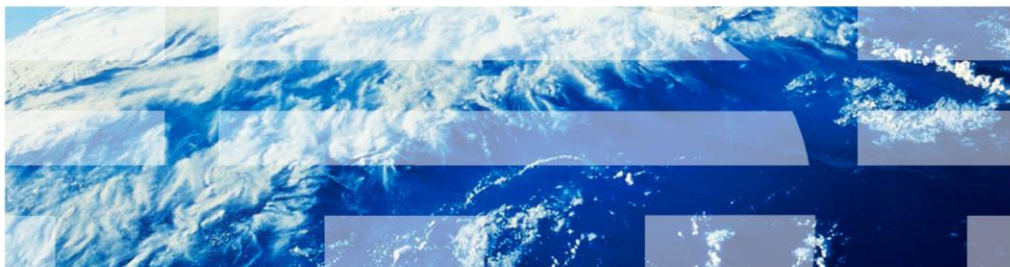


IBM Tivoli Composite Application Manager for Transactions version 7.3

Resolving Windows socket exceptions for the T6 agent



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This module is for **IBM Tivoli® Composite Application Manager for Transactions** (ITCAM) version 7.3, Resolving Windows® socket exceptions for the T6 agent.

Objective

When you complete this module, you can resolve socket exceptions on the ITCAM for Transactions T6 agent on Windows

When you complete this module, you can resolve socket exceptions on the ITCAM for Transactions T6 agent on a Windows computer.

Assumptions

Environment configuration

- ITCAM for Transactions T3 agent and T6 agents are installed
- Profiles are present to run on the T6 agent

The assumption for this module is that you have completed the set up ITCAM for Transactions with the T3 and T6 agents.

Problem

This problem typically presents itself with a socket error in the trace-robotic log on the T6 agent after scripts stop returning data:

```
ERROR - myT6agent - PlaybackThreadPoolWorker-738 -  
MARequestManager.sendCommandToJvm(Command cmd) - java.net.ConnectException: Connection  
refused: connect  
  at java.net.PlainSocketImpl.socketConnect(Native Method)  
  at java.net.PlainSocketImpl.doConnect(PlainSocketImpl.java:391)  
  at java.net.PlainSocketImpl.connectToAddress(PlainSocketImpl.java:252)  
  at java.net.PlainSocketImpl.connect(PlainSocketImpl.java:239)  
  at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:385)
```

After the scripts stop returning data, check for the exception shown on the slide in the trace-robotic logs.

Process outline

1. Obtain administrator privileges to the Windows computer
2. Stop the T6 agent
3. Update the Windows registry
4. Stop and start the computer
5. Start the T6 agent

The major steps in this process are:

1. Obtain administrator privileges to the Windows computer.
2. Stop the T6 agent.
3. Update the Windows registry.
4. Stop and start the computer.
5. Start the T6 agent.

Obtaining administrator privileges

- Administrator privileges are required to update the registry on a Windows computer
- If your user account does not have administrator privileges, employ a user account that has these privileges

Administrator privileges are required to update the registry of the Windows computer and might be required to stop and start the T6 agent. If your user account does not have administrator privileges acquire them or supply these directions to a user with the required privileges.

Stop the T6 agent

- Stop the T6 agent before you make these changes
- The T6 agent can be stopped with the MTEMS or the **tacmd stopAgent** command

The screenshot shows the 'Manage Tivoli Enterprise Monitoring Services - TEMS Mode - [Local Computer]' window. A table lists various services with columns for Service/Application, Task/Subs..., Configured, Status, Configura..., Star..., Account, Desk..., HotS..., and Version. The 'ITCAM for Robotic Respons...' service is selected, and a context menu is open over it, showing options like Start, Stop, Recycle, Change Startup..., Change Startup Params..., Set Defaults For All Agents..., Configure Using Defaults, and Create Instance...

