



**IBM Tivoli Business Service Manager 4.2.1  
Fix Pack Version 4.2.1-TIV-BSM-FP0003**

**Readme file for:** IBM Tivoli Business Service Manager

**Product/Component Release:** 4.2.1

**Update name:** Fix Pack 3

**Fix ID:** 4.2.1-TIV-BSM-FP0003

**Publication Date:** November 4, 2011

**Last modified date:** November 4, 2011

**Online version of the readme file:** <https://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager>

**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 3 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-FP0003-aix.tar r9v421c4-110913.aix.tar - Agent installer
Linux	4.2.1-TIV-BSM-FP0003-linux.tar r9v421c4-110913.ilinux.tar - Agent installer
Solaris	4.2.1-TIV-BSM-FP0003-solaris.tar r9v421c4-110913.sun.tar - Agent installer
Windows	4.2.1-TIV-BSM-FP0003-windows.zip R9V421C4-110913.Windows.zip - Agent installer
Linux for System z®	4.2.1-TIV-BSM-FP0003-zlinux.tar r9v421c4-110913.zlinux.tar - Agent installer
all platforms	4.2.1-TIV-BSM-FP0003.README
all platforms	4.2.1-TIV-BSM-FP0003.README.htm
all platforms	4.2.1-TIV-BSM-FP0003.README.pdf
all platforms	4.2.1-TIV-BSM-FP0003-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:

- Copy of scriptedAPIStartup.bsh (scriptedAPIStartup.bsh.fp2) can be found in the same directory as the original.
- Copy of rad\_compilewsdl(rad\_compilewsdl.bat.fp2 or rad\_compilewsdl.fp2) can be found in the same directory as the original.
- The copy of the rest of the files can be found under [BackupLocation]/tbsmfp3\_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
- setTraceLevel.sh
- rad\_compilewsdl.sh
- rad\_compilewsdl.bat
- scriptedAPIStartup.bsh
- main\_ruleset.jsp
- RAD\_namevalidator.props
- RAD\_Main\_CheckForDepsEntry.ipl \*
- RAD\_SLA\_CumulDurationRuleState.type \*
- RAD\_SLA\_CumulRuleArchive.type \*
- ActionLoader.jsp \*
- main\_rulesets\_output.jsp \*
- CreateDBPoller.jsp \*
- launchtotbsm.sql \*
- launchtotbsmitm622.sql \*
- custom\_canvas\_actions.properties

---

## 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 for this version:

<https://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager>

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.





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## Chapter 3. Installation information

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### Dependencies

IBM Tivoli Business Service Manager Version 4.2.1

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### 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.
5. Before installing on Windows, please verify that there is no space in the directory path for the TMP environment variable.

That is: the directory path for the TMP variable should not have a space like the space in between LOCAL and SETTINGS in this example:

```
TMP=C:\DOCUME~1\tbsm\LOCAL SETTINGS\Temp
```

---

### Superseded Fixes

4.2.1.0-TIV-BSM-IF0001, 4.2.1-TIV-BSM-FP0001, 4.2.1-TIV-BSM-FP0002 and 4.2.1.2-TIV-BSM-IF0003 are superseded by this Fix Pack.

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### Extracting Fix Pack files

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

1. Copy the file 4.2.1-TIV-BSM-FP0003-<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-FP0003.<ARCH>.tar
```

#### Extracting on Windows platforms

1. Copy the 4.2.1-TIV-BSM-FP0003-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.

**omnibus**

Netcool/OMNIBus.

---

## 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*.

## 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:

```
ln -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 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> }
4. 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 3:

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

tbsmfp3\_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 3, 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:

tbsmfp3\_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 3 or earlier versions of TBSM, you must either rename them or choose a new location when you install Fix Pack 3. 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

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 you extracted the files.
2. Run the installation using one of 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. Add the following line at the end of the `setupFP.rsp` file and save the file.

```
IAGLOBAL_TBSM_WC_defaulthost=17310
```

**Note:** If you have changed the port for the TBSM Data Server Profile service from the default port of 17310, change the port number in the above line to that port.

- 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 the *Upgrade* section of *Installation Guide* for this version at:

<https://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager>

## **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_FP3
```

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_FP3
```

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. <p>Upon uninstalling, check the TBSMUninstall-00.log file for <warningCount> (found normally towards the bottom of the log). If the warningCount is not 0, and if the error message has 'ACUASI0196E Encountered problem trying to delete file', replace the sla.war directory on the system with the backup sla.war found under:

#### On the Data Server:

the sla.war directory can be found under:

```
[InstallDirectory]/tip/profiles/TBSMProfile/  
installedApps/TBSMCell/tbsm.ear
```

the backup sla.war can be found under:

```
[tbsmbackupdirectory]/tbsm421/tip/profiles/TBSMProfile/  
installedApps/TBSMCell/tbsm.ear
```

#### On the Dashboard Server:

the sla.war directory can be found under:

```
[InstallDirectory]/tip/systemApps/isclite.ear
```

the backup sla.war can be found under:

```
[tbsmbackupdirectory]/tbsm421/tip/systemApps/isclite.ear
```

The TBSMUninstall-00.log file can be found in the user's home directory.

6. 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.

7. On Unix operating systems, uninstalling the Fix Pack may remove execute permissions from rad files, in the <INSTALL DIR>/tbsm/bin directory. To determine if this is the case, change to the directory and use `ls -l rad*` command, as below:

```
cd <INSTALL DIR>/tbsm/bin  
ls -l rad*
```

The permissions should show execute (x) for each file, for all groups.

```
-rwxr-xr-x 1 <user> <user group> 2529 Aug 30 2008 rad_compilewsl  
-rwxr-xr-x 1 <user> <user group> 2238 Aug 30 2008 rad_crypt  
-rwxr-xr-x 1 <user> <user group> 19398 Jul 20 14:02 rad_db  
-rwxr-xr-x 1 <user> <user group> 2827 Aug 30 2008 rad_discover_schema  
-rwxr-xr-x 1 <user> <user group> 2225 Aug 30 2008 rad_keystore  
-rwxr-xr-x 1 <user> <user group> 2084 Aug 30 2008 rad_maint_add  
-rwxr-xr-x 1 <user> <user group> 2084 Aug 30 2008 rad_maint_remove  
-rwxr-xr-x 1 <user> <user group> 4055 Aug 30 2008 rad_radshell  
-rwxr-xr-x 1 <user> <user group> 2494 Jul 20 14:02 rad_reinitcanvas  
-rwxr-xr-x 1 <user> <user group> 2258 Aug 30 2008 rad_sendevent
```

If required, use `chmod 755` to update the permission for required files, for example:

```
chmod 755 rad_db
```



---

## 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 for this version at:

<https://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager>

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## Restoring failed DE upgrade from backup

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

<https://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager>

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## TBSM agent

Installing the TBSM agent:

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

- **AIX:** r9v421c4-110913.aix.tar
- **Linux:** r9v421c4-110913.ilinux.tar
- **Solaris:** r9v421c4-110913.sun.tar
- **Windows:** R9V421C4-110913.Windows.zip
- **Linux for System z:** r9v421c4-110913.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 the *Installation Guide* for this version at:

<https://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager>

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## Discover Library Toolkit Fix Pack

This TBSM Fix Pack includes fixes for the TBSM toolkit that supersedes the toolkit portion of TBSM 4.2.1 FP2 and TBSM 4.2.1 IF3. Please refer to the Discovery Library readme (TIV-BSM-FP0003-DLT.README).



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## 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.

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### 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 override files include this file; it provides a single location for any node and/or link override(s) desired in all views and custom canvas for TBSM 4.2.1 FP0003

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.

---

## IZ75707 - Change to output expression web page (to show translation followed by english)

TBSM Service Configuration Guide > Chapter: Service Templates >Output expressions > Creating and editing output expressions

Expression builder drop-down lists and Insert buttons

To use these fields, select the value you want from the drop-down list and click **Insert** to the right of the field. For non-English browsers, translated values will be displayed in the drop-down lists, followed by English, displayed in brackets. The Insert buttons will insert the English only, as this is required for TBSM processing.

---

## IZ78143 - Launch in context SQL scripts are wrong

Please refer to TBSM Customization Guide TBSM FP2, Section=Configuring the launch URL in IBM Tivoli Monitoring, Sub-Section= Procedure

Point 4.

The & character before the ManagedSystemName must be URL encoded, that is, replaced with %26 when specifying the URL. The = character after the ManagedSystemName must be URL encoded, that is, replaced with %3D when specifying the URL.

