

IBM Tivoli License Manager



Readme File for Interim Fix 2.1.0.2-TIV-TLM-IF0008

Version 2.1

IBM Tivoli License Manager



Readme File for Interim Fix 2.1.0.2-TIV-TLM-IF0008

Version 2.1

Note

Before using this information and the product it supports, read the information in "Notices" on page 13.

First Edition (July 2005)

This edition applies to the interim fix 2.1.0.2-TIV-TLM-IF0008 for version 2, release 1 of IBM Tivoli License Manager (program number 5724-D33).

IBM welcomes your comments.

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Readme File for interim fix 2.1.0.2-TIV-TLM-IF0008

This readme provides important information about the interim fix 2.1.0.2-TIV-TLM-IF0008 for IBM® Tivoli® License Manager version 2.1. This readme is the most current information for the fix and takes precedence over all other documentation.

Please review this readme thoroughly before installing or using this interim fix.

This readme includes the following topics:

- “About this release”
- “Installation, migration, upgrade, and configuration information” on page 2
- “General information” on page 4

About this release

Interim fix 2.1.0.2-TIV-TLM-IF0008 introduces support for additional server and agent platforms, as well as providing fixes for reported APARs and defects.

This section includes the following topics:

- “New supported platform”
- “Product fix history”
- “Problems fixed” on page 2
- “Backward compatibility” on page 2
- “Other changes as a result of this interim fix” on page 2

New supported platform

The fix introduces support for agents on Red Hat Enterprise Linux™ ES/AS/WS 4.0.

Product fix history

This interim fix addresses the following APARs:

APAR IY72259

A Java stack overflow error can occur on the administration server when attempting to update the database with software use information. This occurs if there is a very large volume of updates to be performed, for example, after a migration.

After installing the fix , the problem is resolved.

APAR IY72870

The installed software scan can take a long time on systems where Distributed File System (DFS) volumes are mounted.

After installing the fix, remote DFS volumes are not included in the scan.

APAR IY73923

The hardware scan was being performed every 10 minutes.

After installing the fix, the interval between hardware scans is increased to 30 minutes.

APAR IY73952

The hardware scan was performing a calculation of the CPU frequencies if both Windows Management Instrumentation (WMI) and System Management BIOS (SMBIOS) were not installed on a computer or if both are installed but return different values. This operation has a high CPU usage and must not be performed unnecessarily.

After installing the fix, the calculation is only performed if neither WMI or SMBIOS is installed and is not performed if the values are different.

Problems fixed

The following is the list of problems found since the GA of Tivoli License Manager, version 2.1 and fixed with this interim fix :

The agent self-update process does not check that prerequisite fixes for GSKit have been installed.

This problem occurs on Windows and Sun Solaris platforms. After installing the fix, this problem is resolved.

The manual agent deploy script for UNIX platforms does not work.

After installing the fix, this problem is resolved.

Backward compatibility

Dependencies:

IBM Tivoli License Manager, Version 2.1
Fix Pack 2.1.0-TIV-TLM-FP0002

Other changes as a result of this interim fix

The Interim Fix updates the `<TLM_INSTALL_DIR>\product.xml` file, which tracks the version of Tivoli License Manager currently installed on the computer.

The individual agents' software will be updated only when you specifically re-install the agent software, or after you have used the agent self-update facility in the agent configuration file, as described in *IBM Tivoli License Manager: Planning, Installation, and Configuration*.

Note: This Interim Fix supersedes the Interim Fixes 2.1.0.2-TIV-TLM-IF0006 and 2.1.0.2-TIV-TLM-IF0007, so as a result of the installation of this Interim Fix, all three fixes will be reported in the `\product.xml` file.

Installation, migration, upgrade, and configuration information

This section includes the following topics:

- "Hardware and software requirements"
- "Installing the fix" on page 3
- "Reverting to the previous version" on page 4

Hardware and software requirements

This section includes the following topics:

- "Supported platforms" on page 3
- "System requirements" on page 3

Supported platforms

Information about supported platforms at GA is detailed in *IBM Tivoli License Manager: Release Notes*.

