

**Limitations and Workarounds for the  
OMEGAMON<sup>®</sup> XE V4.2.0 Products running on  
IBM<sup>®</sup> Tivoli<sup>®</sup> Management Services V6.2.1 and  
V6.2.2**

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## Contents

Contents.....	2
Introduction.....	3
General limitations.....	3
Install/Uninstall.....	3
Navigation Tree in the Tivoli Enterprise Portal continues to show product report nodes after uninstall.....	3
Navigation Tree in the Tivoli Enterprise Portal shows unrecognizable report nodes after installation of WEB Start Client.....	3
WEB Start client fails after uninstall of an agent.....	4
Product provided Situations delivered in an Interim Fix are not installed/seeded for a Unix/Linux Tivoli Enterprise Portal Server and z/OS Hub Tivoli Enterprise Management Server configuration.....	4
Interim Fix Installer fails when installing Tivoli Enterprise Management Server application support files on a x86-64bit Linux platform.....	5
Usage.....	7
Navigation Tree in the Tivoli Enterprise Portal shows duplicate node entries for a given product managed system.....	7
OMEGAMON XE on z/OS, V4.2.0.....	7
zFS Kernel Summary view displays a partially filled rows list when displaying historical data rows.....	7
Descriptive information missing for some queries or attributes in the Query Editor..	7
About BPXPRMxx members workspace view appears untranslated for non-English language locale.....	8

## Introduction

This technical notification documents limitations and workarounds that were not addressed as of the date of release for the OMEGAMON XE 4.2.0 products running on IBM Tivoli Management Services (ITM) 6.2.1 and 6.2.2.

## General limitations

The following limitations apply to all monitoring agents running on IBM Tivoli Management Services, V6.2.1 and 6.2.2.

### *Install/Uninstall*

#### **Navigation Tree in the Tivoli Enterprise Portal continues to show product report nodes after uninstall**

**User Impact:** Unexpected results after uninstall of an agent is performed at the Tivoli Enterprise Portal Server (TEPS): the navigation tree continues to show the report nodes for the agent.

**Workaround:** This is a partial workaround as there is no fully effective workaround at this time. To avoid displaying the report nodes associated with the uninstalled product agent:

1. If the Agent is no longer being started, the agent node in the Navigator displays in a grayed-out format. In this case, you may use the Tivoli Enterprise Portal (TEP) to remove the Agent node entry from the Managed Systems list. Navigate to the Managed Systems Status workspace by right clicking the Enterprise node and selecting the Managed Systems Status entry in the workspace selection list. In the Managed Systems Status workspace, hover over the Status column and row for the offline Agent node, right click and select **Clear Offline entry**.
2. If the agent node in the Navigator does not display in a grayed-out format, this is an indication that the Agent is being started and it is online. An alternative method that may be utilized to avoid viewing the Agent nodes is to modify USER ID settings for users that do not require support for the agent. Using the User ID Administration dialogs, edit the USER ID Application tab setting to exclude applications that should not be shown in the navigation tree.

#### **Navigation Tree in the Tivoli Enterprise Portal shows unrecognizable report nodes after installation of WEB Start Client**

**User Impact:** Unexpected results after attempt to perform a WEB Start of the Tivoli Enterprise Portal desktop client: the navigation tree shows unrecognizable (coded) node entries.

**Workaround:** This can be circumvented by stopping the portal server, performing a reconfiguration of the portal server and then restarting it. Once this is done, recycle the client.

## **WEB Start client fails after uninstall of an agent**

**User Impact:** Unexpected results after uninstall of a given OMEGAMON Agent is performed at the Tivoli Enterprise Portal Server: the Tivoli Enterprise Portal WEB Start client fails during startup.

**Workaround:** Presently there is no good workaround for this problem. The most effective workaround would be to avoid an attempt to uninstall a discrete Agent product from the Tivoli Enterprise Portal Server. If the uninstall has already been performed, the procedure described below under item 1 may help circumvent the WEB Start client failure. If the uninstall has not been performed, the procedure described below under item 2 will help remove display of report nodes, in the navigation tree, associated with an Agent that is no longer deployed.

