IBM® Tivoli® Monitoring for Network Performance Version 2.1
README File
May 19, 2004
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Prerequisites

For a list of the prerequisites refer to *Planning, Installation, and Configuration for IBM Tivoli Monitoring for Network Performance*.

For a list of required APARs, refer to the *Program Directory*.

Refer to this readme file or the Preventative Service Planning (PSP) bucket to find current information related to prerequisites.
Known limitations

This section describes known limitations of the product at the time it shipped and gives details for workarounds to those limitations.

Tivoli Data Warehouse 1.2 Patch

A patch is required in some cases for IBM Tivoli Monitoring for Network Performance Warehouse Enablement Pack for Tivoli Data Warehouse 1.2. The Central Data Warehouse and Data Mart DB2 databases run on AIX, Windows 2000, z/OS or OS/390. If you installed these databases on z/OS or OS/390, and the measurement data roll-ups (from Hourly data to Daily, Weekly, Monthly, Quarterly and Yearly) do not work, you need to obtain and install TDW 1.2 patch 1.2-TDW-LA02. You can obtain this patch from IBM TDW Level 2 service.

Data Mart Configuration

The following instructions are applicable if you installed Tivoli Data Warehouse support for generating reports, and have followed instructions to install any Fix Packs and patches, but cannot view the displayed Tivoli Monitoring for Network Performance reports.

These instructions tell you how to set the Data Mart database connection in Crystal Management Console after installing and running the Tivoli Monitoring for Network Performance Warehouse Enablement Pack. To manually connect to the Data Mart database for all reports, complete this procedure after you install Tivoli Monitoring for Network Performance Warehouse Enablement Pack and the ETLs run successfully and before viewing any Tivoli Monitoring for Network Performance reports.

If these steps are not completed, you will encounter errors while viewing the reports.
1. To display the list of Tivoli Monitoring for Network Performance reports, go to Start -> Programs -> Crystal Enterprise 9 -> Crystal Launchpad -> Crystal Management Console, and click Manage Objects.
2. Click the first report.
3. Click the Database tab and do either of the following two actions:
   a. If the CDW and Data Mart database is on Windows, select Use original database logon information from the report and enter the user id and password for your MART database
   b. If the CDW and Data Mart database is on a z/OS system, select Use custom database logon information specified here and enter the user id and password for your MART database.
4. After entering the password, scroll down the page and click Update.
5. After updating the database information, click the browser Back button three times and it will take you back to the list of Tivoli Monitoring for Network Performance Reports page. Repeat Steps 2-5 for each of the rest of the reports.
6. Go to Crystal Launchpad -> ePortfolio and View the Reports. (Refer to the IBM Tivoli Monitoring for Network Performance Administrator Guide for more information on viewing reports.)
Starting the monitor when LANG is set to ja_JP

The monitor will not start if the LANG environment variable is set to ja_JP. To resolve this problem, set the LANG environment variable to C before issuing the command to start the monitor. If you are running the ksh shell, the command to set the variable is `export LANG=C`. 
Hints and tips

This section provides hints and tips for using Tivoli Monitoring for Network Performance.

How to view Warehouse Enablement Pack Implementation Guide in HTML format

The IBM Tivoli Monitoring for Network Performance, Version 2.1 Warehouse Enablement Pack, Version 1.1.0.0 Implementation Guide for Tivoli Data Warehouse,Version 1.2 is provided in both PDF and HTML formats. Both formats are included in the itmnp_etl.zip file, which is provided in the /TDW directory of the Tivoli Monitoring for Network Performance CD.

You can open the PDF file from Adobe Acrobat Reader.

To view the Guide in HTML format, do the following:
1. Unzip the files in itmnp_etl.zip.
2. Create a directory on your local drive (or you can use an existing directory).
3. Copy the ITMNP_for_TDW_html.zip file to the directory you created in Step 2 (or to an existing directory).
4. Extract all the files in ITMNP_for_TDW_html.zip to the same directory where you copied it to.
5. To view the Guide, double-click ITMNP_for_TDW.htm or open the file with a Web browser.

To view the HTML format of the Guide, the .HTM file and the .GIF graphics files must reside in the same directory.
Contacting 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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