IBM

V5R2 APAR OA15482 Readme: Using the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent with IBM Tivoli Monitoring Services on z/OS V6.1

Version 5.2.5

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Contents

What This Readme Describes

This Readme document provides important information about *NetView for z/OS Tivoli Enterprise Portal V6.1 Agent Version 5.2.5* for APAR OA15482. Version 5.2.5 applies only to the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent, which is based on ITM 6.1. NetView for z/OS and the NetView for z/OS Tivoli Enterprise Portal Agent, which is based on the OMEGAMON 3.6.0 platform, remain at Version 5.2.0.

Please review these notes thoroughly before installing or using this product. You should also review the global changes described in "Global Changes" on page 17.

Description

Using this APAR, you can install and operate the NetView® for z/OS Tivoli Enterprise Portal V6.1 Agent with the IBM Tivoli Monitoring Services on z/OS V6.1 platform.

You can use the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent to manage your network from the Tivoli Enterprise Portal using NetView for z/OS® Take Action commands. You can also use theNetView for z/OS Tivoli Enterprise Portal V6.1 Agent to manage both TCP/IP availability and performance data from the Tivoli Enterprise Portal. The IBM Tivoli NetView for z/OS product provides TCP/IP availability data and IBM® Tivoli® OMEGAMON® XE for Mainframe Networks V3.1 provides TCP/IP performance data.

Notes:

1. NetView does not use the Secure Sockets Layer (SSL) or Transport Layer Security (TLS) to communicate with the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent.
2. The NetView for z/OS Tivoli Enterprise Portal V6.1 Agent does not support IPv6 networking.
3. The NetView for z/OS Tivoli Enterprise Portal V6.1 Agent does not include Japanese language support.

Backward compatibility

There is no migration path. The NetView for z/OS Tivoli Enterprise Portal Agent Version 5.2.0 runs in the OMEGAMON Version 3.6.0 Platform environment. The NetView for z/OS Tivoli Enterprise Portal V6.1 Agent Version 5.2.5 runs in the IBM Tivoli Monitoring 6.1 environment.

Supported hardware and software

The NetView for z/OS Tivoli Enterprise Portal V6.1 Agent can be installed on one or more workstations with the following operating system:
- AIX V5.1 (32 bit or 64 bit) **1**
- AIX V5.2 (32 bit or 64 bit) **1**
- AIX V5.3 (32 bit or 64 bit) **1**
- HP-UX 11i (32 bit or 64 bit) on a PA-RISC 2 processor with patches PHSS-30970, PHSS-33033, and PHSS-26946 **2**
- Linux Intel R2.4 (32 bit or 64 bit)
- Linux Intel R2.4 GCC 2.9.5 (64 bit)
- Linux Intel R2.6 (32 bit or 64 bit)
- Linux Intel R2.6 GCC 2.9.5 (32 bit or 64 bit)
- RedHat Enterprise Linux 2.1 Intel
- RedHat Enterprise and Desktop Linux 3.0 Intel
- RedHat Enterprise and Desktop Linux 4.0 Intel
- Solaris R8 (32 bit or 64 bit)
- Solaris R9 (32 bit or 64 bit)
- Solaris R10 (32 bit or 64 bit)
- SUSE Linux Enterprise Server 8 Intel
- SUSE Linux Enterprise Server 9 Intel
- Tivoli Enterprise Portal Browser Client support

- Tivoli Enterprise Portal Desktop Client support
- Windows 2000 Advanced Server
- Windows 2000 Professional
- Windows 2000 Server
- Windows 2003 Server EE (32 bit) with Service Pack 1
- Windows 2003 Server SE (32 bit) with Service Pack 1
- Windows XP Professional

Notes:

1. In order to run on AIX, you must also satisfy these prerequisite requirements:
   - C Set++ for AIX Applications xlC.rte 3.6.6.0, or later
   - IBM class libraries ibmcxx.ioc.rte 3.6.6.0, or later, and ibmcxx.rte 3.6.6.0, or later
   - Information Presentation Facility ipfx.rte 2.2.0.0, or later
   - IX Certificate and SSL Base ACME Toolkit gskta.rte 7.0.3.12., or later

   Note: xlC.rte, ibmcxx.ioc.rte, ibmcxx.rte, ipfx.rte, and gskta.rte are on the IBM Tivoli NetView for z/OS V5R2 product CD.

2. This platform is different from those supported with NetView for z/OS Tivoli Enterprise Portal Agent Version 5.2.0.

Obtaining the Required Software

The NetView for z/OS Tivoli Enterprise Portal V6.1 Agent is provided as part of any NetView order and is available in either physical or electronic form. The electronic form is also available from an IBM Web Membership (IWM) URL upon request.

