Tivoli Application Performance Management Release Notes

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This product was developed using an ISO 9001 certified quality system.

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Release Notes

This Release Notes document provides important information about Tivoli Application Performance Management Version 2.1. These notes are the most current information for the product and take precedence over all other documentation.

Please review these notes thoroughly before installing or using this product.

You will notice that both Tivoli® and TME 10™ are used in our sales, marketing, and product information materials. These terms are interchangeable. We will be removing references to TME 10 in future product releases.

These release notes include the following topics:

- Additional Information
- New Features in Version 2.1
- System Requirements
- What Your Install Compact Disk Contains
- Installation and Migration Methods
- Defects Fixed in Version 2.1
- Known Product Defects, Limitations, and Workarounds in Version 2.1
- Known Documentation Defects in Version 2.1

Additional Information

The following sections describe how to access publications online, order publications, provide feedback about publications and contact customer support.

Accessing Publications Online

You can access many Tivoli publications online in the Tivoli Information Center, which is available on the Tivoli Customer Support Web site:

http://www.tivoli.com/support/documents

These publications are available in PDF or HTML format, or both. Translated documents are also available for some products.

Ordering Publications

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

http://www.ibm.com/shop/publications/order
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, for a list of telephone numbers, see the following Web site: [http://www.tivoli.com/inside/store/lit_order.html](http://www.tivoli.com/inside/store/lit_order.html)

**Providing Feedback about Publications**

We are very interested in hearing about your experience with Tivoli products and documentation, and we welcome your suggestions for improvements. If you have comments or suggestions about our products and documentation, contact us in one of the following ways:

- Send an e-mail to pubs@tivoli.com.
- Complete our customer feedback survey at the following Web site: [http://www.tivoli.com/support/survey/](http://www.tivoli.com/support/survey/)

**Contacting Customer Support**

If you have a problem with any Tivoli product, you can contact Tivoli Customer Support. See the *Tivoli Customer Support Handbook* at the following Web site: [http://www.tivoli.com/support/handbook/](http://www.tivoli.com/support/handbook/)

The handbook provides information about how to contact Tivoli Customer Support, depending on the severity of your problem, and the following information:

- Registration and eligibility
- Telephone numbers and e-mail addresses, depending on the country you are in
- What information you should gather before contacting support

**New Features in Version 2.1**

This section briefly describes changes and enhancements made to Version 2.1 of *Tivoli Application Performance Management*. The significant changes introduced by 2.1 are:

- ARM Transaction Correlation and Instance Data Collection
- End-to-End Probe Platform (EPP)

**ARM Transaction Correlation and Instance Data Collection**

ARM transaction correlation is the capability to break down a transaction into its component parts, so that contribution of each part to the total response time can be analyzed. This function can be used across components within a single system, or across multiple systems. It also allows the path of the transaction to be traced.

A mechanism has been implemented in the product to upload the correlation records to the database.

**End-to-End Probe Platform (EPP)**

The interface to use the Mercury Interactive products for transaction simulation is still provided in Tivoli Application Performance Management. This facility for transaction simulation has been extended by the integration of an IBM® technology EPP.
EPP conducts and measures end user transactions without requiring any modification to the application or the network. Because transactions generated by EPP probes traverse the same network paths, and interact with servers in the same way as those created by real users, EPP data realistically reflects the end user experience in all these areas.

System Requirements

This section describes the system requirements for installation of the product. There are no changes to the instruction detailed in the Tivoli Application Performance Management User’s Guide Version 2.1.

Tivoli products that support Windows®, Windows 95, Windows NT, OS/2, and NetWare must be installed on an IBM PC AT-compatible machine. Tivoli does not support platforms (such as the NEC PC 98xx series) that are not 100% compatible with the IBM PC AT.

Platform-specific Information

The following table identifies the supported platform versions known at the time of publication. For more detailed and up-to-date information, please see the release notes.

