

# ITCAM for Transactions

## Introduction to Internet Service Monitoring



# What is Internet Service Monitoring?

- Works by emulating the actions of a real user.
- i.e. HTTP monitor tries to access a web page, then measures how well the HTTP service performed. Admin decides on the acceptable return values.

The Internet Service Monitoring suite of monitors provides coverage for a broad range of Internet services.

[Table 38](#) lists the monitors available with Internet Service Monitoring and the types of service that they monitor.

*Table 38. Available Internet service monitors*

Monitor name	Type of service monitored
DHCP	Dynamic Host Configuration Protocol
Dial	Dial-up Service
DNS	Domain Name Service
FTP	File Transport Protocol
HTTP	HyperText Transport Protocol
HTTPS	HyperText Transport Protocol (Secure)
ICMP	Internet Control Message Protocol
IMAP4	Internet Message Access Protocol
LDAP	Lightweight Directory Access Protocol
NNTP	Network News Transport Protocol
NTP	Network Time Protocol
POP3	Post Office Protocol
RADIUS	Remote Authentication Dial-In User Service
RPING	Remote Ping (Cisco, Juniper, and RFC2925)
RTSP	Real-Time Streaming Protocol
SAA	Cisco Service Assurance Agent
SIP	Session Initiation Protocol
SMTP	Simple Mail Transport Protocol
SNMP	Simple Network Management Protocol
SOAP	XML-based messaging protocol
TCPPort	Transmission Control Protocol
TFTP	Trivial File Transfer Protocol
TRANSX	Transactions
WMS	Windows Multimedia Streaming

# Architecture (Version 6.0.1 and Up)

## Monitors

- Monitors = Protocols = Elements.
- Emulate users
- Connects to Databridge.

## Databridge

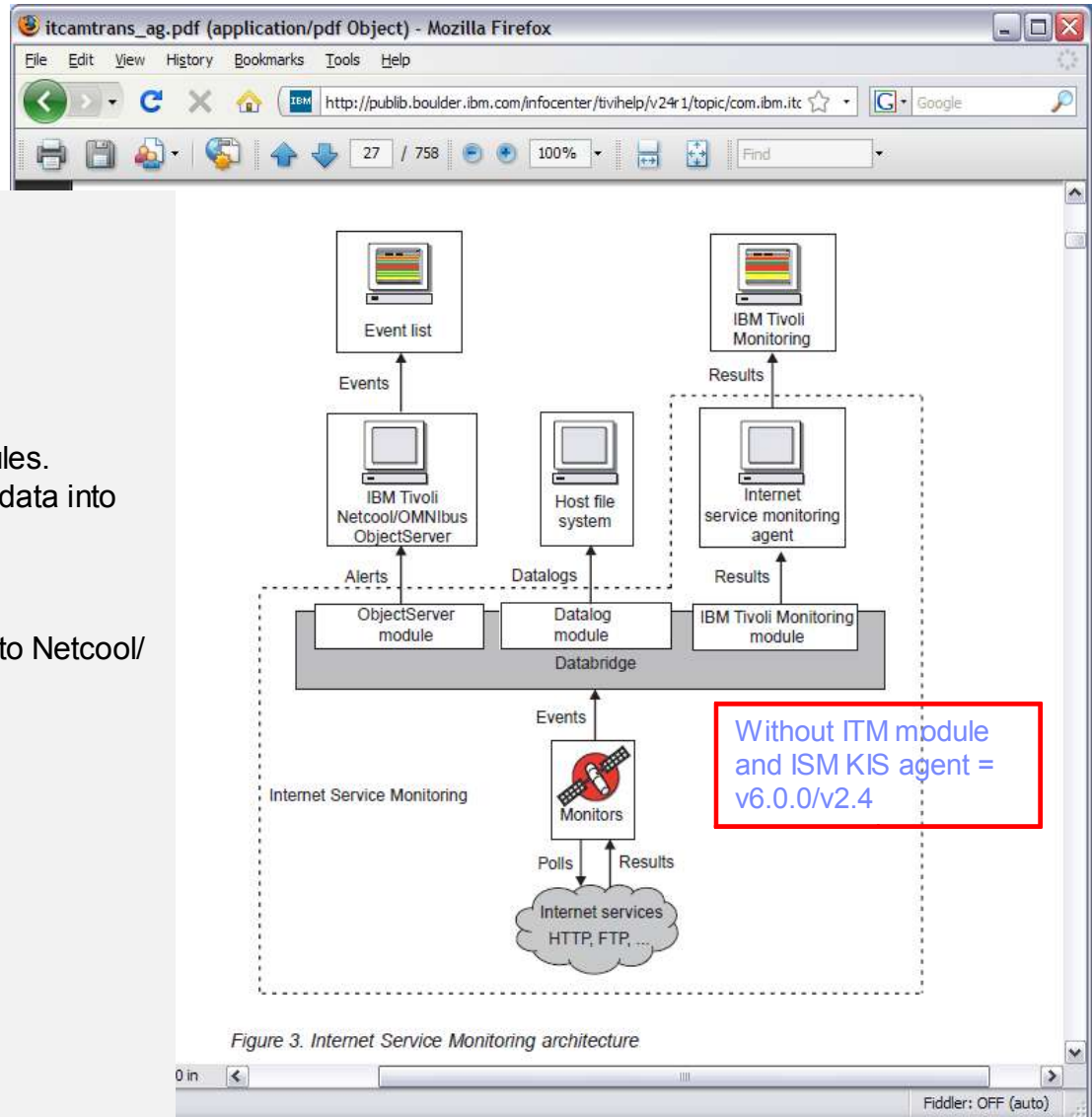
- Communication bus for monitors and modules.
- Receives data from Monitors and converts data into different formats for the modules.

## Modules

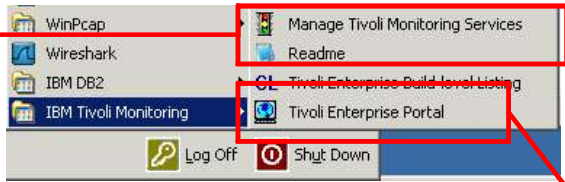
- ObjectServer - converts data and forward to Netcool/ ObjectServer as events
- Datalogs – converts data into XML
- KIS agent – sends results to ITM

## Profiles

- Holds elements



# TEP Interface and MTEMS Window



**Situation Event Console**

Severity	Status	Owner	Situation Name	Display Item	Source	Impact	Opened
Minor	Open		STAN_TEST_HTTP		BOX00121:IS	Service Statistics	05/31/11 09:02
Critical	Open		KIS_DIAL_Inactive	dial	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_TFTP_Inactive	tftp	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_SAA_Inactive	saa	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_FTP_Inactive	ftp	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_DNS_Inactive	dns	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_HTTPS_Inactive	https	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_SMTP_Inactive	smtp	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_SIP_Inactive	sip	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_TCPPOORT_Inactive	tcpport	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_RPING_Inactive	rpings	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_WMS_Inactive	wms	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_TRANSX_Inactive	transx	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_SOAP_Inactive	soap	BOX00121:IS	Monitor Status	05/31/11 08:55
Critical	Open		KIS_POP3_Inactive	pop3	BOX00121:IS	Monitor Status	05/31/11 08:50
Critical	Open		KIS_NTP_Inactive	ntp	BOX00121:IS	Monitor Status	05/31/11 08:50

**Open Situation Counts - Last 24 Hours**

**My Acknowledged Events**

Severity	Status	Owner	Name	Display Item	Source	Impact	Opened	Local Timestamp	Type
Open			STAN_TEST_HTTP		BOX00121:IS				
Open			KIS_DIAL_Inactive	dial	BOX00121:IS				
Open			KIS_DHCP_Inactive	dhcp	BOX00121:IS				
Open			KIS_TFTP_Inactive	tftp	BOX00121:IS				
Open			KIS_SAA_Inactive	saa	BOX00121:IS				
Open			KIS_FTP_Inactive	ftp	BOX00121:IS				

**Message Log**

Status	Name	Display Item	Origin Node
Open	STAN_TEST_HTTP		BOX00121:IS
Open	KIS_DIAL_Inactive	dial	BOX00121:IS
Open	KIS_DHCP_Inactive	dhcp	BOX00121:IS
Open	KIS_TFTP_Inactive	tftp	BOX00121:IS
Open	KIS_SAA_Inactive	saa	BOX00121:IS
Open	KIS_FTP_Inactive	ftp	BOX00121:IS

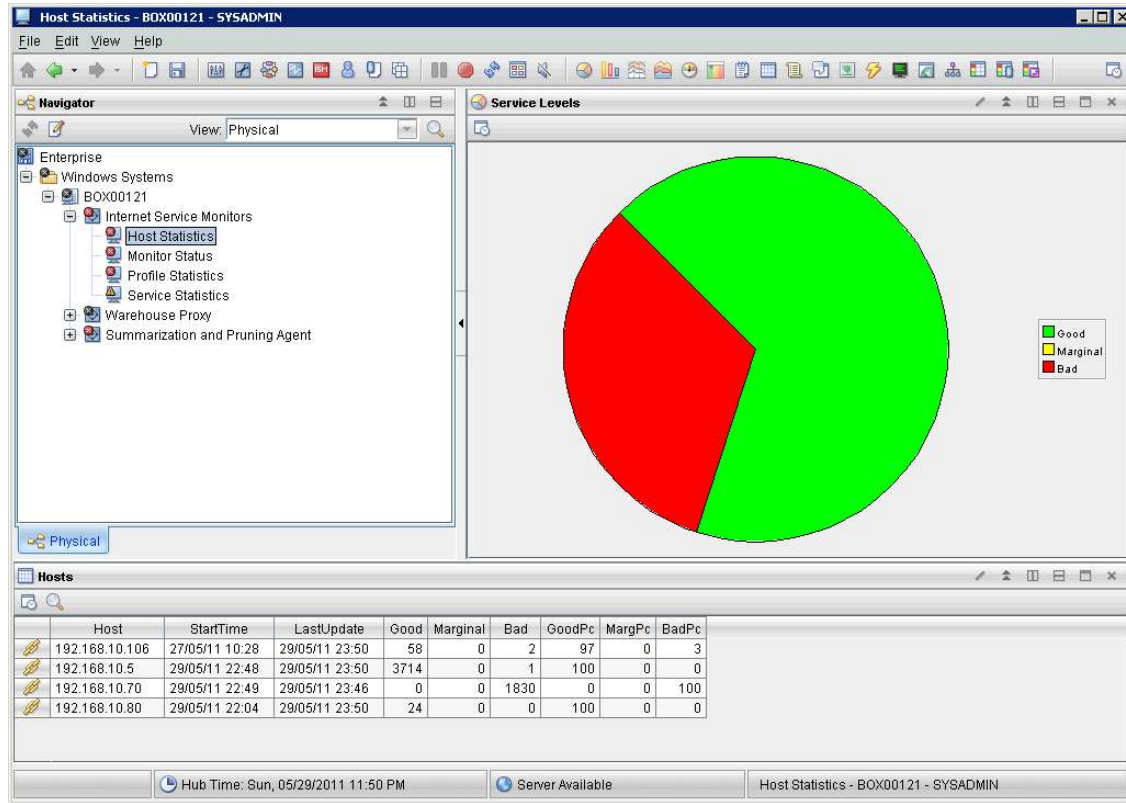
Other interfaces :  
<http://server:1920/>  
 - Browser  
<http://server:1920/client/client>  
 \* Use regular Internet browser  
 - WebStart  
<http://server:1920/client/webstart>  
 • Use Java plugin

