GARANTIES EXPRESSES OU TACITES SONT FORMELLEMENT EXCLUES, DANS LA MESURE AUTORISEE PAR LA LOI APPLICABLE, Y COMPRIS NOTAMMENT TOUTE GARANTIE IMPLICITE RELATIVE A LA QUALITE MARCHANDE, A L'APTITUDE A UNE UTILISATION PARTICULIERE OU A L'ABSENCE DE CONTREFAÇON.

CE MANUEL DE RÉFÉRENCE DOIT ÊTRE UTILISÉ DANS LE CADRE D'UN COURS DE FORMATION DIRIGÉ PAR UN INSTRUCTEUR (ILT). IL NE S'AGIT PAS D'UN OUTIL DE FORMATION INDÉPENDANT. NOUS VOUS DÉCONSEILLONS DE L'UTILISER DANS LE CADRE D'UNE AUTO-FORMATION.

WebRatio srl

P.le Cadorna, 10 – 20123 Milano ITALY

Tel. +39 02 3671 4280 – Fax +39 02 3671 4291

[www.webratio.com](http://www.webratio.com) – [contact@webratio.com](mailto:contact@webratio.com) – [webratio@pec.webratio.com](mailto:webratio@pec.webratio.com)



## TABLE OF CONTENTS

Table of Contents.....	3
Introduction.....	4
WebRatio Cloud Dashboard Organization .....	5
Account section .....	5
Guest Account .....	7
Application Details section .....	9
Server .....	10
Database .....	10
Monitoring .....	11
Logs.....	13
Domain alias .....	16
Troubleshooting .....	17

## INTRODUCTION

The WebRatio Cloud Dashboard is the place where you can configure and manage all the applications deployed on the WebRatio Application Cloud plans that you own.

The WebRatio Cloud Dashboard is available when you own at least one WebRatio Application Cloud Plan. If you want to buy a WebRatio Application Cloud plan, go to [www.webratio.com/portal/content/en/pricing](http://www.webratio.com/portal/content/en/pricing).

Once you own a WebRatio Application Cloud plan you can find your subscription on the My Subscription page. From here you can access the plan details that also include the link to the WebRatio Cloud Dashboard.



## WEBRATIO CLOUD DASHBOARD ORGANIZATION

The WebRatio Cloud Dashboard is organized in sections. You have one section for each WebRatio Application Cloud Plan you own, and one section dedicated to the Account's main information.

### Account section

In this section you can find the summary of your Account, including the list of all WebRatio Cloud Application Plans you own.

The main account information is shown in the following image.

#### accountexample

Security credentials consist of an access key id (such as FODNNAKIAIOS7EXAMPLE) and a secret access key (such as CA7F4920X7F5CX40F8X83AAX3598BE549F66). You use your security credentials in WebRatio to deploy your Web application on this Cloud account.

```
Access key id:    FODNNAKIAIOS7EXAMPLE
Secret access key: CA7F4920X7F5CX40F8X83AAX3598BE549F66
Regenerate keys
```

- The page title is the "Account name". The Account Name is the symbolic name you chose when you bought your first WebRatio Application Cloud Plan. This name is unique and cannot be changed.
- The security credentials. Security credentials consist of an Access Key Id (such as FODNNAKIAIOS7EXAMPLE) and a Secret Access Key (such as CA7F4920X7F5CX40F8X83AAX3598BE549F66). You use security credentials in WebRatio to deploy your Web application on one of the WebRatio Application Cloud Plans connected to your account.

You can decide whether to update the security credentials, which you do by pressing the "Regenerate Keys" button. This operation must be used carefully.

For security purposes, such as preventing a user who is no longer working on the project from deploying on your WebRatio Application Cloud Plan, you can regenerate the keys, making the previous ones invalid.

## WEBRATIO CLOUD DASHBOARD USER GUIDE

Remember that once you regenerate the keys, you must update the configuration of the WebRatio Cloud Provider in WebRatio in order to be able to deploy a Web application.

The applications list shows the application name, status and location for each application. You can also see the application's details by pressing the "Details" link.

