IBM Tivoli
Web Segment Analyzer

Release Notes

Version 2.0.0
GI11-4069-00
1.0 About this release

The IBM(R) Tivoli(R) Web Segment Analyzer Release Notes provides important information about the Tivoli Web Segment Analyzer product. These Release Notes are the most current information for the Tivoli Web Segment Analyzer product and take precedence over all other documentation. Review these Release Notes thoroughly before installing or using this product.

Note: The IBM Tivoli Web Segment Analyzer Release Notes might be updated from time to time. You can find the most current version of these Release Notes at the following Web site:
http://publib.boulder.ibm.com/tividd/td/tdprodlist.html

IBM Tivoli Web Segment Analyzer is a product that monitors the flow of transactions through your network. Web Segment Analyzer measures each transaction's total end-to-end response time and the response time of each path segment between the two ends of the transaction. The time for each path segment in a server's back-end components is measured separately, and network and server segments are measured separately. As a transaction flows across servers, through a complex set of components, Web Segment Analyzer builds a profile showing exactly where slowdowns are occurring.

Web Segment Analyzer provides averaged response time, averaged network time, and other important data broken down by nodes. The nodes are of three types:

- client
- middle server
- end server
2.0 Installation, upgrade, and configuration information

This chapter describes installation and upgrade changes for IBM Tivoli Web Segment Analyzer Version 2.0.0.

2.1 Hardware and software requirements

Refer to the IBM Tivoli Web Segment Analyzer User’s Guide for specific hardware and software requirements for installing Tivoli Web Segment Analyzer. General requirements are as follows depending upon the component you are installing:

- Windows 2000 or Windows 2000 with Service Pack 3
- Windows XP or Windows XP with Service Pack 1
- AIX 4.3
- HP-UX 11.0
- Solaris 2.7 or 2.8
- Linux kernel 2.2.16 or higher, Intel architecture
- JRE 1.1.8 for Manager Server on all UNIX platforms
- JRE 1.3.1 for Manager Server on Linux
- Network Packet Protocol tools (Windows only)
- TCP/IP or email for data transmission
- Email for sending reports to email accounts
- ODBC or JDBC driver

2.2 Installation and configuration information

This section describes installation information for Tivoli Web Segment Analyzer Version 2.0.0.

2.2.1 IBM Tivoli Web Segment Analyzer Product Materials

IBM Tivoli Web Segment Analyzer is available either as physical deliverables or electronically via Passport Advantage(R). The Passport Advantage url is: http://www.lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home

The actual deliverables are as follows:
SCD7-0630-00 Documentation for Current Products (CD-ROM)
LCD7-0632-00 PathWAI Web Management (CD-ROM)
GI11-4069-00 IBM Tivoli WEB SEGMENT ANALYZER Release Notes (Publication)
GC32-9395-00 IPLA License Info (Publication)

2.2.2 Installing IBM Tivoli Web Segment Analyzer

This section describes installation for Tivoli Web Segment Analyzer Version 2.0.0.

For installation instructions refer to publication number GC32-9347-00 IBM Tivoli Web Segment Analyzer User’s Guide. Additional information is available at: http://publib.boulder.ibm.com/tividd/td/tdprodlist.html
Appendix A. - Support information

This section describes the following options for obtaining support for IBM products:
* A.1, "Searching knowledge bases"
* A.2, "Obtaining fixes"
* A.3, "Contacting IBM Software Support"

A.1 Searching knowledge bases

If you have a problem with your IBM software, you want it resolved quickly. Begin by searching the available knowledge bases to determine whether the resolution to your problem is already documented.

A.1.1 Search the information center on your local system or network

IBM provides extensive documentation that can be installed on your local computer or on an intranet server.

An index is provided for searching the Tivoli Web Segment Analyzer library. If you have Adobe Acrobat on your system, you can use the Search command to locate specific text in the library. For more information about using the index to search the library, see the online help for Acrobat.

