IBM Tivoli Intelliwatch, Version 6.0.0.27.40: i5/OS Installation Notes

IBM® Tivoli® Intelliwatch®, Version 6.0.0.27.40 and higher provides the enablement of the i5/OS® operating system that is described in this document.

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For detailed information about IBM Tivoli Intelliwatch, see IntelliWatch Pinnacle® Enterprise User's Guide, Version 6.0 in the Tivoli Software Information Center, located at the following Web address:

>   http://www.ibm.com/software/tivoli/library/

Click the Tivoli product manuals link. Click I in the alphabet list to go to the IBM Tivoli Intelliwatch documentation.

About IBM Tivoli Intelliwatch Pinnacle

IBM Tivoli IntelliWatch Pinnacle for Distributed Systems is a comprehensive set of tools that allows you to do the following:
- ❖ Monitor Lotus® Domino® servers locally and remotely.
- ❖ Generate custom statistics not available in Domino.
- ❖ Retrieve Domino and IntelliWatch® statistics for use in reports. You can distribute the reports through e-mail or store them in a database.
- ❖ Trace database performance between clients and servers and between a servers and other servers.

New features

The current fix pack provides the following features:
- ❖ Support for IntelliWatch Monitoring on i5/OS systems and partitions. This includes the IntelliWatch Monitor and Advanced ServerWatch functions. The Analyzer, Performance Manager, and Tracer functions are not currently supported on i5/OS.

System requirements

The product has the following software and hardware requirements:
- ❖ i5/OS V5R3 or i5/OS V5R4 operating system
- ❖ A version of Lotus Domino supported on one of the above-listed OS versions. Currently this is Lotus Domino 6.5.5 and above. See the following Web page for information on Lotus Domino support for i5/OS:

http://www-03.ibm.com/servers/eserver/iseries/domino/domino6/pdf/releasesupport.pdf
- ❖ Sufficient processor speed and memory to run the Domino server
- ❖ QShell interpreter (5722-SS1, option 30)

Installation

Notes: In order to perform the installation steps on i5/OS you will need to signon with a user profile, such as QSECOFR, with sufficient authority to use the commands shown below..

To install IntelliWatch on i5/OS, perform the following steps:

1. Extract the product zip file to a directory on a workstation. The extracted product installation file is named intelliwch.sav.

2. Create a save file on the target i5/OS. On the i5/OS command line enter the following command:

    CRTSAVF FILE(QGPL/INTELLIWCH) TEXT('IntelliWatch Monitor')

If the file already exists pick a different save file name, delete the existing file with the DLTF command, or use the existing save file.

3. FTP the installation file (intelliwch.sav) in binary mode from the workstation to the save file on the target i5/OS created in step 2. On the workstation command line do the following:

        cd to location of the intelliwch.savf file
        ftp <HOSTNAME>
        < log in to server >
        bin
        put intelliwch.sav qgpl/intelliwch.savf
        quit

4. Restore the product. On the i5/OS command line enter the following command:

    RSTLICPGM LICPGM(0IWATCH) DEV(*SAVF) SAVF(QGPL/INTELLIWCH)

The Software Agreement will be displayed. Use the function keys described along the bottom of the screen to select the appropriate language version of the agreement to display, and to accept or decline the agreement. The agreement must be accepted before the agent installation can continue.

5. For each Domino Partition in which you wish to use IntelliWatch run the setup program after stopping that partition. On the i5/OS command line enter the following commands replacing <servername> with the actual name of the Domino server:

    ENDDOMSVR SERVER(<servername >)
    CALL INTELLIWCH/SETUP

The setup program will display a number of prompts that request setup information. Type in the appropriate information when prompted.

6. Restart the Domino Partition and IntelliWatch will now be monitoring your Notes environment. On the i5/OS command line enter the following command:

    STRDOMSVR SERVER(<SERVERNAME>)

7. Optional: You can delete the save file created in step 2 in order to save disk space. On the i5/OS command line enter the following command:

    DLTF FILE(QGPL/INTELLIWCH)

Notes:
  ❖ If Lotus Domino is not installed on the i5/OS then the RSTLICPGM installation command will fail. Message "Library QNOTES not found." will be one of the detail messages displayed.
  ❖ Later versions of the product can be installed without removal of the previous version.
  ❖ The product library is named INTELLIWCH.
  ❖ The product directory tree is in /usr/candle/intelliwatch.

