

IBM Tivoli License Compliance Manager



Readme for Fix Pack 2.3.0-TIV-TLCM-FP0004

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Note

Before using this information and the product it supports, read the information in "Notices" on page 9.

This edition applies to fix pack 2.3.0-TIV-TLCM-FP0004 for version 2, release 3 of IBM Tivoli License Compliance Manager (program number 5724-D33).

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Readme for Fix Pack 2.3.0 - TIV-TLCM-FP0004

Fixes and known issues for Tivoli License Compliance Manager 2.3.0 Fix Pack 4 are addressed in this document.

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Description

This readme provides important information about fix pack 2.3.0-TIV-TLCM-FP0004 for IBM Tivoli License Compliance Manager, version 2.3. It contains the most current information for the fix pack and takes precedence over all other documentation.

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

Note: To install the fix pack, 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" (Chapter: Planning, Installation and Configuration) for detailed system requirements.

About this release

Tivoli License Compliance Manager Fix Pack 4 has been enhanced by the following features and functions:

Catalog version installed on runtime server displayed on admin server GUI

A new column describing the catalog version that is currently downloaded by runtime servers from the administration server has been added to the chart describing runtime servers on the Manage Servers pane.

Aggregation time reduced by the optimization of queries

Enhancements that reduced the time of aggregation have been added to aggregation process.

Agent delete using agent ID

AgtDel command deletes agent using agent IDs which is stored in the tlmagent.ini file and in the database.

Common Inventory Technology version 2.5

This fix pack upgrades the Common Inventory Technology to version 2.5.1022.

Security .jars added to install package

Three .jar files: commons-logging.jar, j2ssh-common.jar and j2ssh-core.jar have been added to the RSA/SSH installation package.

Support for:

DB2 9.1

Note: Tivoli License Compliance Manager, GA version, does not support DB2 version 9.1. DB2 version 8.2 must be installed and can be upgraded to version 9.1 after installing Fix Pack 4.

WebSphere Portal 6.1

Note: For proper WebSphere Portal 6.1 detection and calculation of usage, you have to import the latest software catalog (200800831 or later) from the Tivoli License Compliance Manager support Web site.

I5 V5R4

Internet Explorer 7

Mozilla Firefox 3

Note: Starting from this fix pack, the Web page with file containing electronic licenses for Tivoli License Compliance Manager for download has been deactivated and will no longer be available.

Installing the fix pack

This section contains the instructions for installing the fix pack. Once you have installed the fix pack, you cannot uninstall it automatically. For details of how to revert to the previous version, see "Uninstalling fix pack" (Planning, Installation, and Configuration).

The fix pack includes the following files:

2.3.0.3-TIV-TLCM-FP0004-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-FP0004-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-FP0004-agent-gateway.zip

This file contains the software packages for each supported agent platform in PKT format

2.3.0.3-TIV-TLCM-FP0004-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-FP0004-ManualDeploy-<platform>.zip

This contains the files needed to install agents using a local wizard.

2.3.0.3-TIV-TLCM-FP0004-SPB-TOOLS.zip

This contains the SPBs for agent configuration update.

The fix pack must be applied to all server, database components and agents 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 pack 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 fix pack, 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 fix pack. The installation wizard starts.

Note: No license agreement panel is displayed. The fix pack 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 fix pack 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 fix pack.

If you are applying the fix pack 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 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 fix pack level when they are connected to a runtime server where the fix pack 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 Compliance Manager maintenance level.

Reverting to the previous version

There is no automatic method for uninstalling this fix pack.

You must rollback the changes on each computer where the fix pack 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 this fix pack contains a subdirectory 2.3.0.4-TIV-TLCM-IF0004 which contains a subset file structure for the Tivoli License Compliance Manager components to which this fix pack 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

Fix packs are cumulative, so this fix pack includes features and fixes included in the previous fix packs and in interim fixes for Tivoli License Manager, version 2.3. 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 previous fix pack, 2.3.0 TIV-TLCM FP0003 to understand what changes they can expect from this fix pack.

The following issues were fixed in this fix pack:

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

License Total quantity field allowed only 5 characters to be entered, what limited the maximum quantity to 99999. In this fix pack 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 installation failed. This fix changes agent installation. Agent is started by tlmagent.sh script which sets path to local GSKit installation.

- **IZ14895 - DOWNLOAD AND UPLOAD PROCESSES BETWEEN ADMIN AND RUNTIME SERVER DO NOT HAPPEN AT THE SAME TIME**

It is now possible to set up adminUploadPeriod and adminDownloadPeriod so that download and upload processes between admin and runtime server do not happen at the same time. It was made possible by adding a new parameter (adminUploadPeriodBaseTimeDelta) to runtime server configuration which allows to tune processes' scheduling routine.