---

## IZ78337 - Scorecard showing inconsistent values for a decimal data column

If the user doesn't want the max decimal places to be controlled by TBSM, the following property in the RAD\_sla.props file needs to be uncommented and set to false. Default is true.

```
#impact.sla.setMaxDecimalPlaces=false.
```

To set the maximum number of decimal places for KPI values on the scoreboard, the following property in the RAD\_sla.props file needs to be uncommented and set to some number. Default is 3.

```
#impact.sla.kpidecimalplaces=somenumber
```

---

## IZ78826 - Problems writing to OmniBus causes oom and Data Server crash

The consumerQueue will now be limited based on a impact.sla.maxconsumerqueueentries property in the RAD\_sla.props file. Once the consumerQueue reaches this limit, it will no longer add to the queue. The consistency checker will take care of ensuring all the status of the service instances are correct.Default is 500,000. The following property in RAD\_sla.props file needs to be uncommented and filled with some number.

```
# impact.sla.maxconsumerqueueentries=somenumber
```



---

## IZ79682 - Data shown in SLA graph/chart inconsistent with sla details

For this function to work properly, you need to run the file `AlterSLAColumns.sql` against the postgres DB before you run TBSM, or the SLA chart will not display (see below for steps to run the file).

The file, `AlterSLAColumns.sql`, is located on the Data Server in the directory:

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

If you run this file once, there is no need to run it again. After installing the FP, run the following steps on your TBSM data server:

### UNIX/Linux

1. Stop TBSM
2. Start postgres with the command: `$TBSM_HOME/bin/rad_db start`
3. Run the command:

```
cat <TIP_HOME>/profiles/TBSMProfile/installedApps/TBSMCell/tbsm.ear/  
sla.war/install/AlterSLAColumns.sql |  
<INSTALL DIR>/tbsm/bin/rad_db log | tee AlterSLAColumns.sql.output
```

### Windows

1. Stop TBSM
2. Start postgres with the command: `%TBSM_HOME%/bin/rad_db start`
3. Run the command:

```
type <TIP_HOME>\profiles\TBSMProfile\installedApps\TBSMCell\tbsm.ear\  
sla.war\install\AlterSLAColumns.sql |  
<INSTALL DIR>\tbsm\bin\rad_db log
```

---

## IZ84140 - No possibility to change data source

If the user needs to change the ITM warehouse database connection information or get errors indicating a connection failure such as

```
ReportDesign (id = 1):  
+ Cannot open the connection for the driver:org.eclipse.birt.report.data.oda.jdbc  
Failed to get connection.  
SQL error #1: The url cannot be null
```

You need to configure the TBSM historical reports to enable a database connection using JDBC (see steps below). This allows the user to alter the database configuration through the Reporting GUI.

1. Rename `[InstallDirectory]/tip/products/tcr/data/database/resource/tbsm/resources/tbsm/lib/tbsm.rptlibrary`
2. Copy `tbsm.rptlibrary` from `[InstallDirectory]/tip/products/tcr/data/database/resource_IF3/resources/tbsm/lib`

to the location in step 1.

3. Copy `db2jcc.jar` and `db2jcc_license_cu.jar` from `[InstallDirectory]/tip/universalDriver/lib`

to

```
[InstallDirectory]/tip/products/tcr/lib/birt-runtime-2_2_1/ReportEngine/  
plugins/org.eclipse.birt.report.data.oda.jdbc_2.2.1.r22x_v20070919/drivers.
```

If user is using Oracle, user needs to copy the Oracle jdbc drivers to the above mentioned location.

4. Select a **TBSM report: Common Reporting -> Report Sets -> Tivoli Products ->Tivoli Business Service Manager**.
5. Select **Detail Reports, Summary Reports, or top Level Service**.
6. Right click on any reports in the right-hand pane to open the context menu.
7. Select **Data Sources ...**
8. Select **ITM Warehouse** and click **Edit** on the bottom of the pane.
9. Configure the data source for your installation:
  - a. User ID
  - b. Password c.
  - c. DB2\_HOST\_NAME, DB2\_PORT, DB2\_DATABASE\_NAME, DB2\_SCHEMA in JDBC URL parameter.  
For example:  
`dbc:db2://servername.com:50000/WAREHOUS:currentSchema=ITMUSER;`
- Note:** If the user is using Oracle, user needs to put in the Oracle data source information and configure the JDBC DRIVER field in addition to the above mentioned fields.
10. Select **SAVE** at the bottom of the pane.
11. Close the Report Data Sources UI.
12. Run a report. Restarting TBSM is not required.

---

## IZ84415 - OUTAGE LIST OF NODES AT THE BOTTOM OF THE SLA CHART

If the user wants to disable the links on the service instances, the following property in the RAD\_sla.props file on the dashboard server needs to be set to false. Default is true. The default value of true will continue to display the links, changing it to false will disable the links. `impact.sla.displayslaevents=true`

---

## IZ84659 - How to determine number of services associated to a view

This function is not made to be executed multiple times in an environment with a large service model. As with any radshell command, objects in memory are manipulated and could cause more objects to be created thus resulting in an OOM problem.

---

## IZ84826 - Do not use "&" character in the name of the template

To fix this issue, line `impact.template.invalidNameChars` for the Template has been added in `RAD_namevalidator.props` file for both data and dashboard servers.

The `RAD_namevalidator.props` file for the dashboard server is located in `$TIP_HOME/systemApps/isclite.ear/sla.war/install/etc/core/RAD_namevalidator.props`

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

The `RAD_namevalidator.props` file for the data server is located in `$TIP_HOME/profiles/TBSMProfile/installedApps/TBSMCell/tbsm.ear/sla.war/install/etc/core/RAD_namevalidator.props`

and  
\$TIP\_HOME/profiles/TBSMProfile  
/installedApps/TBSMCell/tbsm.ear/sla.war/etc/rad/RAD\_namevalidator.props

For example:

```
# validation attributes for a template  
impact.template.invalidNameChars =${! %&"<>|:/*\?
```

---

## IZ85000 - RAD\_COMPILEWSDL.BAT command hangs

To enable **RAD\_COMPILEWSDL** to use extended types, the Sun JRE 1.6 or above must be installed and the **SUNJREEXEC** environment variable set to the full path, including file name of the Sun java.exe. For example:

### UNIX

1. Install Sun's JRE 1.6 or above (if not already installed)
2. Set the **SUNJREEXEC** env variable as appropriate, for example:  

```
export SUNJREEXEC=/opt/SunJRE/jre1.6.0_23/bin/java
```

### Windows

1. Set the **SUNJREEXEC** env variable as appropriate, for example:  

```
set SUNJREEXEC=C:\Program Files\Java\jre1.6.0_05\bin\java.exe
```

**Note:** Do NOT enclose the fully qualified directory name in quotes!

To stop using the Sun JRE and go back to using the default TBSM supplied JRE, all that is needed, is set the **SUNJREEXEC** back to blank.

---

## IZ88180 - Is there is any RAD shell command to associate an existing service to an existing template

There is a new command that associates an existing service to and existing template.

### Syntax

```
setTemplateForInstance("serviceName","templateName");
```

### Parameters

Table 1. *setTemplateForInstance*

Parameter	Format	Description
<i>serviceName</i>	String	The name of the service instance in the database.
<i>templateName</i>	String	The name of the template or templates you want to assigned to the service instance.

### Example

In this example, **DBCcluster1** is an existing service instance name, **DB1** is an existing template name you want to associate with the service.

```
setTemplateForInstance("DBCcluster1","DB1");
```

```
DBCcluster1 associated to DB1 successfully!
```

For help on this command, at the **radshell** prompt, enter:

```
radshell> help("setTemplateForInstance");
```

---

## IZ94106 - ITM data fetcher policy should include timeout parameter

To change this parameter on the data server edit the file `RAD_sla.props` file. Add the parameter:

```
impact.sla.policyfetchertimeout=Milliseconds
```

Save the file. The default is 200000 .

---

## IZ96841 - TBSM Agent "Parent Name" attribute only stores the first 128 characters

This apar provides a new Query for the TBSM Agent. The query is identical to the TBSM Service Status Query, with one additional column – Long Parent Name. The query name is TBSM Service Status\_V2. After installation of TBSM Agent shipped with FP3, apply the application support to the TEMS, TEPS and TEP Client to allow usage of the new Query.

Steps to allow usage of new Query:

1. To modify an existing workspace to use the new Query, edit properties of workspace portlet.
2. Click on the **Query** tab and select '**Click here to assign a query**'.
3. Select 'TBSM Service Status\_V2' and notice that the field name **Long Parent Name** is selected.
4. Save the workspace changes.

