Installing and Setting up IBM Tivoli OMEGAMON XE for WebSphere MQ on HP NonStop Kernel
Before using this information and the product it supports, read the information in “Notices” on page 63.
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Introduction

IBM® Tivoli® OMEGAMON® XE for WebSphere® MQ is a component product of the IBM Tivoli OMEGAMON XE for WebSphere Business Integration package.

The IBM Tivoli OMEGAMON XE for WebSphere MQ component product consists of these component products:

- IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring is an agent that lets you easily collect and analyze WebSphere MQ-specific data for all your remote and local queue managers from a single vantage point.
- IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration is an agent that helps you simplify the time-consuming and resource-intensive tasks of defining and managing your WebSphere MQ configuration.

*Installing and Setting up IBM Tivoli OMEGAMON XE for WebSphere MQ on HP NonStop Kernel* describes how to install IBM Tivoli OMEGAMON XE for WebSphere MQ on the HP NonStop Kernel (formerly known as Tandem NonStop Kernel) operating system.

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Who should read this guide

This guide is for IT operations staff or administrators who are responsible for the following tasks:

- Installation of applications
- Automation of tasks on the system
- Monitoring new applications
- Trouble-shooting and providing solutions for operators when they have problems
- Fine-tuning the performance of systems (by measuring system capabilities and tweaking configuration settings)

Readers should be familiar with the following topics:

- HP NonStop Kernel operating system
- IBM’s WebSphere MQ product
- The planned configuration for their OMEGAMON Platform and CandleNet Portal® environment. They should consult with their IBM Tivoli system administrator to ensure that they know where the Candle Management Server® (CMS), CandleNet Portal Servers, Candle Management Workstation® (CMW), CandleNet Portal, and the agents are to be installed.

Note: Before you can install and set up IBM Tivoli OMEGAMON XE for WebSphere MQ, you must have the OMEGAMON Platform installed and configured in your enterprise. For instructions, see “Installing and Setting up OMEGAMON Platform and CandleNet Portal on Windows and UNIX,” which is on the “OMEGAMON Platform version 360 and CandleNet Portal Documentation CD” that accompanied this component product of the IBM Tivoli OMEGAMON XE for WebSphere Business Integration package.

Document set information

This section lists publications in the IBM Tivoli OMEGAMON XE for WebSphere Business Integration version 1.1.0 Documentation CD and the OMEGAMON Platform version 360 and CandleNet Portal Documentation CD that supply information for

- installation and configuration of the IBM Tivoli OMEGAMON XE for WebSphere MQ component products on other platforms
- operation of IBM Tivoli OMEGAMON XE for WebSphere MQ component products.
- installation, configuration, and use of the prerequisite OMEGAMON Platform and CandleNet Portal component products

The documentation CDs contain the publications that are in the package’s library. The format of the publications is PDF. Refer to the readme file on the CDs for instructions on how to access the documentation.
This section also lists other useful related documents. It also describes how to access Tivoli publications online and how to order Tivoli publications.

**IBM Tivoli OMEGAMON XE for WebSphere Business Integration documentation CD**

The following are useful documents that are available in the *IBM Tivoli OMEGAMON XE for WebSphere Business Integration version 1.1.0 Documentation CD*:

- **Using IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring**, SC31-6888-00, provides information about using IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring in the CandleNet Portal interface.

- **Using IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration**, SC31-6889-00, provides information about the processes involved in preparing IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration to help you design and prototype your WebSphere MQ resources.

- **Configuring IBM Tivoli OMEGAMON XE for WebSphere Business Integration on z/OS**, SC31-6884-00, provides information about configuring and customizing IBM Tivoli OMEGAMON XE for WebSphere MQ and IBM Tivoli OMEGAMON XE for WebSphere Integration Brokers on the z/OS platform.

- **Installing and Setting up IBM Tivoli OMEGAMON XE for WebSphere Business Integration on Windows and UNIX**, SC31-6885-00, provides information about installing and setting up IBM Tivoli OMEGAMON XE for WebSphere MQ, IBM Tivoli OMEGAMON XE for WebSphere Integration Brokers, and IBM Tivoli OMEGAMON XE for WebSphere InterChange Server on the Windows and UNIX platforms.

- **Installing and Setting up IBM Tivoli OMEGAMON XE for WebSphere MQ on OS/400**, SC31-6886-00, provides information about installing and setting up IBM Tivoli OMEGAMON XE for WebSphere MQ on the OS/400 platform.

**OMEGAMON Platform and CandleNet Portal documentation CD**

The following are useful documents that are available in the *OMEGAMON Platform version 360 and CandleNet Portal Documentation CD*:

- **Administering OMEGAMON Products: CandleNet Portal**, GC32-9180, describes the support tasks and functions required for the OMEGAMON platform, including CandleNet Portal user administration.

- **Using OMEGAMON Products: CandleNet Portal**, GC32-9182, describes the features of CandleNet Portal and how best to use them with your OMEGAMON products.

- **Historical Data Collection Guide for IBM Tivoli OMEGAMON XE Products**, GC32-9429-00, describes the process of collecting historical data and either warehousing it or converting it to delimited flat files for reporting purposes.

- OMEGAMON Platform Messages manuals provide lists of descriptions that help you to interpret messages that are issued by the component products of the OMEGAMON Platform: CMS, CandleNet Portal, CMW, Warehouse Proxy, Alert Adapter for AF/REMOTE, Alert Adapter for Tivoli Enterprise Console, and Alert Emitter for Tivoli Enterprise Console on Windows and UNIX.
The following are the volumes:

- *IBM Tivoli Candle Products Messages Volume 1 (AOP-ETX)*, SC32-9416-00
- *IBM Tivoli Candle Products Messages Volume 2 (EU–KLVGM)*, SC32-9417-00
- *IBM Tivoli Candle Products Messages Volume 3 (KLVHS-KONCT)*, SC32-9418-00
- *IBM Tivoli Candle Products Messages Volume 4 (KONCV-OC)*, SC32-9419-00
- *IBM Tivoli Candle Products Messages Volume 5 (ODC–VEB and Appendixes)*, SC32-9420-00

- *Installing and Setting up OMEGAMON Platform and CandleNet Portal on Windows and UNIX*, SC32-1768-00, provides information about installing and setting up the component products of the OMEGAMON Platform: CMS, CandleNet Portal, CMW, Warehouse Proxy, Alert Adapter for AF/REMOTE, Alert Adapter for Tivoli Enterprise Console, and Alert Emitter for Tivoli Enterprise Console on Windows and UNIX.

The online glossary for the CandleNet Portal includes definitions for many of the technical terms related to OMEGAMON XE software.

**Accessing publications online**

IBM posts publications for this and all other Tivoli products, as they become available and whenever they are updated, to the Tivoli software information center Web site. Access the Tivoli software information center by first going to the Tivoli software library at the following Web address:


Scroll down and click the *Product manuals* link. In the Tivoli Technical Product Documents Alphabetical Listing window, click the IBM Tivoli OMEGAMON XE for WebSphere MQ link to access the component product’s library at the Tivoli software information center.