Name	Status	Location	
app1	RUNNING	<a href="http://accountexample-app1.eu.webratio.net">http://accountexample-app1.eu.webratio.net</a>	<a href="#">Details</a>
app2	RUNNING	<a href="http://accountexample-app2.eu.webratio.net">http://accountexample-app2.eu.webratio.net</a>	<a href="#">Details</a>
app3	RUNNING	<a href="http://accountexample-app3.eu.webratio.net">http://accountexample-app3.eu.webratio.net</a>	<a href="#">Details</a>

The "Application name" is the name you chose for the specific application during the purchase process.

The "Location" is the direct link you use to access your application. This link is automatically built and cannot be changed. Pressing this link lets you start navigating your application in a new browser window.

The "Status" shows you the current status of your WebRatio Cloud Application Plan. You can find one of the following options:

- **Provisioning.** You just bought this WebRatio Cloud Application Plan and WebRatio is setting it up.
- **Running.** Your WebRatio Cloud Application Plan is up and running and you can see its details.
- **Suspended.** Your Cloud Free Account is not used for more than two hours and tomcat is therefore off.
- **Unavailable.** Your WebRatio Cloud Application Plan is expired and WebRatio is going to remove it because you didn't renew the subscription. If you have renewed the subscription and the status still is "Unavailable" please send an email to [support@webratio.com](mailto:support@webratio.com).

If you have more than one account (e.g. a free account and a dedicated account) , you may move between them by clicking on the gray arrow next to the domain you are currently viewing. You will see the list of the available accounts and you can choose which one to view.



<b>freee34dc</b>	▶	free1e583 (Professional) prool-00010-92000-47288
<b>freeapp</b>	[RUNNING]	freee34dc (Community) comol-00005-26778-86179
		freeec88a (Enterprise) entol-00012-21681-73306
		mycloudspace

### Guest Account

WebRatio Cloud Dashboard provides a type of account that is called the guest account.

By using a guest account you can work on cloud applications deployed on cloud accounts owned by others, and operate the applications just as if they are yours.

In order to activate a guest account, you need to obtain security credentials ("Access key id" and "Secret access key") from the actual owner of the WebRatio Cloud Account.

Once you got credentials, press the Settings button in the menu at the right top of the page.

Then, enter credentials in the corresponding fields and press the Add Account button.

WEB RATIO®

Welcome John Doe   Logout   **Settings**   Help

### Settings

This page lets you manage your guest accounts. A guest account is an account on which you cooperate in handling the cloud application deployed on them. To add a new guest account you need to know its security credentials.

**Guest accounts**  
You don't have guest accounts.

**New guest account**

Access key id \*

Secret access key \*

**Add account**

You can have more than one active guest account at the same time. On the left side of the page you can see the complete list of all guest accounts to which you are connected. Each account in this list can be removed by pressing the Remove button in the corresponding row.

# WEBRATIO CLOUD DASHBOARD USER GUIDE



Welcome John Doe [Logout](#) | [Settings](#) | [Help](#)

## Settings

This page lets you manage your guest accounts. A guest account is an account on which you cooperate in handling the cloud application deployed on them. To add a new guest account you need to know its security credentials.

### Guest accounts

domain	
myGuestDomain	<a href="#">Remove</a>

### New guest account

Access key id \*

Secret access key \*

[Add account](#)

You can switch from one account to another whenever you need. In order to accomplish this operation, just click on the arrow next to the account name, on the left side of your home page. A short list containing all your accounts will appear, so you can easily select an account to switch to. As you can see in the following image, guest accounts are marked by the label "(Guest)".



### accountexample

app1	[RUNNING]
app2	[RUNNING]

### accountexample

- guestexample (Guest) st of an acc

key (such as CA7F4920X7F5CX40F8 to deploy your Web application on

Every time you view a guest account, a message will remind you that you are using that account as a guest.



Welcome John Doe [Logout](#) | [Settings](#) | [Help](#)

### guestexample

app1	[EXPIRED]
------	-----------

### guestexample (Guest)

You are viewing this account as guest. You can operate on the Cloud Application like they are yours.

Security credentials consist of an access key id (such as FODNNAKIAIOS7EXAMPLE) and a secret access key (such as CA7F4920X7F5CX40F8X83AAX3598BE549F66). You use your security credentials in WebRatio to deploy your Web application on this Cloud account.