---

## Maintenance Window step to be done upon install and uninstall

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. This step also needs to be done upon uninstall of fix pack.

---

## TBSM 4.2.1 and Netcool/Omnibus 7.3

Creating TBSM Views for Netcool/Omnibus 7.3 If you install TBSM 4.2.1 and Fix Pack 3 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: If Web GUI is installed locally:

### On Unix:

1. Open a command shell as a user with administrator permissions on Tivoli Integrated Portal.
2. Change directories:

```
cd /omnibus_webgui/waapi/bin/
```
3. Run the command: .

```
/runwaapi -file /systemApps/isclite.ear/sla.war/install/webtopcore/create_tbsm_views.xml -user username -password password
```

### On Windows:

1. Open a command prompt as a user with administrator permissions on Tivoli Integrated Portal.

2. Change directories:  
`cd \omnibus_webgui\waapi\bin\`
3. Run the command:  
`runwaapi -file \systemApps\isclite.ear\sla.war\install\webtopcore\create_tbsm_views.xml -user username -password`

If Web GUI is installed remotely:

1. From the TBSM server, copy the file `create_tbsm_views.xml` from:  
`/systemApps/isclite.ear/sla.war/install/webtopcore/`  
To the Web GUI server directory:to  
`/omnibus_webgui/waapi/bin`
2. On the Web GUI server change directories:  
`cd /omnibus_webgui/waapi/bin`
3. **On Unix:** Run the command:  
`./runwaapi -file -user userid -password password`

**On Windows:** Run the command:

`runwaapi -file -user userid -password password`



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## Chapter 5. List of APARs

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### TBSM 4.2.1 Fix Pack 3 APARs

The following APARs are delivered with Fix Pack 3:

#### **IZ75150 TBSM 4.2.1 DOCUMENTATION UPDATE TO DETAIL THE DEFAULT OMNIBUS TRIGGERS INSTALLED BY TBSM**

The install guide has been updated to describe the Omnibus triggers installed with TBSM. TBSM includes the triggers:

##### **itm\_deduplication**

Deduplication processing for alert.status for IBM Tivoli Monitoring alerts only.

##### **itm\_event\_clear**

Tivoli Monitoring Event Problem/Resolution.

##### **rad\_update\_fields\_on\_dedup**

When TBSM updates events, this trigger specify the deduplication field settings.

##### **tec\_deduplication**

Deduplication processing for alerts.status for IBM Tivoli Enterprise Console® alerts only.

##### **updatetecstatus**

Update TECStatus field with status changes to Netcool/OMNIBus.

##### **synchronizetec**

Synchronize Tivoli Enterprise Console server with status/severity changes to Netcool/OMNIBus.

##### **deletetec**

Synchronize Tivoli Enterprise Console server with event deletions in Netcool/OMNIBus.

##### **ClearServiceDeps**

Removes all entries in the service\_deps table that correspond to events that have been deleted in Netcool/OMNIBus. This automation is in the TBSM installation image and only used when you import the TBSM schema into an existing ObjectServer by hand.

#### **IZ78368 EXISTING NETCOOL/OMNIBUS INSTALL FAILS TO LAY DOWN TBSM\_HOME/TBSMTOOLS**

The troubleshooting section install guide has been updated with the following:

##### **Cause:**

If you install TBSM and an existing Omnibus is used, the TBSM installer does not lay down the TBSM\_HOME/tbsmtools subdirectory and child subdirectories. These tools are used to configure the Omnibus schema for TBSM, and are needed when Omnibus is configured for failover, for the failover config script (fo\_config) to run.

##### **Resolution:**

To confirm this issue, check that the TBSM\_HOME/tbsmtools subdirectory is missing, To resolve this problem copy the TBSM\_HOME/tbsmtools subdirectory and child subdirectories from any other TBSM install where an existing Omnibus was not used, or contact support to have a copy of this subdirectory sent.

#### **IZ82921 TBSM 4.2.1 FP2 INSTALL DOES NOT CHECK FOR \$HOME DISK SPACE IF NO\_BACKUP OPTION USED**

TBSM 4.2.1 FP2 installs fails for lack of space in the \$HOME directory when no backup option is used. The fix was made to the code so now it checks for space in the \$HOME directory when the NO\_BACKUP option is used.

#### **IZ84214 DASHBOARD SERVER THREAD HANGS DUE TO BAD ESDA RULE**

With regard to the `impact.sla.maxesdapolicytimeoutsecs` property in Custom Properties of the *Customization Guide*, a note has been added.

**Note:** The default value of 120 should not be modified unless you have timeout issues with one or more ESDA queries in your environment. The value should never be set higher than 600, unless advised by Support, as it can lead to instability on the TBSM Dashboard Server.

#### **IZ84415 OUTAGE LIST OF NODES AT THE BOTTOM OF THE SLA CHART**

The outage list displayed at the bottom of an SLA chart show links that are supposed to display the events that caused the instance to go down. However, in most cases, no events are shown for this launch. This gives the user the false impression that it will show them events. This option is now configurable in `RAD_sla.props` using the property `impact.sla.displayslaevents`. The default value of true will continue to display the links, changing it to false will disable the links.

See additional information section.

#### **IZ84416 UPDATED NEEDED TO DOCUMENTATION ON VERIFYING TIVOLI EIF PROBE**

The section *Verifying installation of the Tivoli Event Integration Facility probe* in the *Installation Guide* has been updated to include the directory where the EIF probe is installed on unix and the filename to start the probe.

#### **IZ85964 NEED TO CLARIFY IN THE DOCS THAT THE COLUMN ORDER NEEDS TO BE THE SAME**

The *Verifying the failover configuration* section of the *Troubleshooting Guide* has been updated to verify that the `alerts.status` table schema is identical, that is, its column's order is same for both the primary and backup Object servers.

#### **IZ86450 RAD\_CRYPT FAILS ON DASHBOARD SERVER WHEN TBSM\_DATA\_SERVER\_HOME IS SET**

The Troubleshooting guide has been updated with the following:

##### **rad\_crypt command fails on a Dashboard only servers**

This section describes an issue where the `rad_crypt` command fails.

##### **Symptoms**

Running the `rad_crypt` command fails on a Dashboard only Server when `TBSM_DATA_SERVER_HOME` environment variable is set. The command fails on line 208 with a return code of 1.

##### **Cause**



The rad\_crypt script checks whether the environment variable TBSM\_DATA\_SERVER\_HOME is set, and if so, assumes the Data Server is installed on the machine. If this is a Dashboard Only Server, then the Data Server is not installed and the environment variable TBSM\_DATA\_SERVER\_HOME should not be set.

#### **Resolution**

On Dashboard only servers, unset the TBSM\_DATA\_SERVER\_HOME environment variable before attempting to run rad\_crypt. It should not be set by default.

#### **IZ86818 SERVICE ADDED OR REMOVED FROM AN INTERMEDIATE THE SERVICE NOT SEEN UNTIL TBSM RESTART**

When adding or deleting a node that lives under an intermediate service in the service tree, the service model didn't appear correctly until TBSM is rebooted. This has now been fixed.

#### **IZ87536 UNABLE TO DEFINE 'OVER-MIDNIGHT' RECURRING TIME WINDOWS**

It was not possible to define a maintenance Time Window which spans midnight. The functionality was missing. The fix was to add option in UI of recurring schedules to make the end day different than the start day. Now the user can define a recurring schedule that begins at any time on a particular day of the week and ends at any time on a different day of the week. Refer to the *Configuring maintenance schedules* of the *Service Configuration Guide* for details

#### **IZ87552 MONTH NUMBER REQUIRED INCORRECT WHEN CREATING MAINT TIME WINDOW**

When creating an absolute time window for maintenance, the documentation used to say the month number should be 1-12. However it needs to be 0-11 instead for Jan to Dec. The *Maintenance schedule commands* section of the *Administrator's Guide* has been updated.

#### **IZ89501 CANNOT DELETE CHART REGISTERS IN 4.2.1 FP1**

In the SLA chart for a service, user is not able to delete the list of outages. This used to work in TBSM 4.1.1 but subsequently was broken. This issue has been fixed.

#### **IZ89727 RADSHELL createRecurringTimewindow EXPECTS INVALID DAY**

If user were to create a recurring time window and then export it with radshell, the command createRecurringTimeWindow in the resulting script will have the wrong value for dayOfWeek. It was correct, according to the documentation, but the documentation are wrong too. The documentation says the dayOfWeek values are Monday=1 to Sunday=7, whereas they should be Sunday=1 to Saturday=7. The fix was to update the mapping of the days and update the documentation. The *Maintenance schedule commands* section of the *Administrator's Guide* has been updated.

