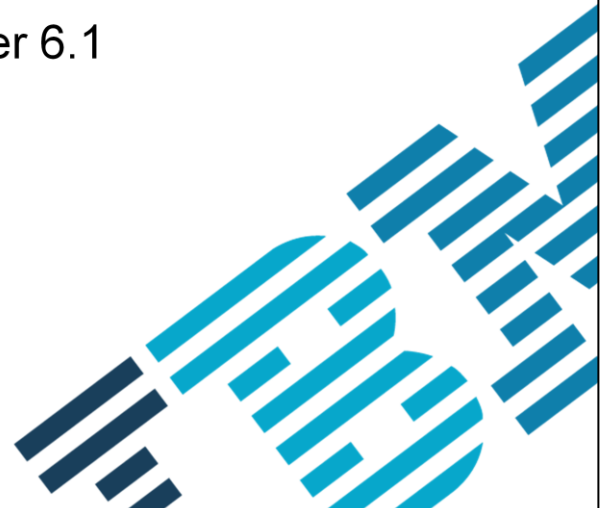


# Tivoli Business Service Manager 6.1

## Configuring the reporting system

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This presentation shows how to configure the reporting system in Tivoli® Business Service Manager V6.1.

## Objectives

After you complete this module, you can perform these tasks:

- Configure the Tivoli Business Service Manager 6.1 reporting system
- Diagnose common errors

After you complete this module, you can configure the Tivoli Business Service Manager 6.1 reporting system and diagnose common errors.

## Agenda

- Overview
- Prerequisites
- Configuring your database connection
- Installing the Tivoli Business Service Manager 6.1 reporting system
- Running reports

This presentation shows how to configure your DB2® database connection, install the Tivoli Business Service Manager reporting system, and run initial reports.

## Prerequisites used in this module

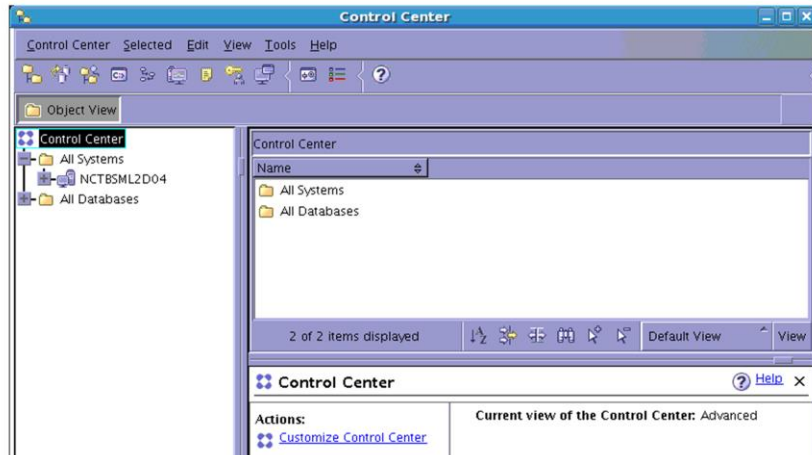
- Tivoli Business Service Manager 6.1 Fix Pack 1
- Tivoli Integrated Portal 2.2.0.9
- Tivoli Common Reporting 2.1.1
- IBM Tivoli Monitoring 6.1 Fix Pack 7

You must have the software that is shown here to install Tivoli Business Service Manager reporting for Tivoli Business Service Manager 6.1

## Launching the DB2 Control Center

- Launch the db2 control center by running these commands:

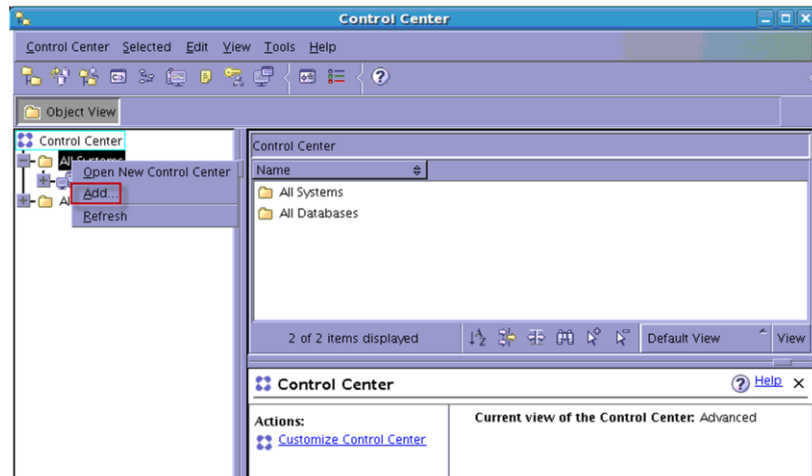
```
su - db2inst1  
db2cc &
```



Initialize the DB2 Control Center by running db2cc as shown here.

