IBM Tivoli Enterprise Console Version 3.9 Interim Fix 8 Readme

Date: June, 2004

Name: 3.9.0-TEC-0008

Component: IBM® Tivoli Enterprise Console® Version 3.9.0

Before using this information and the product it supports, read the
information in the "Notices" section, at the end of this document.

First Edition (June 2004)
This edition applies to version 3, release 9 of IBM Tivoli Enterprise Console (product number 5698-TEC).

Table of Contents

About This Interim Fix

This section provides general information about this interim fix. Read this entire document before you install this interim fix. The document is provided in Adobe Acrobat Portable Document Format (PDF) only.

Interim Fix Contents

The 3.9.0-TEC-0008 interim fix contents are shipped in the 3.9.0-TEC-0008.tar file. The file provides the following:
- This Readme file
- An image report for this interim fix
- The CD-ROM image of this interim fix

Required Fix Packs for This Interim Fix

The following fix packs must be installed prior to this interim fix:
- 3.9.0-TEC-FP01

Supported Operating Systems and Databases
The section lists the platforms and databases that are supported by this interim fix.

Supported Operating System Versions	Event Server	Gateway	Endpoint adapters	UI Server	Event console
AIX® 5.1	X	X	X	X	X
AIX 5.1C (32 bit)	X	X	X	X	X
AIX 5.2 (32, 64 bit)	X	X	X	X	X
Solaris[1] 8 (SPARC)	X	X	X	X	X
Solaris 9 (SPARC)	X	X	X	X	X
HP-UX 11 (SP1)	X	X	X	X	X
HP-UX 11i (32, 64 bit)	X	X	X	X	X
Windows® 2000 Professional (SP1/3)	X	X	X	X	X
Windows 2000 Server	X	X	X	X	X
Windows 2000 Advanced Server (SP3)	X	X	X	X	X
Windows XP Professional (SP1)			X		X
Windows 2003 Server	X	X	X	X	X
Red Hat Advanced Server 2.1 (IA32)	X	X	X	X	X
Red Hat Enterprise Linux 3	X	X	X[3]	X	X
SUSE Linux Enterprise Server (SLES) 7.0, 7.1 (IA32)	X	X	X	X	X
SLES 7.0 (S/390® and zSeries® 7.0)	X	X	X	X	X
SLES 8 (IA32) (Powered by UnitedLinux 1)	X	X	X	X	X
Turbo Linux 7.0 (IA32)	X	X	X	X	X
OS/400® 5.1, 5..2			X		
Novell NetWare 5.1, 6.0			X		
Compaq Tru64 5.1b			X		
SGI IRIX 6.5.x			X		
SCO UnixWare 7.1.1, 7.1.3			X		
Solaris 7, 8 (IA32)			X		
Sequent® Dynix / PTX ® 4.5.2			X		
Siemens Reliant UNIX 5.4.5			X		

Notes:
1. Solaris refers to the Solaris Operating Environment and will hereinafter be referred to as Solaris.

2. This platform support table is based on information available at the time of this interim fix release. This table has been updated to reflect those operating systems that have reached end of life, as indicated by the operating system vendor. Refer to the online support from IBM for current support information.

RDBMS Vendor	Version
IBM DB2®	7.2 (FP7), 8.1 (FP2)
Oracle	9i, 9i v2
Sybase	12, 12.5
Microsoft SQL Server	7.0, 2000
Informix®	9.3

New In This Interim Fix
The section provides information about changes that have been made to the Tivoli Enterprise Console product.

This interim fix does not provide new function. This interim fix changes how the IBM Tivoli Enterprise Console product updates the event database when an event is closed.

Interim Fix Notes
Read the following notes prior to installing the interim fix. You should also read the Documentation Updates section for information about changes that have been made to the documentation.

This interim fix changes how the duration field is updated in the IBM Tivoli Enterprise Console events database when an event is closed.

Installation and Configuration
This section provides installation information for the 3.9.0-TEC-0008 interim fix for the IBM Tivoli Enterprise Console Version 3.9.0.

Prerequisites

1. IBM Tivoli Enterprise Console Version 3.9.0 Fix Pack 1 (3.9.0-TEC-FP01)

The following table lists the recommended patches for each version of the Tivoli Management Framework product and the specific installation scenarios.

IBM Tivoli Management Framework Version	Patches
3.7.1	3.7.1-TMF-0098, 3.7.1-TMF-0110, 3.7.1-TMF-0124, 3.7.1-LCF-0013
4.1	4.1-TMF-0014, 4.1-TMF-0034 4.1-TMF-0015 (Linux PPC support)
4.1.1	4.1.1-TMF-0005 (Required to install IBM Tivoli Enterprise Console on systems with Red Hat Linux Advanced Server 2.1 installed)

Installation Scenarios	Patches
To utilize single port bulk data transfer, BDT	3.7.1-TMF-0097
Installing the OS/2 TME® adapter	3.7.1-TMF-0099
Installing with Software Installation Services, SIS, version 3.7.1	3.7.1-SIS-0005
Installing with Software Installation Services, SIS, version 4.1	4.1-SISCLNT-0002, 4.1-SISDEPOT-0002

Installation instructions
This section provides information about installing this interim fix.
1. Extract the interim fix.