Note: Windows is the only platform provided as part of a NetView order. All other supported platforms are available on the IWM URL.

You can request access to the IWM URL by contacting support as you normally would, such as by calling the support line or by opening an electronic PMR. You can also send an e-mail to tivzos@us.ibm.com. If you choose to send an e-mail to tivzos@us.ibm.com, please be sure to provide your customer number, customer name, phone number, and preferred e-mail address.

Before installing the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent, ensure that you have the following products installed:
- IBM Tivoli Monitoring Services on z/OS V6.1
- NetView for z/OS V5R2 with the following APARs applied:
  - OA14729: NetView V5R2 level-set PTF
  - OA14893: No response received for MVS and VTAM commands, when issued from the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent

To establish interoperability between the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent workspaces and OMEGAMON XE for Mainframe Networks V3.1 workspaces, you will also need to install:
- OMEGAMON DE for z/OS (5698-A72) V3.1
- OMEGAMON XE for Mainframe Networks V3.1 with IBM Tivoli Monitoring Services 350/360 Workspace Enablement

You can download the 350/360 Workspace Enablement files from the IBM Tivoli Monitoring Downloads site at this Web address:

`https://www14.software.ibm.com/webapp/iwm/web/preLogin.do?source=tmdl`

IBM Tivoli Monitoring Services is available as a "no-charge" product, 5698-A79 IBM Tivoli Monitoring Services on z/OS V6.1. Its components (for Windows only) are also included in the NetView package. These are also available from the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent IWM URL.

Installing and Configuring the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent

Table 1 provides a summary of the functions available with the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent.

Table 1. NetView for z/OS Tivoli Enterprise Portal V6.1 Agent Functions

Function	Description	Installation Requirements
Base function	You can issue NetView Take Action commands and see the results in the Tivoli Enterprise Portal.	• IBM Tivoli Monitoring Services on z/OS V6.1 • NetView for z/OS Tivoli Enterprise Portal V6.1 Agent on a Windows® or UNIX® platform
Full function	You can link betweenNetView for z/OS Tivoli Enterprise Portal V6.1 Agent workspaces and OMEGAMON XE for Mainframe Networks (5698-A79) V3.1 workspaces.	• Base function requirements • Tivoli OMEGAMON XE for Mainframe Networks (5698-A40) V3.1 • IBM Tivoli OMEGAMON DE for z/OS (5698-A72) V3.1

Refer to "Supported hardware and software" on page 1 for supported platforms. The IBM Tivoli Monitoring components and the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent can reside on the same or different systems.

Installing the IBM Tivoli Monitoring Services on z/OS V6.1

Note: If you would like to use IBM Tivoli Monitoring rather than the 350 level or 360 level of the OMEGAMON platform for your applications, you will need to get workspace enablement files to allow them to run in the IBM Tivoli Monitoring environment. You can find the 350/360 workspace enablement files in IWM at 350/360 OMEGAMON Platform Based Application Enablement for ITM V6.1. This does not apply to the IBM Tivoli NetView for z/OS Tivoli Enterprise Portal V6 Agent which is already compatible with the IBM Tivoli monitoring environment.

Install and set up the IBM Tivoli Monitoring Services on z/OS V6.1. For more information, refer to *IBM Tivoli Monitoring Installation and Setup Guide Version 6.1 (GC32-9407)*. The following list summarizes the installation steps if you are installing the IBM Tivoli Monitoring Services on z/OS V6.1 components on a single workstation:

1. Install DB2® UDB Enterprise Server Edition. Use the default installation values whenever possible.

   Note: If you are using products whose licenses require you to collect software use information and report it to IBM using IBM Tivoli License Manager, verify that this instance of DB2 UDB Enterprise Server is not included in the report. To do this, create a Tivoli License Manager license, selecting a license type that does not involve reporting to IBM, and associate this instance of the product with it to communicate with the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent.

