



Log Analyzer Version 4.5

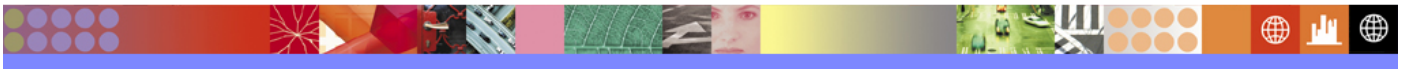
Correlation and collection of log data using Log Analyzer

The topic of this module is correlation and collection of log data using Log Analyzer.



This is a self-running demonstration that shows you how to complete a task.
Controls are available at the bottom of the screen.

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Slide 2

TIMfive V2

Start Required Services

Stop Services

Internet Explorer

Firefox

MyPeople HR application

Recycle Bin

Start Config Editor

IBM Support Assistant Workbench 4.1

In the following demonstration Log Analyzer collects and correlates a set of log files.

Start | [Taskbar icons: Internet Explorer, Outlook, My Computer, Recycle Bin, Log Analyzer, MyPeople HR application, Start Config Editor, IBM Support Assistant Workbench 4.1] | [System tray: Network, Volume, Safely Remove Hardware, Date: Friday, June 19, 2009, Time: 2:52 PM]

Slide 3

TIMfive V2

Start Required Services

Stop Services

Internet Explorer

Firefox

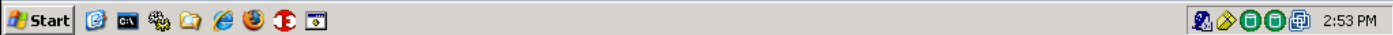
MyPeople HR application

Recycle Bin

Start Config Editor

IBM Support Assistant Workbench 4.1

First start the **IBM Support Assistant.**



Slide 4

TIMfive V2

Start Required Services

Stop Services

Internet Explorer

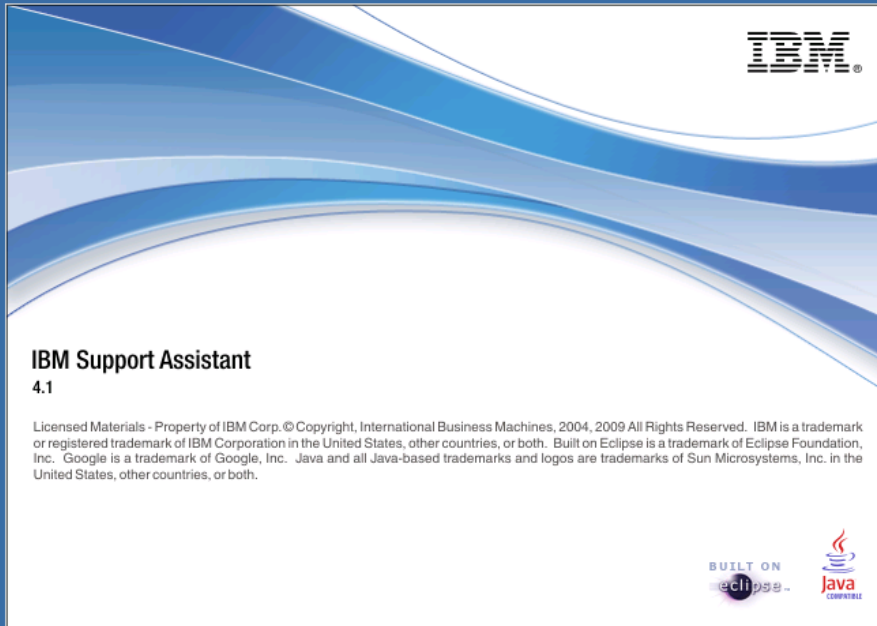
Firefox

MyPeople HR application

Recycle Bin

Start Config Editor

IBM Support Assistant W...



The splash screen features a blue and white abstract background with the IBM logo in the top right corner. The main text reads "IBM Support Assistant 4.1". Below this is a copyright notice: "Licensed Materials - Property of IBM Corp. © Copyright, International Business Machines, 2004, 2009 All Rights Reserved. IBM is a trademark or registered trademark of IBM Corporation in the United States, other countries, or both. Built on Eclipse is a trademark of Eclipse Foundation, Inc. Google is a trademark of Google, Inc. Java and all Java-based trademarks and logos are trademarks of Sun Microsystems, Inc. in the United States, other countries, or both." In the bottom right corner, there are logos for "BUILT ON eclipse" and "Java COMPATIBLE".



Slide 5

TIMfive V2

Start Required Services

Stop Services

Internet Explorer

Firefox

MyPeople HR application

Recycle Bin

Start Config Editor

IBM Support Assistant W...

The splash screen for IBM Support Assistant 4.1 features a blue and white wavy background. At the top right is the IBM logo. The main text reads "IBM Support Assistant 4.1". Below this is a paragraph of legal text: "Licensed Materials - Property of IBM Corp. © Copyright, International Business Machines, 2004, 2009 All Rights Reserved. IBM is a trademark or registered trademark of IBM Corporation in the United States, other countries, or both. Built on Eclipse is a trademark of Eclipse Foundation, Inc. Google is a trademark of Google, Inc. Java and all Java-based trademarks and logos are trademarks of Sun Microsystems, Inc. in the United States, other countries, or both." A progress bar is shown with the text "Loading Workbench" below it. At the bottom right, there are logos for "BUILT ON eclipse" and "Java COMPATIBLE".


Home - IBM Support Assistant Workbench
File Administration Update Window Help

Support Assistant

Launch Activity Home x


Welcome

Welcome to IBM Support Assistant




Find Information

Easily find the information you need including product specific information and search capabilities.




Analyze Problem

Diagnose and analyze problems through serviceability tools, collection of diagnostic artifacts, and guidance through problem determination.




Collect and Send Data

Collect problem determination files using automated data collection. Use these files for self-help problem determination, or use the Service Request function to send the files with a service request to IBM.



First Steps

Take your first steps




Tutorials

Go through tutorials

Latest News

- Update! Health Center for Java V1.0 on ISA!
- New! IBM Support Assistant 4.1 now available
- Lotus Notes Diagnostic now available on ISA!
- Dump Analyzer V2.2.1 maintenance release available
- More News...



Start | Welcome - IBM Suppo... | 2:53 PM


Home - IBM Support Assistant Workbench
 File Administration Update Window Help


Support Assistant


Launch Activity Home x


Welcome


Welcome to IBM Support Assistant

 **Find Information**
 Easily find the information you need including product specific information and search capabilities.

 **Analyze Problem**
 Diagnose and analyze problems through serviceability tools, collection of diagnostic and guidance through problem determination.

 **Collect and Send Data**
 Collect problem determination files using automated data collection. Use these files for self-help problem determination, or use the Service Request function to send the files with a service request to IBM.

 **First Steps**
 Take your first steps

 **Tutorials**
 Go through tutorials

Latest News

- [Update! Health Center for Java V1.0 on ISA!](#)
- [New! IBM Support Assistant 4.1 now available](#)
- [Lotus Notes Diagnostic now available on ISA!](#)
- [Dump Analyzer V2.2.1 maintenance release available](#)
- [More News...](#)

IBM.

Start | Welcome - IBM Suppo... | 2:53 PM

Home - IBM Support Assistant Workbench
 File Administration Update Window Help

Support Assistant

Launch Activity Home x

Welcome

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Find Information
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 Collect problem determination files using automated data collection. Use these files for self-help problem determination, or use the Service Request function to send the files with a service request to IBM.

First Steps
 Take your first steps

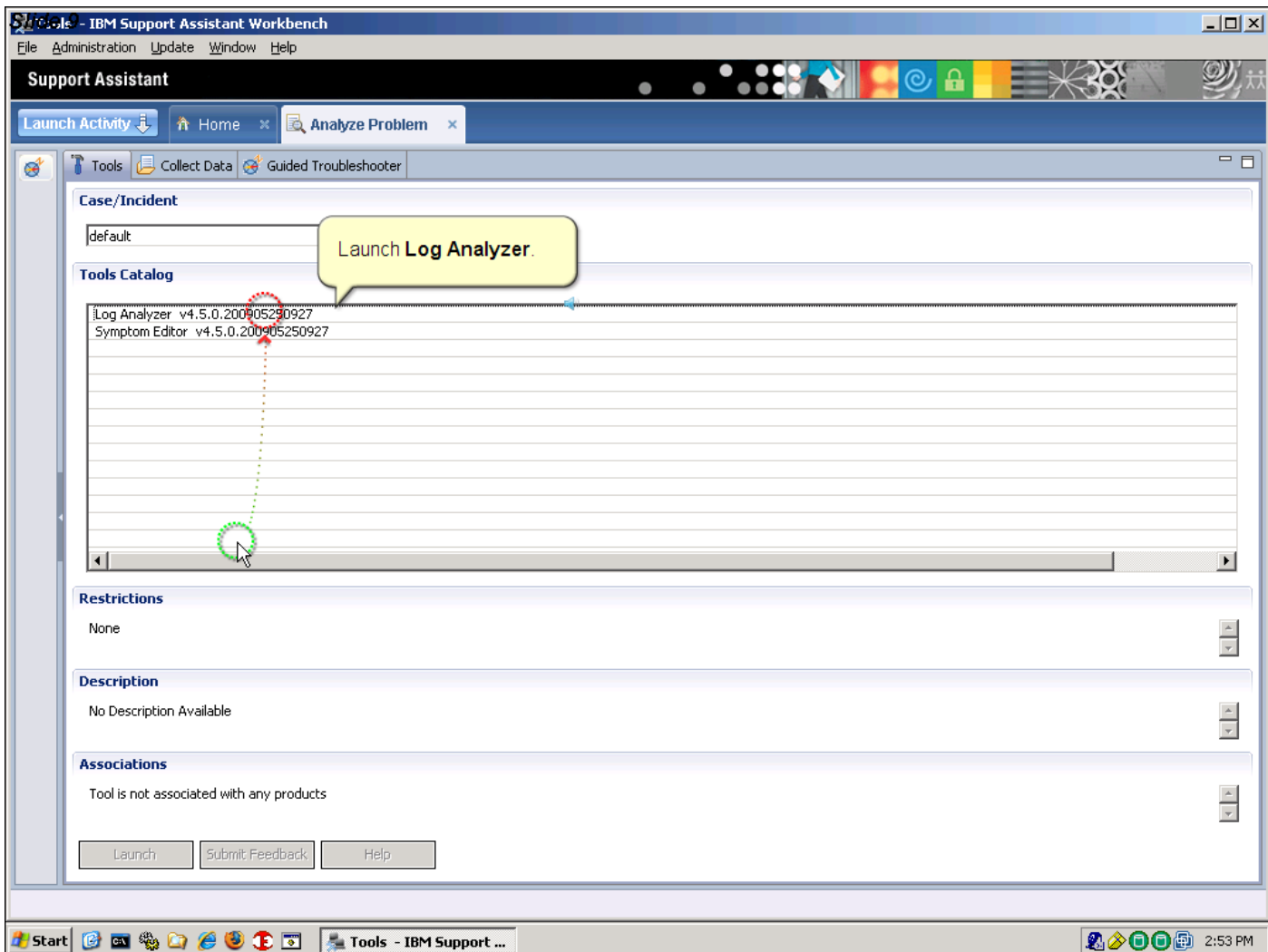
Tutorials
 Go through tutorials

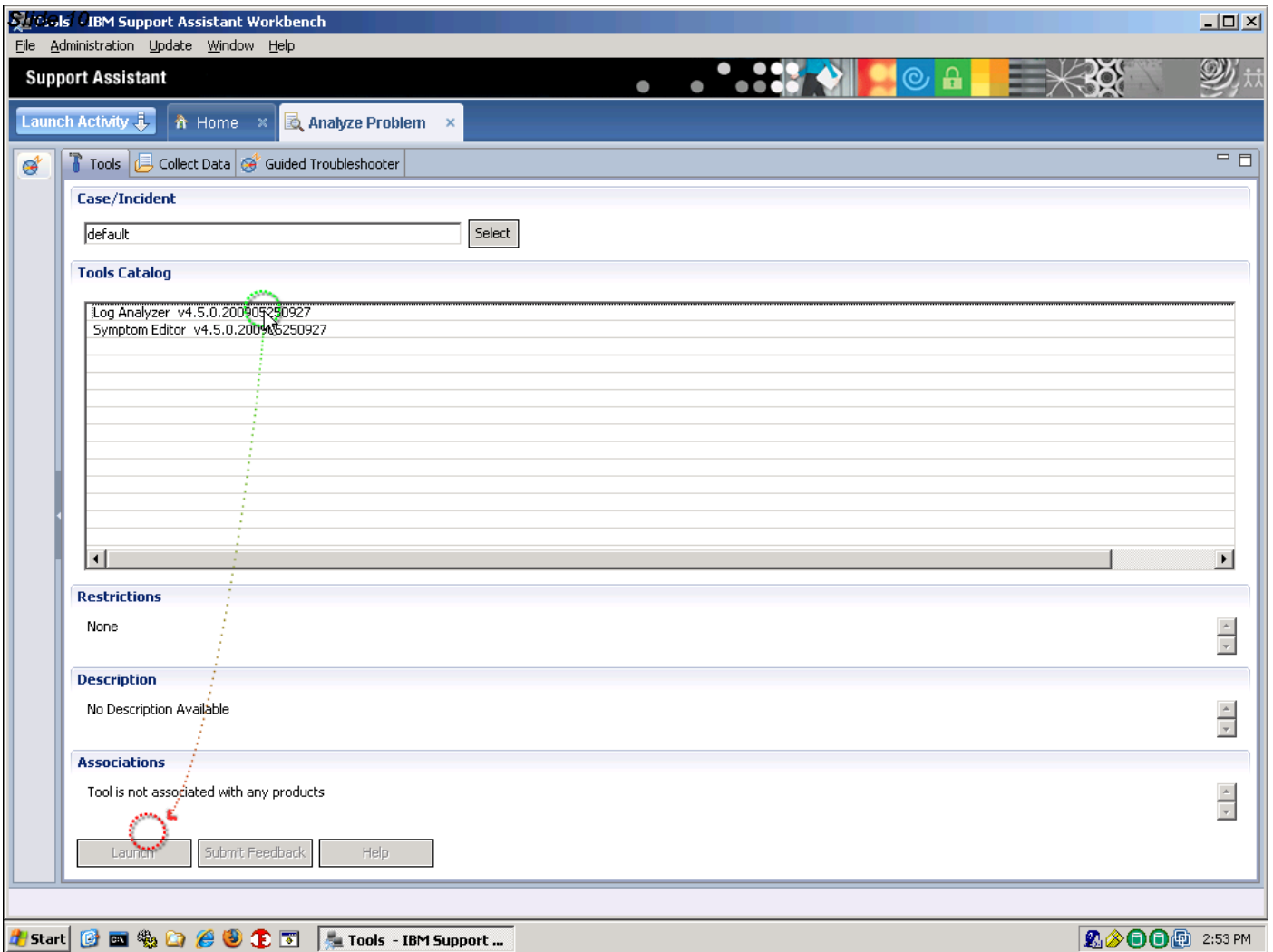
Latest News

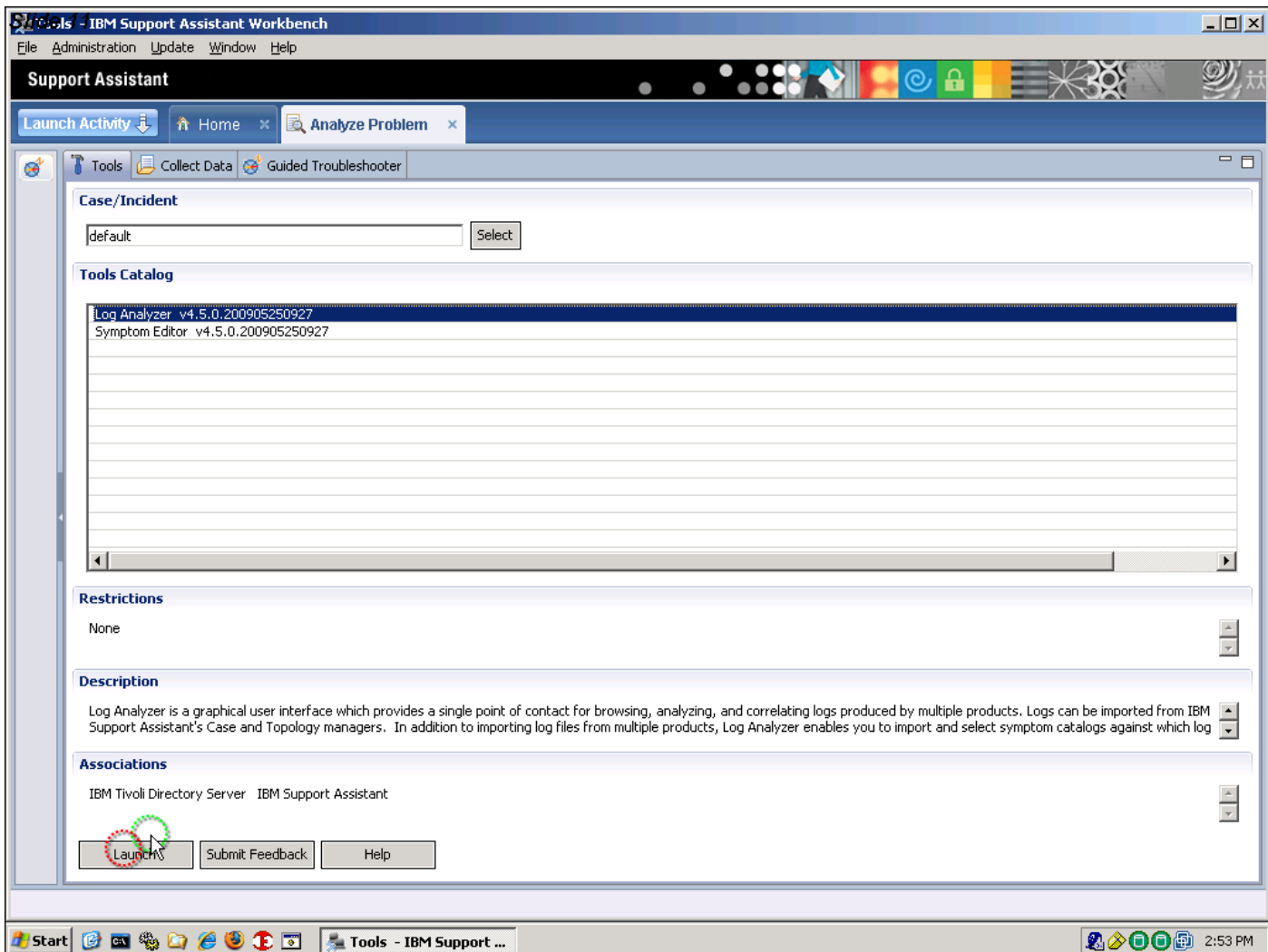
- Update! Health Center for Java V1.0 on ISA!
- New! IBM Support Assistant 4.1 now available
- Lotus Notes Diagnostic now available on ISA!
- Dump Analyzer V2.2.1 maintenance release available
- More News...

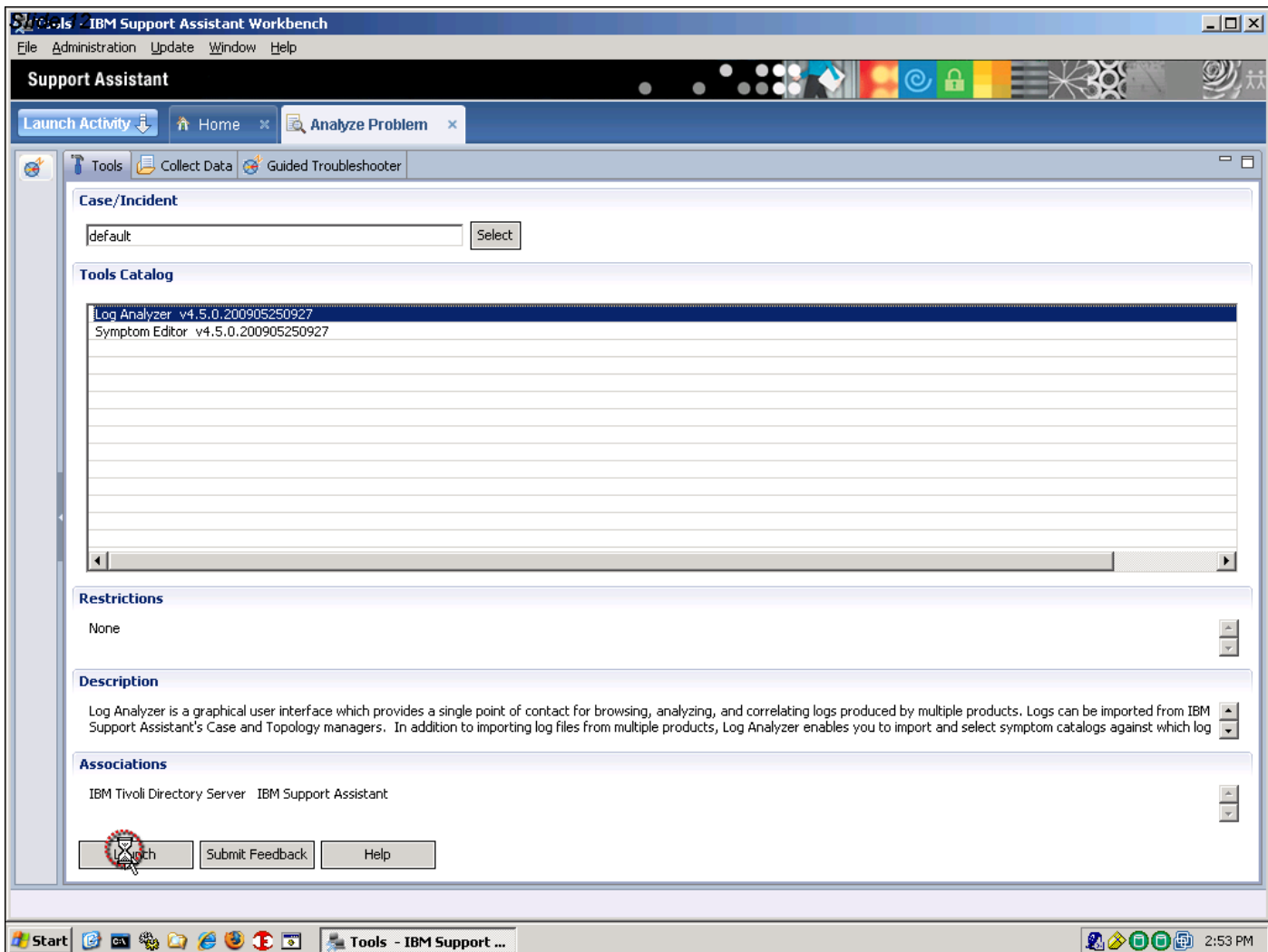
IBM

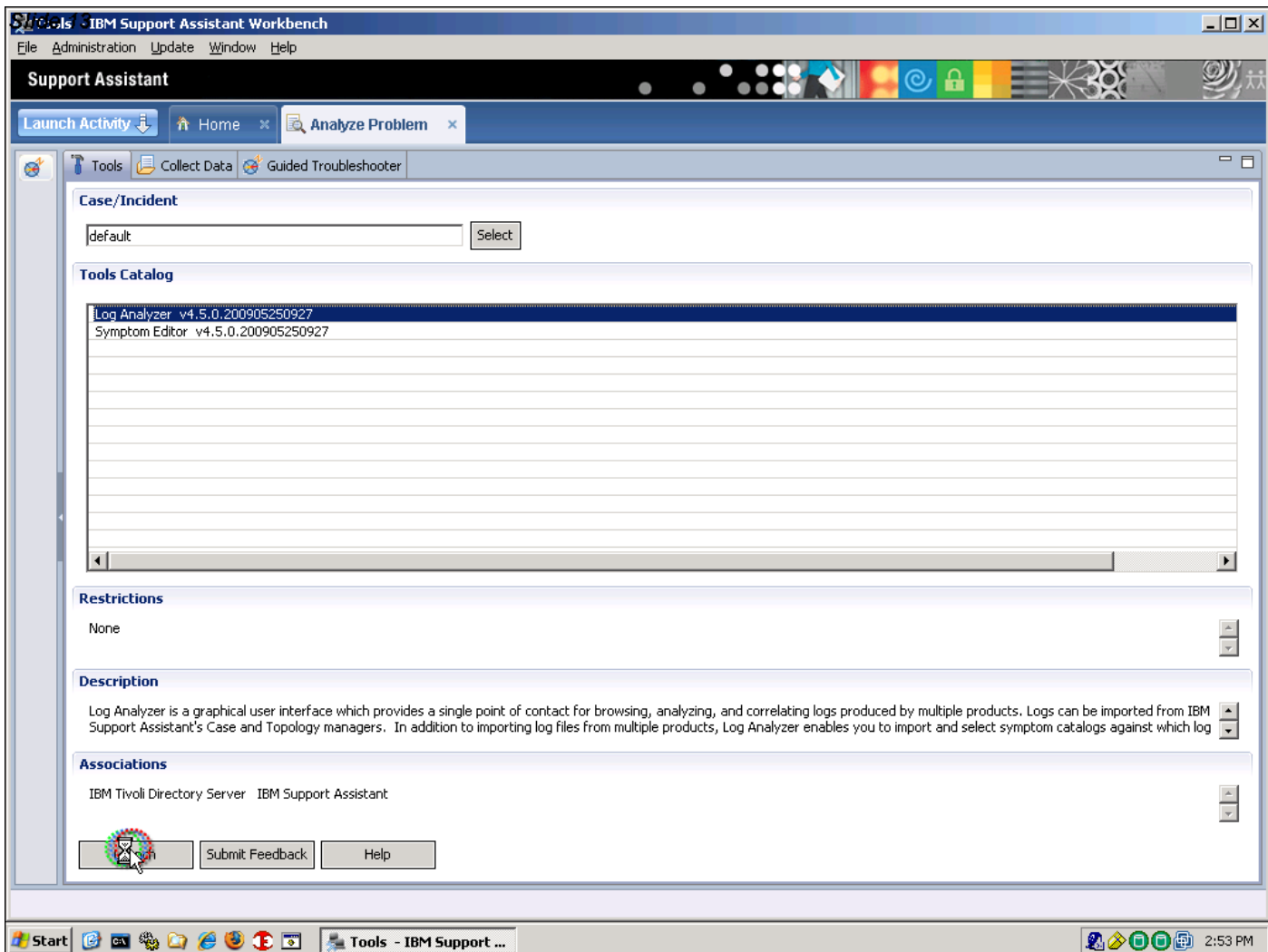
Start [Taskbar Icons] Welcome - IBM Suppo... 2:53 PM











Slide 14 Stand Alone Result View - IBM Support Assistant Workbench

File Administration Update Window Help


Support Assistant

Launch Activity Home Analyze Problem Log Analyzer

Working Directory: C:\Documents and Settings\Administrator\IBM\ISA\41\applications\eclipse\plugins\com.ibm.etools.ac.rpla.win_4.5.0.200905250927
Command Line: cmd.exe /c start /D"C:\Documents and Settings\Administrator\IBM\ISA\41\applications\eclipse\plugins\com.ibm.etools.ac.rpla.win_4.5.0.200905250927" /belownormal

Tool's stdout and stderr

Output Artifacts



The splash screen features a red and white abstract background with the IBM logo at the top right. The text reads: **Tivoli Log Analyzer 4.5**. Below this, it states: "Licensed Materials - Property of IBM Corp. Licensed Materials - Property of IBM Corp © Copyright IBM Corporation 2008. All Rights Reserved. IBM, the IBM logo, and Tivoli are trademarks of IBM Corporation in the United States, other countries or both. Java and all Java-based marks and logos are trademarks or registered trademarks of Sun Microsystems, inc.; and all terms are trademarks or registered trademarks in the United States, other countries, or both. Built on Eclipse is a trademark of Eclipse Foundation, Inc." At the bottom right, it says "BUILT ON eclipse".

