IBM Tivoli License Manager

Readme File for Interim Fix 1.1.1–TLM–0002 and Interim Fix 1.1–TLM_WEP–0001

IBM Tivoli License Manager

Readme File for Interim Fix 1.1.1–TLM–0002 and Interim Fix 1.1–TLM_WEP–0001

First Edition (July 2003)

This edition applies to interim fix 1.1.1–TLM–0002 for version 1, release 1, modification 1 of IBM Tivoli License Manager (program number 5724-D33), and interim fix1.1–TLM_WEP–0001 for version 1, release 1, of the Warehouse Enablement Pack for IBM Tivoli License Manager (program number 5724-D33).

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Readme file for interim fix 1.1.1–TLM–0002 and interim fix 1.1–TLM_WEP–0001

This readme file is divided into three sections, as follows:

- "IBM Tivoli License Manager, Version 1.1.1, interim fix 1.1.1–TLM–0002" provides important information about interim fix 1.1.1–TLM–0002 for IBM® Tivoli® License Manager version 1.1.1.
- "IBM Tivoli License Manager, Warehouse Enablement Pack, version 1.1, interim fix 1.1–TLM_WEP–0001" on page 8 provides important information about interim fix 1.1–TLM_WEP–0001 for IBM Tivoli License Manager Warehouse Enablement Pack, version 1.1.
- "Other useful information" on page 12 provides other useful general information about using Tivoli products.

IBM Tivoli License Manager, Version 1.1.1, interim fix 1.1.1–TLM–0002

This section provides important information about interim fix 1.1.1–TLM–0002 for IBM Tivoli License Manager version 1.1.1. This section is the most current information for the interim fix and takes precedence over all other documentation.

Please review this section thoroughly before installing or using this interim fix.

This section includes the following topics:

- "About this release"
- "Installation, migration, upgrade, and configuration information" on page 3

About this release

This section includes the following topics:

- "Product fix history"
- "Backward compatibility" on page 2
- "Other changes as a result of this interim fix" on page 2
- "Additional information about the product" on page 2

Product fix history

This interim fix is the second interim fix to be issued for Tivoli License Manager, Version 1.1.1. It fixes the following APARs:

> IY44786
> IY46294

The following problems have been fixed:

For administration server Web interface

- During the creation of a license, in the Manage License Settings panel you are asked to identify the target type. If you chose **Nodes**, but no nodes had yet been created or registered, an error was displayed, telling you of this fact, and offering you only the option to go back and change the setting. However, the license was created anyway, despite the error message.

After you apply the interim fix, the GUI now tells you that a license has been successfully created without any targets. You can return to the license at a later time to assign the nodes and distribute the license.

- When you created an account for the administration server, the GUI did not limit the length of the password you were asked to supply. However, if the password was longer than 8 characters, when you tried to log on the password was not accepted, and an error was given as if the password had been typed incorrectly.

  After you apply the interim fix, the GUI now prevents you from creating an account with a password longer than 20 characters, and a 20-character password is allowed when you log on. Any characters can be used in the password.

For runtime server Web interface

- When you created an account for the runtime server, the GUI did not limit the length of the password you were asked to supply. However, if the password was longer than 8 characters, when you tried to log on the password was not accepted, and an error was given as if the password had been typed incorrectly.

  After you apply the interim fix, the GUI now prevents you from creating an account with a password longer than 20 characters, and a 20-character password is allowed when you log on.. Any characters can be used in the password.

For the agent

- A socket problem has been resolved on Windows platforms.
- Agents on Windows 98 and ME platforms can now use the self-update facility, which did not work prior to the interim fix.
- Solved a memory leak problem on the agent that was causing performance issues on Windows platforms.

Backward compatibility

Interim fix 1.1.1–TLM–0001LA was superseded by this interim fix.

Dependencies:
    IBM Tivoli License Manager, Version 1.1.1

Other changes as a result of this interim fix

This interim fix creates a new file called <INSTALL_DIR>/product.xml (where <INSTALL_DIR> is the directory where Tivoli License Manager is installed), which keeps track of the current Tivoli License Manager version. Agents will have a new version number of 1.1.1.10; servers will remain at version 1.1.1.0.

The individual agents' software will be updated only when you enable the agent self-update facility in the agent configuration file, as described in the *IBM Tivoli License Manager: System Administrator's Guide*.

