Tivoli. Netcool/Reporter

IBM

Fix Pack Version 2.2.0.1

Release Notes

Java™
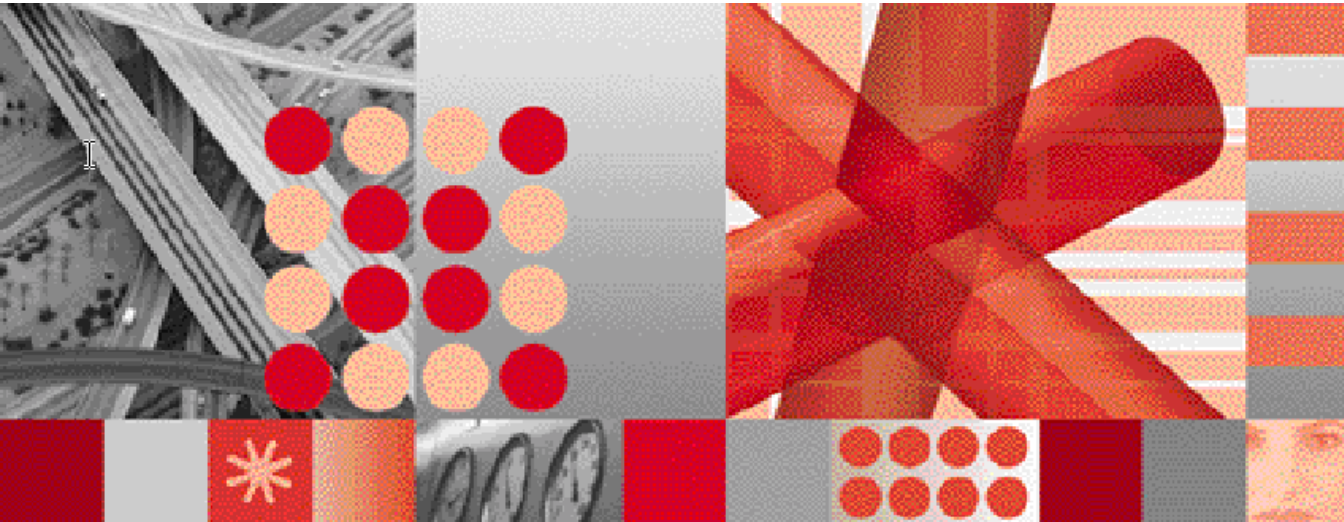COMPATIBLE

Note

Before using this information and the product it supports, read the information in Appendix A. "Notices" on page 25.

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Release Notes

Netcool/Reporter 2.2.0.1 is a fix pack that addresses a selected list of issues previously found. This fix pack can be applied on a functioning Netcool/Reporter 2.2 GA (2.2.0.0) deployment. These release notes describe the installation and known issues of this new release.

This document contains the following information:

Overview

Netcool/Reporter Fix Pack 2.2.0.1 is the first fix pack for Netcool/Reporter 2.2 since the official release of the GA packages, namely 2.2.0.0. This fix pack has resolved a selected list of issues found in Netcool/Reporter 2.2.0.0. This fix pack must be applied on a working Netcool/Reporter 2.2 GA deployment.

Netcool/Reporter 2.2 works on a number of operating system/database configurations, as described in the table below. The complete support matrix can be found from the Netcool/Reporter 2.2.0.0 release notes.

Table 1. *Netcool/Reporter 2.2 Supported Operating Systems/Databases*

Operating Systems	Databases
Solaris 9	• Oracle 9.2 (32-bit and 64-bit) • Oracle 10g (Releases 1 and 2, 32-bit and 64-bit) • DB 2 9.1 • Sybase 12.5 (32-bit)
Solaris 10	• Oracle 9.2 (32-bit and 64-bit) • Oracle 10g (Releases 1 and 2, 32-bit and 64-bit) • DB 2 9.1 • Sybase 12.5 (32-bit)
Windows Server 2003 (32-bit)	• Oracle 9.2 (32-bit) • Oracle 10g (Releases 1 and 2, 32-bit) • DB 2 9.1 • Sybase 12.5 (32-bit) • MS SQL Server 2000/2005
Windows Server 2003 (64-bit)	• Oracle 9.2 (32-bit and 64-bit) • Oracle 10g (Releases 1 and 2, 32-bit and 64-bit) • DB 2 9.1 • Sybase 12.5 (32-bit) • MS SQL Server 2000/2005
AIX 5.2/5.3	• Oracle 9.2 (64-bit) • DB 2 9.1 • Sybase 12.5 (32-bit)
HP-UX11i	• Oracle 9.2 (32-bit and 64-bit) • DB 2 9.1 • Sybase 12.5 (32-bit)
Redhat Linux ES 4.0	• Oracle 9.2 (32-bit and 64-bit) • DB 2 9.1

Note: The 64-bit version of Oracle is supported using a 32-bit library (if a 32-bit version is available).

Globalization (G11N) has been certified on all supported operating systems.

The primary requirement for applying Netcool/Reporter Fix Pack 2.2.0.1 is a functioning installation of Netcool/Reporter 2.2.0.0.