Start

Stand Alone Result View ... C:\Documents and Sett...

2:53 PM

Slide 15 Stand Alone Result View - IBM Support Assistant Workbench

File Administration Update Window Help


Support Assistant

Launch Activity Home Analyze Problem Log Analyzer

Working Directory: C:\Documents and Settings\Administrator\IBM\ISA\41\applications\eclipse\plugins\com.ibm.etools.ac.rpla.win_4.5.0.200905250927
Command Line: cmd.exe /c start /D"C:\Documents and Settings\Administrator\IBM\ISA\41\applications\eclipse\plugins\com.ibm.etools.ac.rpla.win_4.5.0.200905250927" /belownormal

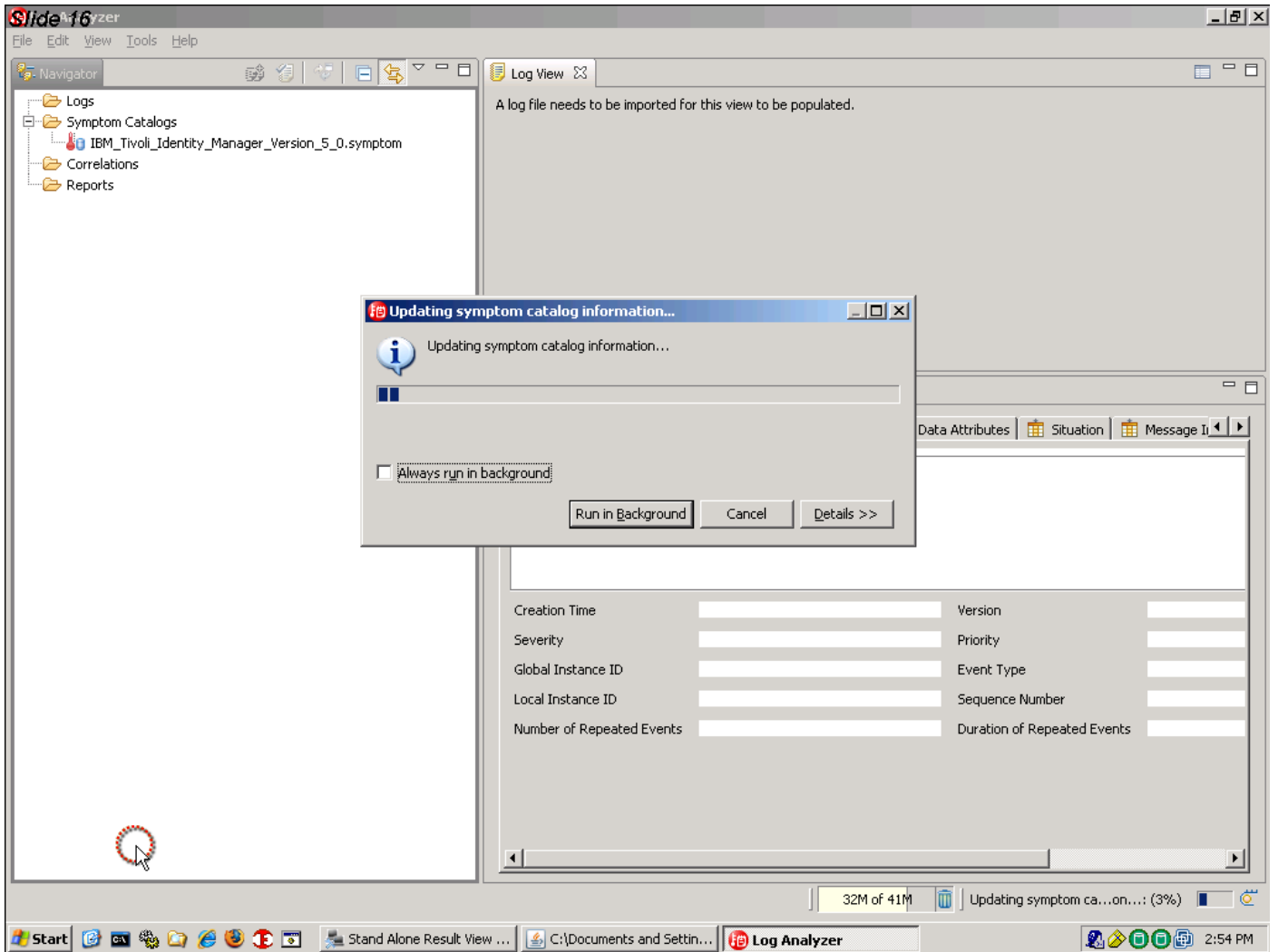
Tool's stdout and stderr

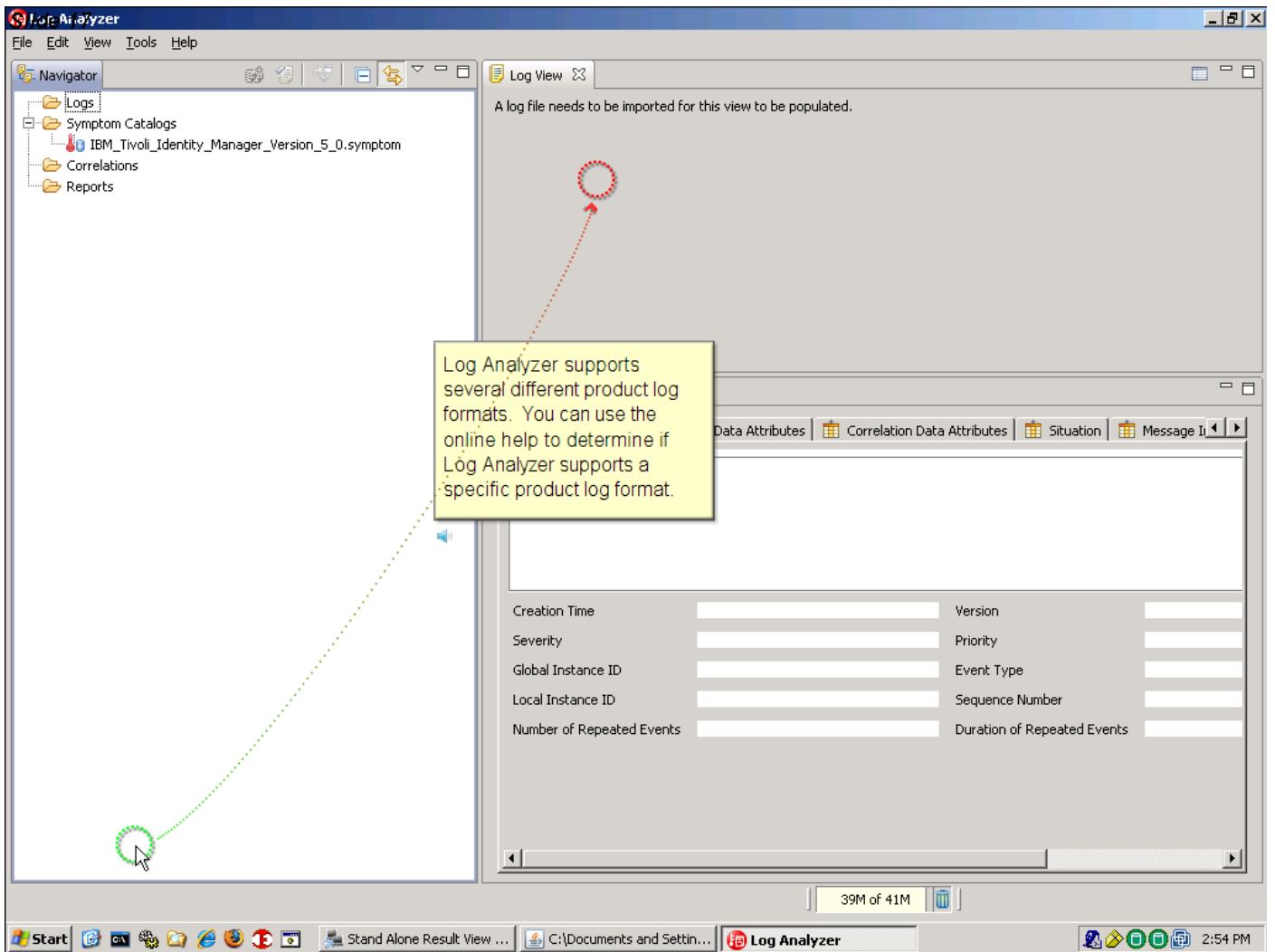
Output Artifacts

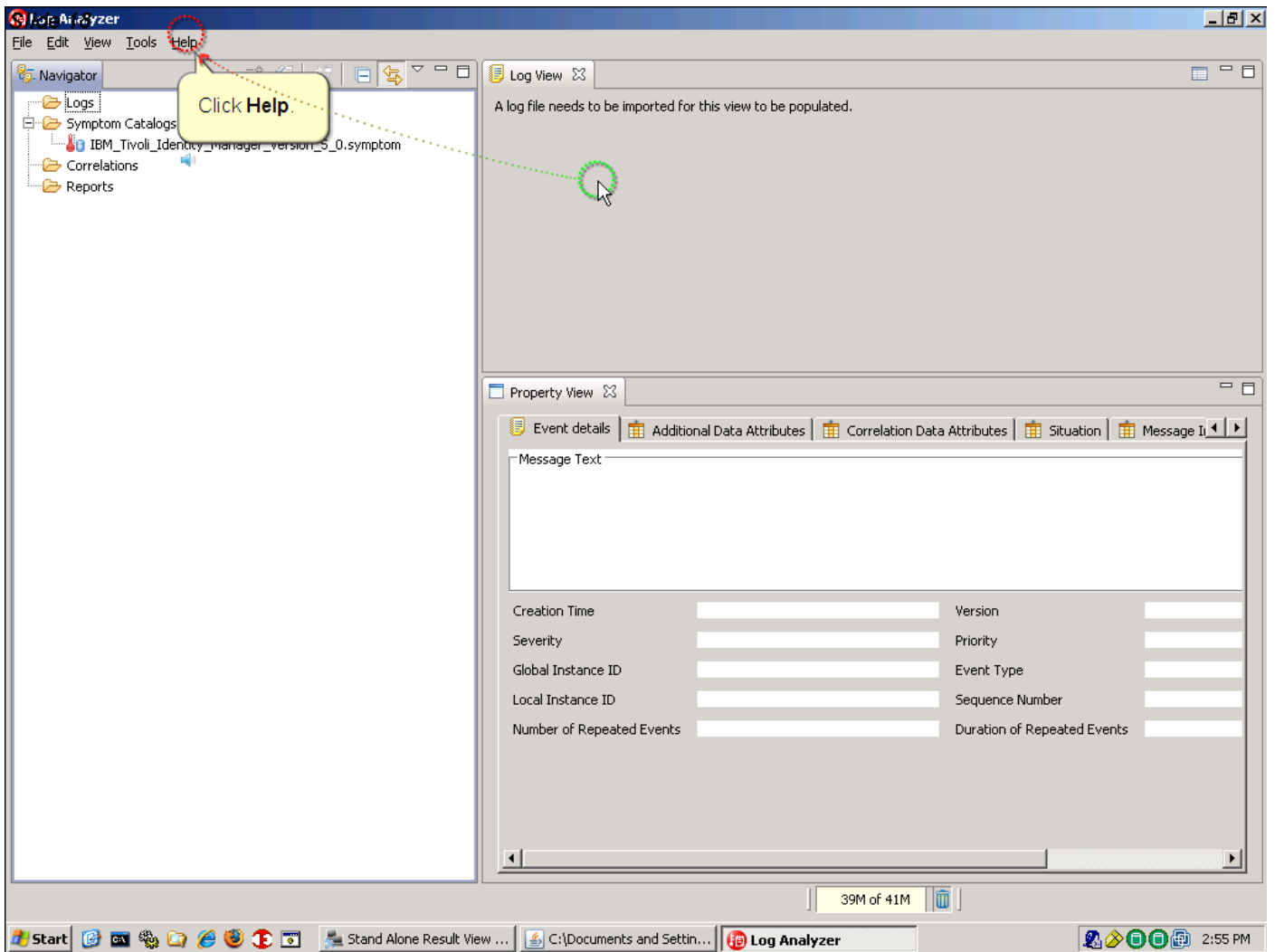


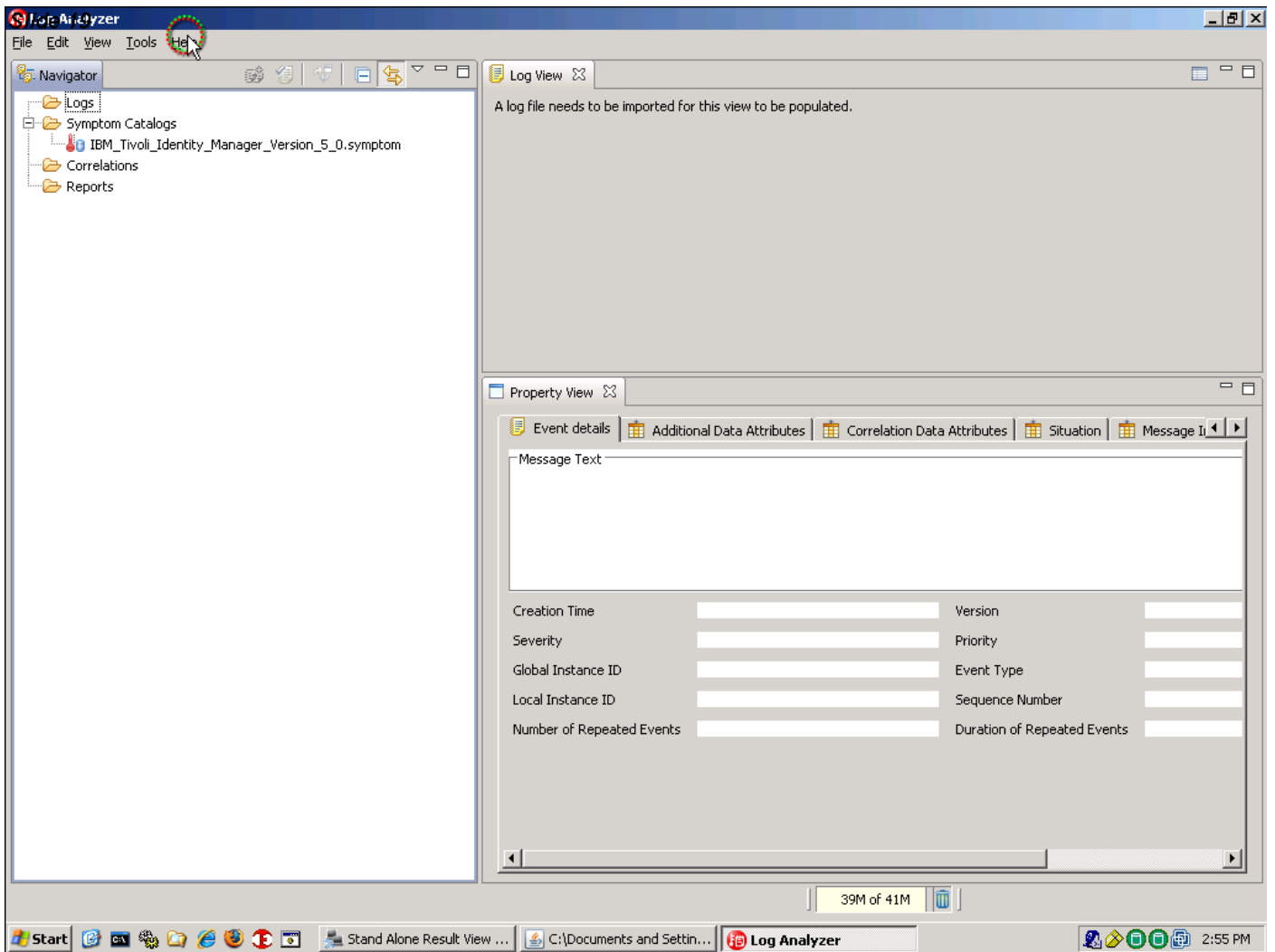
The splash screen features a red and white abstract background with the IBM logo at the top right. The text reads: **Tivoli Log Analyzer 4.5**. Below this, it states: "Licensed Materials - Property of IBM Corp. Licensed Materials - Property of IBM Corp © Copyright IBM Corporation 2008. All Rights Reserved. IBM, the IBM logo, and Tivoli are trademarks of IBM Corporation in the United States, other countries or both. Java and all Java-based marks and logos are trademarks or registered trademarks of Sun Microsystems, inc.; and all terms are trademarks or registered trademarks in the United States, other countries, or both. Built on Eclipse is a trademark of Eclipse Foundation, Inc." At the bottom right, it says "BUILT ON eclipse".

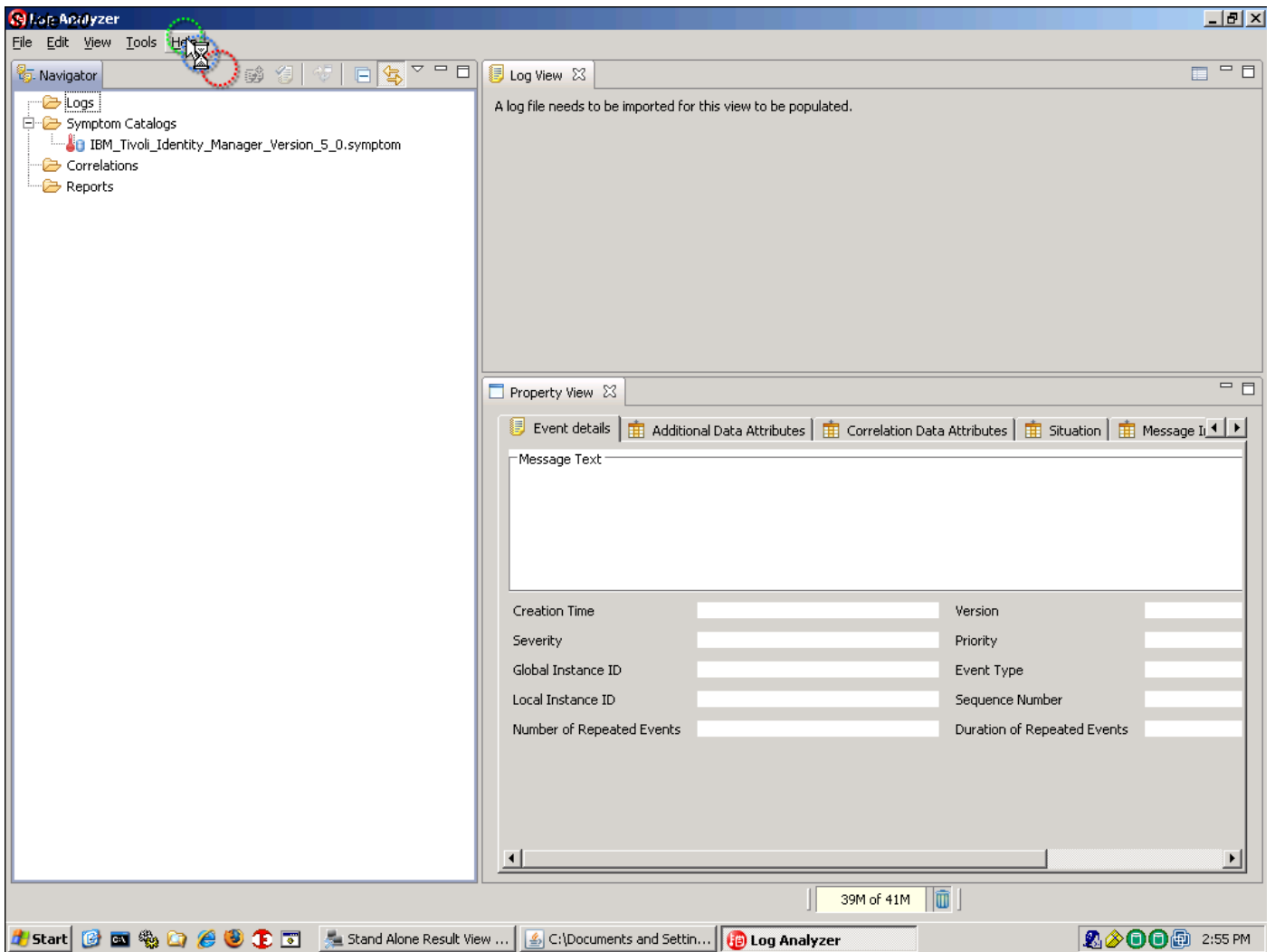
Start [Taskbar icons] Stand Alone Result View ... C:\Documents and Sett... 2:54 PM