2. Install the following IBM Tivoli Monitoring Services on z/OS V6.1 components on the system where the Tivoli Enterprise Portal Server runs, following the software installer instructions. Expand each of these categories and make the selections indicated:
   - Tivoli Enterprise Monitoring Agents
     – Tivoli Enterprise Monitoring Agent Framework
   - Tivoli Enterprise Monitoring Server
     – Tivoli Enterprise Monitoring Server
   - Tivoli Enterprise Portal Server
     – Tivoli Enterprise Portal Server Framework
   - Tivoli Enterprise Portal Desktop Client
     – Tivoli Enterprise Portal Desktop Client
   - IBM Eclipse Help Server
     – IBM Eclipse Help Server

   Installation Notes:
   a. If you plan to use the full function, including Tivoli OMEGAMON XE for Mainframe Networks V3.1, use the same Tivoli Enterprise Monitoring Server for both.
   b. Use default values whenever possible.
   c. The Tivoli Enterprise Portal Desktop Client can be installed on additional Windows systems or you can access the Tivoli Enterprise Portal using a browser.
   d. Because of password restrictions on some Windows operating systems, the default 4-character password for the Tivoli Enterprise Portal Server database might not be allowed. Replace this default password with a password that meets the password restrictions on the Windows system.
   e. When the installation process completes, the Manage Tivoli Enterprise Monitoring Services window is displayed. If this window is not displayed, select **Start –> All Programs –> IBM Tivoli Monitoring –> Manage Tivoli Monitoring Services**.

Defining Tivoli Enterprise Portal User IDs

When a Take Action command is issued from the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent, the Tivoli Enterprise Portal user ID is sent to the NetView program. The order in which the NetView task, on which the command runs, is determined based on the following conditions:

- The Tivoli Enterprise Portal user ID is valid according to the NetView operator ID criteria (see the OPERATOR statement in the *IBM Tivoli NetView for z/OS Administration Reference*).
- The Tivoli Enterprise Portal user ID is mapped to a NetView operator ID in the NetView style sheet using the NACMD.OPID.TEPLogonID variable.
- The Tivoli Enterprise Portal user ID.

Command authorization for the Take Action commands uses the NetView task determined previously. By default, the following NetView operator IDs are defined:

- SYSADMIN (the default Tivoli Enterprise Portal user ID)
- NATEP1
- NATEP2

If you do not use the SYSADMIN Tivoli Enterprise Portal user ID, perform one or more of the following actions:

- Create a new Tivoli Enterprise Portal user whose user ID matches a new or existing NetView operator ID. This is the preferred method.
- Define the Tivoli Enterprise Portal user ID to NetView.
- Map the Tivoli Enterprise Portal user ID to a valid NetView operator ID. See the NACMD.OPID.TEPLogonID variable in the NetView style sheet.

  Note: To avoid several Tivoli Enterprise Portal users having the same command authorization, do not map multiple Tivoli Enterprise Portal user IDs to one NetView operator ID with this function. If you do this, it might also cause throughput problems.

Refer to the *IBM Tivoli NetView for z/OS Security Reference* for more information about defining Tivoli Enterprise Portal user IDs.

Defining Passwords for Tivoli Enterprise Portal User IDs

Because password verification is not performed between the NetView program and the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent, consider requiring passwords for your Tivoli Enterprise Portal user IDs.

Installing and Configuring the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent

Install and set up the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent from the CD or CD image that is available for this APAR. There is a corresponding PTF.

Installation

Follow the software installer instructions for both the Windows and UNIX platform installation of the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent.

Installation Notes for Windows:
Expand each of these categories and make the selections indicated:
- Tivoli Enterprise Monitoring Agents
  - Tivoli Enterprise Monitoring Agent Framework
  - NetView for z/OS V5.2 Agent
- Tivoli Enterprise Monitoring Server
  - NetView for z/OS Agent V5.2 Support
- Tivoli Enterprise Portal Server
  - NetView for z/OS V5.2 Agent Support
- Tivoli Enterprise Portal Desktop Client
  - NetView for z/OS V5.2 Agent Support

Install the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, or the Tivoli Enterprise Portal Desktop Client feature only if that feature of the IBM Tivoli Monitoring Services on z/OS V6.1 is installed on the system on which you are installing the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent.

On the Setup Type screen, select all of the configuration items offered; these are:
- *Configure Tivoli Enterprise Portal (this item marked with an asterisk is mandatory)
- Install application support files for a Local/Remote Tivoli Enterprise Monitoring Server
- Configure agents default connection to Tivoli Enterprise Monitoring Server
- Launch Manage Tivoli Monitoring Services for additional configuration options and to start IBM Tivoli Monitoring Services on z/OS V6.1 services

Installation Notes for UNIX:

1. Mount the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent CD.
2. Change the directory to your mount point. For example:

   `cd cdrom`
3. Enter the following shell script to start the installation:

   `./install.sh`
4. Follow the prompts for installation.

   Notes:

   a. When prompted to "Type the number for the OS or component support category you want", specify the operating system on which you are running.

   b. When prompted for "Type the numbers for the products you want to install", select the number for NetView for z/OS V5R2 Agent Support V05.25.00.00.

   c. If you want to install component support for the same system, refer to the *IBM Tivoli Monitoring Installation and Setup Guide*.

