

IBM InfoSphere Information Server Support & Serviceability

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January 2015



Agenda

Support Portal

developerWorks

RedBooks

Knowledge Center

ISA Lite for Information
Server

Serviceability is a measure of the amount of effort it takes to identify the root cause of a software problem and resolve it

- The measure includes the end to end experience from the time a user perceives they have a problem with our products, solutions or services to the time they believe it has been successfully resolved for them



IBM Support Portal

Support Portal

Unified and customizable interface for accessing support tools and information for all IBM products and services

InfoSphere Information Server

Product finder:

 Browse for a product

 My products

 Share your list of recently viewed products

Search support:



 Tips

Search only InfoSphere Information Server

Downloads [\(view all\)](#)

- [Downloads \(fixes & PTFs\)](#)
- [Passport Advantage \(full product downloads\)](#)
- [Download IBM InfoSphere Information Governance ...](#)
- [IBM Fix Central - DataStage Core roll-up 2](#)
- [IBM InfoSphere Information Server Salesforce.com pack ...](#)

Tools and resources

- [Open a new service request - sign in](#)
- [Product support lifecycle](#)
- [Product tools and utilities](#)
- [Subscribe to support notifications](#)
- [Training](#)
- [Forums, blogs and social media](#)

Product support content

- [Product documentation \(manuals\)](#)
- [Plan and install documentation](#)
- [Flashes, alerts and bulletins](#)
- [Troubleshooting documentation](#)
- [All product support content](#)

Featured links [\(view all\)](#)

- [Support technical exchanges](#)
- [Submit a product request for enhancement \(RFE\)](#)
- [Information Integration and Governance Quarterly Support Newsletter](#)
- [IBM Education Assistant](#)
- [Software handbooks](#)

Common support links

- [Sign in](#)
- [Service requests & PMRs](#)
- [ESC+ for hardware and firmware service requests](#)
- [Support registrations](#)
- [Directory of worldwide contacts](#)
- [Site assistance](#)
- [Current site availability](#)



Support Portal

Direct access via: <http://www.ibm.com/support> or product links

InfoSphere Information Server welcome page

This page provides an entry point to product information about InfoSphere Information Server. Use the links in the Table of Contents to find documentation for specific versions and editions of this product family. Generated links to developerWorks, Redbooks, and white papers are also provided when articles about the product are available. On this page, you can find entry points to sites that help you learn more about this product and other IBM products. There are also links to web sites that help you find support and stay current.

Learn more

➤ [Online catalog of software products](#): General information about software products

➤ [Explore IBM Systems](#): General information about Systems products

➤ [IBM Cloud Computing](#): Materials about the promise of cloud

➤ [Redbooks](#): Technical publications by experts about hundreds of subjects

➤ [developerWorks](#): A community site with a vast amount of information for IT professionals

Find support

➤ [IBM Support Portal](#)

➤ [IBM Software Support](#)

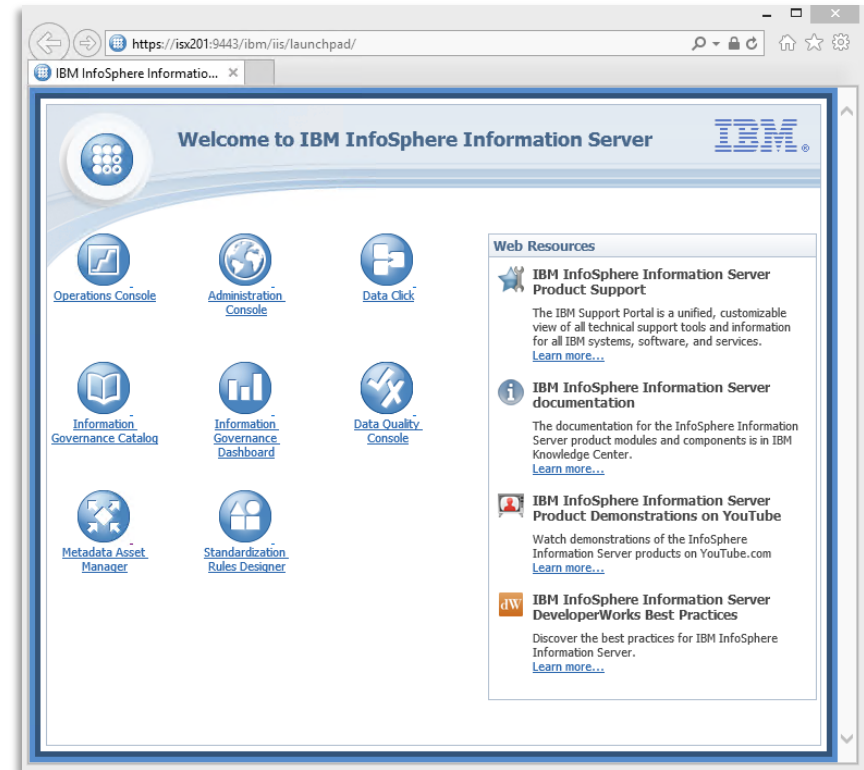
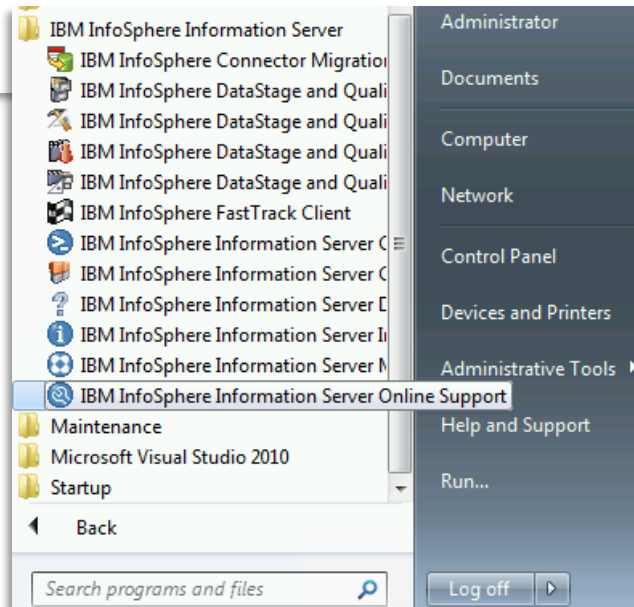
➤ [IBM Client Success Portal](#): Support for cloud solutions

➤ [IBM Passport Advantage](#): Support for licensed software

Stay current

➤ [IBM security bulletins](#)

➤ [Subscribe to feeds from developerWorks](#)



Support Portal

Start your support experience by selecting your product(s)

The screenshot displays the 'Product finder' interface. A search box contains the text 'Information Server'. Below it, a section titled 'Matches within recently viewed products' lists three items: 'InfoSphere Information Server', 'InfoSphere Information Server 11.3.0', and 'InfoSphere Information Server (AIX)'. To the right, a 'Browse for a product' section lists various InfoSphere products, with 'InfoSphere Information Server' highlighted. Further right, a configuration dialog for 'InfoSphere Information Server' is open. It features two columns: 'Select product version: (Optional)' and 'Select operating system: (Optional)'. The version list includes 11.3.1, 11.3.0, 10.0.0, 9.1.2, 9.1.0, 8.7.0, 8.5.0, 8.1.2, 8.1.1, 8.1.0, 8.0.2, 8.0.1, 8.0.0, 7.5.0, 7.1.0, 7.0.0, 6.5.0, 6.0.1, and 6.0.0. The OS list includes AIX, HP-UX, Linux, Red Hat Enterprise Linux (RHEL) Server, SUSE Linux Enterprise Server (SLES), Windows 8, Windows Server 2012, and Windows. A 'Go' button is located at the bottom right of the dialog.

Product is automatically selected when the Support Portal is accessed via links within products like Information Server LaunchPad, **Sign in** to save preferences

Note: You may want to skip the selection for product version to view articles that may have been authored for prior product versions but may still be relevant



Support Portal

Portal design highlights Search

Search support and downloads

new features [Tips](#)

Search only InfoSphere Information Server 11.3.0

Refine search [Clear all](#)

Sort by: **Relevance** | [Newest first](#) Results per page: [20](#) | [50](#) | [100](#)

1-20 of 34 results | [Next](#) →

Results for: **new features** filtered by [Product](#).

Task

- Design
- Develop
- Download
- Install
- Maintain
- Plan
- Troubleshoot
- Unspecified

Current Selections

· [Viewing All](#)

Content Type

- Documentation index
- Educational program
- Fix readme
- Newsletter
- Planning information
- Product administering information
- Product configuration information
- Product documentation

New features and changes for Version 11.3 InfoSphere Information Server released in updates and fix packs

Sep 26, 2014

that were added after the initial release of InfoSphere Information Server, Version 11.3. Content For information about **features** in the initial Version 11.3 release and previous releases, see the online IBM...: InfoSphere Information Server ...

<http://www-01.ibm.com/support/docview.wss?uid=swg27043028>

Tags: 11.3.1

IBM Fix Central - InfoSphere Information Analyzer Exception Manager Version 2.5.1, Fix Pack 2

Jul 13, 2012

the changes and **new features**.

http://www.ibm.com/support/fixcentral/quickorder?product=ibm%2FInformation+Management%2FIBM+InfoSphere+Information+Server&fixids=is87_iaem251_fp2_win&source=dbluesearch

IBM Fix Central - InfoSphere Information Analyzer Exception Manager Version 2.5.1

Jul 25, 2011

Version 2.5.1 includes InfoSphere Discovery 4.5.1. The release notes within the download package contain detailed information about the changes and **new features** in Discovery 4.5.1

http://www.ibm.com/support/fixcentral/quickorder?product=ibm/Information+Management/IBM+InfoSphere+Information+Server&fixids=is85_iaem_251_win&source=dbluesearch

Filter results by task, content type and subject area



Support Portal

Easy access to relevant information

Downloads [\(view all\)](#)

- [Downloads \(fixes & PTFs\)](#)
- [Passport Advantage \(full product downloads\)](#)
- [Download IBM InfoSphere Information Governance ...](#)
- [IBM Fix Central - DataStage Core roll-up 2](#)
- [Download IGC roll-up 6 for Information Server Version 11.3](#)

Product support content

- [Product documentation \(manuals\)](#)
- [Plan and install documentation](#)
- [Flashes, alerts and bulletins](#)
- [Troubleshooting documentation](#)
- [All product support content](#)

Featured links [\(view all\)](#)

- [Support technical exchanges](#)
- [Submit a product request for enhancement \(RFE\)](#)
- [Information Integration and Governance Quarterly Support Newsletter](#)
- [IBM Education Assistant](#)
- [Software handbooks](#)

Tools and resources

- [IBM Service Request Self Nomination](#)
- [Product support lifecycle](#)
- [Product tools and utilities](#)
- [Manage your support notifications](#)
- [Training](#)
- [Forums, blogs and social media](#)

Common support links

- [Sign out](#)
- [Service requests & PMRs](#)
- [ESC+ for hardware and firmware service requests](#)
- [Support registrations](#)
- [Directory of worldwide contacts](#)
- [Site assistance](#)
- [Current site availability](#)



Support Portal

Information Integration & Governance Quarterly Newsletter

Featured links (view all)

- [Support technical exchanges](#)
- [Submit a product request for enhancement \(RFE\)](#)
- [Information Integration and Governance Quarterly Newsletter](#)
- [IBM Education Assistant](#)
- [Software handbooks](#)



InfoSphere Information Server

Support Newsletter

InfoSphere Information Server clients,

Thank you for taking the time to stay informed about your product through our quarterly support newsletter. I hope you find the content useful in the proactive maintenance and support of your software. Throughout 2014, we've tried to find new ways to bring you support content for Information Server, including this newsletter, through social media, and through live [Support Technical Exchange sessions](#) with our experts. We look forward to continuing to provide you with world-class support as well as new and interactive ways for you to connect with us in 2015.

If you have newsletter feedback or content suggestions, please use the 'Rate this Page' feature located at the top-right corner of this newsletter.

Wishing you a wonderful holiday season,

Tracy Bolot

Director, Worldwide Information Integrations & Governance Support
IBM Information Management

For more information about our online resources, see [Information Management Online Resources and Subscriptions](#).

