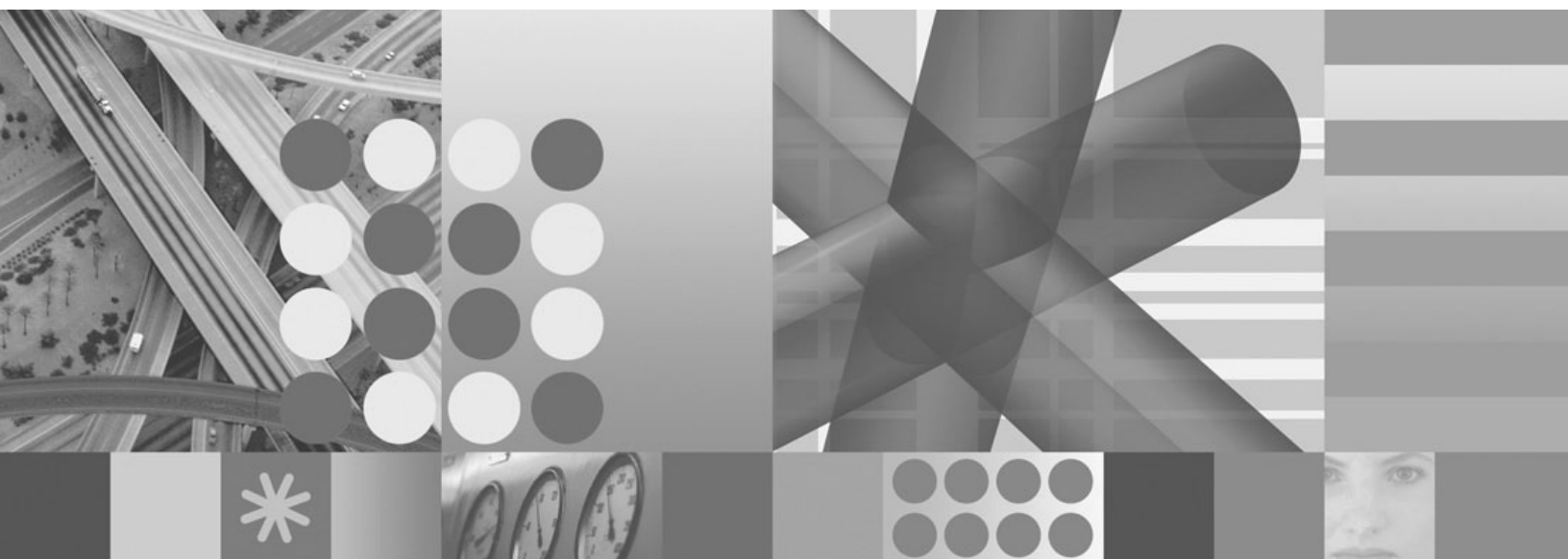




Installing application support files for OMEGAMON V350 and V360 agents



Installing application support files for OMEGAMON V350 and V360 agents

Note

Before using this information and the product it supports, read the information in “Notices” on page 13.

This edition applies to the version 6, release 1 of IBM Tivoli Monitoring (product number 5724-C04) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Installing application support files for OMEGAMON V350 and V360 agents

You can use both currently installed and new OMEGAMON® V350 and V360 agents in an IBM® Tivoli® Monitoring V6.1 environment; however, you must install the application support (such as workspaces) for these agents on the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal desktop client (just as you must install support for any agent).

If you are upgrading an OMEGAMON environment (monitoring server, portal server, and portal client) to IBM Tivoli Monitoring V6.1, you might not need to install these application support files for your existing OMEGAMON agents, because the existing support files continue to exist on the upgraded components (such as the monitoring server). However, if your OMEGAMON agent uses metaprobes or contains .JAR files, you need to install the new application support files.

Also, if an IBM Tivoli Monitoring version of the OMEGAMON agent that you are using is available, upgrade to that agent as soon as possible. For example, if you are currently running OMEGAMON XE for Oracle, upgrade to IBM Tivoli Monitoring for Databases: Oracle. See the *IBM Tivoli Monitoring Installation and Setup Guide* for more information about upgrading OMEGAMON components.

