IBM Tivoli Enterprise Console

Release Notes

Version 3.8
Before using this information and the product it supports, read the information in "Notices" on page 4.
Release Notes

The IBM® Tivoli Enterprise Console Release Notes provide important information about the IBM Tivoli Enterprise Console®, Version 3.8 product. These notes are the most current information for the product and take precedence over all other documentation.

Review these notes thoroughly before installing or using this product.

Note: For the most current information about available patches, known product limitations, workarounds, and defects in the IBM Tivoli Enterprise Console, Version 3.8 product, see the IBM Customer Support for Tivoli® software Web site at:

[www.tivoli.com/support/](http://www.tivoli.com/support/)

Documentation for the NetView® Integrated TCP/IP Services component (hereinafter referred to as the NetView component) is referred to in various ways throughout the IBM Tivoli Enterprise Console publications. The NetView component documentation library is comprised of:

- Two base sets of IBM Tivoli NetView manuals at the Version 7 level (one for Windows® platforms, one for UNIX® platforms)
- Two sets of IBM Tivoli NetView release notes (one for Windows platforms, one for UNIX platforms) at the Version 7.1.3 level

Preface

The following sections provide information about contacting IBM Customer Support, typeface conventions, and an information roadmap.

Contacting IBM Customer Support

If you have a problem with any Tivoli software product, you can contact IBM Customer Support. See the Tivoli Customer Support Handbook at the following Web site:


The handbook provides information about how to contact 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 in which you are located
- What information you should gather before contacting IBM Customer Support

Other Sources of Information

User groups provide software professionals with a forum for communicating ideas, technical expertise, and experiences related to the product. They are located on the Internet and are available using standard news reader programs. These groups are primarily intended for user-to-user communication and are not a replacement for formal support.
If your Internet service provider does not copy all of these newsgroups, they are available directly from the news.software.ibm.com server:

```
news://news.software.ibm.com/ibm.software.tivoli.enterprise-console
```

**Conventions Used In This Document**

This document uses several conventions for special terms and actions, operating system-dependent commands and paths, margin graphics, or icons.

**Typeface Conventions**

The following typeface conventions are used in this document:

**Term**

Lowercase and mixed-case commands, command options, and flags that appear within text appear like this, in **bold** type.

Graphical user interface elements (except for titles of windows and dialogs) and names of keys also appear like this, in **bold** type.

**Italic**

Variables, values you must provide, new terms, and words and phrases that are emphasized appear like this, in italic type.

**Monospace**

Commands, command options, and flags that appear on a separate line, code examples, output, and message text appear like this, in monospace type.

Names of files and directories, text strings you must type, when they appear within text, names of Java™ methods and classes, and HTML and XML tags also appear like this, in monospace type.

**Operating System-dependent Variables and Paths**

This document uses the UNIX convention for specifying environment variables and for directory notation.

This document uses the backward slash (\) convention at the end of a line of example text to indicate that the text shown on the following line has wrapped due to the space restrictions of the page. The example should be interpreted as being on one line.

When using the Windows command line, replace `$variable` with `%variable%` for environment variables and replace each forward slash (`/`) with a backslash (`\`) in directory paths.

**Note:** If you are using the bash shell on a Windows system, you can use the UNIX conventions.

**Other Conventions**

This book uses several conventions for special terms and actions, operating system-dependent commands and paths, and margin graphics or icons.

To select a pull-down menu, position the cursor over a word in a menu bar and click the left mouse button.

To select a pop-up menu, position the cursor over an icon and click the right mouse button.

Procedures can include a table listing the context and authorization role required to perform the procedure. The Activity cell includes a brief description of the procedure, the Context cell explains where in the Tivoli environment the procedure takes place, and the Required Role cell lists the authorization role required to
perform the procedure. The following table is an example.

Table 1. Context and authorization role example

<table>
<thead>
<tr>
<th>Activity</th>
<th>Context</th>
<th>Required Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuring an event console</td>
<td>Event console</td>
<td>user</td>
</tr>
</tbody>
</table>

Accessing Publications Online

Publications in the product libraries are included in PDF or HTML formats, or both, on the product documentation CD. To access the publications using a Web browser, open the `infocenter.html` file, which is located in the root directory of the product documentation CD.

When IBM publishes an updated version of one or more online or hardcopy publications, they are posted to the Tivoli Information Center. You can access updated publications in the Tivoli Information Center from the following Tivoli Customer Support Web site:


The Tivoli Information Center contains the most recent version of the books in the product library in PDF or HTML formats, or both. Translated documents are also available for some products.

Note: If you print PDF documents on other than letter-sized paper, select the **fit to page** check box in the Adobe Acrobat Print dialog (which is available when you click **File —> Print**) to ensure that the full dimensions of a letter-sized page are printed on the paper that you are using.

Online HTML Reference

Information in HTML format about each IBM Tivoli Enterprise Console command and task, along with other IBM Tivoli Enterprise Console online reference information, is available on the event server host at `$BINDIR/../generic_unix/TME/TEC/BOOKS/HTML/reference.html`.

Information Road Map

Use this road map to locate specific documents for procedures used with the IBM Tivoli Enterprise Console product.

Table 2. Information roadmap

<table>
<thead>
<tr>
<th>To learn about...</th>
<th>Read...</th>
<th>Which covers...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prerequisites for Tivoli software</td>
<td>• Tivoli Management Framework Planning for Deployment Guide&lt;br&gt;• Tivoli Management Framework User’s Guide&lt;br&gt;• Tivoli Management Framework Reference Manual&lt;br&gt;• Tivoli Management Framework Planning for Deployment Guide&lt;br&gt;• Tivoli Management Framework Maintenance and Troubleshooting Guide</td>
<td>Tivoli software products and environments, the Tivoli desktop, managed nodes, administrators, operators, policy regions, profiles, notices, tasks, and scheduling</td>
</tr>
<tr>
<td>To learn about...</td>
<td>Read...</td>
<td>Which covers...</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Related and optional products, such as the NetView component, the Event</td>
<td>- The documentation library for the NetView component</td>
<td>- The NetView component</td>
</tr>
<tr>
<td>Integration Facility, and the Tivoli Enterprise™ Data Warehouse</td>
<td>- Tivoli Enterprise Console Event Integration Facility User’s Guide</td>
<td>- The Event Integration Facility and concepts required to effectively develop new adapters or to modify existing ones</td>
</tr>
<tr>
<td></td>
<td>- IBM Tivoli Enterprise Console Warehouse Enablement Pack: Implementation Guide</td>
<td>- Installation and use of the application package for Tivoli Enterprise Data Warehouse</td>
</tr>
<tr>
<td>NetView integration with this product</td>
<td>- IBM Tivoli Enterprise Console Installation Guide</td>
<td>- Integration with the NetView component</td>
</tr>
<tr>
<td></td>
<td>- IBM Tivoli Enterprise Console Rule Builder’s Guide</td>
<td>- Using the netview.rls rule set</td>
</tr>
<tr>
<td>Doing a first-time installation of the product</td>
<td>IBM Tivoli Enterprise Console Installation Guide</td>
<td>Installing the product in simple and complex environments, configuring the event database, and upgrading components</td>
</tr>
<tr>
<td>Installing and configuring an event database</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Upgrading existing components</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Installing in a non-English environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Migrating event consoles, event classes, or operators from version 3.6.2</td>
<td>The description of the <strong>wmigcon</strong> command in the IBM Tivoli Enterprise Console Reference Manual</td>
<td>Automatically migrating version 3.6 consoles, event groups, or operators to the appropriate format</td>
</tr>
<tr>
<td>Planning and configuring the event database</td>
<td>IBM Tivoli Enterprise Console User’s Guide</td>
<td>Planning for and configuring of the event database, event console planning and concepts, using adapter configuration facility, and using the logfile format editor</td>
</tr>
<tr>
<td>Using components</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Configuring event consoles and using them to manage events</td>
<td>The online help included in the event console</td>
<td>Configuration tasks for administrators, and event management tasks for operators</td>
</tr>
<tr>
<td>Configuring adapters</td>
<td>IBM Tivoli Enterprise Console Adapters Guide</td>
<td>Configuring the IBM Tivoli Enterprise Console gateway, files shipped with and used by each adapter, format files, and class definition statement files</td>
</tr>
<tr>
<td>Installing the Event Integration Facility</td>
<td>Tivoli Enterprise Console Event Integration Facility User’s Guide</td>
<td>Installing the Event Integration Facility, event transport, building an adapter, filtering events at the source, and using state correlation</td>
</tr>
<tr>
<td>Developing event adapters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using state correlation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using the command line interface and predefined tasks</td>
<td>IBM Tivoli Enterprise Console Reference Manual</td>
<td>Commands, tasks, environment variables, and event flow</td>
</tr>
<tr>
<td>Event server architecture</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Developing rules</td>
<td>IBM Tivoli Enterprise Console Rule Builder’s Guide</td>
<td>Developing rules, event class and rule engine concepts, rule language predicates, correlation events, the Default rule base, the NetView rule set, testing and tracing rules, the graphical rule builder, and using Prolog in rules</td>
</tr>
</tbody>
</table>

**Table 2. Information roadmap (continued)**
About This Release

These release notes include the following topics:

- New Features
- Patches Included
- Compatibility Notes
- Installation and Upgrade Notes
- System Requirements
- Software Requirements
- Software Limitations, Problems, and Workarounds
- Defects Fixed
- Product Notes
- Documentation Notes
- Internationalization Notes

New Features

The following enhancements are available in the IBM Tivoli Enterprise Console, Version 3.8, product:

- Improved system performance and availability in event throughput, rule handling, event correlation, event distribution, event console operations, and event data operations
- Enhanced database installation and configuration with the new event database installation assistant
- Improved analysis of duplicate events and event thresholds, and collection or grouping of similar events with the new state correlation feature
- Customization of up to three custom buttons in the Event Viewer
- Support for the Tivoli Enterprise Data Warehouse, which provides a focal point for data aggregation and has a predefined, consistent format.
- Integration with the NetView component to provide a single solution to the difficulties inherent in managing both networks and events. This includes the following features:
  - An active and pre-configured rule set that correlates, synchronizes, and clears events from the NetView component. This rule set also provides detection of root cause problems that create side effects in applications or servers, such as when a router fault isolates a database.
  - Event console integration with the NetView component. This enables NetView events to be viewed from the event console.
- Enhancements to the Java and C API of the Tivoli Event Integration Facility
Patches Included

The following patches have been incorporated into this release of the IBM Tivoli Enterprise Console product:

- 3.7.1-TEC-0001
- 3.7.1-TEC-0003E
- 3.7.1-TEC-0005E
- 3.7.1-TEC-0006E
- 3.7.1-TEC-0008E
- 3.7.1-TEC-0009E
- 3.7.1-TEC-00010E
- 3.7.1-TEC-00011E
- 3.7.1-TEC-00012E
- 3.7.1-TEC-00013E
- 3.7.1-TEC-00014E
- 3.7.1-TEC-00016E
- 3.7.1-TEC-00017E
- 3.7.1-TEC-00018E
- 3.7.1-TEC-00019E
- 3.7.1-TEC-00020E
- 3.7.1-TEC-00021E
- 3.7.1-TEC-00022E
- 3.7.1-TEC-00023E
- 3.7.1-TEC-00024E
- 3.7.1-TEC-00025E
- 3.7.1-TEC-00026E
- 3.7.1-TEC-00027E
- 3.7.1-TEC-0013E
- 3.7.1-TEC-0014E
- 3.7.1-TEC-0016E
- 3.7.1-TEC-0017E
- 3.7.1-TEC-0018E
- 3.7.1-TEC-0019E
- 3.7.1-TEC-0020E
- 3.7.1-TEC-0021E
- 3.7.1-TEC-0022E
- 3.7.1-TEC-0023E
- 3.7.1-TEC-0024E
- 3.7.1-TEC-0025E
- 3.7.1-TEC-0026E
- 3.7.1-TEC-0027E
- 3.7.1-TEC-FP02
- 3.7.1-TEC-FP03

Compatibility Notes

The following notes specify considerations about compatibility issues in the communication between product versions:

- Event servers, UI servers, event consoles, and the ACF must be at the same version. For example, a 3.8 console works with a 3.8 UI server, and a 3.8 UI server works with a 3.8 event server. Although some mixed versions of components might appear to work together, it is not supported and unexpected results might occur. You should keep your IBM Tivoli Enterprise Console components up to date with the most recent version.

- Adapters can generally send events to any currently supported version of event server and the event information will be successfully received. There are compatibility considerations for sending events from adapters in non-English environments.

If you are combining different versions of adapters and event servers in a non-English environment, see “Event Adapters” on page 42 for additional information.

Installation and Upgrade Notes

Before upgrading to the IBM Tivoli Enterprise Console, Version 3.8, you must have the IBM Tivoli Enterprise Console product, Version 3.6.2 or later, installed on your system.

System Requirements

This section defines the hardware requirements for running the IBM Tivoli Enterprise Console product.

The following table describes hardware requirements for components of the IBM Tivoli Enterprise Console product. The following list provides a few notes about the information in the table:

- Standard Performance Evaluation Corporation (SPEC) benchmark information is available from the following Web site:
  www.specbench.org

- Minimum system requirements are assuming reasonable performance for event rates of five per second or less, with less than five event consoles running, and a simple rule base
• Recommended system requirements are assuming reasonable performance for event rates of twenty per second, with five to ten event consoles running, and a moderately complex rule base

• For the Windows and Linux/Intel® platforms, P3 and P4 are abbreviations for Intel Pentium® III and Pentium 4 processors

Table 3. Hardware requirements

<table>
<thead>
<tr>
<th>Platform</th>
<th>Component</th>
<th>Recommended Processing Requirement</th>
<th>Minimum Processing Requirement</th>
<th>Recommended Memory Requirement</th>
<th>Minimum Memory Requirement</th>
<th>Disk Space Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIX/RISC</td>
<td>Event server without RIM and event database installed on machine</td>
<td>Two processors, specint_rate2000 of 5 or better</td>
<td>Single processor, specint2000 of 150 or better</td>
<td>1 GB</td>
<td>512 MB</td>
<td>512 MB</td>
</tr>
<tr>
<td></td>
<td>Event server with RIM and event database installed on machine</td>
<td>Four processors, specint_rate2000 of 14 or better</td>
<td>Two processors, specint_rate2000 of 5 or better</td>
<td>2 GB</td>
<td>1 GB</td>
<td>4 GB</td>
</tr>
<tr>
<td></td>
<td>UI server on a separate managed node</td>
<td>Single processor, specint2000 of 150 or better</td>
<td>Single processor, specint2000 of 90 or better</td>
<td>512 MB</td>
<td>256 MB</td>
<td>256 MB</td>
</tr>
<tr>
<td></td>
<td>Gateway</td>
<td>Single processor, specint2000 of 150 or better</td>
<td>Single processor, specint2000 of 90 or better</td>
<td>512 MB</td>
<td>256 MB</td>
<td>256 MB</td>
</tr>
<tr>
<td></td>
<td>Event console</td>
<td>Single processor, specint2000 of 90 or better</td>
<td>Single processor, SPECint95 of 7</td>
<td>256 MB</td>
<td>128 MB</td>
<td>64 MB</td>
</tr>
<tr>
<td>Windows and Linux/Intel</td>
<td>Event server without RIM and event database installed on machine</td>
<td>Two processors, 933 MHz P3</td>
<td>Single processor, 733 MHz P3</td>
<td>1 GB</td>
<td>512 MB</td>
<td>512 MB</td>
</tr>
<tr>
<td></td>
<td>Event server with RIM and event database installed on machine</td>
<td>Four processors, 1.4 GHz P4</td>
<td>Two processors, 733 MHz P3</td>
<td>2 GB</td>
<td>1 GB</td>
<td>4 GB</td>
</tr>
<tr>
<td></td>
<td>UI server on a separate managed node</td>
<td>Single processor, 933 MHz P3</td>
<td>Single processor, 733 MHz P3</td>
<td>512 MB</td>
<td>256 MB</td>
<td>256 MB</td>
</tr>
<tr>
<td></td>
<td>Gateway</td>
<td>Single processor, 933 MHz P3</td>
<td>Single processor, 733 MHz P3</td>
<td>512 MB</td>
<td>256 MB</td>
<td>256 MB</td>
</tr>
<tr>
<td></td>
<td>Event console</td>
<td>Single processor, 733 MHz P3</td>
<td>Single processor, 400 MHz P2</td>
<td>256 MB</td>
<td>128 MB</td>
<td>64 MB</td>
</tr>
</tbody>
</table>
Disk Space Requirements for Adapters
The tables in the following sections describe disk space requirements for supported IBM Tivoli Enterprise Console adapters.

Disk Space Requirements for TME Adapters: The following table describes disk space requirements for TME® adapters by platform type. A table cell is empty if the adapter is not supported on that platform.

Table 4. Disk space requirements for TME adapters

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Endpoint Adapter</th>
<th>HP OpenView Adapter</th>
<th>SNMP Adapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIX® 4.3.3, 5.1</td>
<td>2 MB</td>
<td></td>
<td>2 MB</td>
</tr>
<tr>
<td>Compaq/Digital Tru64 UNIX 5.0, 5.1</td>
<td>5 MB</td>
<td></td>
<td>1 MB</td>
</tr>
<tr>
<td>HP-UX 11.0 Service Pack 1, 11i</td>
<td>2 MB²</td>
<td>2 MB²</td>
<td>2 MB</td>
</tr>
<tr>
<td>NetWare 5.0, 5.1</td>
<td>2 MB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OS/2® Warp 4.5.1 server for eBusiness</td>
<td>1 MB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red Hat Linux for Intel 7.1, 7.2</td>
<td>2 MB</td>
<td>1 MB</td>
<td></td>
</tr>
<tr>
<td>SCO UnixWare 7.0.1, 7.1.1</td>
<td>2 MB</td>
<td>1 MB</td>
<td></td>
</tr>
<tr>
<td>Sequent® DYNIX/ptx® 4.5.1</td>
<td>3 MB</td>
<td>1 MB</td>
<td></td>
</tr>
<tr>
<td>SGI IRIX 6.5</td>
<td>3 MB</td>
<td></td>
<td>1 MB</td>
</tr>
<tr>
<td>Solaris Operating Environment 7, 8 on Solaris-x86</td>
<td>3 MB</td>
<td>1 MB</td>
<td></td>
</tr>
<tr>
<td>Solaris Operating Environment 7, 8 on Solaris-SPARC</td>
<td>2 MB</td>
<td>2 MB</td>
<td></td>
</tr>
<tr>
<td>SuSE Linux for Intel 7.0, 7.1</td>
<td>2 MB</td>
<td>1 MB</td>
<td></td>
</tr>
<tr>
<td>SuSE Linux for S/390® 7.0</td>
<td>3 MB</td>
<td></td>
<td>1 MB</td>
</tr>
<tr>
<td>TurboLinux for Intel 7.0</td>
<td>2 MB</td>
<td></td>
<td>1 MB</td>
</tr>
<tr>
<td>Windows 2000 Server, Advanced Server, Professional Service Pack 1</td>
<td>1 MB</td>
<td>1 MB</td>
<td>1 MB</td>
</tr>
<tr>
<td>Windows NT® 4.0 Service Pack 6a</td>
<td>1 MB</td>
<td>1 MB</td>
<td>1 MB</td>
</tr>
<tr>
<td>Windows XP Professional</td>
<td>1 MB</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

¹Endpoint adapters are also supported on HP-UX, Version 10.20

Disk Space Requirements for non-TME Adapters: The following table describes disk space requirements for non-TME adapters. A table cell is empty if the adapter is not supported on that platform.