↓ [In the Spotlight](#)

↓ [Plan](#)

↓ [Education](#)

In the Spotlight

1. [Must have patches for IS 11.3.1](#)

In the last Newsletter, we published details on the latest Information Server 11.3 release. Now that the release has been available for several months, a number of patches have been made available across all platforms. Please add this link to your short cuts and check to see if any patches are applicable to your usage of Information Server.

2. [InfoSphere Information Server Engine scheduling on Windows 2012](#)

When an IBM InfoSphere Information Server engine tier is running on a Windows Server 2012 system an attempt to schedule a job using Director->Job->AddToSchedule fails with the following message: Error adding to schedule: The AT command has been deprecated. Please use schtasks.exe instead.



Support Portal

Access troubleshooting documentation, flashes and alerts

The screenshot displays the IBM Support Portal search interface. On the left, there are several filter sections: 'Filter by version' (with 11.3.0 selected), 'Filter by operating system' (with AIX, Linux, UNIX, and Windows families), 'Filter by topic' (with Diagnostic selected), and 'Filter by document type' (with Security bulletins selected). The main content area shows search results for '11.3.0', with a 'Recommended links' section containing links for 'Search results: All APARs', 'Collecting Data: please read first', and 'IBM Support Assistant'. Below this, search results are listed with titles like 'DataStage job using the Aggregator in the XML Stage is not showing all the functions like Max, Min, Avg in the assembly editor.' and 'The agent request for the Cognos TM1 connector times out'. A green arrow points to the 'Collecting Data' link with the text 'Links for tools to automate diagnostic data collection'. A banner for 'Flashes, alerts and bulletins for InfoSphere Information Server 11.3.0' is also visible. At the bottom, another search results snippet is shown with filters for version 11.3.0 and operating system (AIX, UNIX, Windows).

Filter results by product version, operating system, topic, document type...



Support Portal

Plan and install documentation

Plan and install documentation for InfoSphere Information Server 11.3.0

Choose content filters [Clear all](#) 1-20 of 20 results

Filter by version

- 11.3.1.0
- 11.3.0.0
- 11.3.0

Filter by operating system

- AIX family
- Linux family
- System x
- Unclassified - SW Operating System Platform
- UNIX family
- Windows family
- z/OS family

Filter by topic

- Configuration/Customization
- Connectivity
- Documentation
- HW Specifications/Environment
- Installation

Search within results:

Recommended links

- [Software product compatibility reports](#)
- [Product support lifecycle](#)
- [Search results: Manuals](#)
- [Migrate to Information Server](#)
- [Product documentation](#)

Result Title	Date
IBM InfoSphere Information Server, Version 11.3 fix list Summary of fixes included in the IBM InfoSphere Information Server, Version 11.3 release. Tags: IS 11 3	14 Oct 2014
IBM InfoSphere Information Server, Version 11.3.1 fix list Summary of fixes included in the IBM InfoSphere Information Server, Version 11.3.1 release.	26 Sep 2014
InfoSphere Information Server, Version 11.3 fixes that require post-installation steps Certain APAR fixes require post-installation steps to use the fixes. The following tables list only those fixes. For the complete list of fixes, refer to the links in the Related Information section at the end of this document.	26 Sep 2014

Access fix lists and identify fixes that require post-install actions...



Support Portal

Fixes requiring post-installation steps

InfoSphere Information Server, Version 11.3 fixes that require post-installation steps

Product readme

Abstract


Certain APAR fixes require post-installation steps to use the fixes. The following tables list only those fixes. For the complete list of fixes, refer to the links in the Related Information section at the end of this document.

Content

Information Server, Version 11.3.1

After you install a fix pack, review the following table to find fixes that impact your jobs. If you find an applicable fix, follow the instructions to use that fix in your jobs.


ASB Pack

Fix ID	What this fix does	Instructions	More details
JR49955	Resolves the issues related to processing CR-LF characters in attribute by adding the environment variable <code>XML_CRLF</code> .	To resolve the issue related to processing CR-LF characters in attribute: <ul style="list-style-type: none">Add the environment variable <code>XML_CRLF</code> and set the value to <code>TRUE</code> (in capital letters).	 JR49955.txt

Information Server, Version 11.3

After you install a fix pack, review the following table to find fixes that impact your jobs. If you find an applicable fix, follow the instructions to use that fix in your jobs.

ASB Pack

Fix ID	What this fix does	Instructions	More details
JR47191	Enhancement to generate a WS-Security header automatically in IBM InfoSphere DataStage Web Services Pack using JVM options.	To use the enhancement: Follow the instructions described in the <code>readme.txt</code> file.	 JR47191.txt



Support Portal

IBM Training, Communities, Forums & Blogs

Tools and resources

- IBM Service Request Self Nomination
- Product support lifecycle
- Product tools and utilities
- 📄 Subscribe to support notifications
- Training
- 👤 Forums, blogs and social media

🔍 Support technical exchanges

🔍 Search results: Education documents

Scheduled exchanges Previous exchanges

▶ Information Management
▼ InfoSphere Information Server

Search within results: ▶

Search results 1-3 of 3 results

- 1. Webcast replay: Troubleshooting hung InfoSphere Information Server DataStage parallel jobs**
On 13 Nov, 2014, Elaine Richard discussed how to diagnose hung Information Server DataStage parallel jobs.
- 2. Webcast replay: PureData for Analytics (Netezza) connectivity within InfoSphere Information Server DataStage**
On September 30th, 2014, the topic, PureData for Analytics (Netezza) Connectivity with InfoSphere Information Server DataStage was discussed by subject matter expert, Scott Brokaw.
- 3. Webcast replay: Configuring LDAP/Active Directory filters for Information Server**
On 27 May, 2014, Karen Powers discussed the reasons for filtering your LDAP users, how to view your LDAP user attributes to determine what filter should be used and how to create and test your filter.

Access multimedia educational modules and webcasts to gain a better understanding of IBM software products

- Information Server Forum
- Information Integration Community Forums
- DSXchange Community
- InfoSphere Blog on Toolbox.com

Filter results

Forums & user groups

- csware Using DataStage 11.3 to connect to Big Insights 3.0 using BDFS Stage Sep 20., 10:48 AM
- SrihariVellingiri IIS 9.1 installation oracle connectivity error Sep 17., 07:55 AM

Blogs & wikis

No Posts Found

Links for forums, blogs and social media including external resources



Support Portal

IBM Education Assistant

Tools and resources

- IBM Service Request Self Nomination
- Product support lifecycle
- Product tools and utilities
- 📧 Subscribe to support notifications
- Training
- 👤 Forums, blogs and social media

↻ Support technical exchanges

↻ Search results: Education documents

Search support and downloads

Search [Tips](#)

Search only InfoSphere Information Server

Refine search [Clear all](#)

Sort by: [Relevance](#) | [Newest first](#) Results per page: [20](#) | [50](#) | [100](#)

1-20 of 96 results | [Next](#)

Results for: filtered by Product.

Task

- Install
- Plan
- Troubleshoot
- Unspecified
- Use

Current Selections

- Viewing All

Content Type

- Educational program
- Support technical exchange webcast

Current Selections

- Viewing All

Subject

- InfoSphere Business Glossary
- InfoSphere DataStage
- InfoSphere Information Analyzer
- InfoSphere Information Server
- InfoSphere Metadata Workbench
- InfoSphere QualityStage

Education Assistant: Best practices for Asset Interchange in InfoSphere Information Server 11.3
Nov 18, 2014
: Best practices for Asset Interchange in InfoSphere Information Server 11.3 Click the link to open... practiced for exporting and importing Information Server assets using Asset Interchange 11.3. Length: 19... computer for later review. Multimedia IBM Education ...
<http://www-01.ibm.com/support/docview.wss?uid=swg27042904>

Education Assistant: How to configure Information Analyzer 11.3
Nov 18, 2014
Assistant: How to configure Information Analyzer 11.3 Click the link to open the presentation (Flash...Webcast Abstract This document points to an IBM Education Assistant module about how to configure Information Analyzer 11.3 after the installation. Length: ...
<http://www-01.ibm.com/support/docview.wss?uid=swg27042463>

Education Assistant: Information Server 11 - Importing metadata using Greenplum Connector through Information Metadata Asset Manager
Nov 18, 2014
: Creating DSN on client tier Importing Metadata using the Greenplum connector Presentation IBM Education Assistant: Information Server 11 - Importing metadata using Greenplum Connector through... Assistant: Information Server 11 - Importing metadata using ...
<http://www-01.ibm.com/support/docview.wss?uid=swg27042465>

Webcast replay: Troubleshooting hung InfoSphere Information Server DataStage parallel jobs
Nov 14, 2014
Webcast Abstract On 13 Nov, 2014, Elaine Richard discussed how to diagnose hung



Support Portal

Subscribe to support notifications

Tools and resources

- IBM Service Request Self Nomination
- Product support lifecycle
- Product tools and utilities
- **Subscribe to support notifications**
- Training
- Forums, blogs



IBM My notifications - Software

IBM My Notifications to: Jim Tsimis

1. InfoSphere Information Analyzer: Troubleshooting

- TITLE: Cross-domain analysis fails in InfoSphere Information Analyzer 11.3
- URL: <http://www.ibm.com/support/docview.wss?uid=swg21685493&myns=swgimgmt&mynp=OCSSZJLG&mync=E>
- ABSTRACT: Cross-domain analysis fails.

2. InfoSphere Information Server: Downloads and drivers

- TITLE: Download REST API Rollup Patch for Information Server DataStage
- URL: <http://www.ibm.com/support/docview.wss?uid=swg24038498&myns=swgimgmt&mynp=OCSSZJPZ&mync=E>
- ABSTRACT: Download REST API Rollup Patch for Information Server DataStage

3. InfoSphere Information Server: Security bulletin

- TITLE: Security Bulletin: A security vulnerability has been identified in IBM PureApplication System Information Server Hypervisor edition (CVE-2014-6271, CVE-2014-7169, CVE-2014-7186, CVE-2014-7187,



Support Portal

Download install media, fix packs and patches for your product(s)



Downloads (view all)

- Downloads (fixes & PTFs)
- Passport Advantage
- IBM Fix Central - JR50959, Java SE Critical Update

*** Product:**
InfoSphere Information Server

*** Version fix level:**
11.3

*** Filter by:**
AIX 64-bit

Product selector
InfoSphere Information Server

Installed Version
11.3

Platform
AIX 64-bit, pSeries

Submit

Filter your content

Fix status
 available (11)

And Platform
 AIX 64-bit, pSeries (11)
 HPUX 64-bit, IA64 (1)
 Linux 32-bit, x86 (1)
 Linux 64-bit, x86_64 (6)

And Category
 Function (3)
 Security Vulnerability (Sec/Int) (4)
 Serviceability (6)
 Usability (4)

And Applies to
 8.1 (1)
 8.1.fp1 (1)
 8.1.fp2 (1)
 8.5 (1)
 8.5.fp1 (2)
 8.5.fp2 (2)
 8.5.fp3 (2)

And Severity
 10 - High Impact/High Probability of Occurrence (5)
 100 - New Function Only/No fixes (2)
 20 - High Impact/Medium Probability of Occurrence (1)
 30 - Moderate

→ Show me more options

Continue Cancel

To try a different query, go to the [Identify fixes](#) page.