A.1.2 Search 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, expand the product folder in the navigation frame to the left and select Web search. From this topic, you can search a variety of resources including:
* IBM technotes
* IBM downloads
* IBM Redbooks(TM)
* IBM developerWorks(R)
* Forums and newsgroups
* Google

A.2 Obtaining fixes

A product fix might be available to resolve your problem. You can determine what fixes are available for your IBM software product by checking the product support Web site:
2. Under Products A - Z, click I. When the list of products is displayed, click IBM Tivoli Web Segment Analyzer. This opens the product specific support site.
3. Under Search our support knowledge base for IBM Tivoli Web Segment Analyzer, type your text in the search field and click the Submit button. You can limit your search by selecting Solve a problem, Download, or Learn, or any combination. For tips on refining your search, click Search assistance.
4. When you find the list of fixes, fix packs, or other service updates that you are looking for, click the name of a fix to read the description and optionally download the fix.
To receive weekly e-mail notifications about fixes and other news about IBM products, follow these steps:
1. From the support page for any IBM product, click My support in the upper-right corner of the page.
2. If you have already registered, skip to the next step. If you have not registered, click register in the upper-right corner of the support page to establish your user ID and password.
3. Sign in to My support.
4. On the My support page, click Edit profiles in the left navigation pane, and scroll to Select Mail Preferences. Select a product family and check the appropriate boxes for the type of information you want.
5. Click Submit.
6. For e-mail notification for other products, repeat Steps 4 and 5.

For more information about types of fixes, see the Software Support Handbook (http://techsupport.services.ibm.com/guides/handbook.html).

A.3 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(R), and Rational(R) products, as well as DB2 and WebSphere products that run on Windows or UNIX operating systems), enroll in Passport Advantage(R) in one of the following ways:
  * Online: Go to the Passport Advantage Web page (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 (http://techsupport.services.ibm.com/guides/contacts.html) and click the name of your geographic region.

* For IBM eServer(TM) software products (including, but not limited to, DB2 and WebSphere products that run in zSeries(R), pSeries(R), and iSeries(TM) 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 page (http://www.ibm.com/servers/eserver/techsupport.html).

If you are not sure what type of software maintenance contract you need, call 1-800-IBM-SERV (1-800-426-7378) in the United States or, from other countries, go to the contacts page of the IBM Software Support Handbook on the Web (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.

Follow the steps in this topic to contact IBM Software Support:
1. Determine the business impact of your problem.
2. Describe your problem and gather background information.
3. Submit your problem to IBM Software Support.

A.3.1 Determine the business impact of your problem

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 you are reporting. Use the following criteria:

<table>
<thead>
<tr>
<th>Severity 1</th>
<th>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>Significant business impact: The program is usable but is severely limited.</td>
</tr>
<tr>
<td>Severity 3</td>
<td>Some business impact: The program is usable with less significant features (not critical to operations) unavailable.</td>
</tr>
<tr>
<td>Severity 4</td>
<td>Minimal business impact: The problem causes little impact on operations, or a reasonable circumvention to the problem has been implemented.</td>
</tr>
</tbody>
</table>

A.3.2 Describe your problem and gather background 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 the problem be re-created? If so, what steps led to the failure?
* Have any changes been made to the system? (For example, hardware, operating system, networking software, and so on.)
* Are you currently using a workaround for this problem? If so, please be prepared to explain it when you report the problem.

A.3.3 Submit your problem to IBM Software Support

You can submit your problem in one of two ways:

* Online: Go to the "Submit and track problems" page on the IBM Software Support site (http://www.ibm.com/software/support/probsub.html). Enter your information into the appropriate problem submission tool.
* By phone: For the phone number to call in your country, go to the contacts page of the IBM Software Support Handbook on the Web (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 for you to implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the IBM product support Web pages daily, so that other users who experience the same problem can benefit from the same resolutions.

For more information about problem resolution, see Searching knowledge bases and Obtaining fixes.
Appendix B - Notices

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