



**IBM Tivoli Business Service Manager 4.2.1
Fix Pack Version 4.2.1-TIV-BSM-FP0002**

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Attention: You can always find the most current version of the readme file online.

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Chapter 1. Files included in this Fix Pack

Fix Pack 2 addresses the problems that have been reported in IBM® Tivoli® Business Service Manager version 4.2.1. The following table contains a list of files included in this Fix Pack and operating systems associated with these files:

Platform	File
AIX®	4.2.1-TIV-BSM-FP0002-aix.tar r9v421a8-100622.aix.tar - Agent installer
Linux®	4.2.1-TIV-BSM-FP0002-linux.tar r9v421a8-100622.ilinux.tar - Agent installer
Solaris	4.2.1-TIV-BSM-FP0002-solaris.tar r9v421a8-100622.sun.tar - Agent installer
Windows®	4.2.1-TIV-BSM-FP0002-windows.zip R9V421A8-100622.win.zip - Agent installer
Linux for System z®	4.2.1-TIV-BSM-FP0002-zlinux.tar r9v421a8-100622.zlinux.tar - Agent installer
all platforms	4.2.1-TIV-BSM-FP0002.README
all platforms	4.2.1-TIV-BSM-FP0002.README.htm
all platforms	4.2.1-TIV-BSM-FP0002.README.pdf
all platforms	4.2.1-TIV-BSM-FP0002-DLT.README for the Discovery Library Toolkit

Note: Whenever <ARCH> is used in the text of this readme, as part of the filename of the Fix Pack package, it refers to, and can be substituted for one of the following operating systems:

- Linux
- Solaris
- AIX
- Windows
- Linux for System z

The following files have been updated or replaced by this Fix Pack. If the file was replaced and you have made changes to that file you will find your copy of the file under [BackupLocation]/tbsmFP2_bkup:

Updated files:

- RAD_sla.props
- RAD_server.props
- RAD_agentservice.props
- canvasOpenURLActions.xml

Replaced files:

- ServInst.xml
- palette_css
- rad_nodes_links.css
- ViewDefinition_BasicRelationships.xml
- rad.css

Chapter 2. Hardware and software requirements

For information about hardware and software compatibility, see the Tivoli Business Service Manager *Installation Guide* on the TBSM Information Center:

<http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/index.jsp?topic=/com.ibm.tivoli.itbsm.doc/welcome.htm>

To apply this Fix Pack you will need 5 GB of disk space. Please check the amount of space you have before you install, as the installation will fail if you run out of space.

Chapter 3. Installation information

Dependencies

IBM Tivoli Business Service Manager Version 4.2.1

Special considerations

Consider this information before you install the Fix Pack:

1. You will be prompted during the installation to specify a backup directory name. The installer backs up the original configuration data to directory you specify.
 2. Close all non-vital programs prior to the installation of the Fix Pack.
 3. TBSM must be running when you install the Fix Pack.
 4. This Fix Pack includes updates for TBSM, including the Tivoli Integrated Portal and Websphere components. Depending on the type of hardware and operating system that TBSM is installed on, the install of this Fix Pack may take more than one hour. Do not cancel the install of the Fix Pack once it has begun as that will leave the system in an unusable state.
-

Superseded Fixes

4.2.1.0-TIV-BSM-IF0001 and 4.2.1-TIV-BSM-FP0001 are superseded by this Fix Pack.

Extracting Fix Pack files

Extracting on Linux, Solaris, Linux for System z, and AIX platforms

1. Copy the file 4.2.1-TIV-BSM-FP0002-<ARCH>.tar to a temporary location on your TBSM Server.
2. Unpack the file on each host where you need to install the Fix Pack using these commands:

```
tar -xvf 4.2.1-TIV-BSM-FP0002.<ARCH>.tar
```

Extracting on Windows platforms

1. Copy the 4.2.1-TIV-BSM-FP0002-windows.zip file to a temporary location on your TBSM server host.
2. Unzip the file on each server where you need to install the Fix Pack.

Fix pack directories

When you extract the file, these directories are created:

TBSM TBSM data server and dashboard server and TIP updates.

DiscoveryLibrary

Discovery Library Toolkit updates

eif_probe

Updates for the IBM Tivoli Event Integration Facility Probe.

Maintenance upgrade strategy

Before you install the Fix Pack, you need to plan how and when you will upgrade each TBSM server in your environment. The Fix Pack installation backs up data and components for each TBSM server, which increases the amount of time required to install the fix pack. You need to take this into account when you plan the upgrade of the TBSM servers in your environment.

Example maintenance scenario

In this example, the maintenance is staged into two phases to reduce the time required for the TBSM maintenance window.

In this example environment, there are four servers:

- primary data server
- backup data server
- two dashboard servers set up for load balancing called: dash1 and dash2

Follow this sequence:

Before you start the maintenance window:

1. Upgrade backup data server
2. Upgrade one dashboard server (for example dash2)
3. Use the primary data server and dash1 for regular production activities

After you complete the upgrade the two secondary servers, start the maintenance window down time for the production servers.

1. Upgrade primary data server
2. Upgrade dash1

After you complete the upgrade for all the servers:

1. Start primary data server
2. Start backup data server
3. Wait until TBSM completes the server synchronization.
4. Start the dashboard servers.

Installation

Installing Fix Pack in a failover environment

If you are installing the Fix Pack in an environment with a failover pair of TBSM data servers, you must install using the failover steps described in the upgrade chapter of the *TBSM Installation Guide*.

http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/topic/com.ibm.tivoli.itbsm.doc/installguide/bsmi_upgradie_4.2.html

Improving speed of AIX installer

To improve the speed of the AIX version of the Fix Pack installation program, configure the installation program to use the native AIX file handler as follows:

1. Change to the Deployment Engine lib directory located on:
`<TBSM_USER_HOME>/.acsi_<TBSM_USER>/lib/`
2. Create a symbolic link like with the command:

```
In -s libNativeFile.so libNativeFile.a
```

Solaris performance tuning

Before you install the Fix Pack on a Solaris system, run the commands in this section to enhance system performance. You need to have super user privileges on the Solaris host to run these commands successfully. In this example, the root user is runs the commands:

```
projmod -s -K 'project.max-shm-memory=(privileged,4gb,deny)' user.root
projmod -s -K 'project.max-shm-ids=(privileged,1024,deny)' user.root
projmod -s -K 'project.max-sem-ids=(privileged,1024,deny)' user.root
projmod -s -K 'project.max-sem-nsems=(privileged,512,deny)' user.root
projmod -s -K 'project.max-sem-ops=(privileged,512,deny)' user.root
projmod -s -K 'project.max-file-descriptor=(privileged,1024,deny)' user.root
```

```
ndd -set /dev/tcp tcp_conn_req_max_q 8192
ndd -set /dev/tcp tcp_conn_req_max_q0 8192
ndd -set /dev/tcp tcp_max_buf 4194304
ndd -set /dev/tcp tcp_cwnd_max 2097152
ndd -set /dev/tcp tcp_recv_hiwat 400000
ndd -set /dev/tcp tcp_xmit_hiwat 400000
```

Log clean up

Before you run the Fix Pack installer, archive as many TBSM trace logs as possible. At the end of the install process, all the logs will be zipped up and made available for review. The more logs that need to be collected, the longer this step will take and the more space needed.

Passwords for tipadmin user

Before you install the Fix Pack, make sure that the you have the same tipadmin user's password for all your TBSM servers. The password validation only verifies against the Dashboard server (tipprofile) and the the install will fail if the data server's tipadmin user has a different password.

The following WAS wsadmin command can be used to change tipadmin's password on the Data server:

1. Change to the directory:
\$TIP_HOME/profiles/TBSMProfile/bin
2. Enter
wsadmin -conntype NONE 3. Enter \$AdminTask changeFileRegistryAccountPassword
{-userId <administrative userid> -p <new password> }
3. Enter:
\$AdminConfig save

Failure of pre-installation processing

If the installer shows an error before you see the install summary panel, this is a pre-install processing error. For example, you may see an insufficient space error. You do not need to restore the installation for this type of error. Correct the problem, for example, allocate more space or change a directory location, and rerun the installer.

Before running the install, rename or move any the Deployment Engine backup files for Fix Pack 2:

1. By default the backup is in the Deployment Engine home directory and named:
tbsmfp2_bkup

UNIX/Linux path

\$HOME/.acsi_<user>

Windows path

C:\Program Files\IBM\common\acsi

2. After you rename the backup file, begin the installation again.

Running the entire Fix Pack installer more than once

The Fix Pack 2, the installer blocks the user from re-using the same backup location twice to prevent over-writing old backups.

