

IBM® Tivoli® Dynamic Workload Console



# Readme File for Fix Pack 01 PTF U816976

*Version 84.0*



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*Version 84.0*

**Note**

Before using this information and the product it supports, read the information in Chapter 3, "Notices," on page 17.

**First Edition (March 2008)**

This edition applies to Fix Pack 1 (PTF U816976) for version 8, release 4, modification level 0 of IBM Tivoli Dynamic Workload Console.

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# Chapter 1. IBM Tivoli Dynamic Workload Console Readme File for Fix Pack 01 for Version 8.4.0

**Date** March 28, 2008

**Fix Pack Name**  
8.4.0-TIV-TDWC-FP0001

**PTF Number**  
U816976

**Product**  
IBM® Tivoli® Dynamic Workload Console version 8.4.0

**General Description**  
IBM Tivoli Dynamic Workload Console 8.4.0 Fix Pack 1

This readme file provides important information about fix pack 1 for IBM Tivoli Dynamic Workload Console version 8.4.0.

This readme file is the most current information for the fix pack and takes precedence over all other documentation for Tivoli Dynamic Workload Console version 8.4.0 Fix Pack 1.

It is divided into the following sections:

- “About this fix pack”
- “Fix pack structure” on page 8
- “Installing the fix pack” on page 9
- “Documentation updates” on page 13

*Review the following sections thoroughly before installing or using this fix pack.*

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## About this fix pack

This section contains information specific for this fix pack including what has been modified or introduced, what has been fixed, product versions or components to which the fix pack applies and compatibility issues, if any.

### **Product versions and components to which the fix pack applies**

This fix pack can only be applied on top of Tivoli Dynamic Workload Console 8.4.0.

This section includes the following subsections:

- “New features introduced with this fix pack”
- “Problems fixed” on page 2
- “Known limitations and workarounds” on page 3
- “Internationalization notes” on page 7
- “Additional information” on page 7

## **New features introduced with this fix pack**

The following features have been added with this fix pack:

### **Integration with Tivoli Enterprise™ Portal**

The integration between Tivoli Dynamic Workload Console and the Tivoli Enterprise Portal that allows you to launch from the portal the Tivoli

Dynamic Workload Console to view and manage a specific instance of job or job stream selected in the portal interface.

**Note:** A problem in IBM Tivoli Monitoring prevents you from using Internet Explorer for the Tivoli Dynamic Workload Console launch in context from the Tivoli Enterprise Portal user interface. The limitation is documented in PMR number 02306,758,758.

#### *Integration with Tivoli Change and Configuration Management Database*

The capability to show on the Tivoli Dynamic Workload Console the jobs involved in the integration between Tivoli Workload Scheduler and Tivoli Change and Configuration Management Database.

**Note:** The level of Tivoli Change and Configuration Management Database that supports the integration are Version 1, Release 1, Modification 1 or later, and Version 7, Release 1, Modification 0 with the interim fix for APAR IZ12719. If you need follow these steps to get the interim fix:

1. Access the IBM Software Support web site at <http://www.ibm.com/software/support>
2. Click **Products A to Z**.
3. Click **C** and then select in the list **Tivoli Change and Configuration Management Database**.
4. Search for the maintenance package that contains APAR IZ12719 and follow the instructions for download and install it.
5. If that maintenance package does not exist yet than you can call IBM Help at 800-426-7378 and open a PMR under component ID 5724R58IA.
6. Ask to have the hotfix for APAR IZ12719

#### **View as Report**

The capability to see the results of Browse Tasks and Event Management Tasks in a lighter, report like format. This can be done by clicking on the new action **View as Report**.

#### **Workload Service Assurance**

This feature is available only for z/OS® environments. You can set user-defined critical jobs to match their SLA, with dynamic calculation of Critical Path, automatic promotion of late or long duration jobs and easy determination of "hot list" (potential risky) jobs.

**Note:** To use this feature you must install the Tivoli Workload Scheduler z/OS connector version 8.3 Fix Pack 4 or later and Tivoli Workload Scheduler for z/OS version 8.3 with APAR PK58520 or later.

## **Problems fixed**

This section lists all APARs and internal defects solved by this fix pack. For additional information about documentation APARs and internal defects refer to subsection Documentation Updates.