Use the following command on a UNIX® system to extract the contents into a temporary directory. For the purpose of this example, assume that the variable PATCH points to this temporary directory.

```
cd $PATCH
tar -xvf 3.9.0-TEC-0008.tar
```

Use the following command on a Windows operating system to extract the contents into a temporary directory. For the purpose of this example, assume that the variable %PATCH% points to this directory, and X is the drive letter where %PATCH% is found.

```
%SystemRoot%\system32\drivers\etc\Tivoli\setup_env.cmd
X:
> cd %PATCH%
> tar -xvf 3.9.0-TEC-0008.tar
```

Note: If you extract the TAR image on a Windows system, the executable file for the TAR utility is in the Tivoli bin/w32-ix86/tools/tar.exe installation directory.

2.   The following instructions are for using the Software Installation Service (SIS). If you do not use the SIS, go to step 3. SIS can install Tivoli Software products on most hardware platform supported by Tivoli Software; however, there is some hardware platforms on which SIS cannot run. Refer to the *Tivoli Enterprise Installation Guide* for the list of platforms on which SIS can run. Refer to the Prerequisites section of this document for information about SIS patches. You must have the install_product and super authorization roles to install this interim fix.

a) From the Tivoli desktop pull-down menu, click **Desktop → Install → Software Installation Service**.
b) From the Get Installation Password window, type the installation password.
c) In the window that contains the Tivoli logo, click **Install**.
d) From the Install Spreadsheet window, click **Select Product**.
e) From the Select Product window, click **Import Product**.
f) Use the file browser to locate the media for 3.9.0-TEC-0008, and double-click the PATCHES.LST file.
g) From the Import Product window, select 3.9.0-TEC-0008**,** and then click **Import**.
h) From the Global Progress window, click **OK** after the file is imported.
i) From the Select Product window, select 3.9.0-TEC-0008 and click **OK**.
j) From the Install Spreadsheet window, click **Select Machine**.
k) Select the machines you would like to install 3.9.0-TEC-0008 on, and click **OK**.
l) From the Install Spreadsheet window, select the appropriate cells.
NOTE: An X is displayed in the cells for the machines on which the 3.9.0-TEC-0008 interim fix will be installed.
m) Click **Install**.
n) From the Installation Algorithm window, select the install algorithm you want to use and click **OK**. SIS performs the installations you requested from the Install Spreadsheet window.
o) Go to step 4 to complete the installation.

3.   Perform the following procedure to install the interim fix using the classic Tivoli installation method.
Note: The install_product and super authorization roles are required to successfully install this interim fix.
a) From the Tivoli Desktop menu bar, click **Desktop → Install → Install Patch** to display the Install Patch window.
b) From the Install Patch window, click **Select Media** to display the File Browser window.
c) From the File Browser window, type the path to the directory containing the fix pack, $PATCH, in the **Path Name** field.
d) Click **Set Media & Close** to return to the Install Patch window.
e) From the Install Patch window, click the name of the patch to select it.
f) Select the clients to install the fix pack on. Fix packs typically need to be installed on the Tivoli server and on each Tivoli client.
g) Click **Install**.

4.   The interim fix installation is complete. Restart the event server.

APAR and defect fixes included with this interim fix

The section provides a description and the resolution of the APAR fixes that are provide by the 3.9.0-TEC-0008 interim fix

Defect: 169591
Symptom: The duration slot in the Tivoli Enterprise Console events database is not set when the event is closed. This problem occurs when an event is closed and it is no longer in the rules cache. The value of the duration slot is 0 when the event is closed. This duration value is inaccurate if the event was received more than one second before it was closed.

Resolution: When an event is closed that does not exist in the rules cache, the event server updates the duration slot of the closed event by calculating the time using the date_reception slot of the event and subtracting this from the current time. This value is updated in the event database and the value of the duration slot is not 0 if the event remained open for longer than one second.

Known Limitations

If you use the set_event_status predicate in the active rulebase to close any events, the duration value is set to 0. To avoid this problem, use the change_event_status predicate instead. For more information, see the *IBM Tivoli Enterprise Console Rule Developer's Guide*.

Documentation Updates

No documentation updates have been made.

Files Added or Replaced With This Interim Fix

TME/TEC/tec_dispatch.exe
TME/TEC/tec_dispatch

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

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