The <install_dir>/bin directory contains the following command-line scripts that you can use to manage your installation:

Table 2. Command-line Scripts Contained in the <install_dir>/bin Directory

Script	Function
./itmcmd config -A vw	Helps you configure the installation
./itmcmd agent start vw	Starts the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent
./itmcmd agent stop vw	Stops the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent

Configuration

Configuring the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent includes the following processes:

- Editing the KVW.mdl file
- Configuring the NetView for z/OS V5.2 Agent in Manage Tivoli Enterprise Monitoring Services
- Seeding the Tivoli Enterprise Monitoring Server
- Copying NetView for z/OS Tivoli Enterprise Portal V6.1 Agent data to a Tivoli Enterprise Monitoring Server

Editing the KVW.mdl File

Use the KVW.mdl file to configure the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent. The KVW.mdl is located in the following directory:

- Windows: \install_dir\tmaitm6\metafiles
- UNIX: <install_dir>/$cArch/vw/metafiles

Statement	Usage
NAME	Defines the name of an attribute group (workspace), the type of data being collected, and the period for which the data is valid (time-to-live).
SOURCE	Defines the location and characteristics of the data being collected.

The HostOrIP parameter defines which NetView programs can connect to the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent.

NAME Statement

By default, all NetView for z/OS workspaces are configured with a 24-hour time-to-live interval. When the time-to-live interval is reached, any data in the workspace is erased. The value is defined in seconds and is positional.

Consider what time-to-live interval is best for your installation for the NetView Command Response and NetView Audit Log workspaces and make any necessary adjustments. All of the other workspaces clear old data each time a new command is issued.

SOURCE Statement

Edit the uncommented //SOURCE statements (located after each //NAME statement) in the KVW.mdl configuration file. By default, one SOURCE statement is provided for each workspace. A second SOURCE statement is provided if you want to connect multiple NetView programs to the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent. If this additional SOURCE statement is required, remove the asterisk (*) at the beginning of the line. Update the HostOrIP field to reflect the short host name of the NetView program or the IP address of the computer where the NetView program resides.

Note: The computer on which the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent resides must be configured to use the network name service for resolving host names and translating TCP/IP network addresses. If the host name specified on the SOURCE statement cannot be resolved, it is ignored. Data is not displayed in that workspace for the NetView program.

If multiple NetView programs are to connect to the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent, define multiple SOURCE statements. If you use a DVIPA for the host on which the NetView program resides, you will need a //SOURCE statement for each host that can resolve to that DVIPA. For example:

```
//NAME NetView_Log S 86400
//SOURCE SOCK HostOrIP1 SETSOURCENAME=Y
//SOURCE SOCK HostOrIP2 SETSOURCENAME=Y
//SOURCE SOCK HostOrIP3 SETSOURCENAME=Y
 :
 :
//CONFIRM '<NV**UA>'
//ATTRIBUTES ';'
```

Note: A maximum of 128 SOURCE statements can be specified.

Configuring the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent in Tivoli Enterprise Monitoring Services

Follow the configuration steps for the Windows or UNIX platform to configure the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent.

Configuration for Windows:

Note: On the Manage Tivoli Enterprise Monitoring Services window, verify that the status for the NetView for z/OS V5.2 Agent is *Started*. If it is, you can skip this configuration section unless you want to change an environment variable.

1. Right-click on **NetView for z/OS V5.2 Agent** from the Manage Tivoli Enterprise Monitoring Services window.
2. Click **Reconfigure** and click **OK** on the next two dialog boxes.
3. Click **Yes** when prompted "Do you want to update the KVWENV file prior to configuration of NetView for z/OS. If you want to change the port number for the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent. Otherwise, click **No**.

   To change the port number, add a KUMP_DP_PORT environment variable to the KVWENV file. For example:

   KUMP_DP_PORT=22000

   Add this statement in the section near the KUMP_TCP_DISCONNECT_BY_TTL=NO statement.

   Note: If you change this port value, also change the port value for the NACMD command.

4. To allow more than three Tivoli Enterprise Portal operators to connect to the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent from the same NetView host, increase the number of client connections. The number of client connections is specified using the KUMP_DP_SOURCE_COPIES=*nn* environment variable, where *nn* is the maximum number of client connections. The default value for *nn* is 3. Add this statement in the section near the KUMP_TCP_DISCONNECT_BY_TTL=NO statement.
5. Save the file and close the editor.