To fix this you need to rename or move the backup files for the Deployment Engine and TBSM, since the installer ran to completion. To do this:

1. Rename or move the Deployment Engine back up file. By default the backup is in the DE home directory and named:

tbsmfp2_bkup

UNIX/Linux path

\$HOME/.acsi_<user>

Windows path

C:\Program Files\IBM\common\acsi

2. If you have previous TBSM backups on your system either from Fixpack 2 or earlier versions of TBSM, you must either rename them or choose a new location when you install Fix Pack 2. This way, the installer can create the new backup.
3. After you rename the backup files, begin the installation again. Or you can begin the installation and specify a new backup directory for TBSM.

Temp space minimums

The InstallAnywhere installer uses the directory value specified for the IATEMPDIR variable for its temporary file space. The default value is the default temp directory for your operating system, This file space must be at least 500 MB. The IATEMPDIR does not affect the temporary directory used by Websphere Application Server

You need at least 260 MB of space available in the temp directory to update the Websphere Application Server included with TBSM. The Websphere Application Server installer uses the default temp directory for your operating system.

UNIX/Linux X-Server needs to be running

Before you run the Fix Pack installer make sure that your X-Server is running.

Installing the Fix Pack

[Fix Pack] Refers to the directory where you extracted the Fix Pack files from the zip/tar file.

Attention: Install the Fix Pack with the same user that was used to install TBSM 4.2.1.

Note: **DO NOT INSTALL THE FIX PACK AS THE "root" USER.** If you make the mistake of installing the Fix Pack as the root user, the install fails, and the install log will be in the root user's home directory.

TBSM needs to be running when you install the Fix Pack.

Running the install without backup:

If you prefer to backup your system with your own procedures you can run the install with the following parameter.

```
-DNO_BACKUP=true
```

If you choose this method you must backup the entire system (hard drive) before you install. You will lose the capability to restore using method described in this readme. Restore the original system using your backup/restore procedures or utilities.

Follow this procedure to install the Fix Pack:

1. On the Tivoli Business Service Manager server host, change to the [Fix Pack]/TBSM directory where the you extracted the files.
2. Run the installation using one the following commands:
 - `setup-windows.exe` - Windows.
 - `install.sh` - other operating systems.

Installation command options:

GUI mode

No options, for example: `setup-windows.exe`

Console mode

Use the `-i` console option. For example `./install.sh -i console`

Silent Mode

- a. Copy `setupFP.rsp` from the TBSM directory of the extracted Fix Pack file to a location it can be edited (`/tmp`).
- b. Update the file to match your environment by following the comments in the file text.
- c. Run:
UNIX®: `install.sh -f /tmp/setupFP.rsp` or
Windows: `setup-windows.exe -f C:\tmp\setupFP.rsp`

Note: The response file needs to have a fully qualified path.

Note: If you use this option and do not perform your own backup you will have to reinstall the product if you encounter any problems.

3. During the install you will be asked to verify path names to the TIP install.

Ignore these types of Security exception messages

Messages similar to the follow may appear during the Deployment Engine upgrade step:

```
exception: java.lang.SecurityException: java.util.HashMap
- protected system package 'java.util'
exception: java.lang.SecurityException: java.lang.NullPointerException
- protected system package 'java.lang'
exception: java.lang.SecurityException: java.net.MalformedURLException
- protected system package 'java.net'
```

There may be many messages of this type and you can ignore them. The install will finish successfully.

4. Restart all servers.

Post installation steps

After the installation, note the following:

1. The install log files, TBSMInstall-00.log are found:

Unix:

\$HOME

Windows:

C:\Documents and Settings\Administrator

2. After installation is complete, you may remove the Fix Pack files to save space.

Post installation considerations

If you customized some TBSM policies and views you may need to restore your changes to these files from the backup. There is also information to consider if you want to use the Tivoli Integrated Portal command line interface on UNIX systems.

See:

http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/topic/com.ibm.tivoli.itbsm.doc/installguide/bsmi_upgradie_4.2_postupgrade.html

Adding a feature to an existing 4.2.1 product after the Fix pack install

If you need to add a feature to an existing 4.2.1 product after the 4.2.1 Fix Pack has been installed, the GUI mode for the TBSM 4.2.1 product's installer may not allow you add features.

Solution: use the console mode to run the 4.2.1 base product installer.

Launch the installer from the <dvd_image>/TBSMdirectory. Syntax is:

- **Windows:**

```
setup-windows.exe -i console
```

- **UNIX:**

```
setup-<ARCH>.bin -i console
```

Uninstalling the Fix Pack

Before you uninstall the Fix Pack, the TBSM servers need to be running.

Attention: Uninstall the Fix Pack with the same user that was used to install TBSM 4.2.1 GA.

An uninstall of the Fix Pack will revert only the code that was installed by the Fix Pack. It should be used if the Fix Pack needs to be removed for any reason, but you have made other changes to your system that you do not want to be affected by a restore operation. The uninstall of the Fix Pack can take a considerable amount of time depending on the type of hardware and operating system that TBSM is installed on.

A restore of the Fix Pack is a total replacement of the DE and Tivoli directories. It must be used if the Fix Pack install fails for any reason, It can also be used in place of an uninstall if you have not made any other changes to those directories that you do not want restored (that is, the installation of another product or TBSM customization). A restore is a faster operation than an uninstall.

Install method and uninstall

The uninstaller runs using the same method that was used for the install.

Silent mode and uninstall

If silent mode was used for the install, the uninstall will default to a silent uninstall and you must supply a response file or the uninstall will fail.

For silent mode uninstalls, copy the `setup_uninstall.rsp` file from the Fix Pack image to the directory:

```
$TBSM_INSTALL_HOME/_uninst/TBSM_FP2
```

and update the file with the correct information. Then launch the installer specifying the file. For example:

```
uninstall -f setup_uninstall.rsp
```

On the Tivoli Business Service Manager server system:

1. Change to the directory:

```
$TBSM_INSTALL_HOME/_uninst/TBSM_FP2
```

2. Run the uninstall command:

UNIX: If you are on a Unix operating system, run the following command from a prompt.

```
./uninstall
```

Windows: If you are on a Windows operating system, run the following command from a prompt.

```
.\uninstall.exe
```

3. After the command has completed, run the following commands to clear the server cache.

Linux/AIX: `<TIP_HOME>/bin/clearClassCache.sh`

Solaris: `java -Xshare:dump`

Windows: `<TIP_HOME>\bin\clearClassCache.bat`

4. **UNIX ONLY**

After you uninstall the Fix Pack on a UNIX system the Service Tree may be blank. To fix this, copy all the directories and files from:

```
<installDir>/tip/systemApps/isclite.ear/isclite.war/secure/isclite/scripts/  
ibm/tivoli/tbsm_BACKUP
```

to the directory:

```
<installDir>tip/systemApps/isclite.ear/isclite.war/secure/isclite/scripts/  
ibm/tivoli/tbsm
```

5. Restart the Data Server and Dashboard Server.

Note: If the TIP Welcome banner is missing after the 4.2.1 Fix Pack is uninstalled; refresh the browser cache and it will reappear.

Recovering from a failed Fix Pack install

To restore a TBSM system from a backup that was created during the Fix Pack installation, see the TBSM *Installation Guide* at:

http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/topic/com.ibm.tivoli.itbsm.doc/installguide/bsmi_upgrade_t_restore42.html

Restoring failed DE upgrade from backup

To recover a failed Deployment Engine upgrade in TBSM 4.2.1., see the TBSM *Installation Guide* at:

http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/topic/com.ibm.tivoli.itbsm.doc/installguide/bsmi_upgrade_t_de_restore42.html

TBSM agent

Installing the TBSM agent:

The following packages are available for download in the TBSMAgent directory on the support download site.

- **AIX:** r9v421a8-100622.aix.tar
- **Linux:** r9v421a8-100622.ilinux.tar
- **Solaris:** r9v421a8-100622.sun.tar
- **Windows:** R9V421A8-100622.win.zip
- **Linux for System z:** r9v421a8-100622.zlinux.tar

To install the updated TBSM agent:

1. Download the appropriate agent code for your platform.
2. Untar or unzip the file.
3. Install the agent according to the directions in the TBSM *Installation Guide*. This is a complete install package for the TBSM agent support and can be used for a fresh install of the agent.