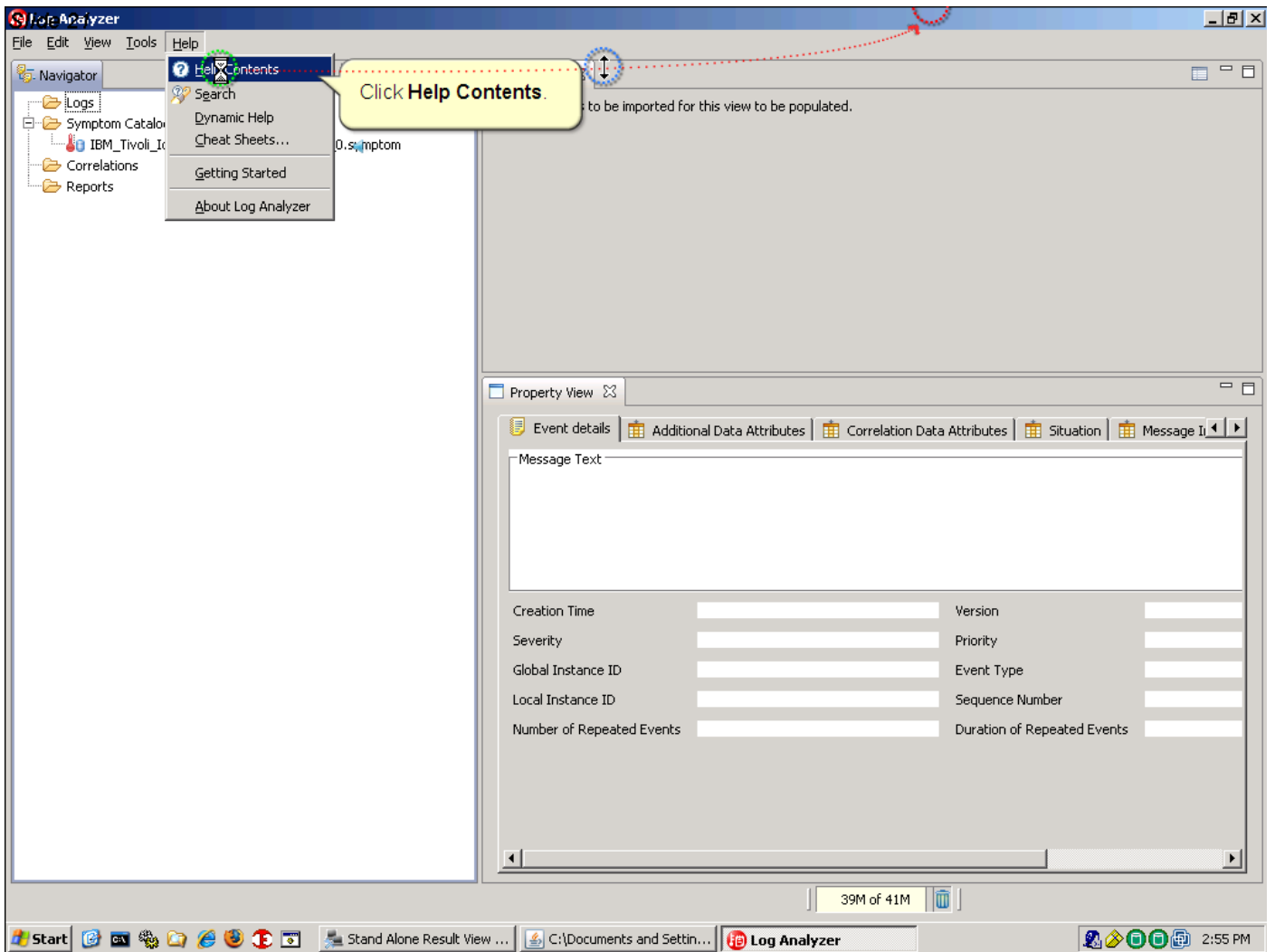


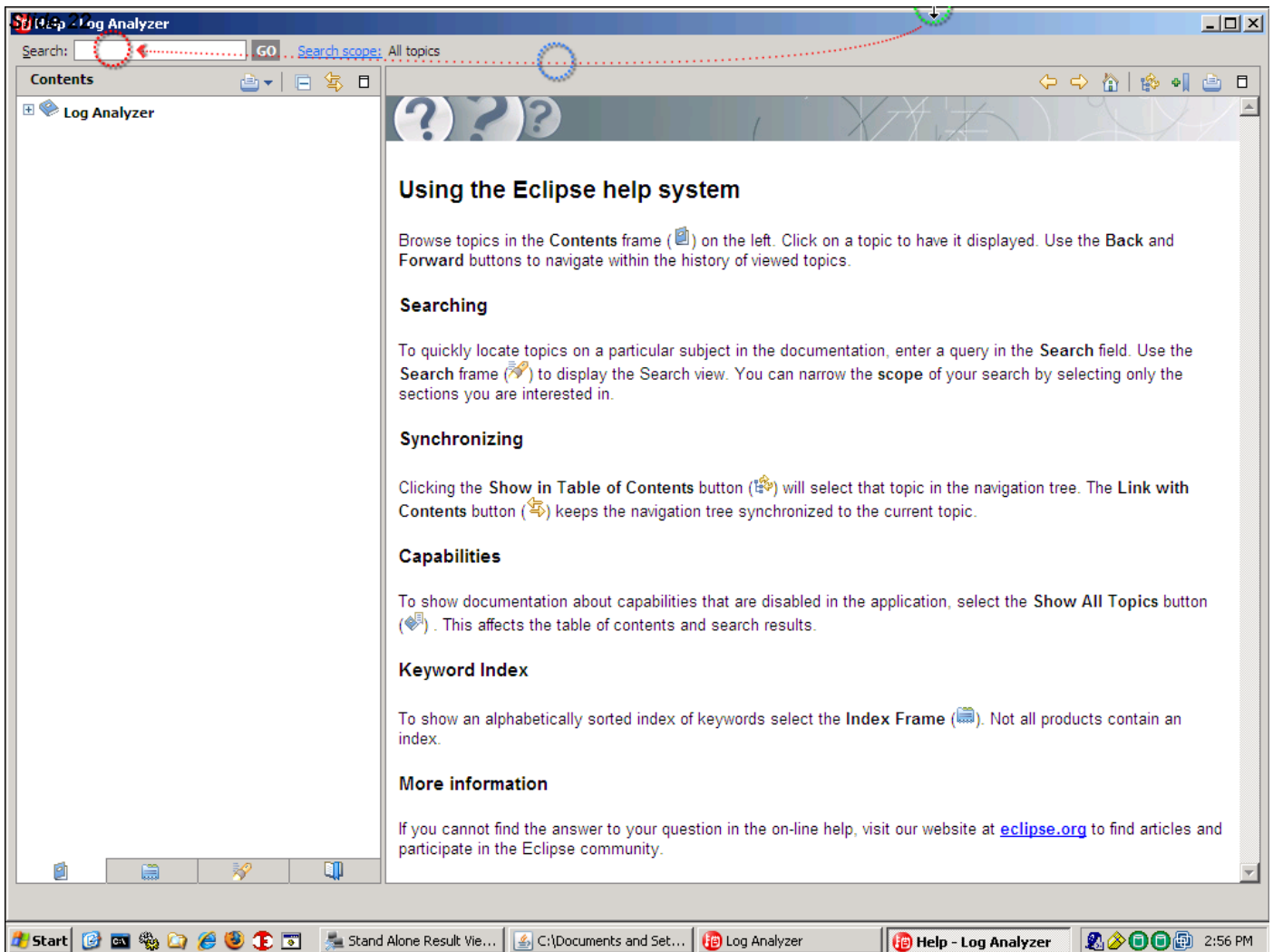


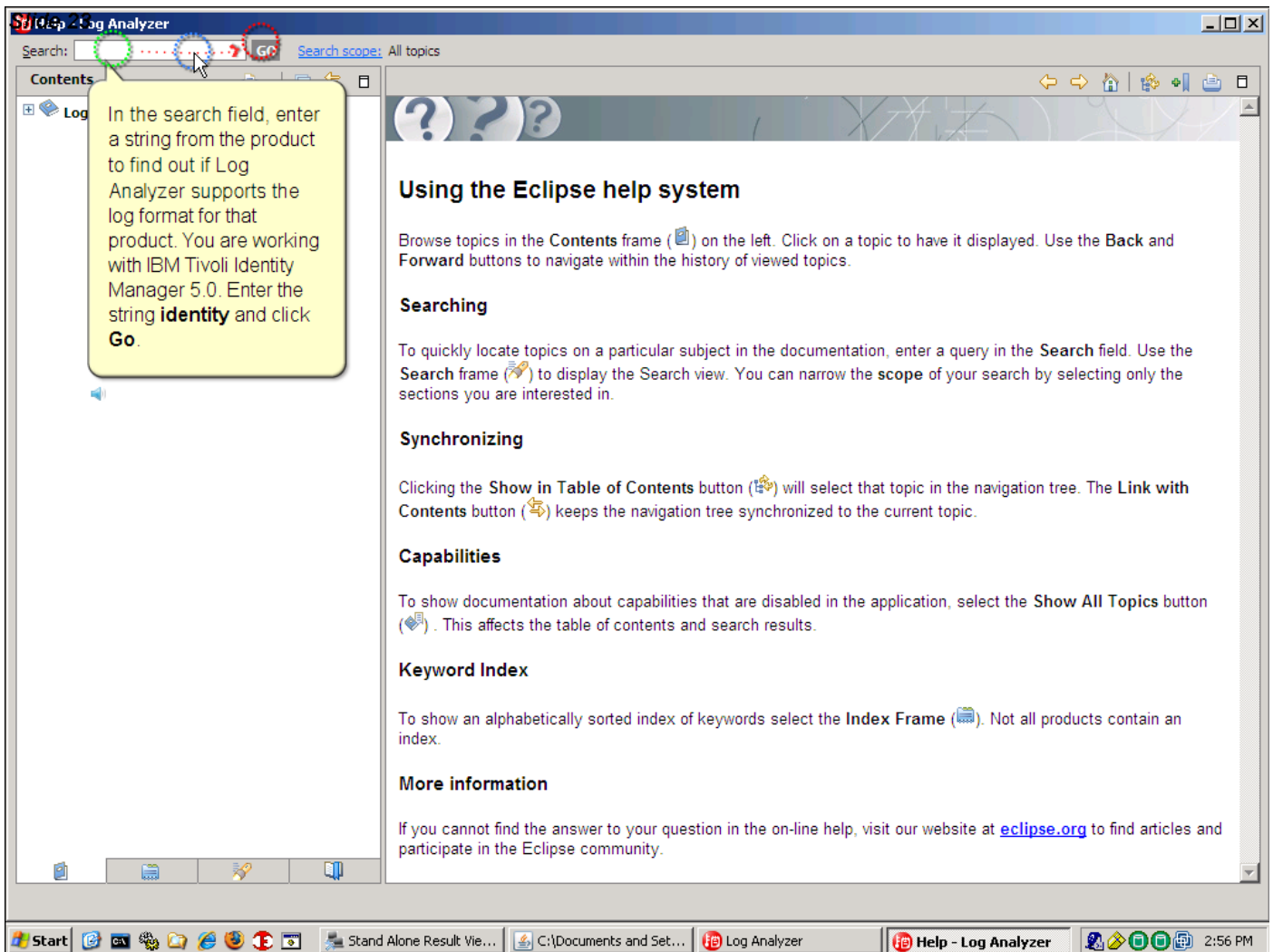


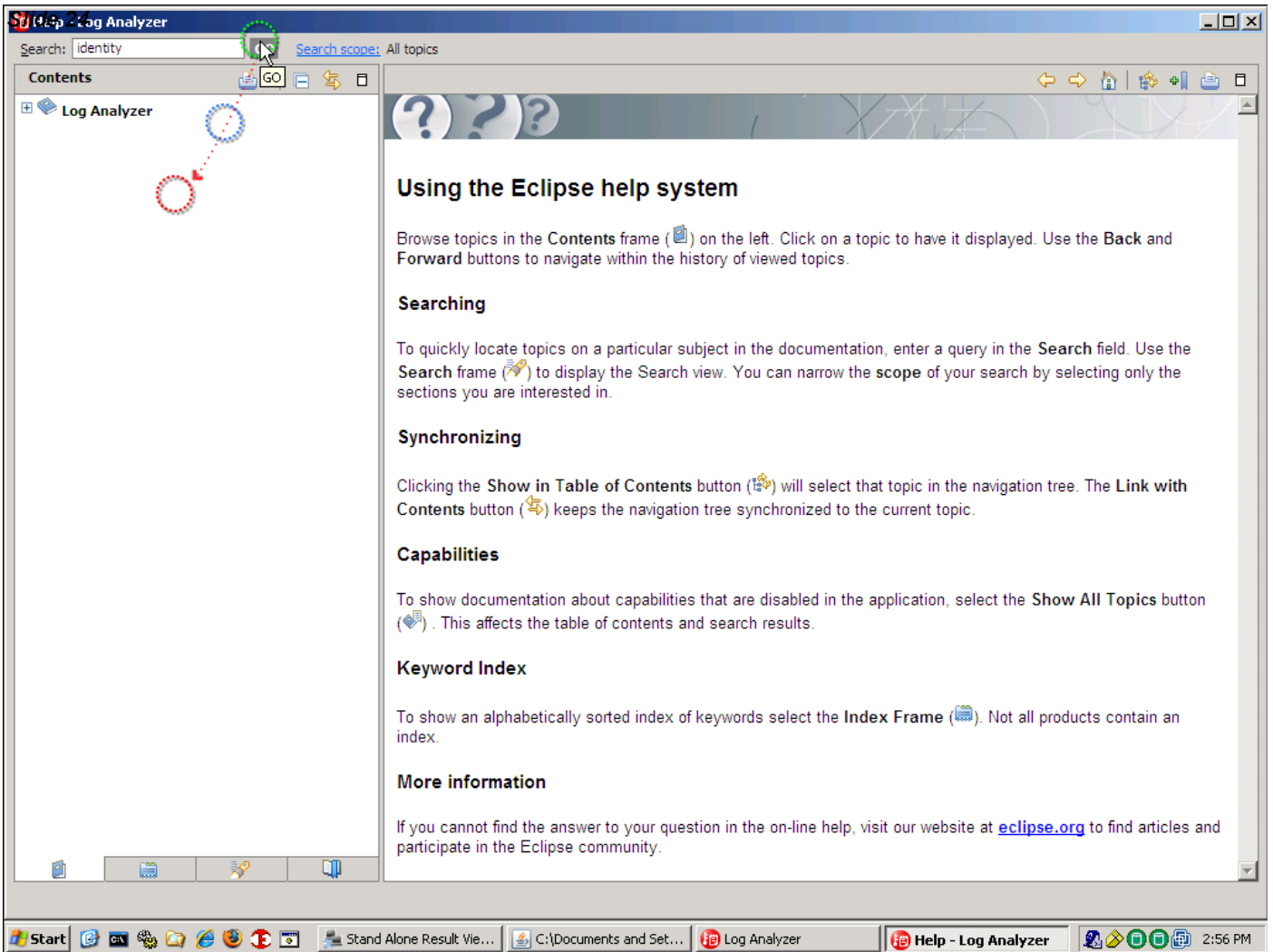


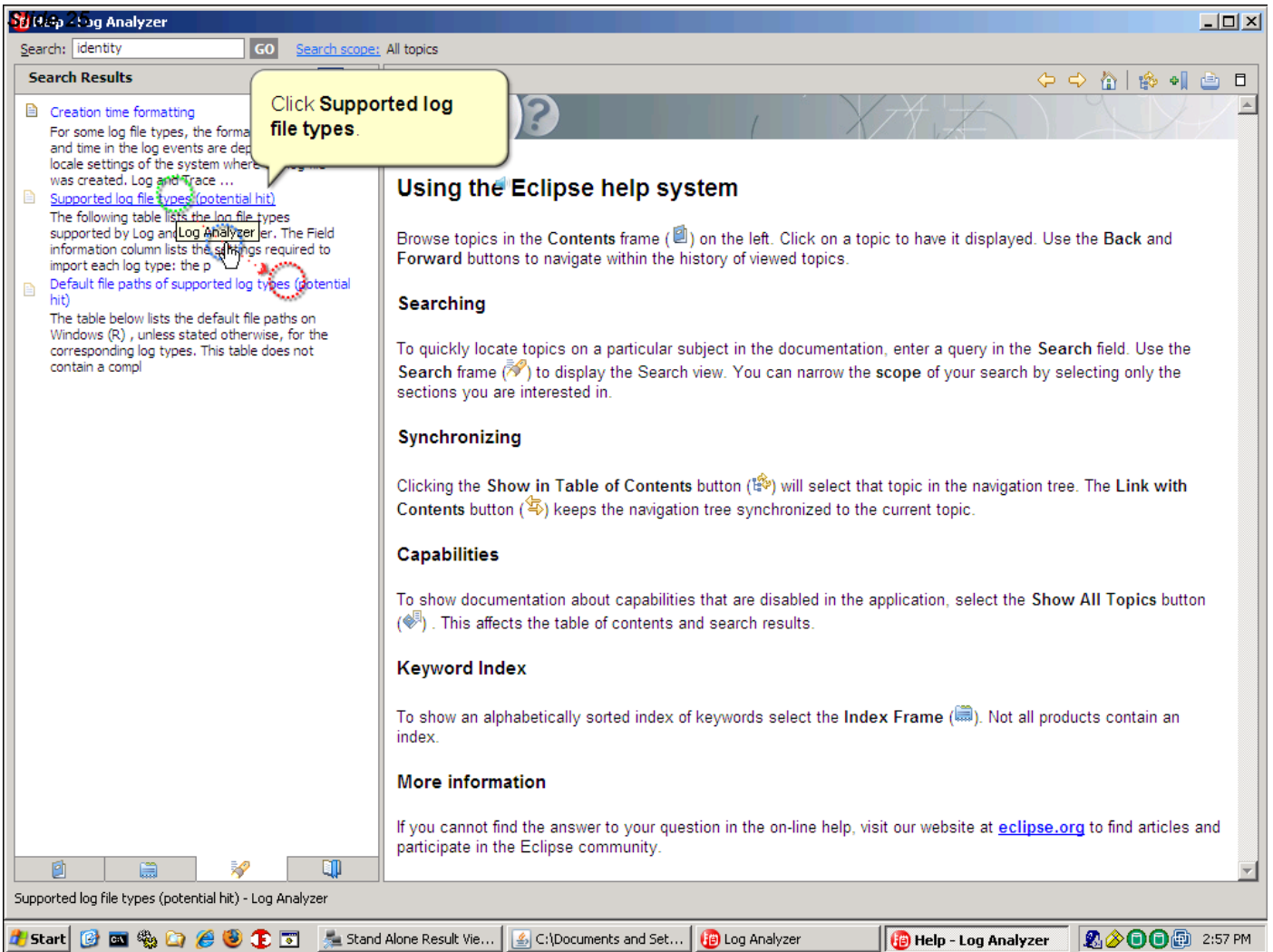












Log Analyzer

Search: identity GO Search scope: All topics

Search Results

Creation time formatting
For some log file types, the format of the date and time in the log events are dependent on the locale settings of the system where the log file was created. Log and Trace ...

Supported log file types (potential hit)
The following table lists the log file types supported by Log and Trace Analyzer. The Field information column lists the settings required to import each log type: the p

Default file paths of supported log types (potential hit)
The table below lists the default file path Log Analyzer

You can also determine the default location for the logs of a given product. Click **Default file paths of supported log types**.

IBM Tivoli Identity Manager (ITIM) ADK log	file_path: The absolute path of the IBM Tivoli Identity Manager(ITIM) ADK log file version: IBM Tivoli Identity Manager (ITIM) ADK log version used to generate the log file.	v5.0.1	n/a	4	n/a
IBM Tivoli Identity Manager (ITIM) log	file_path: The absolute path of the IBM Tivoli Identity Manager (ITIM) log file version: The version of the IBM Tivoli Identity Manager (ITIM)	Message v5.0, Trace v5.0, Message v4.6, Trace v4.6, Message v4.5.1, Trace v4.5.1, Message v4.5, Trace v4.5, Message v4.4, Trace v4.4	n/a	Message v5.1: 2 Message v5.0: 2 Trace v5.1: 2 Trace v5.0: 2 Message v4.6: 2 Trace v4.6: 2 Message v4.5: 2 Trace v4.5: 2 Message v4.5: 2 Trace v4.5: 2 Message v4.5: 1: 2 Trace v4.5: 1: 2 Message v4.4: 2 Trace v4.4: 2	n/a
IBM Tivoli Identity Manager (ITIM) TDI LDAP log	file_path: The absolute path of the IBM Tivoli Identity Manager (ITIM) TDI LDAP log file version: IBM Tivoli Identity Manager (ITIM) TDI LDAP version used to generate the log file	v4.6FP14	n/a	3	n/a
IBM Tivoli LogXML log	file_path: The absolute path of the IBM Tivoli LogXML log file version: The version of the IBM Tivoli LogXML	Message v1.1.0, Trace v1.1.0	n/a	Message v1.1.0: 2 Trace v1.1.0: 2	n/a
IBM Tivoli Maximo	file_path: The absolute path of the IBM Tivoli Maximo log file	v6.x	13	n/a	n/a

Default file paths of supported log types (potential hit) - Log Analyzer

Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 2:57 PM

Log Analyzer

Search: identity GO Search scope: All topics

Search Results

Creation time formatting
For some log file types, the format of the date and time in the log events are dependent on the locale settings of the system where the log file was created. Log and Trace ...

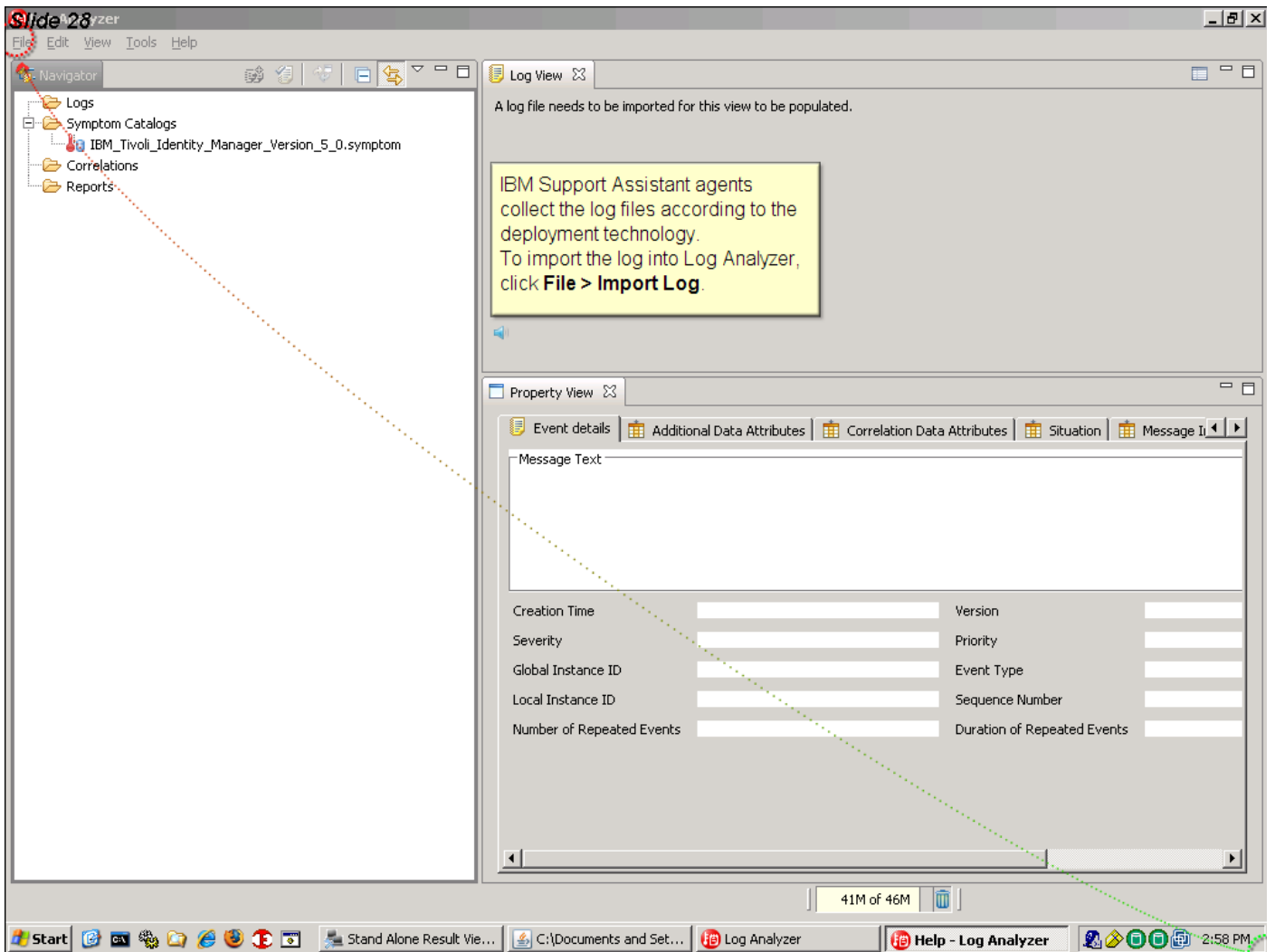
Supported log file types (potential hit)
The following table lists the log file types supported by Log and Trace Analyzer. The Field information column lists the settings required to import each log type; the p

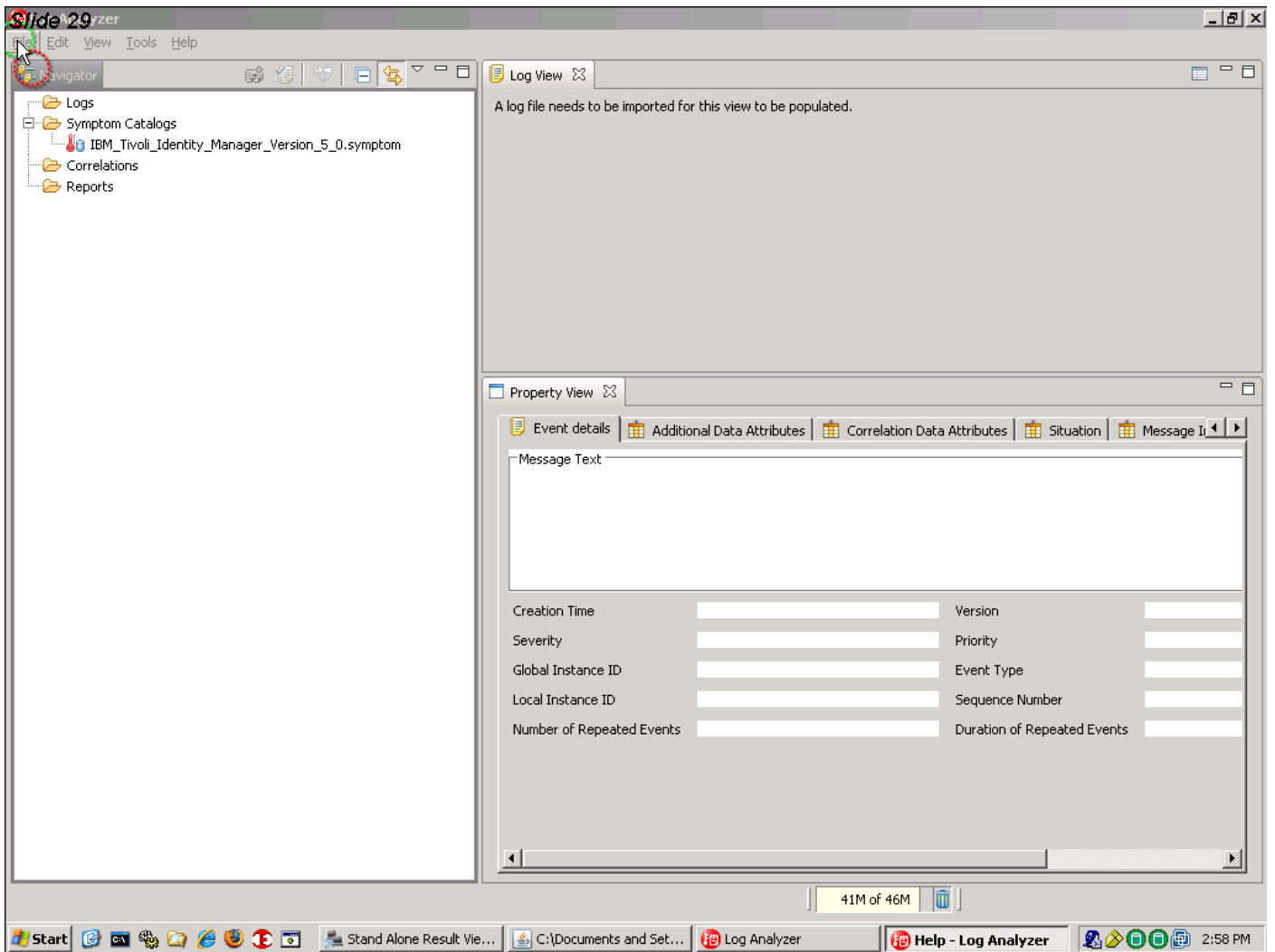
Default file paths of supported log types (potential hit)
The table below lists the default file paths on Windows (R), unless stated otherwise, for the corresponding log types. This table does not contain a compl

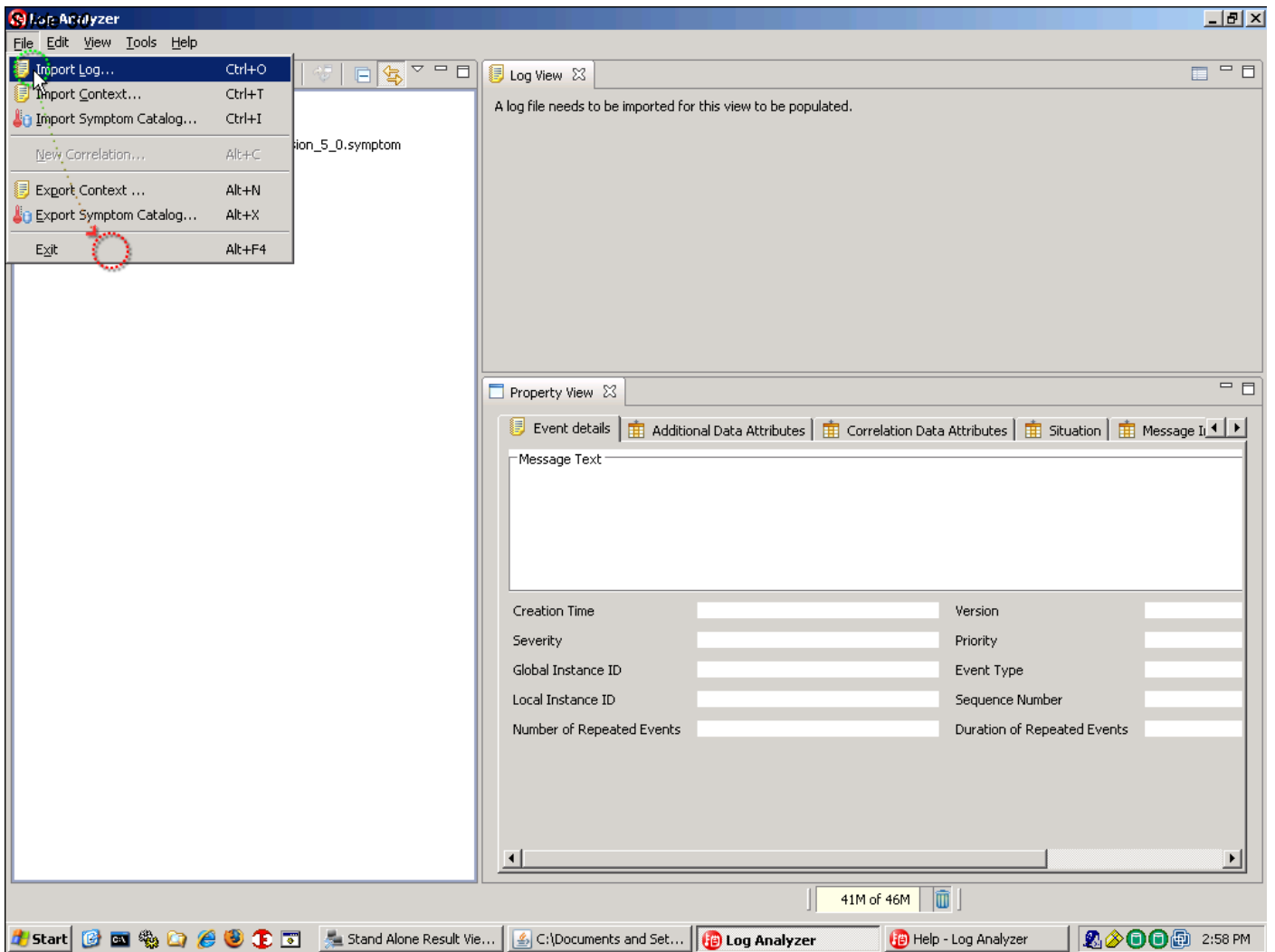
IBM Tivoli Identity Manager log	<p><IBM_Tivoli_common_directory>\CTGIM\logs\msg.log <IBM_Tivoli_common_directory>\CTGIM\logs\trace.log</p>
IBM Tivoli LogXML log	<p><IBM_Tivoli_product_installation_folder>\log\</p> <p>The following Tivoli products generate message and trace information in the Tivoli LogXML format.</p> <ul style="list-style-type: none"> • IBM Tivoli Access Manager • IBM Tivoli Access Manager for Business Integration • IBM Tivoli Access Manager for Operating Systems • IBM Tivoli Business Systems Manager • IBM Tivoli Composite Application Manager • IBM Tivoli Composite Application Manager for Response Time Tracking • IBM Tivoli Composite Application Manager for WebSphere • IBM Tivoli Composite Application Manager for J2EE • IBM Tivoli Directory Integrator • IBM Tivoli Enterprise Data Warehouse • IBM Tivoli License Manager • IBM Tivoli Monitoring • IBM Tivoli Risk Manager • IBM Tivoli Storage Area Network Manager • IBM Tivoli Storage Manager • IBM Tivoli Workload Scheduler
IBM Tivoli Monitoring MSG2 log	<p>On Windows:</p> <ul style="list-style-type: none"> • For Tivoli Enterprise Monitoring Server (TEMS): C:\IBM\ITM\kdsmain.msg • For Agents: C:\IBM\ITM\tmaitm\logs\ <p>On UNIX: /opt/IBM/ITM/logs/</p>
IBM Tivoli Monitoring OPS log	<p>On Windows:</p> <ul style="list-style-type: none"> • For Tivoli Enterprise Monitoring Server (TEMS): C:\IBM\ITM\itmLogs\ • For Agents: C:\IBM\ITM\tmaitm\logs\ <p>On UNIX: /opt/IBM/ITM/itmLogs/</p>
IBM Tivoli Monitoring RAS log	<p>On Windows:</p> <ul style="list-style-type: none"> • For Tivoli Enterprise Monitoring Server (TEMS): C:\IBM\ITM\<hostname>_NN_<process>_<timestamp>-##.log

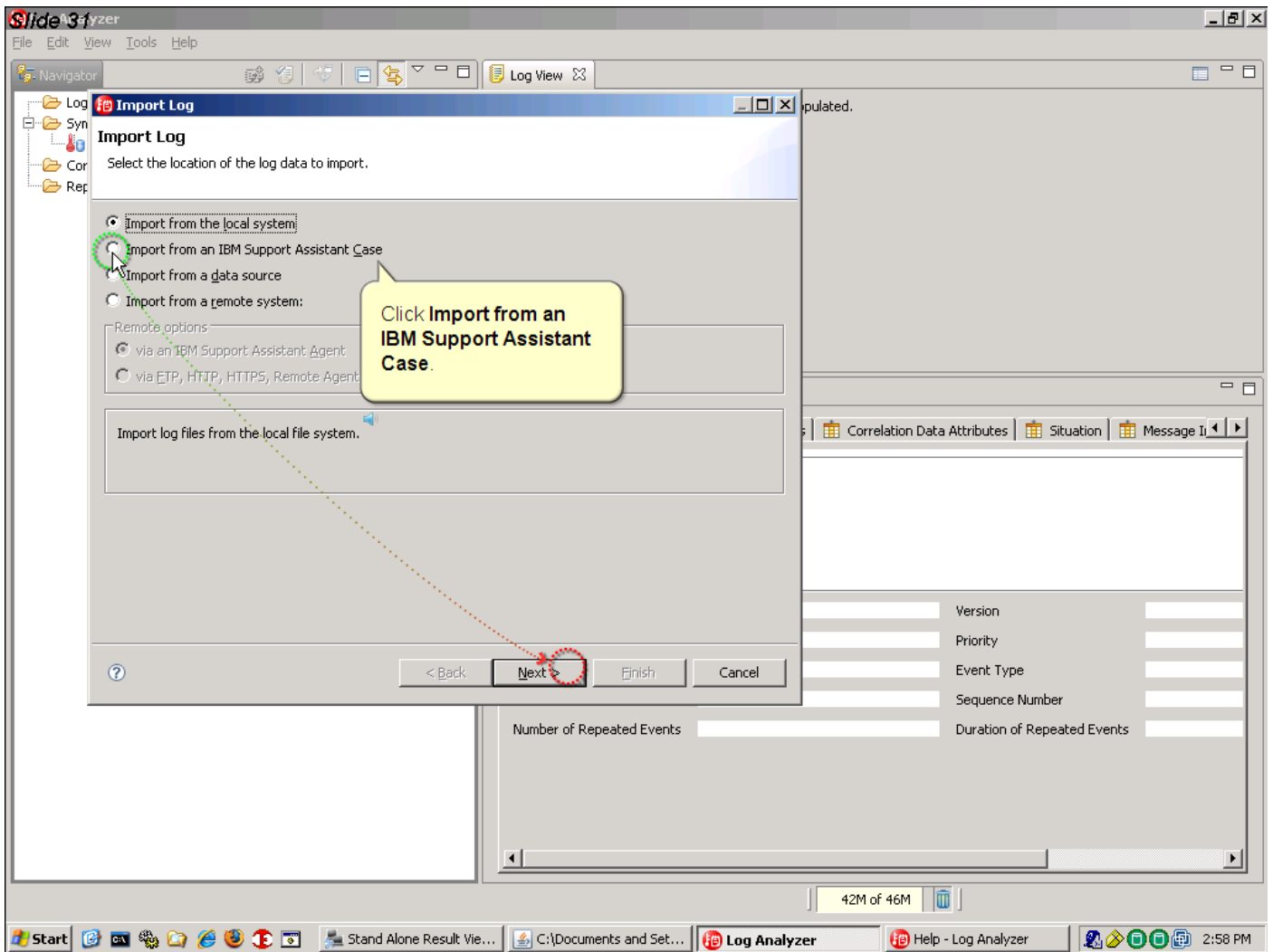
Note the location of the log files for IBM Tivoli Identity Manager.