## Adding the new system (1 of 2)

- Right-click **All Systems** and select **Add**



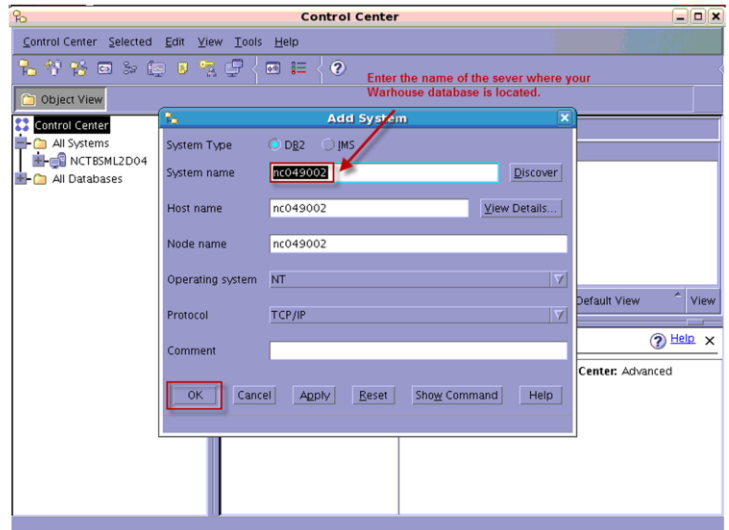
Now add a system.

Right-click **All Systems**.

Select **Add**.

## Adding the new system (2 of 2)

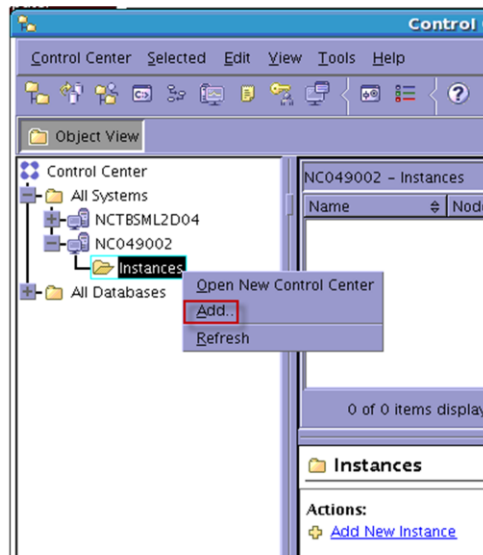
- Enter the name of the server where your warehouse database is installed



Enter the name of the database warehouse server.

## Adding the new instance (1 of 3)

- Expand the + next to the server name
- Right-click **Instances** and select **Add**



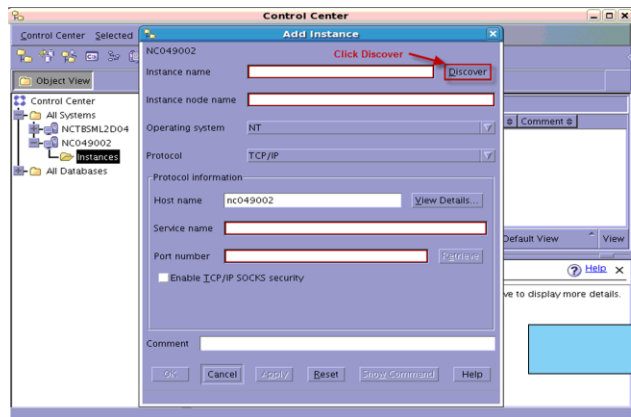
Add an instance.

Click the plus sign next to the server name.

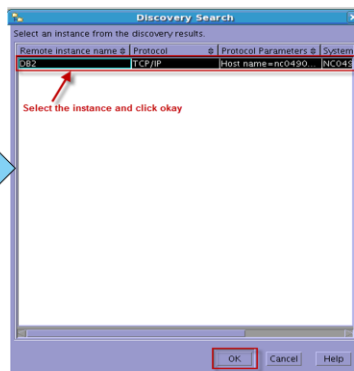
Right-click **Instances** and select **Add**.



