

IBM Tivoli License Manager



Patch 1.1-TLM-0001 Readme File

Version 1.1

IBM Tivoli License Manager



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Version 1.1

Note

Before using this information and the product it supports, read the information in "Notices" on page 15.

First Edition (April 2003)

This edition applies to Patch 1.1-TLM-0001 for version 1, release 1, of IBM Tivoli License Manager (program number 5724-D33).

IBM welcomes your comments.

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IBM Tivoli License Manager, Version 1.1, Patch 1.1-TLM-0001 readme file

This readme file provides important information about Patch 1.1-TLM-0001 for IBM® Tivoli® License Manager version 1.1. This readme file is the most current information for the patch and takes precedence over all other documentation.

Please review this readme file thoroughly before installing or using this product.

This readme file includes the following topics:

- "About this release"
- "Installation, migration, upgrade, and configuration information" on page 3
- "Other useful information" on page 10

About this release

This section includes the following topics:

- "Product fix history"
- "Backward compatibility" on page 2
- "Other changes as a result of this patch" on page 2

Product fix history

This patch is the first patch to be issued for Tivoli License Manager, Version 1.1. It fixes the following APARs:

IY40144
IY40146
IY40339
IY41416
IY42002
IY42008
IY42017
IY42059

The following problems have been fixed:

For administration server Web interface reports

- When using a Netscape browser, the Web interface occasionally displayed a blank page immediately after the report page, requiring the use of the **Refresh** button to see the report again.
- The layout of some rows of the software inventory report table was incorrect.
- On the Topology > Managing Nodes window, the option "Nodes with deployed agents" gave an internal database error when the number of deployed agents was high (for example, with 1 500 agents).
- The software usage snapshot report was unusable, because even in an administration server with a normal data load, the report page that was generated was too large and took too long to be displayed.
- If the agent label contained a backslash character (\) then the administration server would display the character as a forward slash (/).

For server communications

- The runtime and administration servers could not use an HTTPS secure protocol when they had to communicate by means of a proxy server.
- The SSL test certificates provided with the product had expired, and thus did not work.
- The algorithm used to detect when the system clock was updated was interpreting as updates every synchronization of the system clock with a central server, causing performance problems.
- Disabling the runtime WakeUp server did not work properly when the WakeUp was caused by a system clock update.

For the agent

- New SSL certificates were needed for the agent applet.
- If a large number of processes were started on a system running a Windows® operating system, eventually the operating system would hang and the system would have to be restarted.
- The agent installation had an inconsistent use of yes/no parameters.
- The service to download the agent's catalog subset failed on Windows platforms when the amount of data required to be downloaded exceeded 4096 KB.
- The applet for deploying the agent did not work on AIX® platforms with POWER2 processors.

For the catalog manager

- If the association of an executable with a product was removed from the catalog through use of the catalog manager, that executable did not appear again in the "unknown file table" even when it was found again by an agent. In addition, these executables were not being exported by the **expcat** command.

After the patch installation has been completed, you will find that **Linkable Executables** pane in the **Linked Modules Manager** window in the catalog manager lists all executables that are no longer linked with a product.

- If the name of the executable for a product on a monitored computer differed in case (uppercase or lowercase) from the entry in the linked executables table, the executable was not recognized as a linked executable, and so the executable appeared in the unknown files table.
- When the command **impcat** was run, the VERSION field in the input data file was not being checked.

Backward compatibility

No patches were superseded by this patch.

Dependencies:

IBM Tivoli License Manager, Version 1.1

Other changes as a result of this patch

This patch creates a new file called `<INSTALL_DIR>/product.xml` (where `<INSTALL_DIR>` is the directory where Tivoli License Manager is installed), which keeps track of the current Tivoli License Manager version. Servers and agents will have a new version number of 1.1.0.10.

IMPORTANT The patch also upgrades the catalog manager from version 1.1 to 1.1.0.10. After installing the patch, the new version of the catalog manager will not be able to work with older versions of the catalog file. This means that it will not be able to load files generated by catalog manager, version 1.1 or exported from Tivoli License Manager, version 1.1 (using the **expcat** command), as the format of the catalog file will be different. This means that after installing the patch you will have to export a new catalog file from the administration master catalog (using the **expcat** command), to use in the catalog manager. However, after installing the patch on the administration server, Tivoli License Manager will still be able to import any catalog file (using the **impcat** command) created with a prior version of the catalog manager.