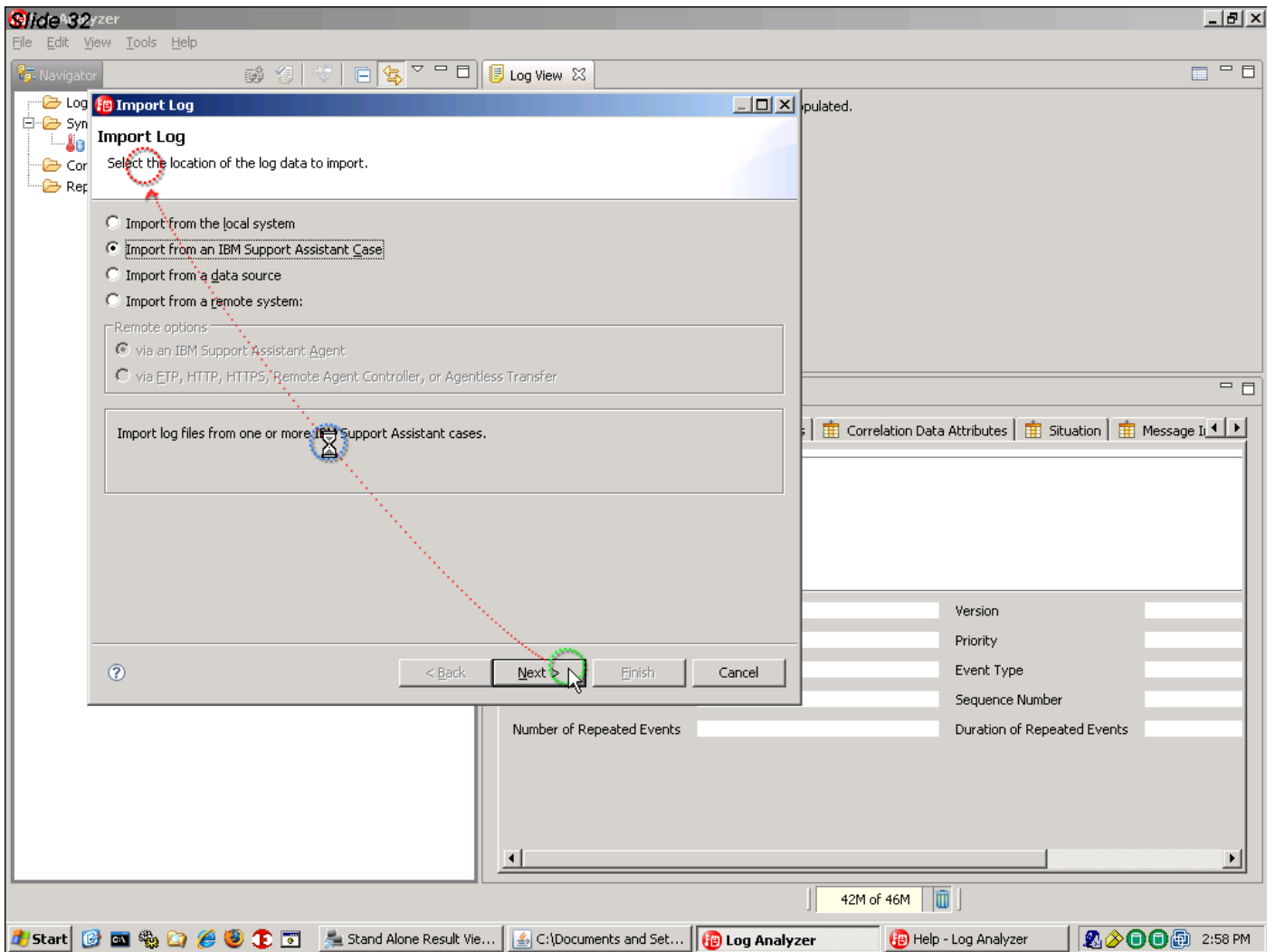
Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 2:58 PM

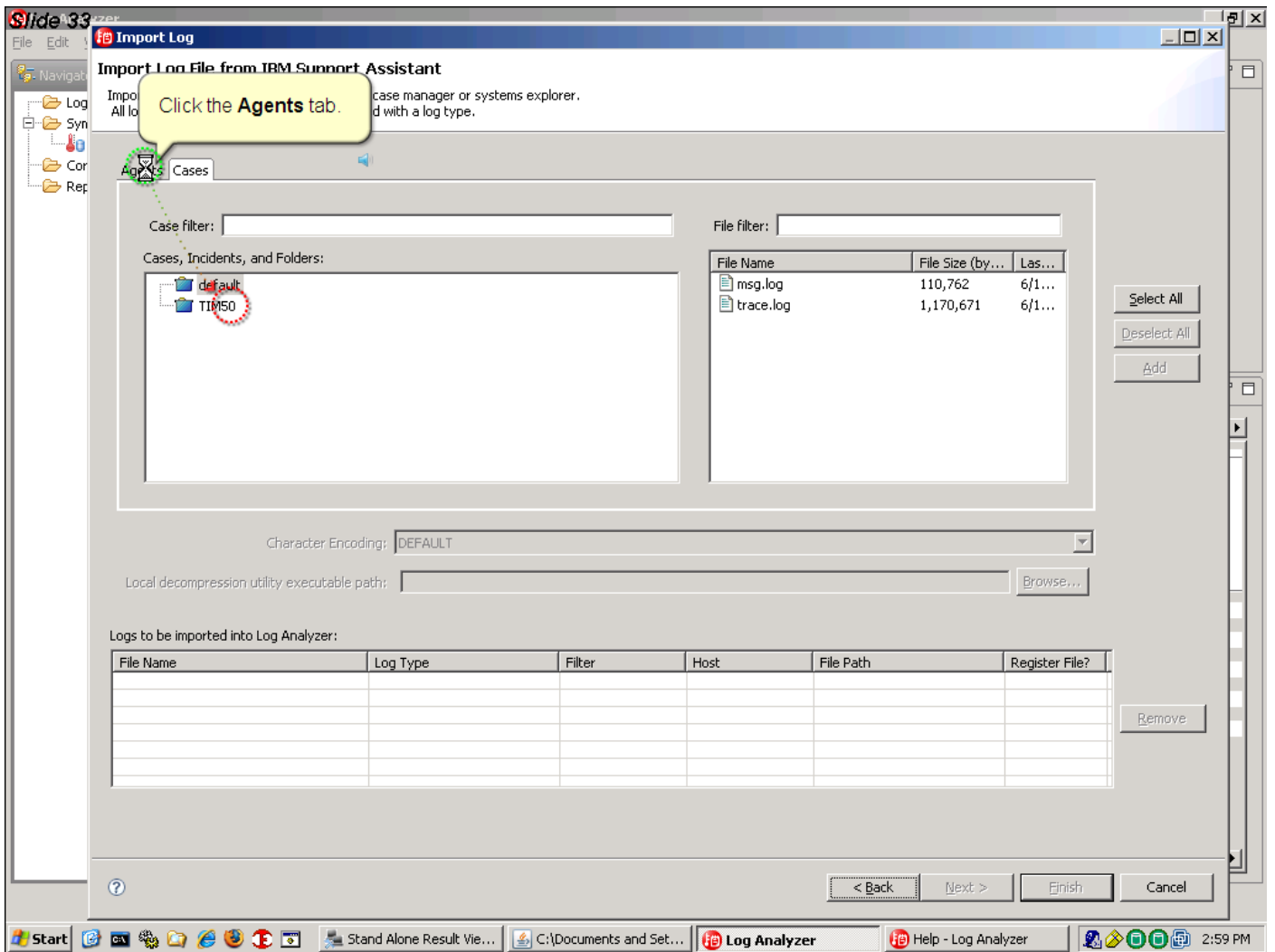


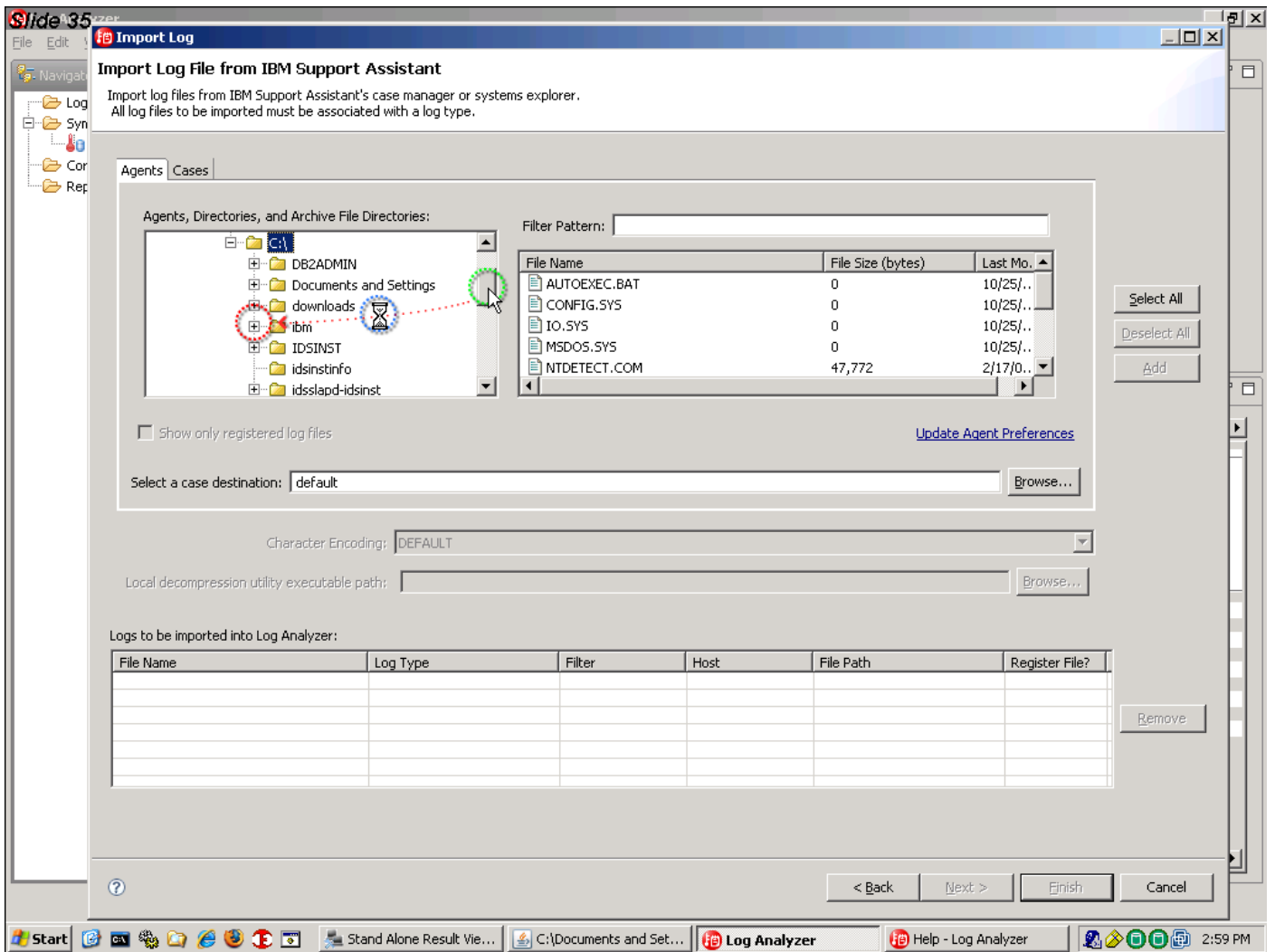


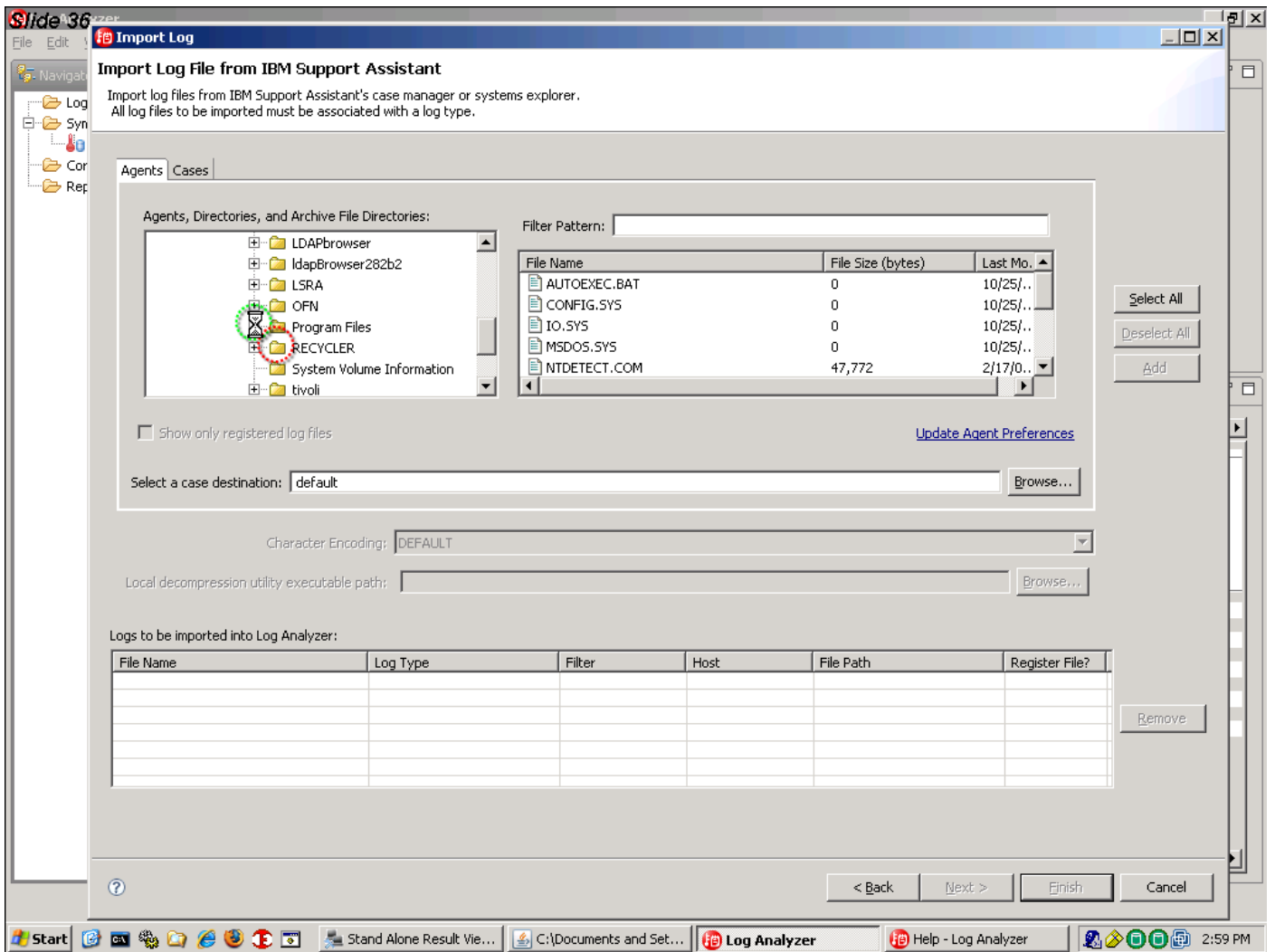


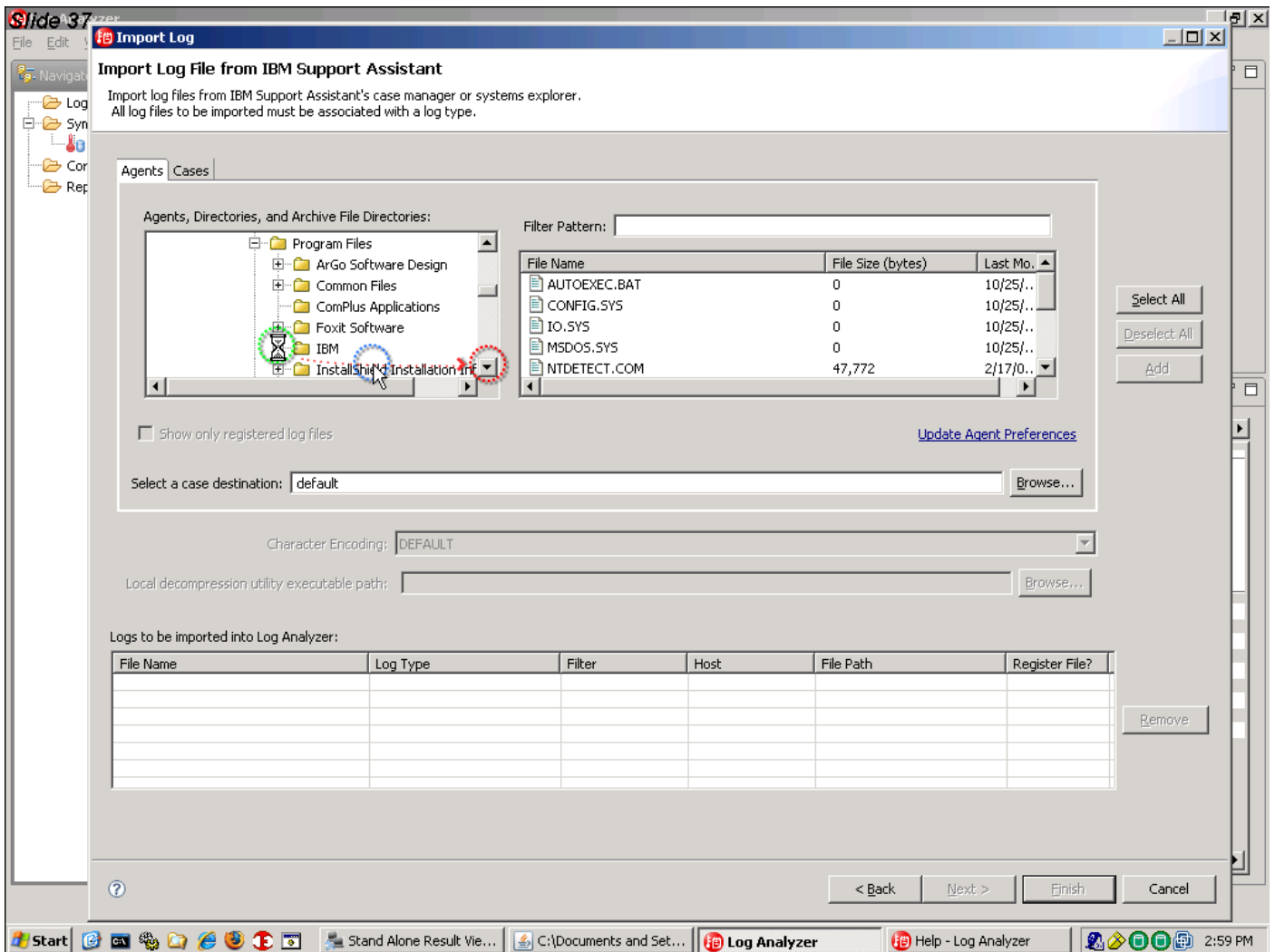












Import Log File from IBM Support Assistant

Import log files from IBM Support Assistant's case manager or systems explorer.
All log files to be imported must be associated with a log type.

Agents | Cases

Agents, Directories, and Archive File Directories:

- IBM
 - BIRTDesigner221
 - Common
 - GSK7
 - HTTPServer
 - IBM Support Assistant
 - itim

Filter Pattern:

File Name	File Size (bytes)	Last Mo.
AUTOEXEC.BAT	0	10/25/..
CONFIG.SYS	0	10/25/..
IO.SYS	0	10/25/..
MSDOS.SYS	0	10/25/..
NTDETECT.COM	47,772	2/17/0..