## Adding the new instance (2 of 3)



- Click **Discover** to open the Discovery Search window



Click **Discover**.

## Adding the new instance (3 of 3)

The screenshot shows the 'Add Instance' dialog box with the following fields and values:

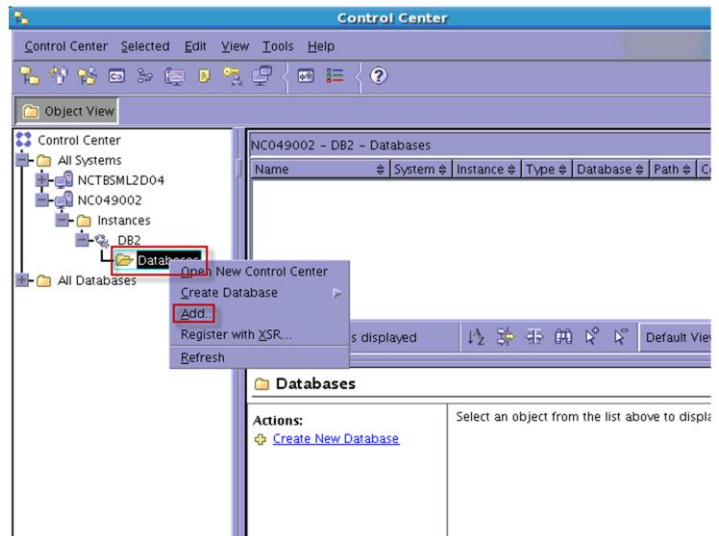
- Instance name: DB2
- Instance node name: DB2 (with a red arrow pointing to it and the text 'I use the instance name here too')
- Operating system: NT
- Protocol: TCP/IP
- Host name: nc049002.tlvab.raleigh.ibm.com
- Service name: (empty)
- Port number: 50000
- Enable TCP/IP SOCKS security: (unchecked)

The 'OK' button is highlighted with a red box.

Use the same instance name in the **Instance node name** field.

## Adding the new database (1 of 3)

- Expand the + next to the instance name
- Right-click **Database** and select **Add**



Add the new database.

Expand the plus sign next to the instance name.

Right-click the database and select **Add**.

## Adding the new database (2 of 3)

NC049002 - DB2

Click Discover

Database name  Discover

Alias

Comment

Authentication

Type Value in server's DBM configuration

Principal name

OK Cancel Apply Reset Show Command Help

Click **Discover** to open the Discovery Search window

Select a database from the discovery results.

| Database Alias | Database Name | Target Database Name | Comment |
|----------------|---------------|----------------------|---------|
| TBSM           | TBSM          |                      |         |
| TBSMHIST       | TBSMHIST      |                      |         |
| TEPS           | TEPS          |                      |         |
| TEST           | TEST          |                      |         |
| TR01SDB        | TR01SDB       |                      |         |
| WAREHOUS       | WAREHOUS      |                      |         |

Select the WAREHOUS database

OK Cancel Help

Click **Discover**.

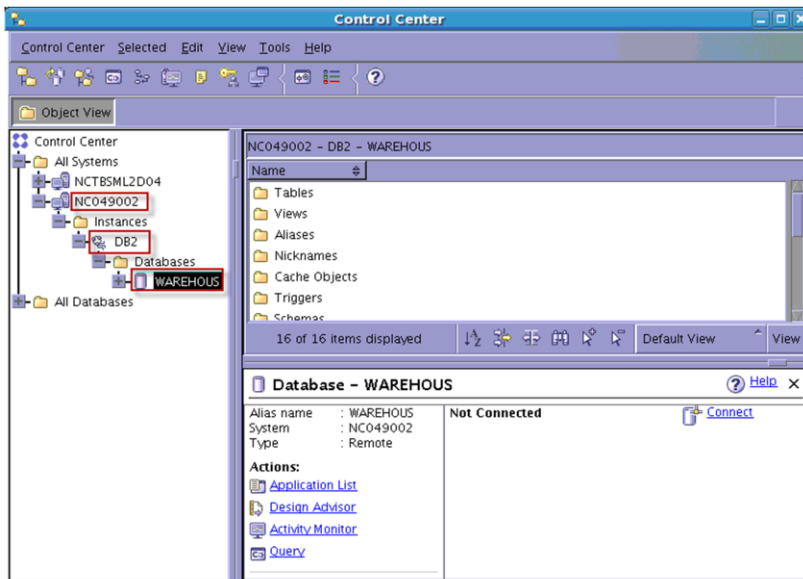
## Adding the new database (3 of 3)

