

# webMethods Integration Agent Administrator's Guide

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This document applies to webMethods Integration Agent Version 10.4 and to all subsequent releases.

Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

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## About this Guide

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This guide provides information about administering webMethods Integration Agent, which is light-weight version of webMethods Integration Server.

## Document Conventions

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Convention	Description
<b>Bold</b>	Identifies elements on a screen.
Narrowfont	Identifies service names and locations in the format <i>folder.subfolder.service</i> , APIs, Java classes, methods, properties.
<i>Italic</i>	Identifies:  Variables for which you must supply values specific to your own situation or environment. New terms the first time they occur in the text. References to other documentation sources.
Monospace font	Identifies:  Text you must type in. Messages displayed by the system. Program code.
{ }	Indicates a set of choices from which you must choose one. Type only the information inside the curly braces. Do not type the { } symbols.
	Separates two mutually exclusive choices in a syntax line. Type one of these choices. Do not type the   symbol.
[ ]	Indicates one or more options. Type only the information inside the square brackets. Do not type the [ ] symbols.
...	Indicates that you can type multiple options of the same type. Type only the information. Do not type the ellipsis (...).

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## Online Information and Support

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### Software AG Documentation Website

You can find documentation on the Software AG Documentation website at "<http://documentation.softwareag.com>". The site requires credentials for Software AG's Product Support site Empower. If you do not have Empower credentials, you must use the TECHcommunity website.

### Software AG Empower Product Support Website

If you do not yet have an account for Empower, send an email to "[empower@softwareag.com](mailto:empower@softwareag.com)" with your name, company, and company email address and request an account.

Once you have an account, you can open Support Incidents online via the eService section of Empower at "<https://empower.softwareag.com/>".

You can find product information on the Software AG Empower Product Support website at "<https://empower.softwareag.com/>".

To submit feature/enhancement requests, get information about product availability, and download products, go to "[Products](#)".

To get information about fixes and to read early warnings, technical papers, and knowledge base articles, go to the "[Knowledge Center](#)".

If you have any questions, you can find a local or toll-free number for your country in our Global Support Contact Directory at "[https://empower.softwareag.com/public\\_directory.asp](https://empower.softwareag.com/public_directory.asp)" and give us a call.

### Software AG TECHcommunity

You can find documentation and other technical information on the Software AG TECHcommunity website at "<http://techcommunity.softwareag.com>". You can:

- Access product documentation, if you have TECHcommunity credentials. If you do not, you will need to register and specify "Documentation" as an area of interest.
- Access articles, code samples, demos, and tutorials.
- Use the online discussion forums, moderated by Software AG professionals, to ask questions, discuss best practices, and learn how other customers are using Software AG technology.
- Link to external websites that discuss open standards and web technology.

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## Data Protection

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Software AG products provide functionality with respect to processing of personal data according to the EU General Data Protection Regulation (GDPR). Where applicable, appropriate steps are documented in the respective administration documentation.





# 1 About webMethods Integration Agent

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## What Is Integration Agent?

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Integration Agent is a light-weight installation of Integration Server that provides a subset of the functionality available in Integration Server. A light-weight Integration Agent may be a better fit for a solution or environment than the complete Integration Server. Some of these use cases are:

- A hybrid integration scenario involving webMethods Integration Cloud and partners using Integration Agent.
- Integration Agent installed at a point-of-sale terminal where there are constraints on disk-space and RAM.

## Starting Integration Agent

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Integration Agent must be running in order for clients to execute services or for Integration Agent to send outbound requests. If you are using Integration Agent in a development environment, it must be running in order for your developers to build, update, and test services using the Software AG Designer.

When starting Integration Agent, keep in mind that Integration Agent stores some configuration files and log files on disk. Make sure that there is enough free disk space on the Integration Agent machine to accommodate these files. Running out of disk space can affect performance and can lead to errors.