New and Updated Features in Version 2.2

Netcool/Reporter version 2.2 provides the following new and updated features:

- Product GUI fully re-branded to meet new IBM standards.
- Globalization (G11N) support (English, Traditional Chinese, Simplified Chinese, Korean, and Japanese).
- Server operating systems expanded to Windows, Solaris, AIX, HP-UX, and Redhat Linux.
- Databases support expanded to Oracle, DB2, Sybase and MS SQL Server.
- Firefox browser support on client machines.
- Server-side JRE updated to DST-patched 1.4.2.
- Client-side JRE plug-in updated to 1.5.0_11.
- Accessibility support (on limited basis).
- Apache web server version upgraded to 1.3.37.
- Enhanced Administration Guide to provide richer information on logging, troubleshooting, and Q&As.
- Windows authentication support for MS SQL Server.

Operating System, Locale and Charset Configurations

This section specifies the required configurations on operating system (OS), locale, and charset for each supported language.

Note: The database needs to be properly configured in order to support languages other than English. You must make sure that your database supports local languages. Consult your database administrator for the required operation if needed.

English

English is the default language of Netcool/Reporter 2.2. The following table describes the configuration requirements for English:

Table 2. *OS, Locale and Charset Settings for English*

	Windows 2003	Solaris	AIX	HP-UX	Redhat Linux
Netcool/Reporter Server Side JRE	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2	• Sun JRE 1.4.2
Netcool/Reporter Server OS Locale/ Charset	English_United_States/ISO-8859-1/UTF8	en_US/ISO-8859-1/UTF8	en_US/ISO-8859-1/UTF8	en_US/ISO-8859-1/UTF8	en_EN/UTF-8
Netcool/Reporter Charset Option (during G11N install)	en iso-8859-1 US				
Netcool/Reporter Client OS Locale	English				

Simplified Chinese

The following table describes the configuration requirements for Simplified Chinese:

Table 3. *OS, Locale and Charset Settings for Simplified Chinese Environment*

	Windows 2003	Solaris	AIX	HP-UX	Redhat Linux
Netcool/Reporter Server Side JRE	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2	• Sun JRE 1.4.2
Netcool/Reporter Server OS Locale/ Charset	Chinese_PRC /GB18030 /UTF8	zh_CN /GB18030 /UTF8	Zh_CN /GB18030 /UTF8	zh_CN /GB18030 /UTF8	zh_CN/UTF-8
Netcool/Reporter Charset Option (during G11N install)	GB18030 CN or UTF-8 CN				
Netcool/Reporter Client OS Locale	Simplified Chinese				

Traditional Chinese

The following table describes the configuration requirements for Traditional Chinese:

Table 4. *OS, Locale and Charset Settings for Traditional Chinese Environment*

	Windows 2003	Solaris	AIX	HP-UX	Redhat Linux
Netcool/Reporter Server Side JRE	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2	• Sun JRE 1.4.2
Netcool/Reporter Server OS Locale/ Charset	Chinese_Taiwan /Big 5 /UTF8	zh_TW /Big 5 /UTF8	Zh_TW /Big 5 /UTF8	zh_TW /Big 5 /UTF8	zh_TW/UTF-8
Netcool/Reporter Charset Option (during G11N install)	zh BIG5 TW or zh UTF-8 TW				
Netcool/Reporter Client OS Locale	Traditional Chinese				

Japanese

The following table describes the configuration requirements for Japanese:

Table 5. *OS, Locale and Charset Settings for Japanese Environment*

	Windows 2003	Solaris	AIX	HP-UX	Redhat Linux
Netcool/Reporter Server Side JRE	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2	• Sun JRE 1.4.2
Netcool/Reporter Server OS Locale/ Charset	Japanese /UTF8	ja_JP/PCK /UTF8	ja_JP /UTF-8	ja_JP /UTF-8	ja_JP /UTF-8
Netcool/Reporter Charset Option (during G11N install)	ja shift_jis JP or ja UTF-8 JP				
Netcool/Reporter Client OS Locale	Japanese				

Korean

The following table describes the configuration requirements for Korean:

Table 6. *OS, Locale and Charset Settings for Korean Environment (1 of 2)*

	Windows 2003	Solaris	AIX	HP-UX	Redhat Linux
Netcool/Reporter Server Side JRE	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2 • IBM JRE 1.4.2 (supported on IBM hardware only)	• Sun JRE 1.4.2	• Sun JRE 1.4.2

Table 6. *OS, Locale and Charset Settings for Korean Environment (2 of 2)*

	Windows 2003	Solaris	AIX	HP-UX	Redhat Linux
Netcool/Reporter Server OS Locale/ Charset	Korean/UTF-8	ko_KR/UTF-8	KO_KR/UTF-8	ko_KR/UTF-8	ko_KR/UTF-8
Netcool/Reporter Charset Option (during G11N install)	ko UTF-8 KR or ko euc-kr KR				
Netcool/Reporter Client OS Locale	Korean				

Installation Procedures

This section discusses the procedures of installing Netcool/Reporter Fix Pack 2.2.0.1 on Windows, UNIX (Solaris 9 and 10, HP-UX, and AIX), and Linux systems.

Note: To avoid impacts to Netcool/Reporter by the DST (Daylight Saving Time) changes issue, it is required that the DST fix/patch for the operating system be applied on each of the supported operating systems before Netcool/Reporter 2.2.0.1 is installed.