#### **IZ90382 VARIABLE SERVICEINSTANCE.RADSTATUS NOT SET IN DATASERVER**

When using the instance variable ServiceInstance.RADSTATUS on the data server, a blank value is returned, but on the dashboard server a numerical value is returned. The code wasn't implemented to return RADSTATUS on the dataserver.

### **IZ90630 STATE CHANGES IN TBSM NOT REPORTING IN ITM**

The State Change Event are not always reported by the TBSM Common Agent for some level services.

### **IZ91057 ENHANCE VALIDATION OF CORRUPTED DATA IN SERVICEFUNCTION TABLE**

Corrupted data in the servicefunction table in the RAD database causes parent service status to not get updated correctly. The corrupted data can be identified if there are rows which only have XXX\_Status but no paired XXX. In addition to the code change, a new rad shell function has been added to check, display and clear corrupt data for all service templates' InternalDependnetAttributes in DB. The service template commands section of the Administrator's guide has been updated to include the new function - validateAllInternalDependentAttributes.

### **IZ92410 RIGHT CLICK MENU SHOULD NOT DISPLAY WHEN CLICK LINE IN SERVICE**

When a user right clicks on a line (not on a service instance) in a service viewer portlet a menu is displayed. When the user clicks on any menu item, it gives an error because the line is a null object not a real service instance object.

### **IZ92861 XML GENERATED RUNNING GENIDML TOOLKIT FAILED TO LOAD WITH SYNTAX**

When loading xml generated using genidmlscript,the xml failed with syntax error. Loading was performed using **loadidmlbat**. The error is as follow:

```
E:\IBM\cmdb\distbin>loadidml.bat -o -f
E:\IBM\cmdb\dist\bin\itbsm.172.18.212.25.2011-01-06T07-32-34Z.
refresh.xml
Bulk Load Program starting.
Bulk Load Program running.
A parsing error occurred processing the xml file. The logs may
contain more information. Return code is: 7
Bulk Load Program ending.
The syntax errors was discovered after checking the validity of
the XML
file using the following steps:
java -jar idmlcert.jar idml_book_xml
where idml_book_xml is the path and file name of an IdML book XML
file.
It was found that the files exported were not in correct XML
format.
Some exported services had a Display Name containing
'&' character.
```

### **IZ93306 CTGBG0010E THE STYLE SHEETS COULD NOT BE LOADED**

When drilling down (re-centering) on service instances in Service Viewer, sometimes there is an error reported regarding style sheets not being able to be loaded. The *Troubleshooting Guide* has been updated with a new section 'Service Viewer Style sheet error' with describes the symptoms, cause and resolution for the for this error.

### **IZ94106 ITM DATA FETCHER POLICY SHOULD INCLUDE TIMEOUT PARAMETER**

The ITM policy data fetchers do not include an option to change timeout value to ITM Web service. See additional information section.

### **IZ95629 CLEAN DOWN INCIDENT SLA TASKS WHEN COMPLETE**

The Postgres tables tasksofincidentcountwatchers and tasksofdurationcountwatchers grow very large when SLAs turned on. This causes performance issues. The fix is to remove the tables entries

when complete. REMEMBER TO RUN THE CLEANUP SCRIPTS if necessary - this APAR will only clean up new stuff.

**IZ95665 BULK AND DELTA IMPORTS FROM TADDM INTO TBSM ARE DIFFERENT**

The service tree is incorrect, generally Ci's that are contained within a business system are moved out of the business system when an item is either added or deleted from a business application contained within the business system. This is random, it does not always occur, but seems most prevalent when an attribute changes in a CI with a relationship to the object removed from the business application. This is a problem with deltas, bulks are not effected.

**IZ95770 OOM CAUSED BY THOUSANDS OF THREADS WHEN DASHBOARD AND DATA RECONNECTING FREQUENTLY**

OOM caused by thousands of threads when Dashboard and Data reconnecting frequently. There are disconnections errors in the logs and the port is set to zero (hostname:0).

**IZ95796 SERVICE TREE COLUMN STATIC SIZING NOT WORKING**

In the scorecard tree table, when choosing to set the column size by percentage, the Service Name column is missing and when checking the box for "Show Starting Node in Tree", the column values are missing.

**IZ96317 CC DOES NOT CHECK FOR MISSING ALERTS.SERVICE\_DEPS ENTRIES**

The Consistency Checker does not check for missing alerts.service\_deps entries correctly. It should check that the entries exist for any service affecting events that are older than (by default) 5 minutes. For objectserver failover configuration, the service\_deps table on primary and secondary objectserver is not consistent.

**IZ96678 UNABLE TO DISPLAY RIGHT CLICK MENU FROM CUSTOM CANVAS**

When performing a right-mouse click on the Custom View canvas (to display the menu), the menu does not render. This is only happening when using the 'Custom View' canvas and only when in Thin Client mode.

**IZ96841 TBSM AGENT "PARENT NAME" ATTRIBUTE ONLY STORES THE FIRST 128 CHARACTERS.**

The field for the Parent Name agent attribute is too short - the full text is being truncated. This apar provides a new Query for the TBSM Common Agent. See additional information section.

**IV01649 - AFTER ZOOM IN ON CANVAS, SINGLE CLICK CAUSES ZOOM OUT**

If the user does not want the canvas to auto resize on refresh or on click of an instance after zooming into the canvas, the user can set the parameter `FitToViewOnLoad` to false in the file `canvasviewer_simple.html`. The parameter `FitToViewOnLoad` should be set in two places in the file. The default value of this parameter is true. Canvas should fit the contents to size automatically, only when `FitToViewOnLoad` is set to true. Canvas should NOT fit to contents automatically when `FitToViewOnLoad` is false.

**IZ97241 MEMORY LEAK ON SCORECARD CODE**

Dashboard server crash, due to Out of Memory error. This issue occurs overtime, when the Dashboard server's `invalidationTimeout` value is changed from the default value (30 minutes), to a substantially higher value and end-users (with open scorecard portlets) don't use the logoff button on the GUI to sign-off. The user needs to update the `impact.sla.scorecard.updateListThreshold` parameter in the

RAD\_sla.props and RAD\_B\_sla.props file if the session timeout limit (invalidationTimeout parameter) is changed from its default value. Refer to the *Administrator's Guide* section "Modifying the session timeout value for Tivoli Integrated Portal applications" and the *Customization Guide* section *Custom Properties* for additional information on this parameter.

**IZ97251 DIALOG BOX IN TEMPLATES (SERVICES TAB> DOESN'T RESIZE PROPERLY**

Service Instance names with more than 32 characters do not display fully in the "Tagged Services" tab in the template Editor.

**IZ97325 INSPECTOR WINDOW GOING BLANK AFTER EDITING MULTIPLE CANVANSES**

There is an inspector dialog window which goes blank after editing multiple canvases from within a service editor portlet. It generates a null pointer exception on the client side.

**IZ97347 DIALOG FOR ADDING DETAILS TO ICON IN CANVAS INCONSISTENT**

When customer adds a RAD Prototype indicator to a custom canvas, the order of the values on the Add Instance wizard dialog are backwards in comparison to the order on the RAD Prototype indicator.

**IZ97374 ON FAILOVER, SECONDARY DATA SERVER DELETES RESOURCES FROM POSTGRES**

Upon failover, TBSM starts to remove instances from the Postgres database

**IZ97557 USE OF THE AMPERSAND CHARACTER IN THE SERVICE DISPLAY NAME**

Service Tree portlet is blank if starting service instance has ampersand in display name.

**IZ97774 TBSM NEVER RECOVERS AFTER OBJECTSERVER RESTART IF NO BACKUP SET**

For non-failover objectServer installation, TBSM data server cannot recover connection to ObjectServer after ObjectServer is restarted.

**IZ98369 TBSM INCORRECTLY SAVES NEWLINE CHARACTERS IN OUTPUT EXPRESSION**

If a newline character is included in an output expression and the service model is exported, the newline character caused the export to fail when it is imported.

**IZ98803 DASHBOARD SERVER LOST CONNECTION WITH DATA SERVER**

Customers have reported getting the message "The TBSM Data Server is unavailable. Reconnecting..."

Users are getting this message intermittently, even when the Data server is available. In addition to getting the "The TBSM Data Server is unavailable. Reconnecting...", the customer is also getting the following message:

```
TIPMSG1000E
```

```
An error occurred while processing the request to the server.  
Detail: Exception  
ClientInstanceStore: Not initialized yet with the  
BackendServerFacadeIfc.
```

During the same time those messages are being shown on the GUI, hostport was 0 in the dashboard server's trace.log file.