If you print PDF documents on other than letter-sized paper, set the option in the File -> Print window that allows Adobe Reader to print letter-sized pages on your local paper.

**Ordering publications**

You can order many Tivoli publications online at the following Web site:


You can also order by telephone by calling one of these numbers:

- In the United States: 800-879-2755
- In Canada: 800-426-4968

In other countries, see the following Web site for a list of telephone numbers:

http://www.ibm.com/software/tivoli/order-lit
Tivoli technical training

For Tivoli technical training information, refer to the following IBM Tivoli Education Web site:

http://www.ibm.com/software/tivoli/education

Support information

If you have a problem with your IBM software, you want to resolve it quickly. IBM provides the following ways for you to obtain the support you need:

- Searching knowledge bases: You can search across a large collection of known problems and workarounds, Technotes, and other information.
- Obtaining fixes: You can locate the latest fixes that are already available for your product.
- Contacting IBM Software Support: If you still cannot solve your problem, and you need to work with someone from IBM, you can use a variety of ways to contact IBM Software Support.

For more information about these three ways of resolving problems, see “Support Information” on page 57.
Documentation Conventions

Overview
This guide uses several conventions for special terms and actions, and operating system-dependent commands and paths.

Panels and figures
The panels and figures in this document are representations. Actual panels may differ.

Required blanks
The slashed-b (\) character in examples represents a required blank. The following example illustrates the location of two required blanks.

\beBA\*ServiceMonitor\b0990221161551000

Revision bars
Revision bars (|) may appear in the left margin to identify new or updated material.

Variables and literals
In examples of z/OS command syntax, uppercase letters are actual values (literals) that the user should type; lowercase letters are used for variables that represent data supplied by the user. Default values are underscored.

LOGON APPLID (cccccccc)
In the above example, you type LOGON APPLID followed by an application identifier (represented by ccccccccc) within parentheses.

Symbols
The following symbols may appear in command syntax:

Table 1. Symbols in Command Syntax

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The “or” symbol is used to denote a choice. Either the argument on the left or the argument on the right may be used. Example:</td>
</tr>
<tr>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>In this example, YES or NO may be specified.</td>
<td></td>
</tr>
<tr>
<td>[ ]</td>
<td>Denotes optional arguments. Those arguments not enclosed in square brackets are required. Example:</td>
</tr>
<tr>
<td>APPLDEST DEST [ALTDEST]</td>
<td></td>
</tr>
<tr>
<td>In this example, DEST is a required argument and ALTDEST is optional.</td>
<td></td>
</tr>
</tbody>
</table>
### Table 1. Symbols in Command Syntax

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Usage</th>
</tr>
</thead>
</table>
| `{ }` | Some documents use braces to denote required arguments, or to group arguments for clarity. Example:  
  
  ```
  COMPARE {workload} -  
  REPORT={SUMMARY | HISTOGRAM}
  ```  
  The `workload` variable is required. The `REPORT` keyword must be specified with a value of `SUMMARY` or `HISTOGRAM`. |
| `_` | Default values are underscored. Example:  
  
  ```
  COPY infile outfile - [COMPRESS={YES | NO}]
  ```  
  In this example, the `COMPRESS` keyword is optional. If specified, the only valid values are `YES` or `NO`. If omitted, the default is `YES`. |
Introduction

OMEGAMON XE operates on an enterprise-wide basis. Its component products run on various machines on various operating system platforms networked together through one of three network protocols. Moreover, the individuals who install or upgrade OMEGAMON XE and its prerequisite software are often geographically-dispersed. For these reasons, ensuring the successful installation of OMEGAMON XE requires coordination, planning, and preparation.

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What Are OMEGAMON XE and OMEGAMON DE?

What OMEGAMON XE does

OMEGAMON XE is a suite of IBM Tivoli products that monitor and manage system and network applications on a variety of platforms. These products keep track of the availability and performance of all parts of your enterprise from one or more designated workstations, and provide reports you can use to track trends and troubleshoot problems.

How you can use OMEGAMON XE

You can use OMEGAMON XE to:

- Create situations (conditions to test when monitoring).
- Establish performance thresholds, and raise alerts when thresholds are exceeded or values are matched.
- Trace the causes leading up to an alert.
- Create and send commands to systems in your managed enterprise by means of the Take Action feature.
- Create comprehensive reports about system conditions.
- Define your own queries, using the attributes from an installed agent or from an ODBC-compliant data source, to monitor conditions of particular interest.

Component products of the OMEGAMON XE platform

The client, server, and agent implementation includes:

- A client, CandleNet Portal, with a Java-based user interface for viewing and monitoring your enterprise. CandleNet Portal offers two modes of operation: desktop and browser.
- A CandleNet Portal Server, placed between the client and the CMS, that enables retrieval, manipulation, and analysis of data from the agents. The CandleNet Portal Server is the central repository for all user data.
- A CMS, which acts as a collection and control point for alerts received from the agents, and collects their performance and availability data. It also serves as a repository for historical data. The CMS runs on z/OS, UNIX, Windows XP Professional Edition, Windows 2000, or Windows 2003 Server.
- Agents installed on the systems or subsystems you want to monitor. These agents collect and distribute data to a CMS.
- (if necessary) A CMW, required primarily for the maintenance task of removing obsolete managed systems from the user interface. Although the CandleNet Portal client replaces the CMW as the user interface for your IBM Tivoli monitored environment, the CMW still offers some features not otherwise available, such as the Universal Message Console and the Policy Microscope.
What OMEGAMON DE does

OMEGAMON DE offers a dashboard view of your enterprise. It gives you a single point of control for managing the resources your business-critical applications rely on, including a range of operating systems, servers, databases, mainframes, and Web components. For example, a typical IT network might have a Web server running on Windows, an application server running on UNIX, a database on z/OS, and a transaction processor on CICS® on the mainframe. OMEGAMON DE brings all these views together in a single window, so you can see when any component is not working as expected.

What CandleNet Portal does

Running on Windows XP Professional Edition, Windows 2000, or Windows 2003 Server, CandleNet Portal is the interface into your OMEGAMON XE products. In the same way you use your browser home page as a starting point for navigating the Internet, you use CandleNet Portal to get a high-level overview of your network environment. One section of the window displays the Navigator, a tree-like view of your monitored network, with alert icons that appear when problems arise. The rest of the window is filled with views pertinent to the chosen item in the Navigator tree. From the top level or from your home workspace, you can navigate to specific locations to check activity and investigate problems.

Two modes of operation

- Desktop mode, whereby the CandleNet Portal client is installed on your workstation and runs as a desktop application.
Browser mode, whereby you can start CandleNet Portal from your browser, at which time the thin client software is downloaded to your system and thereafter only for software updates.

When using CandleNet Portal in browser mode, you can start it from any workstation by entering the web server URL.

**CandleNet Portal components**

CandleNet Portal includes its own server and two types of client interface components. Here is a brief description of the components you can install at your site.

- **CandleNet Portal Server**: The CandleNet Portal Server communicates directly with your hub CMS. Install at least one CandleNet Portal Server in your network to deploy CandleNet Portal.

- **CandleNet Portal browser client interface (automatically installed with CandleNet Portal)**: In your Internet browser, to start CandleNet Portal browser mode, you can enter the URL for a specific CandleNet Portal browser client installed on your Web server.