**Manage Tivoli Enterprise Monitoring Services - TEMS Mode - [Local Computer]**

Service/Application	Task/SubSystem	Configured	Status	Configuration	Startup	Account	Desktop	HotStdby	Version	Host	Port
Eclipse Help Server	HELPSVR	Yes	Started	up-to-date	Auto	LocalSystem	No	No	06.22.00.00		
Tivoli Enterprise Portal	Browser	Yes		N/A	N/A	N/A	N/A	N/A	06.22.00.00	192.168.10...	
Tivoli Enterprise Portal	Desktop	Yes		N/A	N/A	N/A	N/A	N/A	06.22.00.00	BOX00121	
Tivoli Enterprise Portal Server	KFWSRV	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	06.22.00.00		
Warehouse Summarization and Pru...	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	06.22.00.00		
Internet Service Monitoring	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.20.02.00		
Warehouse Proxy	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	06.22.00.00		
Tivoli Enterprise Monitoring Server	TEMS1	Yes	Started	up-to-date	Auto	LocalSystem	No	No	06.22.00.00		



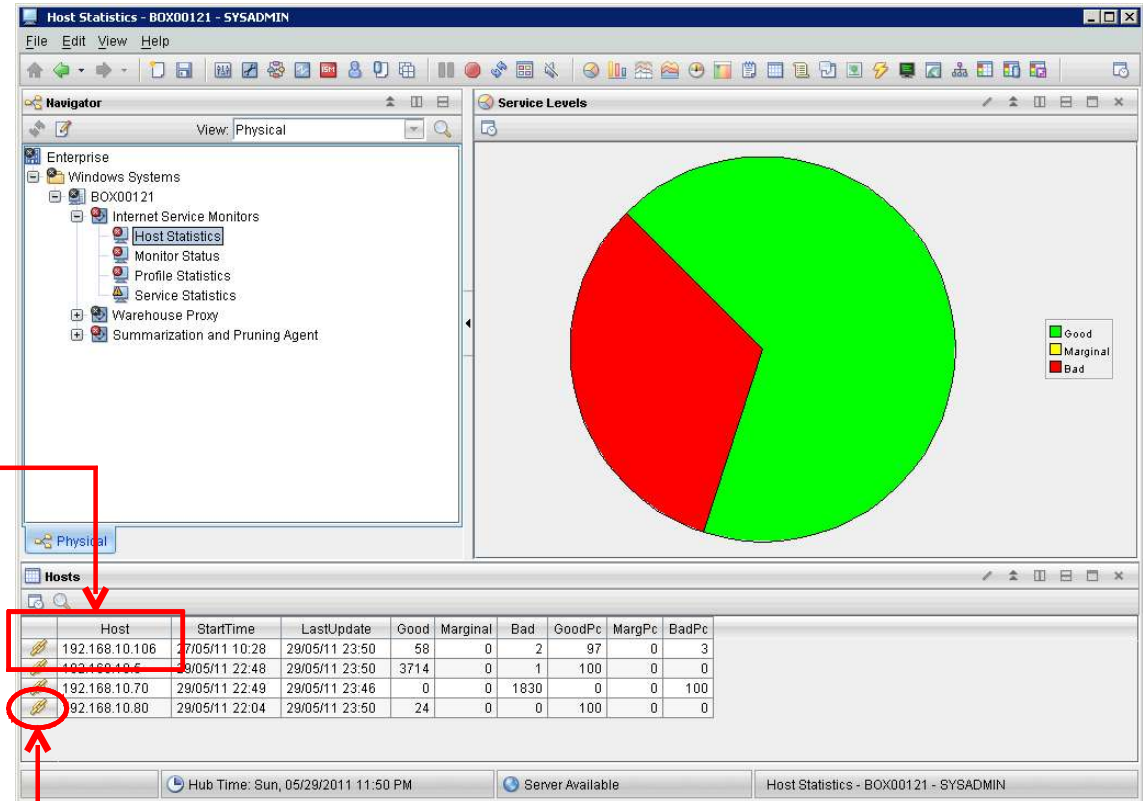
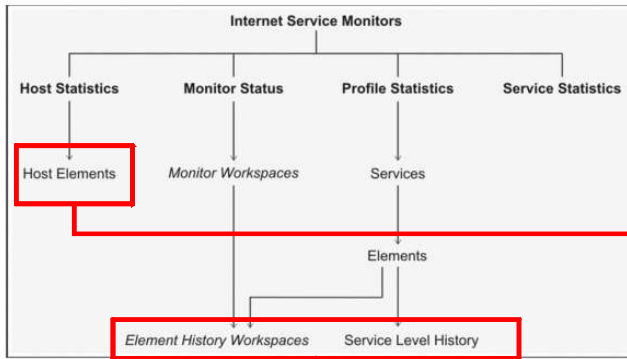
# ISM Workspaces



# ISM Workspace / Host Statistics

- Summary of service level of host being monitored

Figure 1. Internet Service Monitoring workspaces



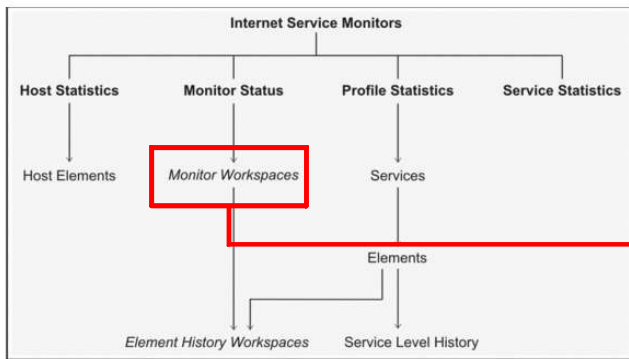
Configure Historical Reporting or else :  
 KFWITM217E request error:  
 sql1\_openrequest failed rc=3000

Left-Click chain to drill down

# ISM Workspace / Monitor Status

- Indicates status (Inactive/Active) of monitors and bridge.

Figure 1. Internet Service Monitoring workspaces



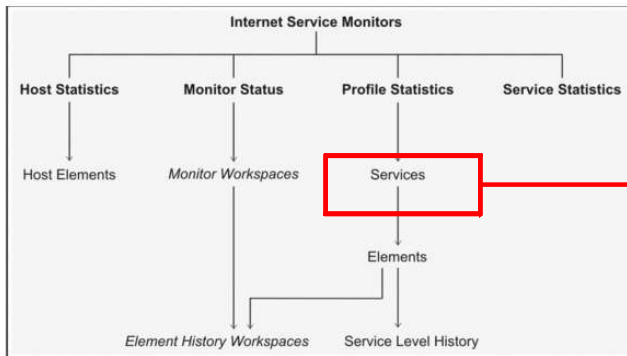
ServiceType	Monitor Location	Status	LastUpdate	Node	Timestamp
bridge	127.0.0.1	Active	29/05/11 23:51	BOX00121:IS	27/05/11 09:19
dhcp	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
dial	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
dns	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
ftp	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
http	127.0.0.1	Active	29/05/11 23:50	BOX00121:IS	29/05/11 23:50
https	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
icmp	127.0.0.1	Active	29/05/11 23:51	BOX00121:IS	29/05/11 23:51
imap4	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
ldap	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
nntp	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
pop	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
pop3	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
radius	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
rping	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
rtsp	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38
saa	127.0.0.1	Inactive	27/05/11 09:38	BOX00121:IS	27/05/11 09:38

Left-Click chain to drill down

# ISM Workspace / Profile Statistics

- Service level info for all profiles

Figure 1. Internet Service Monitoring workspaces



Node	Profile	MonLoc	Elements	Good	Marginal	Bad	StartTime	LastUpdate
BOXX00121:IS	Demo	box00121	5	4	0	1	29/05/11 22:48	29/05/11 23:50

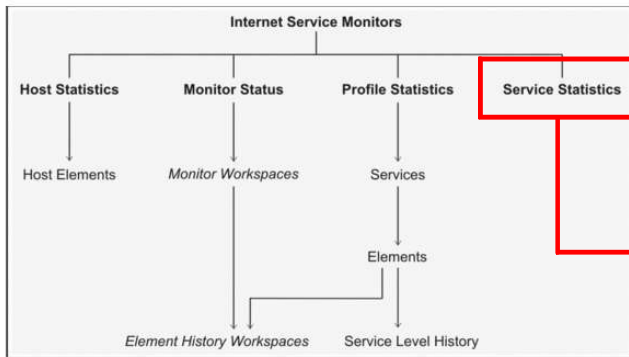
Left-Click chain to drill down



# ISM Workspace / Service Statistics

- Service level info for all monitors monitored

Figure 1. Internet Service Monitoring workspaces



Node	Timestamp	Service	StartTime	LastUpdate	Good	Marginal	Bad	GoodPc	MargPc	BadPc
BOX00121:IS	29/05/11 23:51	HTTP	9/05/11 22:49	29/05/11 23:51	3714	0	1832	57	0	43
BOX00121:IS	29/05/11 23:52	ICMP	9/05/11 22:04	29/05/11 23:52	75	0	0	100	0	0
BOX00121:IS	29/05/11 23:48	SNMP	9/05/11 23:06	29/05/11 23:48	10	0	2	84	0	16

## Loading ISM Configuration (Eye or ISM square icon)

1. Click on "ISM" icon

2. ISM will connect to DB

3. ISM will Load Data

Host Statistics - BOX00121 - SYSADMIN

File Edit View Help

Navigator

View: Physical

Enterprise

- Windows Systems
  - BOX00121
    - Internet Service Monitors
      - Host Statistics
      - Monitor Status
      - Profile Statistics
      - Service Statistics
    - Warehouse Proxy
    - Summarization and Pruning Agent

Physical

Hosts

Hub Time: Tue, 05/24/2011 10:53 PM

Server Available

Host Statistics - BOX00121 - SYSADMIN

# ISM Configuration (Loaded)

The image shows two windows from the 'Internet Service Monitoring Configuration' application. The top window is the main configuration interface, and the bottom window is a detailed view of the 'SystemResources' OID Group configuration.