Table 5. Disk space requirements for non-TME adapters

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Endpoint Adapter</th>
<th>HP OpenView Adapter</th>
<th>SNMP Adapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIX 4.3.3, 5.1</td>
<td>4 MB</td>
<td></td>
<td>3 MB</td>
</tr>
<tr>
<td>Compaq/Digital Tru64 UNIX 5.0, 5.1</td>
<td>5 MB</td>
<td></td>
<td>4 MB</td>
</tr>
<tr>
<td>HP-UX 11.0 Service Pack 1, 11i</td>
<td>4 MB²</td>
<td>3 MB²</td>
<td>3 MB</td>
</tr>
<tr>
<td>NetWare 5.0, 5.1</td>
<td>3 MB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OS/2 Warp 4.5.1 server for eBusiness</td>
<td>2 MB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red Hat Linux for Intel 7.1, 7.2</td>
<td>4 MB</td>
<td></td>
<td>3 MB</td>
</tr>
<tr>
<td>SCO UnixWare 7.0.1, 7.1.1</td>
<td>4 MB</td>
<td></td>
<td>3 MB</td>
</tr>
</tbody>
</table>
Table 5. Disk space requirements for non-TME adapters (continued)

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Endpoint Adapter</th>
<th>HP OpenView Adapter</th>
<th>SNMP Adapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sequent DYNIX/ptx 4.5.1</td>
<td>4 MB</td>
<td>3 MB</td>
<td></td>
</tr>
<tr>
<td>SGI IRIX 6.5</td>
<td>4 MB</td>
<td>3 MB</td>
<td></td>
</tr>
<tr>
<td>Siemens Nixdorf (Pyramid) Reliant UNIX 5.45</td>
<td>5 MB</td>
<td>4 MB</td>
<td></td>
</tr>
<tr>
<td>Solaris Operating Environment 7, 8 on Solaris-x86</td>
<td>4 MB</td>
<td>3 MB</td>
<td></td>
</tr>
<tr>
<td>Solaris Operating Environment 7, 8 on Solaris-SPARC</td>
<td>4 MB</td>
<td>3 MB</td>
<td>3 MB</td>
</tr>
<tr>
<td>SuSE Linux for Intel 7.0, 7.1</td>
<td>4 MB</td>
<td>3 MB</td>
<td></td>
</tr>
<tr>
<td>SuSE Linux for S/390 7.0</td>
<td>4 MB</td>
<td>3 MB</td>
<td></td>
</tr>
<tr>
<td>TurboLinux for Intel 7.0</td>
<td>4 MB</td>
<td>3 MB</td>
<td></td>
</tr>
<tr>
<td>Windows 2000 Server, Advanced Server, Professional</td>
<td>1 MB</td>
<td>1 MB</td>
<td>1 MB</td>
</tr>
<tr>
<td>Service Pack 1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows NT 4.0 Service Pack 6a</td>
<td>1 MB</td>
<td>1 MB</td>
<td>1 MB</td>
</tr>
<tr>
<td>Windows XP Professional</td>
<td>1 MB</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1Endpoint adapters are also supported on HP-UX 10.20

**Disk Space Requirements for AS/400 Adapters:** The following table describes disk space requirements for AS/400® adapters.

Table 6. Disk space requirements for AS/400 adapters

<table>
<thead>
<tr>
<th>Adapter</th>
<th>Disk Space Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS/400 Alert</td>
<td>6 MB</td>
</tr>
<tr>
<td>AS/400 Message</td>
<td>7 MB</td>
</tr>
<tr>
<td>AS/400 Alert and Message (both adapters on the same machine)</td>
<td>8 MB</td>
</tr>
</tbody>
</table>

**Software Requirements**

This section defines the software requirements for running the IBM Tivoli Enterprise Console product, such as supported operating systems and required patches. Obtain required patches for operating system platforms from the manufacturer’s Web site.

**Supported Platforms**

The following table identifies the versions of the supported platforms by component. A table cell is empty if the component is not supported on that platform.

Table 7. Supported platforms by component

<table>
<thead>
<tr>
<th>Supported Versions by Platform</th>
<th>Supported for</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIX 4.3.3, 5.1</td>
<td>Event Server</td>
</tr>
<tr>
<td>AS/400 V4R5, V5R1</td>
<td>X</td>
</tr>
<tr>
<td>Compaq Tru64 5.0, 5.1</td>
<td>X</td>
</tr>
</tbody>
</table>
### Table 7. Supported platforms by component (continued)

<table>
<thead>
<tr>
<th>Supported Versions by Platform</th>
<th>Supported for</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Event Server</td>
<td>Gateway</td>
<td>Endpoint</td>
<td>UI Server</td>
<td>Event</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Adapters</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HP-UX Service Pack 1, 11i</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>NetWare</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OS/2 Warp 4.5.1 server for eBusiness</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reliant UNIX 5.45</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCO Unixware 7.0.1, 7.1.1</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sequent Dynix/PTX 4.5.1</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SGI Irix 6.5</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Solaris Operating Environment on Solaris-x86 7, 8</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Solaris Operating Environment on Solaris-SPARC</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Windows XP Professional</td>
<td></td>
<td></td>
<td>X</td>
<td>X^2</td>
<td></td>
</tr>
<tr>
<td>Windows 2000 Server, Advanced Server, Professional Service Pack 1</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Windows NT 4.0 Service Pack 6a</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>xSeries™ for Intel Platforms</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Red Hat Linux for Intel 7.1, 7.2</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>SuSE Linux for Intel 7.0, 7.1</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Turbo Linux for Intel 7.0</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

**xSeries for S/390 Platforms**

| SuSE Linux for S/390 7.0   | X          | X      | X       | X       | X     |

---

1 Endpoint adapters are also supported on HP-UX 10.20.

2 Only the non-TME version of the event console is supported for Windows XP Professional.

3 Only the event console CLI is supported for Turbo Linux for S/390. The event console GUI is not supported.

---

**Required Tivoli Management Framework Versions**

Tivoli Management Framework, Version 3.7B (for Linux) or 3.7.1, is required for successful installation of IBM Tivoli Enterprise Console, Version 3.8.
Note: If you are upgrading from Tivoli Management Framework, Version 3.6.5 to Version 3.7B or Version 3.7.1, you must install Tivoli Management Framework Patch 3.6.5-TMF-0001 before upgrading. Failure to do so can disable your Tivoli Management Framework environment. The 3.6.5-TMF-0001 patch should only be applied to a system that is preparing to upgrade to Tivoli Management Framework, Version 3.7B or 3.7.1. For more information, see the Tivoli Management Framework Release Notes.

Required Tivoli Management Framework Patches
The following Tivoli Management Framework patches are required for the IBM Tivoli Enterprise Console, Version 3.8, product:

<table>
<thead>
<tr>
<th>Windows NT and 2000</th>
<th>UNIX (AIX and Solaris)</th>
<th>HP-UX</th>
<th>Linux (Intel)</th>
<th>Linux (S/390)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.7.1-TMF-0073</td>
<td>3.7.1-TMF-0073</td>
<td>3.7.1-TMF-0073</td>
<td>3.7-TMF-0016</td>
<td>3.7-TMF-0016</td>
</tr>
<tr>
<td>3.7.1-TMF-0074a</td>
<td>3.7.1-TMF-0074a</td>
<td>3.7.1-TMF-0074a</td>
<td>3.7-TMF-0023</td>
<td>3.7-TMF-0023</td>
</tr>
<tr>
<td>3.7.1-TMF-0083</td>
<td>3.7.1-TMF-0083</td>
<td>3.7.1-TMF-0083</td>
<td>3.7.1-TMF-0090</td>
<td>3.7-TMF-0090</td>
</tr>
<tr>
<td>3.7.1-TMF-0085a</td>
<td>3.7.1-TMF-0085a</td>
<td>3.7.1-TMF-0085</td>
<td>3.7.1-TMF-0086</td>
<td>3.7-TMF-0090</td>
</tr>
<tr>
<td>3.7.1-TMF-0087</td>
<td>3.7.1-TMF-0087</td>
<td>3.7.1-TMF-0086</td>
<td>3.7-TMF-0090</td>
<td>3.7-TMF-0090</td>
</tr>
<tr>
<td>3.7.1-TMF-0090</td>
<td>3.7.1-TMF-0090</td>
<td>3.7.1-TMF-0090</td>
<td>3.7-TMF-0090</td>
<td>3.7-TMF-0090</td>
</tr>
</tbody>
</table>

Required AIX Patches for JRE 1.3.1 Support
The following AIX patches are required to support Java Runtime Environment (JRE), Version 1.3.1. These patches must be installed before the IBM Tivoli Enterprise Console, Version 3.8, product is installed.
- AIX 4330-09
- AIX 5100-01

Required HP-UX Patches for JRE 1.3.1 Support
The following HP-UX patches are required to support JRE, Version 1.3.1. These patches must be installed before the IBM Tivoli Enterprise Console, Version 3.8, product is installed.

<table>
<thead>
<tr>
<th>HP-UX 11</th>
<th>HP-UX 11i</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHCO_23963</td>
<td>PHNE_25626</td>
</tr>
<tr>
<td>PHCO_25707</td>
<td>PHNE_26387</td>
</tr>
<tr>
<td>PHCO_26000</td>
<td>PHNE_26771</td>
</tr>
<tr>
<td>PHCO_26060</td>
<td>PHSS_24627</td>
</tr>
<tr>
<td>PHCO_26089</td>
<td>PHSS_24937</td>
</tr>
<tr>
<td>PHKL_18543</td>
<td>PHSS_25091</td>
</tr>
<tr>
<td>PHKL_20228</td>
<td>PHSS_25290</td>
</tr>
<tr>
<td>PHKL_22677</td>
<td>PHSS_25877</td>
</tr>
<tr>
<td>PHKL_23409</td>
<td>PHSS_25879</td>
</tr>
<tr>
<td>PHKL_24064</td>
<td>PHSS_26262</td>
</tr>
<tr>
<td>PHKL_25906</td>
<td>PHSS_26490</td>
</tr>
<tr>
<td>PHKL_26008</td>
<td>PHSS_26566</td>
</tr>
<tr>
<td>PHKL_26136</td>
<td>PHSS_26972</td>
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<tr>
<td>PHKL_26800</td>
<td>PHSS_26974</td>
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<tr>
<td>PHKL_27351</td>
<td>PHSS_26976</td>
</tr>
<tr>
<td>PHNE_23003</td>
<td></td>
</tr>
</tbody>
</table>
**Required Solaris Operating Environment Patches for JRE 1.3.1 Support**

The following Solaris Operating Environment for SPARC patches are required to support JRE, Version 1.3.1. These patches must be installed before the IBM Tivoli Enterprise Console, Version 3.8, product is installed.

*Table 10. Required patches for the Solaris Operating Environment*

<table>
<thead>
<tr>
<th>Solaris Operating Environment 7 - SPARC</th>
<th>Solaris Operating Environment 8 - SPARC</th>
</tr>
</thead>
<tbody>
<tr>
<td>106300-16</td>
<td>108528-15</td>
</tr>
<tr>
<td>106327-15</td>
<td>108652-57</td>
</tr>
<tr>
<td>106541-22</td>
<td>108714-07</td>
</tr>
<tr>
<td>106950-18</td>
<td>108773-15</td>
</tr>
<tr>
<td>106980-19</td>
<td>108827-30</td>
</tr>
<tr>
<td>107081-50</td>
<td>108921-15</td>
</tr>
<tr>
<td>107153-01</td>
<td>108940-46</td>
</tr>
<tr>
<td>107226-18</td>
<td>108987-09</td>
</tr>
<tr>
<td>107544-03</td>
<td>108989-02</td>
</tr>
<tr>
<td>107636-09</td>
<td>111111-03</td>
</tr>
<tr>
<td>107656-10</td>
<td>111293-04</td>
</tr>
<tr>
<td>107702-09</td>
<td>111310-01</td>
</tr>
<tr>
<td>107834-03</td>
<td>112003-03</td>
</tr>
<tr>
<td>108374-07</td>
<td>112396-02</td>
</tr>
<tr>
<td>108376-38</td>
<td>112472-01</td>
</tr>
</tbody>
</table>

**Supported RDBMS**

The IBM Tivoli Enterprise Console product uses the RIM object provided by the Tivoli Management Framework product for communication services to a supported database for storing and retrieving event data. The databases for event data storage are dependent upon those supported by the RIM object and the Tivoli Management Framework.