Continue Clear selections Show fix details | Hide fix details

1-10 of 11 results [Next](#) → Results per page: 10 | [All](#)

<input type="checkbox"/>	1. interim fix: is113_IGC_ru6_server_client_multi → IGC roll-up 6 Standard Patch Installation Instructions Show superseded fixes	Dec 18, 2014
<input type="checkbox"/>	2. interim fix: is113_ru2_imam_server_client_multi → Rollup Patch 2 for Metadata Asset Manager, Information Server Version 11.3 Standard Patch Installation Instructions	Dec 18, 2014
<input type="checkbox"/>	3. interim fix: is113_update_installer_aix → IBM InfoSphere Information Server Update Installer, Version 11.3.1.16 11.3 Patch Installation Instructions Download information for other platforms	Dec 18, 2014
<input type="checkbox"/>	4. interim fix: is113_JR51486_security_XML_all → JR51486, XML Pack Standard Patch Installation Instructions Security Bulletin 1691332	Dec 15, 2014
<input type="checkbox"/>	5. interim fix: is113_dscore_RU2_server_aix → DataStage Core roll-up 2 11.3 Patch Installation Instructions Download information for other platforms	Dec 12, 2014
<input type="checkbox"/>	6. interim fix: is113_JR50584_sapappRMRG_service_multi_7100 → JR50584 Standard Patch Installation Instructions	Nov 25, 2014
<input type="checkbox"/>	7. interim fix: is113_JR50959_services_engine_aix → JR50959, Java SE Critical Update	Oct 24, 2014
<input type="checkbox"/>	8. interim fix: is_ddodbc_7.1.4_server_aix → DataDirect (OEM) 7.1.4 ODBC Drivers, for InfoSphere Information Server	Aug 25, 2014
<input type="checkbox"/>	9. interim fix: is_JR46155_sapr3_client_win →	Jul 29, 2014



developerWorks

developerWorks

Web-based technical resource and professional network for IT practitioners, students and university faculty worldwide

- Develop skills, solve problems, collaborate with experts and stay ahead of the latest technical trends
 - Extensive, easy-to-search technical library
 - How-to articles
 - Focused learning guides
 - Evaluation software
 - Demos
 - Videos and podcasts
 - Forums
 - Blogs
 - Events
- Build recognition by showcasing your expertise in forums and by publishing technical content
- Express your insights and opinions in blogs
- Get to know the non-IBM thought leaders, also known as IBM Champions



Communities

The CDC (Change Data Capture) Forum

▼ The CDC (Change Data Capture) Forum



• Overview

- Recent Updates
- Members
- Forums
- Feeds

▼ Tags ?

Find a Tag

- (2) *nomax 4. 6645 capture
cdc **c**hange **c**hange_**c**at
a_capture **ch**clp compatibility
 console critical data
 data_**r**eplication **d**atstage
 datastore **db**2 **d**ownloads
 error exit exits file flat
guidelines **h**ints **i** **ibm** **i**ldr
 information **in**formix **in**fosphere
 instance java **l**uw management

▼ Community Description



Welcome



Forum



CDC Blogs



Bookmarks



Feedback & Suggestions

General	Oracle	DataStage	zOS	System i	SQL Server	Event Server	DB2 LUW	Sybase	Informix
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General	Click for link to all Documents & Samples
Title/Link	Abstract
CDC Scripts, User Exit and API Samples	<i>Collection of samples that illustrate how to do various tasks via MC API, User Exit</i>
How to add a sample to CDC samples exchange	You too can contribute and share your sample scripts, user exits etc.
CDC Redbook	The CDC Redbook covers most aspects of CDC, including deployment, HA environm
CDC Information Center	IBM Data Replication Information Center - Location where all user guides can be foun
CDC 6.5 Performance Tuning	This document describes performance tuning best practices for InfoSphere CDC 6.5.
<u>Management Console (MC) Monitoring API</u>	An article on collecting InfoSphere CDC subscription health metrics utilizing the MC Je
CDC Bi-Directional Replication	This document shows the steps to set up InfoSphere CDC bi-directional replication. Furthermore, it demonstrates how changes made on one database will be reflected o

Tags: cdc, change_data_capture, data_replication, datamirror, datastage, db2, iidr, infosphere, mq, netezza, oracle, purescale, replication, warehouse

Forums

? [Getting database name on which CDC instance is defined](#)

Latest post by 8QC7_Erwin_Lijnen | Today 8:21 AM | No replies



Technical topics



Technical library

Get the information you need.



Products A-Z

Don't see your topic? Search for more.



Engage with IBM developers

See all developer centers.



IBM Bluemix

A CLOUD PLATFORM
FOR THE WORLD'S IDEAS

Start building for free

Technical topics



Big data and analytics

Tools and technologies to harness and analyze data.



Java development

Build skills. Gain insight. Collaborate with experts.



Bluemix

Rapidly prototype and build cognitive apps in the cloud.



Linux

Linux resources for programmers and system administrators.



Business process management

Model, simulate, deploy, adapt, and monitor your business processes.



Mobile development

Technologies and practices for building that next killer app.

Developer centers



apimanagement

Learn about APIs, the API Economy, and IBM API Management from API experts.



Bluemix Developers Community

Your very own sandbox. With enterprise-grade sand.



IBM Watson

Power your apps with IBM Watson capabilities.





Technical library

Get the information you need.

Zone:

Information management

Keyword(s) :

datastage netezza

1 - 2 of 2 results

Show Summaries | Hide Summaries

Subscribe to search results (RSS)

Title	Type	Date
Optimize InfoSphere DataStage jobs with Netezza Connector using InfoSphere DataStage Balanced Optimization In this article, learn how to use a DataStage extension called InfoSphere DataStage Balanced Optimization to rewrite a DataStage job to enhance performance by sharing or redistributing the processing load among InfoSphere DataStage and the source and target databases. Special emphasis has been given to features unique to Netezza Connector, including Action Column, Unique Key Column for update support, and Temporary Work Table. The article also discusses additional features available in the InfoSphere Information Server V8.7 release, including the Filter stage, and multiple output links of Copy, Filter, and Transformer stages. Also available in: Chinese	Articles	26 Jan 2012
Ensuring transactional consistency with Netezza when using CDC and DataStage This article shows you how to configure the Netezza Connector properly when transactions coming from InfoSphere Data Replication's Change Data Capture (CDC) are first passed through DataStage before being written to PureData System for Analytics (Netezza). Walk through a use case where a flat file implementation provides near real-time experience. The author highlights Netezza Connector implementations that do and do not work. Also available in: Russian	Articles	06 Mar 2014



Zone:

Information management

Keyword(s) :

DataStage operations console

1 - 5 of 5 results

Show Summaries | Hide Summaries

Subscribe to search results (RSS)

Title	Type	Date
Get started with the IBM InfoSphere DataStage and QualityStage Operations Console Database, Part 1: An introduction This article is a deep dive into the schema of the IBM InfoSphere DataStage and QualityStage Operations Database, and in particular the tables and columns that make up its key relationships. Specimen SQL queries are included to demonstrate how data can be read from these tables to answer specific operational questions. You can adapt these to build, for example, custom reports based on the operational data collected at your particular DataStage and QualityStage installation. Also available in: Chinese Russian	Articles	17 May 2012
Designing an alerts mechanism on the IBM InfoSphere DataStage and QualityStage Operations Console Database, Part 1: Alerts for common scenarios The IBM InfoSphere DataStage and QualityStage Operations Console is a web-based application that is used to monitor the DataStage engine components in real time. It consists of a back-end database, DataStage Operations Database, where all the information about job runs and system resources is stored. This article describes an approach on how to construct email alerts on the operations database using database triggers. Also, you will learn how to use the data that is available in the operations database tables and how these tables get updated.	Articles	28 Feb 2013
Interpret IBM InfoSphere DataStage and QualityStage Operations Console metrics This article looks into the metrics and statistics presented in the IBM InfoSphere DataStage and QualityStage Operations Console. This includes descriptions of how the values are generated (or where they are read from) and how the calculations are made. Where appropriate, example SQL queries are shown to demonstrate how the information is read from the operations database. Also available in: Chinese	Articles	13 Sep 2012
Configuring and using IBM InfoSphere DataStage and QualityStage Operations Console in a multiple-node or grid environment The IBM InfoSphere DataStage and QualityStage Operations Console is a web application that allows the DataStage engine components of an Information Server installation to be monitored in real time. This provides a complete view of all DataStage job runs on that system, both present time and historic. It also includes the monitoring of key operating system metrics such as CPU usage, free memory and disk space. These metrics can be gathered for all nodes in a multiple-node or grid environment. This article describes in detail how to configure the Operations Console to gather the metrics for all nodes and how to view them within the Operations Console UI. Also available in: Portuguese	Articles	09 Aug 2012
Configuration and tuning guidelines for IBM InfoSphere DataStage Operations Console IBM InfoSphere DataStage Operations Console is a web-based monitoring tool. It gives InfoSphere DataStage and QualityStage customers a wide view into the operational environment of the IBM InfoSphere Information Server engines, monitoring current and past job activities, server resources usage, and the health status of server engine processes. The Operations Console can be enabled or disabled in your system. This paper provides configuration and tuning guidance on how to minimize the performance impact of the Operations Console on the system. The guidance will enable you to leverage the many useful capabilities of the Operations Console with little or minimal overhead. Also available in: Chinese Russian Portuguese	Articles	05 Jul 2012



Zone:

Information management

Keyword(s) :

DataStage oracle connector

[Subscribe to search results \(RSS\)](#)

Title	Type	Date
Tuning the Oracle Connector performance in IBM InfoSphere DataStage. Part 2: Optimization of bulk load operation and considerations for reject links and data types The Oracle Connector is a connectivity component in IBM InfoSphere Information Server. It is utilized by IBM InfoSphere DataStage and other products in the Information Server suite to perform extract, lookup, load, and metadata import operations on Oracle databases. This article is Part 2 of a series of two articles that provide a set of guidelines for tuning the Oracle Connector stages in DataStage parallel jobs with the goal of maximizing their performance. Also available in: Chinese	Articles	04 Apr 2013
Tuning the Oracle Connector performance in IBM InfoSphere DataStage. Part 1: Overview of the connector tuning process and optimization of fetch, lookup and DML operations The Oracle Connector is a connectivity component in IBM InfoSphere Information Server. It is utilized by IBM InfoSphere DataStage and other products in the Information Server suite to perform extract, lookup, load, and metadata import operations on Oracle databases. This article is Part 1 of a series of 2 articles that provide a set of guidelines for tuning the Oracle Connector stages in DataStage parallel jobs with the goal of maximizing their performance. Also available in: Chinese	Articles	28 Mar 2013

Zone:

Information management

Keyword(s) :

governance catalog

[Subscribe to search results \(RSS\)](#)

Title	Type	Date
Integrate the Information Governance Catalog and IBM InfoSphere DataStage using REST IBM InfoSphere DataStage is a data integration tool that lets you move and transform data between operational, transactional, and analytical target systems. In this article, learn to use InfoSphere DataStage to integrate with the REST resources of the Information Governance Catalog Glossary. A sample use case shows how to design a DataStage job to take advantage of the Hierarchical Data stage to access and author the Information Governance Catalog Glossary content. The REST step is a new capability of the Hierarchical Data stage (previously called XML Connector in InfoSphere Information Server) to invoke the REST Web services with support for different authentication mechanisms and Secure Socket Layer (SSL). Learn to parse the response body of the REST call and apply transformations on the data.	Articles	03 Jul 2014
Establish an information governance policy framework in InfoSphere Information Governance Catalog With the substantial growth in data volume, velocity, and variety comes a corresponding need to govern and manage the risk, quality, and cost of that data and provide higher confidence for its use. This is the domain of information governance, but it is a domain that many people struggle with in how to get started. This article provides a starting framework for information governance built around IBM InfoSphere Information Governance Catalog.	Tutorial	18 Dec 2014