Netcool/Reporter 2.2.0.1 Installation on Windows Operating Systems

The Netcool/Reporter Fix Pack 2.2.0.1 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.2.0.0 (2.2 GA package) installed before applying 2.2.0.1.

Windows Installation

To install Netcool/Reporter 2.2.0.1:

1. Before running the installer program, you need to do the following:
    – Exit any Netcool/Reporter clients.
    – Shut down the Netcool/Reporter server.
    – Back up your repository system (recommended).
    – Back up your Netcool/Reporter file system (recommended).

2. Ensure the environment variables `%INFOHOME%` and `%ORACLE_HOME%` are defined (for Oracle database type only). Sybase-related environment variables must be defined if the database type is Sybase, such as `%SYBASE%`.

3. This fix pack is delivered as a zip file:
    – `2.2.0.1-TIV-NCReporter-Win32-FP0001.zip` - For 32-bit Windows
    or,

– `2.2.0.1-TIV-NCReporter-Win64-FP0001.zip` - **For 64-bit Windows**

Extract it into a temporary directory (for example, `C:\temp`) using the WinZip utility.

4. A subdirectory, `2.2.0.1-TIV-NCReporter-Win32-FP0001` or `2.2.0.1-TIV-NCReporter-Win64-FP0001` is created under the temporary directory (for example, `C:\temp\2.2.0.1-TIV-NCReporter-Win32-FP0001`). All files and utilities required to install the fix pack are extracted into this subdirectory.

5. Change to the directory `2.2.0.1-TIV-NCReporter-Win32-FP0001` or `2.2.0.1-TIV-NCReporter-Win64-FP0001`, which contains the files to be installed.

6. Launch a DOS prompt window, run `setup.bat` to start the installation, and include the database type and version. The usage is:

```
setup "{oracle9i|oracle10g|sybase|mssql|db2} [rollback] [ssl]"
```

For example:

```
setup.bat oracle10g
```

or

```
setup.bat sybase
```

Include the parameter `SSL` on an SSL-configured Netcool/Reporter environment.

For example:

```
setup.bat oracle10g SSL
```

or

```
setup.bat sybase SSL
```

The fix pack installer backs up existing files into the `INFOHOME\backup\vpatch_2.2.0.1-TIV-NCReporter-Win32-FP0001` or `INFOHOME\backup\vpatch_2.2.0.1-TIV-NCReporter-Win64-FP0001` directory before copying the new files.

7. The installer may request the location of Netcool/Reporter directory if the `%INFOHOME%` environment is not defined.

For example, if Netcool/Reporter 2.2 is installed in the `c:\http\htdocs\infospc` directory, then type:

```
c:\http\htdocs\infospc
```

8. The installer prompts you to enter the JRUN location.

9. The installer prompts you to enter the Sybase server IP and port number if the repository database is Sybase.

10. Installation of Netcool/Reporter Fix Pack 2.2.0.1 is now complete.

11. If your Netcool/Reporter 2.2 works under other languages than English, you must reset the language settings by running the Language Pack utility. This utility is delivered as a zip file `WINDOWS_langpack_setup.zip`.

   To run the utility, proceed as follows:

   – Extract the zip file into a temporary directory (for example, `C:\temp`). A subdirectory `WINDOWS_langpack_setup` is created.

   – Change to the created folder and install the language pack by entering following commands:

   ```
   cd C:\temp\WINDOWS_langpack_setup\nls
   ```

   ```
   Setuplang.bat
   ```

12. After the language pack is installed completely, start Netcool/Reporter.

Note: Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter components.

Netcool/Reporter 2.2.0.1 Installation on Solaris 9 Operating Systems

The Netcool/Reporter Fix Pack 2.2.0.1 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.2.0.0 (2.2 GA package) installed before applying 2.2.0.1.

Solaris Installation

To install Netcool/Reporter 2.2.0.1 on a Solaris 9 operating system:

1. Before running the installer program, you need to do the following:
   – Exit any Netcool/Reporter clients.
   – Shut down the Netcool/Reporter server (`stopreporter`).
   – Back up your repository system (recommended).
   – Back up your Netcool/Reporter file system (recommended).

2. Ensure the environment variables `$ORACLE_HOME` and `$LD_LIBRARY_PATH` are defined if the database type is Oracle. Sybase-related environment variables must be defined if the database type is Sybase, such as `$SYBASE`.

3. The package is delivered as a compressed UNIX tar file: `2.2.0.1-TIV-NCReporter-Sol-FP0001.tar.gz`. Extract it into a temporary directory (for example, `/opt/tmp`) using:

   ```
   % cd /opt/tmp

   % gzip -dc 2.2.0.1-TIV-NCReporter-Sol-FP0001.tar.gz | tar xvf -
   ```

4. A subdirectory, `2.2.0.1-TIV-NCReporter-Sol-FP0001` is created under the temporary directory (for example, `/opt/tmp/2.2.0.1-TIV-NCReporter-Sol-FP0001`). All files and utilities required to install the fix pack are extracted into this subdirectory.