The fix introduces support for agents on Red Hat Enterprise Linux ES/AS/WS 4.0.

System requirements

Hardware and software prerequisites are detailed in *IBM Tivoli License Manager: Planning, Installation, and Configuration*.

Installing the fix

This section contains the instructions for installing the fix. Once you have installed the interim fix, you cannot uninstall it automatically. For details of how to revert to the previous version see “Reverting to the previous version” on page 4.

To install the interim fix, complete the following steps on each computer where a component is installed:

1. Log on to the computer where one or more of the Tivoli License Manager components is installed as Administrator (Windows®) or root (UNIX®).
2. Unpack the Interim Fix file 2.1.0.2-TIV-TLM-IF0008.tar (UNIX) or 2.1.0.2-TIV-TLM-IF0008.zip (Windows) into a temporary directory
3. Launch the setup file for the platform on which you are installing the interim fix.

Windows

2.1.0.2-TIV-TLM-IF0008.exe

UNIX 2.1.0.2-TIV-TLM-IF0008.bin

4. Specify a directory where the wizard can create a backup of your server configuration and other files that are affected by the fix and click **Next**.

If the wizard is unable to create the backup, the installation cannot continue. Ensure that you have the correct permissions to write to the specified directory and that there is sufficient space to create the backup.

Note: The wizard calculates the space required to create the backup based on the initial size of a server when it is installed. Under normal circumstances, the space occupied by the server directories should not increase very much. However, if other directories, for example directories required for manual agent deployment, have been created within the server file structure, the space required for the backup could be considerably more than anticipated. Under these circumstances, it is possible that the installation could fail because of lack of space. If this occurs, a message will be displayed informing you that the installation has failed, possibly because of insufficient permissions. You must then make more space available for the installation.

5. Check the summary panel for the installation and click **Next** to confirm that you want to install the interim fix.

If you are applying the fix to a server that is running in a WebSphere® Application Server secure cell, you will be prompted to supply a valid user ID and password when the wizard stops and starts the runtime server.

6. When the installation is complete, click **Finish**.

Upgrading agents

To apply the fixes to agents that are already deployed, you must redeploy or update the agent. For information about how to do this see the sections **Redeploying an agent** and **Agent self-update** in *IBM Tivoli License Manager: Planning, Installation, and Configuration*.

After installing this interim fix and upgrading the agents, all agent versions except OS/400 change to 2.1.0.23.

Reverting to the previous version

There is no automatic method for uninstalling this fix .

You must back-out the changes on each computer where the fix has been installed, as follows:

1. Stop the server.
2. Manually replace the files that were changed by the installation of the interim fix with the backup copies taken during the installation.

The backup directory specified during the installation of the interim fix contains a subdirectory 2.1.0.2-TIV-TLM-IF0008 which contains a subset file structure for the Tivoli License Manager components to which the fix has been applied. You must copy the files manually from each subdirectory of the backup to the corresponding directory of the server or catalog manager installation.

3. Restart the server.

General information

This section contains the following general information that might have changed since these products were made available:

- "Publications"
- "Accessibility" on page 7
- "Tivoli technical training" on page 7
- "Contacting software support" on page 7
- "Conventions used in this readme file" on page 10

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 consists of the following books:

- *IBM Tivoli License Manager: Administration*, SC32-1430
Provides an overview of Tivoli License Manager and gives information about how to use the product to set up a monitoring infrastructure, define licensing conditions, and produce reports.
- *IBM Tivoli License Manager: Planning, Installation, and Configuration*, SC32-1431
Provides information about planning, installing, and configuring the Tivoli License Manager product
- *IBM Tivoli License Manager: Data Dictionary*, SC32-1432

Provides descriptions of the database tables and indexes maintained in the Tivoli License Manager administration server database.

- *IBM Tivoli License Manager: Problem Determination*, SC32-9102

Provides information about Tivoli License Manager diagnostic information, including messages, traces, and event logs, and about tools and techniques for diagnosing problems.

- *IBM Tivoli License Manager: Catalog Management*, SC32-1434

Describes how to use the software catalog management tool to maintain an up-to-date master catalog of products and the modules that are used to detect their presence and use on monitored computers.