**Main Configuration Window:**

- Left pane: Profiles tree view containing 'IBM'.
- Top pane: 'Distribution' tab with 'OID Groups' sub-tab selected. A table shows system status:
 

System	Availability	Status
BOX00121:IS	Yes	OK
- Bottom pane: 'Available Profiles' and 'Deployed Profiles' lists with navigation arrows.

**Detailed Configuration Window:**

- Left pane: Profiles tree view with 'Demo' and 'IBM' visible.
- Right pane: 'OID Groups' sub-tab with 'SystemResources' selected in a dropdown menu.
 

Value	Name	Unit	Selector
.1.3.6.1.4.1.1977.9.1.3.0	MemoryInUse	unit	
.1.3.6.1.4.1.1977.9.1.2.0	OpenFileCount	unit	

A red arrow points from the 'OID Groups' sub-tab in the main window to the detailed configuration window.

# Creating a Profile

The screenshot illustrates the process of creating a profile in the IBM Internet Service Monitoring Configuration tool. It is divided into two main panels. The top panel shows the initial state where the 'Create Profile' button is highlighted with a red box and the number '1'. A dialog box titled 'Input Profile Name' is open, showing the name 'Demo' entered in the text field, with the '2' in a red box. The bottom panel shows the 'Scheduling' tab selected, with the 'Demo' profile now listed under the 'Profiles' tree, highlighted with a red box and the number '3'. A status bar at the bottom of the window reads 'Created new profile: Demo'.

**1** Click on "Create Profile"

**2** Input profile name

**3** Profile is added to the Profile tree

System	Availability	Status
BOX00121:IS	Yes	OK

Available Profiles

Profiles

- IBM
- Demo

Add monitor type to profile

DHCP Add

Available Systems

BOX00121:IS

Deployed Systems

OK Cancel Apply Help

Created new profile: Demo

# Creating an Element

1. Expand or select Profile

2. Select monitor/element/protocol

3. Element in added under the Profile

Created new profile: Demo

Created new profile: Demo

Created new profile: Demo

server	page	description	Active
			<input type="checkbox"/>

OK Cancel Apply Help



# Sample Element / HTTP - Advance tab (or other tabs)

The screenshot shows the 'Internet Service Monitoring Configuration' dialog box. On the left, a tree view shows 'Profiles' with sub-items 'IBM' and 'Demo', and 'Demo' with a sub-item 'HTTP'. The main area contains a table with columns 'server', 'page', 'description', and 'Active'. The first row is selected and contains '192.168.10.5', '/', 'HTTP 192.168.10.5 el...', and a checked checkbox. Below the table is a 'Delete' button. At the bottom, there are tabs for 'Advanced', 'Parameters', 'Proxy Details', 'Regexp', and 'SLC'. The 'Advanced' tab is active, showing a table with columns 'Name' and 'Value'. The 'Advanced' tab table contains the following data:

Name	Value
port	80
localip	
version	1.0
command	GET
formname	
authenticationtype	NONE
username	
password	
timeout	30
poll	300
failureretests	0

At the bottom of the dialog are 'OK', 'Cancel', 'Apply', and 'Help' buttons. A status bar at the very bottom says 'Created new profile: Demo'.

Target server details.  
Can have multiple servers.

Attributes specific to the monitor.  
i.e. HTTP/s has Advanced,  
Parameters, Proxy Details, Regexp  
(Regular Expression), SLC  
i.e. ICMP only has Advanced and SLC

# Sample Element / HTTP - Reference on the attributes

[http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc\\_7.2.0.2/\\_deliverables/itcamtrans\\_ag.pdf](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc_7.2.0.2/_deliverables/itcamtrans_ag.pdf)

Admin Guide describes the attributes in more details.

When you configure the monitor, default values are shown for the timeout and poll interval parameters. These defaults are 30 and 300 seconds respectively. Other defaults listed in the table are not shown during configuration but are applied at the time of saving the configuration details if no value has been specified.

*Table 81. HTTP monitor configuration*

Field	Description
server	The host name of the server to be monitored.
page	The URL of the page to be monitored.
description	A text field for providing descriptive information on the element.
Active	Selects whether or not the profile element should be activated once it is created.
port	The port on the HTTP server to use. Default: 80
localip	Specifies the IP address of the network interface that the monitor uses for the test. If this field is empty, the monitor uses the interface specified by the IpAddress property.
version	The HTTP protocol version to be used: • 1.0 • 1.1 Default: 1.0

Appendix K. HTTP monitor 529

*Table 81. HTTP monitor configuration (continued)*

Field	Description
command	The HTTP request type: • HEAD • GET

# Sample Element / HTTP - Service Level Classification tab

The screenshot shows the 'Internet Service Monitoring Configuration' dialog box. On the left is a tree view with 'Profiles' containing 'IBM' and 'Demo', and 'Demo' containing 'HTTP'. The main area shows a table of elements:

server	page	description	Active
192.168.10.5	/	HTTP 192.168.10.5 el...	<input checked="" type="checkbox"/>
			<input type="checkbox"/>

Below the table is a 'Delete' button. The 'SLC' tab is selected, showing conditional logic:

**If**

Metric	Operator	Operand
status	!=	200
status	!=	301
status	!=	302

Then status: FAILED

**Else If**

Metric	Operator	Operand
totalTime	>	20

Then status: FAILED

Buttons: OK, Cancel, Apply, Help

Footer: Created new profile: Demo

Rules for the determining the service level.

Use conditional logic to set final result – Failed, Marginal, or Failed.

## Sample Element / HTTP - Profile Scheduling

Select times when profiles will run. If there are no times selected, profiles will run on all times.

	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00
Sun	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Mon	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Tue	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Wed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Thur	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fri	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sat	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Clear All

OK Cancel Apply Help

Saving configuration data

# Sample Element / HTTP - Profile Statistics

Profiles - BOX00121 - SYSADMIN

File Edit View Help

Navigator View: Physical

- Enterprise
  - Windows Systems
    - BOX00121
      - Internet Service Monitors
        - Host Statistics
        - Monitor Status
        - Profile Statistics
        - Service Statistics
      - Warehouse Proxy
      - Summarization and Pruning Agent

Physical

Service Levels

Legend: Good (Green), Marginal (Yellow), Bad (Red)

Profiles

	Node	Profile	MonLoc	Elements	Good	Marginal	Bad	StartTime	LastUpdate
	BOX00121:IS	Demo	box00121	1	1	0	0	24/05/11 22:55	24/05/11 23:58

Hub Time: Wed, 05/25/2011 12:00 AM    Server Available    Profiles - BOX00121 - SYSADMIN



# Location of the data in DB

DB2 Control Center Screen Captures

## Stored in KIS Schema

The image shows three screenshots of the DB2 Control Center interface, illustrating the location of data in the KIS schema. Red boxes highlight specific columns and values, with arrows indicating relationships between them.

**Open Table - PROFILES**  
 BOX00121 - DB2 - TEPS - KIS.PROFILES  
 Edits to these results are performed as searched UPDA to change the form of editing.

PROFILE_ID	NAME
1	Demo
2	IBM

**Open Table - ELEMENTS**  
 BOX00121 - DB2 - TEPS - KIS.ELEMENTS  
 Edits to these results are performed as searched UPDATEs and DELETEs. Use the Tools Settings notebook to change the form of editing.