Configuration for UNIX:

Refer to the Configuration for Windows section for environment variables that you might want to edit.

1. From the <install_dir>/bin directory, issue the **./itmcmd config -A vw** script.

   Note: Ensure that you specify the same Network Protocol as you specified when installing your Tivoli Enterprise Management Server.

2. Follow the prompts to define your Tivoli Enterprise Monitoring Server.
3. To set environment variables on UNIX operating systems, you must edit the **vw.ini** file located in **<install_dir>/config**.

Seeding the IBM Tivoli Enterprise Monitoring Server

If you did not seed the Tivoli Enterprise Monitoring Server when you installed the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent, seed it before starting the agent. Follow these steps from the Manage Tivoli Enterprise Monitoring Services dialog:

1. Right-click **NetView for z/OS V5.2 Agent**.
2. Click **Advanced**.
3. Click **Add Tivoli Enterprise Monitoring Server Support application support**.
4. Select the Tivoli Enterprise Monitoring Server location and click **OK**.
5. Select **NetView for z/OS v5.2 Agent Support** and click **OK**.

Copying NetView for z/OS Tivoli Enterprise Portal V6.1 Agent Data to a Tivoli Enterprise Monitoring Server on z/OS

If you configured the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent to use a Tivoli Enterprise Monitoring Server running on z/OS, use the JCL in CNMSJK61

(located in NETVIEW.V5R2USER.INSTALL) to copy the updated members from the NETVIEW.V5R2M0.SCNMAGNT data set into the Tivoli Enterprise Monitoring Server RKANDATV data set. After copying the members, recycle the Tivoli Enterprise Monitoring Server.

Configuring the NetView Program

Configuring the NetView program includes the following processes:
- Defining NACMD Statements in CNMSTYLE
- Setting up Security
- Defining Dynamic Stack Discovery

Defining NACMD Statements in CNMSTYLE

You can start the connection to the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent by issuing the NACMD command, or by updating DSIPARM member CNMSTYLE.

To use CNMSTYLE, review the following statements and make any necessary updates to CNMSTUSR or C*xx*STGEN:
- INIT.NACMD
- NACMD.HOSTDEST
- NACMD.OPID.TEPLogonid
- NACMD.PORT
- NACMD.SRCNAME
- NACMD.TCPNAME
- NACMD.WAITSECS

Note: For changes to take effect after the NetView program is initialized, issue the RESTYLE NACMD command.

If you want information about...	Refer to...
Using the NACMD command	*IBM Tivoli NetView for z/OS Command Reference Volume 1*
Updating CNMSTYLE statements	*IBM Tivoli NetView for z/OS Administration Reference*

Setting up Security

To restrict which NetView operator IDs can issue the NACMD command or the NetView Take Action commands, update DSIPARM members CNMSCAT2 (command authorization table) or CNMSAF2 (RACF® definitions). Use the NAOPS1 and NAOPS2 groups.

If you want information about...	Refer to...
Updating DSIOPF	*IBM Tivoli NetView for z/OS Security Reference*
Updating CNMSAF2 and CNMSCAT2	*IBM Tivoli NetView for z/OS Security Reference*

Defining Dynamic Stack Discovery

If you are using the full function of the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent, and your NetView host is part of a sysplex, you must complete this step. Defining dynamic stack discovery enables the NetView for z/OS Tivoli

Enterprise Portal V6.1 Agent to provide information that helps when linking to Tivoli OMEGAMON XE for Mainframe Networks workspaces.

Define your NetView host on the RTNDEF.BASE.AGENT.*sysname* statement in CNMSTYLE to enable dynamic stack discovery. See the *IBM Tivoli NetView for z/OS Administration Reference* for more information about this statement.

Verifying the Installation

To verify that the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent is successfully installed and operational, perform the following steps:

1. Start the IBM Tivoli Monitoring Services on z/OS V6.1 components in the following order:
   a. Tivoli Enterprise Monitoring Server
   b. Tivoli Enterprise Portal Server
   c. Tivoli Enterprise Portal Desktop Client or Browser Client

2. On Windows, start the NetView for z/OS V5.2 Agent from Manage Tivoli Enterprise Monitoring Services. On UNIX, enter the following shell script:

   ```
   ./itmcmd agent start vw
   ```

3. From the NetView program:

   a. Issue the NACMD command with the appropriate parameters. For example:

   ```
   AUTOTASK OPID=AUTONA
   EXCMD AUTONA,NACMD HOSTDEST=xx.xx.xx.xx
   ```

   b. Verify that NetView for z/OS is in the Tivoli Enterprise Portal Navigator tree at the agent level.