- **IZ17298 - UI DOES NOT GET AGENT VERSION UPDATE AFTER 2.3 FP 2 -> 2.3**

The agent version displayed on the agent details pane did not update after upgrading the agent, unless agent plugin command was issued. With this fix, the agent version is updated automatically.

- **IZ19000 - NOT ABLE TO CONNECT TO GUI WITH NOT MS BROWSERS**

This fix pack supports the newest version of Mozilla Firefox Web browser.

- **IZ21883 - LOW DB PERFORMANCE AT DB START AFTER MIGRATION TO VERSION 2.3**

The database has been optimized by the addition of indices to the administration server database, which results in better performance during upload and download processes.

- **IZ21939 - AGENT AUTO-UPDATES AND SILENT INSTALL PRODUCES MULTIPLE VISIBLE DOS-WINDOWS DURING UPGRADE**

While the installation process was running, multiple Windows pop-up windows were visible. With this fix, the process is performed silently.

- **IZ21894 - VERSION NUMBER MISSING FROM PRODUCT REPORT**

After exporting the product use report, product versions were not shown. The fix resolves the problem.

- **IZ20356 - WINDOWS INSTALLATION OF AGENT ON MANUAL DEPLOY NOT PARSING DIRECTORY STRUCTURE CORRECTLY**

The agent installation binary was not handling paths containing spaces correctly. This problem was fixed by adding quotation marks.

- **IZ23410 - WHEN RUNNING THE "EXPORT IBM USE" REPORT IT FAILS**

Exporting IBM use report failed when the report size was too big. In this fix pack, the problem was solved by extending the field size in the database used as storage.

- **IZ17903 - FAILURE DURING UPLOADING AGENT DATA INTO ADMIN SERVER**

The error was caused by Java exception that occurred while uploading agents into the administration server. This problem was solved in this fix pack.

- **IZ20874 - DATA POINTS ON THE CHART DO NOT MATCH THE VALUES IN THE TABLE**

There was a discrepancy between the dates shown on the trend analysis report chart and the dates shown in the description of the chart. The chart was shifted one day back because when feeding the X-axis labels all dates were being treated as if they were GMT+00:00. When the actual dates were GMT-06:00, all the day markers were moved one day behind. In this fix pack, the dates shown in both fields match each other.

- **IZ21275 - IMPORT OF THE TOPOLOGY FILE FAILS**

Import of the topology is not supported. When the user tries to import topology, the file is recognized and a proper message appears.

- **IZZ22032 - MISSING LOCAL SWDCLI INSTANCE FOR INTEGRATED AGENTS**

The issue affected agents which were deployed in TLMCM-integrated mode and then moved to native configuration. Such agents failed to perform self update service because they were not able to use the swdcli binaries located in TCM Endpoint installation directory. This fix allows agents to use external swdcli binaries pointed by <agent installation path>/utilities/swdcli/swdcli_path.txt file.

- **IZZ23673 - TLMAGENT FAILS DURING SOFTWARE SCAN**

Tlmagent failed during software scan while analyzing the software scan results when there were specific products detected on the scanned machine. The problem was caused by catalog files that contained signatures referring to components that were not present in the file. This fix blocks signatures that are referencing components which have not been written into the file.

- **IZZ23004 - TLMAGENT CORES AFTER INSTALL DURING SOFTWARE SCAN AND IMMEDIATELY AFTER RESTART**

This problem affected machines with Solaris and Linux operating systems. It occurred during process list scan when there was a process which had been started by a user who was then deleted from the system without stopping that process. The problem has been solved in this fix pack.

- **IZZ21296 - EXPORT OF A CATALOG USING CATEXP COMMAND FAILS**

This fix optimizes catalog export process.

- **IZZ22909 - ERROR ITLMTOPLOGY.XSD CANNOT BE FOUND WHEN RUNNING WIN32 RXA**

The itlmtopology.xsd file has been added to the installer in this fix pack.

- **IZZ26193 - EXPORTING THE REPORT GENERATES EMPTY FILE**

Export of the Install Snapshot report resulted in an empty file. This problem has been solved in this fix pack.

- **IZZ27570 - JAVAHEAP ERROR WHEN IMPORTING CATALOG**

On Linux machines, when importing the software catalog using the command line interface, all memory available for Java processes was consumed and the import lasted very long. This fix solves the problem by optimizing the catalog import logic.