Use the following procedures to install this support:

- “Installing OMEGAMON application support on the monitoring server”
- “Installing OMEGAMON application support on the portal server” on page 3
- “Installing OMEGAMON application support on the portal desktop client” on page 4
- “Using a response file to install the application support files” on page 5

Run these installers on the computers where you will install the files. You cannot use these installers to perform remote installations of application support.

Note: The command line interface program of the Application Support Installer is not currently available, thus you cannot run the install in command line mode. However, you can run the install in silent mode instead. If your UNIX® or Linux® computer does not have X-Windows set up, you must use the silent installation method. See “Using a response file to install the application support files” on page 5.

Note that your monitoring server and portal server will be stopped and started several times during the installation of application support. If the monitoring server or portal server was stopped when you started the installation process and you want them stopped after the installation process is finished, you must manually stop them.

Installing OMEGAMON application support on the monitoring server

Use the following steps to install application support for OMEGAMON agents on the monitoring server:

1. Launch the installation program by starting one of the following files on the application support installation image:

Windows®: setupwin32.exe

AIX®: setupaix.bin

Solaris on AMD Opteron: setupSolarisx86.bin

Solaris: setupSolaris.bin

Linux for Intel®: setupLinux.bin

Linux for z/OS®: setuplinux390.bin

HP on Intel Itanium: setupHPIA64.bin

You can also launch the installation program by running the following command from within the install CD-ROM directory:

```
java -jar setup.jar
```

Note that you need to either have the IBM Java JRE v1.4.2 in your path or invoke the JRE executable directly by specifying the path to it on the command line. So, instead of the above command, you'd run:

```
Java_installDir\java -jar setup.jar
```

where *Java_installDir* is the location where the JRE provided by IBM Tivoli Monitoring is installed on your monitoring server.

To locate the JRE that is being used by IBM Tivoli Monitoring on UNIX or Linux, run the following command:

```
find ITM_installDir -name java
```

where *ITM_installDir* is the location where IBM Tivoli Monitoring is installed on your monitoring server.

To ensure that the level of JRE is 1.4.2, run the following command from the directory where the JRE is installed:

```
./java -version
```

If the JRE level is not 1.4.2, you must download the IBM Java JRE v1.4.2 from the IBM Software Support Web site.

2. Click **Next** on the Welcome window.
3. Type the location where IBM Tivoli Monitoring is installed on your monitoring server. For Windows computers, this location is detected automatically. For UNIX computers, either type the location in or click **Browse** to find the directory.
4. Type the location where the support files that you want to install are located. When you extract the downloaded file, the following directory structure is created:

```
productCode-Version
  TEMS
  TEPS
  TEPD
product.properties
```

where *productCode-Version* is the two letter code for the agent (this code is often preceded with a "k") and the version. For example, "kqi-v350" is the product code and version for OMEGAMON XE for WebSphere® Integration Brokers, version 350. Type the path to the *productCode-Version* directory.

5. Click **Next**. A list of applications for which support can be installed is displayed.
6. Select **Tivoli Enterprise Monitoring Server** and click **Next**.
If you have other components installed on this computer (portal server or portal desktop client), select those as well.
7. Select the applications for which you want to install application support and click **Next**.
For example, if you have an IBM Tivoli Monitoring for WebSphere Interchange Server agent, select **IBM Tivoli Monitoring for WebSphere Interchange Server**.
8. If you are trying to install application support for a component that you have already installed support for, a warning window is displayed. You can choose to continue by simply clicking **Next**. The existing installed support files are overwritten.
If you do not want to overwrite your existing application files, clear the box next to the application and click **Next**. The application support files for this application are not installed.
9. Review the summary of what is going to be installed and click **Next**.

This summary tells you what is going to happen to your computer during the installation, such as starting, stopping, and restarting the monitoring server as application support for each application is installed.

A progress window is displayed to show the installation progress.

Note: If you are trying to install support for more than one component (monitoring server, portal server, or portal desktop client) and the support files are already installed, you get a warning for each component, enabling you to select which components you want to re-install support for.