   NetView for z/OS is located under the distributed operating system on which you installed the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent. For example, if you installed the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent on a Windows system, your navigator tree looks similar to this navigator tree:

   ```
   Enterprise
       Windows Systems
           Mymachine
               NetView for z/OS
   ```

4. Select the **NetView Command Response** workspace. An empty workspace with column headings is displayed in the NetView Command Response Summary Table.

5. In the top panel of the workspace, pull down the selection list under Name.

6. Select **Issue NetView Commands**. In the argument box, enter a NetView command. For example:

   ```
   LIST ''
   ```

7. Click **OK** on the argument box.

8. Select the destination system. This matches the NetView system leaf under the Navigator Tree.

9. Click **Run**.

10. Refresh the workspace. The output from the LIST command is displayed. If you do not see the output, review the NetView Audit Log workspace and the NetView log for errors. If problems persist, refer to the *IBM Tivoli NetView for z/OS Troubleshooting Guide*.

Post-Installation Security

You might want to configure workspace security for the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent at the Tivoli Enterprise Portal. Each NACMD command issued to the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent creates a set of NetView for z/OS workspaces. Each operator that logs on to the Tivoli Enterprise Portal has access to the same set of NetView for z/OS workspaces. You might want to protect certain Tivoli Enterprise Portal users from seeing certain commands or command responses. You can do this by issuing multiple NACMD commands (from different NetView autotasks) and restricting the Navigator Views for Tivoli Enterprise Portal users. Refer to the *IBM Tivoli Monitoring Installation and Setup Guide Version 6.1* for information about assigning views to Tivoli Enterprise Portal users.

Stopping the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent

To stop communication from the NetView host to the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent, issue the following command from a NetView operator ID:

```
STOPNA OPID=operator
```

For the *operator* parameter, specify the operator on which the NACMD command is running. Issue the NACTL LISTCONN=ACTIVE command to see which operators have an active NACMD.

On a Windows platform, from Manage Tivoli Enterprise Monitoring Services, right-click **NetView for z/OS V5.2 Agent** to stop the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent.

On a UNIX platform, from the <install_dir>/bin directory, issue **./itmcmd agent stop vw** script.

Uninstalling the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent

To uninstall the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent, perform the instructions based on your installation platform.

From the Control Panel on a Windows platform:
1. Select **Add or Remove Programs**.
2. Select **IBM Tivoli NetView for z/OS Tivoli Enterprise Portal V6.1 Agent**.
3. On the Modify, repair, or remove the program window, select the **Remove** option.

From the <install-dir>/bin directory on a UNIX platform:
1. Issue the following shell script:
   ```
   ./uninstall.sh
   ```
2. You are prompted to choose a product to uninstall. Select **NetView for z/OS V5R2 Agent**.

Known limitations, problems, and workarounds

A potentially confusing situation can exist in the navigator if multiple NACMDs are issued to the same zNetView TEP Agent. This is what you should see:

```
NetView for z/OS
    NMPIPL47_NTVAF_AUTONA:KVW00
    NMP217_NTVE1_AUTONA:KVW00
```

Instead, you might see this confusing information:

```
NetView for z/OS
    KVW00
    KVW00
```

You can fix this by coding this statement in \install_dir\CNPS\kfwenv

```
KFW_TOPOLOGY_MUST_USE_FULL_NAME_AFFINITIES=
         0000000001000000000000000000000000000000000
```

Documentation

You can access the online library for IBM Tivoli NetView for z/OS version 5.2 at http://publib.boulder.ibm.com/infocenter/tiv3help/index.jsp?topic=/com.ibm.netviewforzos.doc/welcome.htm.

These publications provide additional information about the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent:

- *IBM Tivoli NetView for z/OS Administration Reference*
- *IBM Tivoli NetView for z/OS Command Reference Volume 1*
- *IBM Tivoli NetView for z/OS Messages and Codes*
- *IBM Tivoli NetView for z/OS Security Reference*
- *IBM Tivoli NetView for z/OS Troubleshooting Guide*
- *IBM Tivoli NetView for z/OS User's Guide*

For a list of NetView for z/OS terms and definitions, refer to the IBM Terminology Web site. The following terms are applicable to the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent:

Tivoli Enterprise™ Portal
For CandleNet Portal®

Tivoli Enterprise Portal Server
For CandleNet Portal Server

Tivoli Enterprise Management Server
For Candle Management Server®

Manage Tivoli Enterprise Monitoring Services
Manage Candle Services

Global Changes

This section describes global changes:

Directory changes for the default installation directory (install_dir)

Windows	IBM\ITM
UNIX	/opt/IBM/ITM

Directory changes for the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent

Windows	install_dir\tmaitm6,tnautn6
UNIX	no change

Directory changes for the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent log files

Windows install_dir\logs\hostname_vw_HEXtimestamp-nn.log

install_dir Specifies the directory where the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent was installed

vw Specifies the product code for the z/OS Tivoli Enterprise Portal V6.1 Agent

HEXtimestamp
A hexadecimal representation of the time at which the process was started

nn
Represents the circular sequence in which logs are rotated. This value ranges from 1-5, by default, although the first is always regained because it includes configuration parameters.