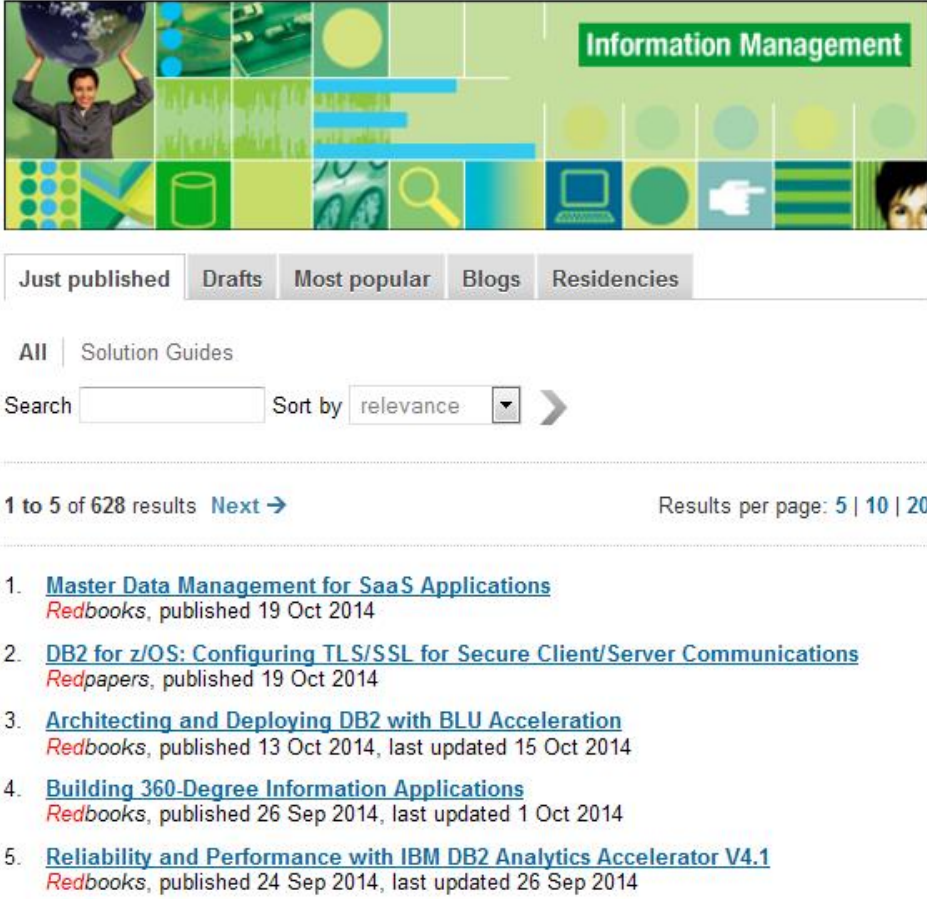
Redbooks

Redbooks®

www.redbooks.ibm.com

- Technical publications that are developed by the IBM International Technical Support Organization
- Provide positioning and value guidance, installation and implementation experiences, typical solution scenarios, and step-by-step "how-to" guidelines
- They often include sample code and other support materials that are also available as downloads

IBM Information Management Redbooks



The screenshot shows the IBM Information Management Redbooks website. At the top, there is a banner with the text "Information Management" and a collage of images including a person holding a globe, charts, and data visualizations. Below the banner, there are navigation tabs: "Just published", "Drafts", "Most popular", "Blogs", and "Residencies". The "Just published" tab is selected. Below the tabs, there is a search bar with the text "All | Solution Guides" and a search input field. To the right of the search bar, there is a "Sort by" dropdown menu set to "relevance" and a search button. Below the search bar, there is a pagination bar showing "1 to 5 of 628 results" and a "Next" button. To the right of the pagination bar, there is a "Results per page" dropdown menu set to "5", with options for "10" and "20". Below the pagination bar, there is a list of search results:

1. [Master Data Management for SaaS Applications](#)
Redbooks, published 19 Oct 2014
2. [DB2 for z/OS: Configuring TLS/SSL for Secure Client/Server Communications](#)
Redpapers, published 19 Oct 2014
3. [Architecting and Deploying DB2 with BLU Acceleration](#)
Redbooks, published 13 Oct 2014, last updated 15 Oct 2014
4. [Building 360-Degree Information Applications](#)
Redbooks, published 26 Sep 2014, last updated 1 Oct 2014
5. [Reliability and Performance with IBM DB2 Analytics Accelerator V4.1](#)
Redbooks, published 24 Sep 2014, last updated 26 Sep 2014



DataStage Redbooks

Search again Sort by

18 results in Information Management Redbooks

- 69. [The Value and Benefits of IBM InfoSphere BigInsights Running on IBM System z](#), TIPS1215
Solution Guide, published 26 November 2014
- 321. [IBM InfoSphere Streams: Accelerating Deployments with Analytic Accelerators](#), SG24-8139-00
Redbooks, published 7 February 2014
- 513. [IBM Information Server: Integration and Governance for Emerging Data Warehouse Demands](#), SG24-8126-00
Redbooks, published 10 July 2013, Rating: ★★★★★ (based on 2 reviews)
- ➔ 687. [Deploying a Grid Solution with IBM InfoSphere Information Server](#), TIPS0965
Solution Guide, published 18 January 2013
- 692. [Optimizing Data Integration Solutions by Customizing the IBM InfoSphere Information Server Deployment Architecture](#), TIPS0964
Solution Guide, published 11 January 2013
- 849. [InfoSphere DataStage for Enterprise XML Data Integration](#), SG24-7987-00
Redbooks, published 23 May 2012
- 908. [Smarter Business: Dynamic Information with IBM InfoSphere Data Replication CDC](#), SG24-7941-00
Redbooks, published 9 March 2012, last updated 12 March 2012
- 993. [Metadata Management with IBM InfoSphere Information Server](#), SG24-7939-00
Redbooks, published 18 October 2011, Rating: ★★★★★ (based on 3 reviews)
- ➔ 1108. [IBM InfoSphere Information Server Installation and Configuration Guide](#), REDP-4596-00
Redpapers, published 8 March 2011, last updated 14 January 2013, Rating: ★★★★★ (based on 1 review)
- ➔ 1246. [InfoSphere DataStage Parallel Framework Standard Practices](#), SG24-7830-00
Redbooks, published 30 July 2010, last updated 12 February 2013, Rating: ★★★★★ (based on 1 review)



Documentation

Product Documentation

Available in multiple formats

- Knowledge Center (replaced Information Center)
 - Updated information
 - Search across products and versions
 - Filter by task, date, etc.
 - Add comments to topics
 - Share topics
 - Save & print topics from one or more products to personal collection(s)
 - Links to additional content
 - [Information Server product help links access IBM hosted on-line content](#)
- Information Center can be installed locally if internet access is not available
 - Technote: [7042237](#) describes the process for setting up a local Information Center instance
 - iisAdmin can be used to switch to a local Information Center
- PDF



The screenshot shows the IBM Knowledge Center interface. At the top, the IBM logo and 'IBM Knowledge Center' are on the left, and the user name 'Jim Tsimis' and language 'English' are on the right. A search bar is located below the header. The main content area is titled 'InfoSphere Information Server welcome page' and contains a paragraph of introductory text. To the left is a sidebar with a 'Table of Contents' section and a list of product versions. To the right is a 'developerWorks' sidebar with links to various resources. The main content area is divided into three columns: 'Learn more', 'Find support', and 'Stay current', each with several links to external resources.

IBM Knowledge Center

Jim Tsimis English

Search

Save Search

Search Filters: InfoSphere Information Server 6 x Auto-select Clear All Add Products...

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InfoSphere Information Server

- InfoSphere Information Server 11.3.0
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- InfoSphere Information Server 8.7.0
- InfoSphere Information Server 8.5.0
- InfoSphere Information Server 8.1.0
- InfoSphere Information Server 8.0.0

My Collections

Search Results

InfoSphere Information Server welcome page

This page provides an entry point to product information about InfoSphere Information Server. Use the links in the Table of Contents to find documentation for specific versions and editions of this product family. Generated links to developerWorks, Redbooks, and white papers are also provided when articles about the product are available. On this page, you can find entry points to sites that help you learn more about this product and other IBM products. There are also links to web sites that help you find support and stay current.

Learn more

- Online catalog of software products: General information about software products
- Explore IBM Systems: General information about Systems products
- IBM Cloud Computing: Materials about the promise of cloud
- Redbooks: Technical publications by experts about hundreds of subjects
- developerWorks: A community site with a vast amount of information for IT professionals

Find support

- IBM Support Portal
- IBM Software Support
- IBM Client Success Portal: Support for cloud solutions
- IBM Passport Advantage: Support for licensed software

Stay current

- IBM security bulletins
- Subscribe to feeds from developerWorks

developerWorks

- Information Management:InfoSphere Information Server
- IBM InfoSphere Information Server Best Practices
- IBM InfoSphere Information Server Connectivity SDK Version 1.0
- IBM InfoSphere Information Server Deployment Toolkit

Redbooks

- IBM InfoSphere Information Server Installation and Configuration ...
- IBM InfoSphere Information Server Deployment Architectures
- IBM InfoSphere Information Server Deployment Architectures
- Deploying a Grid Solution with IBM InfoSphere Information Server

White papers

- IBM Techdocs White Paper: IBM Application Ready Solution for ...
- IBM Techdocs White Paper: WebSphere Liberty Profile for z/OS
- IBM Techdocs White Paper: WebSphere Application Server
- IBM Techdocs White Paper: WebSphere z/OS Optimized Local ...

Content is customized based on selected release

InfoSphere Information Server 11.3.0

IBM InfoSphere Information Server Version 11.3 documentation

Welcome to the IBM InfoSphere® Information Server documentation, where you can find information about how to install and use InfoSphere Information Server.

What's new

➤ [New features and changes for InfoSphere Information Server, Version 11.3.1](#)

[New features and changes for InfoSphere Information Server, Version 11.3](#)

[Release notes for InfoSphere Information Server, Version 11.3.1](#)

[Release notes for InfoSphere Information Server, Version 11.3](#)

Getting started

[Information roadmap for InfoSphere Information Server, Version 11.3](#)

[Installing InfoSphere Information Server software](#)

[Getting started with InfoSphere DataStage® and InfoSphere QualityStage®](#)

Featured topics

[Introduction to InfoSphere Information Server](#)

[InfoSphere Data Click](#)

[InfoSphere Information Governance Catalog](#)

[InfoSphere Information Governance Dashboard](#)

Support and assistance

➤ [Education assistant](#)

[Troubleshooting InfoSphere Information Server](#)

➤ [Support content](#)

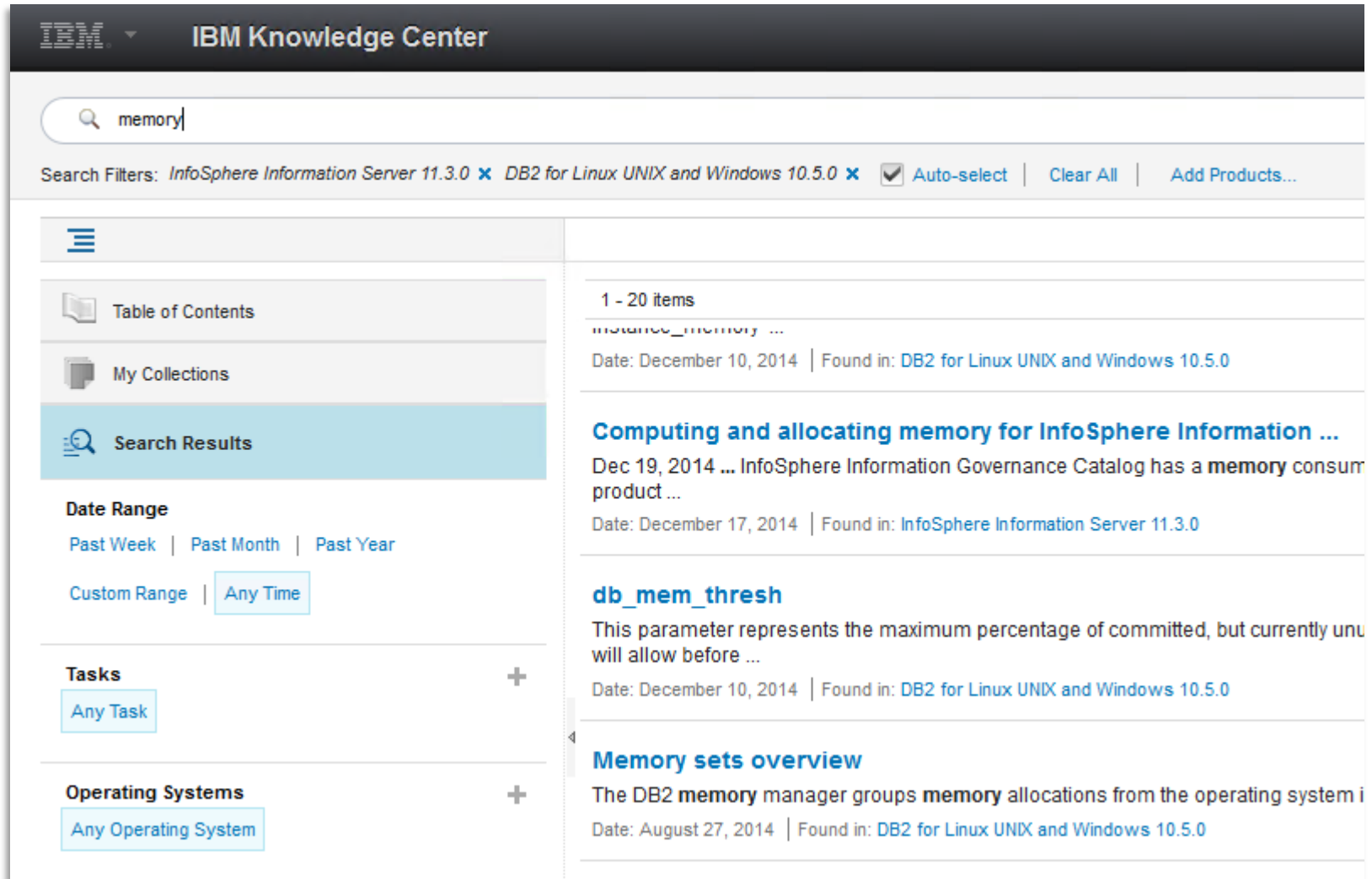
➤ [IBM Support Portal downloads for InfoSphere Information Server](#)

