Limitations and Workarounds Supplement

Version 5.1.0 (Revised April 2003)
IBM Tivoli Monitoring for Databases: DB2

Limitations and Workarounds Supplement

Version 5.1.0 (Revised April 2003)
Note
Before using this information and the product it supports, read the information in “Notices” on page 9.

This edition applies to Version 5.1.0 of IBM Tivoli Monitoring for Databases: DB2 and to all subsequent releases and modifications until otherwise indicated in new editions.

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Limitations and workarounds

This supplement provides the latest information about known product limitations and workarounds. IBM updates the Limitations and Workarounds Supplement as needed at the Tivoli Information Center Web site to ensure that the information is current. On the Web page, select the name of the product you want to reference to access the supplement and other Tivoli product documentation:

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

The following sections of this supplement contain the limitations and workarounds information:

- Installation limitations and workarounds
- Other limitations and workarounds
- Additional information on specific limitations and workarounds

Installation limitations and workarounds

Table 1 contains a list of the known limitations for IBM Tivoli Monitoring for Databases: DB2 that you might experience during the installation process and describes the applicable workaround for each limitation. The information in the table is presented in the following categories: Installation limitations, Internationalization limitations, Documentation limitation, Patch limitations, and DB2 limitations.

Table 1. Installation limitations and workarounds

<table>
<thead>
<tr>
<th>Installation limitations</th>
<th>Workarounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>You must install Tivoli Management Framework 3.7.1 patch 3.7.1-TMF-0087. This patch is required for all components of IBM Tivoli Monitoring for Databases, Version 5.1.0 on all platforms.</td>
<td>Change how you mount the CDs. In many cases, you can use the <code>pfs_mount</code> command to mount the CD. See the Hewlett-Packard Company Web site for information. The Patch Database in the Hewlett-Packard IT Resource Center has information for some operating system versions. The release notes for HP-UX 10.x systems also provide information.</td>
</tr>
<tr>
<td>Some HP-UX operating systems might fail to find long file names on the installation CDs for this product. These systems cannot process the Rock Ridge extensions that are used to write the product CDs.</td>
<td>Ensure that you have installed the following required patch for Tivoli Enterprise Data Warehouse: 1.1-TDW-0005E. Note: The 1.1-TDW-0005E fix pack is superseded by 1.1-TDW-FP02 (TEDW 1.1 Fix Pack 2) when that fix pack becomes available.</td>
</tr>
<tr>
<td>When you perform the “Installing files to enable Tivoli Enterprise Data Warehouse” procedure, you might see the following message: CDWIA0002W General errors were detected. Review the installation logs to ensure that messages indicate conditions that are acceptable.</td>
<td>Mount the installation media in the CD drive of the Tivoli management region computer on which you are installing the product.</td>
</tr>
<tr>
<td>When you run the installer in an interconnected Tivoli management region, the installation stops if you try to install the software on another Tivoli management region computer.</td>
<td></td>
</tr>
<tr>
<td>Installation limitations</td>
<td>Workarounds</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| An installation can fail and yield an unusable Tivoli environment. | Observe the following precautions when you use the installer and configure the Tivoli environment:  
  - As instructed in the installation guide, you should back up the Tivoli environment before and after installation so if you encounter a problem, you can use the backup copy to restore the environment to a known state.  
  - **Do not** install the product while you or others are performing other configuration procedures. If a problem occurs during a scenario in which you are simultaneously installing and configuring, the configuration changes are rolled back to their original state when you restore the object database. |

When you run the installer on UNIX, a Java exception message like the following might display in the terminal session used to launch the installer:  
Exception occurred during event dispatching:  
java.lang.NullPointerException . . .  
See “Java exception that the installer displays” on page 6 for a complete sample of this Java exception message. | You can ignore this exception. The installer continues to run. |

**Internationalization limitations**  
The installer reports failure of installation of language support packs for the Tivoli Management Framework, Version 3.7.1 component of the product.  
After installation is complete, manually install the language pack or packs for Tivoli Management Framework, Version 3.7.1. Use the Tivoli desktop or `winstall` command, as described in the “Installing IBM Tivoli Language Support for this product” procedure of the installation and setup guide. |