Additional information about the product

The following additional information is supplied to assist you in the use of the product.

Division query for installagent command

The *IBM Tivoli License Manager: System Administrator's Guide* contains instructions on how to use the **installagent** command to deploy agents (in the chapter about the agent). In these instructions, where the *Division ID* parameter is discussed, an example SQL query is given that enables you to

extract a list of division IDs to use with this command. The SQL query unfortunately contained an error. The correct query is as follows:

```
db2 SELECT div.id division_id, div.name division_name, cus.name
customer_name FROM adm.division div, adm.customer cus WHERE
div.customer_id = cus.id AND cus.name = 'xxx'
```

Agent upgrading

The following applies only when making an upgrade at version, release or modification level of the product, for example from version 1.1 to version 1.1.1. It does not apply when you upgrade the agent as a result of installing this interim fix.

After you have upgraded a runtime server you will need to enable the `agent self-update` parameter to upgrade the agents' software (see the chapter on the agent in the *IBM Tivoli License Manager: System Administrator's Guide* for details on how to do this). However, if you start upgrading agents on one upgraded runtime server, but those upgraded agents are also allowed to access a non upgraded runtime server, those agents will fail to obtain or pass license-related information when they try to contact the non upgraded runtime server. A license for the application to run will be granted or not depending on the setting of the `Run offline` parameter in the agent's configuration file; if the `Run offline` parameter is enabled, a license will be granted. In addition, an error will be logged in the agent's trace file, if the trace is enabled.

The same restrictions apply to new agents that have been deployed from an upgraded runtime server.

Thus, you need to plan to upgrade all your runtime servers in a short period of time, and to consider the following factors:

Upgrade by divisions

Depending on how you have designed your system topology, it is recommended that you upgrade all of the runtime servers belonging to one division at one time.

Keep agent self-update disabled to avoid upgrading agents

To prevent agents from being upgraded by their upgraded runtime server, keep the `agent self-update` parameter in the agent configuration file disabled, until all runtime servers are upgraded.

Use scope setting to prevent access to non-upgraded runtime servers

To prevent agents from accessing a runtime server that has not been upgraded, set the *scope* setting in the agent configuration file so that agents are limited to accessing only upgraded servers. This is easier to manage if you have upgraded your runtime servers by division. Change this setting sufficiently in advance for the runtime server to have downloaded the setting to the agents before you start the upgrade. The download wait period is defined in the same configuration file.

Installation, migration, upgrade, and configuration information

This section includes the following topics:

- "Hardware and software requirements" on page 4
- "Installing the interim fix" on page 4
- "Reverting to the previous version" on page 5

Hardware and software requirements

This section includes the following topics:

- "Supported platforms"
- "System requirements"

Supported platforms: Supported platforms at the time of the release are detailed in the *IBM Tivoli License Manager: Release Notes*. There are no known changes since the release. However, the list of supported platforms could change outside the release cycle. For the most recent information, consult the supported platforms matrix on IBM software support Web site, as follows:

http:/www.ibm.com/software/support

When you reach the Web site, select **Systems Management & Tivoli** from the **By category** list, and when the page displays, click **Supported Platforms**. Click the **Tivoli Platform and Database Support Matrix** link. You will be asked for your IBM registration ID and password.

System requirements: Hardware and software prerequisites are detailed in the Installing Tivoli License Manager chapter of the *IBM Tivoli License Manager: System Administrator's Guide*. There are currently no changes to the information included in the guide.

Installing the interim fix

The following tells you how to install this interim fix. Once you have installed an interim fix, you cannot uninstall it automatically. For details of how to revert to the previous version see "Reverting to the previous version" on page 5.

On every system where you have the administration server, the runtime server, or both, perform the following steps:

1. Log on to the system using an account with administration authority.
2. Ensure that WebSphere® Application Server is up and is running. If you apply the interim fix with the WebSphere Application Server not running, the interim fix might not be correctly installed.
3. If the system is running a Tivoli License Manager administration server, stop the server by issuing the command:
   `<INSTALL_DIR>`/admin/cli/**srvstop**
4. If the system is running a Tivoli License Manager runtime server, stop the server by issuing the command:
   `<INSTALL_DIR>`/runtime/cli/**srvstop**

   Note: If either the administration or the runtime server, or both, are running while the interim fix is installed, the installation would take longer, as the interim fix installation process will stop the servers, and some errors will be logged. However the interim fix would be correctly applied.