ELEMENT_ID	PROFILE_ID	ACTIVE
1	1	1
5	2	0

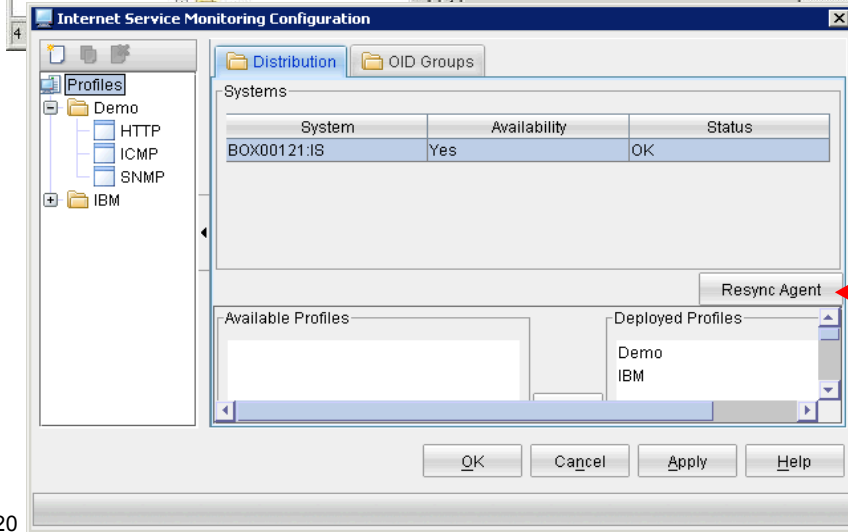
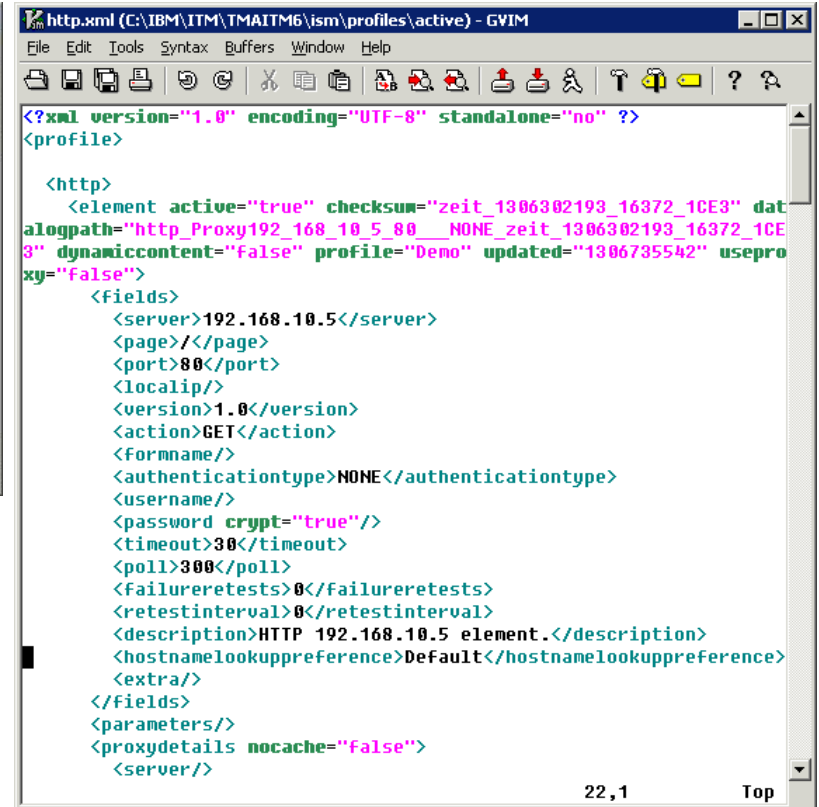
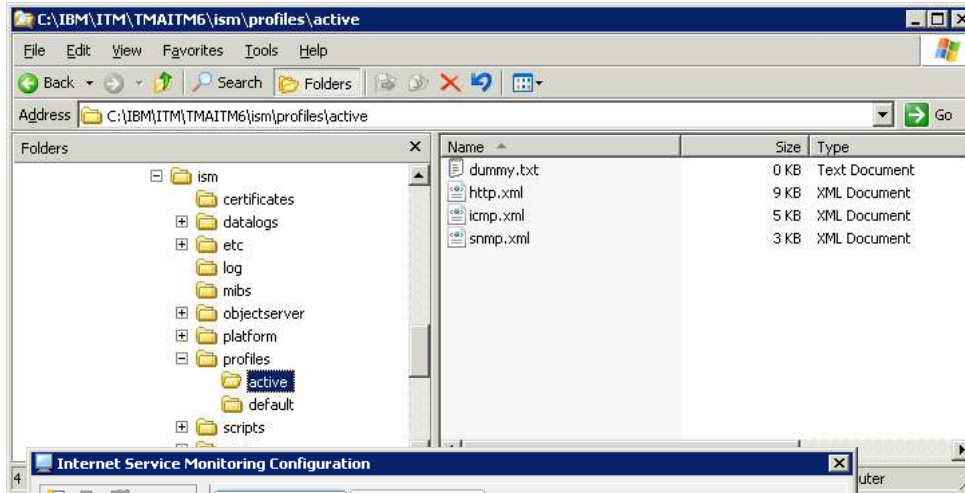
**Open Table - HTTP**  
 BOX00121 - DB2 - TEPS - KIS.HTTP  
 Edits to these results are performed as searched UPDATEs and DELETEs. Use the Tools Settings notebook to change the form of editing.

ELEMENT_ID	SERVER	PAGE	PORT	LOCALIP	VERSION	COMMAND
1	192.168.10.5	/	80		1.0	GET
5	www.ibm.com	/	80		1.0	GET

Arrows indicate that the **PROFILE\_ID** values (1 and 2) from the **PROFILES** table correspond to the **PROFILE\_ID** values in the **ELEMENTS** table, and the **ELEMENT\_ID** values (1 and 5) from the **ELEMENTS** table correspond to the **ELEMENT\_ID** values in the **HTTP** table.

# Location of data in the file system

- Profiles are generated from the data in the DB into XML files stored in the profiles directory for the monitors to read.



Click "Resync Agent" to manually resync profiles

# Command Line Tools

## ismbatch

- Use to manage profiles or mirrors the commands in GUI.
- Commands are run locally. Does not update the data in the DB.

## ismconfig (New in Version 7.3)

[http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc\\_7.3/ism/dita/ag/concept/kis\\_cli\\_intro.html](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc_7.3/ism/dita/ag/concept/kis_cli_intro.html)

- Use to manage profiles or mirrors the commands in GUI.
- Commands update the DB.

## xml2cli (New in Version 7.3)

- Use to convert profiles created by ismbatch to command line format. Result is fed to ismconfig.

```

C:\WINDOWS\system32\cmd.exe - cmd /k ismconfig -u sysadmin -p netcool0 -config -add ""monitor=...
C:\IBM\ITM\CNP>ismconfig -u sysadmin -p netcool0 -config -add ""monitor=HTTP profile=Demo73 server=www.ibm.com page=index.html description=TestHTTP"
Internet Service Monitoring Configuration
Copyright (c) IBM 2011
Version: ITCAM_ISM_7.3_0230

C:\IBM\ITM\CNP>ismconfig -u sysadmin -p netcool0 -config -add "monitor=ICMP profile=Demo73 server=192.168.10.121 description=TestICMP"
Internet Service Monitoring Configuration
Copyright (c) IBM 2011
Version: ITCAM_ISM_7.3_0230

C:\IBM\ITM\CNP>ismconfig -u sysadmin -p netcool0 -config -listelts "monitor=HTTP profile=Demo73"
Internet Service Monitoring Configuration
Copyright (c) IBM 2011
Version: ITCAM_ISM_7.3_0230

<Profile: Demo73>
[
  Index 0
  Checksum guicli_1306821177312_20973_7109
  #####
  Active
  Arguments: <
    hostnamelookuppreference = 'Default'
    timeout = '30'
    formname = ''
    server = 'www.ibm.com'
    command = 'GET'
    authenticationtype = 'NONE'
    dynamiccontent = 'nodynamiccontent'
    description = 'TestHTTP'
    page = 'index.html'
    localip = ''
    poll = '300'
    username = ''
    failureretests = '0'
    version = '1.0'
    password = ''
    retestinterval = '0'
    port = '80'
  >
]

C:\IBM\ITM\CNP>ismconfig -u sysadmin -p netcool0 -config -deploy Demo73 BOX00123
:IS
Internet Service Monitoring Configuration
Copyright (c) IBM 2011
Version: ITCAM_ISM_7.3_0230

C:\IBM\ITM\CNP>_
  
```

# ISM Directory Structure

Windows : C:\IBM\ITM\TMAITM6\ism\

Unix : /opt/IBM/ITM/itm\_arch/isl/

## - datalogs

XML for the datalog module

## - etc/props

\*.props or properties file.

Props file contains specific properties for bridge, kis agent, modules, and monitors (<monitor>.props).

## -etc/rules

\*.rules or rules files.

Parse events into proper formats for modules

## - logs

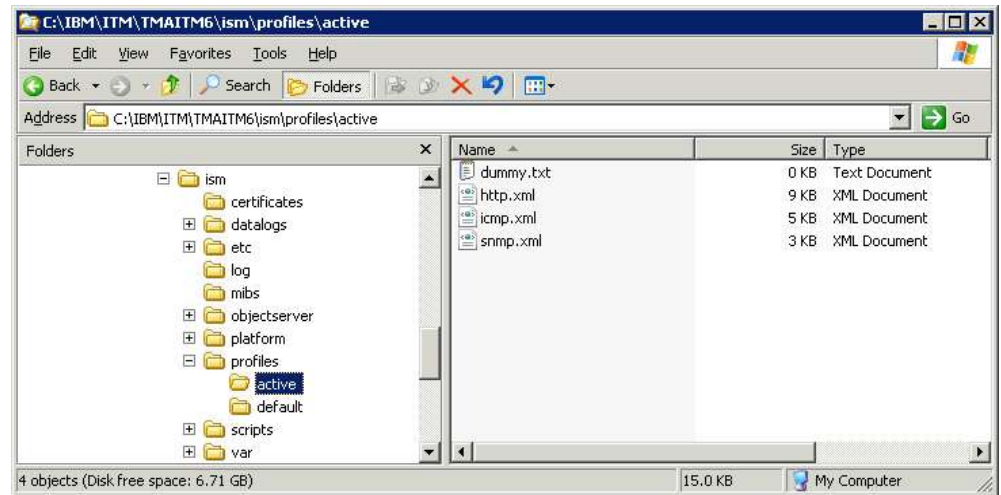
logs of bridge (bridge.log), kisagent (kisagent.log), modules, and monitors (<monitor>.log)

## -profiles

XML files (<element>.xml).

## -var

-store and Forward files (saf files)



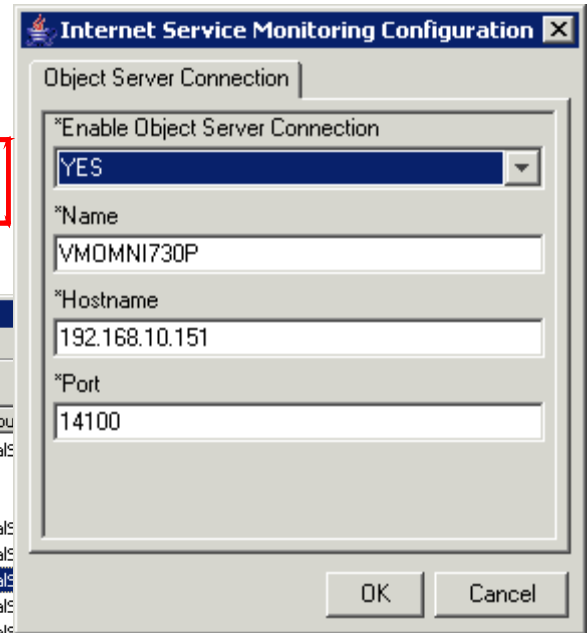
# ISM and Netcool/Omnibus

\* ISM can be installed stand-alone and forward events to Omnibus.