- **CandleNet Portal desktop client interface**: The installation choice labeled “CandleNet Portal Client (Desktop Edition)” installs a Java-based graphical user interface on a Windows workstation. Once the desktop client is installed and configured, you can use it to start CandleNet Portal in desktop mode.

**What the agents do**

The agents are the data collectors. The agents monitor systems, subsystems, or applications, collect data, and pass the data to CandleNet Portal or the CMW through the CMS. The agents pass commands from the user to the system, subsystem, or application. An agent interacts with a single system or application and, in most cases, resides on the same machine where the system or application is running.

Types of agents include:

- **Monitoring agents**

  These agents collect performance and analysis data for many systems (such as UNIX), subsystems (such as WebSphere), and applications (such as R/3).

- **Alert adapters**

  These agents monitor non-IBM-Tivoli monitoring products for a remote system, subsystem, or application, and relay alert information to the CMS. Sources of alerts include console and message logs, network-management products, and system-management products. An alert adapter also may have an alert emitter feature that can export IBM Tivoli alerts to a non-IBM-Tivoli monitoring product.

- **Alert emitters**

  These agents monitor events (that is, exceptions) from any product running under control of the CMS and, if applicable, relay them to the monitored system, subsystem, or application for corrective action.
What Are OMEGAMON XE and OMEGAMON DE?

- **Gateways**

  These agents communicate events to a management application running on a supported platform using a network service. Examples include the SNMP gateways, which communicate events to an SNMP management application running on AIX® or Windows.

  Agents run on z/OS, UNIX, Windows XP Professional Edition, Windows 2000, Windows 2003 Server, HP NonStop Kernel, and OS/400; however, not all agents are supported on all platforms.

**CMS**

The CMS can run as a stand-alone server, or as a remote server in a hierarchy of servers that report to a master server called the hub CMS. A CMS can be installed on UNIX, z/OS, Windows XP Professional Edition, Windows 2000, or Windows 2003 Server.

**Hub CMS**

The hub CMS serves as the focal point for managing your environment. The hub CMS may receive data from:

- Agents running on the same or remote systems.
- Other CMSs running as remote servers in a hierarchical configuration.

Depending on the complexity of your environment, the number of agents you install, and the amount of data you choose to collect, a single CMS may be all that you need. Or, you may want to configure a hierarchical set of CMSs where remote CMSs report to a hub CMS to distribute the activity.

**Remote CMSs**

If large amounts of network data are to be collected, excessive traffic can be minimized with the installation of remote CMSs which collect data from the agent and forward it to the hub CMS. Each remote CMS must reside on its own machine and have a unique CMS name (node), but the architectures of various remote CMSs may differ from each other as well as from the hub CMS.
What Are OMEGAMON XE and OMEGAMON DE?

Figure 2. Configuration Including a Remote CMS
Component Products in This Package

What IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring does

IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring is an agent that enables you to collect and analyze WebSphere MQ data for all your remote and local queue managers from a single vantage point, thereby providing all the information you need to manage your WebSphere MQ environment effectively.

IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring obtains its information by writing WebSphere MQ query commands to the WebSphere MQ command server. It makes available the following information, on both a real-time or historical (persistent) basis:

- Queue Manager Status
- Queue Definitions and Statistics
- Channel Definitions and Performance Data
- WebSphere MQ Events

What IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration does

IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration is an agent that enables you to create and configure WebSphere MQ queue managers across your enterprise.

IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration enables you to:

- Design the WebSphere MQ environment for your entire network, including queue managers, queues, channels, and processes. You can then prototype and implement your design.
- Reconfigure all or part of your existing WebSphere MQ environment by modifying the prototypes upon which it is based.
- Use existing WebSphere MQ components to create prototypes for IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration, which you can then use to build other WebSphere MQ components exactly like the first.
- Group queue managers into collections known as configured system groups, enabling you to perform operations upon all members of a group by applying just one action.
- Group other resources (such as queues, channels, or processes) into collections known as resource groups, enabling you to perform operations upon all members of a group by applying just one action.
- Copy or move components in your WebSphere MQ environment to another part of your network, or delete them. For example, you can copy a queue manager and all its objects from one workstation to another, thereby ensuring parallel configurations.
- Quickly and automatically define channels and transmission queues between queue managers.
IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration stores all information about your WebSphere MQ environment, including your prototypes, in a special database called the Configuration Database.
Step 1. Checking for Prerequisite Component Products from Other IBM Tivoli Packages and Determining Where to Install the Agents

Purpose of this step
This step ensures that new and existing customers install and configure their CMS, CandleNet Portal, CMW, and CMA (agent) Framework before they do so for the agents. This step ensures that you know where (on which operating systems and which machines) to install IBM Tivoli OMEGAMON XE for WebSphere MQ.

Procedure
Of the component products required to successfully run the IBM Tivoli OMEGAMON XE for WebSphere Business Integration package, only IBM Tivoli OMEGAMON XE for WebSphere MQ is currently supported on the HP NonStop Kernel platform.


Note: While the prerequisite OMEGAMON Platform and CandleNet Portal component products may support a firewall configuration on some supported operating systems, they do not support a firewall on HP NonStop Kernel.

1. Install and configure the prerequisite OMEGAMON Platform and CandleNet Portal. This needs to be performed before you attempt to install and configure IBM Tivoli OMEGAMON XE for WebSphere MQ. Follow the directions in the following guides:
   - Installing and Setting up OMEGAMON Platform and CandleNet Portal on Windows and UNIX
   - Configuring Candle Management Server on z/OS

2. Determine where your WebSphere MQ application is running.
   This is where you must install IBM Tivoli OMEGAMON XE for WebSphere MQ.
Step 2. Checking Other Prerequisites

Purpose of this step

This step ensures that prerequisites are in place for installing IBM Tivoli OMEGAMON XE for WebSphere MQ.

Procedure

Review the prerequisites below and verify that your site is in compliance.

Network communications

Your site must be using Transmission Control Protocol/Internet Protocol (TCP/IP) for network communication. IBM Tivoli OMEGAMON XE for WebSphere MQ does not support SNA on the HP NonStop Kernel platform.

TCP/IP network services such as NIS, DNS, and the /etc/hosts file should be configured to return the fully qualified hostname of the CMS and the agents (for example: #HostName.ibm.com). This configuration minimizes the risk of inconsistent values being returned for the hostname.

WebSphere MQ

Your site must have installed WebSphere MQ for HP NonStop Kernel (version 5.1).

The instructions in this guide assume that WebSphere MQ default objects, such as SYSTEM.DEFAULT.MODEL.QUEUE, exist. If they do not currently exist in your environment, you must create them before attempting to start the agents.

If you wish to monitor WebSphere MQ events, use the appropriate WebSphere MQ command to ensure that the following WebSphere MQ parameters are enabled (refer to your WebSphere MQ documentation if necessary):

- INHIBTEV
- LOCALEV
- PERFMEV
- REMOTEEV
- STRSTPEV

Hardware

Your site must have installed NonStop Himalaya machines in the K-series or S-series hardware range (for example: K2000, K10000, S7000, S74000).