5. To install the interim fix, run one of the following, depending on your platform:
   Windows®   setupwin32.exe
   AIX®   setupaix.bin

   During the installation you will need to choose a valid directory where you want to back up the changed files. The default path is:
   `<INSTALL_DIR>`/1.1.1_TLM_0002, where 1.1.1_TLM_0002 is a directory created by the backup process. This directory will subsequently referred to in this document as `<BACKUP_DIR>`.

In this directory you will find all the changed files in the same tree structure as they are in the product. To avoid any confusion with the product files, a tilde (~) has been suffixed to each file name in this directory.

The interim fix installation creates a file called `product.xml` in the *<INSTALL_DIR>* directory. This file contains information about product and interim fix versions. An `install.log` file is also created in the *<INSTALL_DIR>* directory if any error or warning is generated during the interim fix installation.

Any changes to the configuration files that you have made prior to installing this interim fix will be preserved by the install process.

6. Verify that the interim fix has been correctly installed, as follows:

   a. Verify that the file product.xml stored in the *<INSTALL_DIR>* directory specifies that the 'Ending Version' is '1.1.1.10'.

   b. Verify that no errors have been logged in the `install.log` file in the *<INSTALL_DIR>* directory.

   c. Verify that the version number of the agents becomes '1.1.1.10' within a reasonable period of time. The agents will be upgraded automatically as each is contacted by its runtime server, but depending on the number of agents and the `updateAgentPeriod` setting, this process could take several days. The `updateAgentPeriod` setting is defined in the *<INSTALL_DIR>*`/runtime/conf/system.properties` file.

      To check the version, review the details of selected agents on the Web interface of the administration server. For details, see "Reviewing and deleting agents" in the section "Managing components" in *IBM Tivoli License Manager: License Administrator's Guide*. Alternatively, run the command **tlmagent –v** on the agent computer. The command is described fully in the section on agent commands in the *IBM Tivoli License Manager: System Administrator's Guide*.

7. After the interim fix is installed, the runtime server configuration parameter `parm.useproxy` is set to **n**. If you are using a proxy server between your runtime server and its agents, set this parameter to **y**. The parameter `parm.useproxy` is in the `agent_install.properties` file in the *<INSTALL_DIR>*`/runtime/conf` directory, and the only valid values are **y**, **Y**, **n** and **N**.

8. If the system has a Tivoli License Manager administration server installed, restart the server by issuing the command:
   <INSTALL_DIR>`/admin/cli/`**srvstart**

9. If the system has a Tivoli License Manager runtime server installed, restart the server by issuing the command:
   <INSTALL_DIR>`/runtime/cli/`**srvstart**

Reverting to the previous version

The instructions for reverting to the previous version depend on which version of the WebSphere application server you are using, version 3.5 (see "Reverting to the previous version when WebSphere application server, version 3.5 is installed") or version 4.0.4/4.0.5 (see "Reverting to the previous version when WebSphere application server, version 4.0.4/4.0.5 is installed" on page 7).

Reverting to the previous version when WebSphere application server, version 3.5 is installed: The steps must be performed on all systems where the administration server, a runtime server, or both are installed, and are as follows:

1. Log on to the system with administration authority.

2. Stop the Tivoli License Manager servers from the WebSphere Application Console.

3. Copy the backed-up original files from the backup directories to their original locations. The files are listed below, and you must copy them from the backup directory (that you defined in step 5 on page 4 of the install procedure) to the product's install directory, maintaining the same subdirectory structure, and removing the final tilde (~). For example, copy `<BACKUP_DIR>`/admin/conf/agent_install.properties~ to `<INSTALL_DIR>`/admin/conf/agent_install.properties.

   The files to be copied depend on which components are installed on the system where you want to revert to the previous version.

