

Service Level Enforcement Policy Usage Scenarios for Community Manager

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Service Level Enforcement Policy Usage Scenarios (Community Manager-specific)

This document provides a list of Community Manager-specific usage scenarios for the *Service Level Enforcement Policy*.

Overview

The *Service Level Enforcement Policy* allows you to enable and configure the error message returned to the consumer when their SLA is violated. It works in conjunction with the *Service Level Policy*.

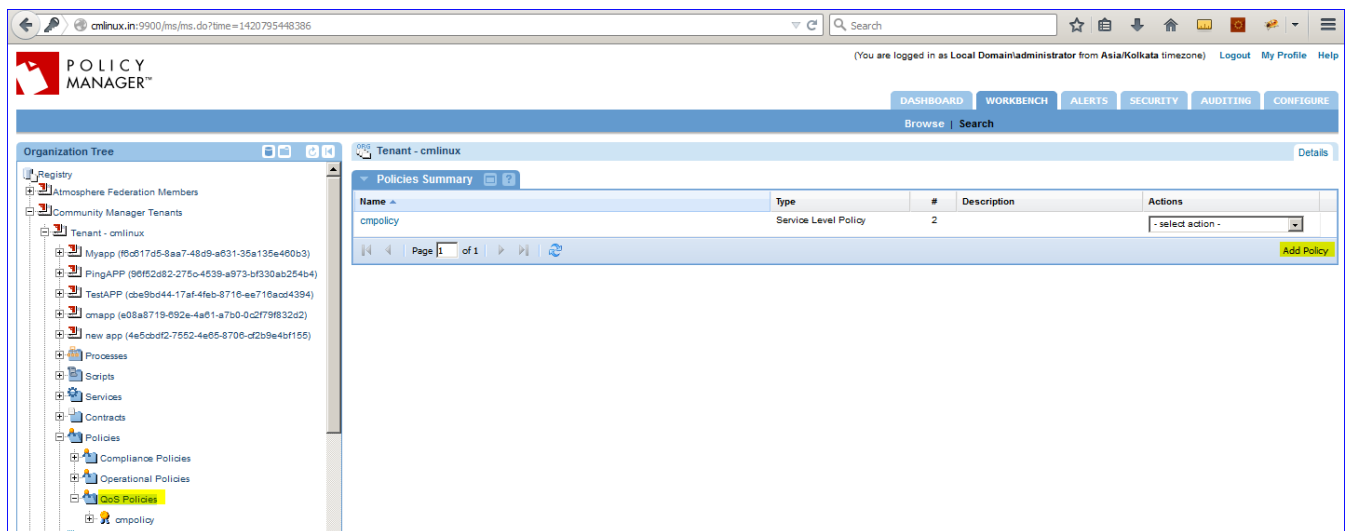
If you are using a *Service Level Enforcement Policy* with Community Manager, the policy must be added to the Community Manager **Tenant** Organization for it to be available in the Community Manager UI.

The policy only applies to the following Service Level Policy rules:

- Usage Count
- Total Request Message Size
- Total Response Message Size

Add / Configure Service Level Enforcement Policy

- 1 Go to the *Policy Manager Management Console > Tenant Organization > Policies > QoS Policies* and click **Add Policy**.



- 2 Specify Policy Name, Policy Type (Service Level Enforcement Policy), click **Finish**, and then **Close**.

Specify Policy Details

The "Specify Policy Details" screen is used to define the following policy information:

The "Policy Details" section is used to define the "Policy Name," "Policy Key," and "Description." The "Policy Key" field allows you to enter a custom field value. If left blank, a system value is automatically assigned.

Specify the policy information. After you have completed your entries, click "Finish" to continue.

Policy Details

Category: QoS Policy

Policy Name: Service Level Enforcement Policy

Policy Key:

Description:

If you do not provide this field value, a system value will automatically be assigned.