When you run the installer on HP-UX systems in the Traditional Chinese locale, the installer might fail to display text if required fonts are not available.  
Hewlett-Packard Company recommends that specific patches be installed for double-byte character set (DBCS) locales for the Hewlett-Packard Java runtime environment, Version 1.3.1 to work:  
- **Common**: PHSS_25091 (for 11.0) or PHSS_25092 (for 11i)  
- **Japanese**: PHSS_26972 (for 11.0) or PHSS_26971 (for 11i)  
- **Korean**: PHSS_26974 (for 11.0) or PHSS_26973 (for 11i)  
- **Simple-Chinese**: PHSS_26976 (for 11.0) or PHSS_24975 (for 11i)  
- **Traditional Chinese**: PHSS_24937 (for 11.0) or PHSS_26977 (for 11i)  
If you install patches required by the Hewlett-Packard Company and the problem persists, run the installer in English. |

When you apply the Japanese language pack to resource models using the `wdrm -addcat` command, the event description becomes blank in the Tivoli Business Systems Management console, even if the event description is displayed correctly in the Tivoli Enterprise Console (Defect 156513). | Do not apply the Japanese language pack. |

**Documentation limitations**
<table>
<thead>
<tr>
<th>Installation limitations</th>
<th>Workarounds</th>
</tr>
</thead>
</table>
| The tables that list required and optional software fail to state that the IBM Tivoli Monitoring, Version 5.1.1, warehouse pack is required to enable Tivoli Enterprise Data Warehouse for this product. | The next revision of the *IBM Tivoli Monitoring for Databases Installation and Setup Guide* should list the requirement for this enablement software in the following places:  
- In the required and optional software section of Chapter 3, “Pre-installation”.  
- In the table that lists patches for the required and optional software in the “Patches” appendix of the installation and setup guide.                                                                                           |
| The documentation incorrectly states that patch 1.1-TDW-002 applies to Tivoli Enterprise Data Warehouse and to IBM DB2. However, the patch applies only to IBM DB2. The installation of DB2 is required by Tivoli Enterprise Data Warehouse. | The next revision of the *IBM Tivoli Monitoring for Databases Installation and Setup Guide* should correctly state the patch requirement in the following places:  
- In the required and optional software section of Chapter 3, “Pre-installation”.  
- In the table that lists patches for the required and optional software in the “Patches” appendix of the installation and setup guide.                                                                                           |
| The "Installing files to enable Tivoli Enterprise Data Warehouse" procedure mentions a script for installing the files on UNIX. This procedure covers installation only on Windows, so the UNIX information in Step 2 is not relevant. | The next revision of the *IBM Tivoli Monitoring for Databases Installation and Setup Guide* should include this update in Step 2 of the procedure.  
See the procedures in *Installing and Configuring Tivoli Enterprise Data Warehouse, Version 1, Release 1, Guide* for information on UNIX installations.                                                                                                      |

**Patch limitations**

<table>
<thead>
<tr>
<th>Limitations and workarounds</th>
<th>Workarounds</th>
</tr>
</thead>
</table>
| When you use the command line interface or the Tivoli desktop to install the product manually, local object dispatchers must be restarted after you install either of the following items:  
- The patch for upgrading the Tivoli Management Framework to Version 3.7.1  
- Patches 3.7.1-TMF-0073 and 3.7.1-TMF-0087 | Run the following series of commands to restart the local object dispatchers:  
`odadmin shutdown clients`  
`odadmin reexec 1`  
`odadmin start clients`                                                                                                                                                                                                                                                                                                                                                                                                                  |