Installation, migration, upgrade, and configuration information

This section includes the following topics:

- “Hardware and software requirements”
- “Installing the patch” on page 4
- “Reverting to the previous version” on page 6

Hardware and software requirements

This section includes the following topics:

- “Supported platforms”
- “System requirements” on page 4

Supported platforms

The original documentation issued with the product contained incorrect information about the supported platforms. The correct platform support details for servers and agents are given in Table 1.

Table 1. Supported platforms for Tivoli components

Component	Supported platforms
Tivoli administration and runtime servers	<ul style="list-style-type: none"> • IBM AIX 4.3.3 (32-bit) ML 4330-25 • IBM AIX 5.1 (32-bit) • Windows 2000 Server • Windows 2000 Advanced Server • Windows NT® 4.0 Server (service packs 6 and 6a)
Agents	<ul style="list-style-type: none"> • IBM AIX 4.3.3 (32-bit) • IBM AIX 5.1 (32-bit) • Sun Solaris 7 (64-bit) • Sun Solaris 8 (64-bit) • Windows 98 • Windows ME • Windows 2000 Professional • Windows 2000 Server • Windows 2000 Advanced Server • Windows NT 4.0 Professional (service packs 6 and 6a) • Windows NT 4.0 Server (service packs 6 and 6a)

The list of supported platforms could change outside the release cycle. For the most recent information, consult the supported platforms matrix on IBM software support Web site.

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

When you reach the Web site, select **Systems Management & Tivoli** from the **By category** list, and when the page displays, click **Supported Platforms**. Click the **Tivoli Platform and Database Support Matrix** link. You will be asked for your IBM registration ID and password.

System requirements

Hardware and software prerequisites are detailed in the Installing Tivoli License Manager chapter of the *IBM Tivoli License Manager: System Administrator's Guide*. There are currently no changes to the information included in the guide, with the exception that the information given in that chapter with respect to the version of the IBM DB2 Universal Database™ to be used was incorrect. The correct information is as follows:

- Ensure that DB2 Universal Database Enterprise – Extended Edition is available and can be accessed from the servers where a Tivoli License Manager server is to be installed.

If the Tivoli License Manager server and its database are to be installed on the same server, the server must have DB2 Universal Database Enterprise – Extended Edition, version 7.2.5 installed.

If the Tivoli License Manager server and its database are to be installed on separate servers, the database server must have the DB2 Universal Database Enterprise – Extended Edition, version 7.2.5 installed. The server where the Tivoli License Manager server is to be installed must have the runtime client from the DB2 Universal Database Enterprise – Extended Edition, version 7.2.5 installed.

Version 7.2.5 of DB2 Universal Database Enterprise – Extended Edition can also be obtained by installing fix pack 7 on DB2 Universal Database Enterprise – Extended Edition, version 7.2.0.

Installing the patch

The following tells you how to install this patch. Once you have installed a patch, you cannot uninstall it automatically. For details of how to revert to the previous version see "Reverting to the previous version" on page 6.

You should take the following steps to install the patch:

1. Update the master catalog

If you have exported a copy of the master catalog and you are using catalog manager version 1.1 to update it, you may not be able to work on the same copy with catalog manager version 1.1.0.10 (the version after the patch is installed). Use the **impcat** command to update the master catalog with any changes you have already made. You can do this step before or after the upgrade to version 1.1.0.10. Then export a new working catalog from the master catalog before you use catalog manager version 1.1.0.10. To update the master catalog, see the instructions in the section called "Using the catalog manager to update the master catalog" of Chapter 8, "Managing product information", of the *IBM Tivoli License Manager: License Administrator's Guide*.

Note: This activity does not apply to the IBM catalog. If you have received a copy of the IBM catalog you can import it before or after installing the

patch.