Service/Application	Task/Subs...	Configured	Status	Configura...	Star...	Account	Desk...	HotS...	Version
Eclipse Help Server	HELPSVR	Yes	Started	up-to-date	Auto	LocalSy...	No	No	06.22.0...
Tivoli Enterprise Portal	Browser	Yes	Started	N/A	N/A	N/A	N/A	N/A	06.22.0...
Tivoli Enterprise Portal	Desktop	Yes	Started	N/A	N/A	N/A	N/A	N/A	06.22.0...
Tivoli Enterprise Portal Server	KFWSRV	Yes (TEMS)	Started	up-to-date	Auto	LocalSy...	No	No	06.22.0...
Transaction Collector	Primary	Yes (TEMS)	Stopped	up-to-date	Man...	LocalSy...	Yes	No	07.30.0...
Transaction Reporter	Primary	Yes (TEMS)	Stopped	up-to-date	Man...	LocalSy...	Yes	No	07.30.0...
ITCAM for Robotic Respons...	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSy...	Yes	No	07.30.0...
ITC...		Yes (TEMS)	Started	up-to-date	Auto	LocalSy...	No	No	07.30.0...
War...		Yes (TEMS)	Started	up-to-date	Auto	LocalSy...	No	No	06.22.0...
Inte...		Yes (TEMS)	Stopped	up-to-date	Auto	LocalSy...	No	No	07.30.0...
War...		Yes (TEMS)	Started	up-to-date	Auto	LocalSy...	No	No	06.22.0...
Tivc...		Yes	Started	up-to-date	Auto	LocalSy...	No	No	06.22.0...

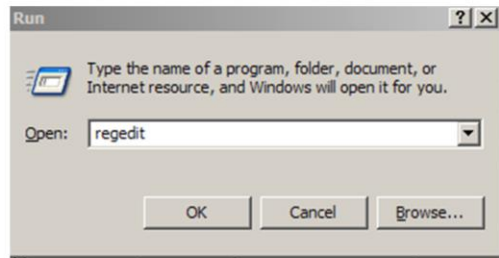
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Stop the T6 agent before you make these changes.

Use the **Manage Tivoli Enterprise Monitoring Services** (MTEMS) or the **tacmd stopAgent** command to stop the agent.

Update the Windows registry (1 of 4)

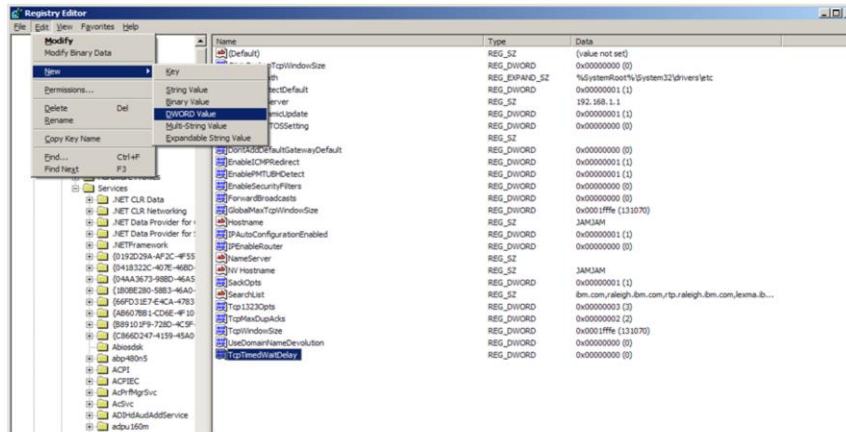
- To update the registry, click **Run** and then enter *regedit*



Edit the registry by clicking **Run** and typing *regedit*.

Update the Windows registry (2 of 4)

- Find **HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters**
- Create two new keys from the **Edit** menu, click **New > DWORD Value**



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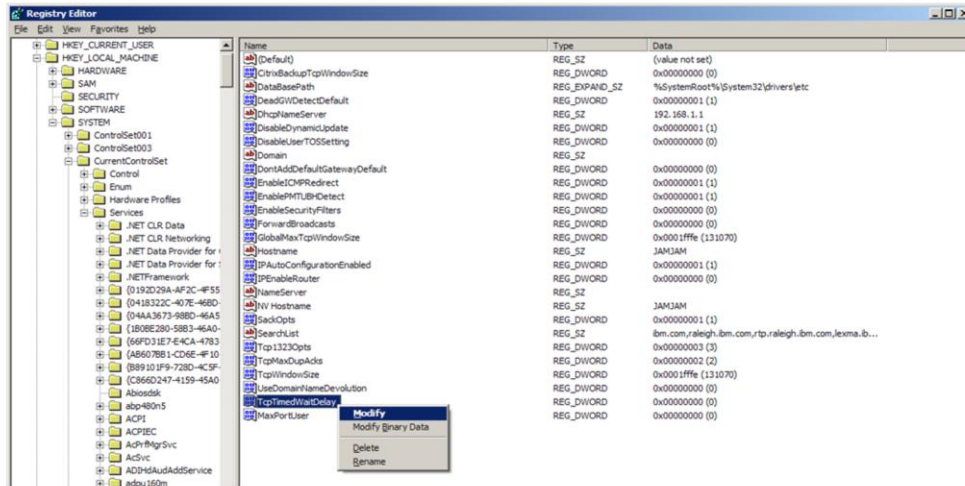
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Find the parameter
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters
 and create the two new DWORD keys **TcpTimedWaitDelay** and **MaxPortUser**.