The screenshot shows a dialog box titled "Add Database" with the following fields and controls:

- Database name: WAREHOUS (with a Discover button)
- Alias: WAREHOUS (with a red arrow pointing to it from the text "I use the database name for the alias")
- Comment: (empty text field)
- Authentication:
  - Type: Value in server's DBM configuration (dropdown menu)
  - Principal name: (empty text field)
- Buttons: OK (highlighted with a red box), Cancel, Apply, Reset, Show Command, Help

Use the database name for the alias in the **Alias** field.

## Completed connection



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Configuring the reporting system

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Your connection is now complete.

## Enabling the Tivoli Business Service Manager reports

- Add the LD\_LIBRARY to your path at this location:  
**/opt/IBM/db2/V9.7/lib32**
- Use the following syntax to add the LD\_LIBRARY to your .bash\_profile:  
**export LD\_LIBRARY\_PATH=/opt/IBM/db2/V9.7/lib32**
- If you do not add the LD\_LIBRARY, you see this error:



- Reports are on your installation media under OS\_Version/Reports
- Edit the install\_reports.sample\_properties

Now you can proceed with installation of the Tivoli Business Service Manager reports.

Add the LD\_LIBRARY environment variable to your path; an example location on your system is **opt/IBM/db2/V9.7/lib32**

Use the export command to add the path to your .bash\_profile.

The reports are on your installation media under OS\_Version/Reports.

You must edit the install\_reports.sample\_properties.

## Example response file (1 of 2)

```

ibmadmin@ectbms04:/tmp/Report
# Properties file for installing TBSM historical report in silent mode
# install_reports -f reports.properties

# Directory where TCR component is installed.
# Ex: c:\ibm\tivoli\tipv2\components\TCRComponent
TCR_DIR=cpe/ibm/tivoli/tipv2/components/TCRComponent ← This may be different on your server

# TIP Admin userID
TIP_ADMIN=tipadmin

# TIP Admin password
TIP_PASSWORD=Your_TIP_Admin_Password_Here

# Database type: DB2 , ORACLE , MSSQL
DB_TYPE=DB2

# Database user id. This parameter is required
DB_USER=db2admin ← This may be different on your server

# Database user password. This parameter is required
DB_USER_PASSWORD=

# Specify yes or no to configure TDM Cognos datasource (for Tivoli Data Warehouse)
# Specify no if it is already defined
CONFIG_TDM=yes

# Database name alias. For oracle, specify SID.
# This parameter is required when CONFIG_TDM=yes
DB_ALIAS=WAREHOUS ← This is the alias you want to use for the DB2 connection
                    on setup prior to the install

# Tivoli Data Warehouse database host name
JDBC_DB_HOST=ectbms04.ctb.ibm.com

# Tivoli Data Warehouse database port
JDBC_DB_PORT=50000 ← This may be different on your server

# Tivoli Data Warehouse DB2 database name or Oracle SID or MSSQL database name
JDBC_DB_NAME=WAREHOUS

# JDBC driver class name
# For DB2, specify com.ibm.db2.jcc.DB2Driver
# For Oracle, specify oracle.jdbc.driver.OracleDriver
# For Microsoft SQL Server, specify com.microsoft.sqlserver.jdbc.SQLServerDriver
JDBC_CLASS_NAME=com.ibm.db2.jcc.DB2Driver

# JDBC driver jar file
# For DB2, specify db2jcc.jar,db2jcc_license_cu.jar
-- REPLACE --
33,49 Top

```

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Configuring the reporting system

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Edit this response file.



## Example response file (2 of 2)

```
# JDBC driver jar file
# For DB2, specify db2jcc.jar,db2jcc_license_cu.jar
# For Oracle, specify ojdbc6_g.jar
# For Microsoft SQL Server, specify sqljdbc.jar
JDBC_FILES=db2jcc.jar,db2jcc_license_cu.jar

# JDBC driver file directory
# Ex: c:\ibm\tivoli\tipv2\universalDriver\lib
JDBC_DIR=/opt/IBM/tivoli/tipv2/universalDriver/lib
```

The slide shows an example response file. The JDBC driver file directory might be different on your server.