5. Change to the directory `2.2.0.1-TIV-NCReporter-Sol-FP0001`, which contains the files to be installed.

6. The UNIX user who runs this fix pack should be the same user who starts Netcool/Reporter. For example, if the user is the root user, please also patch Netcool/Reporter as the root account. If you are not logged in as the root user, enter the following command to switch user to root:

   ```
   $ su - root

   password:#
   ```

7. Run the `setup.sh` script and include the database type and version. The usage is:

   ```
   setup.sh "{oracle9i|oracle10g|sybase|db2} [rollback] [ssl]"
   ```

   For example:

   ```
   % setup.sh sybase
   ```

   You might need to change the permission to execute the `setup.sh` script using chmod. For example:

   ```
   % chmod 755 setup.sh
   ```

   Include the parameter `SSL` on an SSL-configured Netcool/Reporter environment, for example:

   ```
   % setup.sh sybase SSL
   ```

8. The fix pack installer may request the location of the Netcool/Reporter directory if the `$INFOHOME` environment is not defined. For example, if Netcool/Reporter is installed in the `/opt/netcool/reporter/apache/htdocs/infospc` directory, then when the installer asks for the `INFOHOME` location, type:

   ```
   /opt/netcool/reporter/apache/htdocs/infospc
   ```

9. The fix pack installer backs up existing files into the `$INFOHOME/backup/vpatch_2.2.0.1-TIV-NCReporter-Sol-FP0001` directory before copying the new files.

10. The installer prompts you to enter the JRUN location.

11. The installer prompts you to enter Sybase ASE Server IP address (or hostname) and port number if the repository database is Sybase.

12. Installation of Netcool/Reporter Fix Pack 2.2.0.1 is now complete.

13. If your Netcool/Reporter 2.2 works under other languages than English, you must reset the language settings by running the Language Pack utility. This utility is delivered as a compressed UNIX tar file `UNIX_langpack_setup.tar.gz`.

    To run the utility, proceed as follows:

    – Extract it into a temporary directory (for example, `/opt/tmp`):

      ```
      % cd /opt/tmp

      % gzip -dc  UNIX_langpack_setup.tar.gz | tar xvf -
      ```

    A subdirectory `UNIX_langpack_setup` is created.

– Change to the created directory and install the language pack by entering following commands:

```
% cd UNIX_langpack_setup/nls
```

```
% Setuplang.sh
```

14. After the language pack is installed completely, start Netcool/Reporter.

Note: Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter components.

Netcool/Reporter 2.2.0.1 Installation on Solaris 10 Operating Systems

The Netcool/Reporter Fix Pack 2.2.0.1 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.2.0.0 (2.2 GA package) installed before applying 2.2.0.1.

Solaris Installation

To install Netcool/Reporter 2.2.0.1:

1. Before running the installer program, you need to do the following:
   – Exit any Netcool/Reporter clients.
   – Shut down the Netcool/Reporter server (stopreporter).
   – Back up your repository system (recommended).
   – Back up your Netcool/Reporter file system (recommended).

2. Ensure the environment variables $ORACLE_HOME and $LD_LIBRARY_PATH are defined if the database type is Oracle. Sybase-related environment variables must be defined if the database type is Sybase, such as $SYBASE.

3. The package is delivered as a compressed UNIX tar file: 2.2.0.1-TIV-NCReporter-Sol-FP0001.tar.gz. Extract it into a temporary directory (for example, /opt/tmp) using:

```
% cd /opt/tmp
```

```
% gzip -dc 2.2.0.1-TIV-NCReporter-Sol-FP0001.tar.gz | tar xvf -
```

4. A subdirectory, 2.2.0.1-TIV-NCReporter-Sol-FP0001 is created under the temporary directory (for example, /opt/tmp/2.2.0.1-TIV-NCReporter-Sol-FP0001). All files and utilities required to install the fix pack are extracted into this subdirectory.

5. Change to the directory 2.2.0.1-TIV-NCReporter-Sol-FP0001, which contains the files to be installed.

6. The UNIX user who runs this fix pack should be the same user who starts Netcool/Reporter. For example, if the user is the root user, please also patch Netcool/Reporter as the root account. If you are not logged in as the root user, enter the following command to switch user to root:

```
$ su - root

password:#
```

7. Run the setup.sh script and include the database type and version. The usage is:

```
setup.sh "{oracle9i|oracle10g|sybase|db2} [rollback] [ssl]"
```

For example:

```
% setup.sh sybase
```

You might need to change the permission to execute the setup.sh script using chmod. For example:

```
% chmod 755 setup.sh
```

Include the parameter SSL on an SSL-configured Netcool/Reporter environment, for example:

```
% setup.sh sybase SSL
```

8. The fix pack installer may request the location of the Netcool/Reporter directory if the $INFOHOME environment is not defined. For example, if Netcool/Reporter is installed in the /opt/netcool/reporter/apache/htdocs/infospc directory, then when the installer asks for the INFOHOME location, type:

```
/opt/netcool/reporter/apache/htdocs/infospc
```

9. The installer backs up existing files into the $INFOHOME/backup/vpatch_2.2.0.1-TIV-NCReporter-Sol-FP0001 directory before copying the new files.

10. The installer prompts you to enter the JRUN location.

11. The installer prompts you to enter Sybase ASE Server IP address (or hostname) and port number if the repository database is Sybase.

12. Installation of Netcool/Reporter Fix Pack 2.2.0.1 is now complete.

13. If your Netcool/Reporter 2.2 works under other languages than English, you must reset the language settings by running the Language Pack utility. This utility is delivered as a compressed UNIX tar file UNIX_langpack_setup.tar.gz.