   Administration server:
   > `<BACKUP_DIR>`/admin/conf/agent_install.properties~
   > `<BACKUP_DIR>`/admin/setup/slm_runtime.ear~

   Runtime server:
   > `<BACKUP_DIR>`/runtime/conf/agent_install.properties~
   > `<BACKUP_DIR>`/runtime/setup/slm_runtime.ear~

4. Remove all the files in the following directories.

   Administration server:
   > `<INSTALL_DIR>`/admin/installedApp.ear

   Runtime server:
   > `<INSTALL_DIR>`/runtime/installedApp.ear

5. Uncompress the following files (use **WinZip** on Windows platforms and **jar –xvf** on AIX):

   Administration server:
   > `<INSTALL_DIR>`/admin/setup/slm_admin.ear

   Runtime server:
   > `<INSTALL_DIR>`/runtime/setup/slm_runtime.ear

   This step extracts a number of files to a number of different directories/folders.

6. Create the following new temporary directories/folders:

   Administration server:
   > `<INSTALL_DIR>`/admin/installedApp.ear/temp

   Runtime server:
   > `<INSTALL_DIR>`/runtime/installedApp.ear/temp

7. Uncompress the following files into the corresponding temporary directories or folders created in step 6 (use **WinZip** on Windows platforms and **jar –xvf** on AIX):

   Administration server:
   > `<INSTALL_DIR>`/admin/installedApp.ear/slm_admin.war

   Runtime server:
   > `<INSTALL_DIR>`/runtime/installedApp.ear/slm_runtime.war

   This step extracts a number of files into the temporary directory. The file that you are uncompressing was placed in this directory during step 5.

8. Remove the files that you have just uncompressed:

   Administration server:
   > `<INSTALL_DIR>`/admin/installedApp.ear/slm_admin.war

Runtime server:
> <INSTALL_DIR>/runtime/installedApp.ear/slm_runtime.war

9. Rename the temporary directories or folders created in step 6 on page 6, giving them the names of the files you have just deleted in step 8 on page 6:

Administration server:
> Rename the following file:
> > <INSTALL_DIR>/admin/installedApp.ear/temp
>
> giving it the following name:
> > <INSTALL_DIR>/admin/installedApp.ear/slm_admin.war

Runtime server:
> Rename the following file:
> > <INSTALL_DIR>/runtime/installedApp.ear/temp
>
> giving it the following name:
> > <INSTALL_DIR>/runtime/installedApp.ear/slm_runtime.war

10. Remove the two, now empty, temporary directories or folders.
11. Start the Tivoli License Manager servers from the WebSphere Application Console.

Reverting to the previous version when WebSphere application server, version 4.0.4/4.0.5 is installed: The steps must be performed on all systems where the administration server, the runtime server, or both are installed, and are as follows:

1. Log on to the system with administration authority.
2. Stop the Tivoli License Manager servers from the WebSphere Application Console.
3. Copy the backed-up original files from the backup directories to their original locations. The files are listed below, and they must be copied from the backup directory (that you defined in step 5 on page 4 of the install procedure) to the product's install directory, maintaining the same subdirectory structure, and removing the final tilde (~). For example, copy <BACKUP_DIR>/admin/conf/agent_install.properties~ to <INSTALL_DIR>/admin/conf/agent_install.properties.

The files to be copied depend on which components are installed on the system where you want to revert to the previous version.

Administration server:
> <BACKUP_DIR>/admin/conf/agent_install.properties~
> <BACKUP_DIR>/admin/setup/slm_runtime.ear~

Runtime server:
> <BACKUP_DIR>/runtime/conf/agent_install.properties~
> <BACKUP_DIR>/runtime/setup/slm_runtime.ear~

4. Run the following scripts to remove the directories containing the uncompressed .ear files. The script names depend on your operating system:

Windows
> From a command prompt, run the following scripts:
>
> Administration server:
> > <INSTALL_DIR>/admin/setup/uninstallAdmin.bat
>
> Runtime server:
> > <INSTALL_DIR>/runtime/setup/uninstallRuntime.bat

AIX

From any directory, run the following scripts:

Administration server:
> `<INSTALL_DIR>/admin/setup/uninstallAdmin.sh`

Runtime server:
> `<INSTALL_DIR>/runtime/setup/uninstallRuntime.sh`

5. Run the following scripts to uncompress the backed-up `.ear` files in the backup directories and move them into the live directories. The script names depend on your operating system:

Windows

From a command prompt, run the following scripts:

Administration server:
> `<INSTALL_DIR>/admin/setup/installAdmin.bat`

Runtime server:
> `<INSTALL_DIR>/runtime/setup/installRuntime.bat`

AIX

From any directory, run the following scripts:

Administration server:
> `<INSTALL_DIR>/admin/setup/installAdmin.sh`

Runtime server:
> `<INSTALL_DIR>/runtime/setup/installRuntime.sh`

6. Start the Tivoli License Manager servers from the WebSphere Application Console.

IBM Tivoli License Manager, Warehouse Enablement Pack, version 1.1, interim fix 1.1–TLM_WEP–0001

This section provides important information about interim fix 1.1–TLM_WEP–0001 for IBM Tivoli License Manager Warehouse Enablement Pack, version 1.1. This section is the most current information for the interim fix and takes precedence over all other documentation.