Software

Your site must be running HP NonStop Kernel operating system in the D-series or G-series (for example: D20, D30, D40, G03, G06).
**Release media**

The software that comprises IBM Tivoli OMEGAMON XE for WebSphere MQ is released either on tape cartridge in 36-track format or as an archive file (ARCCCMQ). If you plan to install from the archive file, you must have the UNPAK utility.

UNPAK is a shareware utility (not supported by IBM Tivoli) available on the Internet.

The utility must reside in a location that is in the default search path for the group, user performing the installation (MQM.MANAGER).

**Accounts**

IBM Tivoli OMEGAMON XE for WebSphere MQ must be installed and executed under the MQM.MANAGER account.

**Additional utilities**

The following standard HP NonStop Kernel utilities are used during installation and should be installed on your machine:

- TACL
- EDIT or TEDIT
- RESTORE/BACKUP or PAK/UNPAK
- ENSCRIBE
- PATHWAY
- PERUSE/SPOOLCOM
Step 3. Checking Limitations of Component Products

Purpose of this step

This step ensures that you are aware of a limitation in configuring your OMEGAMON XE environment.

Procedure

Note the following limitation as you plan your configuration:

- IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration does not support a hot-standby CMS.
Step 4. Completing the Installation Worksheet

Purpose of this step

This step assists you in compiling site-specific values that must be supplied during installation, such as the version of WebSphere MQ that you are running, the name of your CMS, and the name of the volume where you will install the agents.

Procedure

For each of the variables on the worksheet below, enter the corresponding value used at your site.

Table 2. Installation Worksheet

<table>
<thead>
<tr>
<th>Variable Description</th>
<th>Default or Symbolic Value</th>
<th>Your Site-Specific Value ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>The version of WebSphere MQ that your site is running</td>
<td>5.1</td>
<td></td>
</tr>
<tr>
<td>The logical name of your tape drive.</td>
<td>$tape</td>
<td></td>
</tr>
<tr>
<td>The name of a scratch volume where you will restore the installation script.</td>
<td>$scratch</td>
<td></td>
</tr>
<tr>
<td>The name of the target volume where the IBM Tivoli OMEGAMON XE for WebSphere MQ software will reside.</td>
<td>$VOL</td>
<td></td>
</tr>
<tr>
<td>The name of the subvolume where the IBM Tivoli OMEGAMON XE for WebSphere MQ executables will reside.</td>
<td>CCMQEXE</td>
<td></td>
</tr>
<tr>
<td>The name of the subvolume where the IBM Tivoli OMEGAMON XE for WebSphere MQ configuration and log files will reside.</td>
<td>CCMQDAT</td>
<td></td>
</tr>
<tr>
<td>The machine name (hostname) of the hub CMS.</td>
<td>CMSHOSTNAME</td>
<td></td>
</tr>
<tr>
<td>The listening port for IBM Tivoli OMEGAMON XE for WebSphere MQ and the CMS</td>
<td>(2 135 1918)</td>
<td>IBM strongly recommends that you retain the default value.</td>
</tr>
</tbody>
</table>
### Table 2. Installation Worksheet (continued)

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>The name of the PATHMON process where IBM Tivoli OMEGAMON XE for WebSphere MQ will run.</td>
<td>PATHMON process name</td>
</tr>
<tr>
<td>The name of the home terminal.</td>
<td>Home terminal</td>
</tr>
<tr>
<td>The name of the WebSphere MQ DefaultPrefix</td>
<td>MQDefaultPrefix</td>
</tr>
</tbody>
</table>
Step 5. Verifying Disk Space

Purpose of this step

This step ensures that you have enough disk space to install the software.

Procedure

1. Log on to your machine as “MQM.MANAGER.”
   
   `TACL> LOGON MQM.MANAGER`  
   `PASSWORD: password`

2. Verify that there is enough space on the installation volume. The software requires a minimum of 10 MB.
   
   `TACL> DSAP $vol SHORT`

   where `vol` is the volume where you will install the IBM Tivoli OMEGAMON XE for WebSphere MQ software.

   This completes planning and preparation.

3. Proceed to “Installation Steps” on page 35.
Step 5. Verifying Disk Space
Introduction
This chapter contains step-by-step instructions for installing and configuring IBM Tivoli OMEGAMON XE for WebSphere MQ.

Chapter contents
Step 1. Restoring the Installer Program (CCCMQINS) ...........................................36
Step 2. Restoring the Remaining Files .................................................................37
Step 3. Verifying Installation Results .................................................................40
Step 4. Customizing the Template Files .............................................................41
Step 5. Starting the Agents .................................................................................48
Step 6. Adding the Agents to a PATHWAY Configuration (optional) ...............50
Step 7. Configuring Multiple Instances of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring (optional) .................................................................52
Step 1. Restoring the Installer Program (CCCMQINS)

Purpose of this step

This step restores the installer program (from either tape cartridge or from an archive file) to a scratch volume ($scratch) and the default subvolume CCCMQINS.

Note: The software for IBM Tivoli OMEGAMON XE for WebSphere MQ comes packaged on the “IBM Tivoli OMEGAMON XE for WebSphere Business Integration” CD. Before performing this procedure, you must first FTP and copy the software from a machine with a CD-ROM drive onto either tape cartridge or onto your machine in an ARCCCMQ archive file.

Procedure

1. If you are installing from tape cartridge, mount the tape on your tape drive ($tape) now.

2. Move to a scratch volume.

   TACL> VOLUME $scratch
   
   where scratch is any convenient volume.

3. Do one of the following:

   - If you are installing from tape cartridge:
     
     TACL> RESTORE $(tape), $*.*.CCCMQINS, &
     TACL> & MAP NAMES ($*.* TO $scratch.*.*), &
     TACL> & NOUNLOAD, LISTALL, MYID
     
     where tape is the tape drive where you mounted the tape cartridge.

   - If you are installing from the ARCCCMQ archive file:
     
     TACL> UNPAK ARCCCMQ, $*.*.CCCMQINS, &
     TACL> & MAP NAMES ($*.*. TO $scratch.*.*), &
     TACL> & NOUNLOAD, LISTALL, MYID

   The CCCMQINS file is restored to $scratch.CCCMQINS:
Step 2. Restoring the Remaining Files

Purpose of this step

This step executes the installation program CCCMQINS to restore the remaining files that comprise IBM Tivoli OMEGAMON XE for WebSphere MQ.

As the program executes, you are prompted for values for installation variables such as the names of the volume and subvolumes where you wish to restore the files. These values should have been compiled in “Step 4. Completing the Installation Worksheet” on page 31.

Procedure

1. If you are not at the volume and subvolume where you restored the installation program, move to it now.
   
   TACL> VOLUME $scratch.CCCMQINS

2. Execute the installation program.
   
   TACL> CCCMQINS
   
   The program responds with information messages.

3. At:

   Enter TAPE or ARCHIVE [TAPE]:

   do one of the following:

   − If you are installing from tape cartridge, press “Enter”, then enter the name of your tape drive; for example,

   $TAPE

   − If you are installing from the archive file, do the following:

     a. enter

     ARCHIVE

     b. Then enter the full path name where the archive file resides; for example,

     $VOL.SUBVOL.ARCCCMQ

4. At:

   Enter the name of the spooler process [$S]:

   do one of the following:

   − Press “Enter” to accept the default spooler process name ($S).