For instructions on installing and configuring the TBSM agent, see:

http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/topic/com.ibm.tivoli.itbsm.doc/installguide/bsmi_t_installing_tbsm_agent.html

Discover Library Toolkit Fix Pack

Please refer to the Discovery Library readme: [Fix Pack]/DiscoveryLibrary/4.2.1-TIV-BSM-FP0002-DLT.README

Chapter 4. Additional information

The following apars fixed in this service delivery require additional action by users. If your environment uses or is experiencing the symptoms described, use the instructions provided to complete the fix.

APAR IZ55336 - TBSM 4.2 Custom Canvas and zoom issue

There is a new parameter in the file `canvasviewer_simple.html` called `DispParam_AutoFitOnEdit`. The default value is "true" which means that the canvas viewer will perform a "fit to view" function whenever the user edits the canvas and performs actions such as add a new indicator to the canvas, select a different indicator, or move an indicator. The effect is the user's current zoom level will be lost. When this value is set to "false", no "fit to view" function is performed while editing a canvas, thus preserving the current zoom level.

To turn off the "fit to view" function while editing a canvas, edit the file `$TBSM_DASHBOARD_SERVER_HOME/av/canvasviewer_simple.html` found on the TBSM Dashboard Server.

Change the two settings in the following lines from **true** to **false**:

```
<PARAM NAME = "DispParam_AutoFitOnEdit" VALUE ="true">  
DispParam_AutoFitOnEdit = "true"
```

to:

```
<PARAM NAME = "DispParam_AutoFitOnEdit" VALUE ="false">  
DispParam_AutoFitOnEdit = "false"
```

Then, on the machine where you run your BROWSER, clear any files that may have been cached by the browser. This will allow the browser to pick up changes to the HTML file.

For example, in Firefox, select **Tools --> Clear Private Data**, and select **Cache**. In Internet Explorer, select **Tools --> Delete Browsing History**, and click **Delete** for **Temporary Internet Files**. Please note that any customization you made to the file `canvasviewer_simple.html` will not be preserved during an upgrade or cloning scenario. If you upgrade or clone your TBSM Dashboard Server, then you will have to replicate your customization afterwards.

APAR IZ56128 - Grid Layout is not honoring order attribute

TBSM provides a custom implementation that overcomes the `IlvSDMNodeComparator` limitations. It was written to properly handle numeric **order** property values.

It supports:

- ordering by 1, 2, or 3 data model properties
- each property can be independently ordered (ascending or descending)
- numeric and string property values are supported

The following ordering is provided "out of the box":

1. **order** property in ascending order

2. **wholeDisplayName** property in ascending order
this provides additional value by automatically ordering views that contain services that have not been customized with **order** property values

Advanced example

It is possible to adjust the node ordering by specifying different sort criteria. This requires a detailed understanding of TBSM's service model fields and their contents.

This definition results in the following ordering of nodes:

1. **sort1Property**: ordered in reverse status order (i.e. red, yellow, green).
2. **sort2Property**: nodes with the same status are ordered in ascending name order.

```
Subobject#nodeComparator {  
  class: "com.micromuse.common.canvascomponent.layout.NodeComparator";  
  
  sort1Property: "_overallServiceStatus";  
  sort1Ascending: "false";
```

IZ59313 - Additional EventList parameters

You can now use the following new parameters in the "Additional" tab of the service template editor:

You can use either of these parameters:

- **EventListDataSource**
- **EventListQuery**

OR use the following parameter: **EventListFilter**

To enable these features, you need to set the following property in the RAD_sla.props file on dashboard server:

```
impact.sla.usedepstable=false
```

The RAD_sla.props for the dashboard server is located in
\$TIP_HOME/systemApps/isclite.ear/sla.war/etc/rad/RAD_sla.props

You need to restart the dashboard server to enable this change.

IZ60489 - Editing canvas caused previous changes to get corrupted

Customers that are experiencing this problem already have a corrupted layoutxml file containing hardcoded values. Even after this fix is applied, they need to delete their old custom canvas and create it again in order to restore the rule values in the canvas properties.

IZ60726 - Services appearing in the root of the service tree

A property was added to RAD_sla.props to handle this situation.

Data server

The RAD_sla.props for the data server is located in the directory:

```
$TIP_HOME/profiles/  
TBSMProfile/installedApps/TBSMCell/tbsm.ear/sla.war/etc/rad
```

To enable this new functionality, set the following property to **true**:

```
# Leaf node autopop services, without parents, can temporarily
# appear in the root of the Service tree before being assigned
# to DefaultAutopopParent. To hide these services, set to true.
impact.sla.dontaddbottomautopoptoroot=true
```

Dashboard server

The RAD_sla.props for the dashboard server is located in:

```
$TIP_HOME/systemApps/isclite.ear/sla.war/etc/rad/RAD_sla.props
```

To enable this new functionality, add the following property and set it the autopopulation delay.

```
# Non-Leaf node autopop services, can temporarily appear in the
# root of the Service tree before being assigned a parent.
# To delay the display of these services until their parents
# and relationships have been generated set the value below to
# be greater than the time expected to create parents and
# relationships for new ESDA and autopop services. Default is 5.
impact.sla.displayautopopdelayseconds=5
```

If the length of time to create autopopulation and ESDA parents and relationships is longer than 5 seconds, then the above value can be increased, as required.

IZ64364 - Enabling ObjectServer fail back

To enable ObjectServer fail back after you install the Fix Pack, you need to update the RAD_server.props.

By default this fail back function is not enabled. To enable it, you need to edit the RAD_server.props file in the \$TBSM_DATA_SERVER_HOME/etc/rad/ directory on both the primary and failover data servers. Add the following line:

```
objectserver.failback=true
```

(to disable, set to false)

Logging can be set with the following:

```
server.jdbc.debug=false|true
```

IZ52313 - Changes to TBSM view styling

Changes have been made to the styling CSS used to render TBSM views (applies to both the full and thin clients). These changes have been made to:

1. accommodate customer adjustment(s) of the TBSM "out-of-box" styling
2. be able to automatically preserve these changes in the future when applying service and/or upgrading
3. allow TBSM development the freedom to update the "out-of-box" styling as needed without impacting any customer changes The new file structure is shown below.

From now on:

1. ALL changes MUST be made to the files in the "css\customer" directory.
2. No files in the base "css" directory should EVER be changed This will ensure that all changes can be automatically preserved.

```

%TBSM_DASHBOARD_SERVER_HOME%\av\css
|
+-- custom_view.css           (a)
+-- rad.css                   (b)
+-- rad_gis.css               (c)
|
+-- rad_nodes_links.css      (d)
|
+-- tbsm_custom.css          (a)
+-- tbsm_gis.css             (c)
+-- tbsm_view.css            (b)
|
+-- customer
|
+-- custom_overrides.css     (a)
+-- gis_overrides.css        (b)
+-- rad_overrides.css        (c)
|
+-- nodes_links_overrides.css (d) (e)

```

- (a) - these styling files are used by every "custom canvas"
- (b) - these styling files are used by all non-GIS view definitions
- (c) - these styling files are used by all GIS view definitions
- (d) - these styling files define node and link attributes used across all views
- (e) - the 3 primary customer overrides files include this file; it provides a single location for any node and/or link override(s) desired in all views and custom canvas Required Manual Migration for TBSM 4.2.1 FP0002

If you have previously customized any of the CSS files, you must manually migrate the change to the appropriate "customer" CSS file. The previous CSS files have been saved at: {BackupLocation}/tbsmFP2_bkup

IZ60282 - updated the zos_identity.rules file

The updated file is located at [Fix Pack]/tivolieif/rules/zos_identity.rules. Replace the existing file with the Fix Pack file in your eif_probe directory.

IZ60734 - TBSM/TIP user roles are not honored

To address this, a new user role has been added.

tbsmViewDefinitionAdmin

This role allows you to edit or delete view definitions.

Note: The default view definitions are read-only and cannot be edited or deleted.

IZ65911 Maintenance window

After the fix pack has been applied, you need to edit each Maintenance Schedule and, without making any changes, click **OK** to correctly update TBSM for each schedule. This only needs to be done once for each maintenance schedule. It does not have to be done for each service with a maintenance schedule.