2. Install the patch on all systems

On every system where you have any combination of the administration server, the runtime server or the catalog manager installed, perform the following steps:

- a. Log on to the system using an account with administration authority.
- b. Ensure that WebSphere® Application Server is up and is running. If you apply the patch with the WebSphere Application Server not running, the patch might not be correctly installed.

Note: If the system where you want to install the patch is only running the catalog manager this step does not apply.

- c. If the system is running a Tivoli License Manager administration server, stop the server by issuing the command:
`<INSTALL_DIR>/admin/cli/srvstop`
- d. If the system is running a Tivoli License Manager runtime server, stop the server by issuing the command:
`<INSTALL_DIR>/runtime/cli/srvstop`

Note: If either the administration or the runtime server, or both, are running while the patch is installed, the installation would take longer, as the patch installation process will stop the servers, and some errors will be logged. However the patch would be correctly applied.

- e. If the system is running the catalog manager, stop the catalog manager by exiting from all of the catalog manager windows, including the catalog manager Welcome window.
- f. To install the patch, run one of the following, depending on your platform:
Windows setupwin32.exe
AIX setupaix.bin

During the installation you will need to choose a valid directory where you want to back up the changed files. The default path is:
`<INSTALL_DIR>/1.1_TLM_0001`, where 1.1_TLM_0001 is a directory created by the backup process. This directory will subsequently be referred to in this document as `<BACKUP_DIR>`

In this directory you will find all the changed files in the same tree structure as they are in the product. To avoid any confusion with the product files, a tilde (~) has been suffixed to each file name in this directory.

The patch installation creates a file called `product.xml` in the `<INSTALL_DIR>` directory. This file contains information about product and patch versions. An `install.log` file is also created in the `<INSTALL_DIR>` directory if any error or warning is generated during the patch installation.

- g. Verify that the patch has been correctly installed, as follows:
 - 1) Verify that the file `product.xml` stored in the `<INSTALL_DIR>` directory specifies that the 'Ending Version' is '1.1.0.10'.
 - 2) Verify that no errors have been logged in the `install.log` file in the `<INSTALL_DIR>` directory.

- 3) Verify that the version number of the agents becomes '1.1.0.10' within a reasonable period of time. The agents will be upgraded automatically as each is contacted by its runtime server, but depending on the number of agents and the updateAgentPeriod setting, this process could take several days. The updateAgentPeriod setting is defined in the `<INSTALL_DIR>/runtime/conf/system.properties` file.

To check the version, review the details of selected agents on the Web interface of the administration server. For details, see "Reviewing and deleting agents" in the section "Managing components" in *IBM Tivoli License Manager: License Administrator's Guide*.

- h. After the patch is installed, the runtime server configuration parameter `parm.useproxy` is set to `n`. If you are using a proxy server between your runtime server and its agents, you should now set this parameter to `y`. The parameter `parm.useproxy` can be found in the `agent_install.properties` file in the `<INSTALL_DIR>/runtime/conf` directory, and the only valid values are `y`, `Y`, `n` and `N`.
- i. If the system has a Tivoli License Manager administration server installed, restart the server by issuing the command:
`<INSTALL_DIR>/admin/cli/srvstart`
- j. If the system has a Tivoli License Manager runtime server installed, restart the server by issuing the command:
`<INSTALL_DIR>/runtime/cli/srvstart`

3. Reapply configuration customizations

If you have customized the `agent_install.properties` files stored in the directories `<INSTALL_DIR>/admin/conf` and `<INSTALL_DIR>/runtime/conf`, you should now reapply those customizations, as these files will have been overwritten when the patch was installed. If you need to look at the old versions of these files to determine what customizations you originally performed, they can be found in the following directories created by the patch install process: `<BACKUP_DIR>/admin/conf` and `<BACKUP_DIR>/runtime/conf`.

Reverting to the previous version

The instructions for reverting to the previous version depend on which version of the WebSphere application server you are using, version 3.5 (see below) or version 4.0.4 (see "Reverting to the previous version when WebSphere application server, version 4.0.4 is installed" on page 8).