## Application Details section

The Application Details section lets you see all the information related to the WebRatio Application Cloud Plan you bought, and allows you to configure and manage the Web application you deployed on it.

### accountexample / app1

Status:	RUNNING
Location:	<a href="http://accountexample-app1.eu.webratio.net">http://accountexample-app1.eu.webratio.net</a>
Size:	S App
Max registered users:	50
Max concurrent requests:	15
Data storage:	500 Mb

The information reported about the WebRatio Application Cloud Plan is the same as reported in the applications list in the Account section, plus additional information that includes:

- The "Size" of your WebRatio Application Cloud Plan (e.g. XS App, S App, M App, L App, Custom Elastic);
- The "Max registered users" associated to the specific size. This is the maximum number of users you can have stored inside the "User" table on the application database.
- The "Max simultaneous concurrent requests" associated to the specific size. This value represents the maximum number of HTTP requests that the application server is able to handle, at the same time, for your Web application
- The "Data storage" available for the application database associated to the specific size. The "Data storage" is expressed in megabytes (MB).

A tab list lets you configure and manage the deployed Web application. You have four tabs at your disposal: "Server", "Database", "Monitoring", "Logs" and "Domain alias". Let's see the content of each tab.

## WEBRATIO CLOUD DASHBOARD USER GUIDE

### Server

Server Database Monitoring Logs Domain

Status: RUNNING  
Type: Apache Tomcat 7.0.53  
Java version: Java HotSpot(TM) 64-Bit Server VM 1.7.0\_45-b18 64 bit  
Java options: -Xmx256m -XX:MaxPermSize=128m -XX:+UseCompressedOops -server

Restart  Clear logs on restart

Here you can see the main information about the dedicated application server in your WebRatio Application Cloud Plan. This information includes the actual status, the Tomcat version, the java version and java options. This information can be useful if you have a local development environment and you want it to be the same as the one you have in the cloud.

You can also restart the application server if needed, by pressing the "Restart" button. Moreover you can choose whether you want to clear the application log on restart.

### Database

Server Database Monitoring Logs Domain

Status: RUNNING  
Type: MySQL Community Server 5.6.17 Download Driver JDBC  
Server: 54.76.2.176  
Port: 3306  
Database name: app1  
Username: app1  
Password: app1password

Create snapshot

### Snapshots

You can have no more than 5 snapshots.

5/9/14 4:14:05 PM AVAILABLE [Download](#) [Delete](#)

Here you can see the main information about the dedicated database you have in your WebRatio Application Cloud Plan. You can find the database status, the exact version of the MySQL database and the connection information composed of server, port, database name, username and password. You can use the connection information in order to configure a database administration tool, such as MySQL Workbench, and then manage the database content directly from that tool.



You can also create and manage the database's snapshots. A snapshot is the dump of the database at a specific moment. The dump includes both the database structure and content. You can have no more than 5 snapshots. If you have reached the maximum number of snapshots allowed and then try to create another snapshot, an error message is displayed. In order to be able to create an additional snapshot, you need to delete one of the existing snapshots and then create a new one.

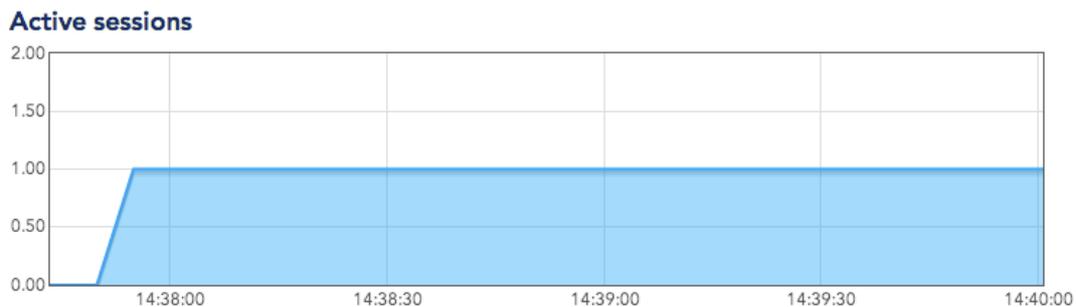
You can also download a snapshot in order to keep track of the state of the database at a particular time. Also, if you have a problem with the Web application and you contact the Support Service, it can be useful to send a dump of the database as additional information that can be used to facilitate the work of reproducing the problem and getting faster resolution.