## Example of installation progress

```
[tbsmadm@nctbsml2d04 Reports]$ ./install_reports.sh -f install_reports.sample_properties
Installing TBSM Historical reports. Please wait.....

Importing the Cognos report package

Configuring TDW Cognos datasource
Installing report image files

Importing the BIRT report package

Copying JDBC driver files ...
cp /opt/IBM/tivoli/tpv2/universalDriver/lib/db2jcc.jar /opt/IBM/tivoli/tpv2Components/TCRComponent/lib/birt-runtime-
2_2_2/ReportEngine/plugins/org.ecda.jdbc_2.2.2.r22x_v20071206/drivers/db2jcc.jar
cp /opt/IBM/tivoli/tpv2/universalDriver/lib/db2jcc_license_cu.jar /opt/IBM/tivoli/tpv2Components/TCRComponent/lib/birt-runtime-
2_2_2/ReportEngine/pluport.data.oda.jdbc_2.2.2.r22x_v20071206/drivers/db2jcc_license_cu.jar

Configuring datasource for BIRT reports

Complete. See log file /opt/IBM/tivoli/tpv2Components/TCRComponent/logs/install_tbsm_reports.log
```

Run the command from the Reports directory:

```
./install_reports.sh -f install_reports.sample_properties
```

The terminal output says **Complete**.

## Configuring the Tivoli Integrated Portal console for Tivoli Business Service Manager reports (1 of 2)

- Log on to the Tivoli Integrated Portal console as an administrator
- Search for the **tipadmin** account

The screenshot shows the Tivoli Integrated Portal console interface. The left sidebar contains a navigation menu with categories like 'Users and Groups', 'Settings', 'Administration', 'Availability', 'Reporting', 'Event Automation', 'System Configuration', and 'Troubleshooting and Support'. The 'User Roles' page is displayed, featuring a search form with fields for 'First name', 'Last name', 'User ID', and 'E-mail'. The 'User ID' field contains the text 'tipadmin'. Below the search form is a table with columns for 'Select', 'User ID', 'Active', 'First Name', 'Last Name', 'Roles', and 'E-mail'. The table contains one entry for the user 'tipadmin', which is highlighted with a green box. The 'Roles' column for this user lists various system roles such as 'tbsmDataSourceAdmin', 'tbsmServiceAdmin', 'ncw\_user', etc. The bottom of the page shows the footer with the page number '19', the text 'Configuring the reporting system', and the copyright notice '© 2014 IBM Corporation'.

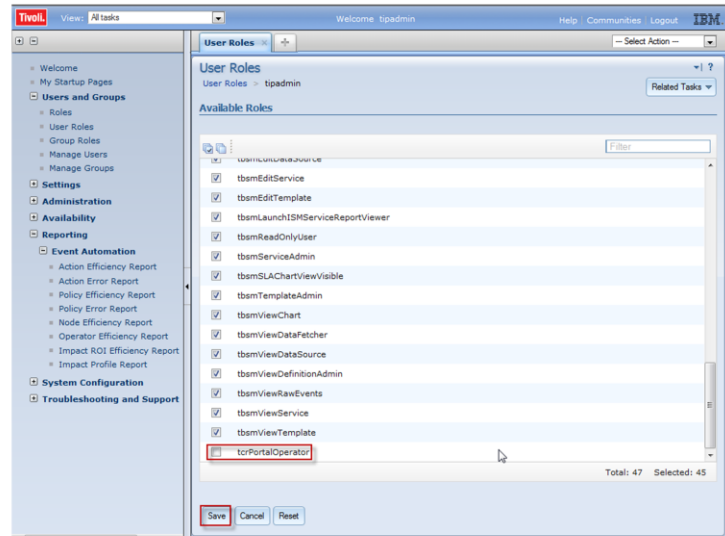
Next, configure the console.

Log in to Tivoli Integrated Portal console as an **administrator**.

Search for the **tipadmin** account.

## Configuring the Tivoli Integrated Portal console for Tivoli Business Service Manager reports (2 of 2)

- Add the account **tcrPortalOperator** and save the change
- Log out of the console and back in for the change to take effect



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Configuring the reporting system

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Add account **tcrPortalOperator** and save the change.