The database types and versions supported by the IBM Tivoli Enterprise Console, Version 3.8, product are shown in the following table.

*Table 11. Supported databases*

<table>
<thead>
<tr>
<th>Database Type</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>DB2®</td>
<td>7.1, 7.2</td>
</tr>
<tr>
<td>Informix®</td>
<td>9.1, 9.2, 9.3</td>
</tr>
<tr>
<td>MS SQL Server</td>
<td>7.0 Service Pack 2, 2000</td>
</tr>
<tr>
<td>Oracle</td>
<td>8i, 9i</td>
</tr>
<tr>
<td>Sybase</td>
<td>11.9, 2, 12, 12.5</td>
</tr>
</tbody>
</table>

See the *Tivoli Management Framework Release Notes* for additional information about database versions and RIM support.

**Software Limitations, Problems, and Workarounds**

This section describes known software limitations and problems in Version 3.8. Workarounds are provided when applicable. The defect tracking number is shown at the beginning of each problem.
For software limitations, problems, and workarounds related to internationalization, see “Internationalization Notes” on page 40.

Installation

This section describes limitations and problems with installation of the base product and the event database.

IBM Tivoli Enterprise Console Installation and Upgrade

The following is a list of problems and workarounds for installing or upgrading the base IBM Tivoli Enterprise Console product:

- **146845**: High CPU usage on Linux after upgrade

  **EXPLANATION**: After upgrading the IBM Tivoli Enterprise Console product on RedHat Linux, there is high CPU usage due to the Java runtime environment (JRE).

  **WORKAROUND**: Set the environment variable using the `odadmin environ` command, as follows:

  ```bash
  LD_ASSUME_KERNEL=2.2.5
  ```

- **147452**: The `compress` command is required to install on Linux

  **EXPLANATION**: To install the IBM Tivoli Enterprise Console product on Linux RedHat, the Linux system must have the `compress` command installed and available.

  **WORKAROUND**: Check your RedHat Linux documentation for the `ncompress` package to install and access the `compress` command.

- **147727**: The `wuninst` command fails when a managed node and an endpoint are on the same machine with the same name

  **EXPLANATION**: Uninstalling an IBM Tivoli Enterprise Console component fails using the `wuninst` command if the host where the component was uninstalled contains both a managed node and an endpoint with the same name.

  **WORKAROUND**: Use the following steps to uninstall a component:

  1. Rename the label of the endpoint with the following command:

     ```bash
     wep old_endpoint_label set_label new_endpoint_label
     ```

  2. Run the `wuninst` command to remove the component.

  See defect 147763 for a related problem with the `wuninst` command on Windows. For more information about the `wep` command, see the Tivoli Management Framework Reference Manual. See the IBM Tivoli Enterprise Console Installation Guide for more information about using the `wuninst` command with IBM Tivoli Enterprise Console components.

- **147763**: `wuninst` command does not remove files on Windows

  **EXPLANATION**: Uninstalling IBM Tivoli Enterprise Console components with the `wuninst` command does not remove the directories and files associated with the components. The files appear to have been removed if listed with the `wuninst` command, but they are still physically there.

  **WORKAROUND**: Run the appropriate script on the managed node from which you want to uninstall the component. The scripts are located in the `$BINDIR/TME/TEC` directory, with a naming convention of `product_tag-remove.sh`, where `product_tag` corresponds to the same product tag provided to the `wuninst` command for removing components. After running these scripts, run the `wchkdb -u` command to update the object database.

  See the IBM Tivoli Enterprise Console Installation Guide for additional information about using the `wuninst` command with IBM Tivoli Enterprise Console components.
components and product tags. See the Tivoli Management Framework Reference Manual for additional information about the wuninst and wchkdb commands.

- **148159**: Installation of event server fails due to /tmp directory permissions

  **EXPLANATION:** Installation of the event server fails without the correct permissions to the /tmp directory.

  **WORKAROUND:** To install the event server, the file permissions for the temporary directory on the Tivoli management region server must have both read and write access by all. For UNIX, the /tmp directory must have permissions of 777. For Windows, the Everyone account needs at least read and write permissions for the $DBDIR\tmp directory. Additionally on Windows, all other users and groups need full control of the $DBDIR\tmp directory.

- **148947**: Installation CDs use the Rock Ridge format and cannot be mounted correctly with the mount command on HP-UX systems

  **EXPLANATION:** When mounting the IBM Tivoli Enterprise Console, Version 3.8 CD installation images on HP-UX using the mount command or SAM, all file names end with the ;1 character string. HP-UX does not support the Rock Ridge format with the mount command. In some cases, the pfs_umount command might be required to unmount the CD-ROM directory.

  **WORKAROUND:** If you have already mounted an IBM Tivoli Enterprise Console, Version 3.8 installation image CD using the mount command or using SAM, the CD-ROM must be unmounted with the umount command before beginning.

  1. Ensure that both the pfs_mountd and the pfssd processes are running. If they are not, start both processes using following commands:
     
     ```
     pfs_mountd &
     pfssd &
     ```

  2. Mount the CD-ROM using the following command:

     ```
     /usr/sbin/pfs_mount /dev/dsk/CD_device mounting_point
     ```

  3. Confirm that no file names end with the ;1 characters string.

  4. After completing the installation, you can unmount the CD-ROM using the umount command.

  If you are using HP-UX 11 or HP-UX 11i, you can download HP-UX patches to enable Rock Ridge format support using the standard mount command. Contact Hewlett customer support for additional information.

**Event Database Installation and Upgrade**

The following is a list of problems and workarounds for installing or upgrading the event database:

- **138487.1**: Event database installation assistant and Informix default values for paths in generated scripts on Windows systems

  **EXPLANATION:** The default paths displayed by the event database installation assistant for Informix dbspaces on Windows systems are incorrect. The incorrect paths have the following form:

  ```
  drive_letter:/IFMXDATA/server_name/data/filename
  ```

  The default path should be:

  ```
  drive_letter:/IFMXDATA/server_name/filename
  ```

  Accepting the incorrect default values causes the installation of the event database to fail.
**WORKAROUND:** In the event database installation assistant, ensure that valid paths are specified for the dbspace file names.

- **139074:** RIM error on Windows using `wtdbclear` with Informix; iom error received on UNIX

**EXPLANATION:** When running the `wtdbclear` command with an Informix database, a RIM error might be encountered. On Windows, the RIM agent process might stop responding. On UNIX, the RIM agent might get an iom receive 67 error.

**WORKAROUND:** Use the `wtdbclear.pl` command instead. This command does not call the stored procedure.

- **140429:** Version 3.6.2 and 3.7.1 event data table spaces must be removed manually

**EXPLANATION:** Migration from IBM Tivoli Enterprise Console, Version 3.6.2 or Version 3.7.1 to Version 3.8 does not drop the existing IBM Tivoli Enterprise Console table space due to potential conflicts with customer application tables and triggers, and for Informix, MS SQL Server, and Sybase, the database system area (which should not be removed).

**WORKAROUND:** There is a different workaround for each database type.

**For an IBM DB2 database:**

1. Open a DB2 command line prompt.
2. At the prompt, enter the following commands:
   ```
   db2 connect to tecdb user user_id using
   db2 drop tablespace tablespace_name
   ```

   Where `tecdb` is the name of the IBM Tivoli Enterprise Console database, `user_id` and `password` are the user ID and password of a user that has sufficient system privileges to drop a table space, and `tablespace_name` is the name of the IBM Tivoli Enterprise Console data table space. The table space name has the form `userid_data`.

   DB2 automatically removes the data files and directories that were used by the table space.

**For an Informix database:** To drop a device that is no longer in use by a database, perform the following steps:

1. Log into the Informix server or client machine as the IBM Tivoli Enterprise Console RIM user.
2. Issue the following command to list the existing dbspaces and their associated physical files allocations:
   ```
   onstat -d
   ```
3. Issue the following command to remove a dbspace:
   ```
   onspaces -d dbspace_name -y
   ```
4. Once all the dbspace names have been removed, delete the physical files for each device removed. Refer to step 2 to know which physical file was allocated to each device.

**For an MS SQL Server database:** No device deletions need to be done for MS SQL Server. The server deletes any devices and their physical files when a database is dropped.

**For an Oracle database:**
1. Start SQL*Plus. The user should log on to the IBM Tivoli Enterprise Console database as a user with SYSDBA privilege, such as SYS or SYSTEM. For example:

   sqlplus "sys/password@SID as sysdba"

   where password is the password for the user and SID is the SID for the database.

2. Determine which data files are being used by the IBM Tivoli Enterprise Console, Version 3.7 data table space by issuing the following commands:

   SELECT file_name
   FROM dba_data_files
   WHERE tablespace_name = 'tablespace_name'

   Where tablespace_name is the name of the IBM Tivoli Enterprise Console data table space. The table space name has the form userid_data.

3. Drop the IBM Tivoli Enterprise Console data table space with the following command:

   drop tablespace tablespace_name

4. Exit SQL*Plus.

5. If the table space was successfully dropped, delete the files that were listed in step 2.

   Note: The table space must be successfully dropped before deleting the data files.

For a Sybase database: To drop a device that is no longer in use by a database, perform the following steps:

1. Log into isql as sa.

2. Use the sp_helpdevice command to see the names of all logical devices and the physical files they reside on. Make a note of the logical file names and their physical file names — this information is unavailable after the server is stopped and restarted in step 4.

3. Use the sp_dropdevice command followed by the logical device name to remove the desired devices. For example:

   sp_dropdevice mydevice

   Ensure that these devices are no longer in use by any database before removing them.

4. Stop and restart the Sybase server.

5. Delete the physical files for each device removed. Refer to step 2 to determine which physical file was allocated to each device.

   • 144007: RIM error when running the wtdbspace command with a Sybase database

   EXPLANATION: When using the wtdbspace command with a Sybase database, you might encounter a RIM error. RIM trace output might display an error message similar to the following example:

   Sybase Server Error: Msgno 953 Level 11 State 1 Page '39680', passed to curunreservedpgs built-in function, is an invalid page number in database ID '10'.
   The highest page number in this database is '39679'.