#### **List of APARs fixed:**

Code APARs:

- **IZ06994:** CMVC DEFECT 37259 WEBUI Z/OS: CONNECTION FAILS WITH Z/OS ENGINE
- **IZ07284:** WEBUI HANGING



- **IZ07302:** HOW TO UNPACK TDWC\_HPUX\_IA64.TAR.

This APAR fixes a problem that occurred only when installing the Tivoli Dynamic Workload Console version 8.4.0.

Documentation APARs:

- **IZ08192:** TDWC8.4 INSTALLATION AND TROUBLESHOOTING GUIDE PAGE 3 CORRECTION
- **IZ09298:** USE OF REGULAR EXPRESSIONS IN THE "PLAN FILTER CRITERIA" FIELDS

## Fixed limitations

The following are software limitations that are fixed with Tivoli Dynamic Workload Console version 8.4.0 Fix Pack 1:

- When you try to create or edit an event rule task on a shared engine, you are not allowed to provide your credentials to the engine. To access a panel where you can provide user name and password, run a task on that shared engine; then you are allowed to create or edit an event rule task on that engine. (36944)
- If you launch a report using Internet Explorer, and click on Quick Links while the report is still loading, the report loading stops, and only the report header and table of contents are displayed, without any information about jobs. (37050)
- On Windows® operating systems after having uninstalled the Tivoli Dynamic Workload Console version 8.4 with its embedded version of WebSphere® Application Server, verify that the Windows service used to start the application server has been removed too. If that Windows service still exists, either remove it manually or make sure that you use a different service ID when installing again Tivoli Dynamic Workload Console. (37410)
- If you are working with the Tivoli Dynamic Workload Console from a Mozilla Firefox browser for which you set the Italian language, the names of some buttons or keys are not translated correctly. For example, if you click on:  
Tivoli Workload Scheduler -> Traccia Carico di lavoro -> Definizione carico di lavoro -> Gestione Eventi -> Nuova regola evento

in the panel that is opened the button to confirm and proceed is named Massima instead of Vai. (37662)

## Known limitations and workarounds

The following are software limitations and workarounds that affect Tivoli Dynamic Workload Console version 8.4.0 Fix Pack 1, they include the known limitations listed in the Release Notes® for version 8.4.0, if not fixed by this fix pack:

**For installation:**

- During installation of the Tivoli Dynamic Workload Console version 8.4 on HP-UX operating systems, when you browse to a directory, click Open (or double-click on it), and return to the installation panel, the directory name appears duplicated. To proceed with the installation, delete the duplicated directory instance. (33165)
- On Solaris operating systems, after having uninstalled Tivoli Dynamic Workload Console you might see the following exception in the installation log file:

```
java.lang.NullPointerException
at com.installshield.product.service.registry.VPDef.pack
(Unknown Source)
```

If so, delete the `/root_dir/InstallShield/Universal/TDWC` directory before installing again Tivoli Dynamic Workload Console. (38106)

- When using the Launchpad on Linux® and Solaris operating systems, warning messages might appear on the standard output. These messages can be ignored because they do not indicate any malfunctioning.
- On AIX® operating systems if the LaunchPad fails to start, install the Tivoli Dynamic Workload Console in graphical mode using the wizard.

#### **Before installing the fix pack and configuring your connection to an LDAP registry**

- Read the information in the “Installation notes” on page 10 section.

#### **For uninstall:**

- On Windows operating systems, when you uninstall the Tivoli Dynamic Workload Console version 8.4 after having run one or more reports from the Web console, a warning message might be displayed saying that some files could not be deleted. These files are harmless and are replaced with a new installation. (37107)
- On Windows, if Tivoli Dynamic Workload Console is installed in a path that contains the @ character, removal might fail. (37426)

**Workaround:** Run the command as explained hereafter: for example, if Tivoli Dynamic Workload Console is installed in `C:\jdoe@ibm\IBM\TDWC`, the command to run is the following:

```
"C:\jdoe@ibm\IBM\TDWC\_jvm\jre\bin\java.exe" -cp  
"C:\jdoe@ibm\IBM\TDWC\_tdwcuninst\uninstall.jar" run
```

#### **At runtime:**

- The first time you use the search function in the Tivoli Dynamic Workload Console help it can take some time to index the whole help content before the search starts. (35489)
- When using the Tivoli Dynamic Workload Console 8.4 with a Tivoli Workload Scheduler engine version 8.3 Fix Pack 3 or higher fix pack the following can occur:
  - If you add or remove any dependencies of jobs or jobs streams, the dependency counter displayed in the task result table might show an incorrect number because it has not been properly updated with the change.
  - Occasionally, when a job that is the dependency of another job or job stream fails, its status as a dependency might be incorrectly shown as *Waiting* instead of *Unresolved*.