IZ73364 AIX only - reset of JDBC port for ObjectServer

The following property can be added to \$TBSM_DATA_SERVER_HOME/etc/rad/RAD_server.props:

```
# What is the default port to use for Object Server connections.  
# This is only used if the port gets reset to 0
```

```
impact.server.defaultObjectServerJDBCPort=4100
```

If a connection on port 0 is attempted, for an Object Server connection, then the port is read from this property. The default value is 4100.

IZ68305 - New RAD_agentservice.props property

By default the TBSM Agent only collects root cause events when the state of a service deteriorates. To enable collection of root cause events when the state of a service improves, uncomment the property `impact.agentservice.sendeventsonstatusimprovement=true`.

The property is in the file:

```
$TBSM_DATA_SERVER_HOME/etc/rad/RAD_agentservice.props
```

You need verify that the property `impact.agentservice.sendeventsonstatusimprovement=true` is set to true and remove the comment marks.

This property was added to the file with Fix Pack 2.

IZ73158 - Shape color is black

The custom canvas shape color does not give a color as a result, it only gives the results of the rule it assigned to it.

If there are existing black shape indicator icons, the user must do the following:

1. Edit the canvas.
2. Remove the shape that is black.
3. Add the shape with the correct corresponding instance back to the canvas.
4. Save the canvas.

The indicator should no longer be black

IZ74619 - Only run primary template rules

If a user configures the primary template of a parent service as "None", then all rules from all templates assigned to the parent service are run whenever child services are added or removed. This is the default behavior.

If you want TBSM to only run rules from the primary template:

1. In a text editor, open the file:

```
$TBSM_DATA_SERVER_HOME/etc/rad/RAD_sla.props.
```
2. Add the property:

```
impact.sla.onlyrecomputeprimary=true
```

If this property is not added, there should be no affect to any other functionality.

If this property is added, some rules that are not in the primary template of the parent service may not get updated with the correct value when child services are added or removed.

Chapter 5. List of APARs

TBSM 4.2.1 Fix Pack 2 APARs

The following APARs are delivered with Fix Pack 1:

IZ54720 GIS MAP DISPLAY IS VERY SLOW WITH GROWING JAVA PROCESSES

Displaying multiple service on the service viewer using multiple clicks in the service tree causes an out of memory error.

IZ60802 SERVICE INSTANCE VARIABLE RADSTATUS IS NOT WORKING

The RADSTATUS variable not working as described in Customization guide: You should be able to use the following description:

Whenever a policy is run against a given service instance, you can access this data from the Service Instance object.

Table 1. RADSTATUS variable values

Variable name	Service attribute description
RADSTATUS	The overall status of the service
good (0),	
marginal (3),	
or bad (5).	
Local Fix: none	

IZ61978 TBSM ALLOWS SERVICES TO SPECIFY THEMSELVES AS DEPENDENCIES

Prevent circular references by not allowing a service to add itself as a child. The problem was fixed for GUI adds, radshell adds, ESDA adds, and autopop adds.

IZ62891 TBSM 4.2 SPUREOUS IGNORE LOCK MESSAGE WHEN CREATING A CUSTOM

When user tries to create a custom canvas from the service viewer and saves the new canvas. The error displays:

This canvas is either no longer locked or it cannot be determined who owns the lock. Do you want to ignore the lock, save the canvas and potentially lose changes?

IZ65715 DATASOURCE CONFIG LOST WHEN BAD SQL USED IN DATA FETCHER

This is an intermittent problem and has only been reported to date on Oracle Data Sources.

The hostname, port and sometimes also the user name and password for the Oracle Data Source are cleared. The values are cleared from the etc/rad/RAD_<Data Source Name>.ds file.

The values will also be cleared from the GUI.

On viewing data for associated data fetchers, the error message shown will have the following for the JDBC connection data:

```
jdbc:oracle:thin:@null:null:null
```

The log file will have a similiar error message to the following:

```
JDBC Connection Pool will try to connect to null at  
jdbc:oracle:thin:@null:null:null
```

IZ66961 UNABLE TO CLEAN MAINTENANCE SCHEDULE FROM WINDOWS/PERIODS

When ALL time windows of a schedule are deleted, none are really deleted.

1. Edit the maintenance schedule associated with a Service.
2. Remove ALL time windows in the schedule by selecting ALL Time Windows and pressing delete.
3. Click OK to close and save changes.
4. Re-Edit the schedule -> The Deleted TIME Windows are still shown.

IZ67319 TBSM GUI SHOWS SERVICES IN MAINTENANCE WHEN THEY ARE NOT

TBSM Services are Blue when they are not in Maintenance.

IZ67758 COMMON AGENT DOES NOT UPDATE TBSM_STATUS_CHANGE_EVENT COMPLETELY

The Service Name field in the TBSM Service Status Change Event group collected by TBSM Agent is sometimes blank.

IZ68305 TEP-TBSM SERVICE STATUS EVENT IS NOT UPDATED FOR STATUS CHANGE EVENTS

Customer is seeing events collected by the Agent only when the status of a service deteriorates (i.e. the NetInstanceOverallAttribute value increases).

IZ68589 POPUP CTGBC0054E WHEN LINK SELECTED IN CANVAS

CTGBC0054E when link selected in canvas CTGBC0054E An unexpected error occurred while retrieving information about the service instance with the ID or instance name NULL. : For input string: "NULL"

Further problem description reported by customer:

We created a business model in TBSM, and created a service view page, but every time we click the lines it will show error prompt above.

IZ68678 TBSM 4.2.1 KR9 AGENT 64BIT VERSION DOES NOT CORRECTLY INSTALL

When running the TBSM agent installer, it is possible to select to install the 64-bit version of the kr9 agent (286). When the installer runs, however, it installs the 32-bit agent instead (283).

IZ68712 UNABLE ENTER EDIT POLICY PAGE WHEN IN FAILOVER

End user is able to access the Tree Template (when TBSM is running off the Secondary Data server. However, customer is unable to view or edit the Policy.

IZ69147 EDITED MAINTENANCE SCHEDULED ARE NOT APPLIED TO ALL AFFECTED SERVICES

Edited maintenance scheduled are not applied to ALL affected services. Further code changes required on top of IZ66598.

IZ70652 TBSM DATA SERVER RESTART INCORRECTLY DELETES MAINTENANCE TASKS

Rows for scheduled maintenance are sometimes removed from tasksofschedulerrule, during a Data Server restart. The effect of this is that services do not go into planned maintenance at the appropriate time, following a Data Server restart. Note: This only happens if a maintenance

schedule is in progress at the time of a restart. Note: If services exist with running SLAs, they are unaffected. Their maintenance entries in tasksofschedulerrule will be unaffected,

IZ70715 CONCURRENTMODIFICATIONEXCEPTION ERRORS

The dashboard server uses 100% CPU and is unusable until reboot. The trace logs are filled with thousands of these errors:

```
[2/17/10 17:59:54:877 EST] 0000007f clientmodel
  1 com.micromuse.sla.clientmodel.ClientConfigUpdateListenerStore
fireInstanceInvalidated ENTER^^T^null
  java.util.ConcurrentModificationException
  at java.util.AbstractList$Itr.checkForComodification
  (AbstractList.java:464)
  at java.util.AbstractList$Itr.next(AbstractList.java:435)
  at com.micromuse.sla.clientmodel.ClientConfigUpdateListenerStore.
fireInstanceInvalidated(ClientConfigUpdateListenerStore.java:235)
  at com.micromuse.sla.updatesubscriber.InstanceInvalidationUpdate.
doit(InstanceInvalidationUpdate.java:83)
  at com.micromuse.sla.updatesubscriber.RADClientUpdateHandler
$ConfigChangeProcessingThread.run(RADClientUpdateHandler.java:579)
```

IZ71098 UNABLE TO LOG BACK INTO TBSM, IFRAME PORTLET SHOWS INSTEAD

During logoff, the results of a server request comes back after the logoff process has completed. When the user logs back on in the same browser session, the authentication allows the browser to process the response, but the context of the response is gone. Instead, the browser displays the response in the only way it knows how. So for example, if it is an image that is returned (ie, a toolbar icon or a view image from the Service Viewer), the browser displays the image outside of the TBSM Console framework.

IZ72052 DUPLICATE EVENTS IN DATAWAREHOUSE

In parent-child service model, TBSM agent, Service Status Changeview receives duplicate events. One for the child service and same for parent too.

IZ72219 TBSM INTERMITTENTLY CALCULATES END MAINTENANCE DATES INCORRECTLY, CAUSING SERVICES TO STAY IN MAINTENANCE TOO LONG

Non-SLA TBSM Services, with recurring Maintenance schedule stay in Maintenance too long. This happens when the first day of the Maintenance schedule occurs.

