IBM Tivoli Enterprise Console Version 3.9 Warehouse Pack, Version 1.3.0.3

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1.0 About this fix pack

1.1 Fix Pack 1.3.0.0-TIV-TEC_WEP-FP0001 Functional Enhancements

The EC2 Warehouse Enablement Pack allows the customer to select extended attributes and
associated data and to move them into the Tivoli (R) Data Warehouse Central Data Warehouse and
data mart. The wtdwfilter utility is enhanced to create a new filter table called tec_t_exts_filter.
Refer to the Tivoli Enterprise Console Version 3.9 Warehouse Pack, Version 1.3.0.3
Implementation Guide for the Tivoli Data Warehouse, Version 1.2.0.2 document included in the
/doc directory of this fix pack for more information on the new function of extended attributes and
information on running the wtdwfilter utility.

1.2 Notes

If the error "CREATE TABLE command is not allowed within a multi-
statement transaction in the <database name> database" is encountered when running the ETL with
Sybase source database, then do the following:

Log in to the Sybase database with the sysadmin' user ID and run the following commands:

sp_dboption <database name>,"ddl in tran", true checkpoint

Before installing WEP 1.3.0 Fix Pack 01, record any schedule defined for the EC2_c05_ETL1_Process process and then reschedule the EC2_c05_ETL1_Process process after applying WEP 1.3.0 Fix Pack 1.

1.3 APARs fixed with this fix pack

APAR IY59888
Symptom: Step EC2_c05_s030_src_transform fails when an event message contains more than 254 characters.
Resolution: Step EC2_c05_s030_src_transform no longer fails when processing an event message containing more than 254 characters.

APAR IY59889
Symptom: Step EC2_c05_s030_src_transform fails when an event message contains a carriage return or line feed character.
Resolution: Step EC2_c05_s030_src_transform no longer fails when processing an event message containing a carriage return or line feed character.

APAR IY62270
Symptom: Step EC2_c05_s030_src_transform fails when an event's base attribute value contains a NULL value.
Resolution: Step EC2_c05_s030_src_transform no longer fails when an event's base attribute value contains a NULL value.

APAR IY63436
Symptom: Step EC2_c05_s020_src_extract fails when extracting events from a Sybase 12.0 Tivoli Enterprise Console source database.
Resolution: Step EC2_c05_s030_src_transform now successfully extracts events from a Sybase 12.0 TEC source database.

APAR IY64619
Symptom: Step EC2_c05_s020_src_extract fails when extracting events from an Oracle Tivoli Enterprise Console source database with patch 3.9-TEC-0027LA applied.
Resolution: Step EC2_c05_s030_src_transform no longer fails when extracting events from an Oracle Tivoli Enterprise Console source database.

APAR IY65527
Symptom: Step EC2_c05_s040_src_load step stops when processing over 100 000 events.
Resolution: Step EC2_c05_s040_src_load step now completes successfully when processing over 100 000 events.

APAR IY66848
Symptom: Step EC2_c05_s030_src_transform fails when an event's base attribute value contains a carriage return or line feed character.

Resolution: Step EC2_c05_s030_src_transform no longer fails when processing an event's base attribute value containing a carriage return or line feed character.

Defect 172377
Symptom: EC2 staging tables do not follow the stg_ prefix naming convention.
Resolution: All EC2 staging tables now follow the stg_ prefix naming convention.

Defect 172378
Symptom: The EC2_m05_s010_mart_initialization step staging tables do not follow the stg_ prefix naming convention.
Resolution: The EC2_m05_s010_mart_initialization step staging tables now follow the stg_ prefix naming convention.

Defect 172379
Symptom: EC2 data mart pruning code should be placed into the new EC2_m010_s010_ETL2_Process process step.
Resolution: EC2 data mart pruning code has been placed into the new EC2_m10_s050_mart_prune process step.

Defect 175514
Symptom: EC2_m10_s040_mart_load step does not load an updated event message attribute value into the EC2 data mart.
Resolution: EC2_m10_s040_mart_load step now correctly loads an updated event message attribute value into the EC2 data mart.

Defect 175999
Symptom: EC2_c05_s020_src_extract step fails when an event hostname attribute contains more than 225 characters
Resolution: EC2_c05_s020_src_extract extracts event hostname attribute values that contain more than 225 characters.

Defect:177328
Symptom: CDWEX8087E A general SQL error occurred against Sybase 12.5
Resolution: After applying this fix pack, data can be retrieved from Sybase 12.5.

1.4 Known limitations, problems and workarounds

Defect 177268
Problem: Installation of WEP 1.3.0 Fix Pack 01 results in the EC2_c05_ETL1_Process and EC2_m10_ETL2_Process process steps being placed into production mode.
Workaround: Ensure that the EC2_m05_s010_mart_initialization step is run before scheduling or running the EC2_c05_s010_src_pre_extract step.

