IBM Tivoli License Compliance Manager

IBM

Readme File for Interim Fix 2.3.0.3-TIV-TLCM-IF0004

Version 2.3

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Fixes and known issues for Tivoli® Licence Compliance Manager 2.3.0 interim fix 4 are addressed in this document.

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Description

This readme provides important information about interim fix 2.3.0.3-TIV-TLCM-IF0004 for IBM® Tivoli License Compliance Manager, version 2.3. It contains the most current information for the interim fix and takes precedence over all other documentation.

Please review this readme thoroughly before installing or using the interim fix!

Note: To install the interim fix, you must be logged on as Administrator (on Windows®) or root (on UNIX®) to the computer where Tivoli License Compliance Manager is installed.

System requirements

For information about hardware and software compatibility, see "Planning a Tivoli License Compliance Manager Implementation" (License Compliance Manager Information Center: Planning, Installation, and Configuration) for detailed system requirements.

Installing the interim fix

This section contains the instructions for installing the interim 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 3

The interim fix includes the following files:

2.3.0.3-TIV-TLCM-IF0004-servers-<*platform*>.zip
> For each supported platform, the compressed file contains the files for installing the interim fix on computers where an administration server, a runtime server, or an administration server database or runtime server database is installed.

2.3.0.3-TIV-TLCM-IF0004-SPB.zip
> This file contains the software package blocks for each supported agent platform, to be used when deploying agents using IBM Tivoli Configuration Manager.

2.3.0.3-TIV-TLCM-IFP0004-agent-gateway.zip
> This file contains the software packages for each supported agent platform in PKT format

2.3.0.3-TIV-TLCM-IF0004-RSH-SSH-<*platform*>.zip
> This contains the files needed to deploy agents on UNIX® platforms using the RSH/SSH deployment wizard.

2.3.0.3-TIV-TLCM-IF0004-ManualDeploy-<*platform*>.zip
> This contains the files needed to install agents using a local wizard.

2.3.0.3-TIV-TLCM-IF0004-SPB-TOOLS.zip
> This contains the SPBs for agent configuration update.

The interim fix must be applied to all server and database components of Tivoli License Compliance Manager.

Note:

1. Before starting the installation, back up the administration and runtime server databases and the installation directories of administration server and runtime servers.
2. During the installation of the fix on the administration server or a runtime server, the wizard stops and starts the server. If the server is running in a WebSphere® Application Server secure cell, you will be asked to provide the user ID and password for the secure cell. Ensure that you have this information before you start.

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 Compliance Manager components is installed as Administrator (Windows®) or root (UNIX).
2. Unpack the servers compressed file into a temporary directory.
3. Launch the setup file for the platform on which you are installing the interim fix.
   The installation wizard starts.

   Note: No license agreement panel is displayed. The interim fix is subject to the same terms and conditions under which Tivoli License Compliance Manager is licensed.

4. Specify a directory where the wizard can create a backup of your server configuration and other files that are affected by the interim 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 interim 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 redeploy an agent see the section **Redeploying an agent** in *IBM Tivoli License Compliance Manager: Planning, Installation, and Configuration*.

For information about updating agents to this interim fix level when they are connected to a runtime server where the interim fix has been applied, see **Configuring a periodic agent self-update** in *IBM Tivoli License Compliance Manager: Planning, Installation, and Configuration*.

Agents are supported only when they are registered to a runtime server with the same, or a higher, Tivoli License Compliance Manager maintenance level.

Reverting to the previous version

There is no automatic method for uninstalling this interim fix.

You must rollback the changes on each computer where the interim 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 2.3.0.3-TIV-TLCM-IF0004 which contains a subset file structure for the Tivoli License Compliance Manager components to which the interim fix has been applied. You must copy the files manually from each subdirectory of the backup to the corresponding directory of the server installation.

3. If this is the first fix applied to the GA version of the code, delete the file *<INSTALL_DIR>*\product.xml.

   If previous fixes have been applied, the product.xml file is one of the files that you have restored from the backup directory.

4. Restart the server.

Product Fixes

Interim fixes are not cumulative, so this interim fix must be installed on top of the last fix pack, what is 2.3.0 TIV-TLCM FP0003. This subsection provides a summary of the functionality and fixes that have been added to fix pack 2.3.0 TIV-TLCM FP0003. It aims to help users who have installed the fix pack 2.3.0 TIV-TLCM FP0003 to understand what changes they can expect from this interim fix.

The following issues were fixed in this interim fix:

- **IZ10812 - LICENSE TOTAL QUANTITY WILL ONLY ALLOW 5 CHARACTERS**

  License "total quantity" field allowed only 5 characters to be entered, what limits maximum quantity to 99999. In this fix the limit was increased to 7 characters.

- **IZ11406 - WRONG VERSION OF GSKIT USED BY AGENT IN CASE OF OTHER GLOBAL GSKIT INSTALLATION**

  Wrong version of GSKit used by agent in case of other global GSKit installation caused that in some situations agent installations failed. The fix uses script to install agent that sets library path to local GSKit installation.

- **IZ15867 - PROBLEM CAUSED BY CERTIFICATE THAT HAS EXPIRED**

  Defect was causing problem with communication between agents and Runtime Servers in security mode 1 (SSL). New certificate is included in this Interim Fix.

- **IZ16174 - PROBLEMS WHEN INSTALLING AGENT IN NOT DEFAULT LOCATION**

  Problems occurred when installing an agent into a location other than the default one. Some files were copied into the default location.

Known problems

Known problems are documented in the form of individual technotes in the Support knowledge base at: *http://www-306.ibm.com/software/sysmgmt/products/ support/IBMTivoliLicenseManager.html* As problems are discovered and resolved, the IBM Support team updates the knowledge base. By searching the knowledge base, you can quickly find workarounds or solutions to problems.

Known problems from last fix pack fixed in this interim fix:
- Automatic agent self-update facility is not supported for Windows Vista on x86_64 platforms.
- When tracking of unlicensed products, it is possible to enable tracking for selected organizations or for all organizations, but not possible to enable or disable tracking for an individual division. When using the command line interface command *unlicevent -e | -d -division -n <name>*, an error is displayed: "CODCL7053E An internal error has occurred</name>".
- Agent is unable to properly detect node structure on framed Sun DSD servers where a few system boards share frame's serial number. As a result, several agents installed on different physical machines may appear in TLCM as installed on the same node.

Attention: This interim fix upgrades the CIT component to version 2.4.1015.

At time of publication, the following installation problems were known:
- Since some fixes introduced by this deliverable require a specific version of IBM Software Catalog to work properly, no Catalog older than December 2007 should be imported after upgrading to interim fix 3.
- Due to the error caused by APAR PK45088, shipped in WebSphere Application Server 6.1.0.11 and 6.1.0.13, WASAgent is not able to monitor those versions of the product. To restore its functionality upgrade WebSphere Application Server to 6.1.0.15.
- In Tivoli Configuration Manager with License Management Extension environment be careful to install "CM Endpoint Extension, Version 4.2.3, fix 4.2.3-TIV-CMEXT-LA0002" on the Gateways and to distribute an Inventory Scan to download the new CM Endpoint Extension executable on the endpoints. This is a prerequisite to take advantage of the fix implemented in IY99063.

- SPBs for changing agent parameters fail when destination agent is not running.

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