### Monitoring

Here you can see a set of charts showing you the current status of the Web application deployed on the WebRatio Application Cloud Plan. Let's see each chart in detail.

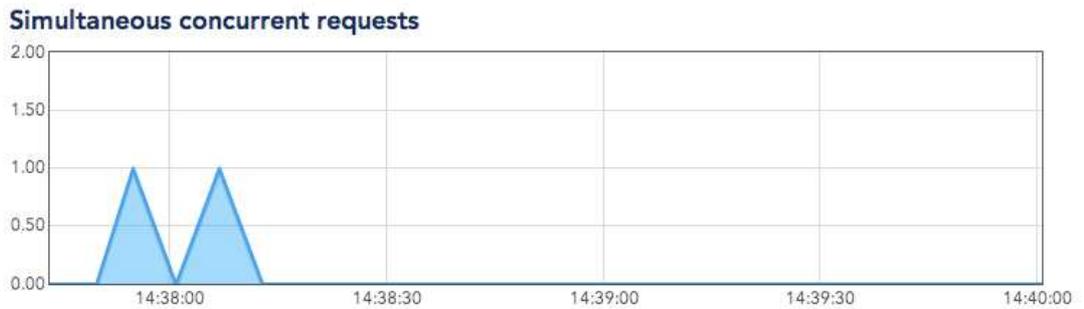
#### Active sessions

This chart shows the number of users who are currently using the Web application, in terms of active http sessions.



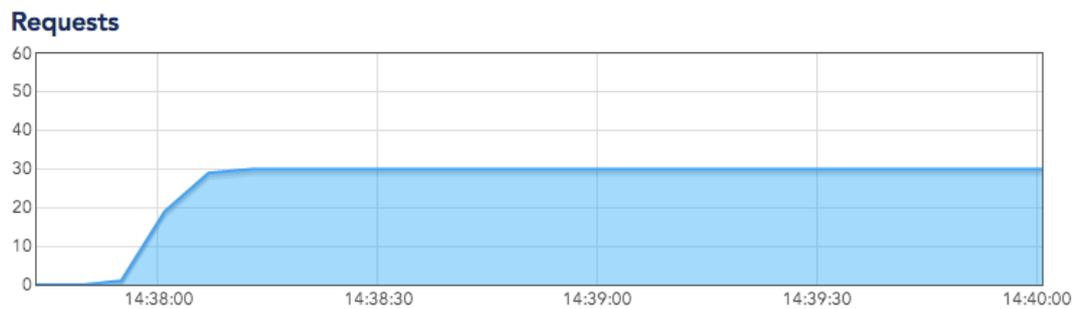
### Simultaneous concurrent requests

This chart shows the number of HTTP requests that the application server is currently handling.



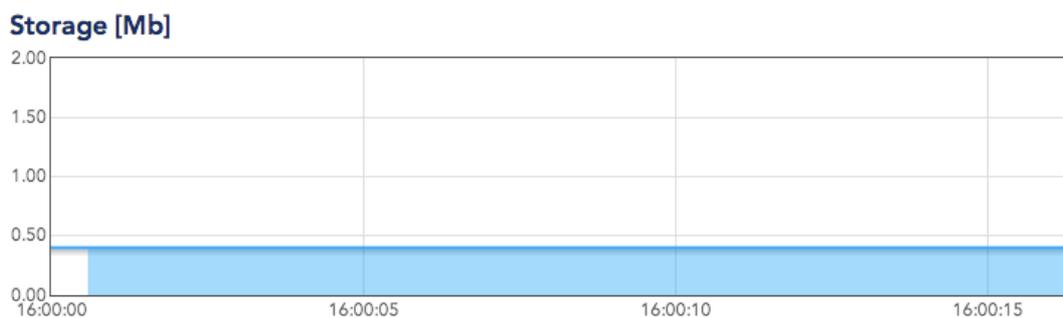
### Requests

This chart shows the total number of HTTP requests handled by the application server since the last time the application server was restarted.