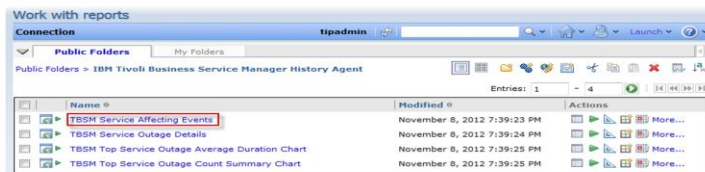
Log out of the console for the change to take effect.

## Executing an example report (1 of 3)

- Navigate to **Common Reporting**



- Click **TBSM Service Affecting Events**



Navigate to Common Reporting and select TBSM Service Affecting Events.

## Executing an example report (2 of 3)

Common Reporting + — Select Action —

Work with reports

### TBSM: Service Affecting Events

Select desired date range for report: All

Start Date From:

Jan 7, 2013  
12 : 00 AM

End Date To:

Jan 7, 2013  
11 : 59 PM

Service Name: nc049102.tivlab.raleigh.ibm.com(084825EFADFE3A409DBBE833BF2BC858)-ComputerSystem

Top Level Path: All

ServiceComponentRepository/SCR\_NodesRepository/SCR\_Servers\_Unix/zLinux\_System

Select all Deselect all

Cancel < Back Next > Finish

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Select the service name.

Select 'All' for the Top Level Path field.

## Executing an example report (3 of 3)

**IBM Tivoli\***

**TBSM Service Affecting Events**

Start Time: Jan 1, 1970 12:00:00 AM      End Time: Jan 7, 2013 11:59:59 PM  
 Service Name: nc049102.tivlab.raleigh.ibm.com(084825EFADFE3A409DBBE833BF28C858)-ComputerSystem Top Level Path      All

This report shows the events that triggered service outages reported in TBSM, grouped by service names. The table lists the time of the event, the time its state changed, the event identifier and the event summary message.

**/ServiceComponentRepository/SCR\_NodesRepository/SCR\_Servers\_Unix**

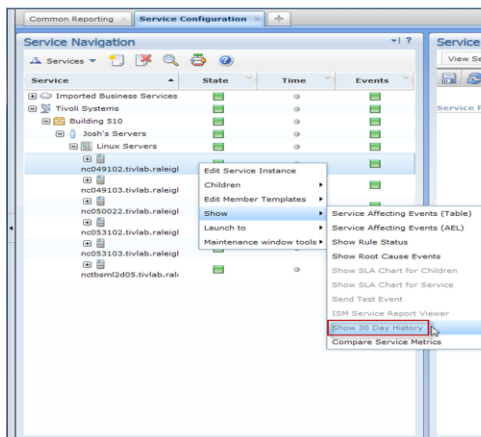
**nc049102.tivlab.raleigh.ibm.com**

| Severity | Status Change Timestamp | Event Timestamp         | Identifier  | Summary   |
|----------|-------------------------|-------------------------|---|---|
| 3        | Sep 13, 2012 9:42:43 AM | Sep 13, 2012 9:42:44 AM | Linux_AMS_Alert_Critical:nc049102:LZ::ITM_KCA_LZ_Alerts_Table       | Linux_AMS_Alert_Critical[[Alert_Text=Agent_exceeded_restart_count OR Alert_Text=Agent_overutilizing_CPU OR Alert_Text=Agent_overutilizing_memory OR Alert_Text=Agent_restart_failed OR Alert_Text=Agent_manual_stop_failed OR Alert_Text=Agent_Management_Servi |
| 3        | Sep 4, 2012 2:46:35 AM  | Sep 4, 2012 2:46:36 AM  | Linux_Process_stopped:nc049102:LZ:hald-addon-stor:ITM_Linux_Process | Linux_Process_stopped[[State <>Running AND State <>Sleeping ] ON nc049102:LZ ON hald-addon-stor (State=Disk )]  |
| 3        | Aug 31, 2012 6:16:32 PM | Aug 31, 2012 6:16:35 PM | Linux_Process_stopped:nc049102:LZ:hald-addon-stor:ITM_Linux_Process | Linux_Process_stopped[[State <>Running AND State <>Sleeping ] ON nc049102:LZ ON hald-addon-stor (State=Disk )]  |

Here you can see an example report.

## Enabling 30 day history

- Why is the 30 day history option inactive?