Reverting to the previous version when WebSphere application server, version 3.5 is installed

The steps should be carried out on all systems where any combination of administration server, runtime server and catalog manager are installed, and are as follows:

1. Log on to the system with administration authority.
2. Stop the Tivoli License Manager servers from the WebSphere Application Console.

Note: If the system where you want to revert to the previous version is only running the catalog manager this step does not apply.

3. If the catalog manager is running on the system where you want to revert to the previous version, stop it.

- Copy the backed-up original files from the backup directories to their original locations. The files in question are listed below, and they should be copied from the backup directory (that you defined in step 2f on page 5 of the install procedure) to the product's install directory, maintaining the same subdirectory structure, and removing the final tilde (~). For example, copy `<BACKUP_DIR>/admin/conf/agent_install.properties~` to `<INSTALL_DIR>/admin/conf/agent_install.properties`.

The files to be copied depend on which components are installed on the system where you want to revert to the previous version.

Administration server:

```
<BACKUP_DIR>/admin/conf/agent_install.properties~
<BACKUP_DIR>/admin/keystore/key.jks~
<BACKUP_DIR>/admin/keystore/key.sth~
<BACKUP_DIR>/admin/keystore/key.kdb~
<BACKUP_DIR>/admin/setup/slm_runtime.ear~
```

Runtime server:

```
<BACKUP_DIR>/runtime/conf/agent_install.properties~
<BACKUP_DIR>/runtime/keystore/key.jks~
<BACKUP_DIR>/runtime/keystore/key.sth~
<BACKUP_DIR>/runtime/keystore/key.kdb~
<BACKUP_DIR>/runtime/setup/slm_runtime.ear~
```

Catalog manager:

```
<BACKUP_DIR>/catmgr/catmgr.jar~
```

Note: If you only have the catalog manager installed, no further steps are required. Otherwise, continue with the steps below.

- Remove all the files in the following directories..

Administration server:

```
<INSTALL_DIR>/admin/installedApp.ear
```

Runtime server:

```
<INSTALL_DIR>/runtime/installedApp.ear
```

- Uncompress the following files (use **WinZip** on Windows platforms and **jar -xvf** on AIX):

Administration server:

```
<INSTALL_DIR>/admin/setup/slm_admin.ear
```

Runtime server:

```
<INSTALL_DIR>/runtime/setup/slm_runtime.ear
```

This step extracts a number of files to a number of different directories/folders.

- Create the following new temporary directories/folders:

Administration server:

```
<INSTALL_DIR>/admin/installedApp.ear/temp
```

Runtime server:

```
<INSTALL_DIR>/runtime/installedApp.ear/temp
```

- Uncompress the following files into the corresponding temporary directories/folders created in step 7 on page 7 (use **WinZip** on Windows platforms and **jar -xvf** on AIX):

Administration server:

`<INSTALL_DIR>/admin/installedApp.ear/slm_admin.war`

Runtime server:

`<INSTALL_DIR>/runtime/installedApp.ear/slm_runtime.war`

This step extracts a number of files into the temporary directory. The file that you are uncompressing was placed in this directory during step 6 on page 7.

- Remove the files that you have just uncompressed:

Administration server:

`<INSTALL_DIR>/admin/installedApp.ear/slm_admin.war`

Runtime server:

`<INSTALL_DIR>/runtime/installedApp.ear/slm_runtime.war`

- Rename the temporary directories created in step 7 on page 7 giving them the names of the files you have just deleted in step 9:

Administration server:

Rename the following file:

`<INSTALL_DIR>/admin/installedApp.ear/temp`

giving it the following name:

`<INSTALL_DIR>/admin/installedApp.ear/slm_admin.war`

Runtime server:

Rename the following file:

`<INSTALL_DIR>/runtime/installedApp.ear/temp`

giving it the following name:

`<INSTALL_DIR>/runtime/installedApp.ear/slm_runtime.war`

- Remove the two, now empty, temporary directories/folders.
- Start the Tivoli License Manager servers from the WebSphere Application Console.

Reverting to the previous version when WebSphere application server, version 4.0.4 is installed

The steps should be carried out on all systems where any combination of administration server, runtime server and catalog manager are installed, and are as follows:

- Log on to the system with administration authority.
- Stop the Tivoli License Manager servers from the WebSphere Application Console.