IZ72303 TBSM INSTALL FAILS BECAUSE OF SETUP START VIA PAD (PROCESS CONTROL AGENT DAEMON)

During the install process, the installer is backing up the install directories. It does not discriminate and attempts to backup everything within the install directory. The problem is, the customer might be running the OMNibus components via an external automation tool (that controls the start/stop of the ObjectServer pieces). The TBSM installer attempts to start/stop things during the upgrade process but, the installer can't stop the Object server. There is one file that cause the installer to fail during the backup process. Note: This issue will only be found by those customers that have setup start via PAD (process control agent daemon) and if it is done on a server that is running either the Data and/or Dashboard servers. This would not be an issue if the OMNibus components are running on a server of their own or if it is running out a different install directory than that of the Data or Dashboard.

IZ72576 DELETEDEVENTCHECKERTHREAD RUNNING BUT NOT IDING ALL DEL EVENTS

The ObjectServer crashes periodically and TBSM is taking lots of Omnibus IDUC resources causing high CPU utilization on the ObjectServer.

IZ73081 SINGLE/DOUBLE CLICK ACTION FROM WEBTOP IFRAME NOT WORKING

Unable to launch custom button url's in the iframe portlets custom button actions configured in View Definitions. Left double click on the topology view does launch the specified url, however when you navigate the actual TIP view for the same topology name the url is not launched instead we get an error message CTGBG0027E.

IZ73155 TBSM Slow to run inserts into service_deps

TBSM runs out of memory and the Service Details portlet is not updated.

IZ73158 SHAPECOLOR DOES NOT GIVE A COLOR AS A RESULT, IT ONLY GIVES THE RESULTS OF THE ASSIGNED RULE

Some shape indicators displayed a black color, but should not have been black.

IZ73364 TBSM DATABASE CONNECTION INCORRECTLY SET TO 0 AFTER ERROR

TBSM Database Connection Incorrectly Sets the port to 0 After an Error. Message: The socket name is not available on this system. is received.

IZ74363 XMLTOOLKIT FAILS TO LOAD ITCAM DLA

SQL exception processing the .1.sql file built from each book

IZ74619 NOT POSSIBLE TO COMPUTE THE STATUS OF A CHILD USING ONLY THE RULES IN THE PARENT THAT RELATE TO THE CHILD TEMPLATE

When a new child is created, the initial status of this child needs to be computed from the rules in the parent template that have a direct dependency on the child's template. Currently if there are rules in the parent that relate to various possibly child templates, all of these rules are being executed against the new child.

IZ74656 SLOW PERFORMANCE LOADING MULTIPLE SERVICE TREE PORTLETS PROCESS

A user creates a page with multiple service trees, at least 5, the page is slow to load the service tree portlets.

IZ74725 ISSUE WITH MIGRATING FROM NON -PRODUCTION TO PRODUCTION

Stored starting instance preferences of tree portlets no longer exist when the cloning activities described in the PMR are executed.

IZ74734 CREATE A VISIBILITY FILTER FOR THE SERVICE TREE

Customer wants greater control of what services are visible in the tree based on metrics and service status.

IZ74833 PROBLEM WITH STATUS VALUE OF THE SERVICES AFTER RESTART

Status value of services is not correct after a restart.

IZ75045 ERROR WHEN TRING TO EDIT POLICY FROM THE TREE TEMPLATE EDITOR

Cannot edit the policy from the service tree editor -- get pop up error this happens when the data server and the dashboard server are on the same host.

IZ75822 DEADLOCK CONDITION SEEN IN DATA SERVER JAVACORE

Deadlock observed on dashboard server. Services requested in an expand operation were having status updates at the same time. The tree lock was obtained by expansion and this thread required a lock on the client model node ... asynchronously the same client instance node was locked as it was being updated and was waiting on the tree lock to complete the update --- deadlock. The client model nodes were not known when the tree model was written.

IZ75928 OPENING EXISTING INCOMING STATUS RULE SLOW

When editing an incoming status rule, the window could take up to 5 - 10 minutes loading depending on the version of the browser.

IZ75961 SPECIAL CHARACTER

```
[5/10/10 14:28:48:019 EDT] 0000004f beans
1 com.micromuse.sla.beans.GlobalInstanceStore addServiceIn stance
EXIT ^tag1^T^CTGBC0062E
The name alpva009|PROD2|SCR1 contains characters that are invalid
for a service instance.
The following characters are considered invalid: <?*?|;"\
```

IZ76038 EXCEPTION WHILE TRIGGERING "MAIN" POLICY AFTER EXECUTING POLICY

This PMR reports an exception being thrown at the end of the policy processing, following a fetch by one of Metro's data fetchers... in fact, it appears the error is received for several of their data fetchers. The exception can be seen in the data fetcher logs, for example, from the ServicioMetricas data fetcher log.

IZ75624 - CONCURRENTMODIFICATIONEXCEPTIONS IN DASH LOG

The dashboard server uses 100% CPU and is unusable until reboot. The trace logs are filled with thousands of these errors:

```
[2/17/10 17:59:54:877 EST] 0000007f clientmodel
1 com.micromuse.sla.clientmodel.ClientConfigUpdateListenerStore
fireInstancePrimaryTemplateChanged
ENTER^^T^null java.util.ConcurrentModificationException
```

IZ75305 - TIPMSG1003E UNABLE TO LOAD /IBM/TWA/AJAXSERVICESCONT

When trace is turned on for the Time Window Analyzer component on the TIP server, TWA is unusable as the servlet fails to initialize.

IZ76021- UNABLE TO RUN 'OPENURL' AS RIGHT CLICK MENU OPTIONS IN

Adding a menu item with a space in the Action Name to launch a URL will fail in thin client.

IZ76407 - PUTTING IN DASH MARKS IN URL (-) CAUSES IE TO ERROR

ESDA window will not open in IE if the hostname of the dashboard server contains the hyphen "-" character.

IZ76560 - INSTALLER DID NOT DETECT THE FAILURE TO RE-DEPLOY THE

SLA TBSM 4.2.1 Fix Pack 1 Installer did not detect the failure to re-deploy the sla and twa components (due to the wiring issue).

IZ77936 - OUT OF MEMORY ON DASHBOARD SERVER WHEN USING VISIBILITY RULES

Dashboard server fails when the visibility rules are in use with an OutOfMemoryError message in the log.

TBSM 4.2.1 Fix Pack 1 APARs

The following APARs are delivered with Fix Pack 1:

IZ44168 CANNOT SAVE NUMERIC RULE ON PRIMARY TEMPLATE

Upon adding a numeric metric rule to a template that is tagged to many instances, saving the template takes forever. The Saving... screen seems to hang.

IZ52204 UNABLE TO CREATE CHART ON FAILOVER SYSTEM IF NOT PRIMARY

When trying to create a chart on a backup system in a failover pair, the operation is not permitted.

IZ52313 UNABLE TO SPECIFY ALTERNATIVE BACKGROUND COLOR

The customer created a custom canvas and added a new Shape prototype widget. In the Configuration panels, user specified that the background color should be defined by the attribute numIncidentsSLAstatusColor. However, after saving the canvas, only the realTimeServiceStateColor is always displayed.

IZ53578 JAVA ERRORS WHEN SAVING A MAP CREATED USING MAPBUILDER 8.0

Users trying to create a map using ILOG Map builder 8.0 are unable to save changes on a new map

IZ54663 STRANGE POPUP WHEN LOGGING IN REAL FAST AFTER LOGOFF OF TIP

Customer reports that if they logoff and log back on to TBSM (without restarting the browser), they do not get logged on but, instead they get either a browser session with some strange text or Windows starts a different application that tries to act on the text. The other application sometimes is Notepad or a zip utility. The complete fix will require Webtop APAR IZ59314 .

IZ55336 TBSM 4.2 CUSTOM CANVAS AND ZOOM ISSUE

Zoom issues in the custom canvas edit script.

IZ56128 GRID LAYOUT IS NOT HONORING ORDER ATTRIBUTE

The order attribute in the service view does not affect the display order in the view.

IZ59136 SERVICE TREE CONTAINING TADDM OR DLA BOOK DATA IS NOT UPDATED

Updates contained in a DLA book were not present in the TBSM UI. Further analysis showed that there were SQL exceptions reported during the invalidation phase of the processing. The ESDA was unable to traverse the tree.