- The Tivoli Business Service Manager 6.1 Fix Pack 1 readme file states:

After installing the Fixpack, run the dbfileutility command found under [InstallDirectory]/tbsm/XMLtoolkit/bin to update the database with the correct URL for the 'Show 30 day history' launch. The canvasOpenURLActions.xml file has the updated URL and this file can be found on the data server under [InstallDirectory]/tbsm/av/xmlconfig.

Windows:

```
dbfileutility.bat put -f <install_dir>/tbsm/av/xmlconfig/
canvasOpenURLActions.xml -category menuactions -
subcategory
action -origin TBSM
```

Linux or UNIX:

```
./dbfileutility.sh put -f <install_dir>/tbsm/av/xmlconfig/
canvasOpenURLActions.xml -category menuactions -
subcategory
action -origin TBSM
```

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Configuring the reporting system

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Review the Tivoli Business Service Manager 6.1 Fix Pack 1 readme file and follow the instructions that are shown here. After you install the Fixpack, run the dbfileutility command that is found under **[InstallDirectory]/tbsm/XMLtoolkit/bin** to update the database with the correct URL for the **Show 30 day history** launch.

The canvasOpenURLActions.xml file has the updated URL and this file can be found on the data server under **[InstallDirectory]/tbsm/av/xmlconfig**.

The dbfileutility command is shown here for Windows and UNIX environments.



## Running the dbfileutility command to enable 30 day history

- Run this command:

```
[tbsmadm@nctbsml2d04 bin]$ ./dbfileutility.sh -U db2inst1 -P password_here put -f /opt/IBM/tivoli/tbsm/av/xmlconfig/canvasOpenURLActions.xml -category menuactions -subcategory action -origin TBSM
```

Command processing started: dbfileutility

GTMCL7120I The specified file or artifact has been written to the database.

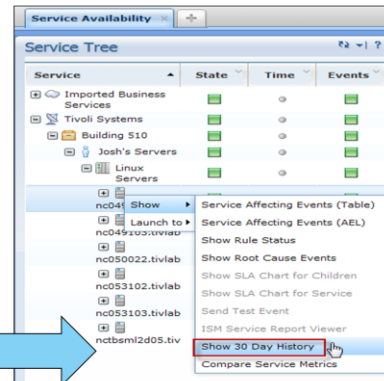
Command processing completed.

- Restart Tivoli Integrated Portal:

```
cd /opt/IBM/tivoli/tipv2Components/TCRComponent/bin
./stopTCRserver.sh
./startTCRserver.sh
```

- Log on to the Tivoli Integrated Portal console

Note: **Show 30 Day History** is now selectable



Run the dbfileutility command as shown here, then restart Tivoli Integrated Portal from the TCRComponent/bin folder using the stop and start TCRserver commands as you see on this slide.

## Example of 30 day history

**TBSM v6.1: Service Outage Detail**

|                   |  |                 |                      |
|-------------------|--|-----------------|----------------------|
| Start Time:       | Dec 8, 2012 12:00 AM   | End Time:       | Jan 7, 2013 11:59 PM |
| Service Name:     | nc049102.tivlab.raleigh.ibm.com(084825EFADFE3A409DBBE833BF2BC85B)-LinuxUnityComputerSystem | Top Level Path: | All                  |
| Minimum Severity: | 0  |                 |                      |

Status changes for service: [nc049102.tivlab.raleigh.ibm.com\(084825EFADFE3A409DBBE833BF2BC85B\)-LinuxUnityComputerSystem](#)

No data matching search criteria found.

This report shows the outages recorded by TBSM for a single service. The table shows the details of the status changes, including the time at which the status change occurred in TBSM, the new status, the previous status and the duration of the outage if this row represents a change to a "better" status. In the HTML report, you can click on the status time value in a row to display a report showing the events that triggered the status change for this service. When you display the Service Affecting Events report this way, it only includes events that occurred at about the same time as the outage time. In the PDF rendering of the report, the Service Affecting Events report is shown as a second table in the report. In the PDF rendering, the Service Affecting Events report covers a time period equal to the Service Outage Detail report time period.

January 7, 2013 4:16:47 AM EST

30-day history is now available.

## Summary

- Now that you completed this module, you can perform these tasks:
  - Configure the Tivoli Business Service Manager 6.1 reporting system
  - Diagnose common errors

Now that you completed this module, you can configure the Tivoli Business Service Manager 6.1 reporting system and diagnose common errors.



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