Show only registered log files [Update Agent Preferences](#)

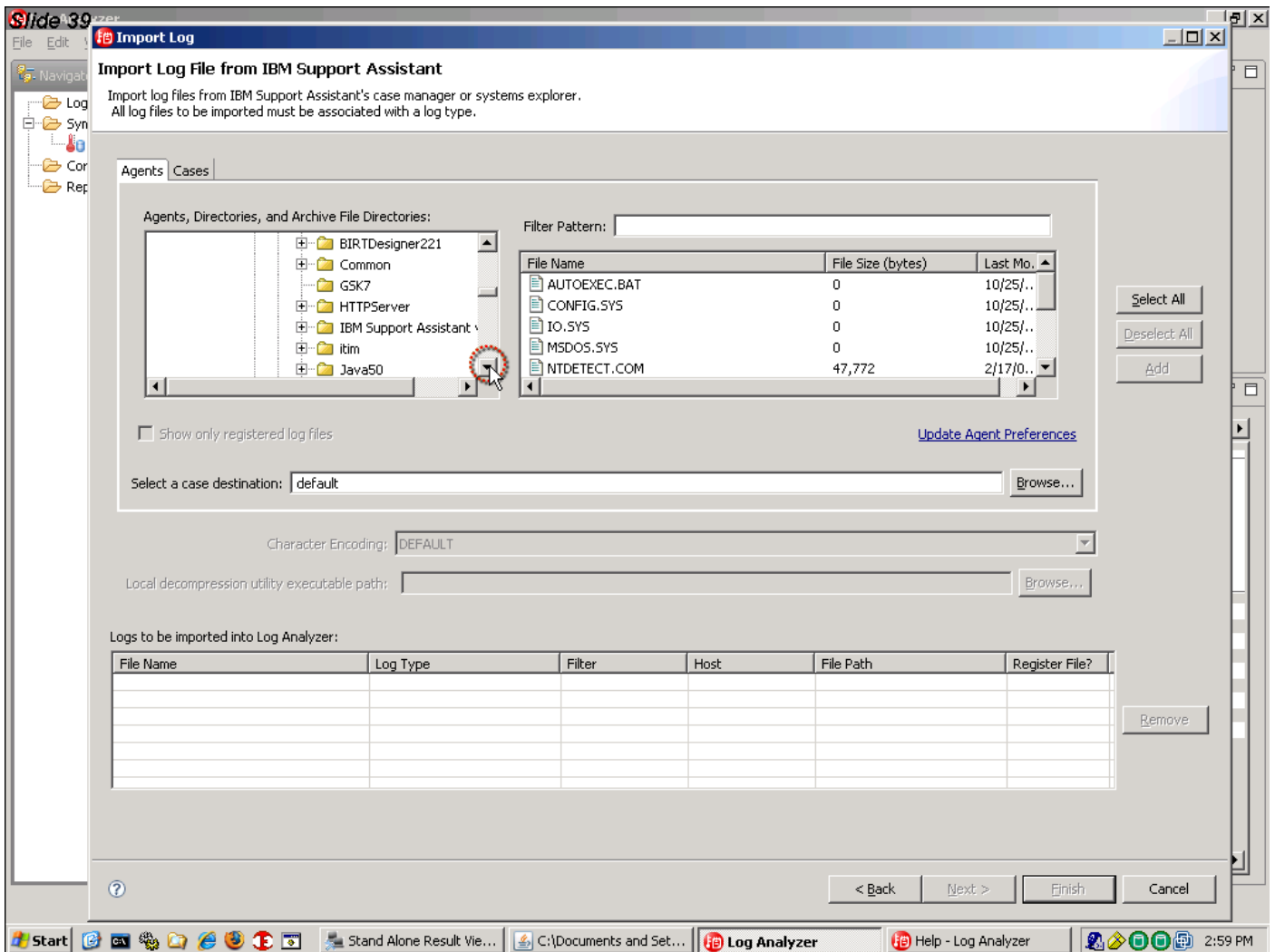
Select a case destination:

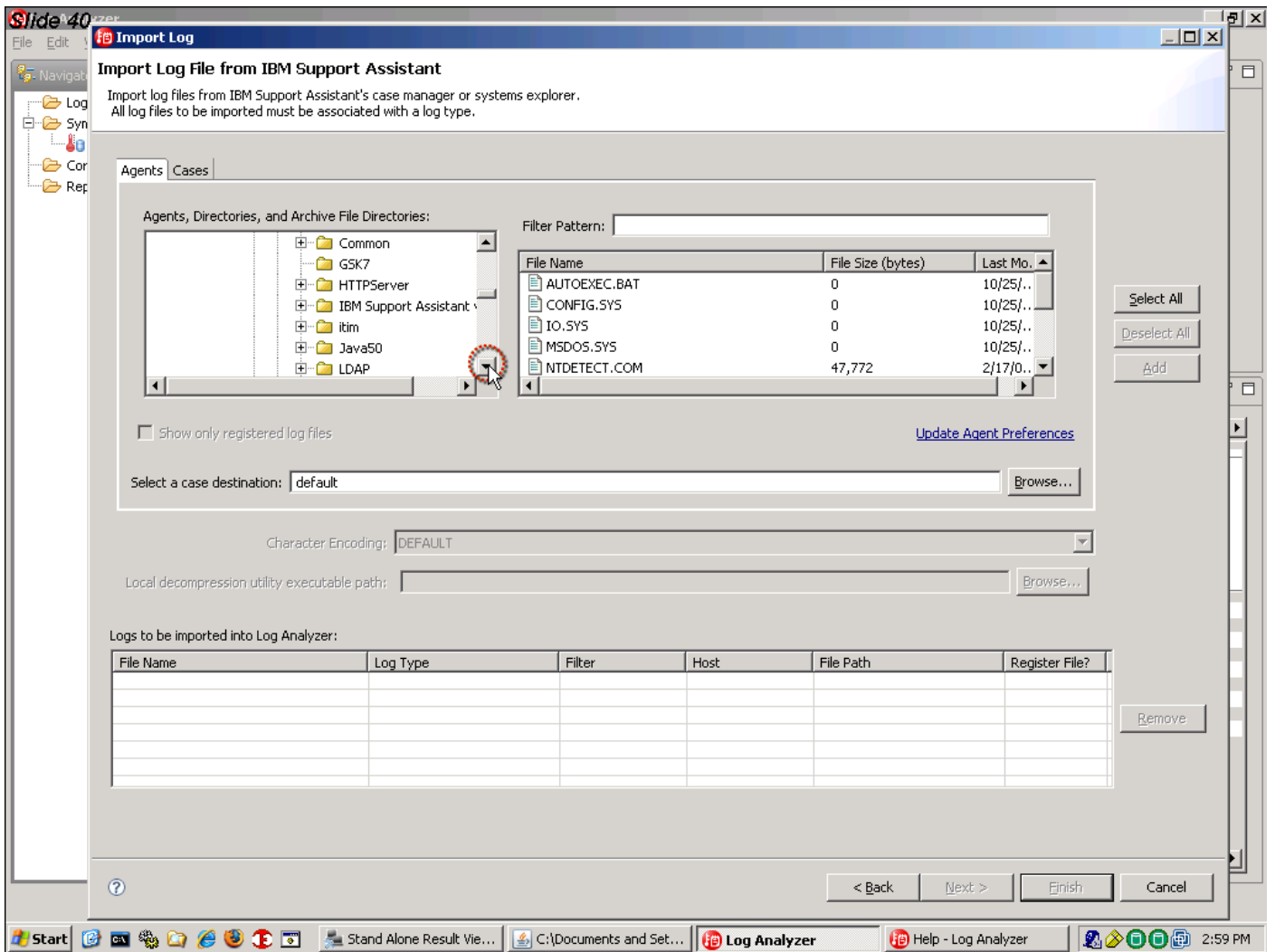
Character Encoding:

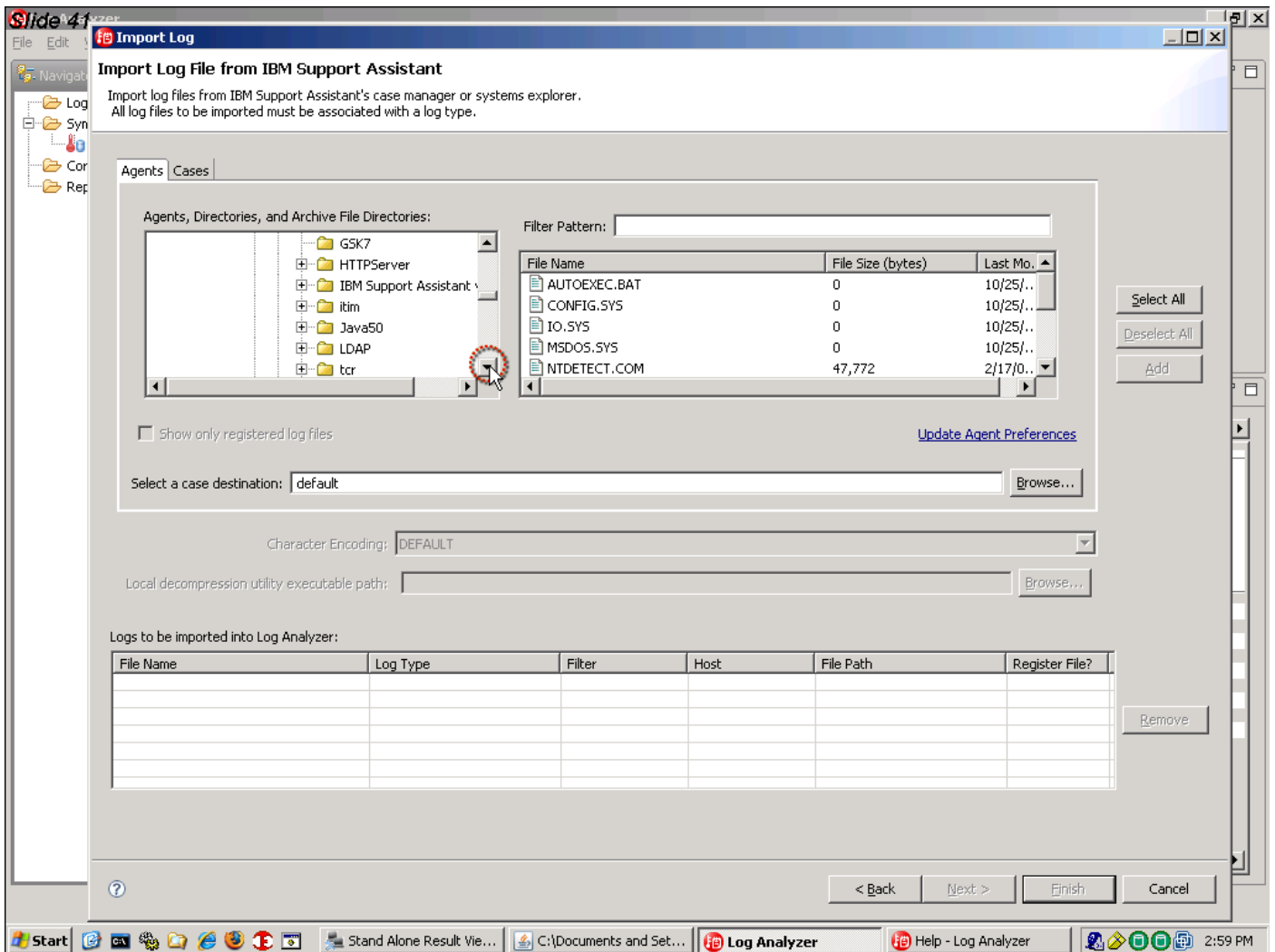
Local decompression utility executable path:

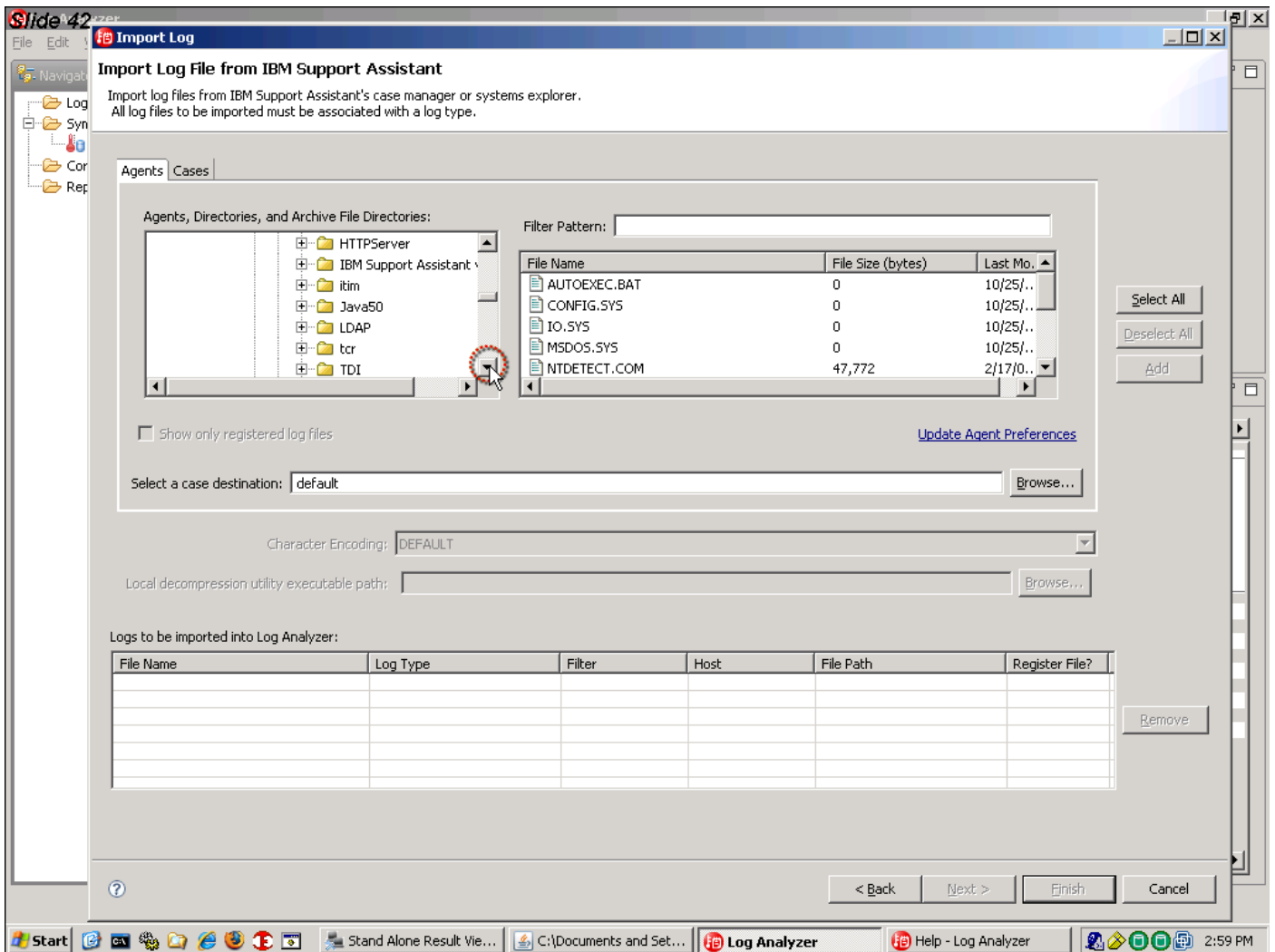
Logs to be imported into Log Analyzer:

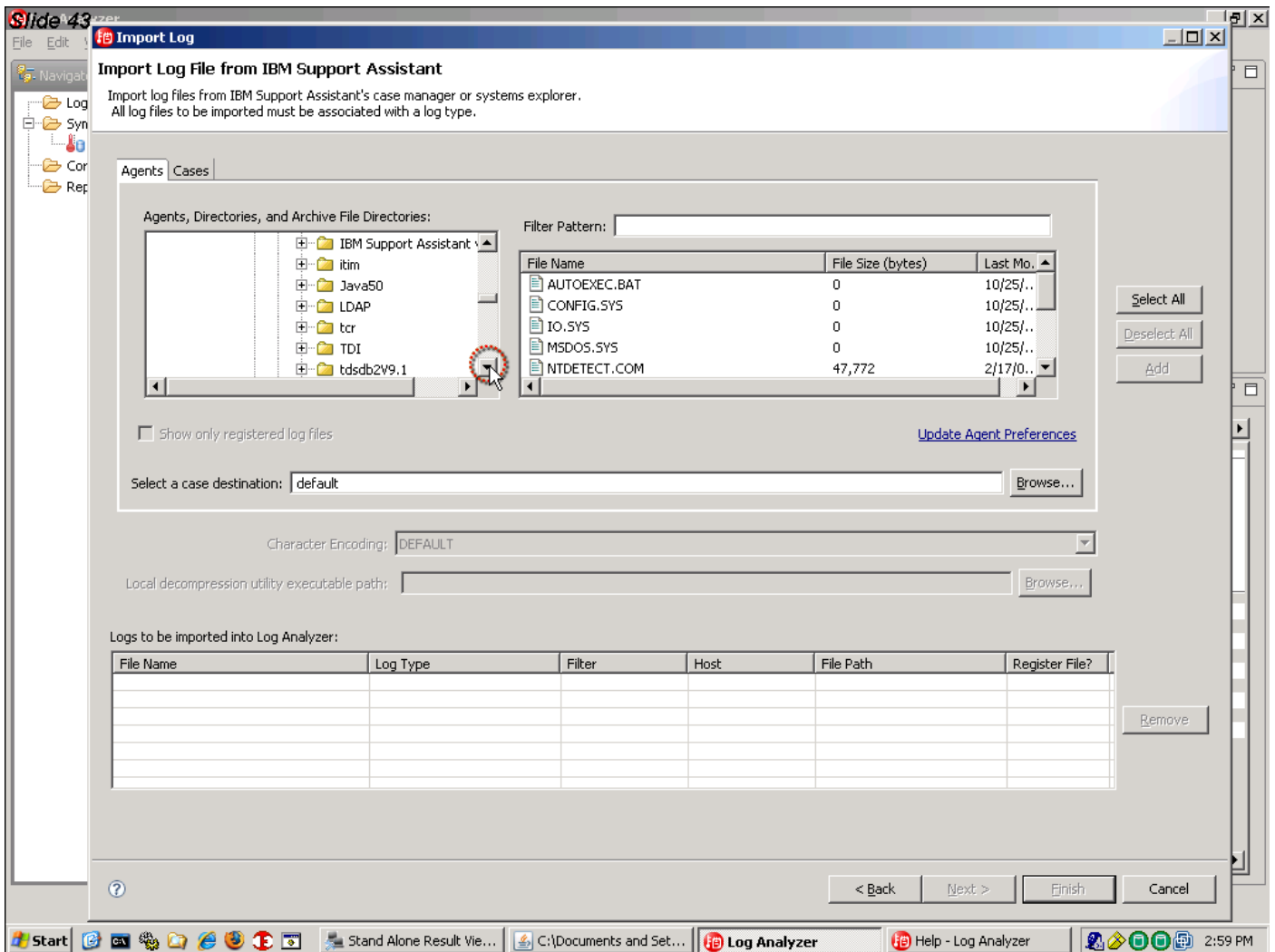
File Name	Log Type	Filter	Host	File Path	Register File?











Slide 44

Import Log

Import Log File from IBM Support Assistant

Import log files from IBM Support Assistant's case manager or systems explorer.
All log files to be imported must be associated with a log type.

Agents | Cases

Agents, Directories, and Archive File Directories:

- itim
- Java50
- LDAP
- tar
- TDI
- tdsdb2V9.1**
- tivoli

Filter Pattern:

File Name	File Size (bytes)	Last Mo.
AUTOEXEC.BAT	0	10/25/..
CONFIG.SYS	0	10/25/..
IO.SYS	0	10/25/..
MSDOS.SYS	0	10/25/..
NTDETECT.COM	47,772	2/17/0..

Show only registered log files [Update Agent Preferences](#)

Select a case destination:

Character Encoding:

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?

Windows Taskbar: Start, Log Analyzer, Help - Log Analyzer, 2:59 PM

Import Log File from IBM Support Assistant

Import log files from IBM Support Assistant's case manager or systems explorer.
All log files to be imported must be associated with a log type.

Agents | Cases

Agents, Directories, and Archive File Directories:

- Java50
- LDAP
- tcr
- TDI
- tdsdb2V9.1
- tivoli
- WebSphere

Filter Pattern:

File Name	File Size (bytes)	Last Mo.
AUTOEXEC.BAT	0	10/25/..
CONFIG.SYS	0	10/25/..
IO.SYS	0	10/25/..
MSDOS.SYS	0	10/25/..
NTDETECT.COM	47,772	2/17/0..

Show only registered log files [Update Agent Preferences](#)

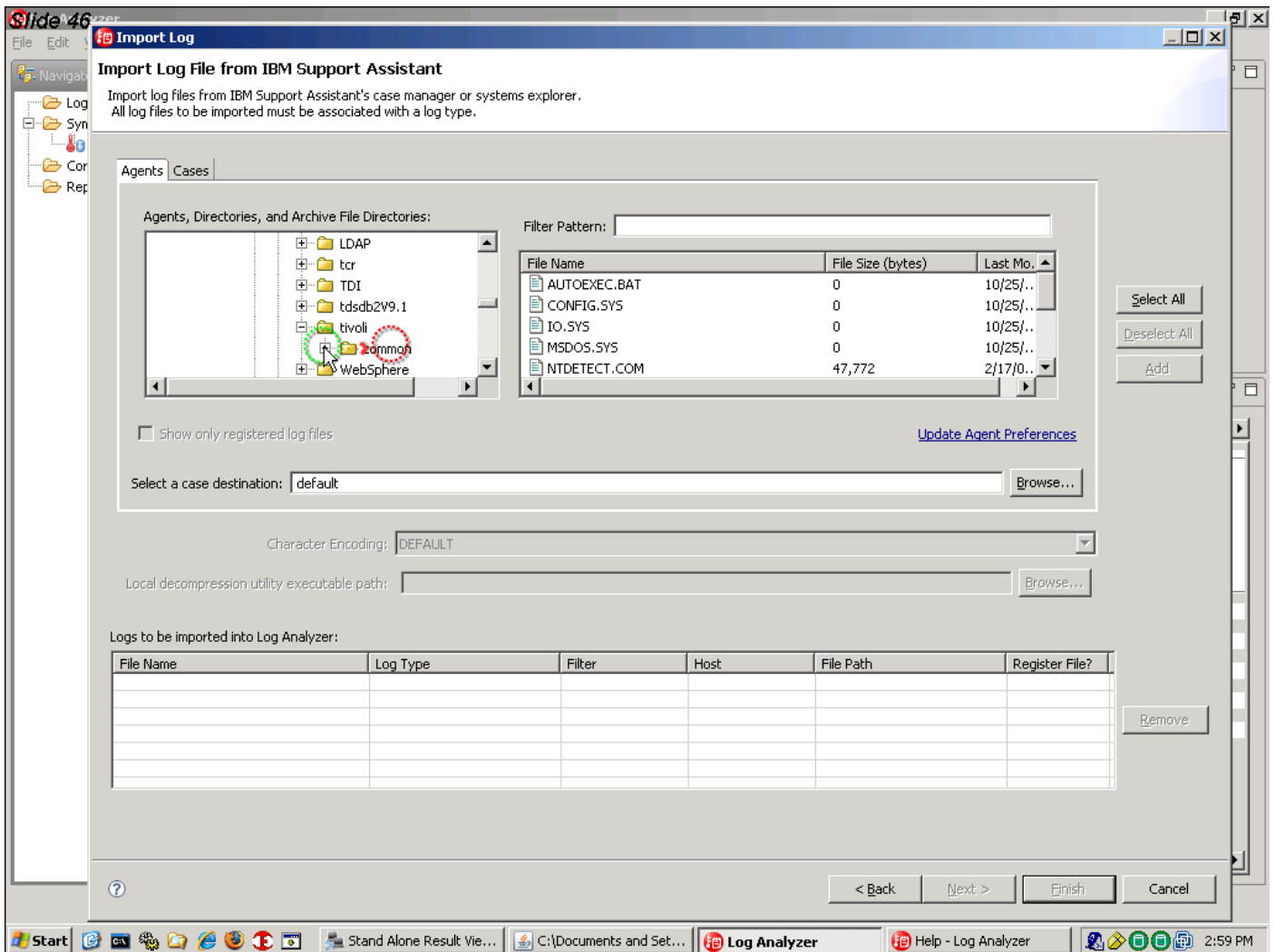
Select a case destination:

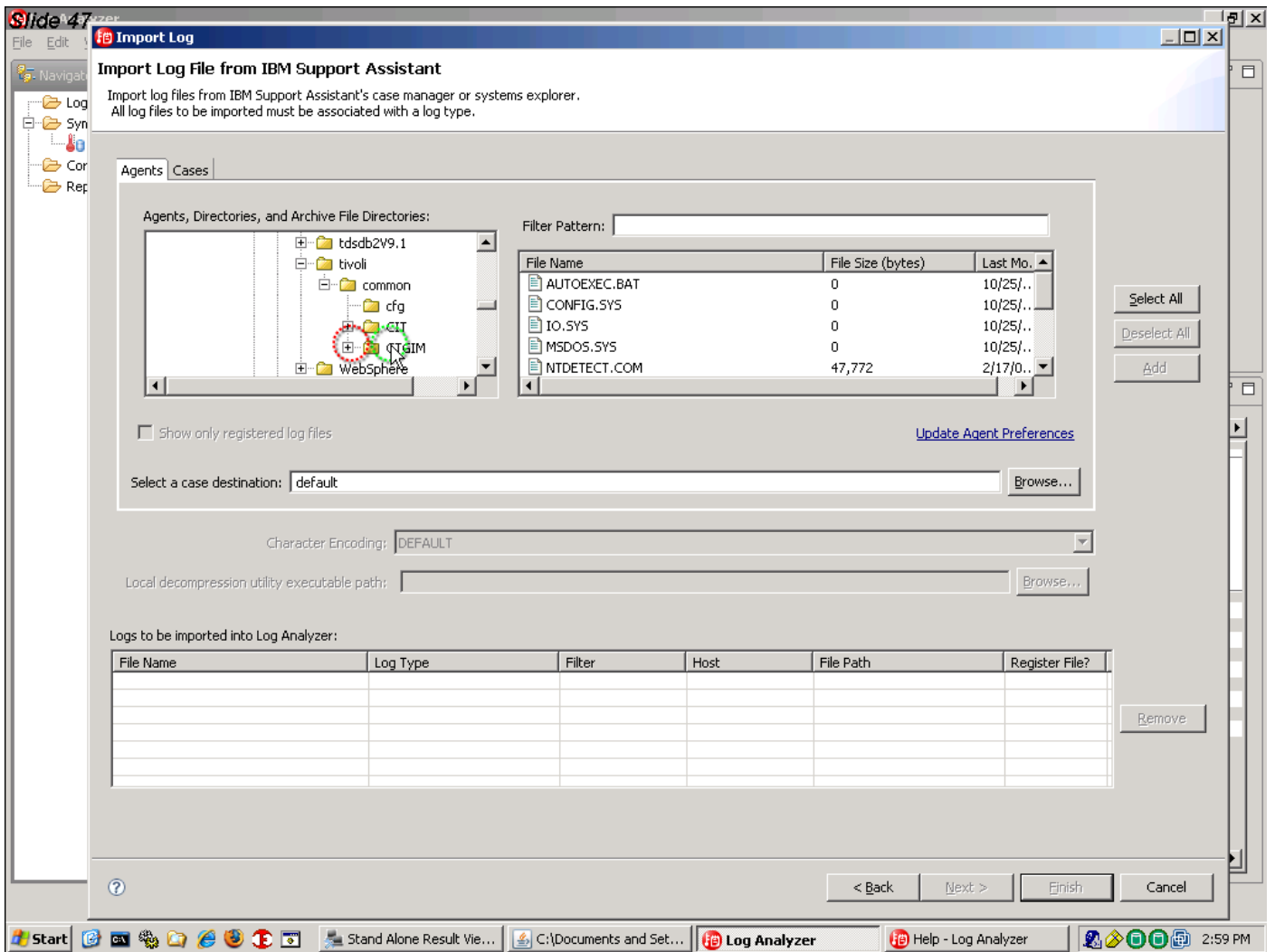
Character Encoding:

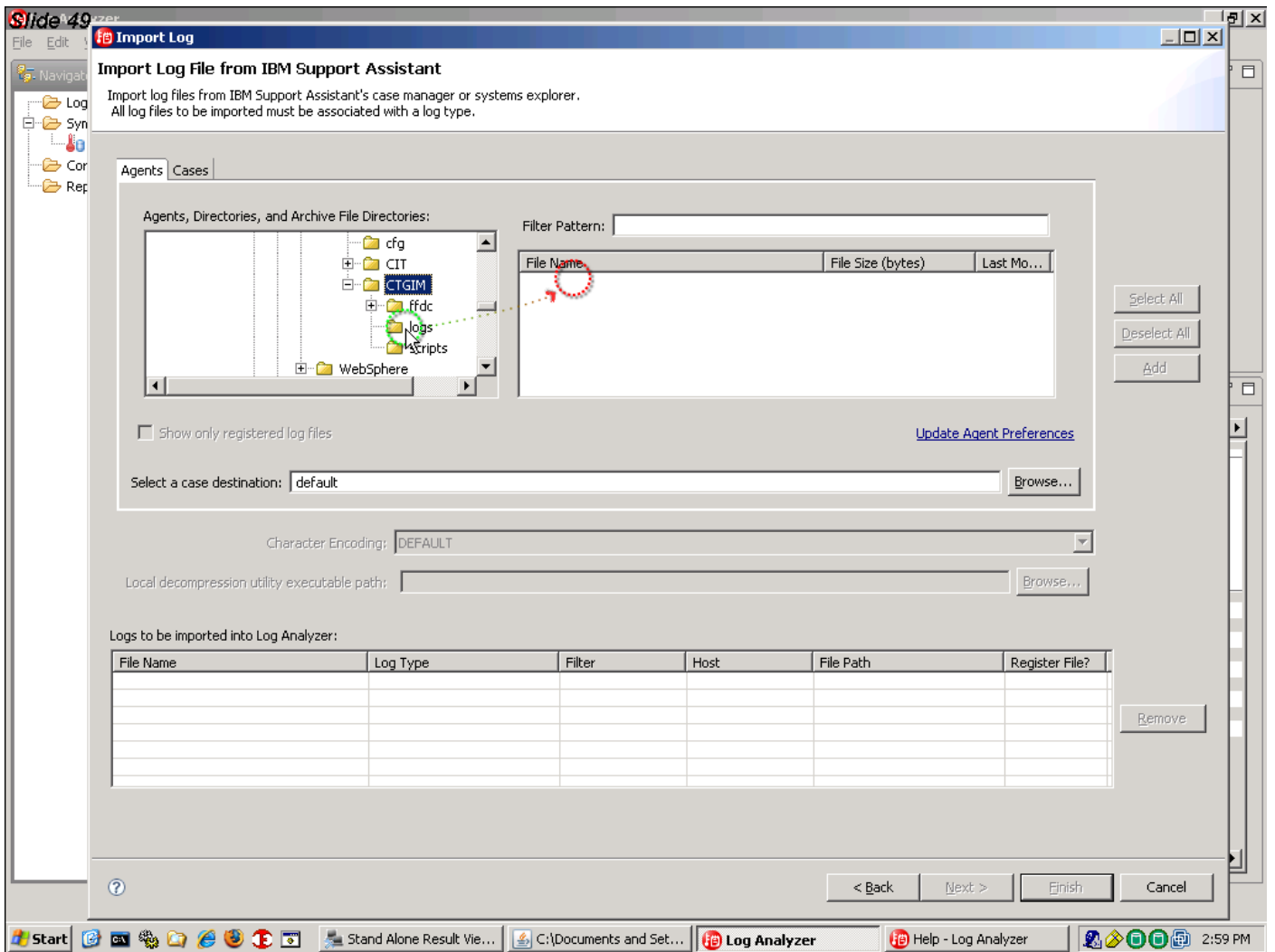
Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?







Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer.
 All log files to be imported must be associated with a log type.

Agents | Cases

Agents, Directories, and Archive File Directories:

- cfg
- CIT
- CTGIM
- ffdc
- logs
- scripts
- WebSphere

Filter Pattern:

File Name	File Size (bytes)	Last Mo...
adccs.log	17,642	4/21/0...
msg.log	113,312	6/19/0...
trace.log	1,184,609	4/22/0...

Show only registered log files [Update Agent Preferences](#)

Select a case destination:

Character Encoding:

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?

Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer.
 All log files to be imported must be associated with a log type.

Agents | Cases

Agents, Directories, and Archive File Directories:

- cfq
- CIT
- CTGIM
- ffdc
- logs
- scripts
- WebSphere

Filter Pattern:

File Name	File Size (bytes)	Last Mo...
access.log	17,642	4/21/0...
msg.log	113,312	6/19/0...
trace.log	1,184,609	4/22/0...

Show only registered log files [Update Agent](#) **Click Add.**

Select a case destination: default

Character Encoding: DEFAULT

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?

Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer. All log files to be imported must be associated with a log type.

Agents Directories

Agents, Directories, and Archive File Directories:

- cfg
- CIT
- CTGIM
- ffdc
- logs
- scripts
- WebSphere

Filter Pattern:

File Name	File Size (bytes)	Last Mo...
access.log	17,642	4/21/0...
msg.log	113,312	6/19/0...
trace.log	1,184,609	4/22/0...

Show only registered log files [Update Agent Preferences](#)

Select a case destination:

Character Encoding:

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli...	<input type="checkbox"/>

The size of this log file is less than 25 MB. No filter is necessary when the size of a log file is less than 25 MB.

Import Log File from IBM Support Assistant

Import log files from IBM Support Assistant's case manager or systems explorer. All log files to be imported must be associated with a log type.

Agents | Cases

Agents, Directories, and Ar...

CTGIM
ffdc
logs
scripts
WebSphere

File Name | File Size (bytes) | Last Mo...

access.log	17,642	4/21/0...
msg.log	113,312	6/19/0...
trace.log	1,184,609	4/22/0...

Show only registered log files
 [Update Agent Preferences](#)

Select a case destination: default

Character Encoding: DEFAULT

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>

Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:00 PM

Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer.
 All log files to be imported must be associated with a log type.

Agents Directories

Agents, Directories, and Archive File Directories:

- cfg
- CIT
- CTGIM
- ffdc
- logs
- scripts
- WebSphere

Filter Pattern:

File Name	File Size (bytes)	Last Mo...
access.log	17,642	4/21/0...
msg.log	113,312	6/19/0...
trace.log	1,184,609	4/22/0...

Show only registered log files [Update Agent Preferences](#)

Select a case destination:

Character Encoding:

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>

The size of the msg.log file is greater than 25 MB. Use a filter for files that are greater than 25 MB. Click <Select a Filter> and click Show error log records only.

Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer.
 All log files to be imported must be associated with a log type.

Agents | Cases

Agents, Directories, and Archive File Directories:

- cfq
- CIT
- CTGIM
- ffdc
- logs
- scripts
- WebSphere

Show only registered log files

Select a case destination: default

Character Encoding: DEFAULT

Local decompression utility executable path:

Filters

Add/Edit/Remove filters

- Filter records based on relevant symptom
- IBM Tivoli Identity Manager, Version 5.0
- Show error log records only
- Show exceptions, stack traces or failures
- Show information log records only
- Show non-ReportSituation errors/warnings
- Show warning and error log records
- Show warning log records only

File Size (bytes)	Last Mo...
17,642	4/21/0...
113,312	6/19/0...
1,184,609	4/22/0...

Update Agent Preferences

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>

Remove

< Back Next > Finish Cancel

Slide 56

Import Log File from IBM Support Assistant

Import log files from IBM Support Assistant's case manager or systems explorer. All log files to be imported must be associated with a log type.

Agents | Cases

Agent: **WebSphere**

Show only registered log files

Select a case destination: default

Character Encoding: DEFAULT

Local decompression utility executable path:

Filters

Add/Edit/Remove filters

- Filter records based on relevant symptom
- IBM Tivoli Identity Manager, Version 5.0
- Show error log records only
- Show exceptions, stack traces or failures
- Show information log records only
- Show non-ReportSituation errors/warnin
- Show warning and error log records
- Show warning log records only

File Size (bytes)	Last Mo...
17,642	4/21/0...
113,312	6/19/0...
1,184,609	4/22/0...

Update Agent Preferences

Browse...

New... Edit... Remove

OK Cancel

Logs to be imported into Log Analyzer:


File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>

Remove

< Back Next > Finish Cancel

Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:00 PM

Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer.
 All log files to be imported must be associated with a log type.

Agents:  Agents

Agents, Directories, and Archive File Directories:

- cfq
- CIT
- CTGIM
- ffdc
- logs
- scripts
- WebSphere

Filter Pattern:

File Name	File Size (bytes)	Last Mo...
access.log	17,642	4/21/0...
msg.log	113,312	6/19/0...
trace.log	1,184,609	4/22/0...

Show only registered log files [Update Agent Preferences](#)

Select a case destination:

Character Encoding:

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	Show error log	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>

Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer. All log files to be imported must be associated with a log type.

Agents Cases

Case filter: File filter:

Cases, Incidents, and Folders:

default

TIMES

File Name	File Size (by...	Las...
msg.log	110,762	6/1...
trace.log	1,170,671	6/1...

Add the **trace.log** file.

Character Encoding:

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	Show error log	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>

Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer. All log files to be imported must be associated with a log type.

Agents Cases

Case filter: File filter:

Cases, Incidents, and Folders:

default

TIMSO

File Name	File Size (by...	Las...
access.log	17,642	6/1...
msg.log	110,762	6/1...
trace.log	1,161,392	6/1...

Select All

Deselect All

Apply

Character Encoding:

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	Show error log	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>

Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer. All log files to be imported must be associated with a log type.

Agents Cases

Case filter: File filter:

Cases, Incidents, and Folders:

- default
- TIMSO

File Name	File Size (by...	Las...
access.log	17,642	6/1...
msg.log	110,762	6/1...
trace.log	1,161,392	6/1...

Select All
Deselect All
Add

Character Encoding: DEFAULT

Local decompression utility executable path: Browse...

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	Show error log	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>

Remove

< Back Next > Finish Cancel

Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer.
 All log files to be imported must be associated with a log type.

Agents Cases

Case filter: File filter:

Cases, Incidents, and Folders:

- default
- TIM50

The size of the trace.log file is greater than 25 MB. Add a filter for this log file. You can create you own filter based on log entry severity, content, date, or other criteria.

File Name | File Size (by... | Las...

access.log	17,642	6/1...
msg.log	110,762	6/1...
trace.log	1,161,392	6/1...

Select All
 Deselect All
 Add

Character Encoding: DEFAULT

Local decompression utility executable path: Browse...

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	Show error log	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
trace.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Documents and Settings...	<input type="checkbox"/>

Remove

< Back Next > Finish Cancel

Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:00 PM

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Import Log File from IBM Support Assistant

Import log files from IBM Support Assistant's case manager or systems explorer. All log files to be imported must be associated with a log type.

Agents Cases

Case filter:

Cases, Incidents, and Folders:

- default
- TIMSO

Character Encoding:

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter >	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	Show error log	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
trace.log	IBM Tivoli LogXML log	<Select a Filter >	localhost	C:\Documents and Settings\...	<input type="checkbox"/>

Buttons: Select All, Deselect All, Add, Remove, OK, Cancel, Back, Next, Finish, Browse...

Filters Dialog:

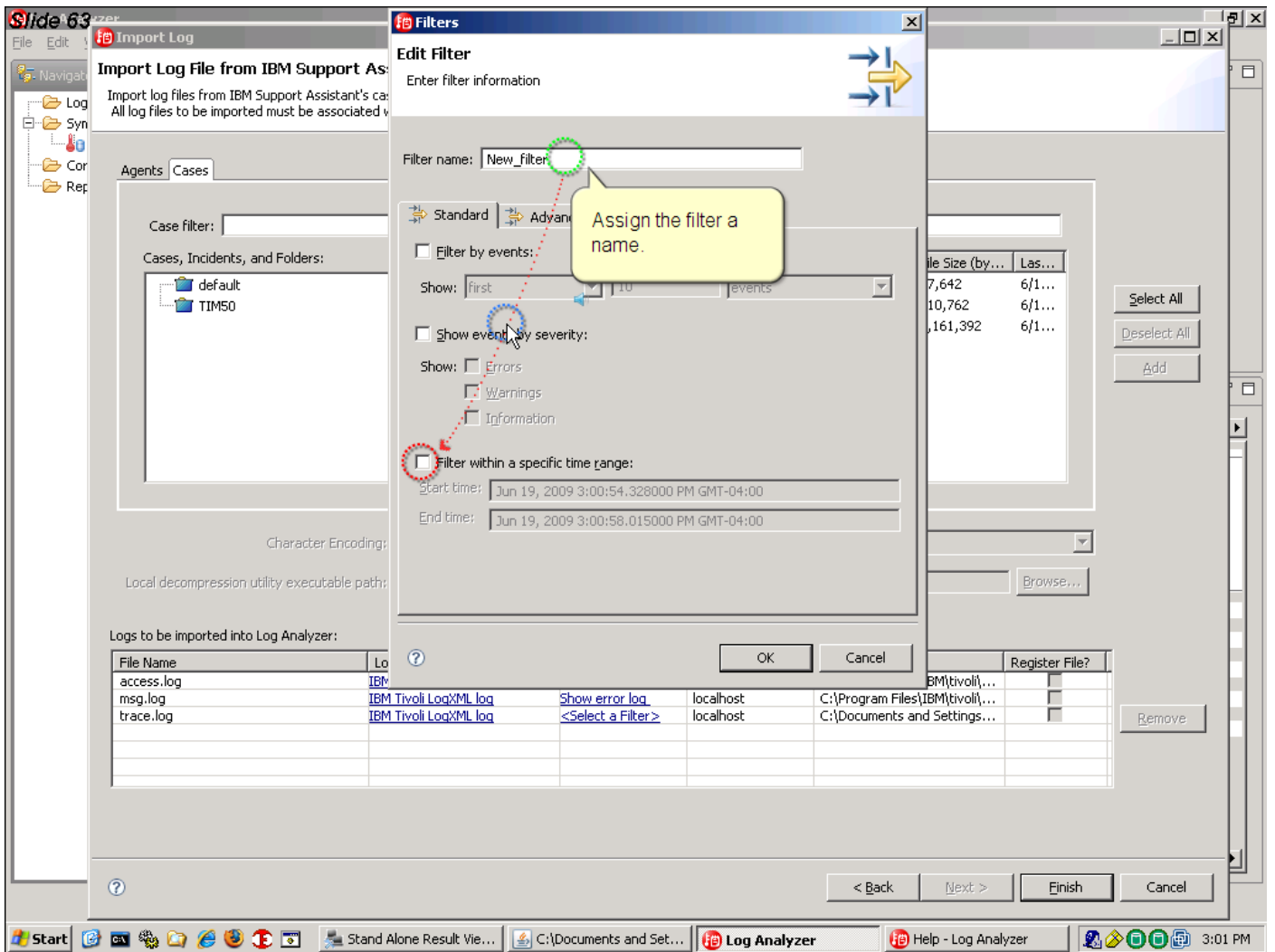
Add/Edit/Remove filters

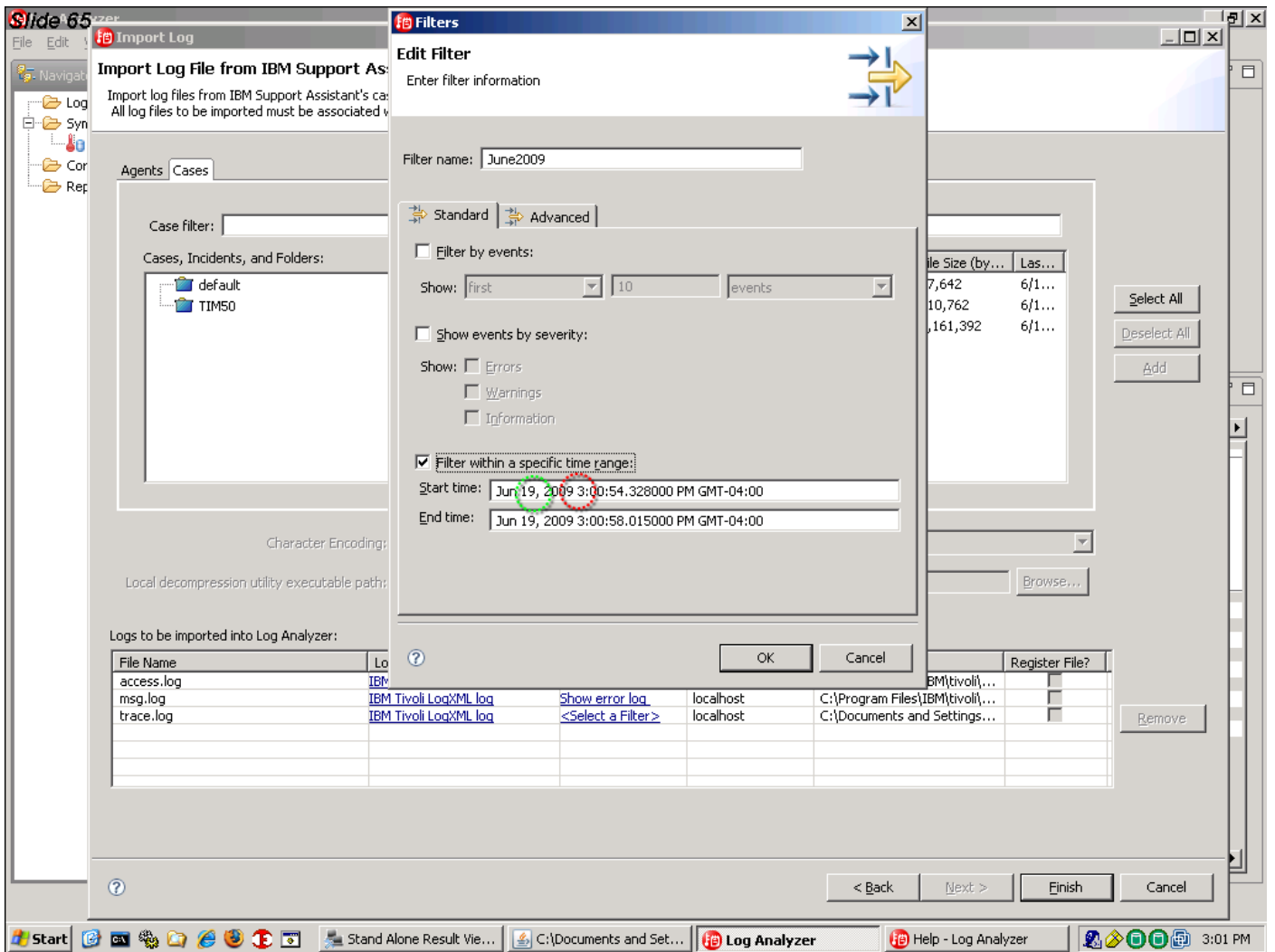
- Filter records based on relevant symptom
- IBM Tivoli Identity Manager, Version 5.0
- Show error log records only
- Show exceptions, stack traces or failures
- Show information log records only
- Show non-ReportSituation errors/warnings
- Show warning and error log records
- Show warning log records only

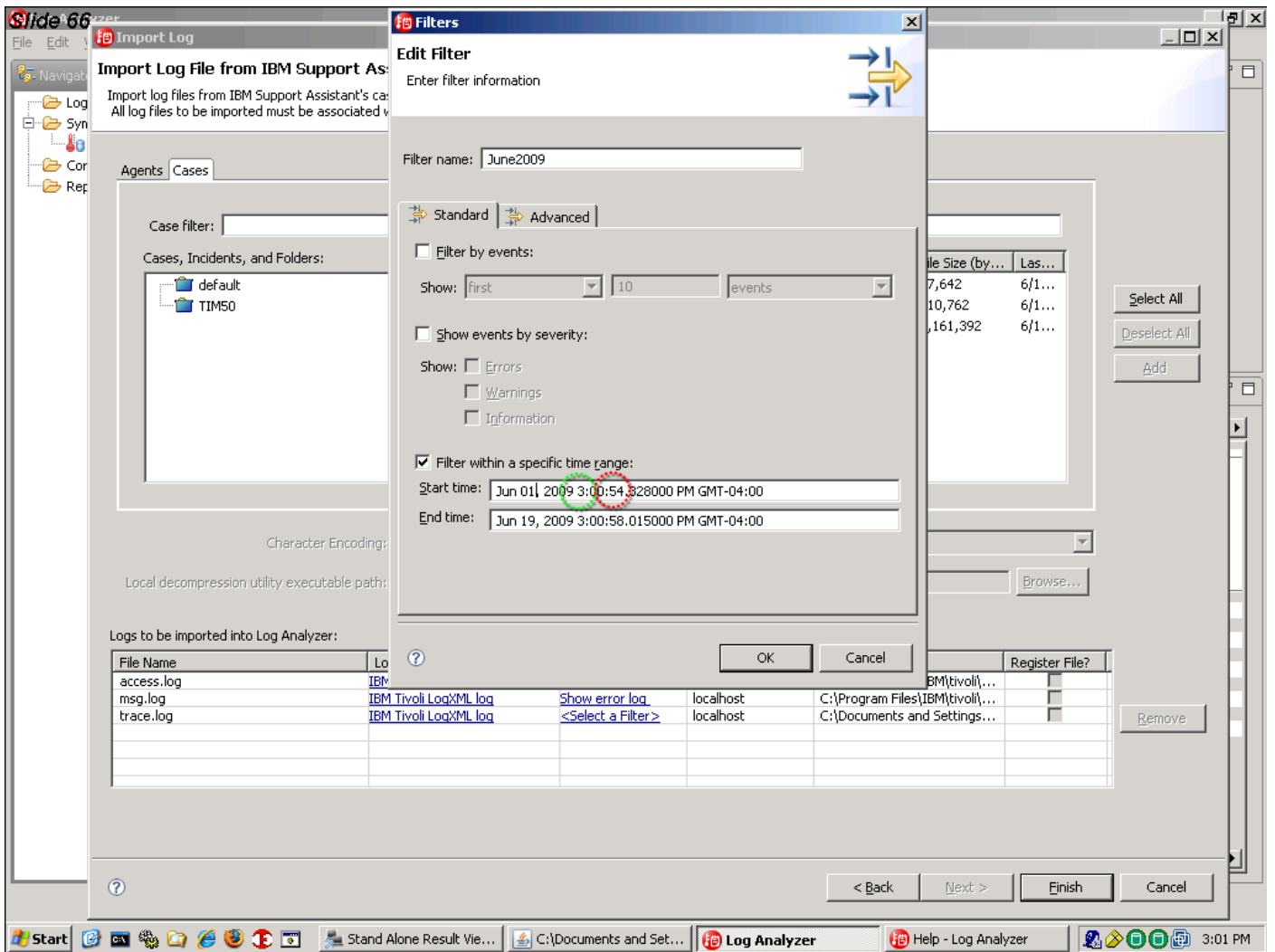
Buttons: New, Edit..., Remove, OK, Cancel

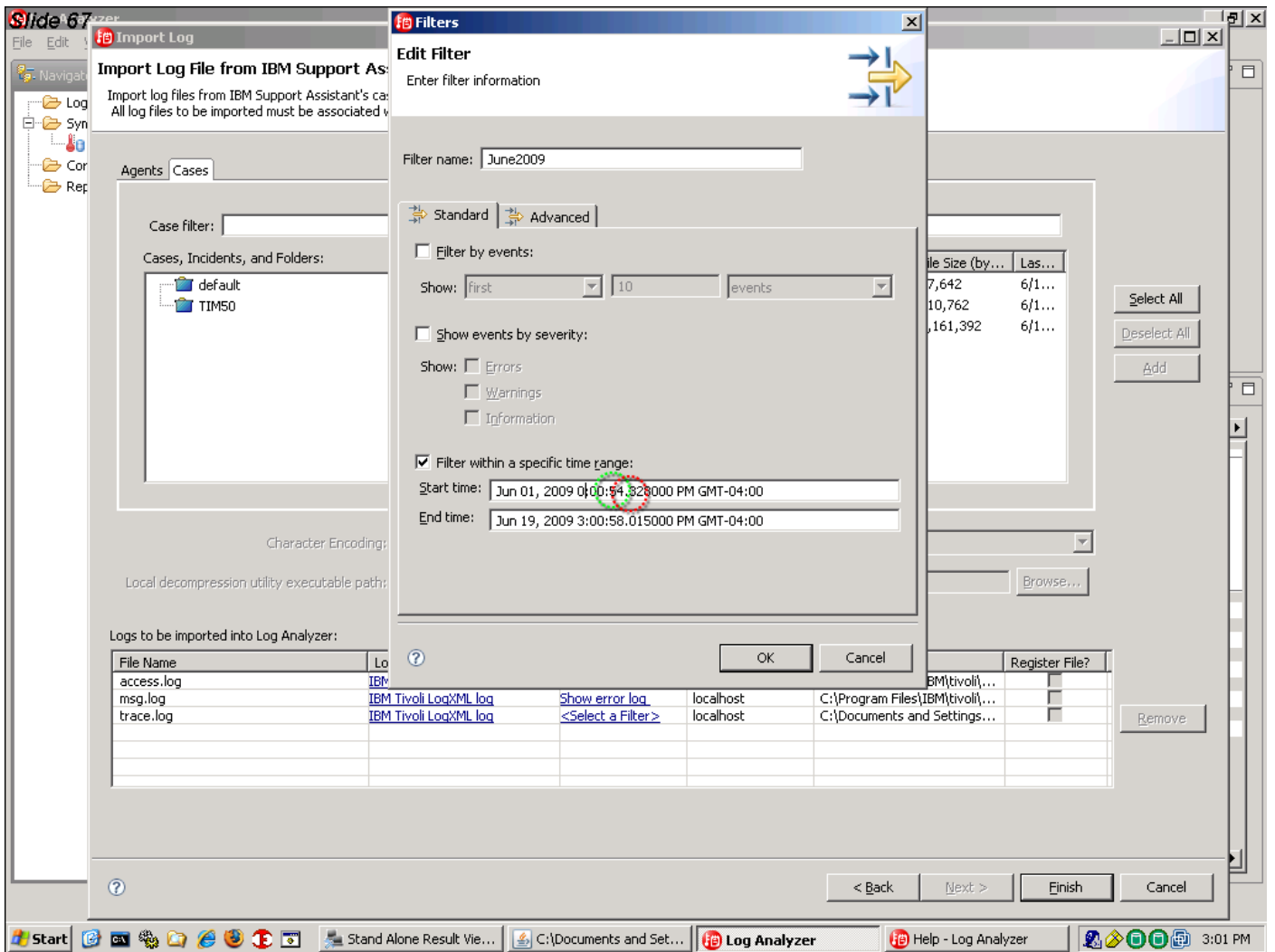
Callout: Click New.

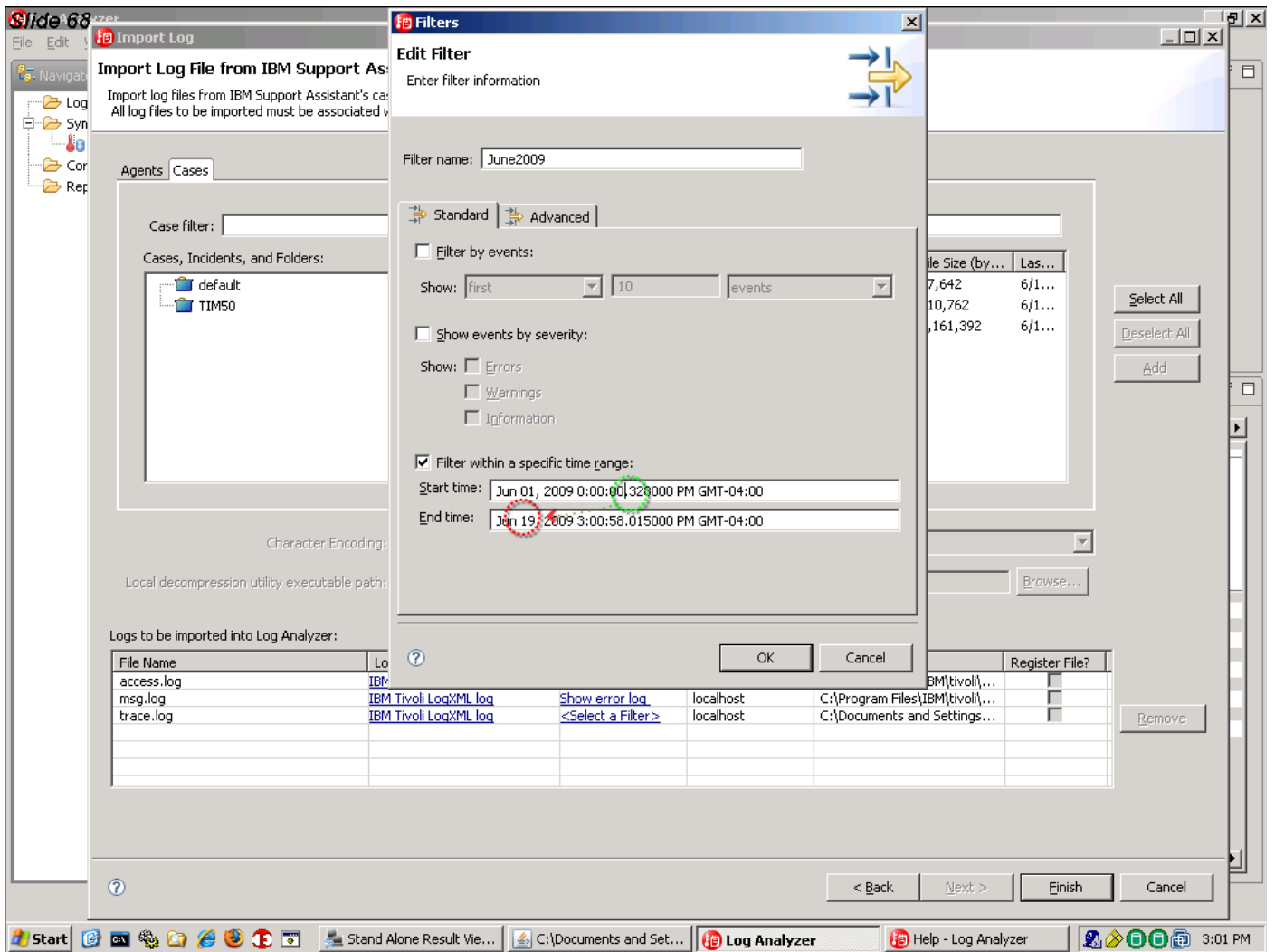
Windows Taskbar: Start, Stand Alone Result Vie..., C:\Documents and Set..., Log Analyzer, Help - Log Analyzer, 3:00 PM











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Import Log
 Import log files from IBM Support Assistant's ca...
 All log files to be imported must be associated v...