10. When the installation is complete, click **Finish**.

Installing OMEGAMON application support on the portal server

Use the following steps to install application support for OMEGAMON agents on the portal server:

1. Launch the installation program by starting one of the following files on the application support installation image:
 - Windows: setupwin32.exe
 - Linux for Intel: setupLinux.bin
 - Linux for z/OS: setuplinux390.bin
 - AIX: setupaix.bin

You can also launch the installation program by running the following command from within the install CD-ROM directory:

```
java -jar setup.jar
```

Note that you need to either have the IBM Java JRE v1.4.2 in your path or invoke the JRE executable directly by specifying the path to it on the command line. So, instead of the above command, you'd run:

```
Java_installDir\java -jar setup.jar
```

where *Java_installDir* is the location where the JRE provided by IBM Tivoli Monitoring is installed on your monitoring server.

To locate the JRE that is being used by IBM Tivoli Monitoring on UNIX or Linux, run the following command:

```
find ITM_installDir -name java
```

where *ITM_installDir* is the location where IBM Tivoli Monitoring is installed on your monitoring server.

To ensure that the level of JRE is 1.4.2, run the following command from the directory where the JRE is installed:

```
./java -version
```

If the JRE level is not 1.4.2, you must download the IBM Java JRE v1.4.2 from the IBM Software Support Web site.

2. Click **Next** on the Welcome window.
3. Type the location where IBM Tivoli Monitoring is installed on your monitoring server. For Windows computers, this location is detected automatically. For Linux computers, either type the location in or click **Browse** to find the directory.
4. Type the location where the support files that you want to install are located. When you extract the downloaded file, the following directory structure is created:

```
productCode-Version
TEMS
TEPS
TEPD
product.properties
```

where *productCode-Version* is the two letter code for the agent (this code is often preceded with a "k") and the version. For example, "kqi-v350" is the product code and version for OMEGAMON XE for WebSphere Integration Brokers, version 350. Type the path to the *productCode-Version* directory.

5. Click **Next**. A list of applications for which support can be installed is displayed.

6. Select **Tivoli Enterprise Portal Server** and click **Next**.

If you have other components installed on this computer (monitoring server or portal desktop client), select those as well.

7. Select the applications for which you want to install application support and click **Next**.

For example, if you have an IBM Tivoli Monitoring for WebSphere Interchange Server agent, select **IBM Tivoli Monitoring for WebSphere Interchange Server**.

8. If you are trying to install application support for a component that you have already installed support for, a warning window is displayed. You can choose to continue by simply clicking **Next**. The existing installed support files are over-written.

If you do not want to overwrite your existing application files, clear the box next to the application and click **Next**. The application support files for this application are not installed.

9. Review the summary of what is going to be installed and click **Next**.

This summary tells you what is going to happen to your computer during the installation, such as stopping and restarting the portal server as application support for each application is installed.

Note: Installing the application support on the portal server can take a long time to finish.

A progress window is displayed to show the installation progress.

Note: If you are trying to install support for more than one component (monitoring server, portal server, or portal desktop client) and the support files are already installed, you get a warning for each component, enabling you to select which components you want to re-install support for.

10. When the installation is complete, click **Finish**.

Installing OMEGAMON application support on the portal desktop client

Use the following steps to install application support for OMEGAMON agents on the portal desktop client:

1. Launch the installation program by starting one of the following files on the application support installation image:

- Windows: setupwin32.exe
- Linux for Intel: setupLinux.bin for Linux
- Linux for z/OS: setuplinux390.bin

You can also launch the installation program by running the following command from within the install CD-ROM directory:

```
java -jar setup.jar
```

Note that you need to either have the IBM Java JRE v1.4.2 in your path or invoke the JRE executable directly by specifying the path to it on the command line. So, instead of the above command, you'd run:

```
Java_installDir\java -jar setup.jar
```

where *Java_installDir* is the location where the JRE provided by IBM Tivoli Monitoring is installed on your monitoring server.

To locate the JRE that is being used by IBM Tivoli Monitoring on UNIX or Linux, run the following command:

```
find ITM_installDir -name java
```

where *ITM_installDir* is the location where IBM Tivoli Monitoring is installed on your monitoring server.

To ensure that the level of JRE is 1.4.2, run the following command from the directory where the JRE is installed:

```
./java -version
```

If the JRE level is not 1.4.2, you must download the IBM Java JRE v1.4.2 from the IBM Software Support Web site.