Note: If the system where you want to revert to the previous version is only running the catalog manager this instruction does not apply.

- If the catalog manager is running on the system where you want to revert to the previous version, stop it.

- Copy the backed-up original files from the backup directories to their original locations. The files in question are listed below, and they should be copied from the backup directory (that you defined in step 2f on page 5 of the install procedure) to the product's install directory, maintaining the same subdirectory structure, and removing the final tilde (~). For example, copy `<BACKUP_DIR>/admin/conf/agent_install.properties~` to `<INSTALL_DIR>/admin/conf/agent_install.properties`.

The files to be copied depend on which components are installed on the system where you want to revert to the previous version.

Administration server:

```
<BACKUP_DIR>/admin/conf/agent_install.properties~
<BACKUP_DIR>/admin/keystore/key.jks~
<BACKUP_DIR>/admin/keystore/key.sth~
<BACKUP_DIR>/admin/keystore/key.kdb~
<BACKUP_DIR>/admin/setup/slm_runtime.ear~
```

Runtime server:

```
<BACKUP_DIR>/runtime/conf/agent_install.properties~
<BACKUP_DIR>/runtime/keystore/key.jks~
<BACKUP_DIR>/runtime/keystore/key.sth~
<BACKUP_DIR>/runtime/keystore/key.kdb~
<BACKUP_DIR>/runtime/setup/slm_runtime.ear~
```

Catalog manager:

```
<BACKUP_DIR>/catmgr/catmgr.jar~
```

Note: If you only have the catalog manager installed, no further steps are required. Otherwise, continue with the steps below.

- Run the following scripts to remove the directories containing the uncompressed .ear files. The script names depend on your operating system:

Windows

From a command prompt, run the following scripts:

Administration server:

```
<INSTALL_DIR>/admin/setup/uninstallAdmin.bat
```

Runtime server:

```
<INSTALL_DIR>/runtime/setup/uninstallRuntime.bat
```

AIX

From any directory, run the following scripts:

Administration server:

```
<INSTALL_DIR>/admin/setup/uninstallAdmin.sh
```

Runtime server:

```
<INSTALL_DIR>/runtime/setup/uninstallRuntime.sh
```

6. Run the following scripts to uncompress the backed-up .ear files in the backup directories and move them into the live directories. The script names depend on your operating system:

Windows

From a command prompt, run the following scripts:

Administration server:

```
<INSTALL_DIR>/admin/setup/installAdmin.bat
```

Runtime server:

```
<INSTALL_DIR>/runtime/setup/installRuntime.bat
```

AIX

From any directory, run the following scripts:

Administration server:

```
<INSTALL_DIR>/admin/setup/installAdmin.sh
```

Runtime server:

```
<INSTALL_DIR>/runtime/setup/installRuntime.sh
```

7. Start the Tivoli License Manager servers from the WebSphere Application Console.

Other useful information

This section contains the following information that might have changed since this release of the product was made available.:

- “Publications”
- “Accessibility” on page 12
- “Contacting software support” on page 12
- “Conventions used in this readme file” on page 12

Publications

This section lists publications in the Tivoli License Manager library and related documents. It also describes how to access Tivoli publications online and how to order Tivoli publications.

Tivoli License Manager library

The Tivoli License Manager library comprises the following books:

- *IBM Tivoli License Manager: License Administrator's Guide*, GC23-4833
Provides support for using the Tivoli License Manager Web interfaces.
- *IBM Tivoli License Manager: System Administrator's Guide*, GC23-4834
Provides information about planning, installing, and managing Tivoli License Manager.
- *IBM Tivoli License Manager: Data Dictionary*, GC23-4835
Provides information about the Tivoli License Manager database.
- *IBM Tivoli License Manager: Warehouse Enablement Pack Implementation Guide*, SC32-1244
Provides instructions and other information related to enabling the use of the Tivoli Enterprise™ Data Warehouse with Tivoli License Manager.
- *IBM Tivoli License Manager: Release Notes*, SC23-4848
Provides a summary of changes made in a release, documents known errors and workarounds, and includes information about any product changes that could not be included in the main documentation.