    To run the utility, proceed as follows:

    – Extract it into a temporary directory (for example, /opt/tmp):

    ```
    % cd /opt/tmp

    % gzip -dc  UNIX_langpack_setup.tar.gz | tar xvf -
    ```

    A subdirectory UNIX_langpack_setup is created.

– Change to the created directory and install the language pack by entering following commands:

```
% cd UNIX_langpack_setup/nls
```

```
% Setuplang.sh
```

14. After the language pack is installed completely, start Netcool/Reporter.

Note: Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter components.

Netcool/Reporter 2.2.0.1 Installation on AIX Operating Systems

The Netcool/Reporter Fix Pack 2.2.0.1 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.2.0.0 (2.2 GA package) installed before applying 2.2.0.1.

AIX Installation

To install Netcool/Reporter 2.2.0.1:

1. Before running the installer program, you need to do the following:
   – Exit any Netcool/Reporter clients.
   – Shut down the Netcool/Reporter server (`stopreporter`).
   – Back up your repository system (recommended).
   – Back up your Netcool/Reporter file system (recommended).

2. You must set some environment variables depending on the type of database you are working with:
   – For Oracle, set `$ORACLE_HOME`.

     In addition, in order to support Oracle 9.2 64-bit via a 32-bit library, you need to add `$ORACLE_HOME/lib32` to the `LIBPATH` environment variable.
   – For Sybase, Sybase-related environment variables must be defined, such as `$SYBASE`.

   You may need to consult your database administrator for information on these environment variables.

3. The package is delivered as a compressed UNIX tar file: `2.2.0.1-TIV-NCReporter-Aix-FP0001.tar.gz`. Extract it into a temporary directory (for example, `/opt/tmp`) using:

```
% cd /opt/tmp
```

```
% gzip -dc 2.2.0.1-TIV-NCReporter-Aix-FP0001.tar.gz | tar xvf -
```

4. A subdirectory, `2.2.0.1-TIV-NCReporter-Aix-FP0001` is created under the temporary directory (for example, `/opt/tmp/2.2.0.1-TIV-NCReporter-Aix-FP0001`). All files and utilities required to install the fix pack are extracted into this subdirectory.

5. Change to the directory `2.2.0.1-TIV-NCReporter-Aix-FP0001`, which contains the files to be installed.

6. The UNIX user who runs this fix pack should be the same user who starts Netcool/Reporter. For example, if the user is the root user, please also patch Netcool/Reporter as the root account. If you are not logged in as the root user, enter the following command to switch user to root:

```
$ su - root

password:#
```

7. Run the `setup.sh` script and include the database type and version. The usage is:

```
setup.sh "{oracle9i|sybase|db2} [rollback] [ssl]"
```

For example:

```
% setup.sh sybase
```

You might need to change the permission to execute the `setup.sh` script using chmod. For example:

```
% chmod 755 setup.sh
```

Include the parameter `SSL` on an SSL-configured Netcool/Reporter environment, for example:

```
% setup.sh sybase SSL
```

8. The fix pack installer may request the location of the Netcool/Reporter directory if the `$INFOHOME` environment variable is not defined. For example, if Netcool/Reporter is installed in the `/opt/netcool/reporter/apache/htdocs/infospc` directory, then when the installer asks for the `INFOHOME` location, type:

```
/opt/netcool/reporter/apache/htdocs/infospc
```

9. The installer backs up existing files into the `$INFOHOME/backup/vpatch_2.2.0.1-TIV-NCReporter-Aix-FP0001` directory before copying the new files.

10. The installer prompts you to enter the JRUN location on an SSL-configured Netcool/Reporter environment.

11. The installer prompts you to enter Sybase ASE Server IP address (or hostname) and port number if the repository database is Sybase.

12. Installation of Netcool/Reporter Fix Pack 2.2.0.1 is now complete.

13. If your Netcool/Reporter 2.2 works under other languages than English, you must reset the language settings by running the Language Pack utility. This utility is delivered as a compressed UNIX tar file `UNIX_langpack_setup.tar.gz`.

To run the utility, proceed as follows:

– Extract it into a temporary directory (for example, `/opt/tmp`):

```
% cd /opt/tmp
```

```
% gzip -dc  UNIX_langpack_setup.tar.gz | tar xvf -
```

A subdirectory `UNIX_langpack_setup` is created.

– Change to the created directory and install the language pack by entering following commands:

```
% cd UNIX_langpack_setup/nls
```

```
% Setuplang.sh
```

14. After the language pack is installed completely, start Netcool/Reporter.

Note: Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter components.

Netcool/Reporter 2.2.0.1 Installation on HP-UX Operating Systems

The Netcool/Reporter Fix Pack 2.2.0.1 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.2.0.0 (2.2 GA package) installed before applying 2.2.0.1.

HP-UX Installation

To install Netcool/Reporter 2.2.0.1:

1. Before running the installer program, you need to do the following:
   – Exit any Netcool/Reporter clients.
   – Shut down the Netcool/Reporter server (`stopreporter`).
   – Back up your repository system (recommended).
   – Back up your Netcool/Reporter file system (recommended).