UNIX   install_dir/logs/hostname_vw_timestamp.log

install_dir
Specifies the directory where the NetView for z/OS Tivoli Enterprise Portal V6.1 Agent was installed

hostname
Specifies the name of the system hosting the product

vw
Specifies the product code for the z/OS Tivoli Enterprise Portal V6.1 Agent

timestamp
A decimal representation of the time at which the process was started.

Support information

If you have a problem with your IBM software, you want to resolve it quickly. This section describes the following options for obtaining support for IBM software products:

- "Searching knowledge bases"
- "Obtaining fixes" on page 20
- "Receiving weekly support updates" on page 20
- "Contacting IBM Software Support" on page 21

Additional support for the NetView for z/OS product is available at the following locations:

- At the NetView for z/OS Web site at http://www.ibm.com/software/tivoli/ products/netview-zos/. Under **Related links**, click **Other online sources**. The page displayed contains a list of newsgroups, forums, and bulletin boards.
- Through the NetView user group on Yahoo at http://groups.yahoo.com/group/ NetView/. This support is for NetView for z/OS customers only, and registration is required. This forum is monitored by NetView developers who answer questions and provide guidance. When a problem with the code is found, you are asked to open an official problem management record (PMR) to obtain resolution.

Searching knowledge bases

You can search the available knowledge bases to determine whether your problem was already encountered and is already documented.

Searching the information center

IBM provides extensive documentation that can be installed on your local computer or on an intranet server.

An index is provided for searching the Tivoli NetView for z/OS library. If you have Adobe Acrobat on your system, you can use the Search command to locate specific text in the library. For more information about using the index to search the library, see the online help for Acrobat.

Searching the Internet

If you cannot find an answer to your question in the information center, search the Internet for the latest, most complete information that might help you resolve your problem.

To search multiple Internet resources for your product, use the **Web search** topic in your information center. In the navigation frame, click **Troubleshooting and support ▶ Searching knowledge bases** and select **Web search**. From this topic, you can search a variety of resources, including the following:

- IBM technotes
- IBM downloads
- IBM Redbooks™
- IBM developerWorks®

- Forums and newsgroups
- Google

Obtaining fixes

A product fix might be available to resolve your problem. To determine what fixes are available for your IBM software product, follow these steps:

1. Go to the IBM Software Support Web site at http://www.ibm.com/software/support

2. Under **Product support pages A to Z**, click **I**. This opens a software product list.

3. In the software product list, click **IBM Tivoli NetView for z/OS**. This opens the IBM Tivoli NetView for z/OS support site.

4. Under **Self help**, under **Solve a problem**, click **APARs** to go to a list of fixes, fix packs, and other service updates for Tivoli NetView for z/OS.

5. Click the name of a fix to read the description and optionally download the fix. You can also search for a specific fix; for tips on refining your search, click **Search tips**.

For more information about the types of fixes that are available, see the *IBM Software Support Handbook* at http://techsupport.services.ibm.com/guides/handbook.html.

Receiving weekly support updates

To receive weekly e-mail notifications about fixes and other software support news, follow these steps:

1. Go to the IBM Software Support Web site at http://www.ibm.com/software/support.

2. Click **My support** in the upper right corner of the page.

3. If you have already registered for **My support**, sign in and skip to the next step. If you have not registered, click **register now**. Complete the registration form using your e-mail address as your IBM ID and click **Submit**.

4. Click **Edit profile**.

5. In the **Products** list, select **Software**. A second list is displayed.

6. In the second list, select a product segment, for example, **Systems Management**. A third list is displayed.

7. In the third list, select a product sub-segment, for example, **Network Management & Performance**. A list of applicable products is displayed.

