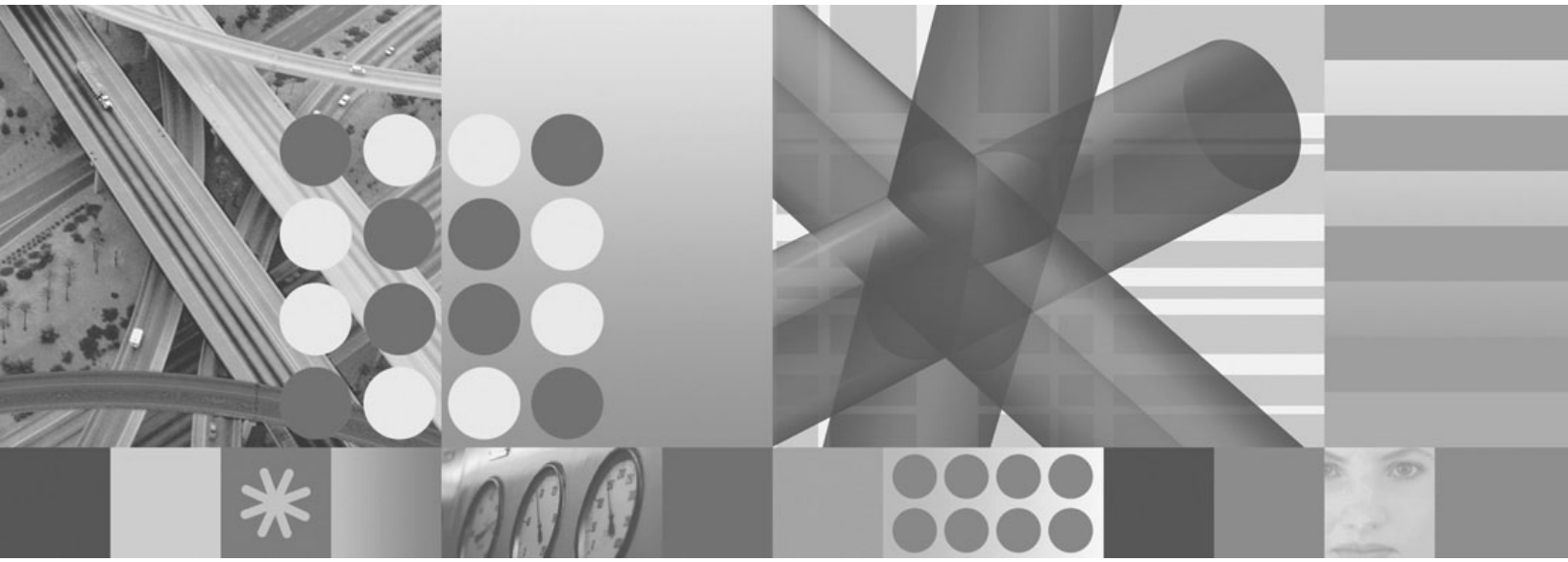
Tivoli® IBM Tivoli License Compliance Manager

Readme for Fix Pack 2.3.0-TIV-TLCM-FP0006

Tivoli® IBM Tivoli License Compliance Manager



Readme for Fix Pack 2.3.0-TIV-TLCM-FP0006

Note
Before using this information and the product it supports, read the information in "Notices" on page 5.

This edition applies to fix pack 2.3.0-TIV-TLCM-FP0006 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-FP0006

Fixes and known issues for Tivoli License Compliance Manager 2.3.0 Fix Pack 6 are addressed in this document.

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Description

This readme provides important information about fix pack 2.3.0-TIV-TLCM-FP0006 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″ (Planning, Installation, and Configuration).

About this release

Tivoli License Compliance Manager, Fix Pack 6, has been enhanced by the following features and functions:

New version of Common Inventory Technology (CIT)
This fix pack upgrades the Common Inventory Technology used by agents to version 2.6.0.1005 Fix Pack 1.

Support for partitioning technology VMware ESX version 3.5
Common Inventory Technology Enabler shipped with Common Inventory Technology now supports WMware ESX, version 3.5.

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).

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The fix pack includes the following files:

2.3.0-TIV-TLCM-FP0006-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-TIV-TLCM-FP0006-agentOS400.zip
This compressed file contains the files needed to deploy i5/OS agents.

2.3.0–TIV-TLCM-FP0006–catman-<platform>.zip
This compressed file contains files for installing the interim fix for catalog manager for each supported platform.

2.3.0-TIV-TLCM-FP0006–SPB.zip
This file contains the Common Inventory Technology Enabler and software package blocks for each supported agent platform, to be used when deploying agents using IBM® Tivoli® Configuration Manager.

2.3.0-TIV-TLCM-FP0006-agent-gateway.zip
This file contains the software packages for each supported agent platform in PKT format

2.3.0-TIV-TLCM-FP0006-RSH-SSH-<*platform*>.zip
This contains the files needed to deploy agents on UNIX® platforms using the RSH/SSH deployment wizard.

2.3.0-TIV-TLCM-FP0006-ManualDeploy-<*platform*>.zip
This contains the files needed to install agents using a local wizard.

2.3.0-TIV-TLCM-FP0006-SPB-TOOLS.zip
This contains the SPBs for agent configuration update.

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

Note:

1. Before starting the installation, back up the administration and runtime server databases.
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 server's 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.

   Attention: If you are installing a new runtime server, do not allow the runtime server to connect to its administration server until the installation of Fix Pack 6 finishes. When runtime server, Fix Pack 6 is installed, add it to the administration server Web User Interface. This way you will avoid the communication problems that occur when the administration and runtime servers are not on the same fix pack level.

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 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 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 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-TIV-TLCM-FP0006` 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.

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 the time of the release, the following known problems were recognized:

- Self-update from Tivoli License Compliance Manager 2.3, Fix Pack 4 and 5 to Fix Pack 6 on Windows operating system. The **wdlssp** command fails and the self-update ends with no action. To avoid this problem:
  1. Stop the agent with the **tlmagent -e** command.
  2. Open **Start** > **Control Panel** > **Administrative Tools** > **Services** > **Tivoli License Mgr Agent**.
  3. Go to the **LogOn** tab.
  4. Uncheck the **Allow service to interact with desktop** option and click **OK**.
  5. Start the agent with the **tlmagent -g** command.
- The installation with wizard of the i5/OS agent may end with the following message:

  ```
  Errors occured during the installation.
  ```

  referring to a file in the Windows temporary directory. The agent will work correctly despite the error message.
- The installation with wizard of the i5/OS agent may end with the following message:

  ```
  Errors occured during the installation.
  CPF3D96 Objects for product 1IBMTLM option *BASE release *FIRST not restored.
  ```

  The agent will work correctly despite the error message and the *ERROR status displayed for the agent in the LICPGM menu.
- The agent self-update service may fail with the following error message in traces:

  ```
  Failed downloading file /msghandler/webdoc/agent/<platform_name>/installagent.sign2 - Command fail
  ```

  To fix the problem, restart the agent and wait for the service to be executed again.

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