Tivoli Monitoring V6.2

Clean and reset version of Universal Agent 6.2 on Windows

This module illustrates the process to remove a custom Universal Agent application on a Windows machine in an IBM Tivoli® Monitoring environment.

Assumptions

Before you proceed, you must have these prerequisites in place:

- Tivoli Monitoring Universal Agent is installed on a supported Microsoft Windows machine
- An application is configured in the Universal Agent
- Hub Tivoli Enterprise Monitoring Server is installed on a supported Microsoft Windows machine
- Remote Tivoli Enterprise Monitoring Server is installed on a supported Microsoft Windows machine if applicable
- Tivoli Enterprise Portal Server is installed on a supported Microsoft Windows machine

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For the purposes of this illustration, you must have the configuration as described here.

Objectives

When you complete this module, you can perform these tasks:

- Remove a custom Universal Agent application on a Windows machine in IBM Tivoli Monitoring Environment
- Reset the versions of the Universal Agent

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When you complete this module, you will be able to remove a custom Universal Agent application on a Windows machine in an IBM Tivoli Monitoring environment, and reset the versions of the Universal Agent to solve problems that are caused by inconsistent application support files on Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Universal Agent machines.

Delete the application on Universal Agent (1 of 2)

These steps are done on the Universal Agent machine:

- Identify the first three characters of the Universal Agent application.

  This is the first three characters of the application name after //APPL in MDL file

  Application short name of TST for TSTAPP is used in this module for illustration purposes

- Delete application name in %CANDLEHOME%\tmaitm6\work\KUMPCNFG file

  Launch a command prompt and change the directory to C:\IBM\ITM\TMAITM6

  Execute the command

  kumpcon -h $CANDLEHOME

  Enter **"delete TST"** after kumpcon launched in the command prompt

To delete the application on Universal Agent on a Windows machine, first identify the first three characters of the Universal Agent application. This is the first three characters of the application name after //APPL in the MDL file. An application short name of TST is used in this module for illustration purposes.

Delete the application name in the KUMPCNFG file with the commands shown here.

Delete the application on Universal Agent (2 of 2)

- Stop the Universal Agent and any other Universal Agents that are already running with the same application

- Remove all the TSTATR*, TSTCAT*, TSTODI* and kumawTST* files in the %CANDLEHOME%\tmaitm6\work directory

Stop the Universal Agent and any other Universal Agents that are already running with the same application, then remove the files as shown.

Delete application support files on the hub Tivoli Enterprise Monitoring Server

These steps are done on the hub Tivoli Enterprise Monitoring Server machine:

- Stop the hub Tivoli Enterprise Monitoring Server
- Delete TSTATR* from %CANDLEHOME%/CMS/ATTRLIB directory
- Delete TSTCAT from %CANDLEHOME%/CMS/RKDSCATL directory

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To delete the application support files on a hub Tivoli Enterprise Monitoring Server, stop the hub Tivoli Enterprise Monitoring Server and remove the files as you see here.

Delete application support files on the remote Tivoli Enterprise Monitoring Server

These steps are done on Remote Tivoli Enterprise Monitoring Server machine if Universal Agent is connected to the remote Tivoli Enterprise Monitoring Server:

- Stop the Remote Tivoli Enterprise Monitoring Server

- Delete TSTATR* from %CANDLEHOME%/CMS/ATTRLIB directory

- Delete TSTCAT from %CANDLEHOME%/CMS/RKDSCATL directory

To delete the application support files on a remote Tivoli Enterprise Monitoring Server, stop the remote Tivoli Enterprise Monitoring Server, and remove the files as shown.

Delete Universal Agent related artifacts on Tivoli Enterprise Portal Server

These steps are done on Tivoli Enterprise Portal Server on Windows machine

- Delete the %CANDLEHOME%/CNPS/<XXX>odi* where <XXX> applies to TST application

- If Universal agent is not on the same system as the Tivoli Enterprise Portal Server, copy **%CANDLEHOME%\tmaitm6\um_cnpsCleanup.bat** from the universal agent machine to the Tivoli Enterprise Portal Server machine

- Execute the command:

  um_cnpsCleanup_app <TEPS DB> <application-name>

  where, <TEPS DB> is the name of the Tivoli Enterprise Portal Server database, and

  <application-name> is the name of the application, for example TST*

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Perform these steps on the Tivoli Enterprise Portal Server machine. If the Universal agent is not on the same system as the Tivoli Enterprise Portal Server, copy and run the cleanup batch file.

The um_cnpsCleanup_app batch file deletes the queries in the Tivoli Enterprise Portal Server database.

Once this step is done, query the Tivoli Enterprise Portal Server database and make sure that the table KFWQUERY does not have any entries like 'zkum.TST*'

If the cleanup script does not work, delete the application queries that start with zkum.TST* manually with any database client.

Clear entries on Tivoli Enterprise Portal client

On the Tivoli Enterprise Portal Desktop or Browser client:

- Right-click the Universal agent navigator item and choose "Clear offline entry".

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On the Tivoli Enterprise Portal client, right-click the Universal Agent navigator item and choose "Clear offline entry".

Post deletion steps

- Start Hub Tivoli Enterprise Monitoring Server

- Start Tivoli Enterprise Portal Server

- Start Remote Tivoli Enterprise Monitoring Server if applicable

- Configure Universal agent to connect to Hub Tivoli Enterprise Monitoring Server for the first time.

- Start Universal agent

- Import Universal agent application
  - execute the kumpcon import <mdl file> command to import the application definition
  - The kumpcon script exists in **%CANDLEHOME%\tmaitm6** directory.
  - After this step, version TSTAPP00 of TSTAPP is created and displayed on Tivoli Enterprise Portal.

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After you follow the steps in previous slides, start all the components involved.

On the Universal agent machine, at a Windows command prompt, execute the kumpcon import <mdl file> command to import the application definition again.

Necessary files for Universal Agent are created on the hub Tivoli Enterprise Monitoring Server, the hub Tivoli Enterprise Portal Server, and Universal Agent machines.

The agent can be reconfigured to connect to the remote Tivoli Enterprise Monitoring Server. Manually copy TSTATR00 and TSTCAT00 files to the respective directories on the remote Tivoli Enterprise Server machine if files are not created automatically.

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Summary

Now that you completed this module, you can perform these tasks:

- Remove a custom Universal Agent application on a Windows machine in IBM Tivoli Monitoring Environment

- Reset the versions of the Universal Agent

Now that you completed this module, you can remove and reset a custom Universal Agent application on a Windows machine in an IBM Tivoli Monitoring environment.

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