<table>
<thead>
<tr>
<th>Platform</th>
<th>Supported Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIX</td>
<td>Endpoint, Gateway, and Server: IBM RS/6000® series running AIX®, Version 4.3.x</td>
</tr>
<tr>
<td></td>
<td>HP-UX Gateway and Server: HP9000/700 and 800 series running HP-UX, Version 11.00</td>
</tr>
<tr>
<td>Solaris</td>
<td>Endpoint, Gateway, and Server: Sun SPARC series running Solaris, Versions 2.7 and 2.8</td>
</tr>
<tr>
<td>Windows 95</td>
<td>Endpoint:* § IBM-compatible with a Pentium® 133 MHz or faster processor, running Microsoft Windows 95</td>
</tr>
<tr>
<td>Windows 98</td>
<td>Endpoint:* IBM-compatible with a Pentium 133 MHz or faster processor, running Microsoft Windows 98</td>
</tr>
<tr>
<td>Windows NT</td>
<td>Tivoli Desktop for Windows, Endpoint, Gateway, Server: IBM-compatible with a 133 MHz Pentium or faster processor, running Microsoft Windows NT, Version 4.0 SP6.</td>
</tr>
</tbody>
</table>

* Distributed Monitoring is not supported by Windows 95 or 98 installations and these platforms do not support EPP transaction simulation.

** Needs Tivoli Framework Version 3.7.1 plus Patch 3.7.1-TMF-0002.

§ Needs service pack 1 installed to run Client Capture.
Software Requirements

You must have the following software installed and running:

- Tivoli Management Framework 3.6.5 plus Patch 3.6.5-TMF-0008, or 3.7.1 plus Patch 3.7.1-TMF-0002.
- Installation of Tivoli Distributed Monitoring 3.6, 3.6.2 or 3.7 is required if you want to install the product Monitors for Distributed Monitoring.
- Tivoli Decision Support (see your Tivoli Decision Support documentation set) is required if you want to see application performance data stored in the database, and you are using the Tivoli Decision Support for Application Performance 2.0 product.
- Tivoli Enterprise Console® 3.6 is required if you want to view events.
- If you want to use the Web GUI, Windows NT 4.0 is required on the managed node where it is installed.
- If you expect to use EPP to measure and monitor Lotus Notes, the following requirements apply to the Notes client on which the EPP notes probe is to be run:
  - The International version of the Notes client is supported.
  - The North American version will not work.
  - Notes Client must be installed on the endpoint.
  - Supported releases of the Notes client are, Release 5.02b (or later), Release 5.03 (preferred)
  - The Notes client must be configured with the Notes ID and the name of the mail server to be used by the probe.
  - CLASSPATH in the System Environment variable must be updated with the full path of the Notes.jar file.
  - PATH in the System Environment variable must be updated with the full path of the Notes installation directory.

What Your Install Compact Disk Contains

The installation CD contains the following directories:

<table>
<thead>
<tr>
<th>Directory</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Root</td>
<td>Packed executable files for the core product component, Web GUI, Client Capture, Support for EPP, Distributed Monitoring Monitors and event console class definitions, and files used by the installation software.</td>
</tr>
<tr>
<td>Cfg</td>
<td>Configuration files used by the installation process.</td>
</tr>
<tr>
<td>Tivoli Decision Support for Application Performance 2.0</td>
<td>Tivoli Decision Support Guide for the product. For further details refer to the <em>Tivoli Decision Support for Application Performance User’s Guide</em>.</td>
</tr>
<tr>
<td>IBM_HTTP_Server</td>
<td>Installation file for the HTTP server</td>
</tr>
<tr>
<td>Apm_110n</td>
<td>Language support files</td>
</tr>
<tr>
<td>MigrationUtilities</td>
<td>Shell command to move existing data from gateways</td>
</tr>
<tr>
<td>Books/PDF</td>
<td>User’s Guides and Release Notes for the product in PDF format</td>
</tr>
<tr>
<td>Books/HTML</td>
<td>User’s Guides and Release Notes for the product in HTML format</td>
</tr>
</tbody>
</table>
Patches Included in Version 2.1
The following patches have been incorporated into this release of Tivoli Application Performance Management.

<table>
<thead>
<tr>
<th>Patch Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0-APM-0001</td>
<td></td>
</tr>
<tr>
<td>2.0-APM-0003</td>
<td></td>
</tr>
<tr>
<td>2.0-APMO002</td>
<td></td>
</tr>
</tbody>
</table>

Installation and Migration Methods
Three methods of installation and migration available are available. Each installation method is used in the same way and the only difference is which product component you select for installation.

- When you use the Framework GUI method, you set a path to the correct directory of the installation CD-ROM and a list of objects that can be installed, is automatically displayed.
- When you use the Tivoli CLI command method, you include a path to the correct directory of the installation CD-ROM and include the filename corresponding to the component you want to install.
- When you use the Tivoli Software Installation Service (SIS), you must refer to the Tivoli Software Installation Service User’s Guide for instructions on installing SIS on your Tivoli installation and using SIS to install products.