**DB2 limitations**

<table>
<thead>
<tr>
<th>Limitations and workarounds</th>
<th>Workarounds</th>
</tr>
</thead>
</table>
| The product installation of an IBM Tivoli Monitoring for Databases: DB2, Version 5.1.0 on a managed node in a Tivoli management region that you upgraded from Tivoli Monitoring for Databases, Version 2.1.0, fails with the following error:  
This product has been subsumed by "IBM Tivoli Monitoring for Databases, Version 5.1.0 - DB2 upgrade". Please install with the media that matches. | For workaround details, see the following IBM Tivoli software support Web site:  

**Other limitations and workarounds**

Table 2 contains a list of the known limitations for IBM Tivoli Monitoring for Databases: DB2 that you might experience outside of the installation process and describes the applicable workaround for each limitation. The information in the table is presented in the following categories: General, IBM Tivoli Monitoring product, Internationalization, Documentation, and Patch.
<table>
<thead>
<tr>
<th>Limitations</th>
<th>Workarounds</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td></td>
</tr>
<tr>
<td>The Table Apply Replication resource model fails with an error due to an IBM Tivoli Monitoring defect.</td>
<td>None</td>
</tr>
<tr>
<td>Running the DB2 Table Activity resource model may cause high resource usage when run on a frequent cycle.</td>
<td>Do not decrease the cycle time less than the default of 1800 seconds.</td>
</tr>
<tr>
<td>On a Windows endpoint, the monitoring agent does not start if the db2ecc password specified when creating the DB2InstanceManager object is incorrect.</td>
<td>Go to the Tivoli-DB2 Monitoring Service property on the endpoint and change the logon password to the correct password.</td>
</tr>
<tr>
<td>When running the client connectivity command, connecting from a DB2 client on a Linux endpoint fails with the following error: CTD0104E An error occurred while resolving an IP Address from hostname.</td>
<td>None</td>
</tr>
<tr>
<td>The monitoring agent on a Solaris endpoint does not start up correctly after a reboot.</td>
<td>Use the ECC_Stop_Monitoring_Agent task to manually stop the monitoring agent on the endpoint. The agent will automatically restart on its own.</td>
</tr>
<tr>
<td>Some resource models act as proxies for remote computers. These resource models do not always log the full host name for the monitored computer and might use the IP address instead. When this information is uploaded to the Tivoli Data Warehouse, the same host is recognized as two different components: an IP_HOST with the ip_address as an attribute and an IP_INTERFACE. In the ETL1 processing for IBM Tivoli Monitoring, some components are created two times; some are not created at all. The result is that these attributes are sometimes duplicated, depending on the order of creation of the two host components.</td>
<td>The fix for this problem will be included in the next fix pack for the IBM Tivoli Monitoring Warehouse Enablement Pack.</td>
</tr>
<tr>
<td>When two resource models from different IBM Tivoli Monitoring products measure data against resources that have the same parent short host name, some resources might be created in Tivoli Enterprise Data Warehouse against the wrong AWA_HOST component. AWA is the code name for a specific product. This problem occurs mainly for Proxy components (such as OS/390 hosts) that have short host names. This problem might also occur for Tivoli endpoints if IBM Tivoli Monitoring cannot send back a fully qualified host name for the endpoint.</td>
<td>The fix for this problem will be included in the next fix pack for the IBM Tivoli Monitoring Warehouse Enablement Pack.</td>
</tr>
</tbody>
</table>

