



Readme



Readme

Note

Before using this information and the product it supports, read the information in “Notices” on page 15.

This edition applies to Version 4, Release 1, Modification 0 of IBM Tivoli OMEGAMON XE on z/VM and Linux (product number 5698-A36) and to all subsequent releases and modifications until otherwise indicated in new editions.

© **Copyright International Business Machines Corporation 2007. All rights reserved.**

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Contents

Chapter 1. Fix Pack 0002 overview	1
What's new in this fix pack	1
Chapter 2. Installation instructions	3
Before you install the fix pack	3
Monitoring agent checklist	4
Note regarding enabling Dynamic Workspace Linking	6
Installing Language Support (optional)	6
Chapter 3. Documentation changes	9
Support information	11
Using IBM Support Assistant	11
Obtaining fixes	11
Receiving weekly support updates	12
Contacting IBM Software Support	12
Determining the business impact	13
Describing problems and gathering information	14
Submitting problems	14
Notices	15
Trademarks	17
Index	19

Chapter 1. Fix Pack 0002 overview

Fix Pack 0002 is a fix pack for the IBM® Tivoli® OMEGAMON® XE on z/VM® and Linux®, V4.1.0 monitoring agent. This readme provides details about installing the fix pack and information about changes to this release.

Tivoli OMEGAMON XE on z/VM and Linux, Fix Pack 0002, contains the fix pack components listed in Table 1.

Table 1. Fix Pack 0002 component fix packs

Fix pack name	Description
4.1.0-TIV-KVL-FP0002.PDF	Readme for the monitoring agent.
4.1.0-TIV-KVL-FP0002.tar	Linux on z/VM install image. This fix pack also contains the application support files to be installed on the Tivoli Enterprise Portal Monitoring Server, on the Tivoli Enterprise Portal Server, and on the Tivoli Enterprise Portal desktop client for the platform appropriate to that component (Windows, Linux, and/or UNIX).
4.1.0-TIV-KVL-FP0002.zip	Windows application support install image. Use this zip file to install the application support files for the monitoring server, for the portal server, and for the desktop client on the Windows platform.

Important: If you installed the V4.1.0 GA version of this monitoring agent, any situations that were customized or historical data that was collected will not be migrated to the Fix Pack 0002 installation. If you installed Fix Pack 0001 of this monitoring agent, your customized situations and collected historical data will be migrated to the Fix Pack 0002 installation.

This fix pack caused a new physical CD image to be created in fulfillment. Please contact your IBM representative to obtain the latest CD image for this monitoring agent.

You install this fix pack from the product CD. You can also obtain the fix pack files from the Support Web page at the following address:

<http://www.ibm.com/software/sysmgmt/products/support>

Select **IBM Tivoli OMEGAMON XE on z/VM and Linux** from the **Support for specific Tivoli products** drop-down list. You will be taken to the support page for this monitoring agent.

What's new in this fix pack

The following changes have been made to Tivoli OMEGAMON XE on z/VM and Linux in this fix pack:

- The Navigator in Tivoli Enterprise Portal provides a hierarchical view of your enterprise. At the highest level, you can get an overview of the status of your networked environment. The Navigator appears on the left of the Tivoli Enterprise Portal application window. From there, you can navigate to specific monitored resources to check activity and to investigate problems.

This fix pack alters the method of accessing the Tivoli OMEGAMON XE on z/VM and Linux workspaces from the Navigator tree by adding a branch called **z/VM Systems**.

To access the workspaces for Tivoli OMEGAMON XE on z/VM and Linux, perform the following steps:

1. Expand the Navigator tree by double-clicking the Enterprise item, if necessary.
2. Select **z/VM Systems**.

3. Under **z/VM Systems**, expand the entry that corresponds to the host name of the computer where Tivoli OMEGAMON XE on z/VM and Linux is installed.
4. Within that list of monitored subsystems, expand the entry for **z/VM Linux Systems**.
5. Select a workspace from the list of workspaces.

Note: The changes are available in all languages, although they are displayed in English only. The interface names will be translated in the next release of Tivoli OMEGAMON XE on z/VM and Linux.