   − Enter a different spooler process name.

   Output will be written to the spooler as job $sp.#CCINST, where sp is your spooler process name.

5. At:
Step 2. Restoring the Remaining Files

Enter the Volume name []:
enter the volume (up to 8 characters, preceded by $) where you wish to install the IBM Tivoli OMEGAMON XE for WebSphere MQ software.

6. At:
Enter the subvolume name [CCMQEXE]:
do one of the following:
– Press “Enter” to accept the default subvolume where you wish to install the executables.
– Enter a different subvolume name, up to 8 characters.

7. At:
Enter the subvolume name [CCMQDAT]:
do one of the following:
– Press “Enter” to accept the default subvolume where you wish to install the installation tools and configuration files.
– Enter a different subvolume name, up to 8 characters.
The installation script displays the values you have entered.

8. At:
Ready to install ? [YES]
do one of the following:
– If you are satisfied with the values, press “Enter”.
– If you wish to change any values, do the following:
  a. Enter NO
  b. Then re-execute the install script, making your changes where needed.

9. Wait for the following message:
Installation completed
Results

Table 3. executable Files Restored to $vol.CCMQEXE

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>KMCRCA</td>
<td>Starts IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration</td>
</tr>
<tr>
<td>KMQIRA</td>
<td>Starts IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring</td>
</tr>
<tr>
<td>KRARLOFF</td>
<td>Converts the historical data file to a neutral file format for use with various analytical programs (refer to Historical Data Collection Guide for IBM Tivoli OMEGAMON XE Products for more information)</td>
</tr>
</tbody>
</table>

The following installation tools are restored to $vol.CCMQDAT (refer to “Step 4. Customizing the Template Files” on page 41 for a description of these files):

- PWADDMCT
- PWADDMQT
- PWDELMC
- PWDELMQ
- PWSTPMC
- PWSTPMQ
- PWSTRMC
- PWSTRMQ
- SAMPLET
- STRMCT
- STRMQT
Step 3. Verifying Installation Results

Purpose of this step
This step verifies that your installation completed successfully with no errors.

Procedure

1. From a TACL prompt, use the PERUSE command to verify results.
   
   TACL> PERUSE
   
   The system responds by listing jobs and their status.

2. At the PERUSE prompt, type this command to make current the installation job number:
   
   _ JOB jobnum
   
   where jobnum is the installation job number.

3. Locate any errors and warnings:
   
   _ FB /WARNING/
   _ FB /ERROR/

4. Resolve any problems. If necessary, re-execute the installation program.

5. When all problems have been resolved, delete the job from the spooler:
   
   _ DEL jobnum

6. Exit PERUSE:
   
   _ EXIT
Step 4. Customizing the Template Files

Purpose of this step

IBM Tivoli OMEGAMON XE for WebSphere MQ includes several files that facilitate installation. These files are macros that help you perform such tasks as adding agents to a PATHWAY configuration or starting agents as a TACL process. Some of the files are template files containing default values, symbolic names, or sample values for environment variables such as volume or subvolume names. Template files cannot be used until the defaults are replaced with the actual values used at your site, a process referred to as customization.

Note: Template file names always end in T.

The table below describes each installation file. In this step you will customize the template files. Later, you will execute several of the files to start the component products of IBM Tivoli OMEGAMON XE for WebSphere MQ.

<table>
<thead>
<tr>
<th>File Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PWADDMQT</td>
<td>Adds IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring to a PATHWAY configuration.</td>
</tr>
<tr>
<td>PWADDMCT</td>
<td>Adds IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration to a PATHWAY configuration.</td>
</tr>
<tr>
<td>PWSTRMQ</td>
<td>Starts IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring as a PATHWAY server.</td>
</tr>
<tr>
<td>PWSTRMC</td>
<td>Starts IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration as a PATHWAY server.</td>
</tr>
<tr>
<td>PWSTPMQ</td>
<td>Stops IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring when running as a PATHWAY server.</td>
</tr>
<tr>
<td>PWSTPMC</td>
<td>Stops IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration when running as a PATHWAY server.</td>
</tr>
<tr>
<td>PWDELMQ</td>
<td>Deletes IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring from a PATHWAY configuration.</td>
</tr>
<tr>
<td>PWDELMC</td>
<td>Deletes IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration from a PATHWAY configuration.</td>
</tr>
<tr>
<td>STRMQT</td>
<td>Starts IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring as a TACL process.</td>
</tr>
<tr>
<td>STRMCT</td>
<td>Starts IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration as a TACL process.</td>
</tr>
</tbody>
</table>
Step 4. Customizing the Template Files

Table 4. Installation Files (continued)

<table>
<thead>
<tr>
<th>File</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAMPLET</td>
<td>This file is sometimes referred to as the “monitoring file”. Defines the monitoring options you wish to set, such as the name of the queue manager or channels to be monitored. In this step you will make a copy of SAMPLET called MQCFG. This file is supplied with sample data that is sufficient to start IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring to verify that CMS-to-agent connections are functioning. Later, as an optional step, you can customize the monitoring options in the MQCFG version of the file. Because SAMPLET may be overwritten with future maintenance, you must always customize the MQCFG version of the file.</td>
</tr>
</tbody>
</table>

Procedure

1. Do the following:
   1. If you are not already at the volume and subvolume containing the configuration and log files, move there now:
      
      TACL> VOLUME $vol.CCMQDAT
      
      where vol is your installation volume.
   2. If you changed the name of the default subvolume, enter the new name.

2. To preserve the original files, make a copy of each template file:
   
   TACL> FUP DUP PWADDMCT, PWADDMCA
   TACL> FUP DUP PWADDMQT, PWADDMQA
   TACL> FUP DUP SAMPLET, MQCFG
   TACL> FUP DUP STRMCT, STRMCA
   TACL> FUP DUP STRMQT, STRMQA

PWADDMCA

This file adds IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration to a PATHWAY configuration.

Edit PWADDMCA and do the following:

1. Locate each instance of “<$VOL.CCMQDAT>”. Remove the angle brackets and change the values to reflect the volume and subvolume where your data files are located; for example,

   $MQVOL.CCMQDAT

2. Locate each instance of “<$VOL.CCMQEXE>”. Remove the angle brackets and change the values to reflect the volume.subvolume where your executables are located; for example,

   $MQVOL.CCMQEXE
3. Locate each instance of “<(2 135 1918)>”. Remove the angle brackets. If you are using a listening port other than 1918, change the last four digits to reflect that number. IBM recommends that you retain 1918 as the listening port for your production system.