**Note:** Integration Agent consists of a single instance named “default”.

For information about starting Integration Agent in safe mode, see the chapter “Starting Integration Server in Safe Mode” in the *webMethods Integration Server Administrator’s Guide*.

For information about starting Integration Server from the command prompt, see the section “Starting a Server Instance from the Command Prompt” in the “Starting and Stopping the Server” chapter in the *webMethods Integration Server Administrator’s Guide*. That chapter also contains instructions for increasing file descriptors on certain operating systems.

## Starting Integration Agent on Windows

Start Integration Agent from the Windows Start menu as described below.

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### To start Integration Agent on Windows

1. Click **Start**.
2. In the **All Programs** menu, click the **Software AG** folder that contains Integration Agent.

3. Click the **Start Servers** folder.
4. Click **Start Integration Agent**.

## Starting Integration Agent on UNIX

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Keep the following points in mind when starting Integration Agent on UNIX using the `startup.sh` script file:

- Run the `startup.sh` script only when logged in as a non-root user. Running the script as root might reduce the security of your system.
- Integration Agent can consume more files and sockets on a UNIX system than on other systems. Therefore, if you are running the server on a UNIX system, Software AG recommends that run it with at least 1024 file descriptors. You can increase the number of available file descriptors by entering the following command from the UNIX command prompt before starting the server:

```
ulimit -n number
```

### To start Integration Agent on UNIX

1. Navigate to the following directory:  
*Integration Server\_directory*\profiles\IS\_default\bin
2. Execute the `startup.sh` script file.

**Note:** If your Integration Agent has been configured to request a master password for outbound password encryption, you will be prompted for this password in a popup window or from the server console. Refer to the section *Managing Outbound Passwords* in the *webMethods Integration Server Administrator's Guide* for information about managing outbound passwords.

## Shutting Down Integration Agent

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You can shut down the server to stop the Integration Agent and all active sessions. You can perform this task from Integration Agent Administrator or from the Windows Start menu.

### Shutting Down Integration Agent from Integration Agent Administrator

You can shut down any instance of Integration Agent and all active session from the Windows start menu.

---

### To shut down Integration Agent on Windows

1. Click **Start**.
2. In the **All Programs** menu, click the **Software AG** folder that contains Integration Agent.
3. Click the **Stop Servers** folder.
4. Click **Stop Integration Agent**.

## Shutting Down Integration Agent from Windows

You can shut down Integration Agent and all active session from the Windows start menu.

---

### To shut down Integration Agent on Windows

1. Click **Start**.
2. In the **All Programs** menu, click the **Software AG** folder that contains Integration Agent.
3. Click the **Stop Servers** folder.
4. Click **Stop Integration Agent**.

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## Restarting Integration Agent

Restart Integration Agent when you need to stop and reload Integration Agent. You should restart the server when:

- **You make certain configuration changes.** Some configuration changes require Integration Agent to be restarted before they take effect. The documentation indicates when you are required to restart the server for configuration changes.
- **You want to incorporate updated services that cannot be dynamically reloaded.** This typically occurs for non-Java services.

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### To restart Integration Agent

1. Open the Integration Agent Administrator if it is not already open.
2. In the upper right corner of any Integration Agent Administrator screen, click **Shutdown and Restart**.
3. Select whether you want Integration Agent to wait before restarting or to restart immediately.
  - **Delay *number* minutes or until all client sessions are complete.** Specify the number of minutes you want Integration Agent to wait before restarting. It then begins

monitoring user activity and automatically restarts when all non-administrator sessions complete or when the time you specify elapses (whichever comes first).

- **Perform action immediately.** Integration Agent and all active sessions terminate immediately. Then Integration Agent restarts.

4. Click **Restart**.

## What Is Integration Agent Administrator?

Integration Agent Administrator is an HTML-based utility you use to administer Integration Agent. It allows you to monitor server activity, manage user accounts, make performance adjustments, and set operating parameters.