### Data Storage

This chart shows the disk space currently occupied by the database of the plan. WebRatio Application Cloud

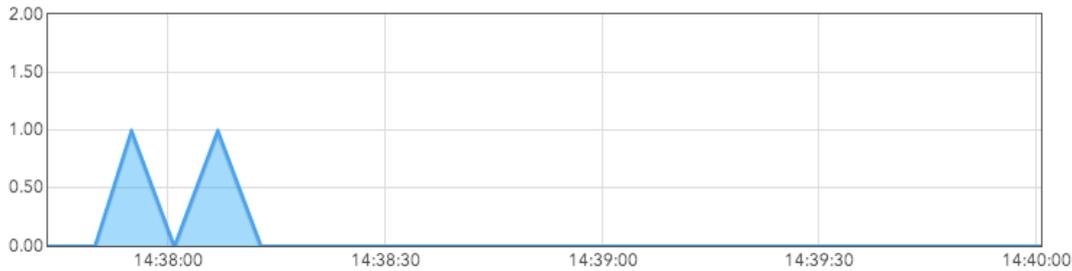




### Active Connection Count

This chart shows the number of active JDBC connections currently handled by the application server.

Active connection count

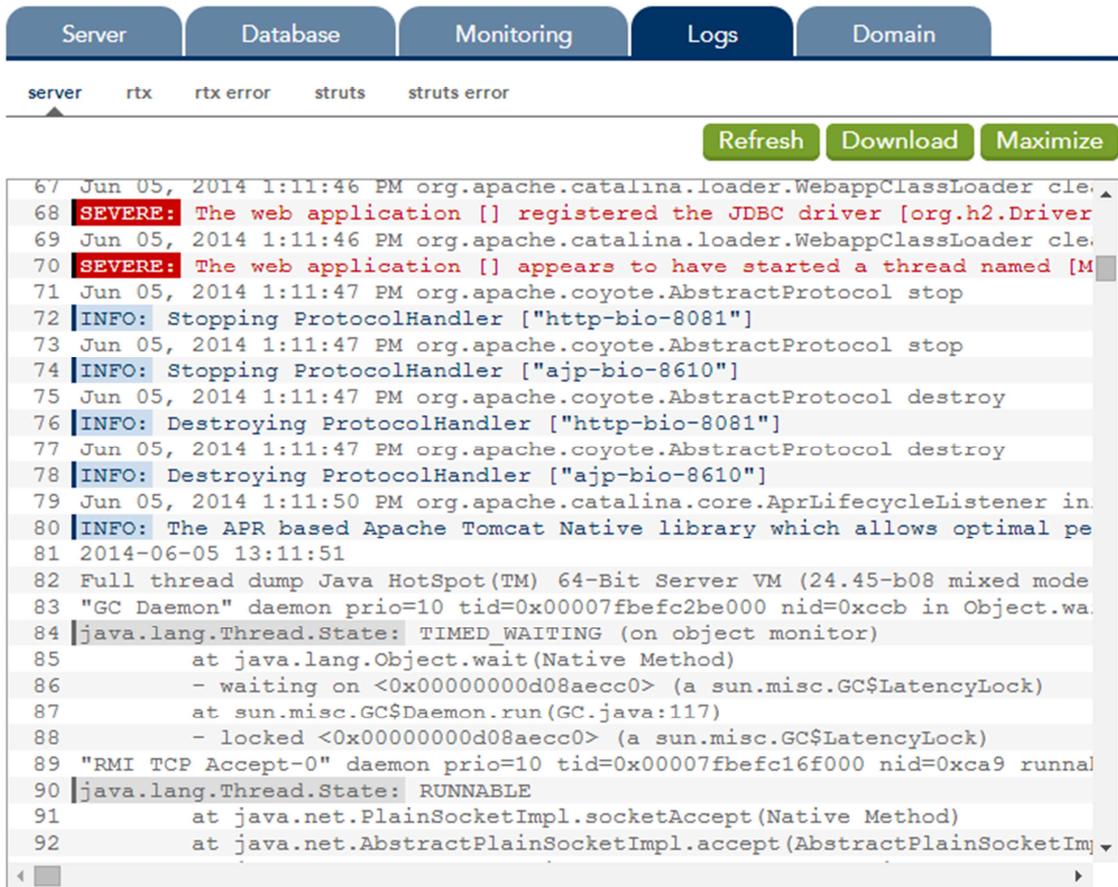


### Logs

Here you can find all the Web application logs and the application server log. The full list of the logs you can analyze includes:

- The "Server" log, which traces the history of the application server behavior;
- The "RTX" log, which traces the history of the view components, pages and operations executed, along with the executed queries and runtime errors;
- The "RTXError" log, which traces all the runtime errors;
- The "Struts" log, which traces the execution of "Pages" and "Components", the executed "Flows" and the "Data Flows", along with the outcome of their execution;
- The "StrutError" log, which is log of the "Struts Framework" errors;
- The "BPM" log, which traces the history of the executed business processes, if any, contained in the Web application.

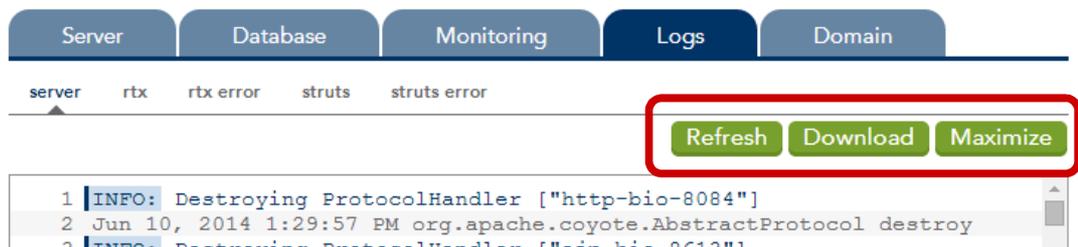
## WEBRATIO CLOUD DASHBOARD USER GUIDE



As shown in the image above, each type of message is displayed differently.

For example, errors are highlighted in red, information messages in blue color, and so on.

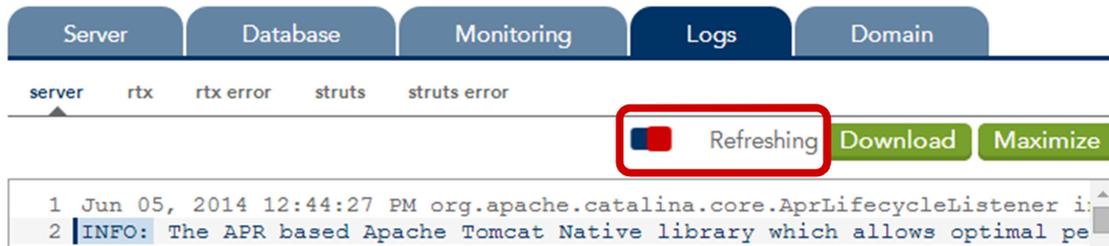
The log section also provides some specific functions to facilitate reading log content. You can find all these options at the top of the log window:



**Refresh** – If you are reading log information and want to update the log file with all the last recorded information, you need to refresh your log files. You can update the content of the log file by pressing the Refresh button. A short



animation will replace the button during the operation, in order to show the execution in progress.



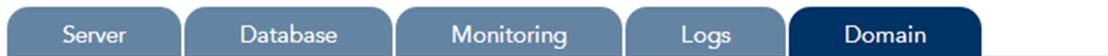
**Download** – You can download log files in order to be able to carefully go through them and find the reason for an undesired behavior.

**Maximize/Minimize** – You can expand the displayed area of the log so that you can more easily read all the information contained in the log. To enlarge the log window, press the Maximize button. To restore the log window to its initial size, press the Minimize button.



### Domain alias

Here you can configure your custom domain name for your Web application. To use your domain, you'll need to update your domain's DNS record to point to your application's default domain name using a "custom domain name". You can insert this name in the shown in this section, and then press the Save button.



#### Domain name alias

To use your domain, you'll need to update your domain's DNS record to point to your application's default domain name using a "custom domain name". You can insert this name in the field shown below.