- All Tivoli products that utilize the IBM Tivoli Monitoring V6.1 or IBM Tivoli OMEGAMON 350/360 components are impacted by Daylight Savings Time (DST). If you have not done so already, you should adapt your system and the product set to DST changes. The switch to Daylight Savings Time occurred three weeks earlier (March 11, 2007) this year in the United States than it did last year. DST also ends one week later on November 4, 2007. For more information, refer to *URGENT Actions Required: Changes to Daylight Saving Time will affect IBM Tivoli Monitoring 6.1 and IBM Tivoli OMEGAMON 350/360 and their associated Operating Systems*, found at the following URL address:
<http://www-1.ibm.com/support/docview.wss?uid=swg21254621>
- Fix Pack 0005 of IBM Tivoli Monitoring adds support to the shared technology components for additional platforms. See the *IBM Tivoli Monitoring Fix Pack 0005 Readme and Documentation Addendum* for the complete list of supported platforms.

Chapter 2. Installation instructions

The following table outlines the steps required to install the fix pack in your environment.

Table 2. Overall installation steps for Fix Pack 0002

Goal	Where to find information
Ensure that your monitoring environment is prepared for fix pack installation.	<i>Program Directory</i> for this monitoring agent.
Gather the information you need to perform the installation.	<i>IBM Tivoli OMEGAMON XE on z/VM and Linux Planning and Configuration Guide</i> .
Install IBM Tivoli Monitoring, V6.1.0, with Fix Pack 0005.	<i>IBM Tivoli Monitoring Installation and Setup Guide</i> and the <i>IBM Tivoli Monitoring Fix Pack 005 Readme and Documentation Addendum</i> .
Install the IBM Tivoli OMEGAMON XE on z/VM and Linux monitoring agent, V4.1.0, with Fix Pack 0002.	<i>IBM Tivoli Monitoring Installation and Setup Guide</i> , the <i>IBM Tivoli OMEGAMON XE on z/VM and Linux Planning and Configuration Guide</i> , and “Monitoring agent checklist” on page 4.
Install application support for the IBM Tivoli OMEGAMON XE on z/VM and Linux monitoring agent, V4.1.0, with Fix Pack 0002.	<i>IBM Tivoli Monitoring Installation and Setup Guide</i>
Install the IBM Tivoli Monitoring Agent on Linux OS, if you plan to use dynamic workspace linking. Also install application support for this agent. Note: Dynamic workspace linking between the IBM Tivoli OMEGAMON XE on z/VM and Linux monitoring agent and the IBM Tivoli Monitoring Agent on Linux OS is not supported when the Linux system defined for the Linux OS agent is running as a guest under a second-level z/VM system. For additional information on dynamic workspace linking, see “Note regarding enabling Dynamic Workspace Linking” on page 6.	<i>IBM Tivoli Monitoring Installation and Setup Guide</i>
Install language support (optional) on each computer where the Tivoli Enterprise Portal Server is located.	See “Installing Language Support (optional)” on page 6.
Install the Command Processor (optional). This is required only if you intend to use the Take Action command feature.	<i>Program Directory</i> for this monitoring agent, and the <i>IBM Tivoli OMEGAMON XE on z/VM and Linux Planning and Configuration Guide</i> .

Note: For late-breaking information regarding the upgrade of this monitoring agent, see the technote entitled *Upgrade install notes for IBM Tivoli OMEGAMON XE on z/VM and Linux Fixpack 0002*, located on the Support Web page for this monitoring agent.

The Support Web page is located at the following address:

<http://www.ibm.com/software/sysmgmt/products/support>

Select **IBM Tivoli OMEGAMON XE on z/VM and Linux** from the **Support for specific Tivoli products** drop-down list. You will be taken to the support page for this monitoring agent.

Before you install the fix pack

Do the following before you install this fix pack:

- Install IBM Tivoli Monitoring, Version 6.1.0, with Fix Pack 0005.