**IZ98879 AE IZ86425 FIX COMPLETION SQL CODE -243 SQL STATE 36001**

After installing IF3, the data fetcher's pointing to DB2 started failing with the following errors:

SQL code -243 sql state 36001 & SQLCODE=-173, SQLSTATE=42801

**IZ98956 RENAMING 'CLASS' NAME IN OBJECTSERVER CORRUPTS THE TBSM RULE**

If the 'CLASS' name in ObjectServer is changed, then it disappears from the selected 'CLASS' in the TBSM rules and deleted from the rule when clicked on OK next time. The issue appears only with the GUI editor, because if you rename a class used by a rule in TBSM that rule works properly until you edit the rule in the GUI editor. It seems, TBSM uses only the class number to work with it but the GUI edit tries to use the class number and its name as well.

**IZ99001 TIPTABLEMODEL CANNOT SORT NUMERIC COLUMNS**

TIPTableModel cannot sort numeric columns. TIPTableModel uses an instance of java.text.Collator to perform sorting on all column data. The collator is unable to deal with non-string types.

**IZ99044 CUSTOM VIEWS NOT UPDATING AFTER FP2 APPLIED**

When creating a custom canvas from the Basic Relationships view after FP2 installed, status no longer changes on Image indicators.

**IZ99310 HOWEVER THERE IS NO SCROLL BAR AVAILABLE TO SCROLL DOWN TO FIND THE SPECIFIC SERVICE**

The Service Viewer portlet's "Context" page, under the portlet's Edit Preferences/Defaults, fails to properly show a scroll bar on the right-side of the page, as the list of service instances is expanded (going beyond the virtual page). User is unable to scroll down to find the specific service. The fix is to change the code so that a scrollbar is generated.

**IZ99781 RAD\_POLICYLIST FILE AT RISK OF CORRUPTION WHENEVER POLICIES ARE UPDATED AT THE SAME TIME**

When 2 policies are updated simultaneously, RAD\_policylist file may get corrupted.

**IV00431 INSTALLING TBSM INTO A TIP WITH LOAD BALANCING**

In order to install a new product into a TIP with load balancing already configured, the user needs to disjoin the servers out of the load balancing environment. Then update each server with the new product and finally rejoin the servers into load balancing. A new section has been added to the *Installation guide - High Availability Considerations* section. This section contains the details of installing TBSM into a TIP High Availability environment.

**IV00629 EVENTBROKER QUEUE GROWS TOO LARGE CAUSING DELAYED PROCESSING**

Object Server Failback to Primary Object Server not working (unless Backup Object Server is shutdown). Failback does not take place as soon as the Primary Object server is made available. This issue was noticed when TBSM switched prematurely during the Object server resync process.

**IV00640 THE SLA TABLE INCIDENTCOUNTWATCHERS GROWING TOO LARGE**

Over a period of time the SLA table incidentcountwatchers in the Postgres database grows too large and has been known to cause a performance slowdown. A clean up script can be provided to clean up old rows, if required.

**IV00736 CLEARER INSTRUCTIONS FOR EDITING  
NCWDATASOURCEDEFINITIONS.XML T**

The 'Changing the Netcool/OMNIBus ObjectServer password or user ID' section under Changing the TBSM Configuration has been updated to give more information about the different encryption methods that can be used in this section and a mention of checking if the object server is set for securemode or not.

**IV01122 TBSM ORACLE DATA SOURCE CONNECTION PROBLEM**

Connection problem for Oracle data source. Stale connections not handled well.

**IV01209 ITM DATA FETCHER DOC DOES NOT INCLUDE ITM WEB SERVICE**

The Customization guide has been updated with the new way to install the ITM Web service for ITM 6.2.2.

**IV01649 AFTER ZOOM IN ON CANVAS, SINGLE CLICK CAUSES ZOOM OUT**

After zooming in on a service viewer canvas for the first time after displaying it, a single left button click causes the canvas to zoom out. Subsequent zoom in does not do this and remains zoomed in as expected. See additional information section.

**IV01653 CUSTOM CHARTS ARE NOT DISPLAYED IN THE CUSTOM CHARTS LIST**

Custom charts are not displayed in the custom charts list when adding a Charting Portlet to TBSM page. The list is empty for Tivoli or Custom Charts options.

**IV01730 SETTRACELEVEL.SH SCRIPT FAILS IF USERNAME CONTAINS A SPACE**

The "setTraceLevel.sh" fails to properly execute, if the user ID being passed to it contains a 'blank space.' The Troubleshooting guide has been updated to mention that when using the setTraceLevel.sh script, where either the user ID or the passwords contain embedded spaces, those parameters need to be passed in either single or double quotes.

**IV02034 OUT OF MEMORY OCCURS WHILE IMPORTING DATA FROM TADDM**

After a very lengthy import, the toolkit throws an OutOfMemory exception while in the portion of the import that pulls data from TADDM. Generally the exception occurs importing either ComputerSystems or L2Interfaces.

**IV02199 EXCEPTIONS DUE TO INVALID EXPRESSIONS IN A TEMPLATE RULE CAUSES OTHER TEMPLATE RULE MAPPINGS TO BE BLOCKED**

When a regular expression in a template rule is badly formed, for example, to include unescaped meta characters, it causes other template rules using the same Class Descriptor to not function. This causes unexpected behavior such as events not reaching the service instances.

**IV02635 UNKNOWN STATUS NOT SET AFTER TBSM RESTART**

If TBSM has a purple service/server and TBSM is restarted these purple services/servers will now show as green and will stay green unless an event is received. The problem is if a server has a ITM or probe issue then TBSM will not receive another event so the status will stay green.

**IV03090 DOC STATES THAT CC NEEDS TO BE DISABLED WHEN OPTION WILL DO**

The documentation states that when using RAD\_ServiceEventUpdater.ipl to inhibit SLAM (class 12000) events, you need to disable the consistency

checker to make sure it doesn't re-create them. This is not correct. If RAD\_ServiceEventUpdater.ipl is customized to disable all status events as documented, it is not necessary to disable consistency checker, just to set impact.consistency.depsonly=true in RAD\_consistency.props to prevent status table checking. Section "*Disabling status events*" in the Custom settings section in the *Customization Guide* has been updated.

#### **IV03374 TRAILING SPACE IN BACKUPPORT VALUE CAUSES FAILURE TO RECONNECT**

If there is a trailing space in the property values in RAD\_ObjectServer\_DS.ds, the value will not be used correctly and the data server can not setup connection with ObjectServer.

#### **IV03377 EXPORTFROMSTARTINGINSTANCE() DOES NOT INCLUDE POLICY BASED FUNCTIONS**

ExportFromStartingInstance() does not include policy based functions. Any new Numerical Aggregation Rules are not exported to the export.radsh if any service instance exported using - exportFromStartingInstance(). This is specifically seen if a service instance is tagged with more than one template.

#### **IV03424 ALLOW ENGLISH TRANSLATION OF QUERIES FOR DATA FETCHER**

The Agent Query dropdown box in the data fetcher creation window is being populated with an ID number instead of an informative description of the queries.

#### **IV04139 There is not enough information available to allow the user to change the default discriminator field**

The *Configuring the discriminator Field* section of the *Administrator's Guide* has been updated to describe how to configure the discriminator field.

#### **IV05575 XML TOOLKIT - NO UPDATES ARE PROCESSED**

Book was imported into TBSM, but no data was processed, the UI was not updated, and a SQL exception is present in the msgGTM\_XT.log.0.

#### **IV06752 SCR IS NOT DISPLAYING ALL THE DATA COMING FROM TADDM**

Drilling down the Component Registry tree, the Windows and Unix sub-folders under Servers does not display all servers. The ESDA used to populate the folder is taking longer than the default two minutes that an ESDA is allowed to run.

Opening the Unix folder under Servers not only shows the AIX/Linux/Solaris/HP/Other folders, but also shows instances of computer systems. The Unix folder should only have folders below it, not instance data.

This fix includes an update to a view used when populating the folders in the Component Registry and an update to the template used by the Unix folder.

If additional time is still required, on the data server edit RAD\_sla.props and add impact.sla.maxesdapolicytimesecs=300. The data server must be recycled for this property update to take effect.

#### **Note:**

An update to the view, view\_componentAttributesLimited, is involved in the resolution to this problem. If this view has been customized, save a copy of these changes before applying FP3.

#### **IV06878 LOAD OF IDML BOOK CHANGES LIC TO ITM**

On an ITM system with one OS agent and a PX agent, only one of the managed system names is being saved and thus only one source token is available for launch in context.