2. Set the environment variables related to Oracle database and HP-UX, as listed below:
   – `$ORACLE_HOME`
   – `$SHLIB_PATH`
   – In addition, in order to support Oracle 9.2 64-bit via a 32-bit library, you need to add `$ORACLE_HOME/lib32` to the `SHLIB_PATH` environment variable.

3. The package is delivered as a compressed UNIX tar file:
   `2.2.0.1-TIV-NCReporter-Hpux-FP0001.tar.gz`. Extract it into a temporary directory (for example, `/opt/tmp`) using:

   ```
   % cd /opt/tmp

   % gzip -dc 2.2.0.1-TIV-NCReporter-Hpux-FP0001.tar.gz | tar xvf -
   ```

4. A subdirectory, `2.2.0.1-TIV-NCReporter-Hpux-FP0001` is created under the temporary directory (for example,
   `/opt/tmp/2.2.0.1-TIV-NCReporter-Hpux-FP0001`). All files and utilities required to install the fix pack are extracted into this subdirectory.

5. Change to the directory `2.2.0.1-TIV-NCReporter-Hpux-FP0001`, which contains the files to be installed.

6. The UNIX user who runs this fix pack should be the same user who starts Netcool/Reporter. For example, if the user is the root user, please also patch Netcool/Reporter as the root account. If you are not logged in as the root user, enter the following command to switch user to root:

   ```
   $ su - root

   password:#
   ```

7. Run the `setup.sh` script and include the database type and version. The usage is:

   ```
   setup.sh "{oracle9i|sybase|db2} [rollback] [ssl]"
   ```

   For example:

   ```
   % setup.sh oracle9i
   ```

   You might need to change the permission to execute the `setup.sh` script using chmod. For example:

   ```
   % chmod 755 setup.sh
   ```

   Include the parameter `SSL` on an SSL-configured Netcool/Reporter environment, for example:

   ```
   % setup.sh oracle9i SSL
   ```

8. The fix pack installer may request the location of the Netcool/Reporter directory if the `$INFOHOME` environment variable is not defined. For example, if Netcool/Reporter is installed in the `/opt/netcool/reporter/apache/htdocs/infospc` directory, then when the installer asks for the `INFOHOME` location, type:

   ```
   /opt/netcool/reporter/apache/htdocs/infospc
   ```

9. The installer backs up existing files into the
   `$INFOHOME/backup/vpatch_2.2.0.1-TIV-NCReporter-Hpux-FP0001` directory before copying the new files.

10. The installer prompts you to enter the JRUN location on an SSL-configured Netcool/Reporter environment.

11. The installer prompts you to enter Sybase ASE Server IP address (or hostname) and port number if the repository database is Sybase.

12. Installation of Netcool/Reporter Fix Pack 2.2.0.1 is now complete.

13. If your Netcool/Reporter 2.2 works under other languages than English, you must reset the language settings by running the Language Pack utility. This utility is delivered as a compressed UNIX tar file `UNIX_langpack_setup.tar.gz`.

    To run the utility, proceed as follows:

    – Extract it into a temporary directory (for example, `/opt/tmp`):

    ```
    % cd /opt/tmp
    ```

    ```
    % gzip -dc  UNIX_langpack_setup.tar.gz | tar xvf -
    ```

    A subdirectory `UNIX_langpack_setup` is created.

    – Change to the created directory and install the language pack by entering following commands:

    ```
    % cd UNIX_langpack_setup/nls
    ```

    ```
    % Setuplang.sh
    ```

14. After the language pack is installed completely, start Netcool/Reporter.

Note: Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter components. In addition, increase the `kernel` parameter value for `max_thread_proc`.

Netcool/Reporter 2.2.0.1 Installation on Linux Operating Systems

The Netcool/Reporter Fix Pack 2.2.0.1 installation is an upgrade installation, not a full installation. Users must have Netcool/Reporter version 2.2.0.0 (2.2 GA package) installed before applying 2.2.0.1.

Linux Installation

To install Netcool/Reporter 2.2.0.1:

1. Before running the installer program, you need to do the following:
   – Exit any Netcool/Reporter clients.
   – Shut down the Netcool/Reporter server (`stopreporter`).
   – Back up your repository system (recommended).
   – Back up your Netcool/Reporter file system (recommended).

2. Make sure that the environment variables listed below have been set on the server (Refer to the Netcool/Reporter 2.2.0.0 Administration Guide for complete definitions of these variables).
   – `$INFOHOME`
   – `$LD_LIBRARY_PATH`
   – `$ODBCINI`

3. The package is delivered as a compressed UNIX tar file:
   `2.2.0.1-TIV-NCReporter-Linux-FP0001.tar.gz`. Extract it into a temporary
   directory (for example, `/opt/tmp`) using:

   ```
   % cd /opt/tmp
   ```

   ```
   % gzip -dc 2.2.0.1-TIV-NCReporter-Linux-FP0001.tar.gz | tar xvf -
   ```

4. A subdirectory, `2.2.0.1-TIV-NCReporter-Linux-FP0001` is created under the
   temporary directory (for example,
   `/opt/tmp/2.2.0.1-TIV-NCReporter-Linux-FP0001`). All files and utilities
   required to install the fix pack are extracted into this subdirectory.