If you are a new user of Tivoli Application Performance Management, you will need to carry out a full install of the product and its other associated components.

If you are already a user of the product, you need to follow instructions for migration to upgrade your current installation to Version 2.1. See “Migrating from Version 2.0.1 of the Product” on page 14.

Installations
This section provides a summary of the installation procedures to follow for installation or migration of Tivoli Application Performance Management and its associated components. There are no changes from the full and comprehensive instructions contained in the Tivoli Application Performance Management 2.1 User’s Guide.

Installing Tivoli Application Performance Management
The product is installed at the region server and all gateways which may have the product endpoints connected. The following sections describe how to install the product by using any of the following methods:

- From the Tivoli management framework desktop graphical user interface (GUI)
- Using the Tivoli management framework command line interface (CLI)
- Using Software Installation Service (SIS).

Using the Desktop GUI to Install the Product
To install the product from the Tivoli desktop, perform the following steps:
1. Insert the product CD in the CD-ROM drive of the machine selected for installation. Make a note of the identifying letter (or mount point on UNIX) for the CD-ROM drive because you may need it later when browsing and setting installation paths.

2. Start the Tivoli desktop application.

3. From the Tivoli Manager Install menu, select **Install Product**.

![Image](image.png)

*Figure 1. Installing the product - first action*

The Install Product dialog is displayed.

**Note:** An error dialog may be displayed. If this happens, it is caused by a minor desktop software conflict, and the dialog can safely be ignored. Click **OK**.

4. If the **Select Product to Install** list is empty, the install path is not set correctly.
In this case, click the Select Media button, and use the browse facility to set the installation path to the product image directory where the installation files are located. This should be the root directory of your CD-ROM.

When the path is correctly displayed, click Set Path to confirm it and click Set Media and Close, to return to the Install Product dialog.

5. Select the product component you want to install (Tivoli Application Performance Management 2.1) and select the client (Tivoli management region or gateway) where you want to install the product.

Notes:

a. You may notice that when the product is selected, one or more node names move to the right from the Clients to Install On pane into the Available Clients pane. This means that those nodes already have the product, or part of the product installed. These installations or fragments of installation must be removed before continuing.

b. The product must be installed first, before selecting any other component.

c. Before installing Tivoli Application Performance Management 2.1 Monitors for Distributed Monitoring, you must have the Tivoli Distributed Monitoring component installed.

6. When you have made your selection, click Install & Close. The Product Install dialog is displayed, containing a scrolling list of operations.
7. When scrolling has stopped, click **Continue Install** and wait for the message “Finished Product Installation”.

   **Note:** During steps 6 and 7, the installation process may take several minutes. If you notice that scrolling has stopped, check the bottom of the window for a message prompt to continue, or a warning of any problem that requires correction.

8. Click the **Close** button to complete the installation. You are returned to the Tivoli Manager screen.

9. From the View menu select **Refresh** and the window now confirms installation by displaying the **Application Performance Management RIM** database icon.
Note: In this version of the product, the icon provides an alternative method of creating the RIM object. It does not start the product application.

Using the Framework CLI to Install the Product

Make sure that the Tivoli environment is started with the `setup_env` command as follows:

On a UNIX machine issue this command:

```
. /etc/Tivoli/setup_env.sh
```

On a Windows NT machine the command is:

```
"%windir%\system32\drivers\etc\tivoli\setup_env.cmd"
```

To install the product from the command line, issue this command:

```
winstall -c /cdrom/tivoli -i TAPM node_name
```

where:

- `/cdrom/tivoli`
  Specifies the path to the CD-ROM image where the *.pkt files are held.

- `-i TAPM`
  Specifies the index file from which the product is installed on the network node.

- `node_name`
  The identity of the network node where the product is to be installed

Note: If the node is **not** specified, the product is installed throughout the entire region.

See the `winstall` command in the *Tivoli Management Framework Reference Manual* for more information.
Installing the Web GUI

The same installation methods as described in "Installing Tivoli Application Performance Management" on page 3 apply to the Web GUI installation.

Note: The Web GUI can only be installed on a Windows NT machine. UNIX is not currently supported.