Please review this section thoroughly before installing or using this product.

This section includes the following topics:
- "About this release"
- "Installation, migration, upgrade, and configuration information" on page 9
- "Documentation updates" on page 11

About this release

This section includes the following topics:
- "Product fix history" on page 9
- "Backward compatibility" on page 9
- "Other changes as a result of this interim fix" on page 9

Product fix history

This interim fix is the first interim fix to be issued for Tivoli License Manager Warehouse Enablement Pack, version 1.1.

The following problems have been fixed:

- Extraction of the Tivoli License Manager data for Tivoli Enterprise™ Data Warehouse, was slow.

  After you apply this interim fix the the speed of the process has improved.

- When an interim fix is applied to the agent code of Tivoli License Manager, the agent version number is changed to reflect the new interim fix level. However, agents with this new version were not being included in Tivoli Enterprise Data Warehouse reports.

  After you apply this interim fix, the upgraded agents are included in the reports and are also shown at the GA level. This means that after the installation of this interim fix, the reports will show Tivoli License Manager version 1.1.1, but the agent will be at the maintenance level 1.1.1.10.

- Extraction of the Tivoli License Manager data for Tivoli Enterprise Data Warehouse, hung if the Tivoli License Manager environment in which it was being run had a large number of agents (for example, more than 1000).

  After you apply this interim fix the problem no longer exists.

  Note: You are recommended to install interim fix 1.1–TDW–0010LA on Tivoli Enterprise Data Warehouse.

Backward compatibility

No patches were superseded by this interim fix.

Dependencies:
   Tivoli Enterprise Data Warehouse, version 1.1

   Note: You are recommended to install interim fix 1.1–TDW–0010LA on Tivoli Enterprise Data Warehouse.

Other changes as a result of this interim fix

This interim fix creates a new file called <INSTALL_DIR> /apps/COD/v110/.installed/efix/.twh_COD_v1.1.0@efix_0001.marker (where <INSTALL_DIR> is the directory where Tivoli License Manager Warehouse Enablement Pack is installed), which identifies the current product version.

Installation, migration, upgrade, and configuration information

This section includes the following topics:

- "Hardware and software requirements"
- "Installing the interim fix" on page 10
- "Reverting to the previous version" on page 11

Hardware and software requirements

This section includes the following topics:

- "Supported platforms" on page 10
- "System requirements" on page 10

Supported platforms: Supported platforms for Tivoli License Manager Warehouse Enablement Pack at the time of the release are as for Tivoli Enterprise Data Warehouse, and are detailed in the *IBM Tivoli Enterprise Data Warehouse: Release Notes*. There are no known changes since the release. However, the list of supported platforms could change outside the release cycle. For the most recent information, consult the supported platforms matrix on IBM software support Web site, as follows:

http:/www.ibm.com/software/support

When you reach the Web site, select **Systems Management & Tivoli** from the **By category** list, and when the page displays, click **Supported Platforms**. Click the **Tivoli Platform and Database Support Matrix** link. You will be asked for your IBM registration ID and password.

System requirements: Hardware and software prerequisites are detailed in the *IBM Tivoli Enterprise Data Warehouse: Release Notes*. There are currently no changes to the information included in the guide.

Installing the interim fix

The following tells you how to install this interim fix. Once you have installed an interim fix, you cannot uninstall it automatically. For details of how to revert to the previous version see "Reverting to the previous version" on page 11.

In addition to the instructions given here, you can also look in the file `wep_patch.txt`, which is included in the file `1.1-TDW-FP02.tar` of the fix 1.1-TDW-FP02 that you can download from the IBM Customer Support Web site.