   This problem is caused by not removing devices associated with databases that have been dropped. Sybase reuses database IDs. After a database has been
dropped and a new one has been created, the Sybase system tables still contain references to devices and their associated database IDs. The Sybase system tables also contain the information about the device pages that exist for a database and the pages in use by the unremoved devices are outside that range, thereby causing the error.

**WORKAROUND:** Remove unused devices using the `sp_dropdevice devicename` Sybase command, stop and restart the Sybase database server, and delete the physical files associated with each dropped device. See the Sybase documentation for additional information about this command.

- **148080:** The `wdbinstall.sh` and `wdbconfig.sh` scripts must be run as the Sybase server administrator

  **EXPLANATION:** For Sybase, the `wdbinstall.sh` script and the `wdbconfig.sh` script must be run as the database server administrator. Typically, the database server administrator is the user ID used to install the database server. Running the script as the root user, for example, causes the device to be owned by the root user running the scripts and prevents the server from initializing the database.

  **WORKAROUND:** Ensure that when you run the `wdbinstall.sh` and `wdbconfig.sh` commands you are logged in as the Sybase database administrative user.

- **148152.1** The `wtdbspace` command fails on a RIM host with a RIM access error

  **EXPLANATION:** When the RIM host and event server are on different machines, the database is a DB2 database, and the `wtdbspace` command is used on the RIM host with the `-T` option, an error similar to the following might occur:

  RIM access error - quitting

  **WORKAROUND:** Use one of the following workarounds, depending on your configuration:

  - If the event server and RIM host are the same operating system, copy the `wrimsql` binary file from the `$BINDIR/bin` directory on the event server to the same directory on the RIM host, then run the command again.
  
  - If the event server and RIM host are not the same operating system, install a DB2 client on the event server and run the `wtdbspace` command from the event server.
  
  - If the event server and RIM host are not the same operating system and you cannot install a DB2 client on the event server, do not use the `-T` option.

- **148293:** Oracle event database upgrade allows the naming of the TEMPSPACE value the same name as the previous version

  **EXPLANATION:** When upgrading an Oracle event database from Version 3.7.1 to 3.8, a new temporary table space is created for the database. The event database installation assistant allows you to specify the same name for the new temporary table space as the previous Version 3.7.1 temporary table space.

  If you do this, the temporary table space is deleted and event consoles do not function properly when the database contains more than 1,000 events.

  **WORKAROUND:** If you specified the same name for the new temporary table space, use the following steps to correct the problem:

  1. Exit all event consoles.
  2. Using SQL*Plus, log on to the event database as a user who has SYSDBA privileges, such as SYS.
3. Create the temporary table space with the CREATE TABLESPACE command, which has the form:

```
CREATE TEMPORARY TABLESPACE name TEMPFILE 'path' SIZE sizeM REUSE AUTOEXTEND ON;
```

- `name`: The name of the new temporary table space. Use the same name specified in the assistant.
- `path`: The path to the data file used by the new temporary table space. If only a file name is specified, Oracle creates the file in its default location.
- `size`: The size of the data file used by the new temporary table space.

The following example shows a use of the command:

```
CREATE TEMPORARY TABLESPACE TS_tec_temp TEMPFILE 'TS_tec_temp'
SIZE 7M REUSE AUTOEXTEND ON;
```

4. Exit SQL*Plus.
5. Start the event consoles.

- **148309**: Database statistics not updated when upgrading event databases on Oracle

  **EXPLANATION**: The `wdbmaint.sh` script with the `stats` option does not run when upgrading an Oracle event database from Version 3.6.2 or 3.7.1 to update database statistics. The database is still correctly upgraded.

  **WORKAROUND**: To update the database statistics, manually run the `wdbmaint.sh` script with the `stats` option after the database upgrade has successfully completed.

- **148566**: Truncation of varchar data longer than 255 characters in an MS SQL Server event database

  **EXPLANATION**: If you are running Tivoli Management Framework, Version 3.7.1, and using MS SQL Server 7 or 2000 for the event database, the following problems can occur:
  - Event attribute data defined as a varchar type in the database is truncated after 255 characters when retrieved from the database.
  - When using database commands, such as `wtdumppl`, `wtdumper`, and `wtdumptr`, event data defined as a varchar type in the database is truncated after 255 characters when retrieved from the database.

  This problem has been traced to the Tivoli Management Framework RIM component and will be fixed with a Tivoli Management Framework patch.

If you are running Tivoli Management Framework, Version 3.7.1, with one of the previously mentioned databases and are planning to upgrade to IBM Tivoli Enterprise Console, Version 3.8, you can upgrade with no problems if either of the following conditions apply:

- If received events do not contain attribute data defined as a varchar type in the database that is longer than 255 characters. That is, problems only occur when the data in a varchar column exceeds 255 characters.
- If the received events do contain attribute data defined as varchar type in the database that is longer than 255 characters, but the event arrival rate causes them to not to be placed in a QUEUED or WAITING state.

Apply the patch when it is available.
If you have events in a WAITING state, or restart the event server with events in a QUEUED or WAITING state, and the event data in the reception log is longer than 255 characters, the event data is truncated when read from the database and is assigned a PARSING_FAILED state. These events are no longer processed by the event server.

**WORKAROUND:** Contact IBM Customer Support if assistance is needed, or use a different database type other than those previously mentioned for the event database.

- **148622:** Generated database scripts for later execution with the event database installation assistant for Informix might not complete

**EXPLANATION:** This problem occurs when generating the scripts with the **Generate Scripts Only** option in the event database installation assistant (hereinafter referred to as the assistant), then exiting the assistant, and later selecting the **Execute Scripts Only** option to run the scripts. If you select the **Generate and Execute Scripts** option in the assistant, the scripts run successfully.

**WORKAROUND:** Use the following steps to correct the problem:

1. To exit the assistant, use the close-window control in the upper right corner of the window.
2. To remove the dbspaces, run the **rm_db_inf.sh** script as the Informix user. This script is in the directory where the generated scripts are located.
3. To run the generated scripts, enter the **wdbconfig.sh cr** command (for a new 3.8 database), the **wdbconfig.sh upg** command (for an upgrade from a 3.7.1 database), or the **wdbconfig.sh upg_362** (for an upgrade from a 3.6.2 database). These scripts are in the directory where the generated scripts are located.

- **148654:** Password entry problems in the event database installation assistant on UNIX

**EXPLANATION:** When using the event database installation assistant on UNIX, the password fields cannot be overwritten by highlighting the text field and then typing a new password.

**WORKAROUND:** When configuring the database with the event database installation assistant on UNIX, delete the entire password field using the backspace key or delete key before modifying the field.

- **IY33602:** **wtdbclear.pl** loops when the number of events retrieved are greater than the buffer size

**EXPLANATION:** The **wtdbclear.pl** command retrieves all events that match the SQL **where** clause instead of retrieving the output in buffer-sized pieces. If the number of events retrieved is greater than the buffer size (default=1000), the **wtdbclear.pl** command will go into an endless loop.

**WORKAROUND:** Use the **wtdbclear** command or change the buffer size to avoid this problem.

**Event Servers**

The following is a list of problems and workarounds for event servers:

- **146837:** Events are kept in WAITING state in reception log

**EXPLANATION:** When connectivity to the event database is lost, some events might stay in the reception log with a WAITING state, even though new events are still processed.
WORKAROUND: Although the event server is designed to tolerate short losses of connectivity without event data loss, users who experience frequent database system outages should occasionally recycle their event server using the wstopesvr and wstartesvr commands.

• 148302: The wsendresp command does not work on some Linux platforms
EXPLANATION: You might experience problems on some Linux platforms if you are using the event console automation features such as the Popup_Message task or the wsendresp command. This problem only appears when running the event server on both Linux and other supported platforms and is a result of a mismatch between Tivoli Management Framework versions of the Tivoli server and the managed node.

If you experience this problem, contact IBM Customer Support to determine if a Tivoli Management Framework patch is available to correct this problem.

WORKAROUND: To prevent this problem from occurring, use one of the following workarounds:
– Ensure that the Tivoli Management Framework version is the same for both the Tivoli server and any managed nodes.
– Do not use the wsendresp command.

• 148359: exec_program predicate causes unbounded tec_task memory growth
EXPLANATION: When the server attempts to process too many concurrent exec_program requests, the tec_task process consumes too much memory. This is detectable by observing rapid growth in the tec_task process memory usage.

WORKAROUND: Limit the number of concurrent exec_program predicate calls processed by the event server. Although boundary conditions vary depending on the environment, if events have a queued state in the reception log because of a high event arrival rate and each event calls the exec_program predicate, then it is likely that rapid tec_task memory growth will occur.

• 148361: Windows stops responding when running a Version 3.8 event server
EXPLANATION: The event server might respond slowly or stop responding after running consecutively for several days. This issue has been traced to a Microsoft® Windows problem.

This problem applies to the following IBM Tivoli Enterprise Console, Version 3.8, supported platforms:
– Microsoft Windows 2000 Server
– Microsoft Windows 2000 Advanced Server
– Microsoft Windows NT Server 4.0

WORKAROUND: To prevent this problem, use the following information to download the service packs required for your version of Windows.

Windows 2000
Download the following service pack for Windows 2000 from the Microsoft Download Center:
Q259728_W2K_SP1_x86_en.exe

Windows NT 4.0
Download the following individual package or the Windows NT 4.0 Security Rollup Package (SRP) from the Microsoft Download Center:
x86: Download Q259728i.exe now Alpha: Download Q259728a.exe now

For additional information on the SRP, view the article in the Microsoft Knowledge Base: 299444 Post-Windows NT 4.0 Service Pack 6a Security Rollup Package (SRP).
• **148635**: Event server taking 64 seconds to shut down

**EXPLANATION**: The IBM Tivoli Enterprise Console, Version 3.8 product has added a provision to ensure completion of rules processing and event data handling during the shut down. These actions can take approximately 60 seconds to complete.

**WORKAROUND**: This delay is normal. Users should wait for the full shut down process to complete.

• **IY19990**: The Prolog cut (!) operator causes the rules engine to become unresponsive on AIX

**EXPLANATION**: Rules that are compiled on AIX machines using the `wcomprules` command may cause the rule engine to become unresponsive.

**WORKAROUND**: Use the `wrb –comprules` command for stricter syntax checking and avoid the cut operator as the last predicate in the file. This can be done without changing the function of the rules by substituting the expression `(!,true)` for the final cut `(!).