Type: Service Level Enforcement Policy

Help < Back Next > Finish Cancel

3 On the *Service Level Enforcement Policy Details* screen, click **Modify**.

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(You are logged in as Local Domain Administrator from Asia/Kolkata timezone) Logout My Profile Help

DASHBOARD WORKBENCH ALERTS SECURITY AUDITING CONFIGURE

Browse | Search

Organization Tree

- Registry
- Atmosphere Federation Members
- Community Manager Tenants
 - Tenant - onlinux
 - APP55 (d3930cf4-85de-45ad-b700-ee27378bb7b)
 - Myapp (f0d17d5-8aa7-48d9-a631-35a135e400b3)
 - PingAPP (9d952d82-2750-4539-a973-bf330ab254b4)
 - TestAPP (cbe9bd44-17af-4feb-8719-ee716a0d4394)
 - Umsapp (e08a8719-092e-4e01-a7b0-02f79b32d2)
 - new app (4e5b0cf2-7552-4e65-8706-c2b9e4bf155)
 - Processes
 - Scripts
 - Services
 - Contracts
 - Policies
 - Compliance Policies
 - Operational Policies
 - QoS Policies
 - Service Level Enforcement Policy
 - Service Level Policy
 - ampolicy
 - Containers
 - Processes

Service Level Enforcement Policy (Draft) version: v1-01132015 143021

Policy Overview

Information | Modify

Type: Service Level Enforcement Policy

Policy Name: Service Level Enforcement Policy

Version: 1

Description: (um:uuid:65d49653-9b05-11e4-afab-e14bec00ea01)

State: Draft

Service Level Enforcement Policy

Options | Modify

Policy not configured.

Actions

- Change Organization
- Delete Policy
- Delete Policy Current Version
- Export Policy
- Modify Policy Information
- View Policy References

Policy Workflow

Information

State: Draft

Owner: Local Domain Administrator

Workflow Actions

Comments:

Actions:

- Activate Policy

History

4 Configure error message as illustrated below, then **Finish**.

SOA Software Policy Manager - Modify Service Level Enforcement Policy Wizard - Mozilla Firefox

cmilinux.in:9900/quotapolicy/add_slaenforcement_policy1.faces?X-Csrf-Token=0xabe784d9&policyKey=urn:uuid:65d49653-9b05-11e4-afab-e14bec00ea01&ac

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Modify Service Level Enforcement Policy

The "Modify Service Level Enforcement Policy" screen allows you to enable and configure the error message returned to the consumer when their SLA is violated.

This policy only applies to the following Service Level rules: "Usage Count", "Total Request Message Size" and "Total Response Message Size."

Service Level Enforcement Policy Details

Name: Service Level Enforcement Policy

Description:

Service Level Enforcement

Consumer Fault Message: This is critical alert. SLA is violated.

Help < Back Next > Finish Cancel

5 If you are using Policy Manager 7.2 (or above), activate the policy. Otherwise skip this step.

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DASHBOARD WORKBENCH ALERTS SECURITY AUDITING CONFIGURE

Browse | Search

Organization Tree

- Registry
- Atmosphere Federation Members
- Community Manager Tenants
 - Tenant: cmilinux
 - IAAPP55 (cd9930bf-86da-45ad-b700-eed27378bb7b)
 - Myapp (f6d17d5-8aa7-48d9-a631-35a135e460b3)
 - PingAPP (60f5d82-2750-4539-a973-bf330ab254b4)
 - TestAPP (cbe8bd44-17a1-4feb-871b-ee716ad4394)
 - Tomapp (a08a8719-692e-4a51-a750-0c2779832d2)
 - New app (4e5cd02-7652-4e65-8706-d2b9e4bf165)
 - Processes
 - Scripts
 - Services
 - Contracts
 - Policies
 - Compliance Policies
 - Operational Policies
 - QoS Policies
 - Service Level Enforcement Policy
 - Service Level Policy
 - ompolicy
 - Containers
 - Processes

Service Level Enforcement Policy (Draft) version: v1-01132015 143021

Policy Overview

Information | Modify

Type: Service Level Enforcement Policy

Policy Name: Service Level Enforcement Policy (urn:uuid:65d49653-9b05-11e4-afab-e14bec00ea01)

Version: 1

Description:

State: Draft

Service Level Enforcement Policy

Options | Modify

Consumer Fault Message: This is critical alert. SLA is violated.