Using the Framework CLI to Install the Web GUI

Make sure that the Tivoli environment is started with the setup_env command as follows:

On a UNIX machine issue this command:

. /etc/Tivoli/setup_env.sh

On a Windows NT machine the command is:

"%windir%\system32\drivers\etc\tivoli\setup_env.cmd"

To install Web GUI from the command line do the following:

1. Install the IBM HTTP Server provided separately on the CD-ROM.

2. Issue the command line

   wininstall -c /cdrom/tivoli -i WEBGUI HTTPSERVINST=1 node_name

where:

HTTPSERVINST=1

Specifies the HTTP server is already installed

Note: The HTTP server must be installed before you can install Web GUI using CLI.

node_name

Is the identity of the region server.

specifies


Installing the HTTP Server

The HTTP server can be installed separately by the following procedure:

1. Insert the Tivoli Application Performance Management installation compact disk in your CD-ROM drive. If you are installing from a network drive, connect to that drive.

2. Click Start and then Run.

3. In the Run dialog, use the browse facility, or type in the following:

   %CD-ROM\IBM_HTTP_Server\setup.exe

   where %CD-ROM is the identity of the drive and top directory for your installation disk.

4. Click OK.

5. Follow instructions presented by the install shield application. You are prompted to supply:
WEBUSERID
The userid under which the product Web GUI server will run. This userid must:
- Be a local user on the Windows NT machine where the HTTP server will be installed. Be a member of the Administrators group on the Windows NT machine where the HTTP server will be installed.
- Have senior privileges in the Tivoli management region.

WEBPASSWD
The user’s password

Note: The HTTP server must be installed on the region server.

Installing Support for EPP
The same installation methods as used for the product, described in “Installing Tivoli Application Performance Management” on page 3, apply to the Support for EPP installation.

Note: Support for EPP must be installed on the region server.

Using the Framework CLI to Install Support for EPP
Make sure that the Tivoli environment is started with the setup_env command as follows:

On a UNIX machine issue this command:
```
. /etc/Tivoli/setup_env.sh
```

On a Windows NT machine the command is:
```
"%windir%\system32\drivers\etc\tivoli\setup_env.cmd"
```

To install Support for EPP from the command line, issue the following command:
```
wininstall -c /cdrom/tivoli -i TAPMEPP node_name
```

where:
- `/cdrom/tivoli`
  Specifies the path to the CD-ROM image where the *.pkt files are held.
- `-i TAPMEPP`
  Specifies the index file from which the supplied EPP probes are installed on the network node.
- `node_name`
  The identity of the region server.

Installing Language Support for the Product
Tivoli Application Performance Management 2.1 language support consists of two components:
- Four Asian languages. Korean, Japanese, standard Chinese and simplified Chinese. These may be separately installed.
- Web GUI language support. One installation covers all four languages.

Where to Install
Language support must be installed on all machines where you have Tivoli Application Performance Management installed.
Web GUI language support must be installed only on the managed node where Web GUI has been installed.

**Using the Desktop GUI to install Language Support**
Files for the language support may be installed as part of the main product 2.1 installation. The procedure is the same as that described in "Using the Desktop GUI to Install the Product" on page 5 except that Language support files are contained on their own APM_L10N directory of the installation CD-ROM:

1. Carry out steps 1 to 3.
2. At step 4 you must change the install path by clicking the Set Media button to call the File Browser dialog and adding /APM_L10N to the path.
3. Click Set Media and Close. The Install Product dialog is displayed with the Language support options displayed.

![Figure 5. Installation choices for language support](image)

4. Continue with the installation procedure as if you were installing a product component.

**Using the Framework CLI to Install Language Support**
Make sure that the Tivoli environment is started with the `setup_env` command as follows:

On a UNIX machine issue this command:
```
/etc/Tivoli/setup_env.sh
```

On a Windows NT machine the command is:
```
"%windir%\system32\drivers\etc\tivoli\setup_env.cmd"
```

To install Language Support from the command line, issue the following command:
winstall -c /cdrom/tivoli -i APM21xx|WG21NLS node_name

where:

/cdrom/Apm_l10
   Specifies the path to the CD-ROM image where the *.pkt files are held.

-i APM21xx
   Specifies the index files from which the required support files are installed on the
   network node. File identities are:
   - APM21JA - Japanese
   - APM21KO - Korean
   - APM21CN - Simplified Chinese
   - APM21TW - Traditional Chinese

-i WG21NLS
   Specifies the index file from which the Web GUI is installed on the network node.

node_name
   The identity of the region server.