Note: All base monitoring components must be at the same fix pack level. For example, you cannot have a Fix Pack 0001 portal server and a Fix Pack 0004 monitoring server.

- **Important:** If you have the GA Version 4.1.0 installation of the Tivoli OMEGAMON XE on z/VM and Linux monitoring agent, be sure to uninstall Tivoli OMEGAMON XE on z/VM and Linux. Additionally, if you are running the GA version, you must perform a complete re-installation of this monitoring agent. See “Monitoring agent checklist” for details.

To uninstall the Tivoli OMEGAMON XE on z/VM and Linux monitoring agent:

1. From a command prompt, run the following command to change to the appropriate /bin directory:

```
cd ITMinstall_dir/bin
```

where *ITMinstall_dir* is the path for the home directory of IBM Tivoli Monitoring.

2. Run the following command:

```
./uninstall.sh
```

A numbered list of product codes, architecture codes, version and release numbers, and product titles displays for all installed products.

3. Type the product code for this monitoring agent (**vl**).

- If you are installing fix packs on Linux or UNIX computers, and you installed the IBM Tivoli Monitoring components (both the base monitoring components like the monitoring server and any monitoring agents) as a non-root user, you must perform the following steps to ensure that the user who installs the fix packs has the appropriate permissions:

Note: *ITMinstall_dir* is the installation location for IBM Tivoli Monitoring and *user_id* is the ID that was used to install the IBM Tivoli Monitoring components.

1. Log into the computer as *user_id*.

2. Run the following command to change ownership of any root owned files to *user_id*:

```
su - root -c "ITMinstall_dir/bin/UnSetRoot user_id"
```

3. Install the fix pack components on the computer, following the steps outlined in both the IBM Tivoli Monitoring and in the agent checklists.

4. Run the following command to reset the file permissions and file ownership as required:

```
su - root -c "ITMinstall_dir/bin/SetPerm -a"
```

Monitoring agent checklist

The following checklist provides the high-level local installation steps for this monitoring agent.

Table 3. Checklist for locally installing the fix pack for Tivoli OMEGAMON XE on z/VM and Linux

√	Installation step
	1. Gather information about the monitoring components in your environment. See the <i>IBM Tivoli OMEGAMON XE on z/VM and Linux Planning and Configuration Guide</i> .

Table 3. Checklist for locally installing the fix pack for Tivoli OMEGAMON XE on z/VM and Linux (continued)

√	<p>Installation step</p> <p>2. Select one of the following methods to install the monitoring agent:</p> <p>Installation from the product CD</p> <p>Install the 4.1.0-TIV-KVL-FP0002 image from the product CD. This step assumes that IBM Tivoli Monitoring, Version 6.1, with Fix Pack 0005, is already installed.</p> <p>On Windows, launch the installation wizard by double-clicking the setup.exe file in the \WINDOWS subdirectory on the installation media.</p> <p>Continue with the installation and configuration of the monitoring agent by following the instructions outlined in the <i>IBM Tivoli Monitoring Installation and Setup Guide</i>. See also the <i>IBM Tivoli OMEGAMON XE on z/VM and Linux Planning and Configuration Guide</i>.</p> <p>On Linux or UNIX, run the following command from the directory where you extracted the fix pack files:</p> <p>./install.sh</p> <p>Continue with the installation and configuration of the monitoring agent by following the instructions outlined in the <i>IBM Tivoli Monitoring Installation and Setup Guide</i>. See also the <i>IBM Tivoli OMEGAMON XE on z/VM and Linux Planning and Configuration Guide</i>.</p> <p>Important: If you are upgrading from Fix Pack 0001 to Fix Pack 0002, after you install and configure the monitoring agent, you must recycle the Tivoli Enterprise Portal Server.</p> <p>Installation from the Support Web Page</p> <p>If you are installing the monitoring agent from the Support Web page for this product, perform the following steps:</p> <p>Download and install the 4.1.0-TIV-KVL-FP0002 fix pack image from the Support Web page. This step assumes that IBM Tivoli Monitoring, Version 6.1, with Fix Pack 0005, is already installed.</p> <p>On Windows, download and extract the 4.1.0-TIV-KVL-FP0002.zip file into a temporary installation directory, and run the following commands:</p> <pre>cd install_dir\WINDOWS</pre> <p>where <i>install_dir</i> is the directory where you extracted the fix pack files.</p> <p>setup.exe</p> <p>On Linux or UNIX, download and extract the 4.1.0-TIV-KVL-FP0002.tar file into a temporary installation directory, and run the following commands from the command line:</p> <pre>cd install_dir</pre> <p>./install.sh</p> <p>where <i>install_dir</i> is the directory where you extracted the fix pack files.</p> <p>For any of these platforms, continue with the installation and configuration of the monitoring agent by following the instructions outlined in the <i>IBM Tivoli Monitoring Installation and Setup Guide</i>. See also the <i>IBM Tivoli OMEGAMON XE on z/VM and Linux Planning and Configuration Guide</i>.</p> <p>Important: If you are upgrading from Fix Pack 0001 to Fix Pack 0002, after you install and configure the monitoring agent, you must recycle the Tivoli Enterprise Portal Server.</p>
---	--