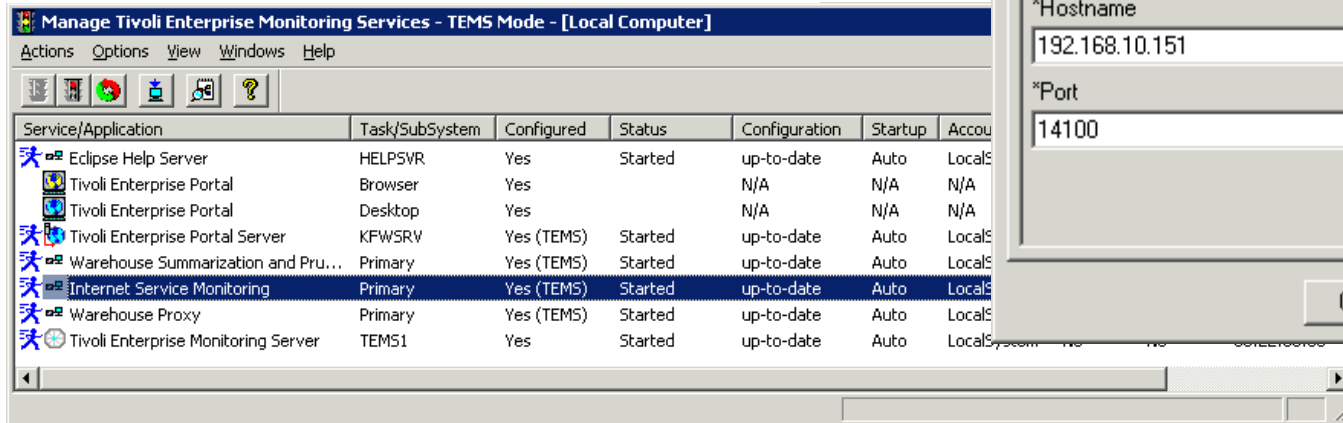
To Forward Alarms to ObjectServer :

1. Right Click on "Internet Service Monitoring" > "Reconfigure ..."
2. Fill the connection details to ObjectServer

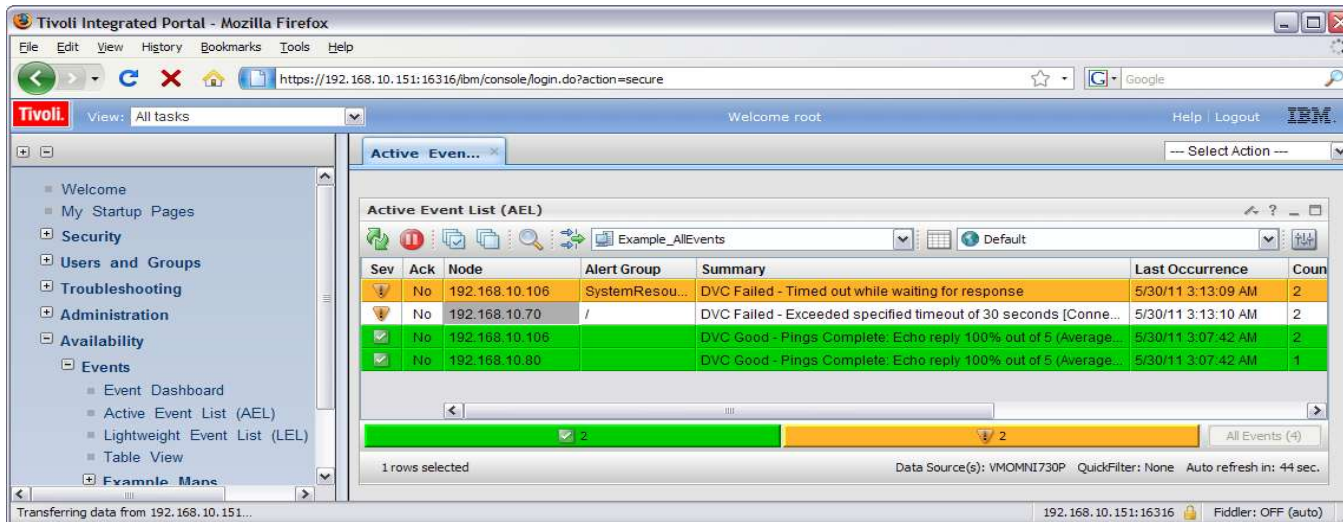
2



1



3





# Predefined Situations

## 1. KIS\_Host\_SLA\_Failed

monitored host has failed its service level agreement. Good is below 95% of all test on host.

## 2. KIS\_Host\_SLA\_Marginal

- monitored host is close to failing. Good is below 99% but greater than or equal 95%.

## 3. KIS\_<monitor>\_Inactive

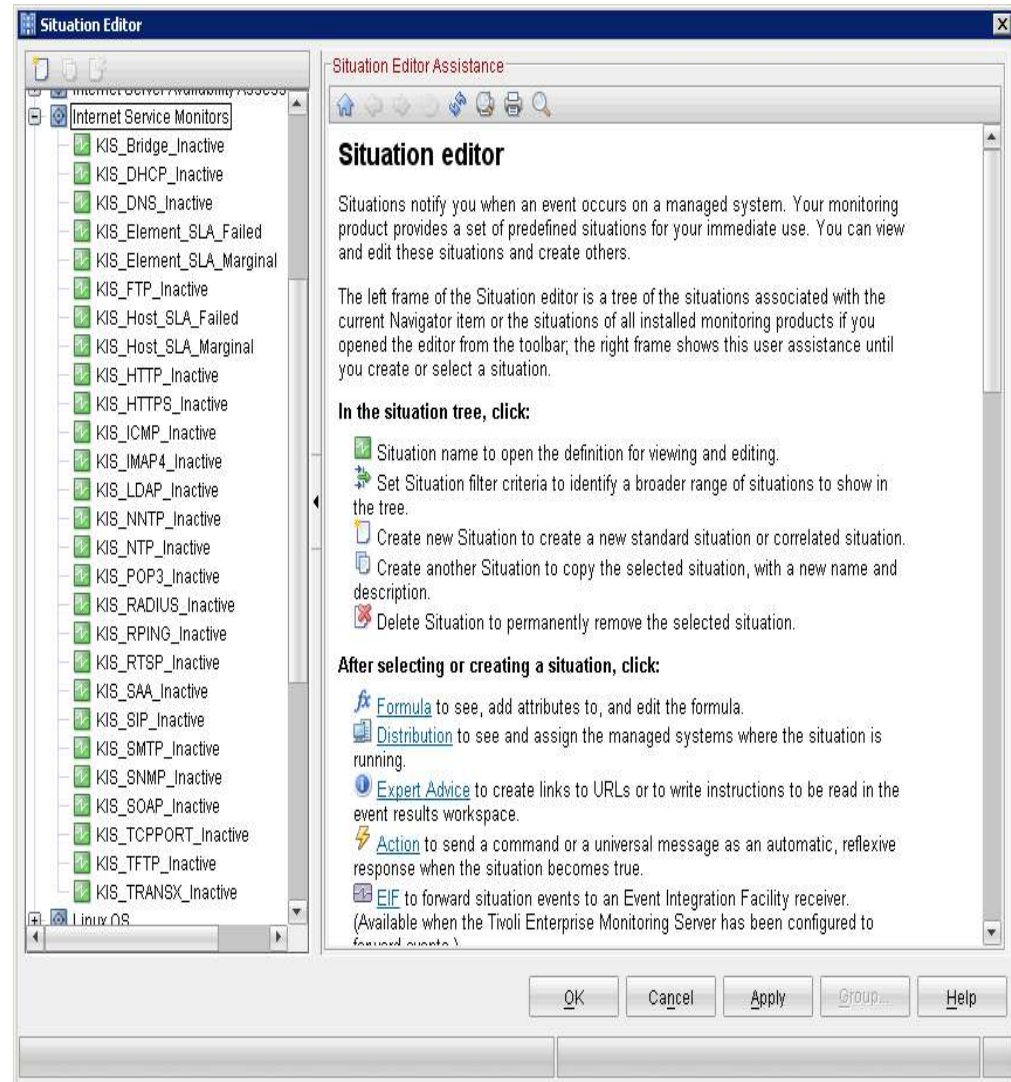
monitor is not running or has not sent any results recently

## 4. KIS\_Element\_SLA\_Failed

service monitored by a profile element has failed. Good falls below 95% of all test performed by the profile element.

## 5. KIS\_Element\_SLA\_Marginal

service monitored by a profile element is close to failing. Good is below 99% but greater to equal to 95% of all test performed by the profile element.



# Creating Custom Situations

1. Right Click on "Service Statistics" > Situations

2. Right Click on "Internet Service Monitors" > Create New

3. Fill in details

**Create Situation**

Name: STAN\_Demo

Description: STAN\_Demo

Monitored Application: Internet Service Monitors

Type: Standard Situation

Buttons: OK, Cancel, Help

# Creating Custom Situations (continuation)

- 4. Select condition (fields to compare)
- 5. Provide formula (test value). State severity.

4

5

# Creating Custom Situations (continuation)

- 6. Select Distribution
- 7. Alerts show up in "Situation Event Console"

The screenshot displays the IBM Enterprise Status interface. On the left, the 'Situations for - Service Statistics' dialog box is open, showing the 'Distribution' tab. A red box labeled '6' highlights the 'Assigned' list, which contains the entry '\*NETCOOL\_ISM\_AGENT'. The 'Available Managed Systems' list on the right contains 'BOX001211S'. A red box labeled '7' highlights the 'Situation Event Console' window, which displays a table of alerts. Below the console, a 'My Acknowledged Events' window shows a message log with the same alerts. A bar chart titled 'Last 24 Hours' is also visible in the background.