1. A last resort alternative is available if the product uninstall has already been performed: open/edit the portal server file <ITM\_HOME>\CNB\tep.jnlp and remove (or comment out) the lines referencing kpp.jar.jnlp and kpp\_resources.jar.jnlp (where kpp represents the product code for the uninstalled agent product. Recycle the portal server after editing the tep.jnlp file. On the client side, clear the Java Application cache and recycle the client.
2. If the Agent is no longer being started, the agent node in the Navigator displays in a grayed-out format. In this case, you can use the Tivoli Enterprise Portal to remove the agent node entry from the Managed Systems list. Navigate to the Managed Systems Status workspace by right clicking the Enterprise node and selecting the Managed Systems Status entry in the workspace selection list. In the Managed Systems Status workspace, hover over the Status column and row for the offline agent node, right click on the row and, select **Clear Offline entry**.

## **Product provided Situations delivered in an Interim Fix are not installed/seeded for a Unix/Linux Tivoli Enterprise Portal Server and z/OS Hub Tivoli Enterprise Management Server configuration**

**User Impact:** New product provided situations that are delivered as part of an Interim Fix are not available in the Tivoli Enterprise Portal Server. For example, product provided situations delivered with the OMEGAMON XE on z/OS v420 4.2.0.1-TIV-KM5-IF0004 Interim Fix are not available after the Interim Fix has been installed.

**Workaround:** This problem may be circumvented by uploading the seed sql file from Unix/Linux to z/OS, placing the seed file content in the x/OS Hub Tivoli Enterprise Management Server (TEMS) RKANSQULU runtime dataset. The TEMS SPUFIL utility can then be used to perform the seeding operation. The steps shown below describe the circumvention process. These steps are to be performed after completing the install and configuration steps on the Unix/Linux platform.

1. On Unix/Linux, locate the FTP source directory; e.g. `cd ../itm/ls3263/cq/sqllib`
2. Start the FTP program to upload from Unix/Linux to z/OS; from the above noted directory FTP upload the `km5_upg.sql` file placing the file in a member of the Hub TEMS RKANSQULU dataset; e.g.  
> `put km5_upg.sql 'rhilev.middlev.RKANSQULU.RKANSQULU(KM5UPG)'`  
where...  
**rhilev** is the Hub TEMS runtime environment dataset name hi-level qualifier  
**middlev** is the Hub TEMS runtime environment dataset name mid-level qualifier
3. Start the Hub TEMS on z/OS if not already running and execute a system modify command against the Hub TEMS started task to perform the seeding with SPUFI; e.g., :  
> F **temsSTCname**,CTDS START SPUFIL,KM5UPG  
where...  
**temsSTCname** is the TEMS started task name
4. The SPUFIL utility will write messages to the TEMS RKLVLLOG that indicate both sql processing activity and final processing counts upon completion. Note that the some SQL statements may fail due to prior seeding activity; e.g. an attempt to insert a duplicate record will fail. You may ignore duplicate insert sql errors. An example of the SPUFIL duplicate insert error messages is provided below:  
(0000-D814059B:kfaibins.c,1487,"Process") Insert error  
(dup) for key: 'KM5\_CPU\_Loop\_Warn'  
(0001-D814059B:kdsvws1.c,2401,"ManageView") ProcessTable  
TSITDESC Insert Error status = ( 80 ). DSTSNS ip.pipe:...  
0002-D8611C03:kdsrqc1.c,2620,"AccessRowsets") Could not  
obtain rowset 2, status code = 80
5. Once the SPUFIL is complete, recycle the z/OS HUB TEMS and the Unix/Linux based Tivoli Enterprise Portal Server to complete the seeding process.

## **Interim Fix Installer fails when installing Tivoli Enterprise Management Server application support files on a x86-64bit Linux platform**

**User Impact:** Unexpected results when attempting to install an Interim Fix: the Installer fails when installing the IBM Tivoli Monitoring for Applications: for OMEGAMON XE on z/OS 4.2.0 Tivoli Enterprise Management Server (TEMS) application support files on an x86-64bit Linux platform. An example of error messages that are written to the install log file is provided below:

```

(Oct 21, 2009 5:52:15 AM), Install,
com.ibm.tivoli.itm.install.appsupport.SeedTEMSAction, dbg, Adding
TEMS support for IBM Tivoli OMEGAMON XE on z/OS Version
04.20.01.04
(Oct 21, 2009 5:52:15 AM), Install,
com.ibm.tivoli.itm.install.appsupport.SeedTEMSAction, dbg, /opt/
IBM/ITM/lx8266/ms/bin/ksminst: error while loading shared
libraries: libkbb.so: wrong ELF class: ELFCLASS64
(Oct 21, 2009 5:52:15 AM), Install,
com.ibm.tivoli.itm.install.appsupport.SeedTEMSAction, dbg, rc=127
(Oct 21, 2009 5:52:15 AM), Install,
com.ibm.tivoli.itm.install.appsupport.SeedTEMSAction, err, An
unkown error occurred while seeding the TEMS

