

IBM Tivoli Endpoint Manager V8.2

What information to include when opening a Tivoli Endpoint Manager support case with IBM



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In this module, you learn about what information to include when you open a Problem Management Report (PMR) with the Tivoli® Endpoint Manager support team.

Assumptions

- You are familiar with Tivoli Endpoint Manager and its various application modules
- You are familiar with the PMR opening process

The details of this session are available this web address

<http://www-304.ibm.com/support/docview.wss?uid=swg21505708>

The assumptions for this module are that you are familiar with the Tivoli Endpoint Manager application and the options available for opening PMRs with the Tivoli Endpoint Manager helpdesk. You can also access the web address for the details of this training session.

Objectives (1 of 2)

- When you complete this module, you can open a PMR with the Tivoli Endpoint Manager helpdesk that includes these details related to the problem reported:
 - Description of the problem
 - Steps taken leading up to the problem
 - Fixlet® and Task names and the IDs in question
 - Expected behaviors and actual behaviors
 - Error messages encountered; spelling is important!
 - Cut and paste any important screen captures and errors if possible
 - The versions of the Tivoli Endpoint Manager components (server, relays, clients, Console, Tivoli Endpoint Manager tools, for example) currently in your Tivoli Endpoint Manager deployment
 - Continued on the next slide

When you complete this module, you can describe what information is required for reporting issues into the Tivoli Endpoint Manager helpdesk. You are able to understand why the information is important and necessary. You can describe the steps leading up to the problem, the specific Fixlets or Tasks associated with the issue, the expected behavior or actual behavior, and determine if there are any error messages. You can include screen captures of the issue, and know what the versions of the product components are.

Objectives (2 of 2)

- You can also include the following important details:
 - Details about any changes that have occurred in the Tivoli Endpoint Manager deployment environment that are important, including changes to any software, hardware, networking infrastructures, additions of proxies and firewalls, and changes to any settings
 - Date and time that the problem started and ended, and if the problem is still occurring
 - Scope of the issue (for example, if it is isolated to a small group of systems)
 - Impact of the issue (for example, if this issue prevents the patching of a particular group of systems)
 - Attempts to resolve the issue that have been made
 - Log files for specific components
- You can also perform the following tasks:
 - Find some of the most helpful web addresses
 - Find some of the more popular web addresses regarding the Tivoli Endpoint Manager solution

You can describe details about any changes however small, and the date and time the problem occurred. You can describe the scope of the issue, for example, how many computers are impacted, and the specific operating system. You can describe the impact of the issue, for example, if all users are unable to log in to the console. You can describe if you have tried or attempted any steps to correct the problem. You can describe if you have looked at the client or server log file for the time the issue occurred. You can find additional information in web addresses.

Required information for when you contact IBM support for Tivoli Endpoint Manager issues

Why is the information important when reporting issues into the Tivoli Endpoint Manager helpdesk?

- In all cases, the required information details help you obtain a quicker issue resolution
- The support engineer working on the issue can research the issue much faster
- The support team can document the details of the issue much more clearly
- This information can be reused for troubleshooting

The required information is beneficial in several ways. The most important way is faster problem resolution times in the majority of instances. The information helps provide the support team with details they need in order to find a solution quickly. Also, with the information being recorded, it can be re-used again if the same or a similar issue is reported.

Tivoli Endpoint Manager client issues (1 of 2)

- Include Tivoli Endpoint Manager client log files. These can be found using this web address:
<http://www-01.ibm.com/support/docview.wss?uid=swg21505873>

The default locations of the Tivoli Endpoint Manager client logs for each operating system:

- Windows: C:\Program Files\BigFix Enterprise\BES Client__BESData__Global\Logs
 - UNIX/Linux: /var/opt/BESClient/__BESData/__Global/Logs
 - Mac: /Library/Application Support/Bigfix/BES Agent/__BESData/__Global/Logs
- In addition, include any .dmp files that the Tivoli Endpoint Manager client has generated. To determine where the .dmp files are kept, see this web address:
<http://www-01.ibm.com/support/docview.wss?uid=swg21505730>
 - Where possible, gather the Tivoli Endpoint Manager client diagnostics files. These include information about the Tivoli Endpoint Manager client and its operation, including the client log files:
<http://www-01.ibm.com/support/docview.wss?uid=swg21567025>
– ID 353: TROUBLESHOOTING: Run BES Client Diagnostics

Include the client logs, noting the web address and the locations for the Tivoli Endpoint Manager client logs for each of the operating systems (OS). Include .dmp files, using the web address listed for assistance if needed, or you can perform a file search on the systems for .dmp files. Client diagnostic data is important as it provides client configuration information. Review the listed web address for further details.