Severity	Status	Owner	Situation Name	Display Item	Source
Critical	Open		STAN_Demo		BOX001211S
Critical	Open		KIS_Host_SLA_Failed	192.168.10.70	BOX001211S
Critical	Open		KIS_Host_SLA_Failed	192.168.10.106	BOX001211S
Critical	Open		KIS_Element_SLA_Failed	SNMP 192.168.10.106 element.	BOX001211S
Critical	Open		KIS_Element_SLA_Failed	HTTP 192.168.10.70 element.	BOX001211S
Critical	Open		KSY_TEPS_Connectivity_Fail		BOX001211S
Critical	Open		KSY_DB_Connectivity_Fail		BOX001211S
Critical	Open		KHD_DB_Connectivity		BOX001211S
Fatal	Open		KHD_Error_Fatal	CTX_InitializationFailed	BOX001211S

Status	Name	Display Item	Source
Open	STAN_Demo		BOX001211S
Open	KIS_Host_SLA_Failed	192.168.10.70	BOX001211S
Open	KIS_Host_SLA_Failed	192.168.10.106	BOX001211S
Open	KIS_Element_SLA_Failed	SNMP 192.168.10.106 element.	BOX001211S
Open	KIS_Element_SLA_Failed	HTTP 192.168.10.70 element.	BOX001211S
Open	KSY_TEPS_Connectivity_Fail		BOX001211S
Open	KSY_DB_Connectivity_Fail		BOX001211S
Open	KHD_DB_Connectivity		BOX001211S
Open	KHD_Error_Fatal	CTX_InitializationFailed	BOX001211S

## Troubleshooting : Bridge Core dumps

1. Ensure the install is patched to the latest available patch
2. Clear the bridge log
3. Enable message level debug & restart bridge  
ISM\_HOME/etc/bridge.props  
MaxLogFileSize : 10485760  
MessageLevel : "debug"
4. Replicate
5. Run truss or strace, and lsof  
truss -rwall -wall -a -e -f -d -o /tmp/out.truss ./  
nco\_m\_bridge  
strace -f -v -tt -o /tmp/out.strace -p <pid-of-process>  
lsof | grep <name> | wc -l

Ensure that core file creation enabled:

```
sh% ulimit -c 1000000
```

```
csh% limit coredumpsize 1000000
```

When it cores, run pstack on the core file and save core file

6. Gather \*.props, profiles , logs, all outputs

## Troubleshooting: Bridge Hangs or Loops

1. Ensure the install is patched to the latest available patch
2. Clear the bridge log  
bridge.log
3. Enable message level debug and restart  
ISM\_HOME/etc/bridge.props  
MaxLogFileSize : 10485760  
MessageLevel : "debug"
4. Replicate
5. Run pstack, and lsof  
pstack <pid>  
lsof | grep <name> | wc -l
6. Gather \*.props, profiles, logs, all outputs



## Troubleshooting: KIS Agent Core Dumps

1. Ensure the install is patched to the latest available patch
2. Clear the kisagent.log
3. Enable message level debug & restart agent  
ISM\_HOME/etc/kisagent.props  
MaxLogFileSize : 10485760  
MessageLevel : "debug"
4. Replicate
5. Run truss or strace, and lsof  
truss -rwall -wall -a -e -f -d -o /tmp/out.truss ./kisagent  
strace -f -v -tt -o /tmp/out.strace -p <pid-of-process>  
lsof | grep <name> | wc -l

When it cores, run pstack on the core file and save core file

6. Gather \*.props, profiles , logs, all outputs

## Troubleshooting: Monitor Core Dumps

1. Ensure the install is patched to the latest available patch
2. Clear the log  
`<monitor>.log`
3. Enable message level debug and restart  
`ISM_HOME/etc/<monitor>.props`  
`MaxLogFileSize : 10485760`  
`MessageLevel : "debug"`  
`MaxCCA : 1`
4. Replicate
5. Run truss or strace, and lsof  
`truss -rwall -wall -a -e -f -d -o /tmp/out.truss ./`  
`nco_m_<monitor>`  
`strace -f -v -tt -o /tmp/out.strace -p <pid-of-process>`  
`lsof | grep <name> | wc -l`

Ensure that core file creation enabled:

`sh% ulimit -c 1000000`

`csh% limit coredumpsize 1000000`

When it cores, run `pstack` on the core file and save core file

6. Gather \*.props, profilesm, logs, all outputs

## Troubleshooting: Monitor Hangs or Loops

1. Ensure the install is patched to the latest available patch
2. Clear the log  
    <monitor>.log
3. Enable message level debug and restart  
    ISM\_HOME/etc/<monitor>.props  
    MaxLogFileSize : 10485760  
    MessageLevel : "debug"  
    MaxCCA : 1
4. Replicate
5. Run pstack, and lsof  
    pstack <pid>  
    lsof | grep <name> | wc -l
6. Gather \*.props, profiles, all outputs

# Troubleshooting: Element is Failing.

1. Enable message level debug and restart  
 ISM\_HOME/etc/<monitor>.props  
 MaxLogFileSize : 10485760  
 MessageLevel : "debug"
2. Replicate
3. Check status of target server.
4. Check Profile and Element. Confirm the conditions in the SLC tab.

```

http.log = (C:\IBM\ITM\TMAITM6\ism\log) - GVIM
File Edit Tools Syntax Buffers Window Help
Mon May 30 01:01:46 2011 Debug: $(profile) -> "Demo"
Mon May 30 01:01:46 2011 Debug: $(datalogpath) -> "http_Proxy192_168_10_70_80_NONE_zeit_1306517335_2250_6A05"
Mon May 30 01:01:46 2011 Debug: $(host) -> "192.168.10.70"
Mon May 30 01:01:46 2011 Debug: $(timeout) -> "300"
Mon May 30 01:01:46 2011 Debug: $(pollInterval) -> "300"
Mon May 30 01:01:46 2011 Debug: $(description) -> "HTTP 192.168.10.70 element."
Mon May 30 01:01:46 2011 Debug: $(failureRetests) -> "0"
Mon May 30 01:01:46 2011 Debug: $(failureRetestInterval) -> "0"
Mon May 30 01:01:46 2011 Debug: $(identchecksum) -> "zeit_1306517335_2250_6A05"
Mon May 30 01:01:46 2011 Debug: $(startTimePoll) -> "1306742429"
Mon May 30 01:01:46 2011 Debug: $(service) -> "HTTP"
Mon May 30 01:01:46 2011 Debug: $(port) -> "80"
Mon May 30 01:01:46 2011 Debug: $(page) -> "/"
Mon May 30 01:01:46 2011 Debug: $(command) -> "GET"
Mon May 30 01:01:46 2011 Debug: $(lookunTime) -> "0.00025"
$(message) -> "Connection timed out"
$(percentageDownloadedGood) -> "0.00"
$(bytesTransferred) -> "0"
$(monitorHost) -> "box00121"
$(monitorDNSDomain) -> ""
$(timeStamp) -> "Mon May 30 01:01:46 2011"
$(time) -> "1306742506"
$(serviceLevel) -> "3"
$(resultString) -> "status NEQ 200 and status NEQ 301 and status NEQ 302"
$(consecutiveFailures) -> "1"
$(lastServiceLevelCounter) -> "23"
$(lastServiceLevel) -> "3"
$(serviceLevelCounter) -> "24"
Leaving forward_elements()
EXIT_THREAD from (5632)
Decreasing thread count to 0 (5632)
Event successfully sent to bridge - removing from queue
  
```

The screenshot shows the 'Internet Service Monitoring Configuration' window with the 'SLC' tab selected. It displays a table of server and page configurations, and a detailed SLC configuration below.

server	page	description	Active
192.168.10.5	/	HTTP 192.168.10.5 element.	<input checked="" type="checkbox"/>
192.168.10.70	/	HTTP 192.168.10.70 element.	<input checked="" type="checkbox"/>

If	Metric	Operator	Operand
Then status: FAILED	status	!=	200
	status	!=	301
	status	!=	302
Else if	totalTime	>	20
	totalTime	>	10

Buttons: Delete Condition, Delete Group, Add Group, OK, Cancel, Apply, Help

```

C:\WINDOWS\system32\cmd.exe
C:\Documents and Settings\Administrator>ping -n 1 192.168.10.70
Pinging 192.168.10.70 with 32 bytes of data:
Request timed out.
Ping statistics for 192.168.10.70:
    Packets: Sent = 1, Received = 0, Lost = 1 (100% loss),
C:\Documents and Settings\Administrator>_
  
```

# Troubleshooting: Log Samples (Successful HTTP)

```

http.log = (C:\IBM\ITM\TMAITM6\ism\log) - GVIM
File Edit Tools Syntax Buffers Window Help
Tue May 31 06:40:00 2011 Debug: $(profile) -> "Demo"
Tue May 31 06:40:00 2011 Debug: $(datalogpath) -> "http_Proxy192.168.10.5_80__NONE_zeit_1306302193_16372_1CE3"
Tue May 31 06:40:00 2011 Debug: $(host) -> "192.168.10.5"
Tue May 31 06:40:00 2011 Debug: $(timeout) -> "30"
Tue May 31 06:40:00 2011 Debug: $(pollInterval) -> "300"
Tue May 31 06:40:00 2011 Debug: $(description) -> "HTTP 192.168.10.5 element."
Tue May 31 06:40:00 2011 Debug: $(failureRetests) -> "0"
Tue May 31 06:40:00 2011 Debug: $(failureRetestInterval) -> "0"
Tue May 31 06:40:00 2011 Debug: $(identchecksum) -> "zeit_1306302193_16372_1CE3"
Tue May 31 06:40:00 2011 Debug: $(startTimePoll) -> "1306049198"
Tue May 31 06:40:00 2011 Debug: $(service) -> "HTTP"
Tue May 31 06:40:00 2011 Debug: $(port) -> "80"
Tue May 31 06:40:00 2011 Debug: $(page) -> "/"
Tue May 31 06:40:00 2011 Debug: $(command) -> "GET"
Tue May 31 06:40:00 2011 Debug: $(lookupTime) -> "0.00023"
Tue May 31 06:40:00 2011 Debug: $(connectTime) -> "0.00550"
Tue May 31 06:40:00 2011 Debug: $(version) -> "1.1"
Tue May 31 06:40:00 2011 Debug: $(status) -> "301"
Tue May 31 06:40:00 2011 Debug: $(message) -> "OK"
Tue May 31 06:40:00 2011 Debug: $(server) -> "Apache/2.2.17 (Fedora)"
Tue May 31 06:40:00 2011 Debug: $(responseTime) -> "0.00828"
Tue May 31 06:40:00 2011 Debug: $(pageCount) -> "1"
Tue May 31 06:40:00 2011 Debug: $(percentageDownloadedGood) -> "100.00"
Tue May 31 06:40:00 2011 Debug: $(downloadTime) -> "0.55068"
Tue May 31 06:40:00 2011 Debug: $(totalTime) -> "0.57682"
Tue May 31 06:40:00 2011 Debug: $(bytesTransferred) -> "45029"
Tue May 31 06:40:00 2011 Debug: $(bytesPerSec) -> "81770"
Tue May 31 06:40:00 2011 Debug: $(checksum) -> "3892355"
Tue May 31 06:40:00 2011 Debug: $(monitorHost) -> "box00121"
Tue May 31 06:40:00 2011 Debug: $(monitorDNSDomain) -> ""
Tue May 31 06:40:00 2011 Debug: $(timeStamp) -> "Tue May 31 06:40:00 2011"
Tue May 31 06:40:00 2011 Debug: $(time) -> "1306049200"
Tue May 31 06:40:00 2011 Debug: $(serviceLevel) -> "1"
Tue May 31 06:40:00 2011 Debug: $(resultString) -> "Default status"
Tue May 31 06:40:00 2011 Debug: $(lastServiceLevelCounter) -> "83"
Tue May 31 06:40:00 2011 Debug: $(lastServiceLevel) -> "1"
Tue May 31 06:40:00 2011 Debug: $(serviceLevelCounter) -> "84"
Tue May 31 06:40:00 2011 Debug: $(url001) -> "http://192.168.10.5/web/guest;jsessionId=D9FBDC18B3D76E0B145144524601AEC7"
Tue May 31 06:40:00 2011 Debug: $(urlResult001) -> "200"
Tue May 31 06:40:00 2011 Debug: $(urlDownloadTime001) -> "0.53992"
Tue May 31 06:40:00 2011 Debug: Leaving forward_elements()
Tue May 31 06:40:00 2011 Debug: EXIT_THREAD from (5260)
Tue May 31 06:40:00 2011 Debug: Decreasing thread count to 0 (5260)
Tue May 31 06:40:01 2011 Debug: Increasing thread count to 1
Tue May 31 06:40:01 2011 Debug: Spawning connection thread to '192.168.10.70' ...
Tue May 31 06:40:01 2011 Debug: Connection thread (5396) spawned
3187,39 29%