Defect: 177794
Problem: In the Japanese language version of the exported PDF and RPT report file, "Top Ten Event Classes by Status and Severity", the words "Click here for subreport" are malformed or

otherwise unreadable. The DOC, XLS and RTF files are not affected.

Defect: 177796
Problem: When the Japanese language version of a report is converted to Microsoft Word or rich text format (RTF), long report titles (two lines) are not displayed correctly. For example, the title can display too small when compared to the report-body text. This problem occurs with the following reports, which have two line report titles:
a) Number of Events by Event Class, Status and Severity Over Time
b) Number of Events for Hostname / IP Address by Event Class, Status and Severity Over Time
c) Top Ten Hostnames / IP Addresses with the Most Events by Event Class, Status and Severity
d) Top Ten Sources with the Most Events by Event Class, Status and Severity

Defect: 177840
Limitation: The "Top Ten Event Classes by Status and Severity" report generates a bar chart where classes EPSILON and ALPHA have the same
number of events but EPSILON is being listed first. The same is true for event classes KAPPA, IOTA, and GAMMA. This limitation applies to Crystal Enterprise Version 9.

Defect: 177936
Problem: When the Mart Database contains a large volume of event data, running the report "Number of Events by Event Class, Severity and Status over Time" and selecting an asterisk (*) for options results in the following error message:

There was an error retrieving data from the server: "Max processing time/Max records limit reached"

Solution: This error message displays because the Crystal Page Server returns a maximum of 20 000 records by default.

To resolve this error message, change the default maximum number of records returned by the Crystal Page Server through the Crystal Configuration Manager (CCM):

a. Open the CCM and stop the Crystal Page Server.
b. Double-click the Crystal Page Server to display the Crystal Page Server Properties window.
c. Modify the existing value in the Command field by adding "-maxdbresultrecords <number>" to the
existing value in the Command field, where <number> is the new maximum limit of records returned.
If you want to disable the maximum limit, type "-maxdbresultrecords 0" at the end of the Command field value.
d. Close the Crystal Page Server Properties window and restart the Crystal Page Server.

Defect 177975
Problem: All EC2 Crystal Reports reports are displayed in Greenwich Mean Time.
Workaround: No workaround is available at this time.

Defect 177981
Problem: EC2_c05_s040_src_load step fails in a multi-source environment that contains an Informix TEC source database.
Workaround: No workaround is available at this time.

2.0 Installation and configuration

2.1 Prerequisites

Tivoli Data Warehouse Version 1.2 Fix Packs 2 or 3,
or Tivoli Data Warehouse Version 1.3

1.3.0.0-TIV-TEC_WEP-0001 IBM Tivoli Enterprise Console Version 3.9
Warehouse Enablement Pack Version 1.3.0.0 (Previously 3.9.0-TEC-0012)

Patches superseded by this fix pack:
1.3.0.0-TIV-TEC_WEP-LA0002 (Previously 3.9.0-TEC-0031LA)
1.3.0.0-TIV-TEC_WEP-LA0003 (Previously 3.9.0-TEC-0027LA)

Note: All supported installation configurations of Tivoli Data Warehouse Versions 1.2 and 1.3 are supported by this warehouse pack For specific database and operating system support information, please refer to the "Software Requirements" section of the following release note documents:
- Tivoli Data Warehouse Version 1.2 Release Notes, page 4.
- Tivoli Data Warehouse Version 1.3 Release Notes, page 4.

2.2 Installation instructions

Depending on which version of Tivoli Data Warehouse is currently installed, refer to one of the following:

- In the document, "Installing and Configuring Tivoli Data Warehouse Version 1.2 GC32-0744-02,"refer to the section "Applying a Fix Pack to a Warehouse Pack" on page 210 in chapter 8, "Installing and Upgrading Warehouse Packs,"

- In the document, "Installing and Configuring Tivoli Data Warehouse Version 1.2 (Revised December 2004)GC32-0744-02,"refer to the section "Applying a Fix Pack to a Warehouse Pack" on page 212 in chapter 8, "Installing and Upgrading Warehouse Packs,"

- In the document, "Installing and Configuring Tivoli Data Warehouse Version 1.3 GC32-0744-03,"refer to the section "Applying a Fix Pack to a Warehouse Pack" on page 264 in chapter 8, "Installing and Upgrading Warehouse Packs,"

Refer to Tivoli Enterprise Console Version 3.9 Warehouse Pack, Version 1.3.0.3 Implementation Guide for Tivoli Data Warehouse, Version 1.2.0.2 document included in the /doc directory of this fix pack for information on running the wtdwfilter utility and other implementation concerns.