(36847)

- When you run from the Tivoli Dynamic Workload Console a Production Plan report on a master domain manager installed on a Windows operating system, you might experience an heavy load on the CPU of the master domain manager with 100% load peaks. In fact, running a Production Plan report is an high intensive CPU operation because it requires intensive I/O operation and CPU usage. This means that during this processing time frame, you might notice a performance slow down on the system but nevertheless the system continues to process operations. (37105)
- If the Tivoli Dynamic Workload Console version 8.4 and the Tivoli Workload Scheduler engine version 8.4 have been configured with the same LDAP user registry without leveraging the Single Sign-On (SSO) configuration, you might receive an authentication failure when testing

the connection to the engine, even if in the scheduler connection panel you provided valid user and password. If this happens, configure the WebSphere Application Server security on both the servers, specifying two different values for the LDAP server hostnames. For example, in the Tivoli Dynamic Workload Console specify the short hostname or the IP address of the LDAP server, and on the Tivoli Workload Scheduler engine specify the fully qualified hostname. (37109)

- When enabling the Single Sign-On method between the Tivoli Dynamic Workload Console and an engine, before exporting the LTPA token\_keys using the **manage\_ltpa** script, create the file in which to export the LTPA token\_keys (for example, using the command touch if you are using UNIX<sup>®</sup> operating systems). (37140)
- Suppose you have launched the **Dashboard** portlet and closed some of the engine boxes that appeared initially. The closed engine boxes might reappear after switching forth and back to other portlets. (37176)
- When exploiting the Single Sign-On mechanism, the plan selection function within the definition of the properties of an engine connection might fail with the following message:

```
AWSUI1312E There is not enough input data to connect to
        retrieve the plan list.
```

**Workaround:** To bypass this limitation fill in "User ID" and "Password" in the "Connection Profile" section before selecting the plan. Once plan has been selected, "User ID" and "Password" may be removed. (37245)

- On Windows, when starting *tdwserver* using the **startServer.bat** command, the related Windows service doesn't get started. (37290)
- Some characters, which are not supported in the installation directory field, are not listed in the error message AWSUI0009E. The complete lists of unsupported characters for that field are:

**On UNIX:**

```
The space character and { } [ ] <> $ | ? ! # * + " - \ : = ~ ' ( ) ; ,
& % ^ ` (37552)
```

**On Windows:**

```
{ } [ ] <> $ | ? ! # * + " / % ' ( ) ^ : ; , = & ` (37429)
```

- The browser **Refresh** (F5) is not supported for pages displaying the output of a task that has been run with the **View as Report** option. (38286)
- This applies only when working on z/OS engines - It is not possible to sort columns in the lists obtained as result of a FIND function and any time you try sorting an exception is logged. (38819)
- In the Tivoli Dynamic Workload Console for z/OS there is no job stream editor available to manage jobs within the job stream in a plan. As a consequence, on z/OS, there is no **Submit** and **Edit** option available within the Predefined Job Stream action.
- Occasionally, when a calendar field of a wizard panel has been set to a specific value, the field might be apparently reset to the initial value, if the active window changes.
- In the panel to manage browsed workstations, when you select Jobs from the More Actions menu, the displayed list shows all the jobs belonging to job streams defined on the selected workstation, and not just the jobs running on it.

- In z/OS environments, during task creation or editing, a few special characters might not be validated by the Tivoli Dynamic Workload Console.

As a consequence, an error might occur on the z/OS connector causing the result table of the task to be empty. This happens when the code page of the z/OS engine is not the same as the code page of the z/OS connector client. Invalid characters are those that map the hexadecimal values 0x7B, 0x5B, 0x7C in all supported EBCDIC code pages (for example #, \$, @ for IBM-37 EBCDIC codepage).