Uninstallation of the product

You will need to remove the IntelliWatch monitor from each Domino partition that you setup, then remove the IntelliWatch monitor product.
For each Domino partition that you setup:

1. Stop the Domino partition. On the i5/OS command line enter the following command replacing <servername> with the actual name of the Domino server:

        ENDDOMSVR SERVER(<servername>)

2. Run the IntelliWatch uninst program and select the partition to remove. On the i5/OS command line enter:

      CALL PGM(INTELLIWCH/UNINST)

3. Restart the Domino partition. On the i5/OS command line enter the following command replacing <servername> with the actual name of the Domino server:

      STRDOMSVR SERVER(<servername>)

To remove the IntelliWatch monitor product:

1. Delete the product. On the i5/OS command line enter the following command:

   DLTLICPGM LICPGM(0IWATCH)

Running command-line utilities

You can use the RUNDOMCMD, Run Domino Command to call IntelliWatch command line utilities. To call a utility, you use the name of the executable and list its parameters in the CMD part of the RUNDOMCMD. The following shows the syntax of Intelliwatch command utility invocations where:

<> designates a required parameter
[]   designates an optional parameter

RUNDOMCMD SERVER(<server-name>) CMD(CALL PGM(INTELLIWCH/<utility-name>) [PARM('<parm-1>' [... '<parm-n>'])) BATCH(*NO)

<server-name> is the Domino Server name of the Domino partition to run the command on. For example, SERVER(TEST01).

<utility-name> is the name of the IntelliWatch command line utility. For example, PGM(INTELLIWCH/IWALERT).

<parm-1> through <parm-n> are the parameters to pass to the utility. Single quotation marks(') must be used around each parameter. Using parameters is optional and the number of them depends on the utility.

The BATCH(*NO) parameter on the RUNDOMCMD specifies if the utility will be submitted in batch or run interactively. In order to see the utility's output you should run it interactively.

The following example shows how to use RUNDOMCMD to run the IntelliWatch utility iwalert to send a priority 2 message from Domino server test01 to the default hub server.

RUNDOMCMD SERVER(test01) CMD(CALL PGM(INTELLIWCH/IWALERT) PARM('/M: Intelliwatch is a great tool' '/P:2')) BATCH(*NO)

After the utility is conplete you will see the message:

Press ENTER to end terminal session.

After reading the utility's output press the ENTER key to return to the command line.

Support information

If you have a problem with your IBM software, you want to resolve it quickly. This section describes the following options for obtaining support for IBM software products:

- "Searching knowledge bases"
- "Obtaining fixes"
- "Receiving weekly support updates"
- "Contacting IBM Software Support"

Searching knowledge bases

You can search the available knowledge bases to determine whether your problem was already encountered and is already documented.

Searching the information center

IBM provides extensive documentation that can be installed on your local computer or on an intranet server. You can use the search function of this information center to query conceptual information, instructions for completing tasks, and reference information.

For detailed information about IBM Tivoli Intelliwatch, see IntelliWatch Pinnacle Enterprise User's Guide, Version 6.0 in the Tivoli Software Information Center, located at the following Web address:

http://www.ibm.com/software/tivoli/library/

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Searching the Internet

If you cannot find an answer to your question in the information center, search the Internet for the latest, most complete information that might help you resolve your problem.

To search multiple Internet resources for your product, use the Web search topic in your information center. In the navigation frame, click Troubleshooting and support ⌐

Searching knowledge bases and select Web search. From this topic, you can search a variety of resources, including the following:

- IBM technotes
- IBM downloads
- IBM Redbooks™
- IBM developerWorks®
- Forums and newsgroups
- Google

Obtaining fixes

A product fix might be available to resolve your problem. To determine what fixes are available for your IBM software product, follow these steps:

1. Go to the IBM Software Support Web site at http://www.ibm.com/software/support.

2. Click Downloads and drivers in the Support topics section.

3. Select the Software category.

4. Select a product in the Sub-category list.

5. In the Find downloads and drivers by product section, select one software category from the Category list.

6. Select one product from the Sub-category list.

7. Type more search terms in the Search within results if you want to refine your search.

8. Click Search.

9. From the list of downloads returned by your search, click the name of a fix to read the description of the fix and to optionally download the fix.

For more information about the types of fixes that are available, see the IBM Software Support Handbook at http://techsupport.services.ibm.com/guides/handbook.html.

Receiving weekly support updates

To receive weekly e-mail notifications about fixes and other software support news, follow these steps:

1. Go to the IBM Software Support Web site at http://www.ibm.com/software/support.

2. Click My support in the upper right corner of the page.

3. If you have already registered for My support, sign in and skip to the next step. If you have not registered, click register now. Complete the registration form using your e-mail address as your IBM ID and click Submit.