---

**Event Consoles**

The following is a list of problems and workarounds for event consoles:

• **IY22142**: TME event console and event reception time is off by one hour

**EXPLANATION**: After upgrading to Tivoli Management Framework, Version 3.7.1, the time received for events displayed in a TME event console displays may show as one hour late. This occurs because the time zone (`TZ`) environment variable in the Tivoli Management Framework `oserv` process is not synchronized with the `TZ` variable in the operating system. The time received on the event console is displayed in Greenwich Mean Time (GMT), regardless of the selected time zone. This occurs only when daylight savings time is in effect and only on TME event consoles running on Tivoli Management Framework, Version 3.7.1. This does not occur on non-TME event consoles.

**WORKAROUND**: Check your time zone setting using the `wtimezone` command. If the time displayed is incorrect, manually set the `TZ` environment variable for the Tivoli Management Framework `oserv` process. For more information about the `wtimezone` command, see the *Tivoli Management Framework Reference Manual*.

• **IY32703**: The IBM Tivoli Enterprise Console requires a router with DNS lookup enabled when running in an NAT environment

**EXPLANATION**: On systems using the Network Address Translator (NAT) to communicate with the event server, you cannot use the event console to view event information. This applies to both TME and non-TME event consoles.

**WORKAROUND**: To run an IBM Tivoli Enterprise Console event console in an NAT environment, perform the following steps:

1. Enable NAT in the Tivoli management region on each managed node in the Tivoli management religion by typing the following command:
   ```
   odadmin set_allow_NAT TRUE
   ```

2. Recycle the Tivoli server with the following command:
   ```
   odadmin reexec all
   ```

3. Ensure that your router supports DNS lookup. In an NAT environment, host name lookup using DNS provides information necessary for the connection between the IBM Tivoli Enterprise Console UI Server and the event console. Without the DNS host name lookup support, the event console does not launch.
To minimize the number of ports opened by the event console, use the single port bdt provided by the Tivoli Management Framework:

1. In each Tivoli server, enter the following command:
   
   ```
   odadmin single_port_bdt TRUE all
   ```

2. In each managed node, enter the following command:
   
   ```
   odadmin single_port_bdt TRUE
   ```

3. Recycle the Tivoli server with the following command:
   
   ```
   odadmin reexec all
   ```

- **123285**: Cannot assign operators to console with interconnected Tivoli management regions

  **EXPLANATION**: If the Version 3.8 upgrade is applied in a Tivoli management region that was previously interconnected to another Tivoli management region that already has the IBM Tivoli Enterprise Console Version 3.7 or 3.7.1 product installed, and the TaskLibrary resource type has been exchanged, then creating or assigning operators to consoles in the other Tivoli management region might fail with a message similar to the following:

  ```
  com.tivoli.framework.runtime.ExInvObjref, minor code = 28, completion status = No.
  ```

  **WORKAROUND**: From the Tivoli management region where the IBM Tivoli Enterprise Console, Version 3.7.1 product was not upgraded, exchange resources with the Tivoli management region where the IBM Tivoli Enterprise Console product was upgraded, using the following command:

  ```
  wupdate -r TaskLibrary region
  ```

  Where `region` is the Tivoli management region in which the IBM Tivoli Enterprise product was upgraded.

- **133073**: Information button causes an error message when using Netscape

  **EXPLANATION**: Operators using Netscape as their default browser on Windows 2000 might see the following error message after clicking the Information button in the Event Viewer:

  ```
  Unable to open "C:/.tivoli/tec_temp0.html".
  ```

  The following location is shown in the browser window:

  ```
  file:///C:/.tivoli/tec_temp0.html
  ```

  A side effect occurs after the error message box pops up over the browser window. The focus can be changed from the browser to the active window, but the error message must be closed before returning to the event console or the event console windows become blank. This is a limitation of Windows and certain versions of Netscape. This problem has been seen occasionally in Netscape, Version 4.74 and earlier.

  **WORKAROUND**: Change the default browser to Internet Explorer or upgrade Netscape to a newer version.

- **134898**: Font mismatches with Java GUIs on X Window systems

  **EXPLANATION**: When a Java GUI process is launched in an X Window environment, you might see error messages regarding font conversion, such as the following:
WORKAROUND: This message does not indicate any problems in the system and can be ignored. Not every X Window server has every font available. The message indicates that the mismatch of a font has occurred. When a font that is not installed in that particular X Window environment is requested, the X Window system maps the missing font to one of the fonts that exists in the environment.

- **136696**: Windows option of Look & Feel Customizer causes exception on UNIX

EXPLANATION: When when editing the preferences for the event console on UNIX systems, selecting the Windows option for the Look & Feel Customizer causes Java exceptions. The exceptions are harmless and can be ignored.

WORKAROUND: Do not select the Windows option when running on UNIX systems.

- **137525**: Starting the event console the first time causes an exception

EXPLANATION: When starting the event console, the following Java exception might occur:

```java
GlobalPreferencesBean::loadPreferences( ) caught:
java.io.InvalidClassException:
javax.swing.plaf.basic.BasicLookAndFeel; Local class not compatible:
stream classdesc serialVersionUID=6620516158032857937 local class
serialVersionUID=1855300154015691576
```

This exception occurs after a Version 3.8 event console is installed on a machine that previously had a Version 3.7.1 event console installed on it. It might also occur with a first-time IBM Tivoli Enterprise Console, Version 3.8 installation.

WORKAROUND: This exception is harmless and does not occur the second time the event console is started.

- **141869**: Limitations on the number of selected events for status changes

EXPLANATION: When using the event console with the NetView component, selecting more than 100 NetView events (event classes beginning with TEC_ITS_) to simultaneously ACK or CLOSE while continuing normal operations, may cause a deadlock situation. For all other event classes in the same situation, a timer is enabled to regulate processing.

WORKAROUND: Select 100 or fewer event to simultaneously ACK or CLOSE while continuing normal operations. A counter is displayed in the upper right-hand corner of the Event Viewer. The counter displays the total number of events in the Working Queue and the number of events currently selected.

- **145200**: Information button in Event Viewer might cause Windows NT error message

EXPLANATION: Operators using Netscape as their default browser on Windows NT might encounter an error message when clicking the Information button in the Event Viewer. The error message states that the shortcut to the file was not found.

WORKAROUND: The message can be ignored. To stop the display of this message you must reinstall Netscape.

- **146129.1**: Java exceptions when browsing event console online help
EXPLANATION: Java exceptions might appear intermittently on some platforms in the background command shell window. They do not affect the functionality of the event console or the online help.

WORKAROUND: The exceptions can be ignored.

- 146505.1: Adding documentation about script to remove a Version 3.6 event console

EXPLANATION: After using the `wmigcon` command to migrate to the Version 3.7 or 3.8 event console, you must remove the Version 3.6 event console using the `tec-client3.6-remove.sh` script. This script removes the icons, information about the Version 3.6 Tivoli management environment installation, menu entries, and binaries.

WORKAROUND: Use the following steps to remove the Version 3.6 event console from the Tivoli management region server and all managed nodes:

1. Back up your event database.
2. Ensure that your Tivoli environment is properly sourced to run the `/etc/Tivoli/setup` shell script.
3. Start a bash shell in your Tivoli management region.
4. Copy the `tec-client3.6-remove.sh` script from the `$BINDIR/TME/TEC` directory to a working directory, such as the `/tmp` directory.
5. From your designated working directory, run the `tec-client3.6-remove.sh` script as follows to uninstall Version 3.6 event console:

   ```bash
   ./tec-client3.6-remove.sh --rmfiles
   ```

   where:
   
   `--rmfiles`  
   Removes local database objects and attempts to remove all files associated with the database, regardless of whether they are shared files.
   
   `--usage`  
   Prints a usage statement.

6. Run the `wchkdb` command to verify and modify database resources in your Tivoli environment.

   Running the `wchkdb` command ensures database synchronization.

   For more information about the `wchkdb` command, see the Tivoli Management Framework Reference Manual.

- 147392: Error starting `tec_console` when directory is renamed

EXPLANATION: Renaming the `NON_TME` directory on AIX after installation might cause the following error when attempting to launch the event console:

```bash
Unable to find xhpi, path used /home/Non_TME_console/tec_console/jre/bin/libxhpi.a
Could not create the Java virtual machine.
```

WORKAROUND: Run the `slibclean` command as the root user to clean the AIX caching library information. Then, enter the `tec_console` command.

- 147591: Unassigned event console operators do not show as available

EXPLANATION: An operator that is unassigned from an event console by an administrator does not subsequently show as available for assignment to another console in the Console Properties dialog box.
**WORKAROUND:** Delete the operator from the Operators folder in the Configuration view. The operator is now available for console assignment in the Console Properties dialog box.

- **EXPLANATION:** When migrating from IBM Tivoli Enterprise Console Version 3.6.2 to Version 3.7.1, and then to Version 3.8, operators might see the following message when trying to open the Summary view in the Event Viewer:

  ECO2026E: You are not assigned to a TEC Console. A TEC administrator must assign you to a TEC Console before you can view TEC events.

The Configuration view shows the operator as assigned to the event console.

**WORKAROUND:** In the Configuration view, select Assign Operators from the pop-up menu for the event console. Move the operator from the Current Operators list to the Available Operators list. Then, move the operator back to the Current Operators list. Click OK. The operator can now open the event console and view events.

- **EXPLANATION:** When migrating from IBM Tivoli Enterprise Console Version 3.6.2 to Version 3.8, operators cannot view events after migrating from Version 3.6.2 to 3.8.

The following is a list of problems and workarounds for adapters:

- **104236:** The OS/2 adapter does not start until the machine is rebooted

  **EXPLANATION:** The OS/2 adapter can be successfully distributed using the ACF, but does not automatically start.

  **WORKAROUND:** Reboot the OS/2 machine to start the adapter.

- **142355:** Format file for UNIX log file adapter does not match Solaris Operating Environment, Version 8, syslogd events file

  **EXPLANATION:** The format for the Solaris log file changed from Solaris Operating Environment, Version 7, to Version 8. Some adapter format files no longer match entries in the system log.

  **WORKAROUND:** Either update the format file as outlined in Appendix B of the IBM Tivoli Enterprise Console Adapters Guide or set the log message format to Solaris 7 compatibility mode. To set the log file compatibility mode, add the following entry to the /kernel/dev/log.conf file:

  \[
  \text{msgid=0}
  \]

  Restart the syslogd daemon for the changes to take effect.