- When you run a task and obtain a result that is shorter than the number of rows specified in the user preferences, the status row might not be displayed.
- The command that stops the embedded WebSphere Application Server hosting the Tivoli Dynamic Workload Console might hang or end due to a timeout.

This can occur randomly after several days of activity. In this case it might be needed to stop the server manually. The server process ID to stop is stored in the file named `tdwc_server_name.pid` under the following directory:

```
/tdwc_install_dir/AppServer/profiles/tdwc_profile_dir/logs/tdwc_server_dir
```

- During a Tivoli Dynamic Workload Console working session, when several portlets are opened simultaneously, the performance of the Tivoli Dynamic Workload Console might progressively decrease until it hangs. In this case close and then reopen the portlet.
- When using the launch in context from the Tivoli Enterprise Portal or Tivoli Change and Configuration Management Database, if the Tivoli Workload Scheduler engine is not active no message is displayed and you are redirected to the Tivoli Dynamic Workload Console home page.

#### For event management:

- Using the event management function from the Tivoli Dynamic Workload Console, it is not possible to retrieve the internal names of the event types. If you need to find an event internal name, use the command line interface from the master where the event processor is installed. For more information about the command to use, and how to use it, refer to the utility commands chapter of the *IBM Tivoli Workload Scheduler: Reference Guide*.

#### For reporting:

- When you run a production plan report and, in the Filter Criteria panel, you select **Plans in the last days** or **Plans in the following days** the following message appears:

```
"AWSUI0831E The plan "" does not exist."
```

when there is no Symphony that matches the filter criteria.

- When you are creating a production details report, the panel displays **Current<sup>®</sup> Plan** as a default value in the **Select** plans list, even though a current plan does not exist.
- If you want to run any historical or statistics report on an Oracle database you need the "CREATE TABLE" Oracle System privilege. Thus to allow users to run reports on Oracle, the Oracle Administrator, before running the **dbgrant.sh** or **dbgrant.bat** script, should provide the new Oracle user with the "CREATE TABLE" Oracle System privilege.

## Internationalization notes

The following are software limitations and workarounds that affect the international versions of Tivoli Dynamic Workload Console version 8.4.0 Fix Pack 1, they include the known limitations listed in the Release Notes for version 8.4.0, if not fixed by this fix pack:

- Calendars do not work with the Korean interface. If you are using the Tivoli Dynamic Workload Console with a Korean interface, enter dates by typing them, without using the calendars. (36987)
- On Dashboard portlet, when you open the browser using DBCS, the title strings for bar chart and pie chart are not correctly displayed. (38671)

**Workaround:** This happens because the DBCS support has not been installed on the system. On UNIX this support should be installed by default. On Windows do the following to enable DBCS:

1. Select **Start -> Control Panel -> Regional and Language Support -> Languages**.
  2. Select **Install Files for East Asian Languages** and click **Apply**.
  3. Insert the Windows operating system installation CD to start the installation of the DBCS support.
- On the Dashboard portlet the tool-tips showing the job status percentage looks corrupted on AIX 5.3 for Simplified Chinese locale. (38673)
  - On the Dashboard portlet the graph is not shown on AIX 5.3 when using Mozilla Firefox version 1.5.0.12 for AIX. (38844)
  - Critical jobs icon is not loaded on the Dashboard portlet on AIX 5.3. (38845)
  - The Tivoli Dynamic Workload Console portlet tables appear too long on Arabic locale (ar\_AA) when using Mozilla Firefox. (38690)
  - The Tivoli Dynamic Workload Console the Launch In Context feature does not work if *cpuname* has DBCS chars (39240)

## Additional information

The following product information applies to the Tivoli Dynamic Workload Console version 8.4.0 and later. These are not limitations.

- Assuming that:
  1. You installed Tivoli Workload Scheduler for z/OS, Version 8.3 with APAR PK41519 on your z/OS server without configuring any reporting parameter.
  2. You want to connect from the Tivoli Dynamic Workload Console version 8.4 to that z/OS engine using a connection where enable reporting is not selected.

to successfully connect you must have installed the IBM Tivoli Workload Scheduler z/OS connector Version 8.3 Fix Pack 4.