Table 3. Checklist for locally installing the fix pack for Tivoli OMEGAMON XE on z/VM and Linux (continued)

√	Installation step
	<p>3. Be sure to install the application support for this monitoring agent on the monitoring server, on the portal server, and on the desktop client on the appropriate platform. For the Linux or UNIX platforms, use the 4.1.0-TIV-KVL-FP0002.tar file to install the application support on the appropriate platform for each component. For the Windows platform, use the 4.1.0-TIV-KVL-FP0002.zip file to install application support for the monitoring server, the portal server, and the desktop client. Refer to the <i>IBM Tivoli Monitoring Installation and Setup Guide</i> for details on installing the application support for these components.</p> <p>Note: If you plan to use dynamic workspace linking, an important feature of this product, be sure to install the IBM Tivoli Monitoring: Linux OS agent. You will also need to install the application support for the IBM Tivoli Monitoring: Linux OS agent. This will enable you to link to specific IBM Tivoli Monitoring: Linux OS workspaces from some of the Tivoli OMEGAMON XE on z/VM and Linux monitoring agent workspaces. Refer to the <i>IBM Tivoli Monitoring Installation and Setup Guide</i> for details on installing this monitoring agent and on installing the application support for this agent.</p>

Note regarding enabling Dynamic Workspace Linking

If you would like to link from the Tivoli OMEGAMON XE on z/VM and Linux monitoring agent workspaces to the Tivoli Monitoring Agent for Linux OS workspaces, you must add an environment variable to the Tivoli Monitoring Agent for Linux OS configuration file (lz.ini). This step assumes that the Tivoli Monitoring Agent for Linux OS is installed and configured.

Important: If the Tivoli Monitoring Agent for Linux OS is started prior to adding the environment variable to the configuration file, a duplicate branch for the Linux OS agent may display in Tivoli Enterprise Portal. The duplicate branch will be dimmed in the Navigator. To clear the duplicate entry, right-click the Navigator item and click **Clear offline entry**. The duplicate entry will be deleted.

To add the environment variable that enables dynamic workspace linking between these two monitoring agents, perform the following steps:

1. Modify the **lz.ini** file. This file is located in the <ITM_Home>/config directory, where: <ITM_Home> is the directory where you installed IBM Tivoli Monitoring.
2. Add the statement **KLZ_SETLPARVMID=Y** to the **lz.ini** file.
3. Start the Tivoli Monitoring Agent for Linux OS.

After setting this variable, the agent will register with the Tivoli Enterprise™ Monitoring Server.

Note: Dynamic workspace linking between the Tivoli OMEGAMON XE on z/VM and Linux monitoring agent and the Tivoli Monitoring Agent on Linux OS is not supported when the Linux system defined for the Linux OS agent is running as a guest under a second-level z/VM system.

Additionally, your Tivoli Enterprise Portal user ID must be authorized to access the Tivoli Monitoring Agent for Linux OS. Otherwise, links to workspaces in the Tivoli Monitoring Agent for Linux OS will not be included in the list of linked workspaces.