8. Select one or more products for which you want to receive updates, for example, **IBM Tivoli NetView for z/OS**.

9. Click **Add products**.

10. After selecting all products that are of interest to you, click **Subscribe to email** on the **Edit profile** tab.

11. In the **Documents** list, select **Software**.

12. Select **Please send these documents by weekly email**.

13. Update your e-mail address as needed.

14. Select the types of documents that you want to receive information about.

15. Click **Update**.

If you experience problems with the **My support** feature, you can obtain help in one of the following ways:

Online
      Send an e-mail message to erchelp@ca.ibm.com, describing your problem.

By phone
      Call 1-800-IBM-4You (1-800-426-4968).

Contacting IBM Software Support

IBM Software Support provides assistance with product defects.

Before contacting IBM Software Support, your company must have an active IBM software maintenance contract, and you must be authorized to submit problems to IBM. The type of software maintenance contract that you need depends on the type of product you have:

- For IBM distributed software products (including, but not limited to, Tivoli, Lotus®, and Rational® products, as well as DB2 and WebSphere® products that run on Windows or UNIX operating systems), enroll in Passport Advantage® in one of the following ways:

  Online
        Go to the Passport Advantage Web site at http://www.lotus.com/ services/passport.nsf/ WebDocs/Passport_Advantage_Home and click **How to Enroll**.

  By phone
        For the phone number to call in your country, go to the IBM Software Support Web site at http://techsupport.services.ibm.com/guides/ contacts.html and click the name of your geographic region.

- For customers with Subscription and Support (S & S) contracts, go to the Software Service Request Web site at https://techsupport.services.ibm.com/ssr/ login.

- For customers with IBMLink™, CATIA, Linux®, System/390®, iSeries™, pSeries®, zSeries®, and other support agreements, go to the IBM Support Line Web site at http://www.ibm.com/services/us/index.wss/so/its/a1000030/dt006.

- For IBM eServer™ software products (including, but not limited to, DB2 and WebSphere products that run in zSeries, pSeries, and iSeries environments), you can purchase a software maintenance agreement by working directly with an IBM sales representative or an IBM Business Partner. For more information about support for eServer software products, go to the IBM Technical Support Advantage Web site at http://www.ibm.com/servers/eserver/techsupport.html.

If you are not sure what type of software maintenance contract you need, call 1-800-IBMSERV (1-800-426-7378) in the United States. From other countries, go to the contacts page of the *IBM Software Support Handbook* on the Web at http://techsupport.services.ibm.com/guides/contacts.html and click the name of your geographic region for phone numbers of people who provide support for your location.

Contacting IBM Software Support involves these steps:
1. "Determining the business impact" on page 22
2. "Describing problems and gathering information" on page 22
3. "Submitting problems" on page 22

Determining the business impact

When you report a problem to IBM, you are asked to supply a severity level.
Therefore, you need to understand and assess the business impact of the problem
you are reporting. Use the following criteria:

Severity 1
> The problem has a *critical* business impact. You are unable to use the
> program, resulting in a critical impact on operations. This condition
> requires an immediate solution.

Severity 2
> The problem has a *significant* business impact. The program is usable, but
> it is severely limited.

Severity 3
> The problem has *some* business impact. The program is usable, but less
> significant features (not critical to operations) are unavailable.

Severity 4
> The problem has *minimal* business impact. The problem causes little impact
> on operations, or a reasonable circumvention to the problem was
> implemented.

Describing problems and gathering information

When describing a problem to IBM, be as specific as possible. Include all relevant
background information so that IBM Software Support specialists can help you
solve the problem efficiently. To save time, know the answers to these questions:

- What software versions were you running when the problem occurred?
- Do you have logs, traces, and messages that are related to the problem
  symptoms? IBM Software Support is likely to ask for this information.
- Can you re-create the problem? If so, what steps were performed to re-create the
  problem?
- Did you make any changes to the system? For example, did you make changes
  to the hardware, operating system, networking software, and so on.
- Are you currently using a workaround for the problem? If so, be prepared to
  explain the workaround when you report the problem.

Submitting problems

You can submit your problem to IBM Software Support in one of two ways:

Online
> Click **Submit and track problems** on the IBM Software Support site at
> http://www.ibm.com/software/support/probsub.html. Type your
> information into the appropriate problem submission form.

By phone
> For the phone number to call in your country, go to the contacts page of
> the *IBM Software Support Handbook* at http://techsupport.services.ibm.com/
> guides/contacts.html and click the name of your geographic region.

If the problem you submit is for a software defect or for missing or inaccurate
documentation, IBM Software Support creates an Authorized Program Analysis
Report (APAR). The APAR describes the problem in detail. Whenever possible,
IBM Software Support provides a workaround for you to implement until the
APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the
IBM product support Web pages daily, so that other users who experience the

same problem can benefit from the same resolution.

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