IZ59313 REINTRODUCE REMOVE IN EVENT FILTER

Unable to use the following parameters in "Additional" tab of a template (which was possible in 4.1)

- EventListDataSource
- EventListQuery

-- OR -- Unable to use the following parameter in "Additional" tab of a template (which was possible in 4.1):

EventListFilter

These parameters allow the customer to display custom SQL result sets inside the LEL portlet upon clicking on a service.

See Additional Information for information on how to enable these filters.

IZ60282 INITIAL DISPLAY OF A SERVICE IN A SERVICE VIEWER

Some initial renderings within the Service Viewer do not display the contents centered and fit-to-view. Often times when this happens the content is shifted to the left or right of center.

IZ60369 THE PROBE .RULES FILE, ZOS_IDENTITY.RULES, CONTAINS A SYNTAX

The probe .rules file, zos_identity.rules, contains a syntax error that is "included" will cause the Tivoli EIF probe from starting.

IZ60489 TBSM - EDITING CANVAS CAUSES PREVIOUS CHANGES TO GET CORRUPTED.

Previous changes are lost after editing the canvass again.

IZ60532 SERVICE INSTANCES CREATED USING ESDA/AUTOPOP NOT PERSISTED

The customer creates services using ESDA and autopopulation. Autopop is used to create the service based on the event, and the ESDA rule is used to create the hierarchy for the newly created service instance. Initially, the service is placed in the correct hierarchy, but when TBSM is restarted, the child is gone. Searching for the child yields a result, when the child is displayed in the canvas, the child appears in the right place in the service model.

IZ60726 SERVICES APPEARING IN THE ROOT OF THE SERVICE TREE

New autopop services appear for a few seconds at the root of the Service Tree. This APAR also applies to ESDA services.

IZ60734 - TBSM/TIP USER ROLES ARE NOT HONOURED.

A TBSM/TIP user has the following roles and is able to edit/delete canvas view definitions:

- ncw_user, tbsmViewRawEvents
- tbsmReadOnlyUser
- netcool_ro

Yet it is possible for this user with no edit or admin roles to add/modify/delete view definitions.

IZ61223 TREE SEARCH NOT WORKING WITH INTERMEDIATE OBJECTS

If the FIND results of a service on a service tree involves a Service that has a parent that is an intermediate node, clicking on that service breaks the Service Tree.

IZ61322 TIPMSG1003 ERROR:SENDETESTEVENT IS NOT DEFINED

Unable to launch the Test Send Event tool from the Service Tree if the page does not contain any other default portlet (such as Service Editor or Service Viewer).

IZ62160 - PERFORMANCE PROBLEMS DURING TADDM DELTA UPDATES**IZ62485 CHILD IN DIFFERENT BRANCHES AT DIFFERENT LEVELS OF TEMPLATE TREE**

When a Service exists in more than one branch of the Service tree, the directions of the Arrows in Service Viewer is sometimes incorrect.

This occurs when the duplicate Service is at different levels in the branches AND the difference in level is greater than 1.

IZ62714 SERVICE INSTANCE DEPENDENTS DISAPPEAR FROM SERVICE TREE. Manually added Service instance dependents disappear from the service tree after restarting the TBSM Data server.

IZ63195 - TBSM REPORTS NEED TO BE UPDATED TO HANDLE NULLS FROM ORACLE

Insufficient/No data being returned by the TBSM reports when connected to Oracle Data Warehouse.

IZ63368 - PROBLEM WITH THE CONVERSION FROM THE STRING VALUE TO INTEGER VALUE FOR THE SEVERITY

Issue with the conversion from the string value to the integer value for the severity when creating a data fetcher.

IZ64364 - WHEN RAD FAILS OVER TO BACKUP OBJECT SERVER IT CAUSES PROBLEM

When a customer is running omnibus gateway support the TBSM switch to the backup omnibus server causes event data to be lost when the primary OMNibus server is up but TBSM continues to write to the backup. The external symptom is that the events shown in the service details panel do not match with this status in the service tree or the number of events shown in the event viewer

IZ64507 - SERVICE TREE NOT UPDATED DYNAMICALLY WHEN SLA SETTING ENABLED

After updating the Template and enabling the 'Calculate cumulative duration SLA violations' option under the SLA tab, the 'Time' column on the Service Tree was not automatically updating. Column kept displaying a Gray blob and not a Green blob.

IZ65440 - ERROR 500: COULD NOT CREATE ENTITY

TBSM cannot map this alias name to the actual IP address Webtop tries to create an entity based on the alias name and cannot find TBSM at the IP address for that host and fails

IZ65601 - EXCEEDING DATAFETCHER NAME LENGTH DOES NOT GENERATE AN ERROR

There is a maximum length for the name of a data fetcher. However, when you exceed that length, an error is not raised. The data fetcher can be filled out, tested with the "view" button and be saved; it will show up in the list of data fetchers as well. If you attempt to edit the data fetcher after you save, it will load, the tab will say "Edit <data fetcher name>", but there will be no name in the Data Fetcher Name field. The Date Source will be set to the default, and there will be no SQL code.

IZ65604 - CTBG0010E STYLE SHEET ERRORS IN UI FOLLOWING FAILOVER

Following a Data Server failover event style sheet error messages are received in the TBSM UI when rendering new portlets and pages :
CTBG0010E The style sheets could not be loaded

IZ65682 - DL TOOLKIT :ABSTRACTRESOURCE SUPPORT ALLOWS RELATIONSHIP TO SELF

Abstract resource support allows relationship to self.

IZ65911 - MAINTENANCE WINDOW

Maintenance Window In the Postgres DB, the table tasksofschedulerrule holds the current maintenance schedules. When a maintenance schedule finishes for a service/rule, the endtime is set to 0.

IZ66598 - TBSM SERVICES ARE NOT UPDATED TO REFLECT EDITED MAINTENANCE SCHEDULES.

Editing a Maintenance schedule that is associated with one (or more) services, has no effect on the Service(s).

IZ66891 - THE CURRENT TBSM 4.2.1 DISCOVERY LIBRARY TOOLKIT DOES NOT ACCEPT EXTENDED ATTRIBUTES

The `classfilter.xml` file has been updated so that each class has an additional attribute, `extattr`. If this is set to true, then all objects for the class(s) that have `extattr=true` will also have their extended attributes

IZ66812 - IMPROVEMENT IN ROBUSTNESS IN THE CLUSTER MEMBER NAME LOOKUP

A retry mechanism was added in the code that does the member name lookup.

IZ68084 - RADSOAPSERVERFACADE.WSDL FOR EXAMPLE WEBSERVICES DLA NOT WORKING BPS_CREATED_DEFECT

An updated `RADSOAPSERVERFACADE.WSDL` file was shipped.

Tivoli Integrated Portal

This Fix pack includes Tivoli Integrated Portal 1.1.1.11.

The following other components are updated with this version:

Driver `tip_1.1.1.11_201006281504`

- This driver includes WUI 7007
- This driver includes eWAS 6.1.0.29
- This driver includes DE 1.4.0.6

The following APARs are new in TIP Tivoli Integrated Portal 1.1.1.11

125275 (candle) APAR PM10509 – TBSM 1158 –

TSS scheduler script permissions (also TKLM 1045)

128559 (candle) APAR PM10475 -

Package 6.1.0.29-WS-WASIFPM13588. pak for TKLM

PM06761 (candle) APAR PM06761 –

Multiple parameters and timezone fix

PM10129 (candle) APAR PM10129 –

Build and install updates to BIRT

PM11226 (candle) APAR PM11226 –

Scripts with blank after `#!` does not run on AIX

PM07442 (wplc)

Entities settings via edit preferences not getting removed

PM07667 (wplc) APAR PM07667 –

Pages under the console namespace can't be viewed

PM08849 (wplc)

IE hangs when maximize and selection/save edit prefs

PM09202 (wplc)

Webtop filter builder fails to launch

PM11364 (wplc) APAR PM11364 –

Add brief delay to logout process to allow time for all requests to complete upon logout

PM07683

Unable to import charts from TEPS workspace

PM15173 (wplc)
Global

The following APARs are new in TIP Tivoli Integrated Portal 1.1.1.09.

247870 (wplc) TKLM 1029 -
missing secure attribute in encrypted SSL cookie.

247876 (wplc) TKLM 1028 -
AppScan violation ->html sensitive comments.

247882 (wplc) -
Fix system cloning script when using 3rd party certificates.