Choose a workspace from the list to navigate to that workspace. By linking to the target workspace in context, you receive additional information that is related to the system, subsystem, or resource you are currently viewing. If you choose a workspace from the list and the target workspace is not available, you receive message KFWITM081E. Refer to the *IBM® Tivoli® OMEGAMON XE on z/VM and Linux Problem Determination Guide* for more information. See also the user's guides for both monitoring agents for descriptions of the workspaces provided with each monitoring agent.

Installing Language Support (optional)

If you want the Tivoli OMEGAMON XE monitoring agents' workspaces, online help, and expert advice to be displayed in a language other than English, you can install language support for each monitoring agent

on all workstations where a Tivoli Enterprise Portal Server is located and where IBM Tivoli Monitoring language support has already been installed. Additionally, for best results, after you apply an IBM Tivoli Monitoring fix pack and reconfigure any of the base components, re-install the base IBM Tivoli Monitoring language packs and any agent language packs.

If IBM Tivoli Monitoring language support has not yet been installed, you must install it before installing monitoring agent language support. Language support is available only on the platforms that were supported for IBM Tivoli Monitoring V6.1 GA. See the *IBM Tivoli Monitoring: Installation and Setup Guide* for instructions.

To install monitoring agent language support, complete the following steps:

1. Insert the monitoring agent language pack CD into the CD-ROM drive of a workstation where the Tivoli Enterprise Portal Server is located. For Linux systems, mount the CD if necessary.
2. Launch the installation program.
 - **Windows:** The installation program should start automatically. If it does not, go to the Windows directory on your CD-ROM drive and double-click the **setup.exe** file.
 - **Linux for Intel:** Run the `./setupLinux.bin` command.
 - **Linux for z/OS:** Run the `./setupLinux390.bin` command.
3. Select the language to be used during the installation, and click **OK**.
4. Read the text that welcomes you to the installation, and click **Next** to continue.
5. Read the software license agreement, select **I accept the terms of this license agreement**, and click **Next**.
6. Under **Language Pack Installation**, expand the **Supported Languages** node and select one or more languages from the list, then click **Next**.
7. Review the installation summary and click **Next**.

Language support files are installed, and a message instructs you to restart the Tivoli Enterprise Portal desktop client and the Eclipse Help Server.
8. Click **Next**, then click **Finish**.
9. Stop and restart the following components:
 - Tivoli Enterprise Portal Server
 - Eclipse Help Server
 - Tivoli Enterprise Portal desktop or browser client

For instructions on specifying the language to be displayed for users, see *IBM Tivoli Monitoring: Administrator's Guide*.

Chapter 3. Documentation changes

The following documentation changes were made in support of this fix pack:

- The online help system reflects the changes to the Navigation tree. The online help system is accessed from the **Help** pull-down menu on the monitoring agent interface.

The changes to the Navigation tree will be reflected in the user's guide in the next release of this monitoring agent. Currently, the screen shots of the Navigation tree in the user's guide apply to the V4.1.0 version of this monitoring agent.

Note: The changes made to the online help system for this fix pack are available in English only. The online help system and the user's guide will be translated in the next release of Tivoli OMEGAMON XE on z/VM and Linux.

You can access the publications for this agent, from the Tivoli Information Center Web site at the following Web address:

http://publib.boulder.ibm.com/infocenter/tivihelp/v15r1/topic/com.ibm.omegamon_xezvm.doc/welcome.htm

You can view the publications for this and all other Tivoli products at the following Web address:

<http://publib.boulder.ibm.com/tividd/td/link/tdprodlist.html>.

In the Tivoli software information center window, click the letter that matches the first letter of your product name to access your product library. For example, click **M** to access the IBM Tivoli Monitoring library or click **O** to access the IBM Tivoli OMEGAMON library.