Agents Cases

Case filter:

Cases, Incidents, and Folders:

- default
- TIMSO

Character Encoding:

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log	Filter	Host	Path	Register File?
access.log	IBM				<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	Show error log	localhost	C:\Program Files\IBM\tivoli...	<input type="checkbox"/>
trace.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Documents and Settings...	<input type="checkbox"/>

Filters
 Edit Filter
 Enter filter information

Filter name: June2009

Standard Advanced

Filter by events:
 Show: first 10 events

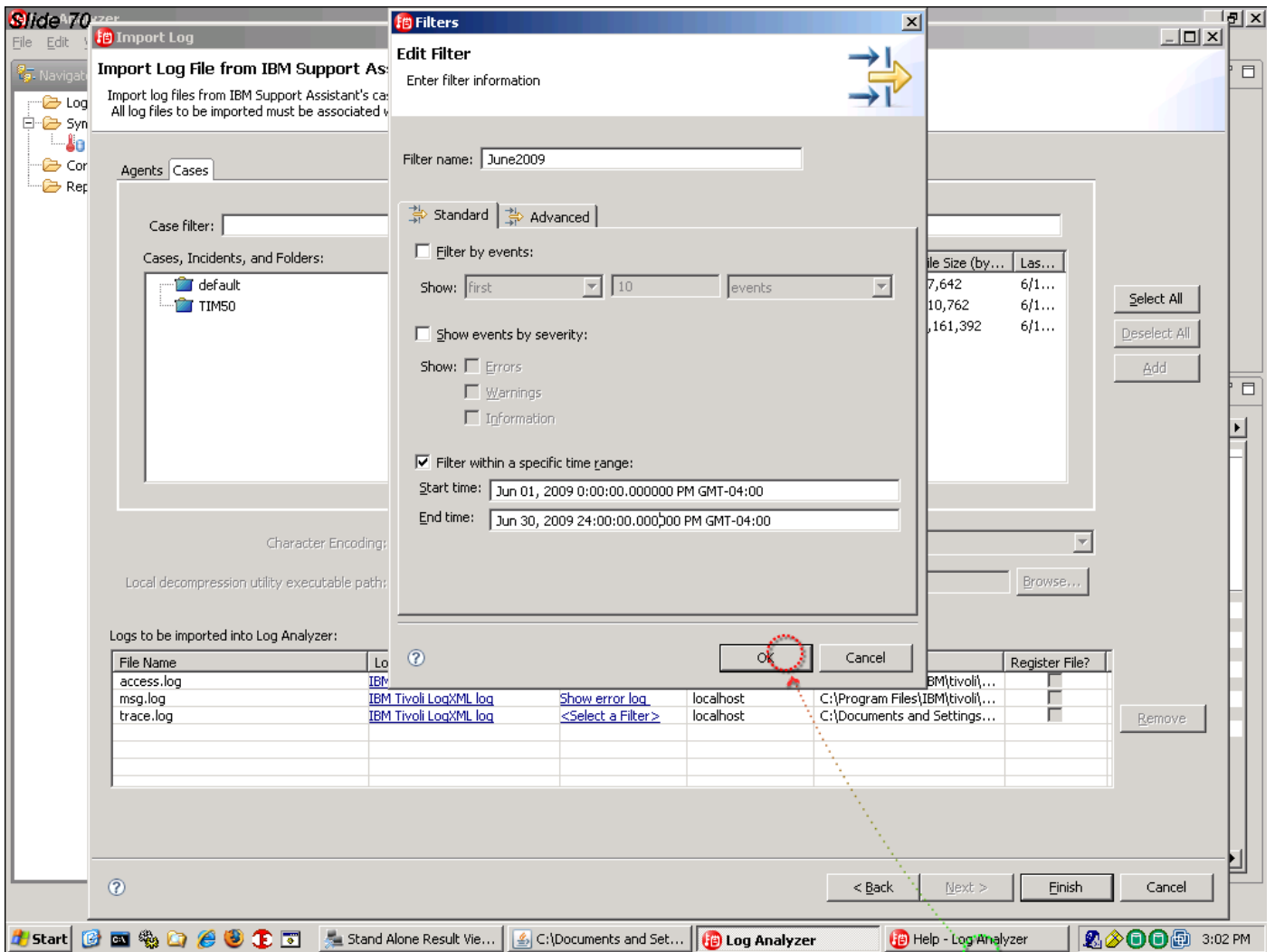
Show events by severity:
 Show: Errors
 Warnings
 Information

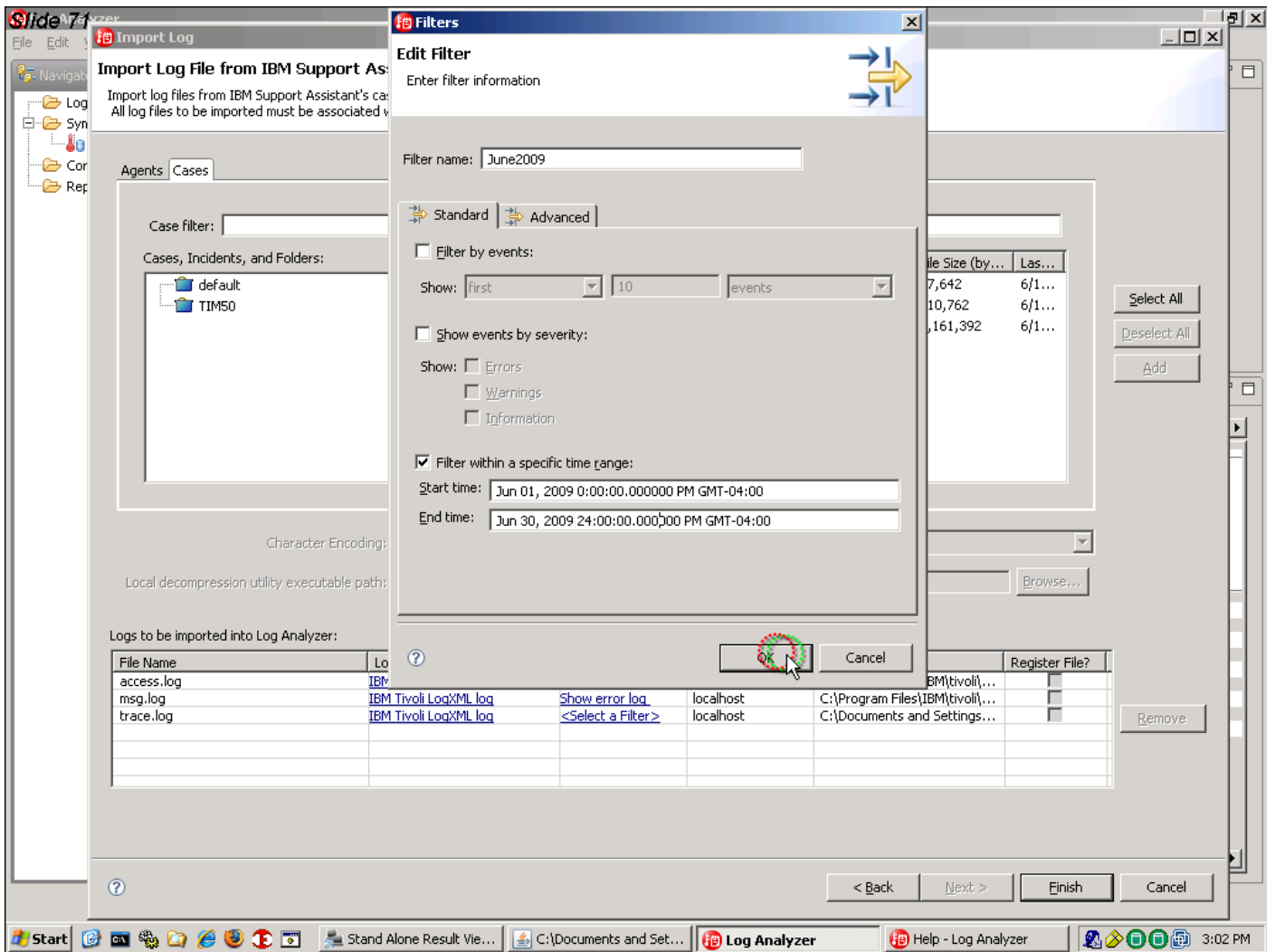
Filter within a specific time range:
 Start time: Jun 01, 2009 0:00:00.000000 PM GMT-04:00
 End time: Jun 19, 2009 3:00:58.015000 PM GMT-04:00

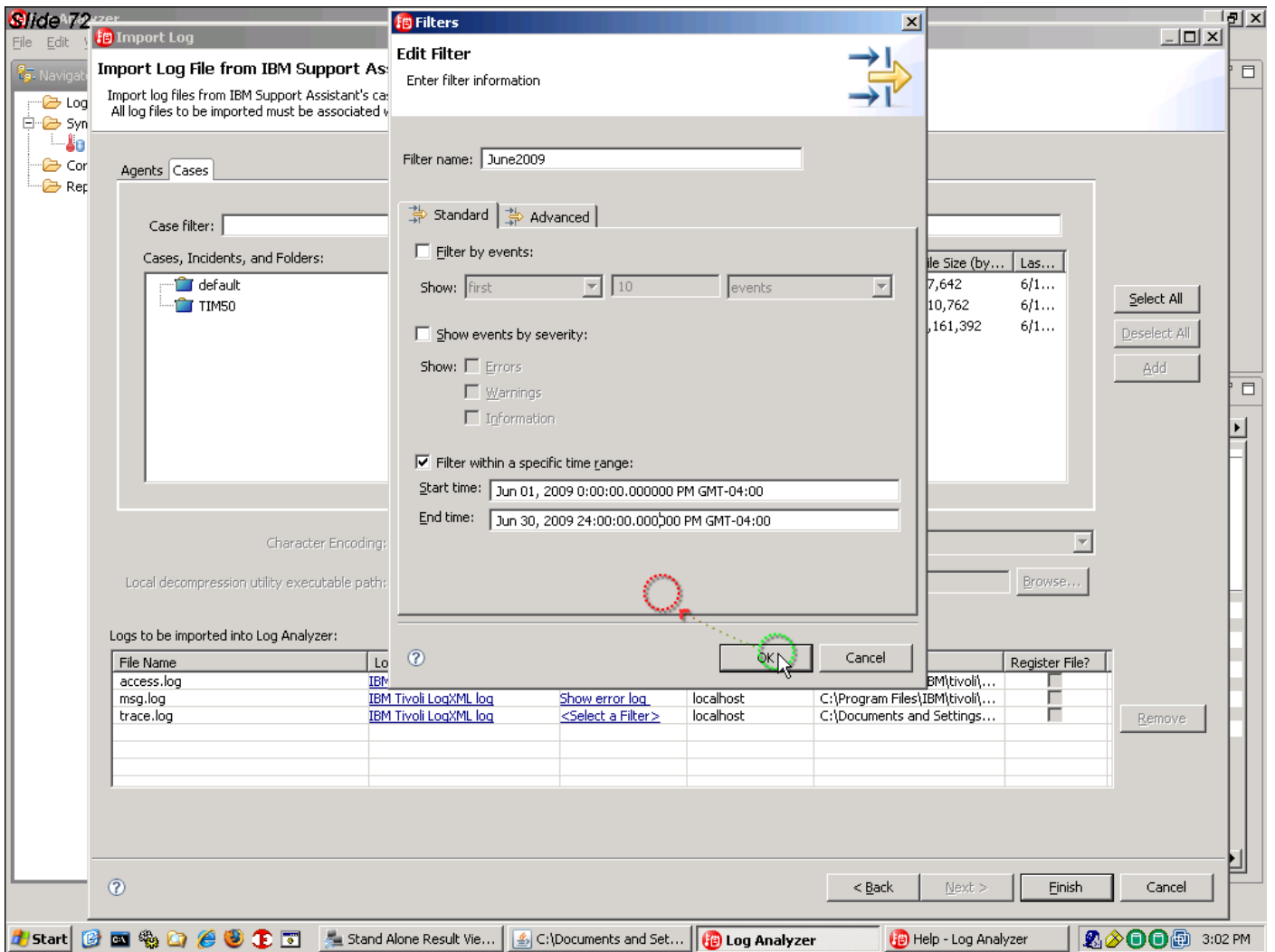
OK Cancel

< Back Next > Finish Cancel

Taskbar: Start, Stand Alone Result Vie..., C:\Documents and Set..., Log Analyzer, Help - Log Analyzer, 3:01 PM







Import Log File from IBM Support Assistant
 Import log files from IBM Support Assistant's case manager or systems explorer.
 All log files to be imported must be associated with a log type.

Agents Cases

Case filter:

Cases, Incidents, and Folders:

- default
- TIM50

Character Encoding: DEFAULT

Local decompression utility executable path:

Logs to be imported into Log Analyzer:

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	Show error log	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
trace.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Documents and Settings\...	<input type="checkbox"/>

Buttons: < Back, Next >, English, Cancel

Filters (Add/Edit/Remove filters)

- Filter records based on relevant symptom
- IBM Tivoli Identity Manager, Version 5.0
- June2009
- Show error log records only
- Show exceptions, stack traces or failures
- Show information log records only
- Show non-ReportSituation errors/warnings
- Show warning and error log records
- Show warning log records only

Buttons: New..., Edit..., Remove, OK, Cancel

Table (right side of Filters dialog):

	File Size (by...)	Las...
	17,642	6/1...
	110,762	6/1...
	1,161,392	6/1...

Buttons: Select All, Deselect All, Add, Remove

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Import Log File from IBM Support Assistant

Import log files from IBM Support Assistant's case manager or systems explorer. All log files to be imported must be associated with a log type.

Agents Cases

Case filter: File filter:

Cases, Incidents, and Folders:

- default
- TIM50

File Name	File Size (by...)	Las...
access.log	17,642	6/1...
msg.log	110,762	6/1...
trace.log	1,161,392	6/1...

Select All
Deselect All
Add

Log Type: DEFAULT

Browse...

File Name	Log Type	Filter	Host	File Path	Register File?
access.log	IBM Tivoli LogXML log	<Select a Filter>	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
msg.log	IBM Tivoli LogXML log	Show error log	localhost	C:\Program Files\IBM\tivoli\...	<input type="checkbox"/>
trace.log	IBM Tivoli LogXML log	June2009	localhost	C:\Documents and Settings...	<input type="checkbox"/>

Remove

< Back Next > Finish Cancel

The log type for the Tivoli Identity Manager log files is **IBM Tivoli LogXML.log**.

Download Symptom Catalogs

Select the additional catalogs to download from the list below. These catalogs might be relevant to your analysis.

- Download the following catalogs
 - IBM Tivoli Composite Application Manager for Reponse Time based on Technotes
 - IBM Tivoli Composite Application Manager for WAS, Version 6.0 and 6.1 based on technotes
 - IBM Tivoli Identity Manager, Versions 4.5, 4.6 and 5.0 based on technotes

Buttons: Select All, Deselect All, OK, Cancel

Log View - C:\Documents and Settings\Administrator\IBM\ISA41\metadata\plugins\com.ibm.esupport.mana...

Creation Time	Severity	Message Text
Jun 18, 2009 10:53:17.015000 AM GMT	3	...

Log Record Details:

Creation Time	Jun 18, 2009 10:53:17.015000 AM GMT	Version	1.0.1
Severity	3	Priority	0
Global Instance ID	A1DE5D03D151D626D8F9E131656530E	Event Type	CBCommonBas
Local Instance ID		Sequence Number	0
Number of Repeated Events	0	Duration of Repeated Events	0

Callout Box: Click the appropriate system catalog. Keep the selection for **IBM Tivoli Identity Manager**, but deselect the **IBM Tivoli Composite Application Manager** catalogs.

Taskbar: 49M of 57M | Updating symptom ca...on...: (2%) | 3:03 PM

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File Edit View Tools Help

Log View - C:\Documents and Settings\Administrator\IBM\ISA41\metadata\plugins\com.ibm.esupport.mana...

Log Records (72)

Creation Time	Severity	Message Text
Jun 18, 2009 10:53:17.015000 AM GMT	3	...16518 completed successfully ...ults status=SUCCESSFUL. Number of entries ...noncompliant Accounts0 compliance issues c ...Results status=SUCCESSFUL[SUCCESSFUL ...ompleted; total failed reconciliation request ...ng was successful). Number of entries proces ...ng loop completed, searchResults RequestSt ...remote.AdapterSearchStatus> <statusCode=

Download Symptom Catalogs

Symptom Catalog Updates

Select the additional catalogs to download from the list below. These catalogs might be relevant to your analysis.

Download the following catalogs

- IBM Tivoli Composite Application Manager for Reponse Time based on Technotes
- IBM Tivoli Composite Application Manager for WAS, Version 6.0 and 6.1 based on technotes
- IBM Tivoli Identity Manager, Versions 4.5, 4.6 and 5.0 based on technotes

Select All Deselect All

OK Cancel

Creation Time	Jun 18, 2009 10:53:17.015000 AM GMT	Version	1.0.1
Severity	3	Priority	0
Global Instance ID	A1DE5D03D151D626D8F9E131656530E	Event Type	CBCommonBas
Local Instance ID		Sequence Number	0
Number of Repeated Events	0	Duration of Repeated Events	0

49M of 57M Updating symptom ca...on... (2%)

Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:03 PM

Download Symptom Catalogs

Symptom Catalog Updates

Select the additional catalogs to download from the list below. These catalogs might be relevant to your analysis:

- Download the following catalogs
 - IBM Tivoli Composite Application Manager for Reponse Time based on Technotes
 - IBM Tivoli Composite Application Manager for WAS, Version 6.0 and 6.1 based on technotes
 - IBM Tivoli Identity Manager, Versions 4.5, 4.6 and 5.0 based on technotes

Buttons: Select All, Deselect All, OK, Cancel

Log View - C:\Documents and Settings\Administrator\IBM\ISA41\metadata\plugins\com.ibm.esupport.mana...
Log Records (72)

Creation Time	Severity	Message Text
Jun 18, 2009 10:53:17.015000 AM GMT	3	16518 completed successfully
		ults status=SUCCESSFUL. Number of entries
		noncompliant Accounts0 compliance issues c
		Results status=SUCCESSFUL[SUCCESSFUL
		completed; total failed reconciliation request
		ing was successful). Number of entries proces
		ng loop completed, searchResults RequestSte
		remote.AdapterSearchStatus><statusCode=

Creation Time: Jun 18, 2009 10:53:17.015000 AM GMT | Version: 1.0.1
 Severity: 3 | Priority: 0
 Global Instance ID: A1DE5D03D151D626D8F9E131656530E | Event Type: CBCommonBas
 Local Instance ID: | Sequence Number: 0
 Number of Repeated Events: 0 | Duration of Repeated Events: 0

49M of 57M | Updating symptom ca...on...: (2%) | 3:03 PM

The screenshot displays the IBM Log Analyzer application. On the left, a Navigator pane shows a tree view of logs, with 'C:\Program Files\IBM\tivoli\common\CTGIM\logs\access.log (IBM...)' and 'C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)' highlighted. A yellow callout box with a red dashed arrow points to the selected log file, containing the text: "This view in Log Analyzer shows all of the imported logs in common base event format."

The main Log View pane shows a table of log entries. The selected entry is highlighted in blue:

Creation Time	Severity	Message Text
Jun 18, 2009 10:53:17.015000 AM G...	3	Refreshing schema cache...
Jun 18, 2009 10:31:42.859000 AM G...	3	requestID 8342709880022316518 completed successfully
Jun 18, 2009 10:31:40.218000 AM G...	3	reconciliation returning Results status=SUCCESSFUL. Number of entries
Jun 18, 2009 10:31:40.187000 AM G...	3	0 disallowed accounts and 0 noncompliant Accounts0 compliance issues c
Jun 18, 2009 10:31:40.187000 AM G...	3	Completed, returning Recon Results status =SUCCESSFUL[SUCCESSFUL
Jun 18, 2009 10:31:40.000000 AM G...	3	Processing threads are all completed; total failed reconciliation requests
Jun 18, 2009 10:31:40.000000 AM G...	3	reconciliation main processing was successful). Number of entries proces
Jun 18, 2009 10:31:39.500000 AM G...	3	reconciliation main processing loop completed, searchResults RequestSte
Jun 18, 2009 10:31:38.312000 AM G...	3	<<com.ibm.di.dispatcher.remote.AdapterSearchStatus><statusCode=

The Property View pane at the bottom shows the details for the selected event:

Event details | Additional Data Attributes | Correlation Data Attributes | Situation | Message I...

Message Text
Refreshing schema cache...

Creation Time	Jun 18, 2009 10:53:17.015000 AM GMT	Version	1.0.1
Severity	3	Priority	0
Global Instance ID	A1DE5D03D151D626D8F9E131656530E	Event Type	CBCommonBas
Local Instance ID		Sequence Number	0
Number of Repeated Events	0	Duration of Repeated Events	0

The status bar at the bottom indicates "53M of 70M" and the system clock shows "3:04 PM".

Log Analyzer

File Edit View Tools Help

Navigator

- Logs
 - C:\Program Files\IBM\tivoli\common\CTGIM\logs\access.log (IBM Tivoli)
 - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli)
 - C:\Documents and Settings\Administrator\IBM\ISAv41\metadata
- Symptom Catalogs
 - IBM_Tivoli_Identity_Manager_Version_5_0.symptom
 - IBM_Tivoli_Identity_Manager_Versions_4_5_4_6_and_5_0_base
- Correlations
- Reports

The color of a log record indicates the severity. Red is for error, yellow is for warning, and no color indicates informational.

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

Log Records (57)

Creation Time	Severity	Message Text
Jul 29, 2008 4:50:41.218000 PM GMT-0	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, remote status=UNSUCC
Jul 29, 2008 4:31:18.062000 PM GMT-0	50	CTGIMD117E The following IO exception occurred communicating with the specified service cannot be established
Jul 29, 2008 4:14:24.890000 PM GMT-0	50	CTGIMU107W The connection to the specified service cannot be established
Jul 29, 2008 4:05:33.031000 PM GMT-0	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, remote status=UNSUCC
Jul 29, 2008 4:03:00.765000 PM GMT-0	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, remote status=UNSUCC
Jul 29, 2008 3:52:06.671000 PM GMT-0	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 29, 2008 3:51:58.875000 PM GMT-0	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 29, 2008 3:51:52.218000 PM GMT-0	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 29, 2008 3:51:35.421000 PM GMT-0	50	CTGIMU504E An error occurred while processing the attempt to log in.

Property View

Event details | Additional Data Attributes | Correlation Data Attributes | Situation | Message ID

Message Text

CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, remote status=UNSUCC

Creation Time	Jul 29, 2008 4:50:41.218000 PM GMT-0	Version	1.0.1
Severity	50	Priority	0
Global Instance ID	A1DE5D03CFB56433D8F9E1316565306	Event Type	CBCommonBas
Local Instance ID		Sequence Number	0
Number of Repeated Events	0	Duration of Repeated Events	0

67M of 70M

Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:04 PM

Log Analyzer

File Edit View Tools Help

Navigator

- Logs
 - C:\Program Files\IBM\tivoli\common\CTGIM\logs\access.log (IBM Tivoli Log:XML log)
 - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli Log:XML log)
 - C:\Documents and Settings\Administrator\IBM\ISAv41\metadata
- Symptom Catalogs
 - IBM_Tivoli_Identity_Manager_Version_5_0.symptom
 - IBM_Tivoli_Identity_Manager_Versions_4_5_4_6_and_5_0_base
- Correlations
- Reports

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli Log:XML log)

Log Records (57)

Creation Time	Severity	Message Text
Jul 29, 2008 4:50:41.218000 PM GMT-04:00	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, remote status=UNSL
Jul 29, 2008 4:31:18.062000 PM GMT-04:00	50	CTGIMD117E The following IO exception occurred communicating with the
Jul 29, 2008 4:14:24.890000 PM GMT-04:00	50	CTGIMU107W The connection to the specified service cannot be established
Jul 29, 2008 4:05:33.031000 PM GMT-04:00	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, remote status=UNSL
Jul 29, 2008 4:03:00.765000 PM GMT-04:00	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, remote status=UNSL
Jul 29, 2008 3:52:06.671000 PM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 29, 2008 3:51:58.875000 PM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 29, 2008 3:51:52.218000 PM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 29, 2008 3:51:35.421000 PM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 29, 2008 3:51:26.109000 PM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 19, 2008 12:11:33.859000 AM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 19, 2008 12:11:12.953000 AM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 19, 2008 12:08:51.125000 AM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 19, 2008 12:07:35.468000 AM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 19, 2008 12:07:13.828000 AM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 19, 2008 12:06:59.500000 AM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 19, 2008 12:03:17.031000 AM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.
Jul 19, 2008 12:02:57.875000 AM GMT-04:00	50	CTGIMU504E An error occurred while processing the attempt to log in.

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Property View

Event details | Additional Data Attributes | Correlation Data Attributes | Situation | Message ID

Message Text

CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, remote status=UNSL

Creation Time Jul 29, 2008 4:50:41.218000 PM GMT-04:00 Version 1.0.1

Severity 50 Priority 0

Global Instance ID A1DE5D03CFB56433D8F9E1316565306 Event Type CBCECommon

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:04 PM

If you double-click a log entry, the property view shows details about the log record that you selected. You can click other tabs to examine additional details about a given log record.

Log Analyzer

File Edit View Tools Help

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

Log Records (57)

Creation Time	Severity	Message Text
Jul 29, 2008 4:50:41.218000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request return
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Jul 29, 2008 4:05:33.031000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request return
Jul 29, 2008 4:03:00.765000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request return
Jul 29, 2008 3:52:06.671000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.
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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message I

Message Text

CTGIMU504E An error occurred while processing the attempt to log in.

Creation Time Jul 29, 2008 3:51:26.109000 PM GMT-0 Version 1.0.1

Severity 50 Priority 0

Global Instance ID A1DE5D03CFB08235D8F9E1316565306 Event Type CBCECommon

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Start Log Analyzer Help - Log Analyzer 3:04 PM

Log Analyzer

File Edit View Tools Help

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

Log Records (57)

Creation Time	Severity	Message Text	Source
Jul 29, 2008 4:50:41.218000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Jul 29, 2008 4:31:18.062000 PM GM...	50	CTGIMD117E The following IO exception occurred communicating with the IBM Tivoli Directory Inte...	
Jul 29, 2008 4:14:24.890000 PM GM...	50	CTGIMU107W The connection to the specified service cannot be established. Verify the service inf...	
Jul 29, 2008 4:05:33.031000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Jul 29, 2008 4:03:00.765000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
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Jul 19, 2008 12:02:57.875000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:21:24.453000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:21:13.781000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	

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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Message Text

CTGIMU504E An error occurred while processing the attempt to log in.

Creation Time Jul 29, 2008 3:51:26.109000 PM GMT-0 Version 1.0.1

Severity 50 Priority 0

Global Instance ID A1DE5D03CFB08235D8F9E1316565306 Event Type CBCECommonBaseEvent

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Start Stand Alone Result Vie... C:\Documents and Set... Log Analyzer Help - Log Analyzer 3:04 PM

Log Analyzer

File Edit View Tools Help

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

Log Records (57)

Creation Time	Severity	Message Text	Source
Jul 29, 2008 4:50:41.218000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
LogXML:FileName	com.ibm.itim.ui.impl.LoginImpl
Name	LogXML:FileName
Type	string
Hex Value	
Values	
Additional Data Attributes - Nested (Children)	
LogXML:Method	login(String, String)
Name	LogXML:Method
Type	string
Hex Value	

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:04 PM

Log Analyzer

File Edit View Tools Help

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

Log Records (57)

Creation Time	Severity	Message Text	Source
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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Hex Value	
Values	
Additional Data Attributes - Nested (Children)	
LogXML:Method	login(String, String)
Name	LogXML:Method
Type	string
Hex Value	
Values	
Additional Data Attributes - Nested (Children)	

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:04 PM

Log Analyzer

File Edit View Tools Help

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

Log Records (57)

Creation Time	Severity	Message Text	Source
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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Report Situation	

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:04 PM

Log Analyzer

File Edit View Tools Help

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Report Situation	
Situation Type	ReportSituation
Situation Scope	INTERNAL
Report Category	LOG

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:04 PM

Log Analyzer

File Edit View Tools Help

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

Log Records (57)

Creation Time	Severity	Message Text	Source
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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Locale	
Substitution Variables	
Catalog Id	LOGIN_ERROR
Catalog Type	JAVA
Catalog Name	com.ibm.itim.ui.resources.UIMessageResources
Identifier	CTGIMU504E
Type	IBM6.3.1

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:04 PM

You can adjust the number of records to show in a log by clicking **Tools > Preferences**. The default number of records to show is 1000, which is also the limit.