4. Locate each instance of “<ip:CMSHOSTNAME>”. Remove the angle brackets and change CMSHOSTNAME to the name of the host machine where your CMS resides; for example,

   IP:CMS1

5. Locate each instance of “<$VOL.SUBVOL.MQSINI>”. Remove the angle brackets and change VOL and SUBVOL to the actual values for the volume and subvolume where the MQSINI resides; for example,

   $VOLTST.SUBVOL.MQSINI

6. Locate each instance of “<$VOL.SUBVOL>”. Remove the angle brackets and change VOL and SUBVOL to the actual values for the volume and subvolume where the WebSphere MQ binaries are located (traditionally the ZMQSSYS subvolume); for example,

   $VOLTST.ZMQSSYS

PWADDMQA

This file adds IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring to a PATHWAY configuration.

Edit PWADDMQA and do the following:

1. Locate each instance of “<$VOL.CCMQDAT>”. Remove the angle brackets and change the values to reflect the volume.subvolume where your data files are located; for example,

   $MQVOL.CCMQDAT

2. Locate each instance of “<$VOL.CCMQEXE>”. Remove the angle brackets and change the values to reflect the volume.subvolume where your executables are located; for example,

   $MQVOL.CCMQEXE

3. Locate each instance of “<$VOL.SUBVOL.MQSINI>”. Remove the angle brackets and change VOL and SUBVOL to the actual values for the volume and subvolume where the MQSINI resides; for example,

   $VOLTST.SUBVOL.MQSINI

4. Locate each instance of “<$VOL.SUBVOL>”. Remove the angle brackets and change VOL and SUBVOL to the actual values for the volume and subvolume where the WebSphere MQ binaries are located (traditionally the ZMQSSYS subvolume); for example,

   $VOLTST.ZMQSSYS

5. Locate each instance of “<(2 135 1918)>”. Remove the angle brackets. If you are using a listening port other than 1918, change the last four digits to reflect that number. IBM recommends that you retain 1918 as the number of the listening port for your production system.
6. Locate each instance of “<ip:CMSHOSTNAME>”. Remove the angle brackets and change “CMSHOSTNAME” to the name of the host machine where your CMS resides; for example,

   **IP:CMS1**

   If your site has configured a hot-standby CMS to which the agent will report in the event that the primary CMS becomes disabled, append the name of the host machine where the hot-standby CMS resides. For example, if the primary CMS is named “CMS1” and the hot-standby CMS is named “CMS2”, then the following entry is required:

   **IP:CMS1;CMS2**

   For information about configuring a hot-standby CMS:

   – On Windows and UNIX, refer to *Installing and Setting up OMEGAMON Platform and CandleNet Portal on Windows and UNIX*.

   Note that the hot-standby CMS feature is not currently supported on z/OS.

7. Locate each instance of “<SAMPLET>”. Remove the angle brackets and change “SAMPLET” to **MQCFG**

   **STRMCA**

   This file starts IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration as a TACL process.

   Edit STRMCA and do the following:

   1. Locate each instance of “<$VOL.CCMQDAT>”. Remove the angle brackets and change the values to reflect the volume.subvolume where your configuration and log files are located; for example,

      **$MQVOL.CCMQDAT**

   2. Locate each instance of “<$VOL.CCMQEXE>”. Remove the angle brackets and change the values to reflect the volume.subvolume where your executables are located; for example,

      **$MQVOL.CCMQEXE**

   3. Locate each instance of “<$VOL.SUBVOL.MQSINI>”. Remove the angle brackets and change VOL and SUBVOL to the actual values for the volume and subvolume where the MQSINI resides; for example,

      **$VOLTST.SUBVOL.MQSINI**

   4. Locate each instance of “<$VOL.SUBVOL>”. Remove the angle brackets and change VOL and SUBVOL to the actual values for the volume and subvolume where the WebSphere MQ binaries are located (traditionally the ZMQSSYS subvolume); for example,

      **$VOLTST.ZMQSSYS**
5. Locate each instance of “<(2 135 1918)>”. Remove the angle brackets. If you are using a listening port other than 1918, change the last four digits to reflect that number. IBM recommends that you retain 1918 as the listening port for your production system.

6. Locate each instance of “<ip:CMSHOSTNAME>”. Remove the angle brackets and change “CMSHOSTNAME” to the name of the host machine where your CMS resides; for example,
   IP:CMS

7. IBM Tivoli products use the primary local network adapter for communications. If your site supports multiple network adapters and you are using an alternate adapter for IBM Tivoli products, verify that the following statement is uncommented: “PARAM KDCB0 ^ HOSTNAME THISHOST”.
   Change “THISHOST” to the host name of the adapter you are using.

8. See also “Routing agent output to a file (optional)” on page 46.

**STRMQA**

This file starts IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring as a TACL process.

Edit STRMQA and do the following:

1. Locate each instance of “<$VOL.CCMQDAT>”. Remove the angle brackets and change the values to reflect the volume.subvolume where your data files are located; for example,
   $MQVOL.CCMQDAT

2. Locate each instance of “<$VOL.CCMQEXE>”. Remove the angle brackets and change the values to reflect the volume.subvolume where your executables are located; for example,
   $MQVOL.CCMQEXE

3. Locate each instance of “<(2 135 1918)>”. Remove the angle brackets. If you are using a listening port other than 1918, change the last four digits to reflect that number. IBM recommends that you retain 1918 as the listening port for your production system.

4. Locate each instance of “<$VOL.SUBVOL.MQSINI>”. Remove the angle brackets and change VOL and SUBVOL to the actual values for the volume and subvolume where the MQSINI resides; for example,
   $VOLTST.SUBVOL.MQSINI

5. Locate each instance of “<$VOL.SUBVOL>”. Remove the angle brackets and change VOL and SUBVOL to the actual values for the volume and subvolume where the WebSphere MQ binaries are located (traditionally the ZMQSSYS subvolume); for example,
   $VOLTST.ZMQSSYS

6. Locate each instance of “<ip:CMSHOSTNAME>”. Remove the angle brackets and change “CMSHOSTNAME” to the name of the host machine where your CMS resides; for example,
Step 4. Customizing the Template Files

**IP:CMS1**

If your site has configured a hot-standby CMS to which the agent will report in the event that the primary CMS becomes disabled, append the name of the host machine where the hot-standby CMS resides. For example, if the primary CMS is named “CMS1” and the hot-standby CMS is named “CMS2”, then the following entry is required:

**IP:CMS1;CMS2**

For information about configuring a hot-standby CMS:

- On Windows and UNIX, refer to *Installing and Setting up OMEGAMON Platform and CandleNet Portal on Windows and UNIX*

Note that the hot-standby CMS feature is not currently supported on z/OS.

7. Locate each instance of “<SAMPLET>”. Remove the angle brackets and change “SAMPLET” to MQCFG

8. IBM Tivoli products use the primary local network adapter for communications. If your site supports multiple network adapters and you are using an alternate adapter for IBM Tivoli products, verify that the following statement is uncommented: “PARAM KDCB0^HOSTNAME THISHOST”.

   Change “THISHOST” to the host name of the adapter you are using.

9. See also “Routing agent output to a file (optional)” on page 46.

**Routing agent output to a file (optional)**

You can modify the startup job for IBM Tivoli OMEGAMON XE for WebSphere MQ to re-direct the agent's log output to a file. This can be an advantage if you are troubleshooting. The disadvantage of this modification is that you will not be able to view the log output while the agent is in use.