```

The root cause of the problem is an incorrect libkbb.so. After ITM 6.21 TEMS is installed on Linux 64bit, there are libkbb.so files with different sizes located in the three different directories shown below:

```

rwxrwxrwx 1 root root 421690 Jun 12 19:15 ./lx8266/ms/lib/
libkbb.so
rwxrwxrwx 1 root root 509092 Jun 12 19:15 ./lx8266/ue/lib/
libkbb.so
rwxrwxrwx 1 root root 509092 Jun 12 19:15 ./tmaitm6/lx8266/lib/
libkbb.so

```

The correct libkbb.so content is the under the ./lx8266/ms/lib/. Directory, the others are incorrect.

**Workaround:** This problem may be circumvented by placing the libkbb.so into the directory that the Installer will use before running the Installer. The steps shown below outline the circumvention procedure.

1. Locate/enter the \$CANDLEHOME directory
2. Backup the libkbb.so; e.g. under \$CANDLEHOME/lx8266/ue/lib/ with command *'mv ./lx8266/ue/lib/libkbb.so ./lx8266/ue/lib/libkbb.so.bak'*
3. Backup the libkbb.so; e.g. under \$CANDLEHOME/tmaitm6/lx8266/lib/ with command *'mv ./tmaitm6/lx8266/lib/libkbb.so ./tmaitm6/lx8266/lib/libkbb.so.bak'*
4. Copy the libkbb.so from \$CANDLEHOME/lx8266/ms/lib/ to \$CANDLEHOME/lx8266/ue/lib/ and \$CANDLEHOME/tmaitm6/lx8266/lib/ with commands:

```

cp ./lx8266/ms/lib/libkbb.so ./lx8266/ue/lib/libkbb.so
cp ./lx8266/ms/lib/libkbb.so ./tmaitm6/lx8266/lib/libkbb.so

```
5. After above steps, re-run the installer; the installation should run successfully.
6. When the install is finished, restore the libkbb.so under ./lx8266/ue/lib/ and ./tmaitm6/lx8266/lib/ with below commands:

```

cp -f ./lx8266/ue/lib/libkbb.so.bak ./lx8266/ue/lib/libkbb.so
cp -f ./tmaitm6/lx8266/lib/libkbb.so.bak ./tmaitm6/lx8266/lib/libkbb.so

```

## **Usage**

This section lists the general problems that can be encountered during product usage.

### **Navigation Tree in the Tivoli Enterprise Portal shows duplicate node entries for a given product managed system**

**User Impact:** The Tivoli Enterprise Portal navigation tree displays duplicate node entries for a given Managed System node. This may occur during periods of Managed systems online/offline activity

**Workaround:** This navigation tree problem may be circumvented by stopping and restarting the Tivoli Enterprise Portal Server.

## **OMEGAMON XE on z/OS, V4.2.0**

This section lists the limitations for IBM Tivoli OMEGAMON XE on z/OS, V4.2.0.

### **zFS Kernel Summary view displays a partially filled rows list when displaying historical data rows**

**User Impact:** The Tivoli Enterprise Portal does not take full advantage of available view real-estate when displaying zFS Kernel Summary view rows in the zFS Overview workspace; only 3 or 4 rows are returned per view page.

**Workaround:** Change the workspace view properties to “Return all rows”.

### **Descriptive information missing for some queries or attributes in the Query Editor**

**User Impact:** The Tivoli Enterprise Portal does not provide descriptive/help information for all attributes or attribute groups. This is a result of a planned practice to not provide descriptive/help information for attributes or attribute groups that are defined as “hidden”. One indication that the attributes/groups are defined as “hidden” is that they are not listed in the situation editor attribute/group lists.

**Workaround:** There is no workaround available. In many cases, help information for a given attribute or group may be obtained from related attributes or groups.

## **About BPXPRMxx members workspace view appears untranslated for non-English language locale**

**User Impact:** The About BPXPRMxx Members view in the USS UNIX BPXPRMxx Values workspace appears untranslated when running on a client using a non-English locale. This workspace view content is being derived by employing the url address contained in the browser view. Presently there is no mechanism for dynamically changing the url address to conform to locale settings.

**Workaround:** There is no workaround available at this time.