2. Click **Next** on the Welcome window.
3. Type the location where IBM Tivoli Monitoring is installed on your monitoring server. For Windows computers, this location is detected automatically. For Linux computers, either type the location in or click **Browse** to find the directory.
4. Type the location where the support files that you want to install are located. When you extract the downloaded file, the following directory structure is created:

```
productCode-Version
  TEMS
  TEPS
  TEPD
  product.properties
```

where *productCode-Version* is the two letter code for the agent (this code is often preceded with a "k") and the version. For example, "kqi-v350" is the product code and version for OMEGAMON XE for WebSphere Integration Brokers, version 350. Type the path to the *productCode-Version* directory.

5. Click **Next**. A list of applications for which support can be installed is displayed.
 6. Select **Tivoli Enterprise Portal Desktop Client** and click **Next**.
If you have other components installed on this computer (monitoring server or portal server), select those as well.
 7. Select the applications for which you want to install application support and click **Next**.
For example, if you have an IBM Tivoli Monitoring for WebSphere Interchange Server agent, select **IBM Tivoli Monitoring for WebSphere Interchange Server**.
 8. If you are trying to install application support for a component that you have already installed support for, a warning window is displayed. You can choose to continue by simply clicking **Next**. The existing installed support files are over-written.
If you do not want to overwrite your existing application files, clear the box next to the application and click **Next**. The application support files for this application are not installed.
 9. Review the summary of what is going to be installed and click **Next**.
This summary tells you what is going to happen to your computer during the installation.
A progress window is displayed to show the installation progress.
- Note:** If you are trying to install support for more than one component (monitoring server, portal server, or portal desktop client) and the support files are already installed, you get a warning for each component, enabling you to select which components you want to re-install support for.
10. When the installation is complete, click **Finish**.

Using a response file to install the application support files

You can install the application support files on the IBM Tivoli Monitoring components through the silent install method using a response file.

Note: If your UNIX or Linux computer does not have X-Windows, you must use the silent installation method.

Performing a silent install involves the following three steps:

1. "Creating a response file" on page 6

2. "Running the silent installation"
3. "Examining the installation log file" on page 7

Creating a response file

Create a text file called `response.txt` that contains the following lines:

```
# IBM Tivoli Monitoring installation directory
-W Directories.itmhome="/opt/IBM/ITM"

# Directory where the application support media is located
-W Directories.mediaLocation="/opt/appsupport"

# Select "true" to install monitoring server support files
-W ComponentSelectionPanel.temsSelected="true"

# Select "true" to install portal server support files
-W ComponentSelectionPanel.tepsSelected="true"

# Select "true" to install portal desktop client support files
# IMPORTANT: Set this to "true" if you have the portal desktop
# client installed.
-W ComponentSelectionPanel.tepdSelected="false"

# Comma-separated list of directories with the application media location to install.
# These are directories that contain the product support files and are
# sub-directories under the specified media location
e.g. -W ProductSelectionPanel.products="kc5_v310,km5_v310"
-W ProductSelectionPanel.products=""

# Set this flag to "true" if you want to re-install if the
# specified product is already installed. This overwrites
# any previously installed support files for this product.
-W ProductSelectionPanel.reinstall="true"

# Setting this flag to "true" confirms that you have purchased
# an OMEGAMON DE license. If any product requires a DE LICENSE
# and this flag is "false" installation will fail
-W ProductSelectionPanel.deLicense="false"
```

Running the silent installation

Run the installation from the command line interface by running the following command:

```
<setup_command> -silent -options response.txt
```

where `<setup_command>` is one of the following:

- Windows: `setupwin32.exe`
- AIX: `./setupaix.bin`
- Solaris: `./setupSolaris.bin`
- Linux for Intel: `./setupLinux.bin`
- Linux for z/OS: `./setuplinux390.bin`

You can also launch the installation program by running the following command from within the install CD-ROM directory:

```
java -jar setup.jar -silent -options response.txt
```

Note that you need to either have the IBM Java JRE v1.4.2 in your path or invoke the JRE executable directly by specifying the path to it on the command line. So, instead of the above command, you'd run:

```
Java_installDir\java -jar setup.jar -silent -options response.txt
```

where *Java_installDir* is the location where the JRE provided by IBM Tivoli Monitoring is installed on your monitoring server.

To locate the JRE that is being used by IBM Tivoli Monitoring on UNIX or Linux, run the following command:

```
find ITM_installDir -name java
```

where *ITM_installDir* is the location where IBM Tivoli Monitoring is installed on your monitoring server.