You can run the Integration Agent Administrator from any browser-equipped workstation on your network. Integration Agent Administrator is a browser-based application that uses services to accomplish its work.

## Starting Integration Agent Administrator

To use Integration Agent Administrator, open your browser and point it to the port on the host machine where Integration Agent is running.

Integration Agent must be running in order to use Integration Agent Administrator. If Integration Agent is not running, your browser will issue an error similar to the following:

```
"Cannot open the Internet site http://localhost:5555."  
"A connection with the server could not be established."
```

### To start Integration Agent Administrator

1. Start your browser.
2. Point your browser to the host and port where the Integration Agent instance is running.

Examples

If Integration Agent were running on the default port on the same machine where you are running the Integration Agent Administrator, you would type:

```
http://localhost:5555
```

If Integration Agent were running on port 4040 on a machine called EXAMPLE, you would type:

```
http://EXAMPLE:4040
```

3. Log on to the server with a user name and password that has administrator privileges.

If you just installed Integration Agent, you can use the following default values:

User Name: Administrator

Password: manage

**Important:** Use the *exact combination* of upper- and lowercase characters shown above; user names and passwords are case sensitive.

## Starting Integration Agent Administrator from Windows

Start Integration Agent Administrator from the Windows Start menu as described below.

---

### To start on Integration Agent Administrator on Windows

1. Click **Start**.
2. In the **All Programs** menu, click the **Software AG** folder that contains Integration Agent.
3. Click the **Administration** folder.
4. Click **Integration Agent Administrator**.
5. Log on to Integration Agent with a user name and password that has administrator privileges.

If you just installed Integration Agent, you can use the following default values:

User Name: Administrator

Password: manage

**Important:** Use the *exact combination* of upper- and lowercase characters shown above; user names and passwords are case sensitive.

## Logging Off Integration Agent Administrator

Log off the Integration Agent Administrator when you no longer need to continue your current session. When you log off the Integration Agent Administrator, Integration Agent cleans up your session and clears the cache in the browser.

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### To log off the Integration Agent Administrator

1. Click **Log Off** in the upper right corner of the Integration Agent Administrator screen. Integration Agent displays a dialog box to ensure you want to log off.
2. Click **OK** to log off the Integration Agent Administrator.

The browser displays a screen confirming that the session is terminated.





## 2 webMethods Integration Agent Functionality

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## Integration Agent Functionality

Integration Agent offers a robust subset of the functionality provided by Integration Server. The following sections identify the features and functionality available in Integration Agent by menus that appear in the Navigation panel of Integration Agent Administrator. The table indicates the chapters in the *webMethods Integration Server Administrator's Guide* and other guides where you can find information about how to configure and use the features and functionality.

### Server Menu

The following table list the menus that appear under **Server** in the Navigation panel of Integration Agent Administrator and where you can find information for that menu item. Unless noted, all documentation references are to *webMethods Integration Server Administrator's Guide*

Server Menu	Documentation Reference (Chapter Title > Subsection Title)
<b>Scheduler</b>	Scheduling Services
<b>Service Usage</b>	Caching Service Results
<b>Statistics</b>	Starting and Stopping the Server > Viewing Active Sessions Configuring the Server > Viewing and Changing Licensing Information > Licensed Sessions Diagnosing the Integration Server > Generating Thread Dumps

### Logs Menu

The following table list the menus that appear under **Logs** in the Navigation panel of Integration Agent Administrator and where you can find information for that menu item. Unless otherwise noted, all documentation references are to *webMethods Integration Server Administrator's Guide*

Logs Menu	Documentation Reference (Chapter Title > Subsection Title)
<b>Error</b>	Debugging Services Using the Error Log