Support information

If you have a problem with your IBM software, you want to resolve it quickly. This section describes the following options for obtaining support for IBM software products:

- “Using IBM Support Assistant”
- “Obtaining fixes”
- “Receiving weekly support updates” on page 12
- “Contacting IBM Software Support” on page 12

Using IBM Support Assistant

The IBM Support Assistant is a free, stand-alone application that you can install on any workstation. You can then enhance the application by installing product-specific plug-in modules for the IBM products you use.

The IBM Support Assistant saves you time searching product, support, and educational resources. The IBM Support Assistant helps you gather support information when you need to open a problem management record (PMR), which you can then use to track the problem.

The product-specific plug-in modules provide you with the following resources:

- Support links
- Education links
- Ability to submit problem management reports

For more information, see the IBM Support Assistant Web site at <http://www.ibm.com/software/support/isa/>.

If your product does not use IBM Support Assistant, use the links to support topics in your information center. In the navigation frame, check the links for resources listed in the **ibm.com® and related resources** section where you can search the following resources:

- Support and assistance (includes search capability of IBM technotes and IBM downloads for interim fixes and workarounds)
- Training and certification
- IBM developerWorks®
- IBM Redbooks™
- General product information

If you cannot find the solution to your problem in the information center, search the following Internet resources for the latest information that might help you resolve your problem:

- Forums and newsgroups
- Google.com

Obtaining fixes

A product fix might be available to resolve your problem. To determine what fixes are available for your IBM software product, follow these steps:

1. Go to the IBM Software Support Web site at <http://www.ibm.com/software/support>.
2. Under **Find product support**, click All IBM software (A-Z). This opens the software product list.
3. In the software product list, click **IBM Tivoli OMEGAMON XE on z/VM and Linux**. This opens the IBM Tivoli OMEGAMON XE on z/VM and Linux support site.

4. Under **Solve a problem**, click **APARs** to go to a list of fixes, fix packs, and other service updates for Tivoli OMEGAMON XE on z/VM and Linux.
5. Click the name of a fix to read the description and optionally download the fix. You can also search for a specific fix; for tips on refining your search, click **Search tips**.
6. In the **Find downloads and drivers by product** section, select one software category from the **Category** list.
7. Select one product from the **Sub-category** list.
8. Type more search terms in the **Search within results** if you want to refine your search.
9. Click **Search**.
10. From the list of downloads returned by your search, click the name of a fix to read the description of the fix and to optionally download the fix.

For more information about the types of fixes that are available, see the *IBM Software Support Handbook* at <http://techsupport.services.ibm.com/guides/handbook.html>.

Receiving weekly support updates

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

1. Go to the IBM Software Support Web site at <http://www.ibm.com/software/support>.
2. Click **My support** in the far upper-right corner of the page under **Personalized support**.
3. If you have already registered for **My support**, sign in and skip to the next step. If you have not registered, click **register now**. Complete the registration form using your e-mail address as your IBM ID and click **Submit**.
4. Click **Edit profile**.
5. In the **Products** list, select **Software**. A second list is displayed.
6. In the second list, select a product segment, for example, **Systems management**. A third list is displayed.
7. In the third list, select a product sub-segment, for example, **System Performance**. A list of applicable products is displayed.
8. Select the products for which you want to receive updates. For example, IBM Tivoli OMEGAMON XE on z/VM and Linux.
9. Click **Add products**.
10. After selecting all products that are of interest to you, click **Subscribe to email** on the **Edit profile** tab.
11. Select **Please send these documents by weekly email**.
12. Update your e-mail address as needed.
13. In the **Documents** list, select **Software**.
14. Select the types of documents that you want to receive information about.
15. Click **Update**.

If you experience problems with the **My support** feature, you can obtain help in one of the following ways:

Online

Send an e-mail message to erchelp@ca.ibm.com, describing your problem.

By phone

Call 1-800-IBM-4You (1-800-426-4968).

Contacting IBM 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 site at http://www-306.ibm.com/software/howtobuy/passportadvantage/pao_customers.htm .

By phone

For the phone number to call in your country, go to the IBM Software Support Web site at <http://techsupport.services.ibm.com/guides/contacts.html> and click the name of your geographic region.