To ensure that the level of JRE is 1.4.2, run the following command from the directory where the JRE is installed:

```
./java -version
```

If the JRE level is not 1.4.2, you must download the IBM Java JRE v1.4.2 from the IBM Software Support Web site.

Examining the installation log file

The log file, named *ITM_AppSupport_SilentInstall.log*, is written to the */tmp* directory on Linux and UNIX computers. On Windows, it is written to the directory defined by the *TEMP* environment variable. Review the contents of this file to determine if the installation succeeded.

The following example shows a sample installation log file:

```
(Oct 13, 2005 6:52:20 PM), Started Silent Installation
(Oct 13, 2005 6:52:20 PM), Installing application support files for Tivoli Enterprise
Monitoring Server (TEMS)
(Oct 13, 2005 6:52:20 PM), Installing application support files for Tivoli Enterprise
Portal Server (TEPS)
(Oct 13, 2005 6:52:20 PM), Installing application support files for Tivoli Enterprise
Desktop Client (TEPD)
(Oct 13, 2005 6:52:20 PM), User confirmed that they have OMEGAMON DE License by stating
-W ProductSelectionPanel.deLicense="true" in the response file.
(Oct 13, 2005 6:52:20 PM), Application support files will be overwritten if necessary.
This was enabled by specifying the following in the response file:
-W ProductSelectionPanel.reinstall="true"
(Oct 13, 2005 6:52:20 PM), WARNING: Re-installing TEMS application support for "IBM Tivoli
OMEGAMON XE for Microsoft .NET: .NET Framework".
(Oct 13, 2005 6:52:20 PM), WARNING: Re-installing TEPS application support for "IBM Tivoli
OMEGAMON XE for Microsoft .NET: .NET Framework".
(Oct 13, 2005 6:52:21 PM), WARNING: Re-installing TEPD application support for "IBM Tivoli
OMEGAMON XE for Microsoft .NET: .NET Framework".
(Oct 13, 2005 6:52:21 PM), Starting the Tivoli Enterprise Monitoring Server (TEMS)
(Oct 13, 2005 6:52:29 PM), Adding TEMS support for IBM Tivoli OMEGAMON XE for Microsoft .NET:
.NET Framework Version 01.10.00.00
(Oct 13, 2005 6:52:30 PM), Stopping the Tivoli Enterprise Monitoring Server (TEMS)
(Oct 13, 2005 6:53:45 PM), Pausing 60 seconds
(Oct 13, 2005 6:55:15 PM), Starting the Tivoli Enterprise Monitoring Server (TEMS)
(Oct 13, 2005 6:55:39 PM), Stopping the Tivoli Enterprise Portal Server (TEPS)
(Oct 13, 2005 6:55:54 PM), Performing initial TEPS configuration
(Oct 13, 2005 6:55:54 PM), Adding TEPS support for IBM Tivoli OMEGAMON XE for Microsoft .NET:
.NET Framework Version 01.10.00.00
(Oct 13, 2005 6:55:54 PM), Performing final TEPS configuration - can take up to 20 minutes,
please wait
(Oct 13, 2005 6:57:08 PM), Starting the Tivoli Enterprise Portal Server (TEPS)
(Oct 13, 2005 6:57:21 PM), Adding TEP Desktop Client support for IBM Tivoli OMEGAMON XE for
Microsoft .NET: .NET Framework Version 01.10.00.00
(Oct 13, 2005 6:57:21 PM), Installation completed successfully
```

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 10
- “Contacting IBM Software Support” on page 10

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 Monitoring**. This opens the IBM Tivoli Monitoring support site.
4. Under **Other valuable resources** and under **Related Products**, click IBM Tivoli Monitoring Version 6.

5. Under **Solve a problem**, click **APARs** to go to a list of fixes, fix packs, and other service updates for IBM Tivoli Monitoring.
6. 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**.
7. In the **Find downloads and drivers by product** section, select one software category from the **Category** list.
8. Select one product from the **Sub-category** list.
9. Type more search terms in the **Search within results** if you want to refine your search.
10. Click **Search**.
11. 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 Monitoring.
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 12
3. "Submitting problems" on page 12

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

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