Actions

- Change Organization
- Delete Policy
- Delete Policy Current Version
- Export Policy
- Modify Policy Information
- View Policy References

Policy Workflow

Information

State: Draft

Owner: Local Domainadministrator

Workflow Actions

Comments:

Actions:

- Activate Policy

History

Scenario 1: How Do I Verify Service Level Enforcement Policy Alerts at the Service Level?

- 1 Launch *Community Manager*.
- 2 Go to *API Details > Edit API > Proxy Section > Advanced Options* and attach the following policies:
 - a) In *Quality of Service Policies* section, attach *Service Level Enforcement Policy*.

- b) In *Operational Policies* section, attach *Atmosphere Application Security Policy (No Signature)* and *Detailed Auditing*.

Note: You Must Add New Operations to Target First!

Path synced with target Path not synced with target

Method	Path		Operation Name	Settings
GET	/[path:.+]	✓	Default_Operation	delete show >

Operational Policies:

- AtmosphereApplicationSecurityPolicy
- AtmosphereApplicationSecurityPolicy-Signature
- BasicAuditing
- CORSAllowAll

Quality of Service Policies:

- Service Level Enforcement Policy
- Service Level Policy
- cmpolicy

Cancel Back Save

- 3 Go to the APP which is connected with above API (i.e., APP > DEV CONSOLE) and send more than 5 requests (as *Service Level Policy* rule is configured with Usage Count > 5).
- a) When the SLA is violated, the error message configured in the *Service Level Enforcement Policy* will display.

```
GET /sand/ HTTP/1.1
User-Agent : Mozilla/5.0 (Windows NT 6.1; WOW64; rv:34.0) Gecko/20100101 Firefox/34.0
Host : 10.7.20.129:8900
Accept : */*
Content-Type : application/x-www-form-urlencoded
Authorization : Atmosphere realm=http://atmosphere,atmosphere_app_id=TestAppRuntimeID, atmosphere_signature_method=NONE
```

```
HTTP/1.1 500 Internal Server Error
Content-Type: text/plain
Content-Encoding: gzip
Transfer-Encoding: chunked
Server: Jetty(7.6.10.v20130312)

This is critical alert. SLA is violated.
```

Scenario 2: How Do I Verify Service Level Enforcement Policy Alerts at the Contract Level?

- 1 Launch *Community Manager*.

- 2 While requesting API Access, select the *Service Level Enforcement Policy* and *Service Level Policy* checkbox and finish the process. Make sure the contract is activated.

API Access

① Select App ② Endpoint ③ Policies ④ Legal Agreements

Select Policy:

Policy Name	Description	Select
Service Level Enforcement Policy		<input checked="" type="checkbox"/>
Service Level Policy		<input checked="" type="checkbox"/>
cmpolicy		<input type="checkbox"/>