- You must allow your browser to display pop-up windows to use the reporting feature.
- If you want to display CSV reports in Internet Explorer, you must configure the security settings of the browser as follows:
  1. Select **Internet Options** in the Tools menu.
  2. In the Security pane click **Custom Level**.
  3. Set the **Automatic prompting for file downloads** attribute to **Enable**.
  4. Save the change.
- When running a **select** query statement from within a **Custom SQL Report** the following syntaxes are not supported:

- Nesting **select** statements. For example, the statement:

```
select * from (select A, B from MYTABLE)
```

is not supported.

- Using mathematical operands when columns are specified. For example, the statement:

```
select user_login, workstation_name, sum(total_cpu_time) as
       Sum_cpu_time from mdl.job_history_v group
       by user_login, workstation_name
```

is not supported, while it is supported the following statement:

```
select sum(total_cpu_time) as Sum_cpu_time from mdl.job_history_v
```

- Using more than one mathematical operand within the same **select** query statement.

If you run a **select** containing one of these syntaxes the result is empty and no error is displayed. If you run a **Verify** action on a **select** using one of this syntaxes no error is displayed and the **Verify** ends successfully. (39913)

- If you use a version of Microsoft® Excel that does not support UTF8 charset to open CSV reports the content of the file looks corrupted. You can bypass this problem by using a more recent version of Excel, such as that contained in the Microsoft Office 2007, and following these steps to open the file:
  1. Save the extracted CSV report.
  2. Open Microsoft Excel.
  3. In the **Data** menu entry select **Import External Data** and then **Import Data**.
  4. Select the CSV file saved and click **Open**.
  5. In the field File Origin select UTF8.
- On Microsoft Internet Explorer version 7.0 you must specify the following settings to work with Tivoli Dynamic Workload Console version 8.4 CSV reports:
  1. In the **Tools** menu entry select **Internet Options**.
  2. Click on **Advanced** and select **Security Options**.
  3. Deselect **Do not save encrypted pages to disk**.

## Fix pack structure

This section describes the structure of the images contained in this fix pack.

It is divided into the following topics:

- “Fix pack structure in the installation CDs”
- “Fix pack files available via FTP on Passport Advantage” on page 9

### Fix pack structure in the installation CDs

This is the structure of the content of the CDs contained in this fix pack:

```
+---WEBUI
|
|   +---operating_system
|   |
|   |   +---keyStores
|   |   |
|   |   +---ResponseFiles
|   |   |
|   |   +---scripts
|   |   |
|   |   +---war
```

```

|
| +---WAS
| |   |
| |   +---ISC
| |
| +---wastools
| |
| +---xml
| |
| setup_file

```

where:

*operating\_system*

It is the name of the supported operating system the CD applies to.

*setup\_file*

It is the file that must be invoked to start the installation.

## Fix pack files available via FTP on Passport Advantage

This is the structure of the fix pack on Passport Advantage®:

```

+---8.4.0-TIV-TDWC-FP0001.README (this file)
|
+---8.4.0-TIV-TDWC-FP0001.VSR
|
+---AIX
|   8.4.0-TIV-TDWC-FP0001.TAR
|
+---HPUX
|   8.4.0-TIV-TDWC-FP0001.TAR
|
+---HPUX_IA64
|   8.4.0-TIV-TDWC-FP0001.TAR
|
+---LNX_I386
|   8.4.0-TIV-TDWC-FP0001.TAR
|
+---LNX_PPC
|   8.4.0-TIV-TDWC-FP0001.TAR
|
+---LNX_S390
|   8.4.0-TIV-TDWC-FP0001.TAR
|
+---LNX_X86_64
|   8.4.0-TIV-TDWC-FP0001.TAR
|
+---SOL_I386
|   8.4.0-TIV-TDWC-FP0001.TAR
|
+---SOLARIS
|   8.4.0-TIV-TDWC-FP0001.TAR
|
+---WIN
|   8.4.0-TIV-TDWC-FP0001.ZIP
|
+---WIN_X86_64
|   8.4.0-TIV-TDWC-FP0001.ZIP
|

```

---

## Installing the fix pack

This section describes how to upgrade the Tivoli Dynamic Workload Console Version 8.4.0 to Fix Pack 1.



The installation procedure described in the next sections is valid for all supported platforms and regardless whether the Tivoli Dynamic Workload Console Version 8.4.0 is installed on an external WebSphere Application Server or on its own embedded version of WebSphere Application Server.