An additional mapping has been added to EventIdentifierRules.xml. The fix involves following the relationship between the TMSAgent object and the ComputerSystem object when building the BSM\_Identity. This will allow all MSN's associated with a ComputerSystem to be included in BSM\_Identity values.

A classfilter.xml change is also needed, the import should be set to true for 'class=.collation.platform.model.topology.app.TMSAgent'. We do not recommend setting the SoftwareComponent class to true since this would cause many unneeded objects to be imported

#### **IV06916 TBSM WAS NOT USING THE COMPLETE SET OF VALUES FOR THE ACTUAL\_CHANGE\_TYPE**

This only applies to a delta import using the TBSM JDBC interface to the TADDM database. A new functional group added to an existing business application may not be reflected in the TBSM service tree. In this case TADDM has notified TBSM that changes exist, and TBSM queries TADDM for the changes but zero instances are returned. The query made by TBSM was not taking into account all change states.

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### **TBSM 4.2.1 Interim Fix 3 (IF0003) APARS**

The following APARs are delivered with Interim Fix 3:

#### **IZ68171 ERROR FILLING TRACE LOGS**

This APAR was in TBSM 4.2.1 FP2 but was not documented. While diagnosing a failover issue, the logs were filled with one message repeatedly, which made it very difficult to read the logs and understand the underlying issue. The fix was to comment out the log message line.

#### **IZ75707 CHANGE TO OUTPUT EXPRESSION WEB PAGE (TO SHOW TRANSLATION FOLLOW BY ENGLISH**

When non-English language is used in the browser, the values in the drop-down list for a template's Output Expression cannot be saved. The fix is to update the drop down boxes to display the local language PLUS the English translation in brackets. Clicking the down arrows to add to the expression, will only add the English word(s). See additional information section.

#### **IZ75774 GUI ISSUE WHERE THE PASSWORDS ARE NOT URL ENCODED CORRECTLY**

There is a GUI issue where the passwords are not URL encoded correctly. This means the Test Connection from the GUI is failing. However, if a valid password is entered and the user/password is later switched, the Save happens OK. The issue is just with the Test Connection from the GUI. The fix was to URL encode the password.

#### **IZ76068 NEED TO ADD INVALIDATESERVICENAME COMMAND TO RADSHELL**

There was no radshell command to invalidate services. New radshell command `invalidateServiceName` added to scriptedAPIStartup.bsh file.

#### **IZ76156 TBSM 4.2.1 - EVENTBROKER LOG NOT CREATED ON STARTUP**

The RAD\_eventbroker.log file is no longer created/written. Without this



file the TBSM\_agent does not work correctly, and no RAD\_corbanameservice.log files are created or written.

**IZ76309 ONE DATA SOURCE FAILS AND CAUSES ALL OTHER DATA SOURCES TO HANG**

When a data source to a Database fails, if it throws an exception for some reason, it can cause other data sources to the same Database to fail.

**IZ76423 HARD-CODED POSTGRES USER**

User name hard-coded for postgres user. This issue only occurs if the User for Postgres is not Postgres.

**IZ76719 WHEN SLA CONFIG ADDED TOP LEVEL SERVICE NOT AFFECTED**

If cumulative-time SLA settings are enabled in a template, services created with that template will have the 'Time' column in the service tree changed from a small grey dot to a large green dot, except for top level services. These will change for a few seconds and then change back again.

**IZ76786 TBSM CAUSING SQL ERROR IN OMNIBUS WHEN SERVICE CREATED**

If the Model Consistency Checker is enabled, in some circumstances, when a service is created, it generates invalid SQL which causes errors in OMNIbus.

**IZ76912 DELETE SERVICES FRAME**

When TBSM has a service with special non-printable characters in the database, the delete services panel will not show.

**IZ77346 RADSHHELL EXPORT() FAILS FOR FLOAT VALUES**

Exporting a complete Service Tree with radshell fails when float values are used for severity thresholds.

**IZ78143 LAUNCH IN CONTEXT SQL SCRIPTS ARE WRONG**

The launch from ITM to TBSM in Context does not work- the request Service is not displayed in the Service Viewer. See the Additional information section of this document.

**IZ78337 SCORECARD SHOWING INCONSISTENT VALUES FOR A DECIMAL DATA COLUMN**

When a user limits the number of decimal places to display in a query result for the data fetcher, the data browser displays the correct decimal places. However, if the value is displayed on the scorecard, the values are truncated. See Additional information section.

**IZ78826 PROBLEMS WRITING TO OMNIBUS CAUSES OOM AND DATA SERVER CRASH**

If the data server encounters problems writing updates to OMNIbus, these queued updates will use up memory until the Java heap space is exhausted and the data server crashes with an out of memory error. See additional information section.

**IZ79682 DATA SHOWN IN SLA GRAPH/CHART INCONSISTENT WITH SLA DETAILS**

When a page is displayed with both an SLA graph or chart for a service, the data shown is inconsistent with the SLA details i.e. an outage shown in the details can sometimes not be shown in the SLA graph.

**IZ79767 NULL ERROR DISPLAYED ON EXPANDING DELETED SERVICE IN SERVICE**

When services are deleted, they remain visible in the service tree until the

service tree is refreshed. Clicking on the + sign to expand a Service Tree Parent node gives a null error if the Parent Service is deleted.

**IZ80825 OUT OF MEMORY ON DATA SERVER**

The consumer queue contained large amounts of data. This caused out of memory exceptions on Data Server. Not all of the data is needed on the queue so the fix was to reduce the size of the queue.

**IZ80953 NULL POINTER ERRORS IN THE DATA SERVER LOG**

TBSM Primary Data Server begins dumping then Secondary attempts to take Primary role and crashes. Null pointer exceptions found in the logs.

**IZ81602 TBSM 421 EVENTS NOT SHOWED CORRECTLY**

The Events column in the Service tree scorecard show grey question marks. This usually happens after a batch of events has been cleared.

**IZ81885 API TO GET THE SERVICE TREE FROM TBSM**

Cannot call top level services from radshell.

**IZ84140 NO POSSIBILITY TO CHANGE DATA SOURCE**

If you have installed TBSM historical reporting, and configured it to point to a certain ITM machine, then tries to make it point to another ITM machine, you are not able to do so since there seems to be no possibility to change data source information for TBSM package from TCR web UI. When you try to generate the default TBSM historical reports getting the message:

```
+ Cannot open the connection for the driver:  
    org.eclipse.birt.report.data.oda.jdbc Failed to get connection.  
    SQL error #1:  
    The url cannot be null "
```

See the Additional Information section

**IZ84659 HOW TO DETERMINE NUMBER OF SERVICES ASSOCIATED TO A VIEW**

Customer needed a new function to count dependent objects under a parent. See Additional Information section.

**IZ84826 DO NOT USE "&" CHARACTER IN THE NAME OF THE TEMPLATE**

It will cause critical error situation if user defines a template name with invalid characters. For example, Customer defined a template including the "&" symbol/ special Character which when saved and server stopped and restarted caused the Data server to no longer initialize. Invalid characters cannot be used for template names. See Additional information section.

**IZ85000 RAD\_COMPILEWSDL.BAT COMMAND HANGS**

Using RAD\_COMPILEWSDL.BAT to compile a WSDL file with extended types, hangs. The command does not finish. See Additional information section.

**IZ86017 ORACLE DATA FETCHER BREAKS WHEN ORACLE RESTARTED**

When the oracle database is restarted, TBSM data fetchers lose the connection to the database, the data fetchers never seem to re-initialize a connection to the database. Error found in the logs are similar to:

```
Error with SQL Syntax or Resync...Ioexception: Broken pipe Fetched failed.
```

**IZ86425 ERROR RUNNING SELECT QUERY O RETRIEVE DATA FROM MSSQL 2005**

Using the DirectSQL function in a policy against MSSQL 2005 with 3 fields, datasource, query and countonly results in an error -

```
com.jnetdirect.jsql.JSQLException: sp_cursoropen:
    Specified concurrency control option 4 (OPTIMISTIC) is
    incompatible with static or fast forward only cursors.
    Only read-only is compatible with static or fast forward only
    cursors.
```

#### **IZ88180 IS THERE IS ANY RADSHHELL COMMAND TO ASSOCIATE AN EXISTING SERVICE TO AN EXISTING TEMPLATE**

Customer wanted a radshell command to associate an existing service to an existing template. Added new **setTemplateForInstance** radshell command. See Additional information section.