Installing Monitors for Distributed Monitoring

The same installation methods as used for the product, described in "Installing Tivoli
Application Performance Management" on page 5, apply to the Monitors for Distributed
Monitoring installation.

Note: Monitors for DM must be installed on the region server.

Using the Framework CLI to Install Monitors for Distributed Monitoring

Make sure that the Tivoli environment is started with the setup_env command as follows:

On a UNIX machine issue this command:
   . /etc/Tivoli/setup_env.sh

On a Windows NT machine the command is:
   "%windir%\system32\drivers\etc\tivoli\setup_env.cmd"

To install Monitors from the command line, issue the following command:
   wininstall -c /cdrom/tivoli -i TAPMMON node_name

where:

/cdrom/tivoli
   Specifies the path to the CD-ROM image where the *.pkt files are held.

-i TAPMMON
   Specifies the index file from which Distributed Monitoring monitors is installed on
   the network node.

node_name
   The identity of the region server.
Migrating from Version 2.0.1 of the Product

To migrate your installation of the product, you use patches that will provide new files and overwrite other essential files of your product installation.

Installation of the Tivoli Application Performance Management 2.1 Upgrade Patch allows you to retain all the customers specifications on all the endpoints, the collected data, and the ID of the ARM instrumented applications on the client endpoints. There is no loss of data during the migration from Version 2.0.1 to Version 2.1.

What You Need to Carry Out the Migration

For the product migration you have the following patches and products available on the product CD:

- Tivoli Application Performance Management 2.1 Upgrade Patch.
- Tivoli Application Performance Management 2.1 Web Gui Upgrade Patch.
- Tivoli Application Performance Management 2.1 Monitors for DM Upgrade Patch.
- Tivoli Application Performance Management 2.1 Support for EPP

These images allow you to migrate the Tivoli Application Performance Management product and components to level 2.1 and to install the product 2.1 Support for EPP.

On the CD you also have a shell script called `Save_cache_before_upgrade.sh` that is used to send the data currently present on the gateways to the database, before installing the upgrade patch. This script is on the CD-ROM in directory `Migration\Utilities`.

Migration Patch Software Requirements

You must have the following software installed and running:

- Tivoli Management Framework 3.6.5 plus Patch 3.6.5-TMF-0008 or 3.7.1 plus Patch 3.7.1-TMF-0002
- Tivoli Application Performance Management 2.0.1
- Tivoli Application Performance Management 2.0.1 Monitors for DM
- Tivoli Application Performance Management 2.0.1 Web GUI

Migration Processes

The following environment configuration and collected data are saved after the Tivoli Application Performance Management 2.1 Upgrade Patch installation:

- The ARM instrumented applications, the Client Capture applications and the simulated applications registered in the Tivoli Application Performance Management repository.
- The MarProfile.
- Application IDs on the endpoints.
- The engine status.
- Aggregated data on the endpoint.

Before installing the patch, you must check whether data files are present on the gateways. The files may be found under the directory `${TMPDIR}/tapm/cache` where TMPDIR is the value returned by the framework command `wtemp`.
If data files are on the gateway, run the shell script included on the installation CD as follows:

1. Make sure that the Tivoli environment is started with the `setup_env` command as follows:
   - On a UNIX machine issue this command:
     ```
     . /etc/Tivoli/setup_env.sh
     ```
   - On a Windows NT machine the command is:
     ```
     "%windir%\system32\drivers\etc\tivoli\setup_env.cmd"
     ```
2. Change to the following directory:
   ```
   $CDroot/Migration_Utilities
   ```
   where CDroot is the top CD-ROM directory.
3. Ensure that the database window is open on the mid-level manager or set it to “always open” with:
   ```
   wmarsetstatus -g DBUploadStartTime=00:00, DBUploadStopTime=23:59 <mid-level_manager_name>
   ```
4. Run the script `Save_cache_before_update.sh`
5. Wait until this operation completes before continuing the migration process
6. Disable any active client capture collections and close the browser windows
7. Apply migration patches as needed, this updates the product code on the region server and managed nodes.