Related publications

The following documents also provide useful information:

- *IBM DB2 Universal Database Enterprise - Extended Edition for Windows: Quick Beginnings*, GC09-2963
- *IBM DB2 Universal Database Enterprise - Extended Edition for UNIX®: Quick Beginnings*, GC09-2964

These Quick Beginnings guides provide an introduction to installing and configuring DB2® products.

The *Tivoli Software Glossary* includes definitions for many of the technical terms related to Tivoli software. The *Tivoli Software Glossary* is available, in English only, at the following Web site:

<http://publib.boulder.ibm.com/tividd/glossary/termsmst04.htm>

Accessing publications online

The documentation CD that was issued with version 1.1 of the product contains the publications that are in the product library, other than the *IBM Tivoli License Manager: Release Notes*. The format of the publications is PDF, HTML, or both. Since the creation of that CD, the *IBM Tivoli License Manager: Release Notes* and a refreshed version of the *IBM Tivoli License Manager: License Administrator's Guide* have been placed on the Tivoli Software Information Center Web site. The Tivoli Software Information Center is located by using the following Web address:

<http://www.ibm.com/software/tivoli/library/>

Click the *Product manuals* link to access the Tivoli Software Information Center.

Click the *IBM Tivoli License Manager* link to access the product library.

IBM posts publications for this and all other Tivoli products, as they become available and whenever they are updated, to this Web site.

Note: If you print PDF documents on other than letter-sized paper, select the **Fit to page** check box in the **Adobe Acrobat Print** window. This option is available when you click **File → Print**. **Fit to page** ensures that the full dimensions of a letter-sized page print on the paper that you are using.

Ordering publications

You can order many Tivoli publications online at the following Web site:

<http://www.elink.ibm.com/public/applications/publications/cgibin/pbi.cgi>

You can also order by telephone by calling one of these numbers:

- In the United States: 800-879-2755
- In Canada: 800-426-4968

In other countries, see the following Web site for a list of telephone numbers:

<http://www.ibm.com/software/tivoli/order-lit/>

Accessibility

Accessibility features help users with a physical disability, such as restricted mobility or limited vision, to use software products successfully. With this product, you can use assistive technologies to hear and navigate the interface. You can also use the keyboard instead of the mouse to operate all features of the graphical user interface.

This product is operated using a Web browser, which has certain built-in accessibility features, and has been provided with specific shortcut keys for navigating the Web interface, starting tasks, and performing toolbar actions.

For additional information, see the Accessibility appendix in the *IBM Tivoli License Manager: License Administrator's Guide*.

Contacting software support

If you have a problem with any Tivoli product, refer to the following IBM Software Support Web site:

<http://www.ibm.com/software/sysmgmt/products/support/>

If you want to contact software support, see the *IBM Software Support Guide* at the following Web site:

<http://techsupport.services.ibm.com/guides/handbook.html>

The guide provides information about how to contact IBM Software Support, depending on the severity of your problem, and the following information:

- Registration and eligibility
- Telephone numbers and e-mail addresses, depending on the country in which you are located
- Information you must have before contacting IBM Software Support.

Conventions used in this readme file

This readme file uses the following typeface conventions:

Bold

- Lowercase commands and mixed case commands that are otherwise difficult to distinguish from surrounding text
- Interface controls (check boxes, push buttons, radio buttons, spin buttons, fields, folders, icons, list boxes, items inside list boxes, multicolumn lists, containers, menu choices, menu names, tabs, property sheets), labels (such as **Tip:**, and **Operating system considerations:**)
- Column headings in a table
- Keywords and parameters in text

Italic

- Citations (titles of books, diskettes, and CDs)
- Words defined in text
- Variables and values you must provide

Monospace

- Examples and code examples
- File names, programming keywords, and other elements that are difficult to distinguish from surrounding text
- Message text and prompts addressed to the user
- Text that the user must type
- Values for arguments or command options

<text>

- Indicates a variable in a path name. For example in the path *<INSTALL_DIR>/admin/conf*, *INSTALL_DIR* depends on the location where you have installed the component, while */admin/conf* is constant.

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