Save



## TROUBLESHOOTING

**Question: The database space is reaching the maximum size allowed. What should I do?**

Answer: You can contact the WebRatio Global Support by writing to [support@webratio.com](mailto:support@webratio.com). Please provide an overview of the database in use, also a snapshot of the current situation so that we can perform checks on it.

**Q:The application is not running and the "Restart" button doesn't work. How can I restart the Tomcat?**

A:Contact WebRatio Global Support by writing to [support@webratio.com](mailto:support@webratio.com).

**Q: When I contact the support service, which data should I provide?**

A: It may be useful to provide a snapshot of the database, the log files (RTX, RTXError, Struts, StrutsError, BPM) and, if needed, the project on which you are working.

**Q: What should I do when I have reached the maximum number of registered users allowed?**

A: When you reach the maximum number of registered users, the application starts to show, every 20 clicks, a welcome page. In this case, you can decide to move to a space with a larger size.

This behavior always occurs after the breach of a limit, in addition to this case also when the database space is exceeded and when a call is made to an external web service.

**Q: Can I change the name of the application?**

A: The application name can't be changed. The only action available is to define an "ALIAS" by inserting a domain in the domain alias section. This name must be used, along with all addresses, only for the development phase. When you actually want to use the application from your users, you must configure a custom domain name.

**Q: How do I configure a custom domain name?**

A: To use your domain, you'll need to update your domain's DNS record to point to your application's default domain name using a "custom domain name". You can insert this name in the field present in the application details page.

For example, let's assume you own the domain `www.app1.com`, and you want to use this custom domain for your application that currently uses the default domain `accountexample-app1.eu.webratio.net`. You go to the acme details page and add a new domain name alias for `www.app1.com` and set its value to `accountexample-app1.eu.webratio.net`, by saving this name in the DNS record. Domain name alias: `www.app1.com = accountexample-app1.eu.webratio.net`

### **Q: Can I use "HTTPS" protocol on my applications?**

A: At the moment you can't use the "HTTPS" protocol, even if you model, as the property is ignored by the application. The functionality, however, will be introduced at a later time. If you want more information you can contact the WebRatio Global Support by writing to [support@webratio.com](mailto:support@webratio.com).

### **Q: How do I configure the log?**

A: Logs are configured by copying the configuration file in the project folder under `WebContent/WEB-INF/conf` and then redoing the deployment.

To copy the configuration file from the local development in the project folder, create the "WebContent" folder, move to the "WebRatio Explorer" View, right-click on the project folder and select "WebRatio", choose "Add WebContent Folder.." option, select "Predefined folder" and press the "OK" button to confirm.

Open the configuration file, by right-clicking on the "WebContent" folder, select "WebRatio" and then "Edit RTXLogConfig.properties" option; this will open the file in a window. In the same way, open the "StrutsLogConfig.properties" file.

Now to copy these files, expand the "WebContent" folder and then the "WEB-INF" folder, in the "conf" folder add a file by right-clicking on it, select "New" and then the "File" option. Type a name for the condition, such as the original configuration file "RTXLogConfig.properties". Copy the contents of the original file and paste it into the newly created file. To change the log level, at the end of the file you replace the level from error to debug. Use the same procedure for the "StrutsLogConfig.properties" file.

For the "Community Edition", which has no local development environment, you can't configure the logs in this way and the level is set to "ERROR" by default. If you want to change it, write to WebRatio Global Support for information.

### **Q: How do I configure the visual debug?**

A: The free spaces have the visual debug enabled, while the spaces for a fee it is not enabled.



**Q: How do I switch to a bigger space?**

A: You can buy a bigger space by accessing the WebRatio website in the e-commerce section, or you can contact your sales manager.

**Q: How do I make the transition of an application from one space to another?**

A: You can make the transition by observing the following requirements:

- a. We suggest that you make the move at a time when the application is not used;
- b. From the old space, create the database snapshot;
- c. Restore the database snapshot on the new space, using for example MySQLWokbench or external software that allows you to manage the database;
- d. Deploy the application on the new space after updating the data connection to the database, because the database name is definitely different;
- e. Update the pointings to the new application in the event that you have a custom domain name;
- f. Associate the custom domain name to the new application from the control panel;
- g. Let your subscription expire on the old space.

learn.webratio.com