To route the agent’s output to a file, follow these steps:

1. Preallocate the file that will contain the agent’s log output.

   The file should have the following characteristics:

   - code set to “180”
   - EXT set to “1048“
   - REC set to “4072”
   - MAXEXTENTS set to “500“
   - BUFFERED and ODDUNSTR as special options

   For example, from the volume and subvolume where your executables are located (we named ours $MQVOL.CCMQEXE) issue the following command to create a file called MCAGT:

   
   TACL> FUP CREATE MCAGT, CODE 180, EXT 1048, REC 4072, MAXEXTENTS 500, ODDUNSTR, BUFFERED
2. Modify the command that starts the agent, to send the agent’s log output to the file you created in Step 1.

For example, our command to start IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration (in STRMCA) and send the log output to a file is:

```
$MQVOL.CCMQEXE.KMCRCA /NAME $KMC1, NOWAIT, PRI 170, CPU 0, TERM $ZTN0.#PTZHKTJ, OUT $mqvol.ccmqexe.mcaqt / MQCFG
```

Where `mqvol.ccmqexe.mcaqt` is the log file.

**Routing agent output to Event Management Service (optional).**

You can also modify the startup job for IBM Tivoli OMEGAMON XE for WebSphere MQ to re-direct the agent's log output to Event Management Service (EMS).

To route the agent’s output to EMS, modify the command that starts the agent as follows:

```
$MQVOL.CCMQEXE.KMCRCA /NAME $KMC1, NOWAIT, PRI 170, CPU 0, OUT $o / MQCFG
```

Where `o` is your EMS Collector.
Step 5. Starting the Agents

Purpose of this step

This step verifies CMS-to-agent connections by starting IBM Tivoli OMEGAMON XE for WebSphere MQ as TACL processes named $KMQ1 and $KMC1. This step then optionally stops the agents.

For verification, the agents are started with default monitoring characteristics. Once you are satisfied that the agents, CandleNet Portal, and the CMS are all communicating properly, you can perform the remaining optional steps in this chapter to customize your environment.

Procedure

1. Verify that the default queue manager and its command server are running.

   Note: If the queue manager to be monitored is not running, IBM Tivoli OMEGAMON XE for WebSphere MQ will not indicate it is online. This condition can also occur after connection if the queue manager being monitored is brought down. The agent will appear grayed out in CandleNet Portal’s Navigator physical view. This is the expected behavior due to the single thread nature of the agent on HP NonStop Kernel. The agent waits for the queue manager to be available and is unable to respond to the heartbeat request from the CMS.

2. Verify that your CMS is running.

3. Start IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring:

   TACL> STRMQA

4. Check your home terminal for the following message:

   Agent Successfully Connected to the Server

5. Start another TACL session, and start IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration:

   TACL> STRMCA

6. Check your home terminal for the following message:

   Agent Successfully Connected to the Server

7. Verify that the agent is online.

   1. Log on to CandleNet Portal, right-click the Enterprise icon and, from the pop-up menu, select “Workspace > Managed System Status”.
   2. Verify that IBM Tivoli OMEGAMON XE for WebSphere MQ is displayed as online.

   Alternatively: if you have installed a CMW:

   1. Log on to your CMW, open the Managed Systems folder.
   2. Verify that IBM Tivoli OMEGAMON XE for WebSphere MQ is displayed as online.
8. When you are satisfied that the agent is running successfully, you can stop it to proceed with the following optional steps, or leave it running.

To stop the agent, break from your TACL session and enter the following commands:

```
TACL> STOP SKMQ1
TACL> STOP SKMC1
```
Step 6. Adding the Agents to a PATHWAY Configuration (optional)

Purpose of this step

This step adds a single instance of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring and IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration to a PATHWAY configuration.

**Note:** IBM recommends that you do not add the agents to the PATHWAY configuration for IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring and IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration. In that configuration the agents need to be stopped explicitly before stopping the queue manager; otherwise, the queue manager would shut down incorrectly.

Procedure

1. Verify that the PATHMON process for the PATHWAY configuration where you wish to add the agent is running.

2. Execute the following command to add IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring to the PATHWAY configuration:

   ```
   TACL> PWADDMQA $ccmq hometerm mqprefix
   ```

   where $ccmq is the name of the PATHMON process for the PATHWAY configuration where you will add IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring, hometerm is the name of your home terminal, and mqprefix is the name of the WebSphere MQ default prefix (MQDEFAULTPREFIX).

3. Execute the following command to add IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration:

   ```
   TACL> PWADDMQA $ccmq hometerm mqprefix
   ```

   where $ccmq is the name of the PATHMON process for the PATHWAY configuration where you will add IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration, hometerm is the name of your home terminal, and mqprefix is the name of the WebSphere MQ default prefix (MQDEFAULTPREFIX).

4. To start the agent, verify that the queue manager, its command server, and the CMS are started, then execute the following commands:

   1. Start IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring:

      ```
      TACL> PWSTRMQ $ccmq
      ```

      where $ccmq is the name of the PATHMON process where IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring is running.

   2. Start IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration:

      ```
      TACL> PWSTRMQ $ccmq
      ```

      where $ccmq is the name of the PATHMON process where IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration is running.
5. If you wish to stop the agent, execute the following commands:

1. Stop IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring:
   
   \[ \text{TACL} > \text{PWSTPMQ $ccmq} \]
   
   where \( ccmq \) is the name of the PATHMON process where IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring is running.

2. Stop IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration:
   
   \[ \text{TACL} > \text{PWSTPMQ $ccmq} \]
   
   where \( ccmq \) is the name of the PATHMON process where IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration is running.

6. If you wish to delete the agent from the PATHWAY configuration, execute the following commands:

1. Delete IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring:
   
   \[ \text{TACL} > \text{PWDELMQ $ccmq} \]
   
   where \( ccmq \) is the name of the PATHMON process where IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring is running.

2. Delete IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration:
   
   \[ \text{TACL} > \text{PWDELMQ $ccmq} \]
   
   where \( ccmq \) is the name of the PATHMON process where IBM Tivoli OMEGAMON XE for WebSphere MQ Configuration is running.
Step 7. Configuring Multiple Instances of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring (optional)

Purpose of this step

This step configures multiple instances of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring, each instance monitoring a separate single queue manager. If your site has multiple queue managers and you wish to monitor them all, complete the procedure below. Instructions are given to configure multiple agents in PATHWAY configurations or as TACL processes.

Configuring multiple instances of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring requires that you make copies of the MQCFG monitoring file and the various installation tools. You must then edit each file to control monitoring of a specific queue manager.

Procedure

1. If you are not at volume and subvolume where the data files are stored, move there now:
   
   TACL> VOLUME $vol.CCMQDAT
   
   where vol is your installation volume.

2. If you changed the name of the default subvolume, enter the new name.

Copying and updating the monitoring file

1. Make additional copies of the MQCFG file, one copy for each additional queue manager that you wish to monitor.
   
   For example, if you wanted to monitor three queue managers, you would duplicate the MQCFG file three times:
   
   TACL> FUP DUP MQCFG, MQCFG1
   
   TACL> FUP DUP MQCFG, MQCFG2
   
   TACL> FUP DUP MQCFG, MQCFG3

2. Edit each MQCFGx file and change the SET MANAGER command to reflect the queue manager you want to monitor; for example:

   SET MANAGER NAME(QMGR1)

3. Add, delete, or change other commands in each MQCFGx file to reflect your site’s monitoring requirements. Refer to Using IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring as needed.