- *IBM Tivoli License Manager, Version 2.1: Warehouse Enablement Pack, Version 2.1.0 Implementation Guide for Tivoli Data Warehouse, Version 1.2*, SC32-1433

Provides instructions and other information related to enabling the use of Tivoli Data Warehouse with Tivoli License Manager.

- *IBM Tivoli License Manager: Release Notes*, SC32-1429

Provides a summary of changes made in the release, lists the supported platforms for each component, documents known errors and workarounds, and includes the latest information about the product that could not be included in the main documentation. This document is not delivered on the publications CD, but is available from the Tivoli Software Information Center. Updated versions of the document may be placed on the Tivoli Software Information Center at any time.

How to access the Tivoli Software Information Center is described in “Accessing publications online” on page 6.

Related publications

The following document also provides useful information:

- *IBM DB2 Universal Database™: Quick Beginnings for DB2® Servers*, GC09-4836
- *IBM DB2 Universal Database: Quick Beginnings for DB2 Clients*, GC09-4832

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

- www.ibm.com/software/webservers/appserv/infocenter.html provides access to WebSphere Application Server product information.
- *Redbook: DB2/UDB/WebSphere Performance Tuning Guide*, SG24-6417

This redbook contains useful information about tuning DB2 and WebSphere Application Server for performance. In particular, see Sections 2.7–2.10, Chapter 3, Sections 3.3-3.5; and Chapters 4 and, 5.

- *Redbook: IBM WebSphere V5.0 Performance, Scalability, and High Availability: WebSphere Handbook Series*, SG24-6198

This redbook contains information about tuning WebSphere Application Server for performance. In particular, see chapter 18.

- *IBM WebSphere Application Server, version 5.0.2: Monitoring and Tuning Performance*, This is the tuning guide for WebSphere Application Server, version 5.
- *Redbook: IBM WebSphere Application Server, version 5.0 System Management and Configuration*, SG24-6195

This redbook contains information about configuring WebSphere Application Server, version 5.

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:

www.ibm.com/software/tivoli/library

Access the glossary by clicking the **Glossary** link on the left pane of the Tivoli software library window.

Accessing publications online

The Tivoli License Manager documentation CD contains the publications that are in the product library, other than the *IBM Tivoli License Manager: Release Notes*, in all supported languages. The format of the publications is PDF, HTML, or both. To access the publications using a Web browser, open the `allpubs.htm` file. The file is in the root directory on the documentation CD. Select the language of your choice, and an Information Center for the product in that language is displayed. Select the publication and the format in which you want to view it.

Note: On Windows platforms, an autorun opens the `allpubs.htm` file in your default browser.

IBM posts publications for this and all other Tivoli products, as they become available and whenever they are updated, to the Tivoli Software Information Center Web site. Access the Tivoli Software Information Center by first going to the Tivoli software library at the following Web address:

www.ibm.com/software/tivoli/library

Scroll down and click the **Product manuals** link on the left pane of the Tivoli software library window. In the Tivoli Technical Product Documents Alphabetical Listing window, click the IBM Tivoli License Manager link to access the product library at the Tivoli Information Center.

Note: If you print PDF documents on other than letter-sized paper, set the option in the **File** → **Print** window that allows Adobe Reader to print letter-sized pages on your local paper.

Ordering publications

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

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:

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.

Tivoli technical training

For Tivoli technical training information, refer to the following IBM Tivoli Education Web site:

www.ibm.com/software/tivoli/education/

Contacting 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 page and click **How to Enroll**. The Web address is the following:
www.lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home
 - **By phone:** For the phone number to call in your country, go to the IBM Software Support Web site (techsupport.services.ibm.com/guides/contacts.html) and click the name of your geographic region.
- 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 page (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 or, from other countries, go to the contacts page of the IBM Software Support Handbook on the Web (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.