**IBM Tivoli Monitoring product**
<table>
<thead>
<tr>
<th>Limitations</th>
<th>Workarounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port conflicts occur when multiple Tivoli products using IBM Tivoli Monitoring Component Services JLOG run on the same machine and use the default port (9992). If this occurs, it prevents resource models that use JLOG from running correctly and a java.net.BindException is generated in the following logs: • For IBM Tivoli Monitoring:</td>
<td>You can specify that IBM Tivoli Monitoring engine should use a different port by performing the following steps. For Windows-based systems: 1. Create a new System Environment property called &quot;JAVAPROVIDER_JVM_OPTIONS.&quot; 2. Set the value for the new property to &quot;–Djlog.logCmdPort=&lt;port&gt;&quot;, where &lt;port&gt; is a port number other than the default value (9992). To not use a port and to disable the dynamic logging feature provided by IBM Tivoli Monitoring Component Services, set –Djlog.noLogCmd=true instead of –Djlog.logCmdPort=&lt;port&gt;. 3. Restart the Windows system. For UNIX: 1. Edit the engine_launcher file in the $LCF_DATDIR/LCFNEW/Tmw2k/Unix/bin/ directory. 2. Near the end of the file, locate the java command that executes com.tivoli.dmunix.ep.agent.Main. 3. Add the following parameter: –Djlog.logCmdPort=&lt;port&gt;, where &lt;port&gt; is a port number other than the default value (9992). To not use a port and to disable the dynamic logging feature provided by IBM Tivoli Monitoring Component Services, set –Djlog.noLogCmd=true instead of –Djlog.logCmdPort=&lt;port&gt;. Note: If you clear the endpoint with the IBM Tivoli Monitoring DMEndpointUninstall task or redistribute resource models, you must update the engine_launcher script again.</td>
</tr>
<tr>
<td>You can specify that IBM Tivoli Monitoring engine should use a different port by performing the following steps. For Windows-based systems: 1. Create a new System Environment property called &quot;JAVAPROVIDER_JVM_OPTIONS.&quot; 2. Set the value for the new property to &quot;–Djlog.logCmdPort=&lt;port&gt;&quot;, where &lt;port&gt; is a port number other than the default value (9992). To not use a port and to disable the dynamic logging feature provided by IBM Tivoli Monitoring Component Services, set –Djlog.noLogCmd=true instead of –Djlog.logCmdPort=&lt;port&gt;. 3. Restart the Windows system. For UNIX: 1. Edit the engine_launcher file in the $LCF_DATDIR/LCFNEW/Tmw2k/Unix/bin/ directory. 2. Near the end of the file, locate the java command that executes com.tivoli.dmunix.ep.agent.Main. 3. Add the following parameter: –Djlog.logCmdPort=&lt;port&gt;, where &lt;port&gt; is a port number other than the default value (9992). To not use a port and to disable the dynamic logging feature provided by IBM Tivoli Monitoring Component Services, set –Djlog.noLogCmd=true instead of –Djlog.logCmdPort=&lt;port&gt;. Note: If you clear the endpoint with the IBM Tivoli Monitoring DMEndpointUninstall task or redistribute resource models, you must update the engine_launcher script again.</td>
<td></td>
</tr>
<tr>
<td>On Windows systems, changes to the Logging dialog box in the Tivoli desktop are not saved unless you perform specific steps to adjust the default settings. This limitation applies only to resource models that are added using the wdmeditprf command. If you add resource models using the Tivoli desktop, this limitation does not apply.</td>
<td>See “Saving logging changes on Windows NT systems” on page 7 for detailed workaround information.</td>
</tr>
<tr>
<td>On Windows systems, the witmsettrace command fails.</td>
<td>When running the witmsettrace command, set the Windows system PATH environment variable to include the location of the java.exe executable file.</td>
</tr>
<tr>
<td>Internationalization</td>
<td>None</td>
</tr>
<tr>
<td>Documentation</td>
<td></td>
</tr>
</tbody>
</table>
Table 2. Other limitations and workarounds (continued)