➤ [IBM Software Support home page](#)



Knowledge Center

Search Across Products & Filter Search Results



The screenshot displays the IBM Knowledge Center search interface. At the top, the IBM logo and 'IBM Knowledge Center' are visible. A search bar contains the text 'memory'. Below the search bar, search filters are listed: 'InfoSphere Information Server 11.3.0', 'DB2 for Linux UNIX and Windows 10.5.0', and 'Auto-select' (checked). There are also links for 'Clear All' and 'Add Products...'. On the left side, there is a navigation menu with 'Table of Contents', 'My Collections', and 'Search Results' (highlighted). Below the menu, there are sections for 'Date Range' (with options: Past Week, Past Month, Past Year, Custom Range, Any Time), 'Tasks' (with 'Any Task'), and 'Operating Systems' (with 'Any Operating System'). The main content area shows search results for 'memory'. It starts with '1 - 20 items'. The first result is 'instance_memory ...' with a date of December 10, 2014, found in 'DB2 for Linux UNIX and Windows 10.5.0'. The second result is 'Computing and allocating memory for InfoSphere Information ...' with a date of December 17, 2014, found in 'InfoSphere Information Server 11.3.0'. The third result is 'db_mem_thresh' with a date of December 10, 2014, found in 'DB2 for Linux UNIX and Windows 10.5.0'. The fourth result is 'Memory sets overview' with a date of August 27, 2014, found in 'DB2 for Linux UNIX and Windows 10.5.0'.



Knowledge Center

Save & print topics from one or more products to personal collection(s)

IBM Knowledge Center

Jim Tsimis English

Search

Save Search

Search Filters: DB2 for Linux UNIX and Windows 10.5.0 x InfoSphere Information Server 11.3.0 x Auto-select | Clear All | Add Products...

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 - [IBM InfoSphere Information Server Version 11.](#)
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 - ▶ Installing IBM InfoSphere Information Serve
 - ▶ Applying updates or adding tiers or produc
 - ▶ Removing software
 - ▶ Troubleshooting software installation
 - ▶ Migrating to IBM InfoSphere Information Se

Search Results

My Collections

You can customize product documentation by assembling only the topics that are relevant to you. After you customize the information, you can create a PDF file that includes your selected topics.

To create a collection, follow these steps:

1. Search and filter for content
2. Select topics
3. Organize the topics
4. View or print your collection

Search for the information that you want to collect and then add them to My collections. You can add specific topics or entire collections. After you add topics, you can organize them. You can also save your collection to a PDF file and print it.



Documentation

Improved Error Messages for Connectors

Improved documentation for connectors and stages. Error messages and environment variable information is improved in the information center.

- New sections were added that describe error messages for the following connectors: JDBC, Netezza, ODBC, Oracle, and Teradata connectors. For example, see [Netezza connector messages](#).
- Sections describing environment variables were added for the following stages and connectors: CDC Transaction, Java Integration, and Distributed Transaction stages, and DB2, IBM WebSphere MQ, Netezza, ODBC, and Oracle connectors. For example, see [Environment variables: Oracle connector](#).

IIS-CONN-NZ-01033W

The following distribution-key column(s): `column_name` from the table `table_name` were not found in the input link schema. The temporary work table will use the random distribution

Explanation

When the connector creates a temporary work table (TWT), the connector tries to replicate the distribution mechanism of the target table. This message is logged when the target table uses hash distribution to organize the database table, and one or more distribution key columns are missing from the link. Because the connector cannot use hash distribution, the connector uses random distribution for the TWT that it creates.

User response

(Optional) If you want the TWT to match the distribution of the target table, make sure all distribution key columns are present on the link and that their data types match the data types of the columns in the target table.

Parent topic: [Netezza connector messages](#)



Documentation

Improved Error Messages Accessible via DataStage Director

The screenshot displays the IBM InfoSphere DataStage Director interface. The main window shows a list of events in a table format. The 'Event Detail' window is open, providing a comprehensive view of a specific warning event.

>Occurred	>On date	Type	Event
8:42:24 PM	1/3/2015	Control	Starting Job CreateAndUpdate_File. (...)
8:42:25 PM	1/3/2015	Info	Environment variable settings: (...)
8:42:25 PM	1/3/2015	Info	Parallel job initiated
8:42:25 PM	1/3/2015	Info	Parallel job default NLS map ASCL_MS1252, default locale OFF
8:42:26 PM	1/3/2015	Info	main_program: IBM InfoSphere DataStage Enterprise Edition 11.3.0.7169 (...)
8:42:26 PM	1/3/2015	Info	main_program: conductor uname: -s=Windows Server 2012; r=-; -v=6.2; -n=is...
8:42:26 PM	1/3/2015	Info	main_program: orchgeneral: loaded (...)
8:42:26 PM	1/3/2015	Info	ProdDim: Connected to a LUW DB2 server
8:42:27 PM	1/3/2015	Info	ProdDim: Generated SELECT statement: SELECT ProdSK,SKU,Brand,Descr,...
8:42:27 PM	1/3/2015	Info	StoreDim: Connected to a LUW DB2 server
8:42:28 PM	1/3/2015	Info	StoreDim: Generated SELECT statement: SELECT StoreSK,Id,Name,Mgr FR...
8:42:28 PM	1/3/2015	Info	main_program: APT configuration file: C:/IBM/InformationServer/Server/Confi...
8:42:28 PM	1/3/2015	Warning	ProdDim_SKG_Update: When checking operator: When binding input interfa...
8:42:29 PM	1/3/2015		
8:42:29 PM	1/3/2015		
8:42:29 PM	1/3/2015		
8:42:29 PM	1/3/2015		
8:42:29 PM	1/3/2015		
8:42:29 PM	1/3/2015		
8:42:30 PM	1/3/2015		
8:42:30 PM	1/3/2015		

Log for job: CreateAndUpdate_File

Event Detail

Server: ISX201 Project: scd User: ISX201\dsadm [Close](#)

Job No: 2 Job name: CreateAndUpdate_File Invocation: [Next](#)

Event Number: 12 Event type: Warning Timestamp: 1/3/2015 8:42:28 PM [Previous](#)

Message Id: IIS-DSEE-TFIP-00072 [Copy](#) [Help](#)

Message:
ProdDim_SKG_Update: When checking operator: When binding input interface field "ProdSK" to field "ProdSK": Implicit conversion from source type "int64" to result type "uint64": Possible range limitation.



Documentation

Improved Error Messages Accessible via DataStage Director

The screenshot shows the IBM Knowledge Center interface. At the top, there is a navigation bar with the IBM logo, 'IBM Knowledge Center', 'Sign In', and 'English'. Below this is a search bar with a magnifying glass icon and the text 'Search', and a 'Save Search' button. A search filter bar shows 'InfoSphere Information Server 11.3.0' with a close icon, a checked 'Auto-select' box, and 'Clear All' and 'Add Products...' links. A left sidebar contains a 'Table of Contents' with a list of topics, including 'Messages for the parallel engine' which is expanded to show 'TFIP: APT_Interface implementation' and 'DSEE-TFIP-00072'. The main content area shows the breadcrumb path: 'InfoSphere Information Server 11.3.0 > InfoSphere DataStage and QualityStage > Reference > Messages for the parallel engine > TFIP: APT_Interface implementation > DSEE-TFIP-00072'. Below the breadcrumb is a heading 'IBM InfoSphere DataStage, Version 11.3.0' and the error message ID 'DSEE-TFIP-00072'. The message text is 'Implicit conversion from source type "{0}" to result type "{1}": {2}.'. Below this are sections for 'Explanation', 'System action', and 'User response'. The 'Explanation' section states: 'A column of the type {0} was converted to the type {1}. {2} provides additional information. This message is typically embedded in a larger message that provides further context.' The 'System action' section states: 'The specified conversion is performed as required.' The 'User response' section states: 'This situation often occurs when you change the type of a column on an output link without explicitly specifying a conversion function to be used. If the implied conversion is expected, it can be suppressed by specifying the nowarn option on the output link.' At the bottom of the main content area, there is a 'Parent topic' link: '[TFIP: APT_Interface implementation](#)'. In the bottom right corner, there is a small IBM logo.

Documentation

DataStage Troubleshooting Guide

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← Stage Issues



Documentation

DataStage Troubleshooting Guide via Knowledge Center Search

The screenshot shows a search interface for 'heap allocation' in the IBM Knowledge Center. The search bar at the top contains the text 'heap allocation' and a 'Save Search' button. Below the search bar, there are search filters: 'InfoSphere Information Server 11.3.0', 'Auto-select' (checked), 'Clear All', and 'Add Products...'. On the left side, there is a navigation pane with a 'Table of Contents' section. Under 'Table of Contents', there are links for 'Back to all products', 'InfoSphere Information Server', and 'InfoSphere Information Server 11.3.0'. Below these, there is a list of topics under 'IBM InfoSphere Information Server Version 11.3.0', including 'Overview of IBM InfoSphere Information Server', 'Installing', 'Getting started with the consoles', 'Administering', 'Reporting', 'Managing metadata', 'Managing events', 'Connecting to data sources', 'InfoSphere Blueprint Director', 'InfoSphere Information Governance Catalog', and 'InfoSphere Information Governance Dashboard'. At the bottom of the navigation pane, there are sections for 'My Collections' and 'Search Results'. The main content area on the right displays the search results for 'heap allocation'. The top result is titled 'IBM InfoSphere DataStage, Version 11.3.0' and has a sub-heading 'Join stage exits with a heap allocation error'. Below the sub-heading, there are sections for 'Symptoms' and 'Causes'. The 'Symptoms' section states: 'The join stage exits with a heap allocation error.' The 'Causes' section states: 'The Join stage processes the data with the primary link or driving data sets first. It gets a row from this link and then retrieves all rows with matching values in the secondary link, which is also called a reference link. These rows are temporarily stored in memory. If there are many rows in the secondary link that match the current record in the primary link, then a large amount of memory is allocated to hold the result. If there is not enough heap memory, the job fails.' Below the 'Causes' section, there is a 'Note' section that states: 'Note: Cardinality is here the uniqueness of data values of column. A column with all unique values is said to have high cardinality, while a column with repeated values is said to have low cardinality.'

Search Filters: InfoSphere Information Server 11.3.0 x Auto-select Clear All Add Products...

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- My Collections
- Search Results

IBM InfoSphere DataStage, Version 11.3.0

Join stage exits with a heap allocation error

Symptoms

The join stage exits with a heap allocation error.

Causes

The Join stage processes the data with the primary link or driving data sets first. It gets a row from this link and then retrieves all rows with matching values in the secondary link, which is also called a reference link. These rows are temporarily stored in memory. If there are many rows in the secondary link that match the current record in the primary link, then a large amount of memory is allocated to hold the result. If there is not enough heap memory, the job fails.