- **IZZ27913 - TAG VALUE IN TLMAGENT.INI FILE IS OVERWRITTEN BY DEFAULT "TAG"**

The tag attribute used by 2.1 agent was overwritten by 2.3 servers with the default value of tag. This led to losing the tag value after upgrading the agent to version 2.3. With this fix, the tag attribute of the 2.1 agent is being updated with non-empty custom_data1 field held by AGENT table in the Runtime server database. If the field is empty, the value of tag is being sent to agents.

Because the custom_data1 in the RTM.AGENT table is by default empty after migrating servers from version 2.1 to 2.3, it requires to be filled up manually. To move the custom_data1 field from the Administration database to the Runtime database, use the exportCustomFields and importCustomFields scripts located under <runtime installation path>/db/db2 folder and follow these steps:

1. Execute exportCustomFields script providing it with the name of the Administration server database and credentials of its owner. The script will produce customfields.dat file.

2. For every Runtime server in the environment, execute importCustomFields script providing it with the name of the Runtime server database and credentials of its owner. The script will use customfields.dat file and populate the custom_data1 fields in the database.
- **IZ29136 - NODE_CK1 CONSTRAINT IS BEING VIOLATED BY AGENT RUNNING ON IA64 NODE**
This problem has been solved in this fix pack by altering the constraint so that it now allows the IA 64 agents to be plugged to servers.
 - **IZ29967 - USAGE AGGREGATION BEHIND OR NOT RUNNING**
The aggregation process was not able to handle the situation where raw usage for a no longer existing agent was present in the database. With this fix, the usage is aggregated correctly.
 - **IZ30383 - TLCM CODE CHANGE TO PREVENT DUPLICATE DATA AND AGGREGATION FAILURE IN THE TLCM INTEGRATION ENVIRONMENT**
Under certain conditions, the Inventory Builder task produced duplicated entries in one of the tables, which caused the aggregation to fail. This fix prevents duplicates from being produced.
 - **IZ30947 - MISSING DEFINITIONS OF CONFIGURATION PARAMETERS**
Parameters for 2.3.0.31 agents could neither be set or read from the Agent command line interface. With this fix, the parameters are accessible again.
 - **IZ30032 - THE DOCUMENTED COMMAND FROM THE HELP MESSAGE TO STOP THE TLMAGENT IS WRONG**
The list of agent's commands on the AIX platform was wrong. With this fix, it has been updated with correct information.
 - **IZ07661 - DISLM1020E ERROR RUNNING WTLMINFOGET**
A deadlock has been removed from the code handling the wtlminfoget command. When running wtlminfoget command for a large number of agents, there was a possibility that database deadlocks will occur. The fix allows to avoid such errors.
 - **IZ13093 - PROBLEM WITH AGTDEL COMMAND. IT DELETES AGENTS ONE BY ONE**
The code handling agtdel has been improved so that the agents are now deleted in a batch.
 - **IZ13500 - THE FOLLOWING MESSAGE (CODIF9301W) IS DISPLAYED IMMEDIATELY**
A message panel was displayed for every instance of a created license. With this fix, the message is displayed only once during a single session.
 - **IZ17089 - UNINSTALLED SCRIPT DROPS TLMA TABLES**
All the Tivoli License Compliance Manager tables have been moved to appropriate fields. This resolved the problem of uninstalled script which dropped some of the Tivoli License Compliance Manager Administration tables that were created in wrong fields.
 - **IZ18593 - IN SILENT MODE, CUSTOM CERTIFICATE FILE PARAMETER IS IGNORED**
Custom certificate specified in the response file was being ignored during silent installation. With this fix, the certificate is recognized correctly.
 - **IZ25608 - PLAIN TEXT SHOWS IN SECURITY.XML FILE**
The bind password for LDAP server was stored as plain text in properties file. This fix introduces a password encryption feature that can be invoked from the

Administration server command line interface using `ldappasswd` command. With this fix, the password is stored in the encrypted form.

- **IZ27877 - TPCM DB2 QUERY CAUSE HEAVY CPU LOAD**

New indices have been introduced to the TLMA database schema which resulted in shortening data access time during aggregation process.

Known Issues

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.

At time of publication, the following installation problems were known:

1. Because of 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.
2. In Tivoli Configuration Manager with License Management Extension environment, remember to install TCM 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.
3. Automatic agent self-update facility is not supported for Windows Vista on x86_64 platforms.
4. The WebSphere console page for defining Java Authentication and Authorization Service (JAAS) for the Tivoli License Compliance Manager administration server still contains input field for entering an unencrypted bind password. The value specified in the field is no longer used. The bind password is now being set by `ldappasswd` command (see IZ27877).
5. Manual deployment of agent in non-silent mode fails when security level is specified as medium or high and custom certificate is supplied. Silent install supports the mentioned configuration correctly.
6. Ldap password should be manually removed from the security.xml file if such configuration was used before.

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