- For customers with Subscription and Support (S & S) contracts, go to the Software Service Request Web site at <https://techsupport.services.ibm.com/ssr/login>.
- For customers with IBMLink™, CATIA, Linux, OS/390®, iSeries™, pSeries®, zSeries®, and other support agreements, go to the IBM Support Line Web site at <http://www.ibm.com/services/us/index.wss/so/its/a1000030/dt006>.
- 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 site at <http://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. From other countries, go to the contacts page of the *IBM Software Support Handbook on the Web* at <http://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.

To contact IBM Software support, follow these steps:

1. “Determining the business impact”
2. “Describing problems and gathering information” on page 14
3. “Submitting problems” on page 14

Determining the business impact

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 that you are reporting. Use the following criteria:

Severity 1

The problem has a *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

The problem has a *significant* business impact. The program is usable, but it is severely limited.

Severity 3

The problem has *some* business impact. The program is usable, but less significant features (not critical to operations) are unavailable.

Severity 4

The problem has *minimal* business impact. The problem causes little impact on operations, or a reasonable circumvention to the problem was implemented.

Describing problems and gathering information

When describing 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 you re-create the problem? If so, what steps were performed to re-create the problem?
- Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, and so on.
- Are you currently using a workaround for the problem? If so, be prepared to explain the workaround when you report the problem.

Submitting problems

You can submit your problem to IBM Software Support in one of two ways:

Online

Click **Submit and track problems** on the IBM Software Support site at <http://www.ibm.com/software/support/probsub.html>. Type your information into the appropriate problem submission form.

By phone

For the phone number to call in your country, go to the contacts page of the *IBM Software Support Handbook* at <http://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 that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the Software Support Web site daily, so that other users who experience the same problem can benefit from the same resolution.

Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785 U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

IBM World Trade Asia Corporation
Licensing
2-31 Roppongi 3-chome, Minato-ku
Tokyo 106, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement might not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
2Z4A/101
11400 Burnet Road
Austin, TX 78758 U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurement may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. You may copy, modify, and distribute these sample programs in any form without payment to IBM for the purposes of developing, using, marketing, or distributing application programs conforming to IBM's application programming interfaces.

Each copy or any portion of these sample programs or any derivative work, must include a copyright notice as follows:

© (your company name) (year). Portions of this code are derived from IBM Corp. Sample Programs. © Copyright IBM Corp. _enter the year or years_. All rights reserved.

If you are viewing this information in softcopy form, the photographs and color illustrations might not display.

Trademarks

IBM, the IBM logo, ibm.com, Candle (Design), Candle Management Server, Common User Access, CUA, DB2, DB2 Universal Database, developerWorks, eServer, HiperSockets, IBMLink, iSeries, Lotus, OMEGAMON, OS/390, Passport Advantage, pSeries, Rational, Redbooks, System z, SystemPac, Tivoli, the Tivoli logo, Tivoli Enterprise, Tivoli Enterprise Console, WebSphere, z9, z/OS, z/VM, and zSeries are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both.

Java and all Java-based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States, other countries, or both.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

Microsoft, Windows, and Windows NT are registered trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Other company, product, and service names may be trademarks or service marks of others.

Index

B

before you install Fix Pack 0002 3

C

customer support
See Software Support

D

Daylight Savings Time changes 2
documentation changes 9
dynamic workspace linking
enabling dynamic workspace linking 6

F

Fix Pack 0002 component fix packs 1
Fix Pack 0002 overview 1
fixes, obtaining 11

H

high-level installation steps 4

I

IBM support assistant, support assistant, problem
resolution, IBM Redbooks, education, software
support, support 11
installation instructions 3
installing fix packs on Linux or UNIX computers 4
installing Language Support 6

M

monitoring agent checklist 4

P

problem determination
describing problems 14
determining business impact 13
submitting problems 14

S

Software Support
contacting 12
describing problems 14
determining business impact 13
receiving weekly updates 12
submitting problems 14

W

what's new in this fix pack 1



Printed in USA

GC23-5965-00