Because of this, the amount of memory that is used by the Join stage depends heavily on the cardinality of the reference side. The lowest the cardinality of the reference side, the larger the amount of memory that it uses for each row.

Note: Cardinality is here the uniqueness of data values of column. A column with all unique values is said to have high cardinality, while a column with repeated values is said to have low cardinality.



IBM Support Assistant Lite

InfoSphere Information Server

ISA Lite for Information Server

Included with Information Server starting with Version 8 Release 5

Works with all Information Server releases starting with 8.0.1.1

Current version available at: <http://www.ibm.com/support/docview.wss?rs=14&uid=swg24022700>

Downloadable files

Abstract

The tool provides automatic data collection, diagnostic testing, symptom analysis, and pre-requisite checking for IBM InfoSphere Information Server installations.

Download Description

The IBM Support Assistant Lite for InfoSphere Information Server supports installations of:

- InfoSphere Information Server, Version 11.3.x on AIX, Solaris, Linux (Red Hat, SUSE), and Windows.
- InfoSphere Information Server, Version 8.0.1 Fix Pack 1 through Version 9.1.x, on
 - AIX, Solaris, HP-UX, Linux (Red Hat, SUSE), and Windows.
- InfoSphere Information Server, Version 8.1 through Version 9.1.x on
 - Linux for IBM System z platforms.

In particular:

- Use Version S11.3.1.0 to support installations of InfoSphere Information Server Version 11.3.x.
- Use Version S9.1.007.6 (also known as Version 7.6) to support installations of InfoSphere Information Server Versions 8.5.x through 9.1.x.
- Use Version S9.1.007.4 (also known as Version 7.4) to support installations of InfoSphere Information Server Versions 8.1.x.
- Use Version S8.7.007.2 (also known as Version 7.2) to support installations of InfoSphere Information Server Version 8.0.1 Fix Pack 1
- Use Version S9.1.007.4z (also known as Version 7.4z) to support installations of InfoSphere Information Server Version 8.1.x through 9.1.x on zLinux systems (IBM System z platforms).

The tool benefits customers by:

- Providing diagnostic testing and health verifications of installations of any tiers of InfoSphere Information Server and its components
- Providing automatic gathering and collection of diagnostic data and log files and FTP to IBM Customer Support
- Graphically documenting the installation topology and highlighting communication channels

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★★★★★
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Document information

More support for:
[InfoSphere Information Server](#)

Software version:
8.0.1.1, 8.0.1.2, 8.0.1.3, 8.1, 8.1.0.1, 8.1.0.2, 8.5, 8.5.0.1, 8.5.0.2, 8.5.0.3, 8.7, 8.7.0.1, 8.7.0.2, 9.1, 9.1.0.1, 9.1.2.0, 11.3, 11.3.1.0

Operating system(s):
AIX, HP-UX, Linux, Solaris, Windows

Reference #:
4022700

Modified date:
2014-09-26

Translate my page

Select Language ▼



ISA Lite for Information Server

ISA Lite documentation is included in install directory ...InformationServer/ISALite/doc

It is also available on-line along with a link to the MustGather document that serves as the blueprint for the automated data collection process

Note: An alternative to the automated data collection is a manual method which utilizes a MustGather document. Please refer to the following document for details on gathering this same data manually. <http://www.ibm.com/support/docview.wss?rs=14&uid=swg21383312>

Please contact your IBM Support representative for any assistance required.

User's Guide :

The User's Guide is included in the download package (under the ISALite\doc folder) and is also included here for convenience.

-  **User's Guide** (version S11.3.1.0): [UserGuide.pdf](#) (Windows and UNIX platforms)
-  **User's Guide** (version S9.1.007.6): [UserGuide.pdf](#) (Windows and UNIX platforms)
-  **User's Guide for zLinux platforms:** [UserGuide.pdf](#) (zLinux platform only)

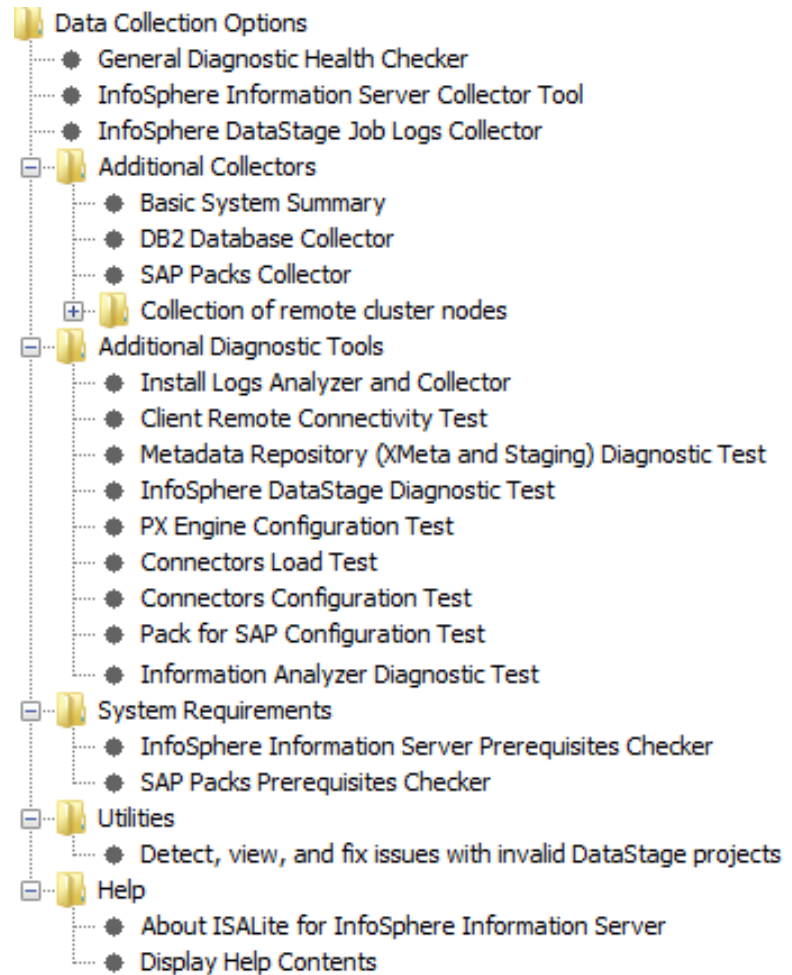
Download	RELEASE DATE	LANGUAGE	SIZE(Bytes)	Download Options
ISALite 11 for InfoServer v. 11.3.x	22 Sep 2014	English	25415060	HTTPS
ISALite 7.6 for InfoServer v. 8.5 - 9.1	27 Jun 2014	English	36780697	HTTPS
ISALite 7.4 for InfoServer v. 8.1	1 Feb 2013	English	33379769	HTTPS
ISALite 7.2 for InfoServer v. 8.0.1 FP1	22 Feb 2012	English	27523955	HTTPS
ISALite 7.4z for InfoServer v. 8.1 - 9.1: zLinux	28 Mar 2013	English	33101156	HTTPS



Menu Options

6 Functional Groups

- The 3 most commonly used tasks are grouped at the top level for easy access
- Install Logs Analyzer and Collector provides an analysis and summary for product install sessions. Highlights warnings or errors that may have occurred during the install process
- The DataStage Job Logs Collector can be used to create a zip file that includes a selected job's run time logs and design info as well as FFDC logs, DataStage config files, etc. **It should be run on the DataStage Engine tier to capture Engine specific assets and does not require the DataStage Director or Designer**
- Connectors Configuration Test has been added to assist with the definition of client libraries required by Connectivity Stages
- All tasks include the Basic System Summary
- Some tasks can be invoked with a response file



Installation

- Even though release 11.3 includes ISA Lite on all installed tiers you should download and install the newest version of ISA Lite to utilize the latest functionality:
 - [Support for Liberty Core profile in addition to WAS ND](#)
 - Latest version supports Information Server 11.3+ (some tools not available for all releases)
 - ISA Lite versions are still available for release 8.0.1 and 8.1 as well as for versions 8.5 – 9.1.2
- Once the zip/gz package is downloaded, **transfer it to the target system** then unzip and extract the contents of the zip/gz package to the Information Server home directory.
 - If you are replacing an existing version, rename the existing ISALite directory and install the version in the same location then verify that the access rights are set to match the settings of the prior version.

Note: **The target system** can have one or more tiers installed (Client, Engine, Services, Repository), can be a remote cluster node (only WAS is installed), or can be a system without Information Server to run the pre-requisite checker that is included with ISA Lite.



Installation

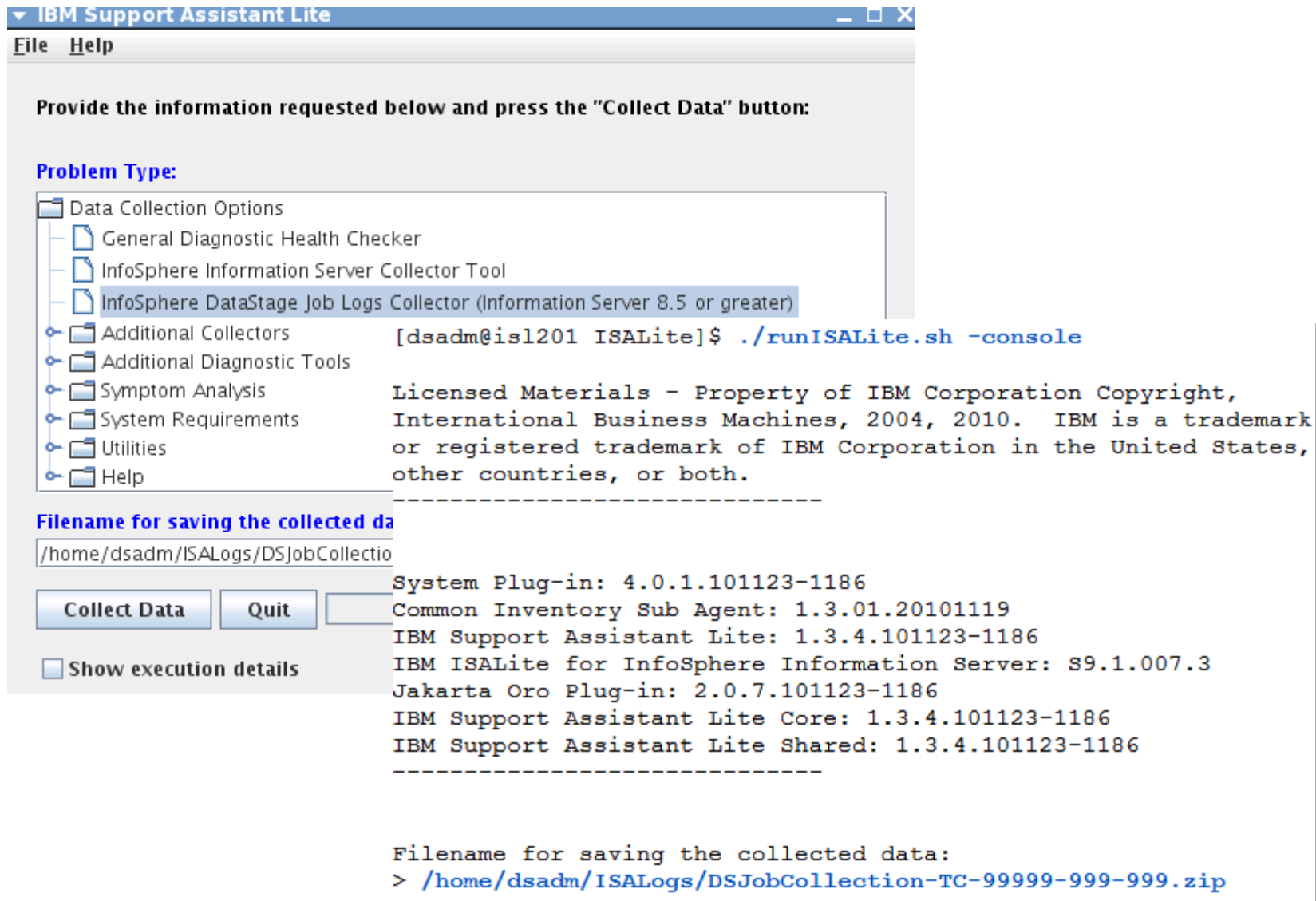
Install as root and set access rights for ISALite directory to 755 if required

```
# cd /opt/IBM/InformationServer
# ls -l
ASBNode
ASBServer
buildinfo.txt
Clients
ISALite
ISALiteInformationServer_S9.1.007.3.tar.gz
isdump-redhat-2012.09.25.13.24.58.zip
license          # ls *gz
logs             ISALiteInformationServer_S9.1.007.3.tar.gz
MBR              # gunzip ISALiteInformationServer_S9.1.007.3.tar.gz
Migration        # ls -ld ISALiteInformationServer_S9.1.007.3.tar
properties       -rw-r--r-- 1 root root 44687360 Oct 13 15:00 ISALiteInformationServer_S9.1.007.3
PXEngine         .tar
Recovery         # ls -ld ISALite
Repos|           drwxr-xr-x 16 root root 4096 Oct  6 15:34 ISALite
response.txt     # mv ISALite ISALite-BAK
Server           # tar -xvf ISALiteInformationServer_S9.1.007.3.tar
SQLScripts      ISALite/
_uninstall       ISALite/cisa/
Updates         .....
Version.xml     ISALite/util/runCollectorConsole.sh
                ISALite/util/setupJava.sh
                # ls -ld ISALite
                drwxr-xr-x 16 root root 4096 Oct  6 15:34 ISALite
                # chmod -R 755 ISALite
```

```
[dsadm@isl201 InformationServer]$ cd ISALite
[dsadm@isl201 ISALite]$ ./runISALite.sh -console
```