4. Click Edit profile.

5. In the Products list, select Software. A second list is displayed.

6. In the second list, select a product segment, for example, Systems Management. A third list is displayed.

7. In the third list, select a product sub-segment, for example, Application Performance & Availability. A list of applicable products is displayed.

8. Select the products for which you want to receive updates.

9. Click Add products.

10. After selecting all products that are of interest to you, click Subscribe to email on the Edit profile tab.

11. Select Please send these documents by weekly email.

12. Update your e-mail address as needed. 4

13. In the Documents list, select Software.

14. Select the types of documents that you want to receive information about.

15. Click Update.

If you experience problems with the My support feature, you can obtain help in one of the following ways:

Online

Send an e-mail message to erchelp@ca.ibm.com, describing your problem.

By phone

Call 1-800-IBM-4You (1-800-426-4968).

Contacting IBM Software Support

IBM Software Support provides assistance with product defects.

Before contacting IBM Software Support, your company must have an active IBM software maintenance contract, and you must be authorized to submit problems to IBM. The type of software maintenance contract that you need depends on the type of product you have:

- For IBM distributed software products (including, but not limited to, Tivoli, Lotus, and Rational® products, as well as DB2® and WebSphere® products that run on Windows®, or UNIX® operating systems), enroll in Passport Advantage® in one of the following ways:

    Online
          Go to the Passport Advantage Web site at http://www.lotus.com/services/passport.nsf/ WebDocs/Passport_Advantage_Home and click How to Enroll.

By phone

For the phone number to call in your country, go to the IBM Software Support Web site at http://techsupport.services.ibm.com/guides/contacts.html and click the name of your geographic region.

- For customers with Subscription and Support (S & S) contracts, go to the Software Service Request Web site at https://techsupport.services.ibm.com/ssr/login.

- For customers with IBMLink™, CATIA, Linux, OS/390®, iSeries™, pSeries®, zSeries®, and other support agreements, go to the IBM Support Line Web site at http://www.ibm.com/services/us/index.wss/so/its/a1000030/dt006.

- For IBM eServer™ software products (including, but not limited to, DB2 and WebSphere products that run in zSeries, pSeries, and iSeries environments), you can purchase a software maintenance agreement by working directly with an IBM sales representative or an IBM Business Partner. For more information about support for eServer software products, go to the IBM Technical Support Advantage Web site at http://www.ibm.com/servers/eserver/techsupport.html.

If you are not sure what type of software maintenance contract you need, call 1-800-IBMSERV (1-800-426-7378) in the United States. From other countries, go to the contacts page of the IBM Software Support Handbook on the Web at http://techsupport.services.ibm.com/guides/contacts.html and click the name of your geographic region for phone numbers of people who provide support for your location.

To contact IBM Software support, follow these steps:

1. "Determining the business impact"

2. "Describing problems and gathering information"

3. "Submitting problems"

Determining the business impact

When you report a problem to IBM, you are asked to supply a severity level. Therefore, you need to understand and assess the business impact of the problem that you are reporting. Use the following criteria:

Severity 1

The problem has a critical business impact. You are unable to use the program, resulting in a critical impact on operations. This condition requires an immediate solution.

Severity 2

The problem has a significant business impact. The program is usable, but it is severely limited.

Severity 3

The problem has some business impact. The program is usable, but less significant features (not critical to operations) are unavailable.

Severity 4

The problem has minimal business impact. The problem causes little impact on operations, or a reasonable circumvention to the problem was implemented.

Describing problems and gathering information

When describing a problem to IBM, be as specific as possible. Include all relevant background information so that IBM Software Support specialists can help you solve the problem efficiently. To save time, know the answers to these questions:

- What software versions were you running when the problem occurred?

- Do you have logs, traces, and messages that are related to the problem symptoms? IBM Software Support is likely to ask for this information.

- Can you re-create the problem? If so, what steps were performed to re-create the problem?

- Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, and so on.

- Are you currently using a workaround for the problem? If so, be prepared to explain the workaround when you report the problem.

Submitting problems

You can submit your problem to IBM Software Support in one of two ways:

Online

Click Submit and track problems on the IBM Software Support site athttp://www.ibm.com/software/support/probsub.html. Type your information into the appropriate problem submission form.

By phone

For the phone number to call in your country, go to the contacts page of the IBM Software Support Handbook at http://techsupport.services.ibm.com/guides/contacts.html and click the name of your geographic region.

If the problem you submit is for a software defect or for missing or inaccurate documentation, IBM Software Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail. Whenever possible, IBM Software Support provides a workaround that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the Software Support Web site daily, so that other users who experience the same problem can benefit from the same resolution.

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