#### **IZ89601 CUSTOM CANVAS CORRUPTION WHEN CANVAS IS VIEWED BY THIN CLIENT USER**

Custom canvas widgets, especially circularities stop getting updates whenever a user (in Thin Client mode) views the custom canvas. All users, including Full Client users loose the capability of getting updates on the custom canvas. Issue does not clear, unless a re-start of the Dashboard server is done.

#### **IZ90044 USER PREFERENCES GETTING CHANGED TO 0 BYTES**

TIP portlet pages for users get completely blanked out, do not display portlets. User preference prefs.xml files somehow get wiped to 0 bytes. TBSM code used to make a backup of the prefs.xml file so in case, the prefs.xml file ever went to zero, the prefs.xml file could be restored using the backup. But since the location of the prefs.xml file was changed by TIP, TBSM was pointing to the wrong location and hence no backup was being created.

#### **IZ91241 MS SQL DATA FETCHER BREAKS WHEN MS SQL RESTARTED**

When the MS SQL data source is recycled, connections to the data sources are not restored unless TBSM is recycled. The following is shown in the logs:

```
com.micromuse.sla.databrowser.DataBrowserViewBean
    getBrowserData ENTER^^T^CTGBA0049E An exception occurred while
    processing the query select * from BC_Chronic_Scores.
    Error with SQL Syntax or Resync...DBCComms.transmit
    exception:[java.net.SocketException: Broken pipe] context:[(1) [Thread
    [TransBlockRunner 4,5,main], I0:66e16, Dbc:c400c]]
    com.micromuse.sla.soap.RADSoapException:
    CTGBA0049E An exception occurred while processing the
    query select * from BC_Chronic_Scores. Error with SQL Syntax or
    Resync...DBCComms.transmit exception:[java.net.SocketException: Broken
    pipe] context:[(1) [Thread[TransBlockRunner 4,5,main], I0:66e16, Dbc:
    c400c]]
```

#### **IZ91988 MAX VALUE ON THE SPEEDOMETER SHOWS 0 (ZERO)**

When using circularGauge2, there are two conditions that cause the 'max' value on the gauge to display a zero '0' value instead of a default value of '100'. All other circular Gauges automatically default to display a default of zero '0' for the minimum gauge value and '100' for the maximum. These values are shown on the gauge as the min/max speedometer values.

#### **IZ92255 TBSM TOOLKIT WILL NOT RUN WITH TADDM 7.1.0**

TBSM Discovery Library toolkit will not start when connecting to TADDM 7.1.0. This APAR has been fixed by the toolkit available in this Interim Fix 3.

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## **TBSM 4.2.1 Fix Pack 2 APARs**

The following APARs are delivered with Fix Pack 2:

### **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 2. RADSTATUS variable values*

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

### **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 SPURIOUS 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 similar 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 IDENTIFYING ALL DELETED 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 TRYING 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 serv ice 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 Send Test 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 end time 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 1.1.1.17.

The following other components are updated with this version:

Driver tip\_1.1.1.17\_201110131233

- This driver includes WUI 7007 \*
- This driver includes eWAS 6.1.0.39
- This driver includes DE 1.4.0.14

**The following APARs are new in TIP Tivoli Integrated Portal 1.1.1.17**

**PM41575**

Views not getting updated with pages in view management PM43433  
HTTP with xLaunch redirects to login page PM44646 xLaunch not working as expected for already logged-in users

**PM43433**

HTTP with xLaunch redirects to login page.

**PM44646**

xLaunch not working as expected for already logged-in users.

**TBSM1420**

Update the com.ibm.tivoli.tip.ui.common.jar file.

**TBSM 1426**

TIP/Dojo fixes for TNSQM

**PM41277\_1**

XML Corruption fix (partial fix)

**255136**

Fix page creation (was broken due to PM41277\_1)

**167513**

TBSM 1426 continued...sync up JavaScript in multiple directory paths.

**255175**

TBSM 1429 - Session problems when using xLaunch to login to TIP

**The following APARs are new in TIP Tivoli Integrated Portal 1.1.1.15**

**140426**

Charting changes

**142953**

Create properties file to contain TIP build info,

**143744**

Update disk space checking

- 146202**  
Server hang when adding charting portlet to page
- PM20439**  
Too many defaultObjectServerXXX.ds files being generated
- PM23945**  
Supersede TIP-11xx-TIP-003 in TIP-FP1 step
- PM23946**  
Update iAuthzEJB.jar to solve ClassFormatError on Solaris
- PM24348**  
Ping WAS ports after stop/start to verify status
- PM29525**  
Accept '0' size list returned from ITM in charting
- 246861\_1**  
Fix double login problem after session timeout
- 250901**  
Launching same chart w/ different parameters
- 251052**  
TAM integration code to handle virtual junction
- 251621**  
TIP changes for AEL losing context issue
- PM25403**  
Multiple tabs with multiple portlets opened rendering problem
- PM29540**  
Selecting edit page option from dropdown throws exception
- PM32602**  
Authorization doesn't work when TIP is started using Omnibus
- PM22473**  
Package eWAS 6.1.0.35
- 153493**  
Package eWAS 6.1.0.37 to pick up XML encryption security fix
- PM20624**  
No slider bar in search box
- 149806**  
VMM code fix to check group to group assignment in object server
- PM20759**  
Page Management Page Location Scrolling bug
- PM30580**  
Session not invalidated for force login
- PM34832**  
Error on logout when clicked twice
- PM35914**  
NPE thrown while reading consoleProperties.xml
- 155393**  
Update version of TIPCharts to 1.1.1.15

- PM40080**  
Using xLaunch with URL to see views, all customer views appear
- 254316**  
TBSM1312: xLaunch breaks on error
- 254356** Prefs.xml needs to be copied back from unique id location
- PM34454**  
All Tasks drop down hangs in German locale
- PM40464**  
User can log in even if there is already same user logged in
- PM42754**  
ws\_ant.sh command fails to export WebGUI configuration in FP3
- PM43499**  
Install breaks when NIF registry file contains Japanese characters
- 156829**  
Prevent listing nested groups for objectserver
- 160631**  
Install updated com.ibm.tivoli.tip.ui.comm.jar into TIPChange
- 161263**  
Package eWAS 6.1.0.39
- 161879**  
TPC1147 Increase disk space check for DE to 1G
- PM10129\_1**  
NoSuchFieldError – classloader issues
- PM34540**  
TIPCharts cannot fetch ITM charts when SSL is enabled on ITM
- 254648**  
Preserve customizationProperties.xml
- 254714**  
TBSM1329: Using hascode will not migrate preferences
- 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 it is maximized and edited preferences are selected and/or saved.

**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



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## Chapter 6. New support and features

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### 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:

<https://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager>

**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 TADDM, 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](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\isclite.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 (for example, 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)
```

---

## 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 the information center for this version at:  
<https://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager>

See: **Service Configuration Guide > Viewing service models > Service Tree preferences > Service Tree preferences View tab.**

## 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 the information for this version at:  
<https://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager>

See: **Service Configuration Guide > Urgent Services panel > Urgent Services preferences**

## 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:  
<https://www.ibm.com/developerworks/wikis/display/tivolidoccentral/Tivoli+Business+Service+Manager>

See: **Service Configuration Guide > Custom static canvases**

---

## Interim Fix 3

This section describes the new support and features for Interim Fix 3.

### Launch to WebGUI 7.3.1 from TBSM 4.2.1.

This TBSM interim fix enables the user to launch to WebGUI 7.3.1 from TBSM 4.2.1. There are three basic steps needed to enable the new launch being provided with this support:

1. Create the RawEvents view for the Netcool/OMNIBus used by TBSM and WebGUI 731.

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

If WebGUI is installed locally: **On Unix:**

- a. Open a command shell as a user with administrator permissions on Tivoli Integrated Portal.

- b. Change directories:

```
cd <WebGUI NCHOME>/omnibus_webgui/waapi/bin/
```

- c. Run the command:

```
./runwaapi -file <TBSM TIP_HOME>/systemApps/isclite.ear/sla.war  
/install/webtopcore/create_tbsm_views.xml  
-user <userid> -password <password>
```

#### On Windows:

- a. Open a command prompt as a user with administrator permissions on Tivoli Integrated Portal.

- b. Change directories:

```
cd <WebGUI NCHOME>\omnibus_webgui\waapi\bin\
```

- c. Run the command:

```
runwaapi -file <TBSM TIP_HOME>\systemApps\isclite.ear\sla.war\  
install\webtopcore\create_tbsm_views.xml  
-user <userid> -password <password>
```

If WebGUI is installed remotely:

- a. Copy the <TIP\_HOME>/systemApps/isclite.ear/sla.war/install/webtopcore/create\_tbsm\_views.xml from the TBSM server to <NCHOME>/omnibus\_webgui/waapi/bin on the WebGUI server

- b. On the WebGUI server change directories:

```
cd <NCHOME>/omnibus_webgui/waapi/bin
```

- c. **On Unix:** Run the command: .