Perform the following steps to install the interim fix:

1. Log on to the system using an account with administration authority.
2. From the Tivoli Enterprise Data Warehouse console stop the active extract, transform, and load (ETL) processes.
3. Backup the following components before starting the interim fix installation (backup procedures are described in the chapter on maintaining Tivoli Enterprise Data Warehouse in *Installing and Configuring Tivoli Enterprise Data Warehouse*):
   - The Tivoli Enterprise Data Warehouse databases
   - The Tivoli Enterprise Data Warehouse application software on each system in your configuration. This will include the files for the application warehouse enablement packs, so those packs are also backed up
   - Tivoli Presentation Services on the system where the Tivoli Enterprise Data Warehouse RPI component is installed, if that component has been installed.
4. Copy the interim fix file `1.1–TLM_WEP–0001.tar` to a temporary directory or folder.
5. Start a bash shell in the DB2 command window.
6. Extract the interim fix files using the following command:
   `tar –xvf 1.1–TLM_WEP–0001.tar`
7. Run the command **%TWH_TOPDIR%\install\bin\tedw_wpack_patchadm.sh** to create the `twh_app_patcher.cfg` configuration file in the temporary directory.

8. Edit the `twh_app_patcher.cfg` configuration file to complete the section marked "USER SUPPLIED SECTION". These are all the fields that you must fill in:
   - APP_MEDIA_DIR
   - PS_HOME
   - DB2PASS
   - COPT_CTRL_DB2PASS
   - COPT_CDW_DB2PASS
   - COPT_MART_DB2PASS

   Notes:

   a. PS_HOME will appear in the list only if the RPI component is installed on this system.

   b. For APP_MEDIA_DIR, indicate the directory where the file `twh_install_props.cfg` is located, in this case the `tedw_apps_etl\COD` directory within the temporary directory.

   c. For a description of the fields, refer to the `wep_patch.txt` file.

9. Rerun the command **tedw_wpack_patchadm.sh** to complete the installation of the interim fix.

10. Reboot the computer where you installed the interim fix.

11. Verify that the interim fix has been correctly installed, as follows:

    a. Navigate to the directory `<INSTALL_DIR>/apps/COD/v110/etl/sql`.

    b. Verify that the following files have been upgraded:
       cod\v110\etl\sql\cod_c05_s010_extract.db2
       cod\v110\etl\sql\cod_m05_s010_dimension.db2
       cod\v110\etl\sql\cod_m05_s020_dimension.db2
       cod\v110\report\cod_rpi_export1.csv
       cod\v110\report\ cod_rpi_export3.csv
       cod\v110\report\cod_rpi_export2.csv
       cod\v110\report\ cod_rpi_export4.csv
       cod\v110\misc\cod_after.sh
       cod\v110\misc\cod_pre.sh (new file)

Reverting to the previous version

The instructions for reverting to the previous version are as follows:

1. Log on to the system with administration authority.

2. From the Tivoli Enterprise Data Warehouse console stop the active ETL processes.

3. Restore all the files that you backed up in step 3 on page 10 of the install procedure.

4. Reboot the computer where you installed the interim fix.

Documentation updates

The documentation should make clear that the time period covered by the following reports is limited to a single day's worth of information:

- Data mart summary reports for installed IBM Tivoli License Manager agents
- Data mart summary reports for installed IBM Tivoli License Manager software products
- Data mart extreme reports for installed IBM Tivoli License Manager agents
- Data mart extreme reports for installed IBM Tivoli License Manager software products

Other useful information

This section contains the following general information that might have changed since these products were made available:

- "Publications"
- "Accessibility" on page 14
- "Contacting software support" on page 14
- "Conventions used in this readme file" on page 14

Publications

This section lists publications in the Tivoli License Manager library and related documents. It also describes how to access Tivoli publications online and how to order Tivoli publications.

Tivoli License Manager library

The Tivoli License Manager library comprises the following books:

- *IBM Tivoli License Manager: License Administrator's Guide*, GC23-4833

  Provides support for using the Tivoli License Manager Web interfaces.

- *IBM Tivoli License Manager: System Administrator's Guide*, GC23-4834

  Provides information about planning, installing, and managing Tivoli License Manager.

- *IBM Tivoli License Manager: Data Dictionary*, GC23-4835

  Provides information about the Tivoli License Manager database.

- *IBM Tivoli License Manager: Warehouse Enablement Pack Implementation Guide*, SC32-1244

  Provides instructions and other information related to enabling the use of the Tivoli Enterprise Data Warehouse with Tivoli License Manager.