PM07667 (wplc) APAR PM07667 -
pages under the console namespace can't be viewed.

PM09202 (wplc) -
Webtop filter builder fails to launch.

The following APARs are included in the TIP Tivoli Integrated Portal 1.1.1.09.

PK97024 (wplc)
Clicking login button several times, console won't render

PM00382 (wplc)
TBSM 1147: disable wires but events still flowing

PM01193 (wplc)
All Tasks view shows when disabled

PM04331 (wplc)
auto-refresh of iFrames in custom TBSM pages gets error

PK91151 (candle)
CTGTRW1000E errors in TCR caused by iAuthz

APAR included from TIP 1.1.1.7

PM03378 (wplc)
portlet refresh of 2 portlets on mult. Pages causes error

APARs included from TIP 1.1.1.5

PK96709 (wplc)
stopServer.sh in ITNM installation sometimes times out even when the
timeout is increased

PK99647 (wplc)
Fixing back button issues

PM01128 (wplc)
Fixing Javascript errors which caused refresh and page edit to hang.

APARs included from TIP 1.1.1.3

PK86957
Moving hashmaps to session to fix memory leak

PK93100
Console prefs lost on IE browser refresh.

PK93222
TIP service created with wrong parameter for logRoot

PK93828

reset password clears out user full name from objectserver

PK97893

Allow customization in banner

Chapter 6. New support and features

Fix Pack 2

This section describes the new support and features for this Fix Pack 2.

Visibility filtering for the Service Tree

The Service Visibility option in the Service Tree preferences View tab. allows you to:

- Selectively show services in the Service Tree portlet
- Hide services from display in the Service Tree
- Show selected services at all times

For more information on this feature, see:

http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/topic/com.ibm.tivoli.itbsm.doc/ServiceConfigurationGuide/bsmu_vwmc_tree_prefs.html

Urgent Services preferences

The Urgent Services preference window allows you to filter the services in the Urgent Services portlet. You can set your preferences to filter services by severity or template.

For more information on this feature, see:

http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/topic/com.ibm.tivoli.itbsm.doc/ServiceConfigurationGuide/bsmu_vwmc_urgent_service_prefs.html

New Custom Static Canvas symbols

New gauges, indicators, buttons have been added to the Custom Static Canvas palette.

For more information on this feature, see:

http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/topic/com.ibm.tivoli.itbsm.doc/ServiceConfigurationGuide/bsmu_canc_about.html

Fix Pack 1

This section describes the new support and features for this Fix Pack 1.

Cloning

After installing the Fix Pack 1 or later, you can clone TBSM data and dashboard servers. Cloning of the TBSM servers is useful in the following situations:

- Moving from a development system to a certification system
- Moving from a certification system to a production system
- Taking a snapshot of the production system to run as a development system

Note: Restriction: Solaris to Solaris for cloning.

The ability to clone a system in general requires the ability to export the source system into an exchange format that can be imported into the target system. The

goal is to reproduce the system state of the source system without actually copying the entire operating system to the target, then having to find all the configuration data to adjust for the new host.

TBSM will support cloning of the data and dashboard servers across operating systems. This procedure is for the primary TBSM data server, however, combining this procedure with the failover procedure will effectively allow you to clone the pair. This support does not include cloning of a load-balancing environment. The complete documentation and instructions are included in the *TBSM Installation Guide* at:

<http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/index.jsp?topic=/com.ibm.tivoli.itbsm.doc/welcome.htm>

Note: Restriction: On Windows, do not use network drives for the archive directory specified on the System Cloning Solution export and import functions. Using network drives can result in the loss of data for a cloned TBSM Dashboard server.

Service instance name validation

Service instance names will now be validated upon creation using the following rules:

- cannot be longer than 1024 characters. Service names longer than 127 characters can cause display and performance issues.
- cannot contain the characters:
" < > \ * ? | ;

In previous versions of TBSM, the system did not check for invalid characters in services names. Invalid characters prevent the service from saving properly.

If you are creating a service instance using the Console GUI, you will receive an error message if the service instance name does not follow the validation rules. If you are creating a service instance by another means, such as ESDA, autopopulation, radshell, or TADDDM, error messages will appear in the trace.log file in the TBSM Data Server. (for example, `$TIP_HOME\profiles\TBSMProfile\logs\server1\trace.log`).

If you created a service instance name containing one of the invalid characters prior to Fix Pack 2 and encounter any problems using that service instance, please rename the service instance according to the validation rules.

Installing TBSM Fix Pack on Windows 2008 R2

TBSM 4.2.1 FP2 is now supported in Windows 2008 R2 operating system.

The following steps must be completed in order to successfully install TBSM 4.2.1 and TBSM 4.2.1 FP2 in Windows 2008 R2:

1. Unpack the TBSM 4.2.1 GA image to a writable media.
2. Locate the setup.jar file for the DE component in the TBSM 4.2.1 FP2 install image: `TBSM\DE\.data\setup.jar`

Note: The `TBSM\DE\.data` directory is a hidden directory.

3. Copy this file to the `TBSM\DE\.data` directory, overwriting the setup.jar found there.

For example: Copy (from TBSM 4.2.1 FP2 install image): TBSM\DE\.data\
setup.jar (to TBSM install image) TBSM\DE\.data\setup.jar.

4. Install the TBSM 4.2.1 GA image.
5. Install the TBSM 4.2.1 FP2 image.

Netcool/OMNIBus upgrade support

After you install this Fix Pack, TBSM can support an upgrade from Netcool/OMNIBus version 7 release 2.1 to version 7 release 3.

After you upgrade Netcool/OMNIBus, run the `rad_discover_schema` command to ensure that the TBSM Data server is using the most recent changes to the ObjectServer schema. Run these commands on the primary and backup TBSM data servers:

1. `$TBSM_HOME/bin/rad_discover_schema ObjectServer`
2. `$TBSM_HOME/bin/rad_discover_schema OutputObjectServer`
3. Stop and restart the data servers.

Netcool/OMNIBus Web GUI support

If you install TBSM 4.2.1 and Fix Pack 2 in an environment with an existing Netcool/OMNIBus 7.3 and the Netcool/OMNIBus Web GUI, then you need to apply the fix:

Tivoli Netcool OMNIBus_GUI 7.3.0 Interim Fix 2, 7.3.0-TIV-NCOMNIBus_GUI-IF0002

If you install TBSM 4.2.1 and Fix Pack 2 in an environment with an existing Netcool/OMNIBus 7.3 and the Netcool/OMNIBus Web GUI 7.3.0 and Fix Pack 1 then you need to apply the fix:

Tivoli Netcool OMNIBus_GUI 7.3.0 Interim Fix 3, 7.3.0.1-TIV-NCOMNIBus_GUI-IF0003

You can download Netcool/OMNIBus Web GUI interim fixes from

http://www-947.ibm.com/support/entry/portal/All_download_links/Software/Tivoli/Tivoli_Netcool~OMNIBus

Creating TBSM Views for Netcool/OMNIBus 7.3

If you install TBSM 4.2.1 and Fix Pack 2 in an environment with an existing Netcool/OMNIBus 7.3 and the Netcool/OMNIBus Web GUI, then the views required by TBSM are not created.

To create the views, execute the following command on the Dashboard server:

On Unix:

1. Open a command shell as a user with administrator permissions on Tivoli Integrated Portal.
2. Change directories:
`cd <TIP_HOME>/products/ncw/waapi/bin`
3. Run the command:
`./runwaapi -file <TIP_HOME>/systemApps/isclite.ear/sla.war/install/webtopcore/create_tbsm_views.xml -user <userid> -password <password>`

On Windows:

1. Open a command prompt as a user with administrator permissions on Tivoli Integrated Portal.
2. Change directories:
`cd <TIP_HOME>\products\ncw\waapi/bin`
3. Run the command:
`runwaapi -file <TIP_HOME>\systemApps\isc\lite.ear\sla.war\install\
webtopcore\create_tbsm_views.xml -user <userid> -password <password>`

For additional information on this command, see the Netcool/OMNIBus 7.3 documentation.

Netcool/OMNIBus upgrade in failover environment

If you upgrade a Netcool/OMNIBus failover environment to 7.3, you need to manually copy the NCO_GATE directory from the backup netcool directory (e.g netcool.1) to the current netcool/omnibus/gates directory.