Follow the steps in this topic to contact IBM Software Support:

1. "Determine the business impact of your problem" on page 8
2. "Describe your problem and gather background information" on page 8

3. "Submit your problem to IBM Software Support"

Determine the business impact of your problem

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	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	Significant business impact: The program is usable but is severely limited.
Severity 3	Some business impact: The program is usable with less significant features (not critical to operations) unavailable.
Severity 4	Minimal business impact: The problem causes little impact on operations, or a reasonable circumvention to the problem has been implemented.

Describe your problem and gather background information

When explaining 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 the problem be recreated? If so, what steps led to the failure?
- Have any changes been made to the system? (For example, hardware, operating system, networking software, and so on.)
- Are you currently using a workaround for this problem? If so, please be prepared to explain it when you report the problem.

The problem determination toolkit includes commands for assembling problem determination information for all product components. For more information see *IBM Tivoli License Manager: Problem Determination*.

Submit your problem to IBM Software Support

You can submit your problem in one of two ways:

- **Online:** Go to the "Submit and track problems" page on the IBM Software Support site (www.ibm.com/software/support/probsub.html). Enter your information into the appropriate problem submission tool.
- **By phone:** For the phone number to call in your country, go to the contacts page of the IBM Software Support Handbook on the Web (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 resolutions.

For more information about problem resolution, see “Searching knowledge bases” and “Obtaining fixes.”

Searching knowledge bases

If you have a problem with your IBM software, you want it resolved quickly. Begin by searching the available knowledge bases to determine whether the resolution to your problem is already documented.

Search the information center on your local system or network: IBM provides extensive documentation that can be installed on your local machine or on an intranet server. You can use the search function of this information center to query conceptual information, instructions for completing tasks, reference information, and support documents.

Search 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, expand the product folder in the navigation frame to the left and select **Support on the Web**. From this topic, you can search a variety of resources including:

- IBM technotes
- IBM downloads
- IBM Redbooks™
- IBM DeveloperWorks
- Forums and newsgroups
- Google

Obtaining fixes

A product fix might be available to resolve your problem. You can determine what fixes are available for your IBM software product by checking the product support Web site:

1. Go to the IBM Software Support Web site (www.ibm.com/software/support).
2. Under **Products A - Z**, select your product name. This opens a product-specific support site.
3. Under **Self help**, follow the link to **Search all Downloads**, where you will find a list of fixes, fix packs, and other service updates for your product. For tips on refining your search, click **Search tips**.
4. Click the name of a fix to read the description and optionally download the fix.

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

1. From the support page for any IBM product, click **My support** in the upper-right corner of the page.
2. If you have already registered, skip to the next step. If you have not registered, click register in the upper-right corner of the support page to establish your user ID and password.
3. Sign in to **My support**.
4. On the My support page, click **Edit profiles** in the left navigation pane, and scroll to **Select Mail Preferences**. Select a product family and check the appropriate boxes for the type of information you want.
5. Click **Submit**.
6. For e-mail notification for other products, repeat Steps 4 and 5.

For more information about types of fixes, see the *Software Support Handbook* (techsupport.services.ibm.com/guides/handbook.html).

Updating support information

Information centers typically include one or more *support information plug-ins*. These plug-ins add IBM technotes and other support documents to the information center. The following steps describe how to update your support information plug-ins:

1. Go to the IBM Software Support Web site (www.ibm.com/software/support).
2. Under **Products A - Z**, select your product name. This opens a product-specific support site.
3. Under **Search support for this product**, type the keyword phrase: com.ibm.support. Click the **Download** check box, and click **Submit**.
4. Check the search results for updates to support information plug-ins. All support information plug-ins follow the naming convention, "com.ibm.support.product.doc." If an update is available, select it from the list and view the download instructions.
5. Save the attached zip file to a temporary location on your hard drive.
6. Unzip the downloaded file, making sure that you retain the subfolders.
7. From the location where you unzipped the file, copy the support information plug-in folder to your Eclipse plug-ins folder. For example, if your IBM software product is installed at *c:\IBM\WebSphere*, copy the updated plug-in folder (com.ibm.support.product.doc) to *c:\IBM\WebSphere\eclipse\plugins*.
8. To see the updated support information, start the information center (or shut it down and restart it), and expand the **Support information** node in the navigation tree.

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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