```

# Troubleshooting: Log Samples (OK & FAILED SNMP)

The image shows two windows from a troubleshooting session. The left window is a Notepad++ editor displaying the contents of 'snmp.log'. The right window is the 'Internet Service Monitoring Configuration' dialog box.

**snmp.log (OK Sample):**

```

Tue May 31 08:38:54 2011 Debug: $(profile) -> "Demo"
Tue May 31 08:38:54 2011 Debug: $(datalogpath) -> "snmp192_168_10_106_SystemResources_161
zeit_1306735542_30062_63FD"
Tue May 31 08:38:54 2011 Debug: $(host) -> "192.168.10.106"
Tue May 31 08:38:54 2011 Debug: $(timeout) -> "20"
Tue May 31 08:38:54 2011 Debug: $(pollInterval) -> "300"
Tue May 31 08:38:54 2011 Debug: $(description) -> "SNMP 192.168.10.106 element.."
Tue May 31 08:38:54 2011 Debug: $(FailureRetests) -> "0"
Tue May 31 08:38:54 2011 Debug: $(failureRetestInterval) -> "0"
Tue May 31 08:38:54 2011 Debug: $(identchecksum) -> "zeit_1306735542_30062_63FD"
Tue May 31 08:38:54 2011 Debug: $(startTimePoll) -> "1306856333"
Tue May 31 08:38:54 2011 Debug: $(service) -> "SNMP"
Tue May 31 08:38:54 2011 Debug: $(port) -> "161"
Tue May 31 08:38:54 2011 Debug: $(snmpVersion) -> "version 1"
Tue May 31 08:38:54 2011 Debug: $(oidGroupName) -> "SystemResources"
Tue May 31 08:38:54 2011 Debug: $(oidNames) -> "oidNames[MemoryInUse|OpenFileCount]"
Tue May 31 08:38:54 2011 Debug: $(oidUnits) -> "unit|unit"
Tue May 31 08:38:54 2011 Debug: $(message) -> "Successful Get"
Tue May 31 08:38:54 2011 Debug: $(oidName0) -> "MemoryInUse"
Tue May 31 08:38:54 2011 Debug: $(oidUnit0) -> "unit"
Tue May 31 08:38:54 2011 Debug: $(snmpResult0) -> "1816148"
Tue May 31 08:38:54 2011 Debug: $(oidName1) -> "OpenFileCount"
Tue May 31 08:38:54 2011 Debug: $(oidUnit1) -> "unit"
Tue May 31 08:38:54 2011 Debug: $(snmpResult1) -> "4259"
Tue May 31 08:38:54 2011 Debug: $(numDids) -> "2"
Tue May 31 08:38:54 2011 Debug: $(oidReturnValues) -> "1816148|4259"
Tue May 31 08:38:54 2011 Debug: $(totalTime) -> "0.00608"
Tue May 31 08:38:54 2011 Debug: $(monitorHost) -> "box00121"
Tue May 31 08:38:54 2011 Debug: $(monitorDNSDomain) -> ""
Tue May 31 08:38:54 2011 Debug: $(timeStamp) -> "Tue May 31 08:38:54 2011"
Tue May 31 08:38:54 2011 Debug: $(time) -> "1306856334"
Tue May 31 08:38:54 2011 Debug: $(serviceLevel) -> "1"
Tue May 31 08:38:54 2011 Debug: $(resultString) -> "Default status"
Tue May 31 08:38:54 2011 Debug: $(consecutiveFailures) -> "0"
Tue May 31 08:38:54 2011 Debug: $(lastServiceLevelCounter) -> "1"
Tue May 31 08:38:54 2011 Debug: $(lastServiceLevel) -> "3"
Tue May 31 08:38:54 2011 Debug: $(serviceLevelCounter) -> "1"
Tue May 31 08:38:54 2011 Debug: Leaving forward_elements()
Tue May 31 08:38:54 2011 Debug: snmpEnd: Session closed OK
Tue May 31 08:38:54 2011 Debug: snmpEnd: SNMP session ended
Tue May 31 08:38:54 2011 Debug: Decreasing thread count to 0 (6092)
  
```

**Internet Service Monitoring Configuration (FAILED Sample):**

The dialog box shows the configuration for the 'SystemResources' OID Group. The 'SystemResources OID Configuration' table is highlighted with a red box:

Value	Name	Unit	Selector
.1.3.6.1.4.1.1977.9.1.3.0	MemoryInUse	unit	
.1.3.6.1.4.1.1977.9.1.2.0	OpenFileCount	unit	

Red boxes and arrows in the original image highlight the 'OK' and 'FAILED' labels in the log, and the 'SystemResources' configuration table in the dialog box.



## Troubleshooting: General Monitor Issues

1. Ensure the install is patched to the latest available patch
2. Clear the log  
    <monitor>.log
3. Enable message level debug and restart  
    ISM\_HOME/etc/<monitor>.props  
    MaxLogFileSize : 10485760  
    MessageLevel : "debug"  
    MaxCCA : 1
4. Set system to capture network traffic  
    snoop -o snoop.out server1 server2  
    tcpdump -w tcpdump.out host server1 and  
server2  
    wireshark/ethereal
5. Replicate. Have monitor poll several times.
6. Gather \*.props, profiles, logs, all outputs

Example Issues :

- Poll Fails
- Poor performance

In addition to the ISM set of logs, generate another set of supporting logs when using a regular client for comparison. For example, when you are having issues with the HTTP monitor, generate the regular set of logs, and then generate another set (network traffic) when using a regular browser.

# Troubleshooting: Monitor Hang / Crashes on Windows

## 1) Download Userdump Tool from Microsoft

<http://support.microsoft.com/kb/241215>

- UserModeProcessDumper8\_1\_2929\_5.exe
- Run UserModeProcessDumper8\_1\_2929\_5.exe. It will create C:\kktools\userdump8.1
- cd to C:\C:\kktools\userdump8.1\ and run setup.exe.
- Follow the direction.

## 2) Enable message level debug and restart

ISM\_HOME/etc/etc/ism/<monitor>.props

```
MaxLogFileSize   : 10485760
MessageLevel     : "debug"
MaxCCA           : 1
```

## 3) Create dump files for a hanging process

For example:

- Show processes

```
userdump.exe -p
```

Note the PID.

-Generate several dumps

```
-userdump.exe PID filename_iteration.dmp
```

#

```
userdump.exe 123 filename_1.dmp
```

wait for 1 minute

```
userdump.exe 123 filename_2.dmp
```

wait for 1 minute

```
userdump.exe 123 filename_3.dmp
```

---

## 4) Gather the following

- Current version of ISM and the monitor
- \*.dmp files
- Corresponding monitor logs
- Props and profiles

## Popular Links / Issues

- Common Issues

[http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc\\_7.3/ism/dita/tsg/concept/kis\\_trouble\\_oview.html](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc_7.3/ism/dita/tsg/concept/kis_trouble_oview.html)

- How to backup and restore.