Logs Menu	Documentation Reference (Chapter Title > Subsection Title)
	<i>webMethods Audit Logging Guide</i> <ul style="list-style-type: none"> <li>■ Concepts &gt; Error Audit Logging</li> <li>■ Setting Up Audit Logging</li> <li>■ Viewing Audit Log Data</li> </ul>
<b>Security</b>	Setting Up the Server Log <i>webMethods Audit Logging Guide</i> <ul style="list-style-type: none"> <li>■ Concepts &gt; Security Audit Logging</li> <li>■ Setting Up Audit Logging</li> <li>■ Viewing Audit Log Data</li> </ul>
<b>Service</b>	<i>webMethods Audit Logging Guide</i> <ul style="list-style-type: none"> <li>■ Concepts &gt; Service Audit Logging</li> <li>■ Setting Up Audit Logging</li> <li>■ Viewing Audit Log Data</li> </ul>
<b>Server</b>	Setting Up the Server Log
<b>Session</b>	<i>webMethods Audit Logging Guide</i> <ul style="list-style-type: none"> <li>■ Concepts &gt; Session Audit Logging</li> <li>■ Setting Up Audit Logging</li> <li>■ Viewing Audit Log Data</li> </ul>

## Packages Menu

The following table lists the menus that appear under **Packages** in the Navigation panel of Integration Agent Administrator and where you can find information for that menu item. Unless otherwise noted, all documentation references are to *webMethods Integration Server Administrator's Guide*

Packages Menu	Documentation Reference (Chapter Title > Subsection Title)
<b>Management</b>	Managing Packages

Packages Menu	Documentation Reference (Chapter Title > Subsection Title)
<b>Publishing</b>	Managing Packages > Copying Packages from One Server to Another
<b>Subscribing</b>	Managing Packages > Copying Packages from One Server to Another

## webMethods Cloud

The following table list the menus that appear under **webMethods Cloud** in the Navigation panel of Integration Agent Administrator and where you can find information for that menu item. Unless otherwise noted, all documentation references are to *Configuring On-Premise Integration Servers for webMethods Cloud*.

webMethods Cloud Menu	Documentation Reference (Chapter Title > Subsection Title)
<b>Settings</b>	Configuring Settings
<b>Accounts</b>	Configuring Accounts for Integration Cloud
<b>Applications</b>	Managing Applications

## Security Menu

The following table list the menus that appear under **Security** in the Navigation panel of Integration Agent Administrator and where you can find information for that menu item. Unless otherwise noted, all documentation references are to *webMethods Integration Server Administrator's Guide*

Security Menu	Documentation Reference (Chapter Title > Subsection Title)
<b>ACLs</b>	Controlling Access to Resources > Controlling Access to Resources with ACLs
<b>Certificates</b>	Authenticating Clients > Client Certificates Authenticating Clients > Using Multiple Client Certificates Securing Communications with the Server

Security Menu	Documentation Reference (Chapter Title > Subsection Title)
CSRF Guard	Securing Integration Server with CSRF Guard
Kerberos	Configuring Kerberos in Integration Server
Keystore	Securing Communications with the Server > Keystore and Truststores
Outbound Passwords	Master Passwords and Outbound Passwords
Ports	Configuring Ports Diagnosing Integration Server > Configuring the Diagnostic Port
SAML	<i>webMethods Integration Server Online Help</i> > SAML Screen  <b>Note:</b> You can access the online help by clicking the Help link in the top right corner of Integration Agent Administrator.
User Management	Managing Users and Groups Configuring a Central User Directory or LDAP  <b>Note:</b> Integration Agent supports the use of LDAP as an external directory only. Integration Agent does not support the use of a central user directory through a My webMethods Server user database.

## Settings Menu

The following table lists the menus that appear under **Settings** in the Navigation panel of Integration Agent Administrator and where you can find information for that menu item. Unless otherwise noted, all documentation references are to *webMethods Integration Server Administrator's Guide*.