Message Text	Source
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CTGIMU504E An error occurred while processing the attempt to log in.	
CTGIMU504E An error occurred while processing the attempt to log in.	
CTGIMU504E An error occurred while processing the attempt to log in.	
CTGIMU504E An error occurred while processing the attempt to log in.	
CTGIMU504E An error occurred while processing the attempt to log in.	
CTGIMU504E An error occurred while processing the attempt to log in.	
CTGIMU504E An error occurred while processing the attempt to log in.	

Name	Values
Component Name	CTGIM
Sub-component Name	com.ibm.itim.ui.impl
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

Log Analyzer

File Edit View Tools Help

Open Symptom Editor Alt+S
Preferences...

C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

Log Records (57)

Creation Time	Severity	Message Text	Source
Jul 29, 2008 4:50:41.218000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Jul 29, 2008 4:31:18.062000 PM GM...	50	CTGIMD117E The following IO exception occurred communicating with the IBM Tivoli Directory Inte...	
Jul 29, 2008 4:14:24.890000 PM GM...	50	CTGIMU107W The connection to the specified service cannot be established. Verify the service inf...	
Jul 29, 2008 4:05:33.031000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Jul 29, 2008 4:03:00.765000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Jul 29, 2008 3:52:06.671000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 29, 2008 3:51:58.875000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 29, 2008 3:51:52.218000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 29, 2008 3:51:35.421000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 29, 2008 3:51:26.109000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:11:33.859000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:11:12.953000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:08:51.125000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:07:55.468000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:07:13.828000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:06:59.500000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:03:17.031000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:02:57.875000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:21:24.453000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:21:13.781000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	

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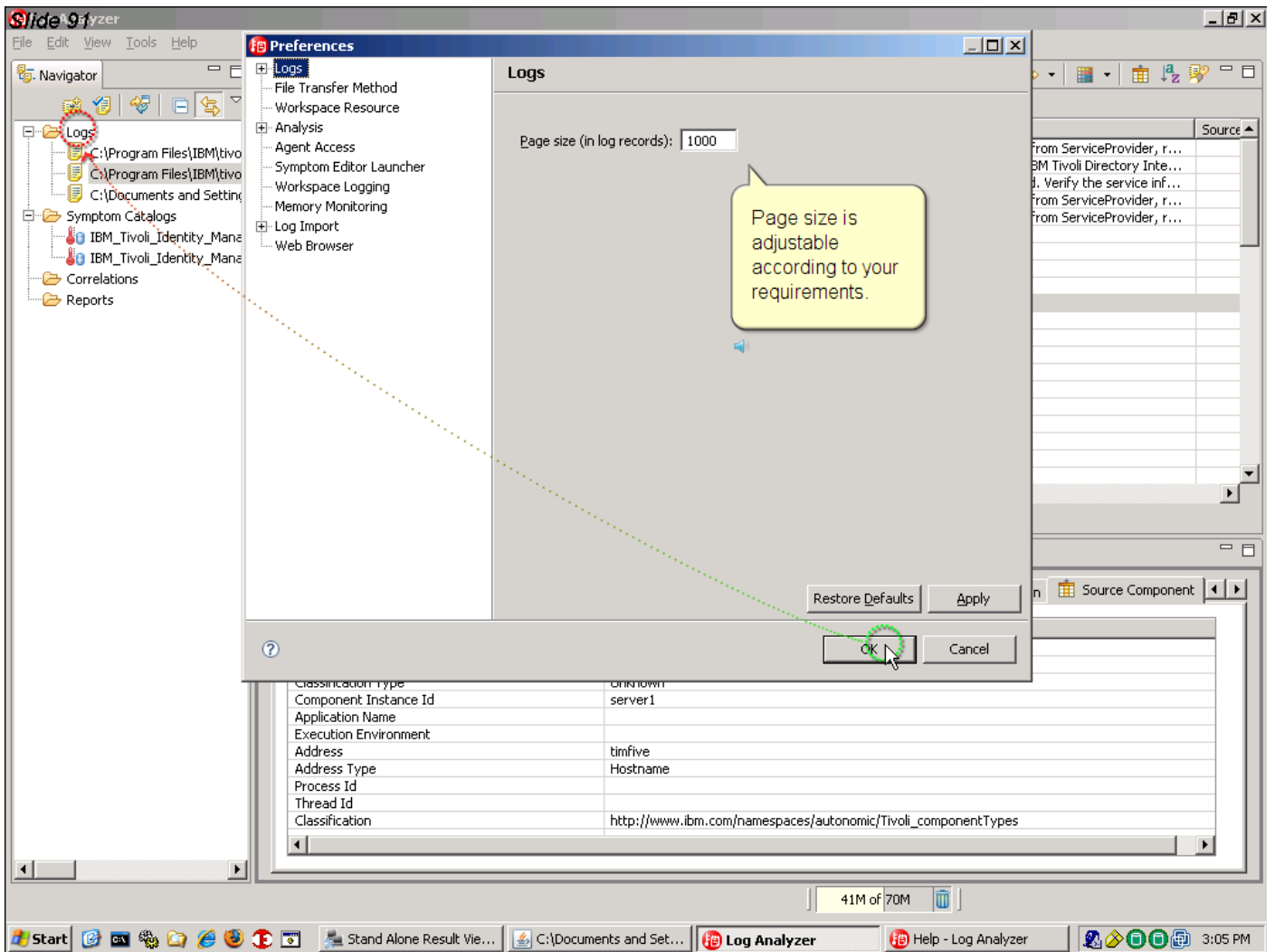
Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Component Name	CTGIM
Sub-component Name	com.ibm.itim.ui.impl
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:05 PM



Log Analyzer

File Edit View Tools Help

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

Log Records (57)

To merge multiple log files into a single view, right-click the **Logs** folder and click **View all Logs**. This action correlates all log records according to the time stamp.

Time	Severity	Message Text	Source
...218000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
...062000 PM GM...	50	CTGIMD117E The following IO exception occurred communicating with the IBM Tivoli Directory Inte...	
...890000 PM GM...	50	CTGIMU107W The connection to the specified service cannot be established. Verify the service inf...	
...031000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
...0765000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
...671000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
...875000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
...218000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
...6421000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
...109000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
...3.859000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
...2.953000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
...61.125000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:07:55.468000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:07:13.828000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:06:59.500000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:03:17.031000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:02:57.875000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:21:24.453000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:21:13.781000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	

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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Component Name	CTGIM
Sub-component Name	com.ibm.itim.ui.impl
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:05 PM

Log Analyzer

File Edit View Tools Help

Log View - C:\Program Files\IBM\tivoli\common\CTGIM\logs\msg.log (IBM Tivoli LogXML log)

Log Records (57)

Creation Time	Severity	Message Text	Source
008 4:50:41.218000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
008 4:31:18.062000 PM GM...	50	CTGIMD117E The following IO exception occurred communicating with the IBM Tivoli Directory Inte...	
008 4:14:24.890000 PM GM...	50	CTGIMU107W The connection to the specified service cannot be established. Verify the service inf...	
008 4:05:33.031000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
008 4:03:00.765000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
008 3:52:06.671000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
008 3:51:58.875000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
008 3:51:52.218000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
008 3:51:35.421000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
008 3:51:26.109000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:11:33.859000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:11:12.953000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:08:51.125000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:07:55.468000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:07:13.828000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:06:59.500000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:03:17.031000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 19, 2008 12:02:57.875000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:21:24.453000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:21:13.781000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	

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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Component Name	CTGIM
Sub-component Name	com.ibm.itim.ui.impl
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:05 PM

Log Analyzer

File Edit View Tools Help

Log View

Log Records (156) from all logs

Creation Time	Severity	Message Text	Source
Jun 18, 2009 10:53:17.015000 AM G...	3	Refreshing schema cache...	
Jun 18, 2009 10:52:42.406000 AM G...	10	CTGIMM002I The password is not correct for ITIM Manager user ID trying to login from address 19...	
Jun 18, 2009 10:31:42.859000 AM G...	3	requestID 8342709880022316518 completed successfully	
Jun 18, 2009 10:31:40.218000 AM G...	3	reconciliation returning Results status=SUCCESSFUL. Number of entries processed: 13	
Jun 18, 2009 10:31:40.187000 AM G...	3	0 disallowed accounts and 0 noncompliant Accounts0 compliance issues of non-compliant accounts ...	
Jun 18, 2009 10:31:40.187000 AM G...	3	Completed, returning Recon Results status =SUCCESSFUL[SUCCESSFUL], ReasonMessage ""	
Jun 18, 2009 10:31:40.000000 AM G...	3	Processing threads are all completed; total failed reconciliation requests = 0, combined status = SU...	
Jun 18, 2009 10:31:40.000000 AM G...	3	reconciliation main processing was successful). Number of entries processed: 13	
Jun 18, 2009 10:31:39.500000 AM G...	3	reconciliation main processing loop completed, searchResults RequestStatus=com.ibm.itim.remotes...	
Jun 18, 2009 10:31:38.312000 AM G...	3	<<com.ibm.di.dispatcher.remote.AdapterSearchStatus><statusCode=1>> com.ibm.itim.remotes...	
Jun 18, 2009 10:31:12.406000 AM G...	3	requestID 8342709880022316518, Service DN "erglobalid=8354092352075409795,ou=services,er...	
Jun 18, 2009 10:31:12.203000 AM G...	3	CTGIMM0028E The JNDI bind object cannot be found.Error: Name "comp/env/ejb/AuditManagerLoc...	
Jun 18, 2009 10:31:12.046000 AM G...	3	starting, requestID 8342709880022316518	
Jun 18, 2009 10:31:09.968000 AM G...	3		
Jun 18, 2009 10:29:18.906000 AM G...	3	Submitted scheduled message for failed adapters checking in 547 milliseconds	
Jun 18, 2009 10:29:07.968000 AM G...	3	ldap vendor: IBM	
Jun 18, 2009 10:29:03.031000 AM G...	3	----- Cipher Settings -----Algorithm: AESMessage digest: SHA-256Keystore: itimKe...	
Jun 17, 2009 11:37:44.125000 AM G...	3	Failed to retrieve messages	
Jun 17, 2009 11:37:36.703000 AM G...	3	Failed to check or update scheduled message	
Jun 17, 2009 12:01:43.703000 AM G...	3	requestID 7809267963545409165 completed successfully	

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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Component Name	CTGIM
Sub-component Name	com.ibm.itim.dataservices.schema
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	WebContainer : 1
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

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Start

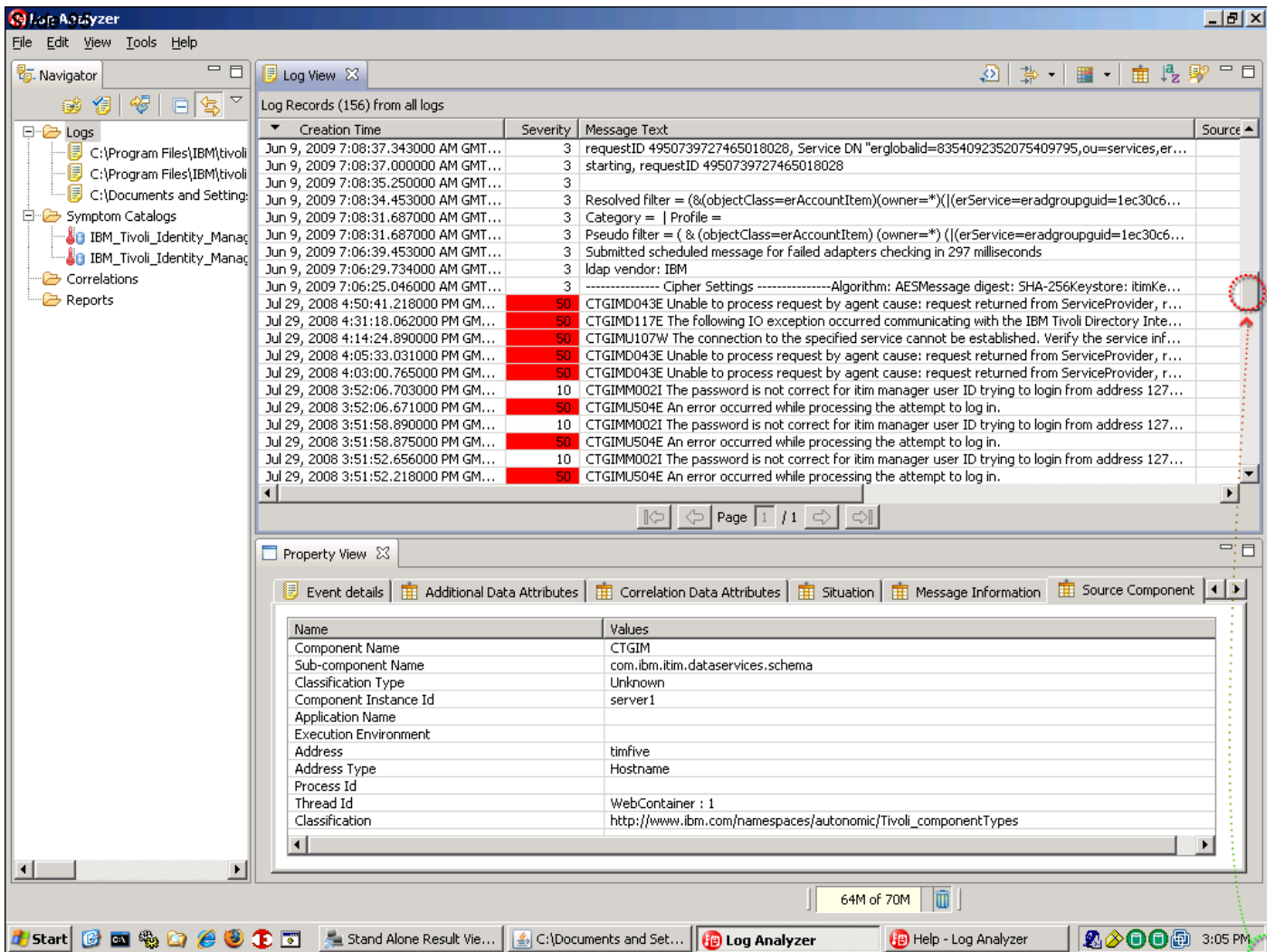
Stand Alone Result Vie...

C:\Documents and Set...

Log Analyzer

Help - Log Analyzer

3:05 PM



Log Analyzer

File Edit View Tools Help

Log View

Log Records (156) from all logs

Creation Time	Severity	Message Text	Source
Jun 9, 2009 7:08:37.343000 AM GMT...	3	requestID 4950739727465018028, Service DN "erglobalid=8354092352075409795,ou=services,er...	
Jun 9, 2009 7:08:37.000000 AM GMT...	3	starting, requestID 4950739727465018028	
Jun 9, 2009 7:08:35.250000 AM GMT...	3		
Jun 9, 2009 7:08:34.453000 AM GMT...	3	Resolved filter = (&(objectClass=erAccountItem)(owner=*)(erService=eradgroupguid=1ec30c6...	
Jun 9, 2009 7:08:31.687000 AM GMT...	3	Category = Profile =	
Jun 9, 2009 7:08:31.687000 AM GMT...	3	Pseudo filter = (&(objectClass=erAccountItem)(owner=*)(erService=eradgroupguid=1ec30c6...	
Jun 9, 2009 7:06:39.453000 AM GMT...	3	Submitted scheduled message for failed adapters checking in 297 milliseconds	
Jun 9, 2009 7:06:29.734000 AM GMT...	3	ldap vendor: IBM	
Jun 9, 2009 7:06:25.046000 AM GMT...	3	----- Cipher Settings -----Algorithm: AESMessage digest: SHA-256Keystore: itimKe...	
Jul 29, 2008 4:50:41.218000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Jul 29, 2008 4:31:18.062000 PM GM...	50	CTGIMD117E The following IO exception occurred communicating with the IBM Tivoli Directory Inte...	
Jul 29, 2008 4:14:24.890000 PM GM...	50	CTGIMU107W The connection to the specified service cannot be established. Verify the service inf...	
Jul 29, 2008 4:05:33.031000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Jul 29, 2008 4:03:00.765000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Jul 29, 2008 3:52:06.703000 PM GM...	10	CTGIMM002I The password is not correct for itim manager user ID trying to login from address 127...	
Jul 29, 2008 3:52:06.671000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 29, 2008 3:51:58.890000 PM GM...	10	CTGIMM002I The password is not correct for itim manager user ID trying to login from address 127...	
Jul 29, 2008 3:51:58.875000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 29, 2008 3:51:52.656000 PM GM...	10	CTGIMM002I The password is not correct for itim manager user ID trying to login from address 127...	
Jul 29, 2008 3:51:52.218000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	

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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Component Name	CTGIM
Sub-component Name	com.ibm.itim.dataservices.schema
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	WebContainer : 1
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:06 PM

Log Analyzer

File Edit View Tools Help

Log View

Log Records (156) from all logs

Creation Time	Severity	Message Text	Source
Jul 19, 2008 12:02:57.875000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:21:24.453000 PM G...	10	CTGIMM003I The timuser user ID is not recognized trying to login from address 127.0.0.1: 9080.	
Jul 18, 2008 11:21:24.453000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:21:13.781000 PM G...	10	CTGIMM003I The timuser user ID is not recognized trying to login from address 127.0.0.1: 9080.	
Jul 18, 2008 11:21:13.781000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:17:10.671000 PM G...	10	CTGIMM003I The timadmin user ID is not recognized trying to login from address 127.0.0.1: 9080.	
Jul 18, 2008 11:17:10.671000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Jul 18, 2008 11:16:12.187000 PM G...	10	CTGIMM003I The timmanager user ID is not recognized trying to login from address 127.0.0.1: 9080.	
Jul 18, 2008 11:16:12.093000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Apr 21, 2008 10:43:15.453000 PM G...	10	CTGIMM002I The password is not correct for bgoldmann user ID trying to login from address 192.1...	
Apr 21, 2008 10:43:15.453000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Apr 21, 2008 10:40:03.656000 PM G...	10	CTGIMM002I The password is not correct for bgoldmann user ID trying to login from address 192.1...	
Apr 21, 2008 10:40:03.656000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Apr 21, 2008 10:39:55.359000 PM G...	10	CTGIMM002I The password is not correct for bgoldmann user ID trying to login from address 192.1...	
Apr 21, 2008 10:39:55.359000 PM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Apr 21, 2008 10:39:11.640000 PM G...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Apr 21, 2008 10:31:09.718000 PM G...	50	CTGIMA245I The participant System Administrator does not have an email address. There is no not...	
Apr 21, 2008 10:29:35.312000 PM G...	50	CTGIMU005E An error occurred while trying to delete accounts.	
Apr 21, 2008 10:29:32.828000 PM G...	50	CTGIMU995E An error occurred while retrieving the access.	
Apr 21, 2008 10:27:29.296000 PM G...	50	CTGIMU702W An error occurred while trying to access a system property.	

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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Component Name	CTGIM
Sub-component Name	com.ibm.itim.dataservices.schema
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	WebContainer : 1
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:06 PM

Log Analyzer

File Edit View Tools Help

Log View

Log Records (156) from all logs

Creation Time	Severity	Message Text	Source
Apr 18, 2008 5:24:02.296000 PM GM...	50	CTGIMU56E An error has occurred. If the problem persists, contact your system administrator.	
Apr 18, 2008 5:17:23.046000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Apr 16, 2008 5:14:54.640000 PM GM...	10	CTGIMM002I The hgranger user ID is not recognized trying to login from address 192.168.192.168...	
Apr 16, 2008 5:14:51.024000 PM GM...	10	CTGIMM003I The hgranger user ID is not recognized trying to login from address 192.168.192.168...	
Apr 16, 2008 5:14:51.024000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Apr 16, 2008 4:44:04.383000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Apr 16, 2008 2:53:51.169000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Apr 16, 2008 2:36:55.419000 PM GM...	50	CTGIMU005E An error occurred while trying to delete accounts.	
Apr 16, 2008 2:12:44.513000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Apr 16, 2008 2:09:05.638000 PM GM...	10	CTGIMM002I The password is not correct for ituring user ID trying to login from address 192.168.1...	
Apr 16, 2008 2:09:05.638000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Apr 16, 2008 2:08:25.325000 PM GM...	10	CTGIMM002I The password is not correct for ituring user ID trying to login from address 192.168.1...	
Apr 16, 2008 2:08:25.310000 PM GM...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Apr 16, 2008 2:03:06.888000 PM GM...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	
Dec 17, 2007 2:35:17.187000 AM G...	10	CTGIMM002I The password is not correct for jbenson user ID trying to login from address 192.168....	
Dec 17, 2007 2:35:17.187000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Dec 17, 2007 2:35:17.171000 AM G...	50	CTGIMU504E An error occurred while processing the attempt to log in.	
Dec 17, 2007 2:11:13.687000 AM G...	50	CTGIMD043E Unable to process request by agent cause: request returned from ServiceProvider, r...	

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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Component Name	CTGIM
Sub-component Name	com.ibm.itim.dataservices.schema
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	WebContainer : 1
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

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Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:06 PM

The screenshot shows the Log Analyzer interface. On the left is a Navigator pane with a tree view containing 'Logs', 'Symptom Catalogs', 'Correlations', and 'Reports'. The 'Logs' folder is expanded, showing several log files. A red circle highlights a log file in the tree, and a yellow callout box points to it with the text: 'To synchronize the time stamps for distributed applications, right-click the log you need to adjust and click Properties.'

The main pane displays a table of log records. The selected record is:

Creation Time	Severity	Message Text	Source
Jun 18, 2009 10:53:17.015000 AM G...	3	Refreshing schema cache...	

Below the log records is a 'Property View' pane showing details for the selected log record:

Name	Values
Component Name	CTGIM
Sub-component Name	com.ibm.itim.dataservices.schema
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	WebContainer : 1
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

The bottom of the window shows the Windows taskbar with the Start button, several application icons, and the system tray displaying '49M of 70M' and the time '3:06 PM'.

Log Analyzer

File Edit View Tools Help

Log View - C:\Documents and Settings\Administrator\IBM\ISAv41\metadata\plugins\com.ibm.esupport.managers.artifact\artifacts\localhost\0\trac...

Log Records (72)

Creation Time	Severity	Message Text	Source
Jun 18, 2009 10:53:17.015000 AM G...	3	Refreshing schema cache...	
859000 AM G...	3	requestID 8342709880022316518 completed successfully	
218000 AM G...	3	reconciliation returning Results status=SUCCESSFUL. Number of entries processed: 13	
187000 AM G...	3	0 disallowed accounts and 0 noncompliant Accounts0 compliance issues of non-compliant accounts ...	
187000 AM G...	3	Completed, returning Recon Results status =SUCCESSFUL[SUCCESSFUL], ReasonMessage ""	
000000 AM G...	3	Processing threads are all completed; total failed reconciliation requests = 0, combined status = SU...	
000000 AM G...	3	reconciliation main processing was successful). Number of entries processed: 13	
500000 AM G...	3	reconciliation main processing loop completed, searchResults RequestStatus=com.ibm.itim.remotes...	
312000 AM G...	3	<<com.ibm.di.dispatcher.remote.AdapterSearchStatus><statusCode=1>> com.ibm.itim.remotes...	
406000 AM G...	3	requestID 8342709880022316518, Service DN "erglobalid=8354092352075409795,ou=services,er...	
203000 AM G...	3	CTGIM0028E The JNDI bind object cannot be found.Error: Name "comp/env/ejb/AuditManagerLoc...	
046000 AM G...	3	starting, requestID 8342709880022316518	
968000 AM G...	3		
906000 AM G...	3	Submitted scheduled message for failed adapters checking in 547 milliseconds	
968000 AM G...	3	ldap vendor: IBM	
031000 AM G...	3	----- Cipher Settings -----Algorithm: AESMessage digest: SHA-256Keystore: itimKe...	
125000 AM G...	3	Failed to retrieve messages	
703000 AM G...	3	Failed to check or update scheduled message	

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Property View

Event details Additional Data Attributes Correlation Data Attributes Situation Message Information Source Component

Name	Values
Component Name	CTGIM
Sub-component Name	com.ibm.itim.dataservices.schema
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	WebContainer : 1
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

50M of 70M

Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:06 PM

Slide 101

File Edit View Tools Help

Log View - C:\Documents and Settings\Administrator\IBM\ISA41\metadata\plugins\com.ibm.esupport.managers.artifact\artifacts\localhost(0)\trac...

Properties

Open logging agent page

Profiling project: \LogAnalyzerProject

Monitor: DefaultMonitor

Log type: IBM Tivoli LogX

Log path: C:\Documents and Settings\Administrator\IBM\ISA41\metadata\plugins\com.ibm.esupport.managers.artifact\artifacts\localhost(0)\trace.log

Display name: trace.log

Synchronize time for distributed applications

Delta time + : : (HH:mm:ss.ssssss)

For the microseconds field: 9 = 0,000009 seconds and 900000 = 0.9 seconds.

Component Name	CTGIM
Sub-component Name	com.ibm.itim.dataservices.schema
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	WebContainer : 1
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

50M of 70M

Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:06 PM

Adjust the time as needed.



Slide 102

File Edit View Tools Help

Log View - C:\Documents and Settings\Administrator\IBM\ISA41\metadata\plugins\com.ibm.esupport.managers.artifact\artifacts\localhost\0\trac...

Properties

Open logging agent page

Profiling project: \LogAnalyzerProject

Monitor: DefaultMonitor

Log type: IBM Tivoli LogXML log

Log path: C:\Documents and Settings\Administrator\IBM\ISA41\metadata\plugins\com.ibm.esupport.managers.artifact\artifacts\localhost\0\trace.log

Display name: trace.log

Synchronize time for distributed applications

Delta time: + 1 : : (HH:mm:ss.ssssss)

For the microseconds field: 9 = 0.000009 seconds and 900000 = 0.9 seconds.

Component Name	CTGIM
Sub-component Name	com.ibm.itim.dataservices.schema
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	timfive
Address Type	Hostname
Process Id	
Thread Id	WebContainer : 1
Classification	http://www.ibm.com/namespaces/autonomic/Tivoli_componentTypes

50M of 70M

Start | Stand Alone Result Vie... | C:\Documents and Set... | Log Analyzer | Help - Log Analyzer | 3:07 PM

Slide 103

File Edit View Tools Help

Log View - C:\Documents and Settings\Administrator\IBM\ISA41\metadata\plugins\com.ibm.esupport.managers.artifact\artifacts\localhost\0\trac...

Properties

Open logging agent page

Profiling project: \LogAnalyzerProject Browse...

Monitor: DefaultMonitor Browse...

Log type: IBM Tivoli LogXML log

Log path: C:\Documents and Settings\Administrator\IBM\ISA41\metadata\plugins\com.ibm.esupport.managers.artifact\artifacts\localhost\0\trace.log

Display name: trace.log

Synchronize time for distributed applications

Delta time + 1 : : (HH:mm:ss.ssssss)

For the microseconds field: 9 = 0.000009 seconds and 900000 = 0.9 seconds.

Finish Cancel

Component Name	CTGIM
Sub-component Name	com.ibm.itim.dataservices.schema
Classification Type	Unknown
Component Instance Id	server1
Application Name	
Execution Environment	
Address	
Address Type	
Process Id	
Thread Id	
Classification	economic/Tivoli_componentTypes

This concludes the demonstration about how to use **Log Analyzer** to collect and correlate log files.

50M of 70M

Start Log Analyzer Help - Log Analyzer 3:07 PM

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