Before starting the installation check that the Tivoli Dynamic Workload Console is active.

Make sure that no user is connected to the Tivoli Dynamic Workload Console at installation time to prevent the data related to his working session from being unsaved.

The section is divided into the following subsections:

- “Installation notes”
- “Interoperability updates” on page 11
- “Disk space requirements” on page 11
- “Installing using the ISMP wizard” on page 11
- “Installing using the ISMP silent installation” on page 12
- “Additional installation instructions” on page 12
- “Installation log files” on page 12

## Installation notes

***Read this section thoroughly before installing this fix pack.***

- Before installing either the Tivoli Dynamic Workload Console version 8.4.0 or this fix pack on an UNIX system make sure that the *umask* is set to 022. Run from a command prompt the command *umask* to see which is the value set on the system and, if it is different from 022, modify it by running:  

```
umask 022
```
- During the Tivoli Dynamic Workload Console Version 8.4.0 to Fix Pack 1 installation, the Integrated Solutions Console is upgraded to version Advanced Edition 7.1.0.2. If you have already installed Integrated Solutions Console Advanced Edition version 7.1.0.2 this step is skipped.
- If you plan to communicate from the Tivoli Dynamic Workload Console version 8.4 to Tivoli Workload Scheduler, Version 8.3 Fix Pack 3, you must install an interim fix on top of Tivoli Workload Scheduler, Version 8.3 Fix Pack 3.
- Ignore the error message about WAS patch TFPK47675 written in the installation log files. (38758)
- When installing this fix pack using the wizard, the embedded version of WebSphere Application Server version 6.1.0.9 is updated but the message says that it is being installed. (39875)
- If you installed Tivoli Dynamic Workload Console version 8.4.0 on a Windows operating systems and:
  - You want to configure your Tivoli Dynamic Workload Console to use an LDAP user registry.
  - Your LDAP server is not the active directory domain controller managing the system where the Tivoli Dynamic Workload Console is installed.
  - You configured the Tivoli Dynamic Workload Console version 8.4.0 to start and stop as a Windows service.

then run the following steps before installing the fix pack:

1. Run **stopWas.bat**.



2. Copy the SecurityProps\_TEMPLATE.properties to a new file *my\_file.properties*.
3. Edit *my\_file.properties* specifying your LDAP configuration settings.
4. Update your security properties with the LDAP configuration settings by running:

```
changeSecurityProperties.bat my_file.properties
```

5. Run **updateWasService.bat** as follows:

```
$install_dir\wastools>updateWasService.bat
                        -userid tdwc_userid
                        -password tdwc_password
                        -wasuser wasuser
                        -waspassword waspassword
```

where:

*tdwc\_userid*

Is the operating system user ID that starts and stops Tivoli Dynamic Workload Console.

*tdwc\_password*

Is the password of the operating system user that starts and stops Tivoli Dynamic Workload Console.

*wasuser*

Is the LDAP uid.

*waspassword*

Is the LDAP password.

6. Run **startWas.bat**.
7. Install Tivoli Dynamic Workload Console version 8.4.0 Fix Pack 1.

You find additional details about the steps described in the *Troubleshooting* chapter of the *Tivoli Dynamic Workload Console Installation and Troubleshooting Guide version 8.4.0*.

## Interoperability updates

Tivoli Dynamic Workload Console version 8.4.0 Fix Pack 1 supports all product versions indicated in the Tivoli Dynamic Workload Console version 8.4.0 Release Notes and, in addition to that it supports also the following:

- Tivoli Workload Scheduler version 8.4.0 Fix Pack 1
- Tivoli Workload Scheduler version 8.3.0 Fix Pack 4
- Tivoli Workload Scheduler z/OS connector version 8.3.0 Fix Pack 4

## Disk space requirements

Regardless whether you installed the Tivoli Dynamic Workload Console version 8.4.0 on its Embedded Version of WebSphere Application Server or on an existing WebSphere Application Server, the disk space required to install this fix pack is the following:

- At least 100 MB free disk space in the installation directory.
- At least 350 MB free disk space in the directory of the WebSphere Application Server profile hosting the Tivoli Dynamic Workload Console.