5. Change to the directory `2.2.0.1-TIV-NCReporter-Linux-FP0001`, which
   contains the files to be installed.

6. The user who runs this fix pack should be the same user who starts Netcool/Reporter.
   For example, if the user is the root user, please also patch Netcool/Reporter as the root
   account. If you are not logged in as the root user, enter the following command to
   switch user to root:

   ```
   $ su - root
   ```

   ```
   password:#
   ```

7. Run the `setup.sh` script and include the database version. The usage is:

   ```
   setup.sh "{oracle9i|db2} [rollback] [ssl]"
   ```

   For example:

   ```
   % setup.sh oracle9i
   ```

   You might need to change the permission to execute the `setup.sh` script using
   chmod. For example:

   ```
   % chmod 755 setup.sh
   ```

   Include the parameter `SSL` on an SSL-configured Netcool/Reporter environment, for
   example:

   ```
   % setup.sh oracle9i SSL
   ```

8. The fix pack installer may request the location of the Netcool/Reporter directory if the
   `$INFOHOME` environment variable is not defined. For example, if Netcool/Reporter is
   installed in the `/opt/netcool/reporter/apache/htdocs/infospc` directory,
   then when the installer asks for the `INFOHOME` location, type:

   ```
   /opt/netcool/reporter/apache/htdocs/infospc
   ```

9. The installer backs up existing files into the
   `$INFOHOME/backup/vpatch_2.2.0.1-TIV-NCReporter-Linux-FP0001`
   directory before copying the new files.

10. The installer prompts you to enter the JRUN location on an SSL-configured
    Netcool/Reporter environment.

11. Installation of Netcool/Reporter Fix Pack 2.2.0.1 is now complete.

12. If your Netcool/Reporter 2.2 works under other languages than English, you must reset the language settings by running the Language Pack utility. This utility is delivered as a compressed UNIX tar file `UNIX_langpack_setup.tar.gz`.

   To run the utility, proceed as follows:

   – Extract it into a temporary directory (for example, `/opt/tmp`):

   ```
   % cd /opt/tmp
   ```

   ```
   % gzip -dc  UNIX_langpack_setup.tar.gz | tar xvf -
   ```

   A subdirectory `UNIX_langpack_setup` is created.

   – Change to the created directory and install the language pack by entering following commands:

   ```
   % cd UNIX_langpack_setup/nls
   ```

   ```
   % Setuplang.sh
   ```

13. After the language pack is installed completely, start Netcool/Reporter.

Note: Web browsers store recent versions of web pages and Java applets. If you need to clear the browser cache and Java Plug-in cache on the client machine, do it before accessing any Netcool/Reporter components. In addition, increase the `kernel` parameter value for `max_thread_proc`.

General Points to Note

- Globalization (G11N) is supported in this version with limitations. Please contact IBM Support for details.

- Server Admin must use default port number 7777; infosrv port must use 6889.

- The solution to the `runreport.jsp` and `viewsnapshot.jsp` tools exception issues has been included in this release.

- For Solaris install, the jikesw compiler has been replaced with newer version jikesw 1.15 for JRUN to fix the jsp scripts compilation issues.

- The Netcool/Reporter server side JRE has been upgraded to the latest DST-patched 1.4.2 release for each of the supported operating systems.

- To avoid problems with Daylight Savings Time (DST) changes, apply the operating system fix or patch on each of the supported operating systems, and on all clients. It is also required that the client side JRE plug-in be upgraded to the 1.5.0 release.

- Three-letter timezone changes have no impact on any of Netcool/Reporter's functions. The JRE which Netcool/Reporter uses has the sole responsibility for the timezone manipulation and time generation.

- For the Crosstab report, the limitation for the combined total number of horizontal and vertical axes is seven columns.

- When installing JRUN, make sure the directory path that you want to use does not contain any other characters than English; otherwise, the default JRUN server will not start and an error message will pop up, which reads:

```
JRun exited abnormally. Please check the jrun event log.
```

- Users who use IBM JRE 1.5 in web browser are required to select the Enable Java Console radio button in the IBM Java Plug-in window. If Java Console is disabled, IBM JRE 1.5 will not support some Java Swing plug-ins, which may cause Freeform Report Designer and reports unable to run and show properly.

- Excel output in Lightweight Chart (LChart) is disabled temporarily in this release, because we are updating the underlying engine. All LChart outputs in Excel format from previous versions of Netcool/Reporter will be automatically converted to GIF images during the migration.

- After the migration from earlier versions of Netcool/Reporter to 2.2, images either exported from reports or included in PDF report snapshots will not be updated. For instance, the Netcool/Reporter logo image has different design in Netcool/Reporter 2.0 and in 2.2; assume that the old logo is included in a PDF report snapshot saved from the 2.0 server; after migrated to 2.2, this same snapshot file will still use the old logo image, not the new 2.2 logo.

- Scheduler requires necessary environment variables set up on the server machine before the 2.2 installation, especially those variables required for database connection. If they are not properly set up before the installation, scheduled jobs may fail to run under languages other than English.

- You might see the following warning message in Apache `error.log` file when Netcool/Reporter is running. This is a non-critical message that does not cause Apache and Netcool/Reporter to crash. This warning message does not impact Netcool/Reporter's operation.

```
[warn] Loaded DSO C:/JRun30/connectors/apache/intel-win/mod_jrun136.dll
uses plain Apache 1.3 API, this module might crash under EAPI! (please
recompile it with -DEAPI)
```

- The Firefox browser does not show CSV report preview results properly. All report data will be squeezed into the first column. This problem is caused by Firefox, not a product defect of Netcool/Reporter. To work around it, you can save the report preview result onto your local machine as a CSV file, and then open that file using Excel. You will see the data is properly displayed in columns.