Update the Windows registry (3 of 4)

- Modify the new keys to add values



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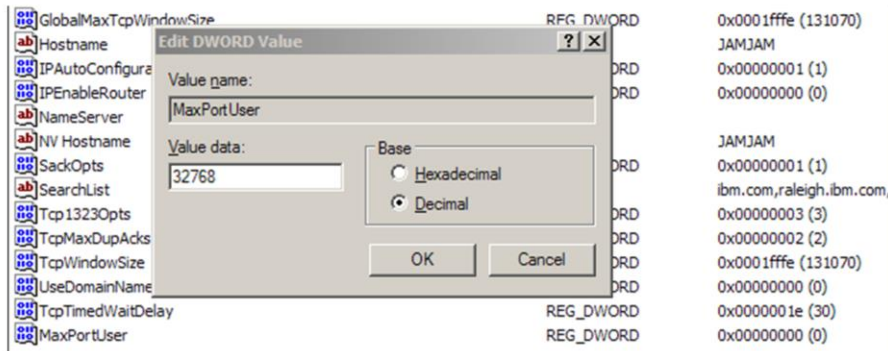
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To update the new keys with values, right-click **TcpTimedWaitDelay** and click **Modify**.

Update the Windows registry (4 of 4)

- Modify TcpTimedWaitDelay to 30
- Modify MaxPortUser to 32768



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The Edit DWORD Value window displays.

For **TcpTimedWaitDelay**, enter in the **Value data** field a value of 30 (seconds). This value effects a the turn around time for socket reuse. The default value is 240 seconds, and the minimum value is 30 seconds.

Click **OK** to save the value. The Edit DWORD Value window closes.

Right-click **MaxPortUser** and enter in the **Value data** field a value of 32768. The TCP has a much larger range of port numbers to assign for temporary socket connections. The default value is 5000, and the maximum value is 65534.

Click **OK** to save the value. The Edit DWORD Value window closes and the registry values are saved.

Stop and start the Windows computer

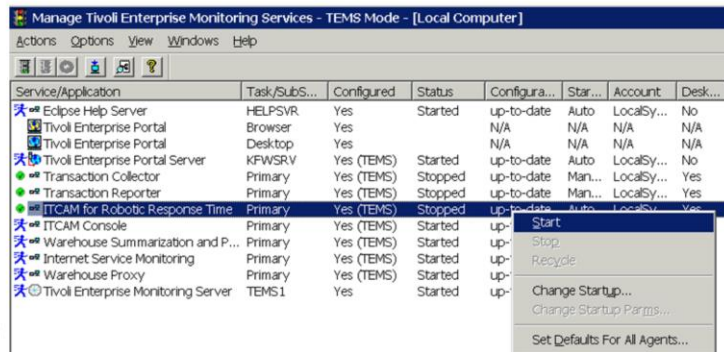
- Save the new registry settings
- Stop and start the Windows computer to activate the new settings

Close the registration editor by clicking **File > Exit**.

To active the new registry settings, stop and start the Windows computer.

Start the T6 agent

- If the agent does not automatically start, manually start the T6 agent with the MTEMS or **tacmd startAgent**
- Check the T6 agent and Tivoli Enterprise Portal Server (TEPS) workspaces to ensure resolution of the problem



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If the T6 agent does not automatically start, start it manually.

On the **Manage Tivoli Enterprise Monitoring Services (TEMS)** mode window, right-click **ITCAM for Robotic Response Time** and click **Start**. This starts the T6 agent and allows profiles to run.

To verify the exception is resolved, over time verify that the T6 agent is running properly and the exception is resolved.

Process review

1. Obtain administrator privileges to the Windows computer
2. Stop the T6 agent
3. Update the Windows registry
4. Stop and start the computer
5. Start the T6 agent

Process review. The major steps in this module are:

1. Obtain administrator privileges to the Windows computer
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Summary

Now that you have complete this module, you can resolve socket exceptions on the ITCAM for Transactions T6 agent on Windows

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