DataStage Job Logs Collector - Graphical & Console Interface



The screenshot displays the IBM Support Assistant Lite application window. The title bar reads "IBM Support Assistant Lite". The menu bar includes "File" and "Help". The main content area contains the instruction: "Provide the information requested below and press the 'Collect Data' button:". Under the heading "Problem Type:", there is a tree view of data collection options. The "InfoSphere DataStage Job Logs Collector (Information Server 8.5 or greater)" option is selected. To the right of the tree view, a terminal window shows the command `[dsadm@isl201 ISALite]$./runISALite.sh -console` and its output, which includes a copyright notice and system version information. Below the tree view, there is a text field for the "Filename for saving the collected data" containing `/home/dsadm/ISALogs/DSJobCollectio`. At the bottom left, there are "Collect Data" and "Quit" buttons, and a checkbox for "Show execution details".

Problem Type:

- Data Collection Options
 - General Diagnostic Health Checker
 - InfoSphere Information Server Collector Tool
 - InfoSphere DataStage Job Logs Collector (Information Server 8.5 or greater)**
- Additional Collectors
- Additional Diagnostic Tools
- Symptom Analysis
- System Requirements
- Utilities
- Help

```
[dsadm@isl201 ISALite]$ ./runISALite.sh -console
```

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International Business Machines, 2004, 2010. IBM is a trademark
or registered trademark of IBM Corporation in the United States,
other countries, or both.

System Plug-in: 4.0.1.101123-1186
Common Inventory Sub Agent: 1.3.01.20101119
IBM Support Assistant Lite: 1.3.4.101123-1186
IBM ISALite for InfoSphere Information Server: S9.1.007.3
Jakarta Oro Plug-in: 2.0.7.101123-1186
IBM Support Assistant Lite Core: 1.3.4.101123-1186
IBM Support Assistant Lite Shared: 1.3.4.101123-1186

Filename for saving the collected data:
> `/home/dsadm/ISALogs/DSJobCollection-TC-99999-999-999.zip`



Graphical & Console Interface (2)

GUI mode is easier to navigate but both interfaces produce the same results and have the exact same functionality

- Console interface also has an advantage for users that are connected via a WAN
- GUI interface requires X-Windows for UNIX/Linux platforms
- Utilize a naming convention for the collection that includes the PMR number, host name, job name and other components for future reference or allow ISA Lite to rename the collection when the process completes

```
Enter 1 or yes to create the collection zip file at
/home/dsadm/ISALogs/DSJobCollection-TC-99999-999-999.zip
> 1

Enter the number or title of the IBM Support Assistant Lite
collection option you want or enter RECOVER to recover from a
previous IBM Support Assistant Lite tool collection or enter QUIT
to end the tool
1: General Diagnostic Health Checker
2: InfoSphere Information Server Collector Tool
3: InfoSphere DataStage Job Logs Collector (Information Server
8.5 or greater)
4: Additional Collectors
5: Additional Diagnostic Tools
6: Symptom Analysis
7: System Requirements
8: Utilities
9: Help
> 3
```



Graphical & Console Interface (3)

You do not have to be root to utilize ISA Lite but the collection of some files and the execution of some commands will not be possible

- Endpoints in Topology Diagram may not be listed unless root user id is used
- Warning is presented suggesting that users invoke ISA Lite with administrative privileges
- Not much data is lost when running the System Summary which is included with every collection as dsadm or with the DataStage Job Log Collector but root or sudo should be used for the Information Server Collector and General Diagnostic Health Checker when possible

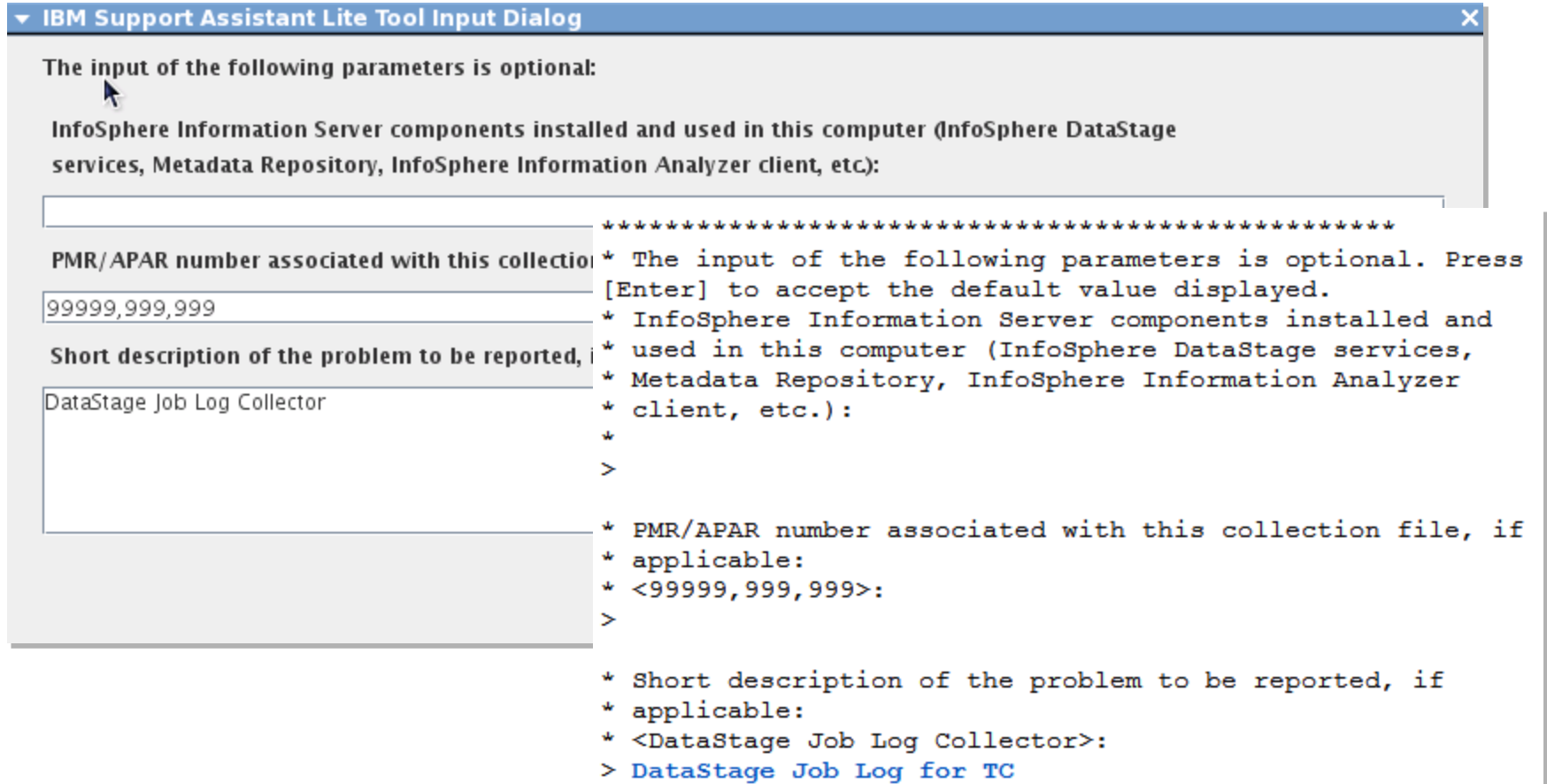
```
*****
*
* WARNING: You do not have operating system administrator
* (or UNIX root or sudo root) privileges. It is recommended
* to login as an Administrator and run the tool again.
* Select OK to continue the task as a non-administrator, but
* some tools or collections may not work correctly and some
* diagnostic tests may be skipped.
*
*****
OPTIONS FOR COMPLETING THE INPUT DIALOG
1: OK<Continue the collection using the values you set during the
INPUT DIALOG>
2: Cancel<Stop the collection>
>
```



Graphical & Console Interface (4)

The following fields are optional

PMR number, if entered can be used to populate PMR details when transferring data to ECuREP server if system is connected to the internet



The screenshot shows a graphical user interface window titled "IBM Support Assistant Lite Tool Input Dialog". The window contains a message: "The input of the following parameters is optional: InfoSphere Information Server components installed and used in this computer (InfoSphere DataStage services, Metadata Repository, InfoSphere Information Analyzer client, etc):". Below this message are three input fields. The first field is for the "PMR/APAR number associated with this collection file, if applicable" and contains the value "99999,999,999". The second field is for the "Short description of the problem to be reported, if applicable" and contains the text "DataStage Job Log Collector". To the right of the graphical interface, a terminal window displays the same information in a text-based format, including asterisks and a prompt character ">".

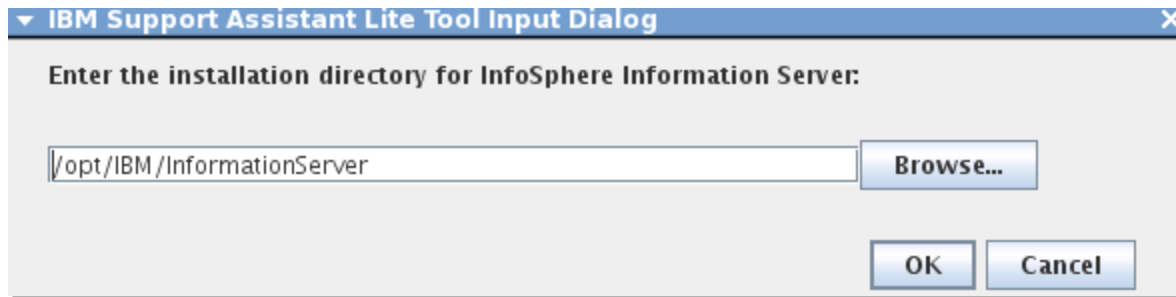
```
IBM Support Assistant Lite Tool Input Dialog
The input of the following parameters is optional:
InfoSphere Information Server components installed and used in this computer (InfoSphere DataStage
services, Metadata Repository, InfoSphere Information Analyzer client, etc):
PMR/APAR number associated with this collection file, if applicable:
99999,999,999
Short description of the problem to be reported, if applicable:
DataStage Job Log Collector

*****
* The input of the following parameters is optional. Press
* [Enter] to accept the default value displayed.
* InfoSphere Information Server components installed and
* used in this computer (InfoSphere DataStage services,
* Metadata Repository, InfoSphere Information Analyzer
* client, etc.):
*
* >
*
* PMR/APAR number associated with this collection file, if
* applicable:
* <99999,999,999>:
*
* >
*
* Short description of the problem to be reported, if
* applicable:
* <DataStage Job Log Collector>:
* > DataStage Job Log for TC
```


Graphical & Console Interface (5)

- *ISA Lite remembers previously entered values (except passwords)*

Make sure that you select the correct location for Information Server on systems that have multiple instances



```
*****
* Enter the installation directory for InfoSphere Information
Server:
* </opt/IBM/InformationServer>:
>

*****
OPTIONS FOR COMPLETING THE INPUT DIALOG
1: OK<Continue the collection using the values you set during the
INPUT DIALOG>
2: Cancel<Stop the collection>
>
```



Graphical & Console Interface (6)

Enter the same values that you use to login via the DataStage/QualityStage clients

IBM Support Assistant Lite Tool Input Dialog

Enter values as an InfoSphere DataStage or QualityStage Administrator. The port number may be included in the domain name. All fields are required.