Cancel Back Next

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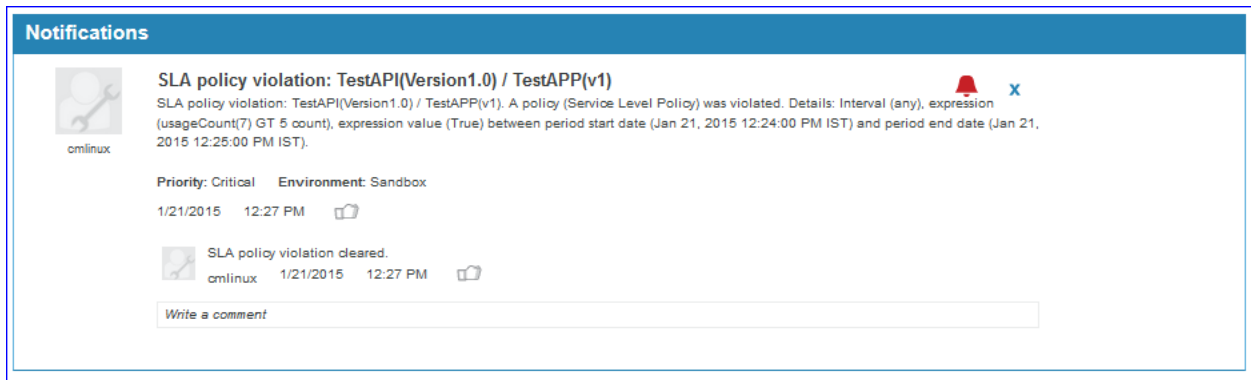
- 3 Go to *APP > DEV CONSOLE* and send more than 5 requests.
 - a) You will receive an error message after you receive more than 5 successful requests.

```
GET /sand/ HTTP/1.1
User-Agent : Mozilla/5.0 (Windows NT 6.1; WOW64; rv:34.0) Gecko/20100101 Firefox/34.0
Host : 10.7.20.129:8900
Accept : */*
Content-Type : application/x-www-form-urlencoded
Authorization : Atmosphere realm=http://atmosphere,atmosphere_app_id=TestAppRuntimeID, atmosphere_signature_method=NONE
```

```
HTTP/1.1 500 Internal Server Error
Content-Type: text/plain
Content-Encoding: gzip
Transfer-Encoding: chunked
Server: Jetty(7.6.10.v20130312)

This is critical alert. SLA is violated.
```

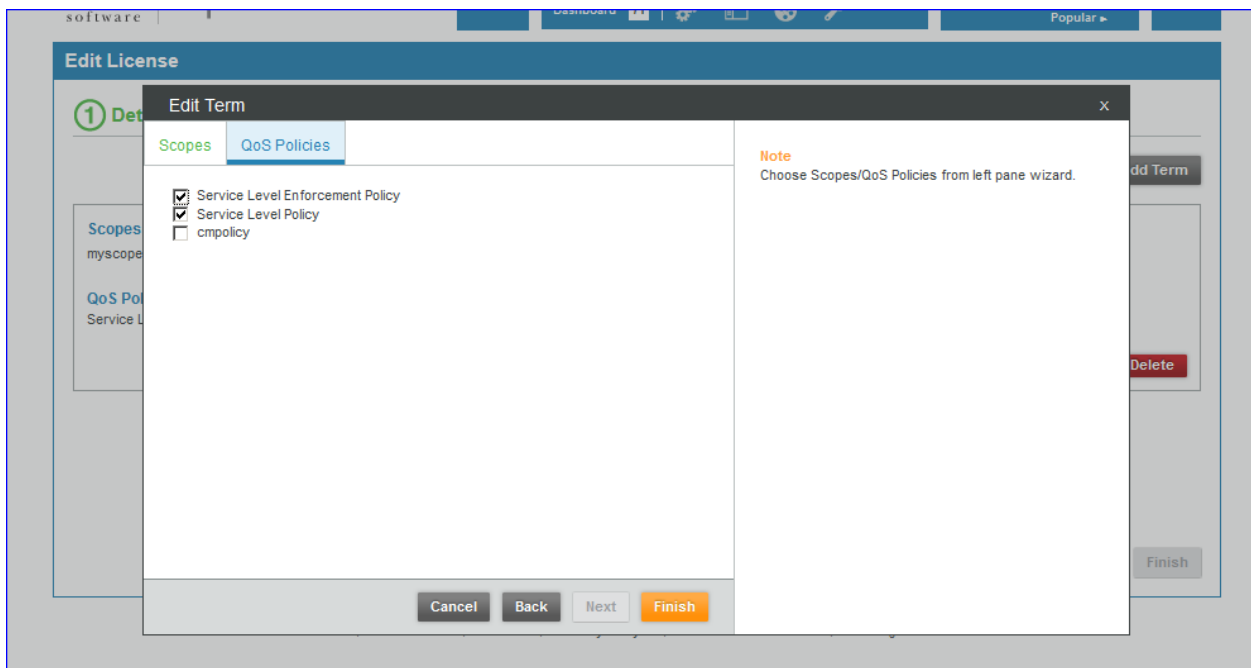
- b) You will see a Service Level Policy alert also in the Community Manager *Dashboard*. Once it is cleared, then requests will be successful.