<table>
<thead>
<tr>
<th>Limitations</th>
<th>Workarounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>The data mart ETL does not populate many database level metrics in the</td>
<td>Since parallel (Enterprise-Extended Edition (EEE)) and serial (Extended Edition (EE)) products of the IBM DB2 Universal Database (UDB) database level metrics have been combined for IBM Tivoli Monitoring for Databases: DB2 warehouse reporting, these metrics appear in the CTD.F_NODE_&lt;PERIOD&gt; fact tables rather than the CTD.F_DB_&lt;PERIOD&gt; fact tables. Extended Edition databases are treated as Enterprise-Extended Edition databases with only one node, node zero. This simplifies the Extract, Load, Transform process and allows reporting on both types of databases simultaneously. Many metrics that appear in the CTD.D_DB_METRIC table will never have any values recorded in the CTD.F_DB_&lt;PERIOD&gt; table.</td>
</tr>
<tr>
<td>database fact tables as shown in the IBM Tivoli Monitoring for Databases:</td>
<td></td>
</tr>
<tr>
<td>DB2 Warehouse Enablement Pack Implementation Guide. The following is an</td>
<td></td>
</tr>
<tr>
<td>example of the fact table for the CTD Hourly Database Star Schema:</td>
<td></td>
</tr>
<tr>
<td>CTD.F_DB_Hour</td>
<td></td>
</tr>
<tr>
<td>The CTD Hourly Database Star Schema and CTD Hourly Instance Star Schema</td>
<td>The data mart uses the CTD Hourly Node Star Schema for the sample reports.</td>
</tr>
<tr>
<td>listed in section 8.4.1 of the IBM Tivoli Monitoring for Databases: DB2</td>
<td></td>
</tr>
<tr>
<td>Warehouse Enablement Pack Implementation Guide are incorrect.</td>
<td></td>
</tr>
<tr>
<td>In the IBM Tivoli Monitoring for Databases: DB2 Reference Guide, the figure</td>
<td>None</td>
</tr>
<tr>
<td>shown in the GUI data entry fields section of the ECC_Update_Admin_Configuration task is incorrect. This is on page 356 of the En</td>
<td></td>
</tr>
<tr>
<td>glish version of the publication printed from the PDF file included on the documentation CD that is shipped with the product.</td>
<td></td>
</tr>
<tr>
<td>Patch</td>
<td>None</td>
</tr>
</tbody>
</table>

Additional information on specific limitations and workarounds

If you have Tivoli Enterprise Data Warehouse installed on a Windows NT system, changes to the Logging dialog box on the Tivoli desktop are not saved. This limitation applies only to resource models that are created using the wdmeditprf command. If you add resource models using the Tivoli desktop, this limitation does not apply. This section includes descriptions and procedures regarding specific limitations and workarounds from Tables 1 and 2.

Java exception that the installer displays

The following sample message shows a harmless Java exception message that might display when you run the product installer on UNIX:

```java
Exception occurred during event dispatching:
java.lang.NullPointerException
  at java.util.Hashtable.get(Hashtable.java(Compiled Code))
  at java.awt.Component.getFontMetrics(Component.java(Compiled Code))
  at com.installshield.wizard.awt.FlowLabel.paintImpl(FlowLabel.java (Compiled Code))
  at com.installshield.wizard.awt.FlowLabel.paint(FlowLabel.java:593)
  at java.awt.GraphicsCallback$PaintCallback.run(GraphicsCallback.java:46)
  at sun.awt.RepaintArea.paint(RepaintArea.java(Compiled Code))
  at sun.awt.motif.MComponentPeer.handleEvent(MComponentPeer.java (Compiled Code))
  at java.awt.Component.dispatchEventImpl(Component.java(Compiled Code))
  at java.awt.EventQueue.dispatchEvent(EventQueue.java(Compiled Code))
  at java.awt.EventQueue.dispatchEvent(EventQueue.java(Compiled Code))
```

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Saving logging changes on Windows NT systems

Perform the following steps to save changes in the **Logging** dialog box:

1. Open the **IBM Tivoli Monitoring Profile** dialog box by doing the following:
   a. Open the Tivoli desktop.
   b. Double-click the policy region icon to display the policy region.
   c. Double-click the profile manager icon to display the profile manager.
   d. Double-click the profile icon in which you want to customize a resource model.

2. Select the resource model that you want to customize.

3. Click **Edit** to open the **Edit Resource Model** dialog box.

4. Click **Logging** to open the **Logging** dialog box.

5. Select the **Enable Data Logging** check box to enable logging.

6. Clear the **Aggregate Data** check box.

7. Select **Raw Data** or **TEDW Data**.

8. Click **Apply Changes and Close**.

After you perform this procedure, the software behaves as expected and subsequent changes to the logging parameters are saved.
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