## Installing using the ISMP wizard

Follow these steps to install the Fix Pack using the wizard:

1. Choose one of the following:

- Insert the CD that is related to your operating system;
- Download the specific TAR or ZIP file for the operating system and unpack it. If you are installing on a UNIX operating system run the following command:

```
chmod -R 755 <imagesDir>
```

2. Depending on the type of operating system run:

**On Windows:**

```
setup.exe
```

**On UNIX:**

```
./setup.bin
```

to start the wizard and follow the instructions provided on the screen. The input data you are required to provide are:

- The user ID and password of the administrator of the WebSphere Application Server where the Tivoli Dynamic Workload Console resides.
- If you are upgrading an instance of Tivoli Dynamic Workload Console installed on an external WebSphere Application Server you are also required to specify the path to the UpdateInstaller wizard. For more information on UpdateInstaller refer to the IBM WebSphere Application Server official documentation.

3. The installation starts.
4. As the installation completes click **Finish** to exit.

## Installing using the ISMP silent installation

An alternative way to use the graphical installation is the silent installation. The silent installation requires the customization of a response file. A sample response file is available on all CDs, in the ResponseFiles directory.

Run the following command from the path where the **setup** file is located to start the installation in silent mode:

- **On Windows:**

```
setup.exe -silent -options response_file_name
```

- **On UNIX:**

```
./setup.bin -silent -options response_file_name
```

where *response\_file\_name* is the full path name of the response file you customized with your environment settings.

No additional keywords are added to the response file with this fix pack.

## Additional installation instructions

If the fix pack installation fails, rerun the installation to complete it. For additional help or information contact the IBM Software Support.

## Installation log files

The following are the installation log files where you can see the details about the status of the fix pack installation for the master domain manager, backup master domain manager, Fault-Tolerant Agent and connector:

- Log file for Tivoli Dynamic Workload Console installation.

**On Windows:**

```
%TEMP%/tdwinstall.log
```

**On UNIX:**

`$TMPDIR/tdwinstall.log`

- Trace file containing the information about the configuration procedures stored during the installation phase.

**On Windows:**

`%TEMP%/tdwc84/wsadmin.log`

**On UNIX:**

`$TMPDIR/tdwc84/wsadmin.log`

- The Tivoli Dynamic Workload Console log file containing the details about the installation errors reported in the `tdwinstall.log` file. The numeric value *nnnn* is automatically assigned at installation time.

Access the `tdwinstall.log` file to read the filename of the `securityConfignnnn.log` file.

**On Windows:**

`%TEMP%/securityConfignnnn.log`

**On UNIX:**

`$TMPDIR/securityConfignnnn.log`

If the variable `$TMPDIR` is not set on the UNIX system then the default `/tmp` is assumed.

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## Documentation updates

The following documentation has been refreshed with this fix pack:

**Tivoli Dynamic Workload Console: Installation and Troubleshooting guide**

You find the updated guide available online in the IBM Tivoli Workload Scheduler Information Center. These are the highest impact changes that were applied:

- A general reorganization of the information has been made to improve the easiness of use of the guide.
- Chapter 2. Configuration:  
The subsection describing the Single Sign-On configuration has been reworked.

**Note:** Changed or added text with respect to the previous version is marked in the left margin by the number of the fix pack. For example, 1 to refer to Fix Pack 1.

**Online help**

You find the updated online help available on the Tivoli Dynamic Workload Console user interface after having successfully installed the fix pack. These are the highest impact changes that were applied:

- An initial reorganization of the online help structure has been applied on some topics.
- The help has been reworked to reflect the modifications applied to the reporting subtree.
- A new topic has been added to describe the **View as report** function.
- A new topic has been added to describe the **Workload Service Assurance** function.



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## Chapter 2. Contacting IBM Software Support

Before contacting IBM Software Support with a problem, refer to the IBM Software Support site by accessing the following Web address:

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

To access Tivoli support, click the Tivoli support link at the bottom right of the page.

If you want to contact IBM Software Support, see the *IBM Software Support Guide* at the following Web site:

<http://techsupport.services.ibm.com/guides/handbook.html>

The guide provides information about how to contact IBM Software Support, depending on the severity of your problem, and the following information:

- Registration and eligibility.
- Telephone numbers, depending on the country in which you are located.
- Information you must have before contacting IBM Software Support.



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