```
/runwaapi -file <create_tbsm_views.xml>  
-user <userid> -password <password>
```

#### On Windows: Run the command:

```
runwaapi -file <create_tbsm_views.xml>  
-user <userid> -password <password>
```

2. Enable SSO between the TIP 1.1 server hosting TBSM 421 and the TIP 2.1 server hosting WebGUI 731 (included within the TIP documentation).
3. Enable the launch point within TBSM. To enable the launch point, the user would need to do the following:

- a. Go to the file canvasDynamicSubMenuActions.xml located on the Data server under

```
$TIP_HOME/profiles/TBSMProfile/installedApps/TBSMCell/  
tbsm.ear/sla.war/av/xmlconfig/
```

.Edit this file and search for name = "IntegrationTools".

Add the following line to the end of the Old Menu Items of this dynamicSubMenuAction.

```
<nextAction name = "WebGUI731"/>
```

After this addition, the Old Menu Items for this dynamicSubMenuAction will look something like this:

```
<!-- Old Menu Items -->  
<nextAction name = "ShowManagedSystem"/>  
<nextAction name = "SoaLaunch"/>  
<nextAction name = "ShowHOPViewLocal"/>  
<nextAction name = "ShowHOPViewRemote"/>  
<nextAction name = "ShowPhysicalTopology"/>  
<nextAction name = "ShowChangeHistory"/>  
<nextAction name = "ShowCIDetails"/>
```

```

<nextAction name = "ShowOpenServiceRequest"/>
<nextAction name = "TPCLaunch"/>
<nextAction name = "WebGUI731"/>
<!-- End: Old Menu Items -->

```

- b. - Make a backup of the file located on the Data server, to a safe location.:

```

$TIP_HOME/profiles/TBSMProfile/installedApps/TBSMCell/
tbsm.ear/sla.war/av/xmlconfig/canvasOpenURLActions.xml

```

- c. Edit the above file to copy the following OpenURLAction to the bottom of the file, just before </canvasConfig>

```

<openURLAction description="Show service affecting events
in a WebGUI 731 AEL."
  displayName="Service Affecting Events (WebGUI 731 AEL)"
  enableDisableExpression="" name="WebGUI731"
  permissionCheckerClassName=
"com.micromuse.sla.map.AVCheckRADInstancePermissionsImpl"
  roleRequired="ncw_user"
  target="javascript:new parent.TBSM_executeCMSAction
(__URL__);" visibleInGUI="false">
  {
    "launchType": "WEB_URL",
    "isAEL": "true",
    "uri": "https://__WebGUI_731_HOST__:16311
/ibm/console/webtop/AELView/?sql=SQL_FILTER&
transientname=RawEvents__"+ServiceInstanceID__&
viewname=RawEvents&viewtype=system&forceoverwrite=true",
    "parameters": [
      { "name": "RADEntityName", "value": "__entityName__" },
      { "name": "RADEventFilterType", "value": "RawEvents" }
    ]
  }
</openURLAction>

```

- d. Search for the stanza where the name="WebGUI731.
- e. Within this stanza change the value of the visibleInGUI attribute from "false" to "true" and replace the \_\_WebGUI\_731\_HOST\_\_ variable with the fully-qualified hostname of the server hosting the WebGUI 731 application.
- f. Verify that the default port specified following the host name (16311) is correct. If a different port was selected when installing WebGUI 731 ,then modify the port number accordingly. Also, verify that the root context (/ibm/console/) of the URL is correct.
- g. Save the changes to the file and restart the dashboard and data servers in the environment.
- h. After restart, the right-click "Launch to" context menu should contain a menu item titled "Service Affecting Events (WebGUI 731 AEL)".

---

## Fix Pack 3

This section describes the new support and features for Fix Pack 3

### Internet Explorer 8 (IE8) support in compatibility mode

This fix pack support Internet Explorer 8 (IE8) in compatibility mode. This mode must be manually turned on.

## Tivoli Monitoring Charting web service considerations for ITM 6.2.2 FP2 and above

If you just want to connect to ITM622 FP2 or above, the ITM charting service within the TBSM 4.2.1 installation is not required. You only need to enable the web service in ITM side, and then run the `tipcli.sh(bat)` command in TBSM side to generate the `itm.properties` file. Create the Webservice connection in Charting portlet and show ITM charts. After enabling the charting web service on the ITM side, the following command needs to be run from `<TIPHOME>/bin`:

```
tipcli.sh(bat) ITMLogin -hostname <hostname of itm> -port <itm port>  
-username <itmusername> -password <itmpassword> -servicename itm
```

The `-servicename` must be `itm`, since the generated properties file is named as `<servicename>.properties`, and the properties file name must be `itm.properties`.





---

## 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.

**Workaround:** 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 à 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, SQLERRMC:=
```

### 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.

---

## Launch to Netcool/OmniBus when SSO is configured

One problem that prevents the launch to omnibus from working on the initial attempt when SSO is configured. The error message is:

```
Error 500: java.lang.IllegalArgumentException:
containerSessionId is null or empty
```

After this initial error, subsequent attempts to launch succeed and do not require the user to enter credentials. Without SSO configured, the error does not occur, however, the user is prompted to enter user credentials at the TIP 21 login screen before being redirected to the AEL.

---

## TIP 2.1 and TIP 1.1 to share same host name

In order for TIP 2.1 products and TIP 1.1 products to share the same host name within the same browser session, SSO must be enabled for both TIP stacks.

---

## TBSM Agent workspace cannot be displayed in ITM622

If the TBSM Agent workspace is not displayed in ITM622, please do the following steps:

Steps to reseed TEPS: You can apply the following procedure in your TEPS on Windows to recover. The steps will try to re-seed the TEPS DB and collect relevant troubleshooting information, if needed.

1. Run the command: `migrate-export.bat`.

This will produce an output file called  
<itmhome>\cnps\sql11ib\saveexport.sql

2. Edit the file:

<itmhome>\cnps\installpresentation.bat.

Add or change the following line at the top where the environment is set:

```
set KFW_MIGRATE_VERBOSE=Y
```

3. Edit the file:

<itmhome>\cnps\migrate.bat

Change the first line in the file to:

```
@echo on
```

4. Delete the current file:

<itmhome>\cnps\sql11ib\migrate.log

5. Run the command

```
:buildPresentation.bat
```

---

## Cannot create users on Internet Explorer 8 on Windows 2008

You cannot create new users from the Manage Users page or create new groups from the Manage Groups page, even if you have the correct roles. Similarly, one cannot create new pages from the Page Management page. Each of these attempts will result in a javascript error indicated by a little yellow triangle with a black exclamation point in the lower, left-hand corner of the browser.

In the browser, do the following:

1. Select **Tools**.
2. Select **Internet Options**.
3. Click on **Security** tab.
4. Click on **Internet Zone**.
5. Click on Custom Level and make sure the following is enabled  
**Scripting->Active scripting**.
6. Click **OK**.
7. At the pop-up warning, click **Yes**.
8. Click **OK**.
9. You need to log out and log in to TBSM for the changes to take effect.

**Note:** For Internet Explorer 8 running on Windows Server 2008, this is required in order for these functions and possibly others to work even if the TBSM dashboard server host name has been added to the local intranet or trusted zones where this setting may already be enabled.

**CAUTION:**

Please be aware that enabling this setting for the Internet zone, enables it for all Internet web sites that you browse to except those specifically listed in the trusted and restricted zones.

---

## **TBSM Agent cannot see the data in the TBSM Service Status and TBSM Status Change Event workspace**

Sometimes TBSM Agent may not be able to see data in the TBSM Service Status and TBSM Status Change Event workspace, but can see data in the TBSM Event Broker Log and Availability workspace. The issue is the file `kr9_cps.properties` is not written correctly by the agent. It is supposed to be written to `C:\IBM\ITM\TMAITM6` But, instead the file separator is missing after `TMAITM6` and the file is written to `C:\IBM\ITM\TMAITM6kr9_cps.properties`. As this file holds the port number for communication between TBSM and the agent, TBSM cannot send the service status changes to the agent.

The workaround is to rename the file and put it in the correct directory - `C:\IBM\ITM\TMAITM6\kr9_cps.properties`. A restart of TBSM Agent and TBSM Servers would then be required.

---

## Chapter 8. Copyright and trademark information

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