Tivoli Endpoint Manager client issues (2 of 2)

- For more detailed information, enable Debug Logging on the Tivoli Endpoint Manager client. Additional information can help determine what the client is doing. The following tasks in the Tivoli Endpoint Manager support site can be used to enable or disable debugging:
 - ID 157: BES Client Setting: Enable Debug Logging
 - ID 196: BES Client Setting: Disable Debug Logging

For further information see the following Knowledge Base article:
<http://www-01.ibm.com/support/docview.wss?uid=swg21505962>.

- In addition, enabling the Usage Profiler on the Tivoli Endpoint Manager client can sometimes identify objects that are taking too long to evaluate. The following tasks in the Tivoli Endpoint Manager support site can be used to enable or disable the Usage Profiler:
 - ID 361: TROUBLESHOOTING: Enable BES Client Usage Profiler
 - ID 418: TROUBLESHOOTING: Disable BES Client Usage Profiler

Note: You need 24 hours of usage profiler data to help you identify any patterns in client operation

- After collecting 24 hours of the usage profiler data, run the Tivoli Endpoint Manager Client Diagnostics tool
 - ID 353 TROUBLESHOOTING: Run BES Client Diagnostics
 - ID 655 TROUBLESHOOTING: Run BES Client Diagnostics (Linux/UNIX/Mac)

You can also download the tool from this web address:

<https://www.ibm.com/developerworks/mydeveloperworks/wiki/home?lang=en#/wiki/Tivoli%20Endpoint%20Manager/page/TEM%20Utilities>

This tool allows users to pull diagnostic data from the Tivoli Endpoint Manager client. It also collects the

__BESData directory from the client. This information speeds the diagnosing and resolution of issues

Include the client debug logs whenever possible. Use the Tasks to enable or disable the debug logging. Additional information can be requested whenever a client is performing slowly or the client reports in sporadically, the client Usage Profiler logging provides the details on what and how long the client spends on evaluating content. These details include Fixlets (Baselines), Tasks, and Analyses. Use the Usage Profiler tasks to enable or disable these log recordings. The client logs can all be gathered and uploaded to the server using the Tasks ID 353 for Windows clients and Task ID 655 for non-Windows clients. Additionally the Client Diagnostics tool can be downloaded manually to the server and run manually.

Trend Core Protection Module issues

- For installation issues, include Trend client installation logs. The Core Protection Module (CPM) Endpoint installation logs can be found in the C:\WINDOWS folder. The log files are CPMInstall.log, OFCNT.log, ClnExtor.log, and CPMInstallResult.log.
- For system-wide pattern issues, include the server's Trend mirror script logs. The Core Protection Module Endpoint mirror script logs can be found in C:\Program Files\BigFix Enterprise\TrendMirrorScript\logs.
- For CPM action failures, include the BES client logs. see this topic describing where the client logs are located:
<http://www-01.ibm.com/support/docview.wss?uid=swg21505873>
- For local malware and spyware issues, enable and run the Task:
Task #28: Core Protection Module - Upload Logs (see the description of the Task for the logs upload location).
- For undetected malware and spyware issues, see the following topic for information to include:
<http://www-01.ibm.com/support/docview.wss?uid=swg21506161>

For Trend Micro Core Protection Module (CPM) installation issues, include the client installation log files. For CPM Pattern update issues, include the pattern update script log files.

For CPM action issues, include the Tivoli Endpoint Manager client log files, using the web address listed to locate the client log files. For malware and spyware issues, run Task ID 28 Core Protection Module – Upload Logs. For undetected malware and spyware issues, review the web address listed for specific details.

Troubleshooting resources (1 of 2)

- Documentation and Technotes:
<http://support.bigfix.com/resources.html>
- Knowledge Base (KB) articles:
<http://support.bigfix.com/cgi-bin/kbdirect.pl>
- User forum:
<http://www.ibm.com/developerworks/forums/category.jspa?categoryID=506>
- Quick reference material:
<http://support.bigfix.com/bes/install/quickreference-production.html>
- General Tivoli Endpoint Manager performance tuning:
<https://www.ibm.com/developerworks/mydeveloperworks/wikis/home?lang=en#wiki/Tivoli%20Endpoint%20Manager/page/Performance%20Configurations>
- Tivoli Endpoint Manager platform support policy:
<http://www-01.ibm.com/support/docview.wss?uid=swg21570458>

Here is a list of web addresses for troubleshooting assistance.