Domain server (example: <hostname>:9080)

isl201:9080

User name

isadmin

Password

InfoSphere DataStage server (example: <hostname>:31538)

isl201.usnj.ibm.com:31538

Process of retrieving list of projects is ready to start. Depend
this process may take several minutes.

* Enter values as an InfoSphere DataStage or QualityStage Administrator. The port number may be included in the domain name. All fields are required.

* Domain server (example: <hostname>:9080)<isl201:9080>:
> **isl201:9080**

* User name<isadmin>:
> **isadmin**

* Password
*
> **#####**

* InfoSphere DataStage server (example: <hostname>:31538)
<isl201.usnj.ibm.com:31538>:
> **isl201.usnj.ibm.com:31538**



Graphical & Console Interface (7)

The list of projects is presented fairly quickly

IBM Support Assistant Lite Tool Input Dialog

This task allows you to collect job logs and job assets from an InfoSphere DataStage project.

Select an InfoSphere DataStage project to work with:

dstage1 ▼

Select the information you want to collect

Job logs and job assets ▼

Process of retrieving the list of jobs is re
selected project, this process may take s

```
* This task allows you to collect job logs and job assets from an  
InfoSphere DataStage project.
```

```
*
```

```
* Select an InfoSphere DataStage project to work with::
```

```
* 1: ANALYZERPROJECT
```

```
* 2: DataClick
```

```
* 3: dstage1
```

```
* 4: IOD
```

```
> 3
```

```
*
```

```
* Select the information you want to collect::
```

```
* 1: Job logs and job assets
```

```
* 2: Job logs only
```

```
> 1
```

```
*
```

```
* Process of retrieving the list of jobs is ready to start.
```

```
* Depending on the number of jobs in the selected project,
```

```
* this process may take several minutes.
```

```
*
```



Graphical & Console Interface (8)

Select the job from the drop down and the number of job run logs to include

IBM Support Assistant Lite Tool Input Dialog

Select a job and the number of job runs to collect.

Select a job to work with:

TC ▼

Each job run produces a log. Select the number of job runs to collect:

Two most recent job runs ▼

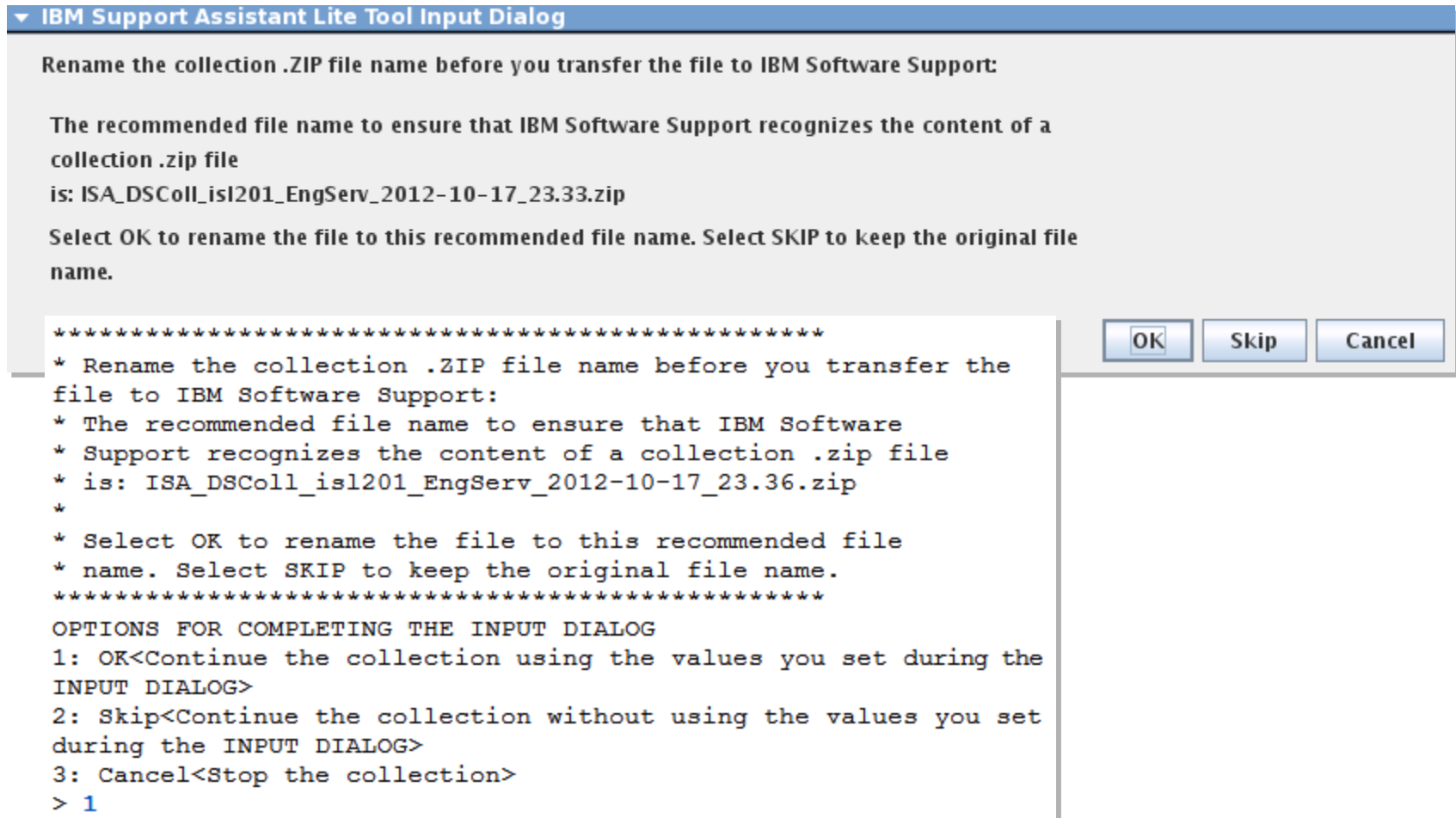
Collection process is ready to start. This are a large number of log events and job

```
*****
* Select a job and the number of job runs to collect.
*
* Select a job to work with::
* 1: TC
> 1
*
* Each job run produces a log. Select the number of job runs to
collect: :
* 1: Most recent job run
* 2: Two most recent job runs
* 3: Three most recent job runs
* 4: Four most recent job runs
* 5: Five most recent job runs
> 2
```



Graphical & Console Interface (9)

Once the collection is complete you will be given the option to use a recommended name for the collection



The image shows a graphical user interface window titled "IBM Support Assistant Lite Tool Input Dialog". The window contains the following text:

Rename the collection .ZIP file name before you transfer the file to IBM Software Support:

The recommended file name to ensure that IBM Software Support recognizes the content of a collection .zip file
is: ISA_DSColl_isl201_EngServ_2012-10-17_23.33.zip

Select OK to rename the file to this recommended file name. Select SKIP to keep the original file name.

At the bottom right of the window are three buttons: "OK", "Skip", and "Cancel".

Below the window, a console window displays the following text:

```
*****  
* Rename the collection .ZIP file name before you transfer the  
file to IBM Software Support:  
* The recommended file name to ensure that IBM Software  
* Support recognizes the content of a collection .zip file  
* is: ISA_DSColl_isl201_EngServ_2012-10-17_23.36.zip  
*  
* Select OK to rename the file to this recommended file  
* name. Select SKIP to keep the original file name.  
*****  
OPTIONS FOR COMPLETING THE INPUT DIALOG  
1: OK<Continue the collection using the values you set during the  
INPUT DIALOG>  
2: Skip<Continue the collection without using the values you set  
during the INPUT DIALOG>  
3: Cancel<Stop the collection>  
> 1
```



Graphical & Console Interface (10)

Completing the collection

IBM Support Assistant Lite Tool Input Dialog

Question Regarding How the Script Should Proceed

Would you like the tool to transfer the logs automatically?

For other ways to exchange data with IBM, see Exchanging

Select one:

Send the Logs to IBM using secure transfer

Filename for saving the collected data:

/home/dsadm/ISALogs/DSJobCollection.zip

Collect Data

Quit

100%

Show execution details

```
*****
* Question Regarding How the Script Should Proceed
* Would you like the tool to transfer the logs automatically?
* For other ways to exchange data with IBM, see Exchanging
* data with IBM (http://www14.software.ibm.com/webapp/set2/sas/f/handbook/policies.html#exchange)
* Select one::
* 1: Send the Logs to IBM using secure transfer (HTTPS)
* 2: FTP the Logs to IBM Support (unencrypted)
* 3: FTP the Logs to a Different Location (unencrypted)
* 4: Do Not Transfer the Logs
> 4

*****
OPTIONS FOR COMPLETING THE INPUT DIALOG
1: OK<Continue the collection using the values you set during the
INPUT DIALOG>
2: Cancel<Stop the collection>
>

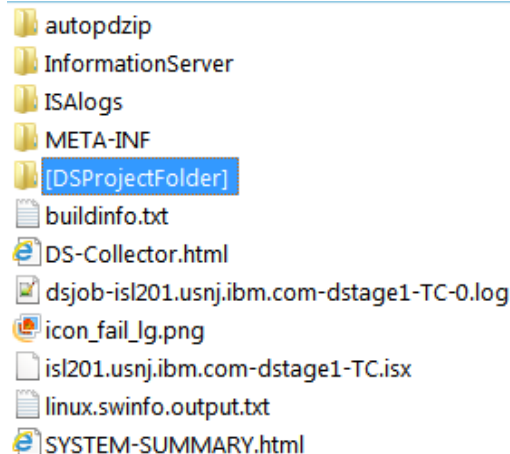
The collection has completed successfully.
The collection results (which may not exist in all cases) are
located in /home/dsadm/ISALogs/DSJobCollection-TC-99999-999-
999.zip
Do you want to run another collection?
1. Yes
2. No
> 2

The IBM Support Assistant Lite tool has completed.
```



DataStage Job Log Collector: Collection Structure

- buildinfo.txt: ISA Lite revision, etc.
- SYSTEM-SUMMARY.html: collection data describing system environment
- linux.swinfo.output.txt: installed software (included within SYSTEM-SUMMARY.html on other platforms like AIX)
- META-INF, ISALogs and autopdzip (ISA Lite framework files & logs)
- Information Server: Version.xml, .odbc.ini, dsenv, uvconfig
- [DSProjectFolder]: DSParams file listing project variables and settings
- DS-Collector.html: DataStage collection report
- Log for job and isx file containing job design
- Parallel Engine FFDC dump(s) associated with job



InfoSphere DataStage Collection Report

Hostname: isl201.usnj.ibm.com

Date and time of this collection: 17-October-2012 23:57:31 EDT

Tool version: S9.1.007.3

Table of Contents

- [DataStage Project description](#)
- [Files under the project's &PH& folder](#)
- [Analysis of project's DSParams file](#)
- [Files under the /tmp and /var/tmp folders](#)
- [List of project's core, heapdump, javacore files](#)
- [Parallel Engine First Failure Data Capture \(FFDC\)](#)
- [DataStage Parallel Job Tracing](#)
- [Windows Registry: Parallel Engine Windows registry keys and data](#)
- [Windows System and Application events](#)