3.0 Pruning

<u>Pruning All Tivoli Enterprise Console Event Data from Central Data Warehouse Database</u>

From a DB2 command prompt, issue the following SQL statements to update the EC2 pruning duration value:

a. db2 -v "connect to twh_cdw"
b. db2 -v "update twg.prune_event_ctrl set Event_Age = -1 where MSrc_Cd='EC2'"
c. db2 "disconnect current"

After updating the pruning duration value, launch the CDW_c05_s010_Prune_Events step to prune all the EC2 event data:

a. From the DB2 Data Warehouse Center window menu, click Warehouse -> Work in Progress. The Work in Progress windows is displayed.
b. From the Work in Progress window menu, click Work in Progress -> Run New Step.
c. Double-click CDW_c05_s010_Prune_Events
d. Click OK.

Note: Launching the CDW_c05_s010_Prune_Events steps will result in also running the CDW_c05_s020_Prune_Msmts, CDW_c05_s030_Mark_Active_MsmtTypes, and CDW_c05_s040_Update_Offset steps associated with the CDW_c05_Prune_and_Mark_Active_Process process

After the CDW_c05_s010_Prune_Events step has successfully completed, restore the initial EC2 pruning duration value:

a. db2 -v "connect to twh_cdw "
b. db2 -v "update twg.prune_event_ctrl set Event_Age = 600 where MSrc_Cd='EC2'"
c. db2 "disconnect current"

<u>Pruning All Tivoli Enterprise Console Event Data from Data Warehouse Database</u>

From a DB2 command prompt, issue the following SQL statements to update the EC2 pruning duration value:

a. db2 -v "connect to twh_mart"
b. db2 -v "update ec2.prune_mart_control set pmartc_duration = -1 where table_name='EC2.F_EVENT_PIT'"
c. db2 "disconnect current"

After updating the pruning duration value, launch the EC2_m10_s050_mart_prune step to prune all the EC2 event data:

a. From the DB2 Data Warehouse Center window menu, click Warehouse -> Work in Progress.

The Work in Progress windows is displayed.
b. From the Work in Progress window menu, click Work in Progress -> Run New Step.
c. Double-click ec2_m10_s050_mart_prune
d. Click OK.

After the EC2_m10_s050_mart_prune step has successfully completed, restore the initial EC2 pruning duration value:

a. db2 -v "connect to twh_mart"
b. db2 -v "update ec2.prune_mart_control set pmartc_duration = 10000 where table_name='EC2.F_EVENT_PIT'"
c. db2 "disconnect current"

Resetting EC2 ETL1 and ETL2 extract control values

After successfully performing the previous steps for pruning all EC2 event data in the CDW and MART databases, it is necessary to reset the extract control windows in twg.extract_control table if you want to have the ETL processes consume the same event data stored in your TEC source database.

From a DB2 command prompt, issue the following SQL statements to reset the EC2 ETL extract control windows

a. db2 -v "connect to twh_cdw "
b. db2 -v "update twg.extract_control set extctl_from_intseq = 0 where extctl_source='TWG.EVENT'"
c. db2 -v "update twg.extract_control set extctl_to_intseq = 0 where extctl_source='TWG.EVENT'"
d. db2 -v "update twg.extract_control set extctl_from_intseq = 0 where extctl_source='TWG.EVENTATTR'"
e. db2 -v "update twg.extract_control set extctl_to_intseq = 0 where extctl_source='TWG.EVENTATTR'"
f. db2 -v "delete from twg.extract_control where extctl_source='1.tec_t_evt_rep'"
g. db2 "disconnect current"

Note: You might need to replace 1 to a different number in step f.

4.0 Files added or replaced with this fix pack

$TWH_TOPDIR/apps/ec2/<version_number>\
/etl/generic/EC2_c05_s020_src_extract.generic
EC2_c05_s010_src_pre_extract.generic
EC2_c05_s020_src_extract.generic
EC2_c05_s030_long_comparison.pl
EC2_c05_s030_src_transform.generic
EC2_c05_s040_src_load.generic

twh_install_props.cfg
$TWH_TOPDIR/apps/ec2/<version_number>\
twh_install_props.cfg
control/dml/ec2_control_data.generic
etl/ec2_dwc_data.tag
etl/generic/EC2_c05_s010_src_pre_extract.generic
etl/generic/EC2_c05_s020_src_extract.generic
etl/generic/ EC2_c05_s030_comparison.pl
etl/generic/ EC2_c05_s030_long_comparison.pl
etl/generic/EC2_c05_s030_src_transform.generic
etl/generic/EC2_c05_s040_src_load.generic
etl/generic/EC2_m05_s010_mart_initialization.generic
etl/generic/EC2_m10_s010_mart_pre_extract.generic
etl/generic/EC2_m10_s020_mart_extract.generic
etl/generic/EC2_m10_s030_mart_transform.generic
etl/generic/EC2_m10_s040_mart_load.generic
etl/generic/EC2_m10_s050_mart_prune.generic
mart/ddl/ec2_mart_drop_schema.generic
mart/ddl/ec2_mart_schema.generic
misc/wtdwfilter

5.0 Contacting customer 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
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