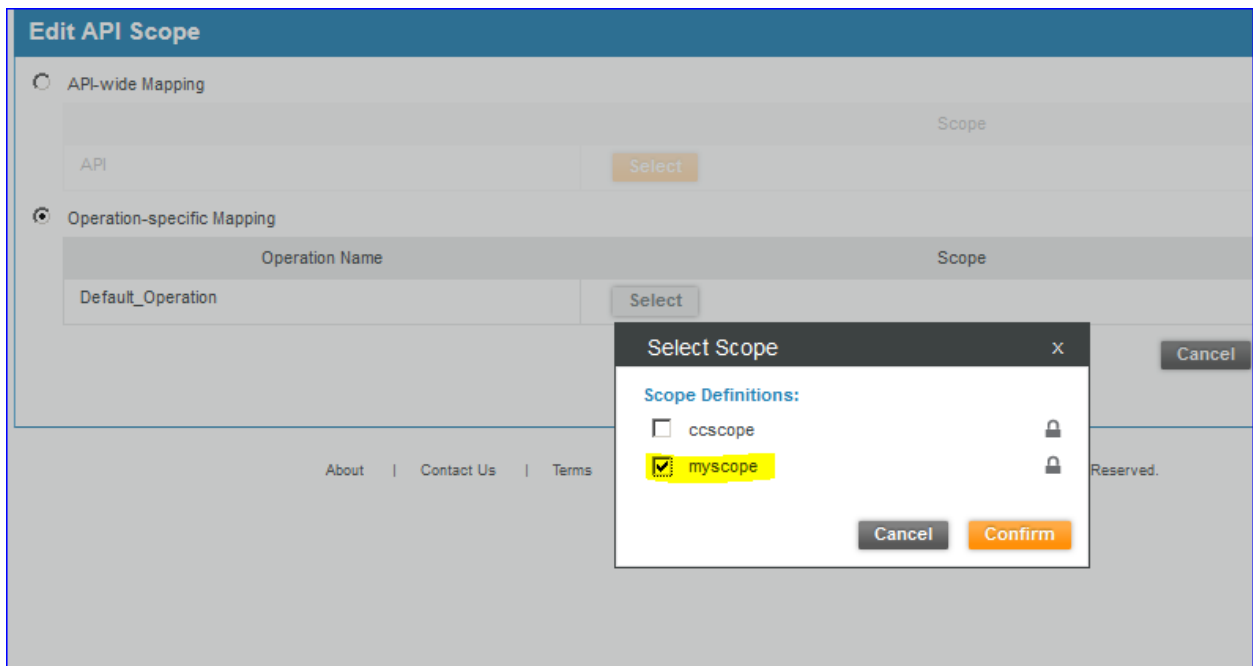
Scenario 3: How Do I Verify Service Level Enforcement Policy Alerts at the License >Term Level?

To verify this policy we need to use scope mapping for an API. Assuming a license is already added as part of the Service Level Policy Configuration (*Scenario 3: How Do I Verify Service Level Policy Alerts at License > Term Level?*), complete the following steps:

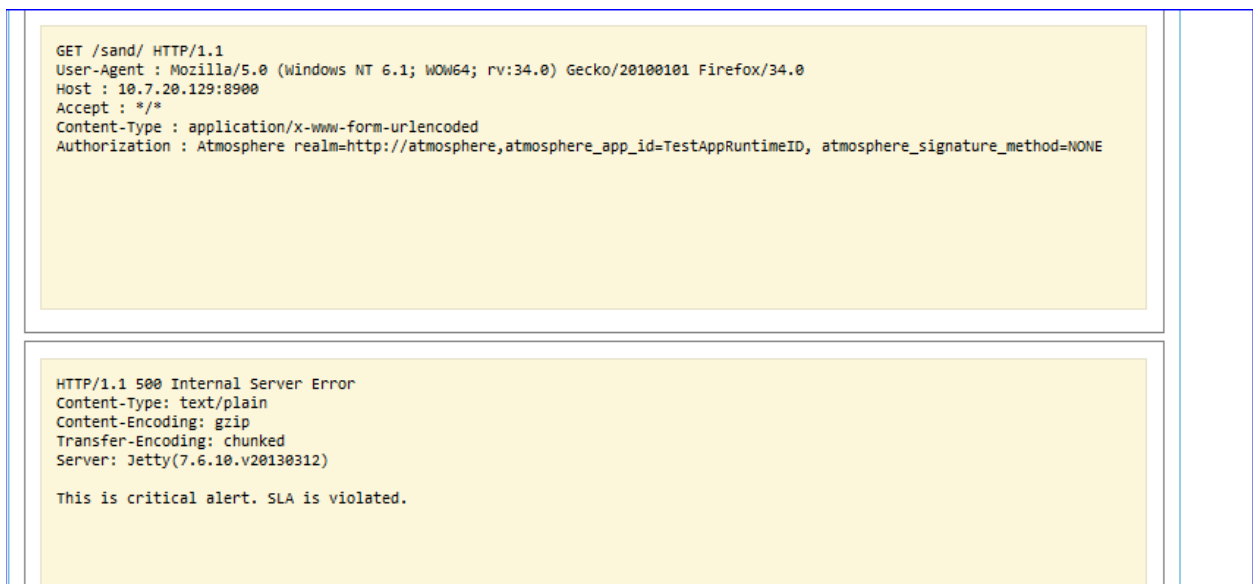
- 1 Go to **Edit License** and attach the *Service Level Enforcement Policy* and *Service Level Policy*.



- 2 Use this *License >Scope* for scope mapping of an API.



- Now go to the APP which is connected to the API. Navigate to *APP > Dev Console* and send more than 5 requests. Once the SLA is violated, you will receive an error message which is configured in *Service Level Enforcement Policy*.



- 4 In APP > MONITORING > LOGS you will see this error record.

The screenshot displays the SOA Software monitoring logs interface. At the top, a status bar shows a GET request to /sand/ for TestAPI, with a response size of 40B and a status of 500, taking 6ms. Below this, a diagram illustrates a request (green arrow) and a response (grey arrow) between a client and a server, with a 6ms timer. The 'Info' tab is selected, showing a table of properties.

Property Name	Property Value
Transaction Id	8805f3e5-a14e-11e4-a208-fcc0477387fd
API Id	4d43dcbc-21c5-499c-9ffb-4f630bb9d85f.cmlinux
API Name	TestAPI
API Version Id	a71fd6f7-5b1f-4960-99a8-2c31d1cc8357.cmlinux
API Version Name	Version1.0
Method Name	Default_Operation
Method Key	8805f3e5-a14e-11e4-a208-fcc0477387fd
Client Host	10.7.20.129
Request Date	01/21/15 14:48
Response Status Code	500
Response Error Message	This is critical alert. SLA is violated.
Response Time	6ms

- a) Once SLA is cleared, requests will be successful.

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Logged in as admin@soa.com | Logout

Dashboard 44 |

Edit API Version

1 API

2 Target

3 Proxy

API Name: *

TestAPI

?

Version ID: *

Version1.0

?

Tags:

Test,API,Test API

?

e.g. Staging, Production, Version 1, Android, iOS

Visibility:

☒ Public

☐ Private

☐ Registered Users

?

Use Licenses:

☒

?

API Description: *

This is Test API.

?

Version Description: *

This is Version1.0 which is first Version

?

API Icon

Choose File - Optimized

Upload