Otherwise the gateway does not start and the log will show the following error

```
2010-01-22T15:47:47: Error: E-GTK-102-131: [ngtk]: Map File Parser:
Failed to open map file
'/home/tssystems/IBM/tivoli/netcool/omnibus/gates/NCO_GATE/NCO_GATE.map'.
(2:No such file or directory)
2010-01-22T15:47:47: Error: E-GTK-102-134: [ngtk]:
Failed to startup the map manager. (2:No such file or directory)
2010-01-22T15:47:47: Error: E-GTK-102-017: [ngtk]:
Failed to startup the gateway toolkit. (2:No such file or directory)
2010-01-22T15:47:47: Error: E-IPC-005-001:
OpenServer - Error: 16334/10/0: SRV_START event aborted srv_run

2010-01-22T15:47:47: Error: E-STK-102-014:
[nstk]: NCO_GATE: Failed to start server processing loop. (-19:General failure)
```

Chapter 7. Known issues

Charts imported from BIRT do not open

If you use the Business Intelligence and Reporting Tools Designer (BIRT) charting utility to create or customize a chart, the chart does not open after the Fix Pack is installed. This can occur if you create a chart from the data provided through the TBSM data source (such as a web service running on the TBSM Data server) in BIRT.

The chart will not open if the data source is not specified in the chart design.

For Fix Pack 1 and later, the charting web services are password protected and the Tivoli Integrated Portal charting portlet on the TBSM Dashboard server does not support basic authentication for TBSM charting web services.

The resolution for the user is to take one of the following two actions:

1. Before you import the chart design file (*.rptdesign) into the charting portlet running on the TBSM Dashboard server, edit the *.rptdesign file and change the following property values for the TBSM data source:

```
<data-sources>
  <oda-data-source extensionID="com.ibm.tivoli.tip.oda.ws.dataSource"
    name="Data Source" id="6">
    <text-property name="displayName"></text-property>
    <property name="HOSTNAME">myhost</property>
    <property name="USERNAME">tipadmin</property>
    <encrypted-property name="PASSWORD" encryptionID="base64">
dGJzbTQyc3Z0</encrypted-property>
    <property name="PORT">17310</property>
    <property name="PROTOCOL">http</property>
    <property name="SERVICE_NAME">sla/rad</property>
  </oda-data-source>
</data-sources>
```

Within the above <oda-data-source> element, change the values of the properties as follows:

HOSTNAME

Change the name to the TBSM dashboard server host.

PORT

The port number of the TBSM dashboard server - if defaults were taken during installation, then this value should either be 16315 (unsecure) or 16316 (secure)

PROTOCOL

http (unsecure) or https (secure)

SERVICE_NAME

ibm/sla/rad

Once these changes are made to the file, save it and import it into the charting portlet running on the TBSM dashboard server.

2. If the rptdesign file has already been imported into the charting portlet and is failing due to an "unauthorized" error, then you can run the custom_chart_ds_updater utility on the Dashboard server as follows:

```
> $TBSM_HOME/custom_chart_ds_updater updateds -Ddir=<working dir>
-Dusername=tipadmin -Dpassword<tipadmin's password>
```

Where:

<working dir>

The working directory used by the utility. This should be an empty directory on the Dashboard server. The utility exports the custom chart designs using TBSM data sources, modifies them to work with the secured web services, and then imports them back into the charting portlet. After the utility successfully completes, any modified rptdesign files are copied to the <working dir>/tbsmcustomcharts directory and backups of the original rptdesignfiles which were modified are copied to the <working dir>/tbsmcustomcharts.<timestamp> directory.

tipadmin

The default user name of the TIP administrative user.

<tipadmin's password>

The password for the TIP administrative user.

The utility can also be used to restore the original rptdesign files as follows:

```
> $TBSM_HOME/custom_chart_ds_updater restore -Ddir=<working dir>
-Dusername=tipadmin -Dpassword<tipadmin's password>
```

On a restore, the rptdesign files residing in <working dir>/tbsmcustomcharts will be imported into the TIP charting portlet running on the TBSM dashboard server. If you wish to restore from a previous backup taken by the utility, first copy the rptdesign files from the appropriate backup directory (<working dir>/tbsmcustomcharts.<timestamp>) into the <working dir>/tbsmcustomcharts directory before running the utility with the restore command.

Chart does not display in Load Balancing environment

If a user creates a TBSM Chart in a Tivoli Integrated Portal Load Balancing environment, the chart will not show up in the Custom Charts for the Tivoli Integrated Portal Charting Portlet.

Workarond: To display the chart:

1. Select **Custom Chart** in the **Charting Portlet**.
2. Upload the newly created chart from the directory:

```
$TBSM_DATA_SERVER_HOME/birtcharts/custom
```

If you are running the web browser on a machine other than the data server, copy the chart from the above location to the machine running the browser, and then upload the chart. You only need to upload the chart to one of the web-browser machines running the TBSM client.

The radshell function cannot accept non-English characters

The radshell function cannot accept characters from the command line which are not available on an English keyboard such as Swedish, French, or Chinese characters. As an example, if you use "Tfföräldrapenning" or "Grâce àâ téléphoniques" as the service instance name parameter for addServiceInstance(), the radshell will terminate with no error message.

WORKAROUND: If you are invoking a radshell function such as addServiceInstance() that can also be completed in the TBSM user interface, use the TBSM user interface to complete the task.

TBSM charts not rendering after uninstall

Problem: After you uninstall the Fix Pack, the custom charts created in the TBSM Charts interface do not render in the charting portlet. The charting portlet will display a pop-up error with text that reads

```
TIPMSG1000E An error occurred while processing the request to the server.
  Detail:AxisFault Transport error: 404 Error: Not Found.
```

Resolution:

1. In the left navigation pane, click **Service Administration**.
2. On the **Service Navigation** portlet, click **Charts**.
3. Open the TBSM chart definition for the chart that does not render. The chart definition loads in the **Service Editor** portlet.
4. Click the **Save** icon in the editor to re-save the chart.
5. Return to the charting portlet and try loading the chart again. You may need to repeat this procedure for any TBSM custom charts that fails to load.

Note: Your userid must have the appropriate roles assigned in order to perform the operations described in this resolution.

System Cloning Solution export fails

When exporting as part of a cloning operation, the System Cloning Solution export will fail on a UNIX or Linux system with a message like:

```
/opt/IBM/tivoli/tip/bin/tssExportImport.xml:117: Execute failed: java.io.IOException:
/opt/IBM/tivoli/tip/products/tss/bin/scheduler.sh: cannot execute
```

This results from there being no "execute" permission for the scheduler.sh script.

Workaround:

Execute the command:

```
chmod +x TIP_HOME/products/tss/bin/scheduler.sh
```

Where TIP_HOME is the directory where TIP is installed. The default is:

```
/opt/IBM/tivoli/tip
```

Rerun the System Cloning Solution export.

XML DSA commands fail

The commands you use to create the XML DSA data types fail on a UNIX or Linux system. The executable permissions are not set on these commands.

Workaround

Change the permissions on the files as follows:

1. Change to the directory:

```
/home/tbsm421/IBM/tivoli/tip/profiles/TBSMProfile/installedApps/TBSMCell/
tbsm.ear/sla.war/dsa/XmlDsa/bin
```

2. Run the command:

```
chmod +x CreatedtdTypes.sh
```

3. Run the command:

```
chmod +x CreatexsdTypes.sh
```

Invalid service name generates invalid Identification fields

If you input an invalid Service name and click save, the service name is not saved, but the **Identification** fields are generated with the invalid characters. If you then input a valid service name and save the service, the **Identification** fields are not updated.

As a result, events or other incoming data will not match to the invalid **Identification** field value.

Workaround:

To fix this, update the **Identification** fields with the correct values.

Data Fetcher Preview data syntax error

When pressing the **Preview data** button, you may receive a syntax error similar to the one listed below, when the column (in this case PID) is of a numerical value and is listed as one of the entries on the Threshold Filters table:

```
CTGBA0018E Verify that the query is valid. CTGBA0049E An exception occurred while
processing the query SELECT
KR9_A."Application Component", KR9_A."PID" FROM ITMUSER.KR9_AVAILABILITY AS
KR9_A WHERE KR9_A."PID"
< 2000 and ((PID = '1')). Error with SQL Syntax or Resync..DB2 SQL error:
SQLCODE: -401, SQLSTAT:42818, QLERRMC:=
```

Workaround:

To address the above syntax error:

1. Click on check box for the **Adv** option on the **Threshold Filters** table.
2. Click **Preview data** once more.

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