Configuring multiple instances of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring to be run in a PATHWAY configuration

Complete the steps below if you wish to run multiple instances of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring in a PATHWAY configuration. If you
wish to run them at TACL, refer to “Configuring multiple agents to be run as TACL processes” on page 54.

Copying and updating the PWADDMQA file

1. Copy file PWADDMQA once for each additional instance of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring that you wish to configure in a PATHWAY configuration. For example:
   
   TACL> FUP DUP PWADDMQA, PWADDMQ1
   TACL> FUP DUP PWADDMQA, PWADDMQ2
   TACL> FUP DUP PWADDMQA, PWADDMQ3

2. Edit each new file that you created and do the following:

   1. Change “MQCFG” to the name of the monitoring file for this instance of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring, for example, MQCFG1
   
   2. Do the following:
   
      A. Locate the following statements: “ADD SERVER KMQIRA00” and “INFO SERVER KMQIRA00”.
      B. Change “KMQIRA00” to reflect a unique serverclass for this instance; for example:
         
         ADD SERVER KMQIRA01
         INFO SERVER KMQIRA01

Copying and updating the PWSTRMQ file

1. Copy file PWSTRMQ once for each additional instance of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring that you wish to configure in a PATHWAY configuration. For example:
   
   TACL> FUP DUP PWSTRMQ, PWSTRMQ1
   TACL> FUP DUP PWSTRMQ, PWSTRMQ2
   TACL> FUP DUP PWSTRMQ, PWSTRMQ3

2. Edit each new file that you created and do the following:

   1. Locate the following statement: “START SERVER KMQIRA00”.
   2. Change “KMQIRA00” to reflect the name of the serverclass for the instance of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring that you want started; for example:
      
      START SERVER KMQIRA01

Copying and updating the PWSTPMQ file

1. Copy file PWSTPMQ once for each additional instance of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring that you wish to configure in a PATHWAY configuration. For example:
   
   TACL> FUP DUP PWSTPMQ, PWSTPMQ1
   TACL> FUP DUP PWSTPMQ, PWSTPMQ2
Step 7. Configuring Multiple Instances of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring (optional)

TAACL> FUP DUP PWSTPMQ, PWSTPMQ3

2. Edit each new file that you created and do the following:
   1. Locate the following statements: “FREEZE SERVER KMQIRA00, STOP SERVER KMQIRA00”, and “THAW SERVER KMQIRA00”.
   2. Change “KMQIRA00” to reflect the name of the serverclass for the instance of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring that you want stopped; for example:
      FREEZE SERVER KMQIRA01
      STOP SERVER KMQIRA01
      THAW SERVER KMQIRA01

Copying and updating the PWDELMQ file

1. Copy file PWDELMQ once for each additional instance of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring that you wish to configure in a PATHWAY configuration. For example:
   TACL> FUP DUP PWDELMQ, PWDELMQ1
   TACL> FUP DUP PWDELMQ, PWDELMQ2
   TACL> FUP DUP PWDELMQ, PWDELMQ3

2. Edit each new file that you created and do the following:
   1. Locate the following statement: “DELETE SERVER KMQIRA00”.
   2. Change “KMQIRA00” to reflect the name of the serverclass for the instance of IBM Tivoli OMEGAMON XE for WebSphere MQ Monitoring that you want deleted; for example:
      DELETE SERVER KMQIRA01

Configuring multiple agents to be run as TACL processes

Copying and updating the STRMQA file

1. Copy file STRMQA once for each additional queue manager that you wish to monitor; for example:
   TACL> FUP DUP STRMQA, STRMQA1
   TACL> FUP DUP STRMQA, STRMQA2
   TACL> FUP DUP STRMQA, STRMQA3

2. Change “MQCFG” to the name of the monitoring file for this instance; for example, MQCFG1
Introduction

This appendix provides the procedures used on HP NonStop Kernel to uninstall component products of IBM Tivoli OMEGAMON XE for WebSphere MQ.

Uninstalling Component Products

If you want to uninstall component products, you will need to perform a removal of the installation subvolumes. Follow these steps:

1. Stop all running agents before performing the removal of the installation subvolumes.
2. Delete the subvolumes where the agent are installed:
   
   FUP PURGE $vol.instsubvol.*

   where,
   
   - $vol is the volume name where the agent was installed
   - instsubvol is the subvolume name used to allocate the agent files
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:

- “Searching knowledge bases” on page 57
- “Obtaining fixes” on page 58
- “Receiving weekly support updates” on page 58
- “Contacting IBM Software Support” on page 59

Searching knowledge bases

You can search the available knowledge bases to determine whether your problem was already encountered and is already documented.

Searching the information center

IBM provides extensive documentation that can be installed on your local computer or on an intranet server. You can use the search function of this information center to query conceptual information, instructions for completing tasks, and reference information.

Searching the Internet

If you cannot find an answer to your question in the information center, search the Internet for the latest, most complete information that might help you resolve your problem.

To search multiple Internet resources for your product, use the Web search topic in your information center. In the navigation frame, click Troubleshooting and support > Searching knowledge bases and select Web search. From this topic, you can search a variety of resources, including the following:

- IBM technotes
- IBM downloads
- IBM Redbooks®
- IBM developerWorks®
- Forums and newsgroups
- Google
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:

2. Click Downloads and drivers in the Support topics section.
3. Select the Software category.
4. Select a product in the Sub-category list.
5. In the Find downloads and drivers by product section, select one software category from the Category list.
6. Select one product from the Sub-category list.
7. Type more search terms in the Search within results if you want to refine your search.
8. Click Search.
9. 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, 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:

2. Click My Support in the upper right corner of the page.
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, Application servers. A third list is displayed.
7. In the third list, select a product sub-segment, for example, Distributed Application & Web Servers. A list of applicable products is displayed.
8. Select the products for which you want to receive updates, for example, IBM HTTP Server and WebSphere Application Server.
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:
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    ([http://www.lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home](http://www.lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home)) and click **How to Enroll**
  - **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](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](https://techsupport.services.ibm.com/ssr/login).


- 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](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” on page 60
2. “Describing problems and gathering information” on page 60
3. “Submitting problems” on page 61

**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:

<table>
<thead>
<tr>
<th>Severity 1</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severity 2</td>
<td>The problem has a significant business impact. The program is usable, but it is severely limited.</td>
</tr>
<tr>
<td>Severity 3</td>
<td>The problem has some business impact. The program is usable, but less significant features (not critical to operations) are unavailable.</td>
</tr>
<tr>
<td>Severity 4</td>
<td>The problem has minimal business impact. The problem causes little impact on operations, or a reasonable circumvention to the problem was implemented.</td>
</tr>
</tbody>
</table>

**Describing problems and gathering information**

When explaining 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.
- What software versions were you running when the problem occurred?
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 (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.
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