Troubleshooting resources (2 of 2)

- **Server requirements:**
<http://www-01.ibm.com/support/docview.wss?uid=swg21505691>
- **BigFix console system requirements:**
<http://www-01.ibm.com/support/docview.wss?uid=swg21505693>
- **Product documentation:**
http://publib.boulder.ibm.com/infocenter/tivihelp/v26r1/index.jsp?topic=%2Fcom.ibm.tem.doc_8.2%2Fwelcome%2Fwelcome.html
- **Wiki:**
<https://www.ibm.com/developerworks/mydeveloperworks/wikis/home?lang=en#/wiki/Tivoli%20Endpoint%20Manager>
- **Blog:**
<https://www.ibm.com/developerworks/mydeveloperworks/blogs/a1a33778-88b7-452a-9133-c955812f8910/?lang=en>
- **Endpoint management community:**
<https://www.ibm.com/developerworks/servicemanagement/em/>

Here are additional troubleshooting assistance web addresses.

A few of the more popular topics (1 of 2)

- Mapping of BigFix Knowledge Base articles to IBM DCF Technotes:
<http://www-01.ibm.com/support/docview.wss?uid=swg21584549>
- Can you automatically assign a Tivoli Endpoint Manager client a particular relay at installation time?
<http://www-01.ibm.com/support/docview.wss?uid=swg21505838>
- How do you clear the Tivoli Endpoint Manager console cache?
<http://www-01.ibm.com/support/docview.wss?uid=swg21505993>
- How do you delete the data cache for Tivoli Endpoint Manager web reports?
<http://www-01.ibm.com/support/docview.wss?uid=swg21506057>
- How do you use Tivoli Endpoint Manager with a proxy?
<http://www-01.ibm.com/support/docview.wss?uid=swg21505994>
- What do the Winsock error numbers in the Tivoli Endpoint Manager client logs mean?
<http://www-01.ibm.com/support/docview.wss?uid=swg21505977>
- Can the SQL Server database exist on a separate computer from the Tivoli Endpoint Manager server?
<http://www-01.ibm.com/support/docview.wss?uid=swg21505841>

Here is a list of the more popular topics, including the subject, topic, and web address.

A few of the more popular topics (2 of 2)

- How can you tell if you have gathered the latest Fixlet messages that have been published by Tivoli Endpoint Manager?
<http://www-01.ibm.com/support/docview.wss?uid=swg21505823>
- Tivoli Endpoint Manager deployment architecture:
<https://www.ibm.com/developerworks/mydeveloperworks/wikis/home?lang=en#wiki/Tivoli%20Endpoint%20Manager/page/TEM%20Architecture%20and%20Processes>
- Tivoli Endpoint Manager network traffic guide:
<https://www.ibm.com/developerworks/mydeveloperworks/wikis/home/wiki/Tivoli%20Endpoint%20Manager/page/Network%20Traffic%20Guide?lang=en>
- Why are all of the computers in the Tivoli Endpoint Manager console gray?
<http://www-01.ibm.com/support/docview.wss?uid=swg21506135>
- Why do my Tivoli Endpoint Manager clients report "<not reported>" for every action you take?
<http://www-01.ibm.com/support/docview.wss?uid=swg21505835>

Here are more popular topics.



Contacting IBM support regarding a Tivoli Endpoint Manager issue

- Refer to this website: <http://www.ibm.com/support>
- For more information about how support works at IBM, see the support handbook: <http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html>

To contact IBM regarding help with Tivoli Endpoint Manager issues, use the website <http://www.ibm.com/support> to report issues. For additional information, see the support handbook.

Summary (1 of 2)

- Now that you have completed this module, you can open a PMR with the Tivoli Endpoint Manager helpdesk that includes these details related to the problem:
 - Description of the problem
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Summary (2 of 2)

- You can also include these important details:
 - Details about any changes that have occurred in the Tivoli Endpoint Manager deployment environment that are important, including changes to any software, hardware, networking infrastructures, additions of proxies and firewalls, and changes to any settings
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