Settings Menu	Documentation Reference (Chapter Title > Subsection Title)
Global Variables	Managing Services > Managing Global Variables

Settings Menu	Documentation Reference (Chapter Title > Subsection Title)
<b>Licensing</b>	Configuring the Server > Viewing and Changing Licensing Information
<b>Logging</b>	Setting Up the Server Log Server Log Facilities <i>webMethods Audit Logging Guide</i>
<b>Messaging</b>	Configuring Integration Server for webMethods Messaging Managing webMethods Messaging Triggers Configuring Integration Server for JMS Messaging Managing JMS Triggers Using Integration Server to Manage XA Transactions
<b>Proxy Servers</b>	Configuring the Server > Specifying Third Party Proxy Servers for Outbound Requests
<b>Remote Servers</b>	Configuring the Server > Setting Up Aliases for Remote Integration Servers
<b>Resources</b>	Setting Up the Server Log > Sending Messages About Critical Issues to E-mail Addresses  Configuring the Server > Managing the Server Thread Pool Configuring the Server > Managing Server Sessions Configuring the Server > Configuring Outbound HTTP Settings  Authenticating Clients > Accessing Integration Server Data through My webMethods > Configuring the MWS Single Sign-On Resource Setting  Configuring Integration Server for webMethods Messaging > Configuring Document Stores  Using Integration Server to Manage XA Transactions  <i>webMethods Service Development Help</i> > Submitting and Receiving XML Documents > Submitting and Receiving XML via FTP >
<b>SFTP</b>	Configuring Integration Server to Connect to an SFTP Server
<b>URL Aliases</b>	Setting Up HTTP URL Aliases

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<b>Settings Menu</b>	<b>Documentation Reference (Chapter Title &gt; Subsection Title)</b>
<b>Web Services</b>	Configuring Endpoint Aliases for Web Services Configuring Reliable Messaging in Integration Server
<b>Extended</b>	Configuring the Server > Working with Extended Configuration Settings Server Configuration Parameters