- The Firefox browser has options for saving files (Tools->Option->Download). When you save report preview results onto your machine, you may want to specify a file format so next time you open that same file, you will not be prompted for choosing an application to open it. To do this, you can check the "Ask me where to save every file" option. If you check the "Ask me where to save every file" option instead, you are not prompted for when saving report files; but when you try to open it locally, you will have to choose an application.

- On HP-UX operating systems, there is a limitation that only 15 applets can run simultaneously. Applets may include Report Designer, HTML Customizer, Information Designer and Easy Reporter. You may close applets no longer in use to release more memory for other users.

- The server that hosts the Netcool/Reporter server is required to have a minimal of 512MB physical memory for reports to run faster and more effectively.

- On AIX operating systems, if you change the system time of the Netcool/Reporter server frequently, a JVM signal error and Java core file might be generated. This is a known issue with IBM JRE1.4.2 bundled with the Netcool/Reporter server, and it does not affect the Netcool/Reporter functions. To resolve this issue, create an environment variable `JAVA_COMPILER=NONE` and then restart the Netcool/Reporter server.

- The OutOfMemory exception might occur when extremely large reports (35M+) are run through Scheduler. If it occurs, reports might still run but will not be sent to email recipients and the runjob process will not stop. You might also see the infosql process hangs on Solaris. Try the following solutions to avoid it:

  - Increase the JVM memory size of runjob. To do this, edit `$INFOHOME/bin/runjob.sh or $INFOHOME\bin\runjob.bat` and locate this line: `$JAVA_HOME/bin/java -ms4m-mx512m`. Change the default 512m to a larger number, for example, 640m.

  - In addition, improve the memory size of your Netcool/Reporter server, if possible. Increased memory size enhances the capability of the Netcool/Reporter server to handle large workloads. For example, install a 2048 MB memory for your server. Better hardware configuration of the server supports larger report running (installation of other software applications on the same machine could have impacts on the performance). For example, taking a 1024 MB Solaris9 box as an example, it might allow 40M+ reports running smoothly via Scheduler.

- When the Netcool/Reporter Server Admin page is viewed on client machines using JRE 1.5, the time displayed might be one hour ahead of the server time. This problem does not occur when using JRE 1.4.2.

- Users using the Firefox 1.5.0.12 browser might have minor viewing problems. For example, new users who have no published channels or channels of their own might see their channels list showing XX instead of blanks in portal utilities like Publish Folder Content. It will disappear after they have channels either of their own or published. This same problem does not exist with a higher version of Firefox, like 2.0.x.

- Firefox 1.5.0.x has not been maintained with security and stability updates starting from June 2007. All users are recommended to upgrade to Firefox 2. See details at `http://www.mozilla.com/en-US/firefox/`.

- Uninstall could fail to remove all files from the Reporter server. For example, the following files may remain after uninstallation:
  - `INFOHOME/tools/data1.cab`
  - `INFOHOME/tools/Uninstall.exe`

– `INFOHOME/toolsISSetup.dll`

Those are usually DLL files and other file types used by the uninstall program. It is safe to manually delete those remaining files from the hard disk.

• The default INFOPORT value 6889 is a key port that Reporter uses for Java Applets to communicate with the Reporter server. Do not choose a different port value either during installation or in `infosrv.conf`, because this would cause problems with running reports. Always use the default value 6889 for Reporter and do not change it once set up.

Resolved Issues

This section provides tables listing issues fixed in Netcool/Reporter 2.2 since the 2.2.0.0 version, including:

• "Problems Resolved in Netcool/Reporter 2.2.0.1 (Total: 10)" on page 23

Problems Resolved in Netcool/Reporter 2.2.0.1 (Total: 10)

Table 7. *Problems Resolved in Netcool/Reporter 2.2.0.1 (1 of 2)*

No.	Issue	Applied Operating System
1.	Crosstab in CSV format is loaded within Netscape browser but not in Excel when unencrypted option is checked.	All supported operating systems
2.	In Freedom Report Designer, add a chart, change the font or font size and then undo; a different chart is displayed.	All supported operating systems
3.	The pane controls in the Publish Folder Content utility window cannot fully display long file names and the vertical scrollbar cannot adjust flexibly.	All supported operating systems
4.	In Report Designer Properties window, it is difficult to select values by dragging the scrollbar of property options.	All supported operating systems
5.	Parameterized crosstab in PDF cannot preview when added in the presentation.	All supported operating systems
6.	Upgrade JRE versions for the New Zealand DST issue.	All supported operating systems
7.	Tab flyover should be consistent.	All supported operating systems

Table 7. *Problems Resolved in Netcool/Reporter 2.2.0.1 (2 of 2)*

No.	Issue	Applied Operating System
8.	Some image flyovers were not translated.	All supported operating systems
9.	Help links that need modification.	All supported operating systems
10.	Applets are not showing in any subsequent browser opened.	All supported operating systems

Appendix A. Notices

This appendix contains the following:

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