- *IBM Tivoli License Manager: Release Notes*, SC23-4848

  Provides a summary of changes made in the latest release of Tivoli License Manager, documents known errors and workarounds, and includes information about any product changes that could not be included in the main documentation.

Related publications

The following document also provides useful information:

- *IBM Tivoli Enterprise Data Warehouse: Release Notes*, GI11-0857

  Provides a summary of changes made in the latest release of Tivoli Enterprise Data Warehouse, documents known errors and workarounds, and includes information about any product changes that could not be included in the main documentation.

The *Tivoli Software Glossary* includes definitions for many of the technical terms related to Tivoli software. The *Tivoli Software Glossary* is available, in English only, at the following Web site:

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

Access the glossary by clicking the **Glossary** link on the left pane of the Tivoli software library window.

Accessing publications online

The Tivoli License Manager documentation CD that was issued with version 1.1.1 of the product contains the publications that are in the product library, other than the *IBM Tivoli License Manager: Release Notes*. The format of the publications is PDF, HTML, or both. Since the creation of that CD, the *IBM Tivoli License Manager: Release Notes* has been placed on the Tivoli Software Information Center Web site. The Tivoli Software Information Center is located by using the following Web address:

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

Scroll down and click the **Product manuals** link on the left pane of the Tivoli software library window. In the Tivoli Technical Product Documents Alphabetical Listing window, click the IBM Tivoli License Manager link to access the product library at the Tivoli Information Center.

IBM posts publications for this and all other Tivoli products, as they become available and whenever they are updated, to this site.

Note: If you print PDF documents on other than letter-sized paper, select the option in Adobe Reader that ensures that the full dimensions of a letter-sized page print on the paper that you are using. Each version of Adobe Reader has different ways of selecting this option, so consult the documentation with your version.

Ordering publications

You can order many Tivoli publications online at the following Web site:

http://www.elink.ibmlink.ibm.com/public/applications/publications/cgibin/pbi.cgi

You can also order by telephone by calling one of these numbers:
- In the United States: 800-879-2755
- In Canada: 800-426-4968

In other countries, see the following Web site for a list of telephone numbers:

http://www.ibm.com/software/tivoli/order-lit/

Accessibility

Accessibility features help users with a physical disability, such as restricted mobility or limited vision, to use software products successfully. With this product, you can use assistive technologies to hear and navigate the interface. You can also use the keyboard instead of the mouse to operate all features of the graphical user interface.

This product is operated using a Web browser, which has certain built-in accessibility features, and has been provided with specific shortcut keys for navigating the Web interface, starting tasks, and performing toolbar actions.

For additional information, see the Accessibility appendix in the *IBM Tivoli License Manager: License Administrator's Guide*.

Contacting software support

If you have a problem with any Tivoli product, refer to the following IBM Software Support Web site:

http://www.ibm.com/software/sysmgmt/products/support/

If you want to contact software support, see the *IBM Software Support Guide* at the following Web site:

http://techsupport.services.ibm.com/guides/handbook.html

The guide provides information about how to contact IBM Software Support, depending on the severity of your problem, and the following information:
- Registration and eligibility
- Telephone numbers and e-mail addresses, depending on the country in which you are located
- Information you must have before contacting IBM Software Support.

Conventions used in this readme file

This readme file uses the following typeface conventions:

Bold

- Lowercase commands and mixed case commands that are otherwise difficult to distinguish from surrounding text
- Interface controls (check boxes, push buttons, radio buttons, spin buttons, fields, folders, icons, list boxes, items inside list boxes, multicolumn lists, containers, menu choices, menu names, tabs, property sheets), labels (such as **Tip:**, and **Operating system considerations:**)
- Column headings in a table
- Keywords and parameters in text

Italic

- Citations (titles of books, diskettes, and CDs)
- Words defined in text
- Variables and values you must provide

`Monospace`

- Examples and code examples
- File names, programming keywords, and other elements that are difficult to distinguish from surrounding text
- Message text and prompts addressed to the user
- Text that the user must type
- Values for arguments or command options

`<text>`

- Indicates a variable in a path name. For example in the path `<INSTALL_DIR>`/admin/conf, `INSTALL_DIR` depends on the location where you have installed the component, while `/admin/conf` is constant.

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