The changes on the product engine at endpoints become operational as soon as you start reusing the endpoint by distributing a MarProfile to that endpoint or by running any of the following commands at that endpoint.

```
wmarrstarteng, wmarstopeng, wmarcleareng, wmarlsapp, wmarlseng, wmarstartcoll, wmarstopcoll, wmarsetstatus, wmargetdata, wmargetstatus.
```

After running any of these commands on the endpoint the engine must be restarted using the `wmarrstarteng` command.

After installing the patch, the mid-level manager needs to be restarted on every managed node, using script:

```
wmarrrestartmlm.sh <managednode-name>
```

### Migrating the Product

Use one of these three methods to upgrade Tivoli Application Performance Management from 2.0.1 to 2.1.

#### Using the Desktop GUI to Migrate the Product

To install the product patch from the Tivoli desktop, perform the following steps:

1. Start the Tivoli desktop application.
2. From the Desktop drop-down menu of the Tivoli Manager for Administrator window, select the `Install--->Install Patch` option.
The Install Patch dialog is displayed.

3. If the Select Patch to Install list is empty, the install path is not set correctly. In this case, click the Select Media button, and use the browse facility to set the installation path to the product image directory where the installation files are located. This should be the root directory of your installation CD ROM.

   In this case, click the Select Media button, and use the browse facility to set the installation path to the product image directory where the installation files are located. This should be the root directory of your installation CD ROM.

   When the path is correctly displayed, click Set Path to confirm it and click Set Media and Close, to return to the Install Product dialog.

4. Select the component you want to install (Tivoli Application Performance Management 2.1 xxxx Upgrade Patch) and select the client (Tivoli management region or managed node) where you want to install the patch.
5. When you have made your selection, click **Install & Close**. The Patch Install dialog is displayed, containing a scrolling list of operations.

6. When scrolling has stopped, click **Continue Install** and wait for the message “Finished Patch Installation”.

   **Note:** Installation may take several minutes. If you notice that scrolling has stopped, check the bottom of the window for a message prompt to **continue installation**, or a warning of any problem that requires correction.

7. Click the **Close** button (which is now active) to complete the installation. You are returned to the Tivoli Manager screen.

![Figure 8. Installing a patch - confirmation that the patch is installed](image)

**Using the Framework CLI to Migrate the Product**

Make sure that the Tivoli environment is started with the `setup_env` command as follows:

On a UNIX machine issue this command:

```
./etc/Tivoli/setup_env.sh
```

On a Windows NT machine the command is:

```
"%windir%\system32\drivers\etc\tivoli\setup_env.cmd"
```

To install the product patch from the command line, issue this command:

```
winstall -c /cdrom/tivoli -i TAPM_P21 node_name
```

where:

* `/cdrom/tivoli` specifies the path to the CD-ROM image where the *.pkt files are held.

* `–i TAPM_P21` specifies the index file from which the patch is installed on the network node.
node_name

The identity of the network node where the product is to be installed

Note: If the node is not specified, the product is installed throughout the entire region.

See the winstall command in the Tivoli Management Framework Reference Manual for more information.

Migrating the Web GUI
Use one of these three methods to upgrade Web GUI from 2.0.1 to 2.1.

Using the Desktop GUI to Migrate Web GUI
To install the Web GUI patch from the Tivoli desktop, use the same procedure as described in “Using the Desktop GUI to Migrate the Product” on page 15, but select Tivoli Application Performance Management 2.1 Web GUI Upgrade Patch at step 5.

Using the Framework CLI to Migrate Web GUI
To install the Web GUI patch using the Tivoli CLI, use the same procedure as described in “Using the Framework CLI to Install Language Support” on page 12, except that you use the wpatch command instead of winstall and substitute the patch name WEBG21 for WEBGUI in the command line.

Migrating Monitors for DM
Use one of these three methods to upgrade Web GUI from 2.0.1 to 2.1.

Using the Desktop GUI to Migrate DM Monitors
To install the product Monitors patch from the Tivoli desktop, use the same procedure as described in “Using the Desktop GUI to Migrate the Product” on page 15, but select Tivoli Application Performance Management 2.1 Monitors for DM Upgrade Patch at step 5.

Using Tivoli Framework CLI to Migrate DM Monitors
The migration process to install the patches using CLI is similar to the “Install using CLI procedures” except that you use the wpatch command instead of winstall and substitute the patch name MON_P21 for TAPMMON in the command line.

Migrating Language Support
Use one of these three methods to upgrade Web GUI from 2.0.1 to 2.1.