<http://www-01.ibm.com/support/docview.wss?uid=swg21408997>

- Missing ISM Icon

<https://www-304.ibm.com/support/docview.wss?uid=swg21450904>

<https://www-304.ibm.com/support/docview.wss?uid=swg21399492>

- Historical Data (KFWITM217E request error: sql1\_openrequest failed rc=3000)

<https://www-304.ibm.com/support/docview.wss?uid=swg21319390>

- IZ81470: PREVENT CUSTOM ACTIONS BREAKING THE AGENT

<https://www-304.ibm.com/support/docview.wss?uid=swg1IZ81470>

# Documentation

- **Version 7.3**
  - [http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc\\_7.3/common/introduction/introduction.html](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc_7.3/common/introduction/introduction.html)
  - [http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc\\_7.3/\\_deliverables/itcamtrans\\_ag.pdf](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc_7.3/_deliverables/itcamtrans_ag.pdf)
  - [http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc\\_7.3/\\_deliverables/itcamtrans\\_icg.pdf](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc_7.3/_deliverables/itcamtrans_icg.pdf)
  - [http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc\\_7.3/\\_deliverables/itcamtrans\\_ug.pdf](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc_7.3/_deliverables/itcamtrans_ug.pdf)
  - [http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc\\_7.3/\\_deliverables/itcamtrans\\_tsg.pdf](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc_7.3/_deliverables/itcamtrans_tsg.pdf)
  
- **Version 7.2.0.2**
  - [http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc\\_7.2.0.2/ic-homepage.html](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc_7.2.0.2/ic-homepage.html)
  - [http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc\\_7.2.0.2/\\_deliverables/itcamtrans\\_ag.pdf](http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/topic/com.ibm.itcamt.doc_7.2.0.2/_deliverables/itcamtrans_ag.pdf)
  
- **Version 6.0.0 / Netcool/ISM 2.4**
  - <http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.itcamISM.doc/welcome.htm>
  - <http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.itcamISM.doc/ag/ism24r2ag.pdf>
  - <http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.itcamISM.doc/rg/ism24r2rg.pdf>

# Support Portal (Known Issues, DCF (FAQs), APARS (bugs))

[http://www-947.ibm.com/support/entry/portal/Overview/Software/Tivoli/Tivoli\\_Composite\\_Application\\_Manager\\_for\\_Internet\\_Service\\_Monitoring](http://www-947.ibm.com/support/entry/portal/Overview/Software/Tivoli/Tivoli_Composite_Application_Manager_for_Internet_Service_Monitoring)

The screenshot displays the IBM Support Portal interface for 'Tivoli Composite Application Manager for Internet Service Monitoring'. The main content area includes a 'Support overview' section with a 'Your customized support experience' banner. Below this are several widget sections:

- Featured links:**
  - Tivoli Composite Application Manager for Internet Service Monitoring
    - Tivoli field guides
    - Proactive and security vulnerability notification
    - RSS feeds of support content
    - Request e-mail updates
- Flashes & alerts:**
  - Alerts: Get the most up to date alerts for your product(s)
  - Tivoli Composite Application Manager for Internet Service Monitoring
    - 28 Feb 2011: Denial of Service Security Exposure
    - 17 Apr 2007: All Tivoli Web-based Titles Now Available via...
- Top ten:**
  - Most recent | Most viewed
  - Tivoli Composite Application Manager for Internet Service Monitoring
    - 09 May 2011: Configuring the HTTPS monitor to ignore the...
    - 06 May 2011: Can't install ISM on AIX 7.1/POWER 7
    - 04 May 2011: Disable the following of referrals in LPAD monitor
    - 20 Apr 2011: MonitorLocator and ResponderRouter values are 0

On the right side, there is a 'Top ten' widget with a red border, listing the most viewed issues:

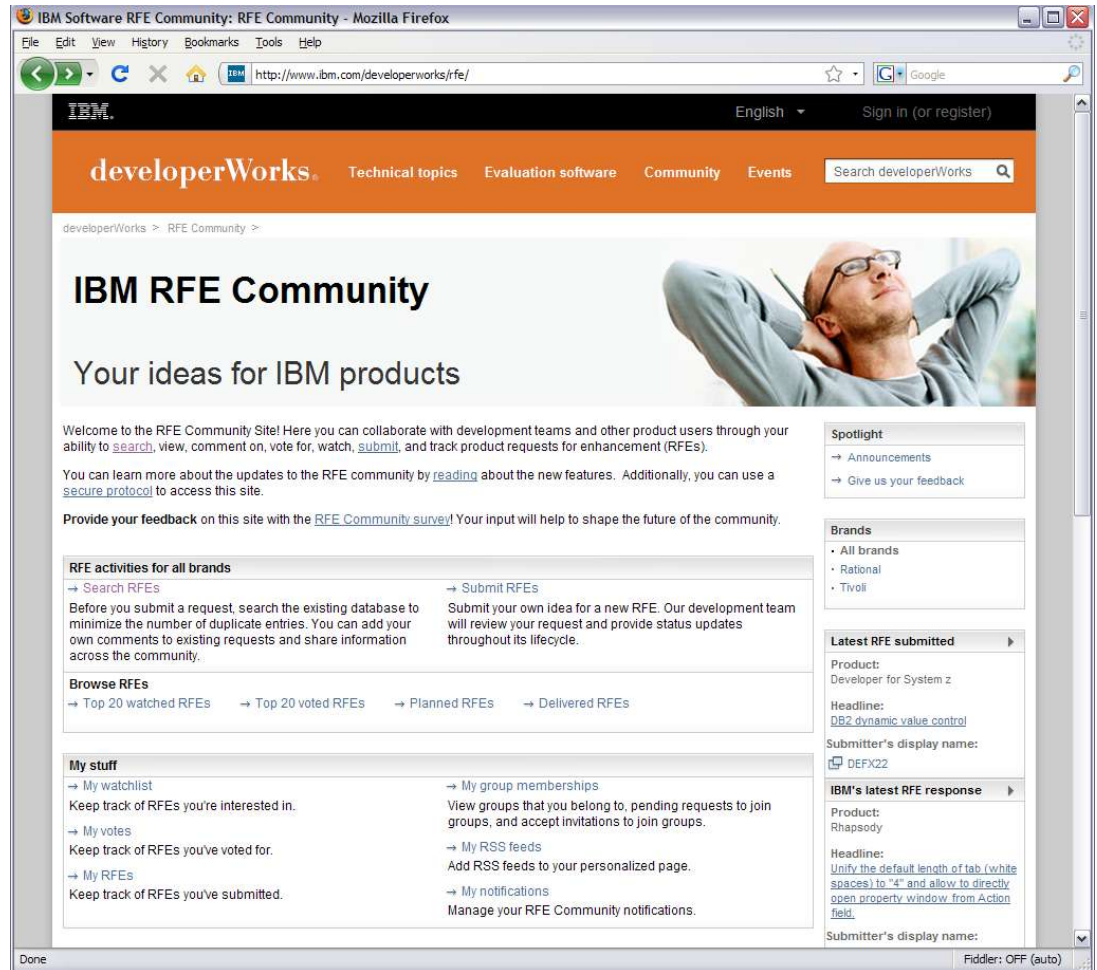
- Most recent | Most viewed
- Tivoli Composite Application Manager for Internet Service Monitoring
  - 30 Sep 2010: KFWITM217E request error: sql1\_openrequest...
  - 30 Aug 2010: Stand-alone ITCAM ISM
  - 31 Jan 2011: ITCAM-ISM Configuration Tool, ISM Batch, and...
  - 28 Dec 2009: KDE\_TRANSPORT error or no transports available
  - 31 Mar 2011: MustGather: Read first for trouble shooting...
  - 10 Sep 2009: MustGather: Read first for ISM issues
  - 10 Nov 2010: Migrating profiles from Netcool/ISM...
  - 27 Apr 2010: How to configure the TCP port monitor in ITCAM...
  - 27 Dec 2010: ISM 2.4 (ITCAM 6.00) on Red Hat Linux 5
  - 23 Dec 2009: Troubleshooting SSL Cipher issues in

At the bottom left, a red box contains the text 'DCF (FAQs), TechNotes, APARS (bugs)'. A red arrow points from this box to the 'Top ten' widget on the right. Another red box is located at the bottom center of the page.

# IBM Request for Enhancement (RFE) Community

<http://www.ibm.com/developerworks/rfe/>

Client can now submit request for enhancements online.





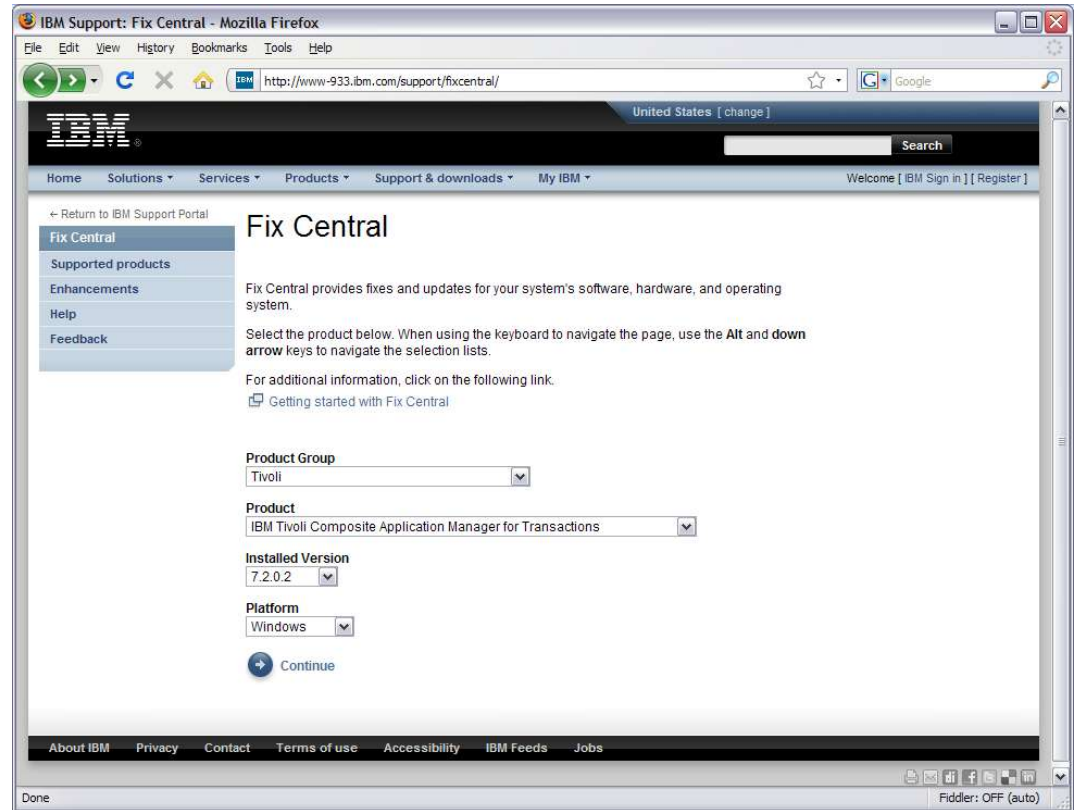
# Patches - FixCentral

Download patches from FixCentral:

<http://www-933.ibm.com/support/fixcentral/>

For versions v6.0.0/v2.4, request patches from Support:

<http://www.ibm.com/software/support/probsub.html>



---

# The End

- Questions?