- **147743:** wsetaeenv command fails on endpoint

  **EXPLANATION:** Attempting to modify configuration file options stored in adapter configuration profiles on endpoints with the wsetaeenv command results in a message similar to the following example:

  \[
  \text{FRWTE:0021 Wed Aug 14 17:14:18 2002 (21): operation `_set_acpEnvironment' not implemented}
  \]

  **WORKAROUND:** Add or modify configuration file options using the ACF and then distribute the profiles to endpoints.
• **148740:** Changes to the last line of the configuration file do not take effect

**EXPLANATION:** The last line in the configuration file is not read if it does not contain a carriage return. This is a problem with adapter and gateway configuration files, as well as the `wpostzmsg`, `postzmsg`, `wpostemsg`, and `postemsg` commands.

**WORKAROUND:** When creating or modifying a configuration file, ensure that there is a carriage return after the last configuration option line in the file. If the carriage return is missing, the last configuration option in the file is not read.

• **148892:** Windows event log adapters on Windows XP endpoints send events of NT_Base class only

**EXPLANATION:** Event strings generated by Windows XP are different from those generated by Windows 2000 and Windows NT. This causes the Windows event log adapter on Windows XP endpoints to only generate events of class NT_Base for all of the Windows XP events that satisfy the filtering criteria of the adapter. For example, an NT_Performance_Alert class event that would be generated from a Windows 2000 and Windows NT endpoint is generated with an NT_Base class event on a Windows XP endpoint.

**WORKAROUND:** To enable the Windows event log adapter to match Windows XP events with IBM Tivoli Enterprise Console event classes, you must modify the tecad_win.fmt file (also known as a format file) to match the specific events you want to send to the event server. For more information on how to generate a new class definition statement (CDS) file after you modify a format file, see the "Activating Changes Made with a Format File" section of the "Format File Reference" chapter in the *IBM Tivoli Enterprise Console Adapters Guide.*

• **IY34596:** Adapter on Windows fails with a Dr. Watson error when using formats prefixed with static strings

**EXPLANATION:** When a custom format file for adapters is created on Windows NT or Windows 2000 systems by specifying a format prefixed with a static string, the adapter may fail. For example, the following string might cause this problem:

```
This is a static string followed by a variable string %s*.
```

This problem is also likely to occur on other operating systems.

**WORKAROUND:** Do not use formats prefixed with static strings. The same pattern can be matched by prefixing the desired pattern with `%s*`, such as in the following example:

```
%s*This is a static string followed by a variable string %s*.
```

This expression is equivalent to the previous expression, but does not cause the adapter failure.

### Tasks

The following is a list of problems and workarounds for tasks:

• **148051:** On DB2 the Clear_Closed_Events automated task completes with the FAILED status, but actually runs successfully with a return code of zero

**EXPLANATION:** The IBM Tivoli Enterprise Console product attempts to run a DB2 stored procedure and if it is not installed, it issues an informational message to standard error output. Then, it runs the `wtdbclear` command and the closed events are purged from the database.

If you specify the Log Execution Results of Automated Tasks property, a log appears similar to the following:
WORKAROUND: The task runs successfully without the DB2 stored procedure. Disregard the standard error output.

- **148383**: Send_Email task on HP-UX fails with a negative UID value for account nobody

  **EXPLANATION**: The Send_Email task fails when run from the Event Viewer on HP-UX systems. An error message is issued indicating that the sendmail process does not recognize the UID. This is because the UID of the account **nobody** is a negative number (-2). You can run the task from a command prompt or script without encountering this problem.

  **WORKAROUND**: To run the Send_Email task successfully from the Event Viewer, change the account **nobody** to a positive value; for example, 99.

- **149221**: The Clear_Reception_Log task fails if stored procedures are not installed

  **EXPLANATION**: The Clear_Reception_Log task in the T/EC Tasks will not operate if the stored procedures are not installed.

  **WORKAROUND**: Modify the task to use the wtdbclear -p FALSE command, using the following steps:

  1. Create a file named clear_rec_log in the $BINDIR/TME/TEC directory on the managed node that has the event server installed. The file should contain the following:

     ```bash
     #!/bin/sh
     echo Clearing reception log ...
     wtdbclear -l -t 30 -p FALSE
     rc=$?
     echo done
     exit $rc
     ```

  2. Install this new task by running the command:

     ```bash
     wsettask -t Clear_Reception_Log -l "T/EC Tasks" \ -r super:senior:user:Rim_update:Rim_view:admin \ -i default managed_node $BINDIR/TME/TEC/clear_rec_log
     ```

     where **managed_node** is the name of the managed node where the event server is installed.

**Defects Fixed**

The following defects have been corrected for this release of the IBM Tivoli Enterprise Console product. The defects are listed by APAR or defect number, which precedes the description of each defect. Note that documentation APARs refer to the Version 3.7 manuals.

- **IY08645** The **wtdbclear.pl** command takes too long to complete when using it to clear more than 10,000 events.

- **IY22996** The tec_dispatch and tec_rule processes do not handle LIST_OF STRING properly when events containing commas and spaces load from cache.
The **Information** button does not launch Netscape on Solaris.

The $VENDOR variable in upg tec db 370 to 371 sh is not set correctly.

The Windows event log adapter sometimes generates a Dr. Watson error when an event message attribute is very large.

The `wtdbspace` command generates an error message if the ONCONFIG variable is not set, after applying 3.7.1-TEC-0008E.

When forwarding events from one event server to another, the sending event server will queue events if the receiving event server loses network connectivity.

Using a variable list instead of an implicit list for a LIST_OF statement with the all_instances or first_instance predicate prevents the rule from compiling.

Missing .jar files from 3.7.1-TEC-FP02 console installation prohibits the console from complying with bulk data transfer.

Rules defined with upper case attribute (slot) names do not execute.

The `wcrtnvgroups` command creates event groups without filters.

Adapters no longer enclose event attributes within single quotation marks.

To install a non-TME console on Windows NT, the correct Java version must first be installed.

ACP distribution to endpoints fails on Windows NT systems using Tivoli Management Framework, Version 3.7.1.

If the DBCS string for the `msg` attribute is specified with the text `re:` filtering will not occur.

Java errors occur when attempting to view a Tivoli NetView submap from the Event Viewer on a non-TME Windows NT console.

The `Rule Builder's Guide` needs to explain what happens when the internal TEC_Notice event “Rule Cache Full: Forced Cleaning” is received.

The upgrade directory is incorrectly listed as `/NEW` in the User’s Guide. The correct location is `/UPGRADE`.

The event server queues events when the CONNECTIONMODE keyword is set to CO (Connection Oriented) in the tec_forward.conf file, and either the sending or receiving event server loses network connectivity.

When attempting to schedule an ACP distribution, an error is generated when selecting any of the buttons in the Add Scheduled Job window.

When RIM processes are terminated, the event server does not restart the database connection upon receiving new events.

Creating more than three event groups with lengthy names in the Event Viewer prevents the names from displaying properly.

The console does not display any indication that the event server has gone down.

If the UI Server is not installed on the same system as the event server, the console does not start.

When the event server is down, IBM Tivoli Software Distribution events that are sent are not cached.

**init.tecad_logfile stop** adapter command kills other logfile adapters when run from an ACP distribution.

Unable to assign a filter on the acl attribute.
IY17167 When specifying the local_ip_interface keyword in the configuration file, the ACP distribution does not distribute the adapter.

IY17183 Forwarding of events from a Version 3.6.2 event console to a Version 3.7 event console causes invalid events to appear in the Version 3.7 Event Viewer. The invalid events will contain the tilde (\~) character, the at (@) sign, the <etx> string, and other invalid characters.

IY17813 Event forwarding from 3.6.2 to 3.7 generates extraneous and invalid characters (\~, <etx>, @) in events. Events consisting of \~ will kill the tec_rule process.

IY17964 Incorrect interpretation of "%[length]s". Instead of "truncate string of any length to 3 characters", this is interpreted as "match ONLY strings of length 3 characters."

IY18135 The troubleticket.sh script does not run without the TME Admin authorization role and the error message does not relay correct error information.

IY18278 The postemsg command distorts Japanese characters in the message attribute of the event.

IY18504 The scroll bar does not display when adding a filter using the Add SQL button.

IY18758 The tec_ui_server process terminates after changing the number of events in the event viewer preferences.

IY19497 After minimizing the Event Viewer from the console bar graph, the Event Viewer does not reappear maximized when returned to view.

IY20169 After applying the 3.6.1-TEC-0020E patch, the tec_reception process continually displays a connection message for approximately twenty seconds after successfully connecting to the gateway. After this time period, event processing slows.

IY20202 The cr_tec_db.sh script fails if the RIM object’s Server ID field is not set.

IY20879 The graphical rule builder runs out of memory, and terminates when the rule base is overloaded. For example, this occurs when 5 rule bases are created with 30 rules each.

IY21084 Distributing the 3.7 OS/2 adapter adds extra carriage returns to text files.

IY21383.1 The drop_duplicate_event predicate fails.

IY22140 The eif_ep_engine process core dumps when clearing cached events after a network or Tivoli Management Framework server failure.

IY22170 Rule bases do not always copy correctly when the copy is initiated through the graphical rule builder.

IY22187.1 A memory leak occurs after performing console actions such as viewing event details.

IY22290 On systems using the NAT to communicate with the event server, you cannot use the event console to view event information.

IY22704 When the Severity column is removed from the event console, the visible events are not colored according to severity.

IY23065 The tec_dispatch process sporadically ends abnormally with an exit code of 211.

IY23065 The tec_rule process, or tec_dispatch process exits with the SIGSEGV 211 error when invalid events are received.