Using the Desktop GUI for Migrating Language Support
If you are migrating from 2.0.1 you can install patches for language support. The procedure for installing language patches is the same as that described in “Migration Processes” on page 14 with the same instructions for changing the path detailed above. The Patch install dialog is displayed.
Using the Framework CLI to Install Language Support

Make sure that the Tivoli environment is started with the setup_env command as follows:

On a UNIX machine issue this command:

. /etc/Tivoli/setup_env.sh

On a Windows NT machine the command is:

"%windir%\system32\drivers\etc\tivoli\setup_env.cmd"

To install Language Support from the command line, issue this command:

wpatch -c /cdrom/tivoli -i APM21Pxx|WG21PNLS node_name

where:

/cdrom/Apm_l10

Specifies the path to the CD-ROM image where the *.pkt files are held.

-i APM21Pxx

Specifies the index files from which the required support files are installed on the network node. File identities are:

- APM21PJA - Japanese
- APM21PKO - Korean
- APM21PCN - Simplified Chinese
- APM21PTW - Traditional Chinese
Specifies the index file from which the Web GUI patch is installed on the network node.

\textit{node\_name}

The identity of the region server.

### Defects Fixed in Version 2.1

The following defect has been corrected for this release of Tivoli Application Performance Management.

1. Displays of RIM/DB creation scripts on Sybase contain the double characters “//” instead of a single occurrence “/”.
   This defect was identified as D11977

2. From the Tivoli APM GUI, if you add an entry setting where the schedule info has the stop date that is the same day as the start date and choose the week day rule, you will cause an error message even if the settings are correct.
   This defect was identified as D14388

3. In Add Scheduling Information dialog, the date display is Day-Month-Year. This format is incorrect for some double-byte locales. It should be Year-Month-Day.
   This defect was identified as D16503

4. The \texttt{wmarlseng} command does not list all the information for simulated collection, no information is provided on the "run interval" and the simulation parameters. ()
   This defect was identified as D14025

5. Data is stored on the database according to the managed node time zone, and if it is different from that of the Endpoint, the hour reported on the database is different from the collection time.
   This defect was identified as D15233

6. After uninstallation of Tivoli APM, the process \texttt{mar\_ctrl} (mar controller) could be still active.
   This defect was identified as 12112

7. Web gui installation window does not have password encryption. This is a framework problem.
   This defect was identified as D116119

### Known Product Defects, Limitations, and Workarounds in Version 2.1

This section describes known defects in this release of Tivoli Application Performance Management. Where applicable and known, suggested workarounds are identified. Note that this may not be a complete list of defects.

Current defects, limitations and workarounds for this release of Application Performance Management include:
1. Sometimes performance data cannot be sent to the database from the Tivoli Application Performance Management Mid-Level Manager (MLM). If a failure occurs when sending performance data to the database the file containing the performance data is cached on the MLM.

**Workaround:** Failures of this nature usually involve a problem with the RIM object or the database; for example if the RIM object has not been created for Tivoli Application Performance Management or the database server is not working. After correcting the problem, resend the data to the database, you must restart the MLM. This involves issuing an `idlcall` CLI command to shutdown the MLM followed by another `idlcall` CLI command to reboot the MLM. The shell script, `wmarrestartmlm.sh` has been created to make these two steps easier. The syntax is:

```
wmarrestartmlm.sh <ManagedNode>
```

where:

ManagedNode - is the name of the managed node where the MLM is running.

Issuing this command will restart the MLM and cause any cached data files to be sent to the database.

2. During the deinstallation of the product, the TMF command `wgateway dbcheck` is run to clear any TAPM information from the gateway cache. However, a defect in the command means the cache is not properly cleared. This can lead to a problem if the product is subsequently reinstalled. In particular, performance data from the endpoint may not be uploaded to the RIM database. This is a known defect with the TMF and is being tracked.

**Workaround:** Manually run the `wgateway restart` command on each of the gateways after deinstallation of the product as follows:

Issue the command:

```
wgateway <gateway_name> restart
```

**Note:** This command will stop and restart the gateway process. Make sure the gateway is not in use before running the command.