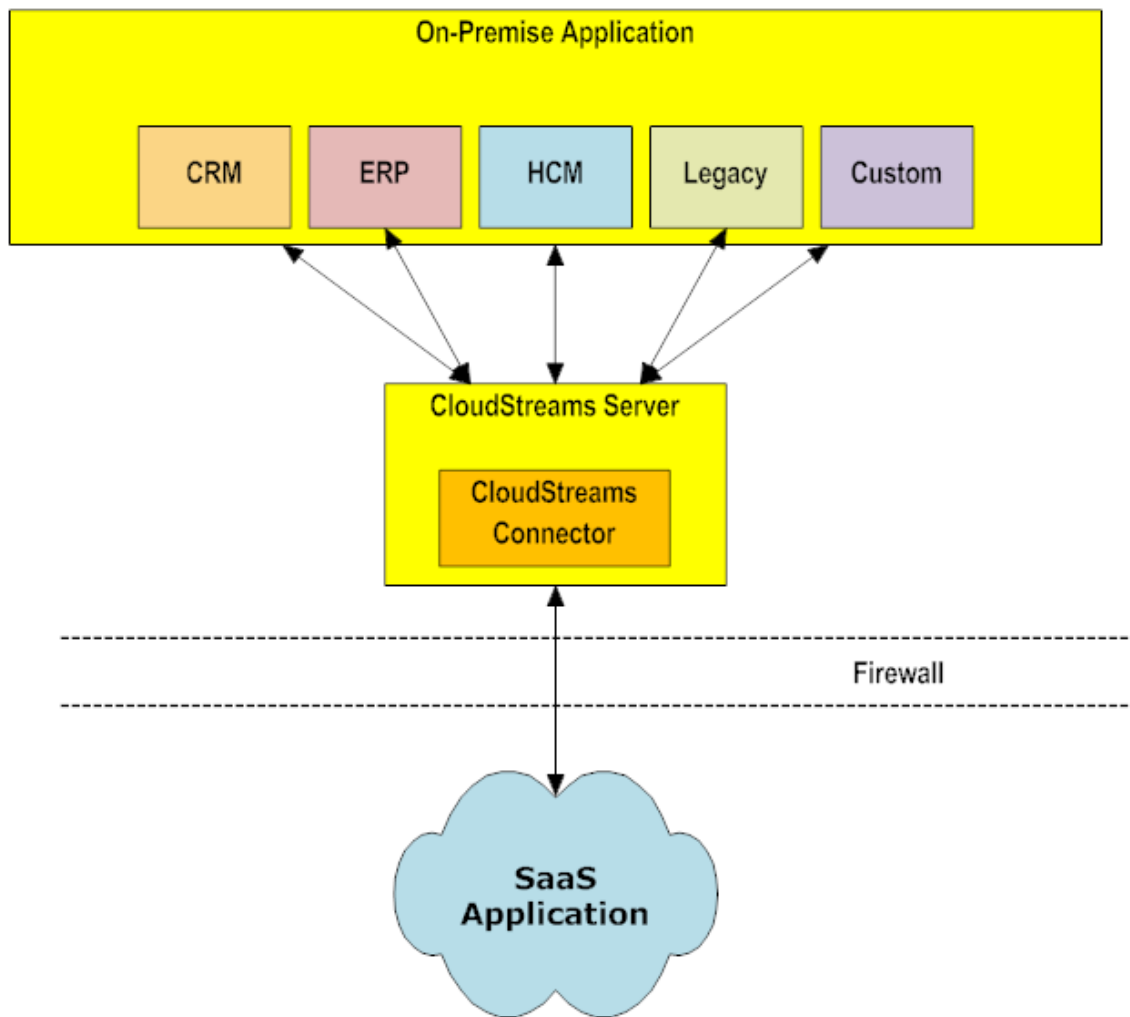
---





### 3 webMethods CloudStreams Functionality

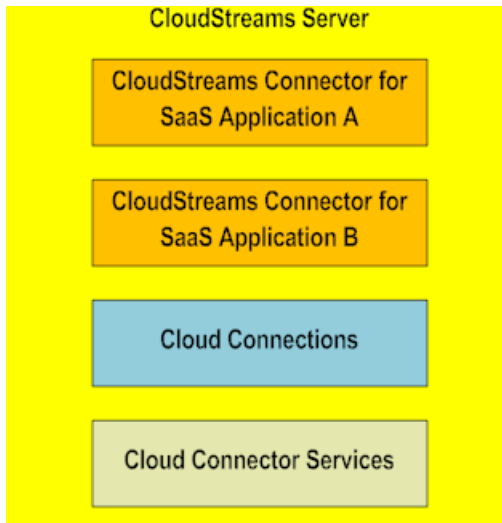
webMethods CloudStreams provides a scalable approach for the development of integration flows between Software as a Service (SaaS) applications and on-premise applications. CloudStreams provides predefined, configurable CloudStreams providers or connectors that enable you to connect to popular SaaS cloud applications.



A CloudStreams provider contains SaaS provider-specific information that enables you to connect to a particular SaaS provider. You install a CloudStreams provider on webMethods Integration Agent as a package. The CloudStreams Server uses the same run-time framework as the one used by Integration Agent. For more information on CloudStreams providers including their connection details, see the respective provider documentation available on the webMethods > CloudStreams > Downloads section of the [“Software AG TECHcommunity”](#) website. The provider installation

guide is available on the webMethods CloudStreams section of the [“Software AG Documentation”](#) website.

CloudStreams runs as a package on top of Integration Agent.



A CloudStreams connector uses a cloud connection to connect to a SaaS application at run time.

So by using connectors for connecting to the backend of external SaaS providers, and through different authentication mechanisms, the CloudStreams component of Integration Agent provides you outbound connectivity to the external SaaS providers.

All connectors available on the Software AG TECHcommunity website are available for Integration Agent.