3. Some temporary files generated by VuGen are not cancelled on the endpoint. APAR IC29319

**Workaround:** Manually delete the files.

4. If an endpoint label is changed, the engine fails to upload. When you rename an endpoint with the framework command line

```
wep <label> set_label <new_label>
```

and do not stop and restart the engine, at the scheduled time the engine fails to start the data upload process. (D14513)

**Workaround:**

a. Stop the engine
b. Restart the `lcfd` deamon on the endpoint

5. The `wmargetdata` command returns 0 when daylight saving time changes. Some problems may occur to the `wmargetdata` aggregation process and upload of data to the database. (D19650)
Workaround: Problem is only present when daylight saving time change date is different to USA. As soon as both have occurred the problem no longer exists.

6. Using Netscape as the browser for non English language Tivoli Application Performance Management Web GUI, spurious invalid characters are displayed on Flyovers and Status bar. (D16677)

Workaround: None, this is a known Netscape problem. Functionality is not affected.

7. If you open the Add Entry to the Profile window from the product GUI, when no application is registered to the repository, and then register an application and press the Refresh button, the new application is shown in the application list, but none of the window buttons are active. (D19445)

Workaround: After having registered the new application, close and reopen the window.

8. Registration fails if the XML filename is in local language. (D16672)

Workaround: Rename the file using standard english ASCII characters.

9. The wuninst command return a few random error messages in the log files if you have Tivoli management framework 3.7 and in your region there is a managed node and an endpoint with the same label. (D10804, D93503)

Workaround: Ignore the messages or use the wep command:

```
wep <ep_label> set_label <ep_new_label>
```

to change the endpoint label.

10. In the HOST_NAME columns of the database a fully qualified name is stored. If the host where data is aggregated has a static hosts file (such as /etc/hosts) with an entry for the local hostname, then the DNS lookup is skipped and only information on the simple name (the first part of xxx.xxx.xxx) of the hostname is stored. Note that this is the default case for Windows 2000 hosts and common UNIX environment. (D12834)

11. Netscape 6 is not supported by the Tivoli APM Web browser GUI.

Workaround: none.

12. When the Web browser GUI is uninstalled a reboot may be necessary to cleanup the file system.

13. When using Client Capture for Netscape, the response time measured by Client Capture does not correspond exactly to what a user can see displayed at the browser. For example, if a page contains a javascript source, the response time does not include images loaded by javascript.

   However; completion implies that Netscape is no longer attempting to load the URL.

14. COM server registration fails if MFC42.dll is too old.

Workaround: Install MFC42.dll image version 6.0 product version 6.0.3.

15. The Netscape Date field is not protected and can be edited. (D17957)

Workaround: Use care working in this field

16. Boot method doesn’t restart engine if endpoint is installed on machine that is also the Tivoli region Server. (D18501)

Workaround:

- Check to see if the login policy is setup correctly on the gateway for the Endpoint, issuing the command:
wgeteppol login_policy

- Check the boot method list for the failing endpoints, by issuing the command

  wep boot_method list Mar_Boot $EP_OID

Perform the following steps:

a. Increase the logging level on the gateway associated with the endpoint using the following command:

  wgateway <Gatewayname> set_debug_level 8

b. Set the lcfd log level to 3 in $LCF_DATDIR/last.cfg by changing the log_threshold variable

c. Stop the engine

d. Stop the lcfd process

e. Restart the lcfd

- Look at the resulting gate.log and lcfd.log files for errors. If an error is seen, indicating that the login policy failed to return with a zero return code, then it is most likely that is the problem

- If the login_policy fails, it may be for several reasons, one of which is that there are missing files for the login_policy on the gateway. If this is the case, try resending the gateway specific file package to the gateway again, to recreate the files for the login policy.

17. If the engine is stopped and you try to delete the TAPMIEHelper.dll from a Windows Explorer. The "TAPMIEHelper.dll" is not deleted. Access is denied. (D18110)

  Workaround: None. You must use DOS CLI to close every internet explorer window and every file browser window in order to delete TAPMIEHelper.dll in Windows 2000 (or Windows 98) or in a generic window installation, where Internet Explorer and the desktop are integrated.

18. The first EPP probe collection does not produce a valid return code. This means that if you schedule two or more rules, you lose the first one at every start collection. (D19474)

  Workaround: None. You must take account of this problem until it is fixed in a future release.

Known Documentation Defects in Version 2.1

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In the first line of Example 1, there should not be a space after the word LogComponents and before the '=' sign

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Line 2 of the second example should read:

DBUploadStopTime=08:00,LogLevel=2 my_managed_node

These two errors also occur in the MAN page for the wmarsetstatus command.