IY23102 The documentation needs to reflect user restrictions for non-root users when creating a new rule base.
• IY23442 The Time Received column in the console only allows ascending sorting.
• IY23919 The Windows NT event log adapter generates a Dr. Watson error when sending security log events.
• IY23939 Changing decimal settings from a period (.) to a comma (,) on Windows NT prohibits the creation of new event groups.
• IY23941 The console does not retain column width/location changes after applying 3.7.1-TEC-0015E.
• IY24129 Filtering on the AS400 adapter does not work properly.
• IY24367 Generating a .cds file from a .fmt file containing an invalid PRINTF statement causes the adapter to core dump.
• IY24397 The Solaris adapter exhibits a small memory leak, after applying 3.7.1-TEC-0001, when events are sent via the FIFO file.
• IY24606 When the sorting criteria in the event viewer is modified and saved after applying 3.7.1-TEC-0001, the tec_ui_server process terminates.
• IY24673 The console severity colors are not retained after restarting the console.
• IY24718 The tec_config process exhibits a memory leak and does not terminate properly when the tec_console command connects to a local or remote event server.
• IY24812 DBCS characters in events from Windows NT and Windows 2000 appear distorted on the event server.
• IY24964 Event console runs out of memory when performing administrative actions over a long period of time.
• IY24976 Events containing a number sign (#) do not load into the event cache after restarting the event server. Thus, duplicate rules do not function.
• IY25043 A customer generated test event sent to the Windows NT system log caused the Windows NT event log adapter to generate a Dr. Watson error.
• IY25047 The console does not function if the Severity and Status columns are not listed in the current column list.
• IY25072 Events fail to parse correctly in the tec_reception process after the UTF-8 conversion.
• IY25074 The console takes too much time to display when more than ten task libraries are loaded.
• IY25101 With Informix 9.2/Framework 3.7.x and 3.7.1-TEC, the wt commands do not function.
• IY25149 The options available in the .tec_config file need to be documented. For example, tec_recv_rule_port, tec_rule_mgmt_port, and tec_rule_use_portmapper.
• IY25233 The sending event server queues events when attempting to forward events to another (receiving) event server when the receiving event server is down.
• IY25243 The tec_console -e event_group_name does not function as documented.
• IY25381 The NO_UTF8_CONVERSION=NO option corrupted characters in events sent with the wpostemsg command.
• IY25766 Consoles on both TME and non-TME machines perform actions slowly in the Event Viewer during the initial launch.
• IY25870.1 The FRS prefilter on the Windows event log adapter does not function correctly. When specified, the filter does not prevent FRS events from arriving at the event server.
• IY25922 The ACPEP-EP dependency set included some endpoint .dll files which should be distributed by Tivoli Management Framework.
• IY26027 The AS/400 adapter does not filter regular expressions as documented in the 3.7 Adapters Guide.
• IY26103 The variable scope in Prolog passes beyond the rule in which the variable instantiates.
• IY26241 When using rule base targets, the .conf files required for the re_send_event_conf predicate do not copy to the .rbtarget TEC_RULES directory. Thus, the predicate fails.
• IY26281 The Information button does not always load the correct URL path.
• IY26332 During an event storm, the tec_* processes appear to stop functioning, and the number of PROCESSED and QUEUED events stop, even though the tec_* processes are still running.
• IY26465 Using the ATTR_SEQUENCE predicate in a create event sequence rule, then using first related event, the expected relation is not correctly returned.
• IY27045 The SNMP adapter documentation does not contain information regarding the NetWare SNMP traps.
• IY27194 After the wlsensmsg command fails, the RIM_Oracle_Agent process does not end.
• IY27198 The GLOBAL_EXISTS predicate does not locate global variables as it should.
• IY27199 The SAVEGLOBALS predicate does not successfully write all variables to a file.
• IY27500 Enabling single port bulk data transfer causes intermittent errors when using the wrb command.
• IY27537 The .fmt file incorrectly matches events containing an SQLSTATE statement.
• IY27591 The wmigcon command incorrectly migrates event group filter pattern matching from 3.6.
• IY27780 The wsetemsg command does not set NULL when "" or ' ' is placed after the equal sign. A blank must appear between the quote marks.
• IY28071 If, during start up, the event server unexpectedly shuts down, the oserv process reexes, or an automated task is running, the console will not show any events in the Priority view or Summary view.
• IY28074 When event status changes to closed or acknowledged in one console, the status is not updated in other open consoles.
• IY28310 The wrb command does not catch data type syntax errors in the .baroc file.
• IY28404 Using the following line in a BAROC file and issuing the wrb -imprbclass command generates an error: descendant: LIST_OF STRING, default = [] ;
• IY28434 Create operator fails on the console, after applying 3.7.1-TEC-0001, when a task name contains an exclamation point (!) or a space.
• IY28443 Create operator fails on the console when a task name contains a hyphen or space after applying patch 3.7.1-TEC-0001.
• IY28972 The UI server unexpectedly terminates when modifying a large (more than 40) number of events.
• IY29083 Problems with the run time environment (MSVCRT.DLL) on, Microsoft Windows (NT and 2000), cause small block errors.
• IY29086 Rules criteria matching fails when comparing a whole number in an attribute defined as a string.
• IY29351 The Windows event log adapter generates a Dr. Watson error during an event storm of 400 or more events.

• IY29353 Special characters that are known to cause problems with the event server need to be documented.

• IY29506 The Rule Builder’s Guide does not include the time filter in the correlation rule example.

• IY29651 During an event storm on systems using DB2, the tec_dispatch process generates an error and events are no longer processed.

• IY29820 The Rule Builder’s Guide incorrectly lists the fclose operation in a separate action block. The fclose and fopen operations must be in the same block.

• IY29922 Adapters configured to send events to the gateway, cache events when the event server goes down. Once the event server restarts, events continue to cache.

• IY29937 When a console filter contains a long SQL filter statement, all event groups are removed and new event groups cannot be created.

• IY30173 The tecadwins.exe program exhibits a memory leak after applying 3.7.1-TEC-0017E and 3.7.1-TEC-FP02.

• IY30318 The Event Viewer takes about 20-30 seconds to close. The Preferences menu (Edit -> Preferences) does not function after restarting the Event Viewer.

• IY30587 Every line of a LogSources file is sent with the addition of a new line, after applying patch 3.7.1-TEC-0017E.

• IY30618 The wrb command will not compile a time rule if the all_instances or first_instance predicates where clause contains a custom attribute and a within[] statement.

• IY30659 LIST_OF STRING attributes are not loaded from the database correctly after applying patch 3.7.1-TEC-FP02. This causes event correlation problems.

• IY30668 Event display problems occur when scrolling to the bottom of the Working Queue in the Event Viewer, highlighting the last event in the view, and refreshing the Event Viewer.

• IY30668 Events selected (highlighted) in the console become deselected after the console automatically refreshes.

• IY30672 A timer_rule with an exec_task action fails to execute.

• IY30830 Installing the 3.7.1 UI Server and the fix pack 3.7.1-TEC-FP02 UI Server component with SIS 3.7 in the same step fails.

• IY31123 Removing a host from the Current Hosts dialog box of the Task Execution window in the console generates a Java exception and the host is not removed.

• IY31139 Extra events are sent by the Windows NT event log adapter, when polling a log file specified by the LogSources option.

• IY31248 Columns in the console Event Viewer do not sort correctly with customer rule base loaded.

• IY31269 Rules using the exec_program predicate do not pass variables to shell scripts, after applying fix pack 3.7.1-TEC-FP02.

• IY31325 Rules with upper case attribute names do not compile after applying fix pack 3.7.1-TEC-FP02.

• IY31411 The pattern, %S*, in tecad_logfile.fmt file does not pattern match against a blank message field.

• IY31418 The wtdbclear –e –p FALSE –t 0 command fails to execute and returns an error.
• IY31517 After applying fix pack 3.7.1-TEC-FP02, the .fmt files are incorrectly distributed to the adapters.
• IY31695 The Rule Builder’s Guide incorrectly states a file name requirement in the wrb command example.
• IY31847 A logfile adapter sends all events in a log source file when the files last update time is modified but the file size remains the same.
• IY31869 DBCS characters embedded in events sent from a TME source become distorted at the event server.
• IY31895 Insufficient information for non-TME multiple adapter configurations is provided in the Adapters Guide.
• IY31911 After applying fix pack 3.7.1-TEC-FP02, Tier 2 adapters have limited functionality.
• IY31979 The ServerLocation option in the tec_gateway.conf file is ignored if the ServerLocation option in the logfile configuration file is blank.
• IY32337 The event server appears to stay in an unresponsive state when receiving a large quantity of events (an event storm).
• IY32434 The wpostemsg command does not function in an endpoint environment after applying fix pack 3.7.1-TEC-FP02.
• IY32453 The Adapters Guide lists invalid registry keys for Windows File Replication Servers.
• IY32547 Adapters do not match events in log files on systems with the Japanese locale.
• IY32703 The console does not function through a NAT firewall.
• IY32893 The predefined drop_duplicate_event rule action in the graphical rule builder does not function properly.
• IY32938 All events are not cached when the event server is shut down.
• IY33086 The install_wtdbclear_stproc.sh script does not execute under environments other than locale C, thus the stored procedures for the wtdbclear command will not install for all locales.
• IY33567 The tec_rule process terminates after the process size reaches the maximum allowable process size, as defined in the system where the process is running.
• IY33710 After applying patch 3.7.1-TEC-0026E, the exec_program predicate with the following options causes the event server to terminate: WATCH_STATUS=NO and a long message in the msg attribute.
• IY33777 Incorrect output from the exec_program predicate prevents the Tivoli Business Systems Manager, Version 1.5, from receiving events from the Distributed Monitoring product, after applying patch 3.7.1-TEC-0022E.

Additional details about the fixed items in this section, such as test methodology, are available from the IBM Customer Support Web site for Tivoli software in the Tivoli Information Center at the following URL:

www.tivoli.com/support/documents/

Product Notes

This section contains important information that you should consider when using the IBM Tivoli Enterprise Console product.
Event Adapters No Longer Shipped
The following event adapters are no longer shipped:
- The SPECTRUM adapter for the Cabletron SPECTRUM Enterprise Manager
- The Sun Solstice/SunNet Manager adapter

Tivoli Enterprise Data Warehouse Enablement
The IBM Tivoli Enterprise Console product is enabled for Tivoli Enterprise Data Warehouse with a warehouse enablement pack. Customers should expect enhancements to the IBM Tivoli Enterprise Console warehouse enablement pack over time. Check with IBM Customer Support or the IBM Passport Advantage program for subsequent enhancements to this component.

Event Database Installation Assistant
The following items pertain to the assistant:
- Do not generate scripts to the $BINDIR/TME/TEC/sql directory. If you mistakenly attempt to generate them to that directory, a message similar to the following is issued:
  The directory that you specified for the generated scripts directory is the same as $BINDIR/TME/TEC/sql. Specify another directory
  Specify a different directory and regenerate again.
- You must run the assistant (wdbinstall.sh command) from within the /sql directory. Do not run it from any other location.

Graphical Rule Builder
The graphical rule builder included with the IBM Tivoli Enterprise Console product provides an easy way to create very simple rules. If you need to use the full power of the rule language, manual coding of rules with a text editor is the recommended approach for developing rules in Version 3.8. Similarly, the use of the wrb command is recommended when performing rule base related tasks.

Rule Enhancements
Developing rules and managing rule bases is very different in versions later than 3.6.2. If you have developed rules and managed rule bases in previous versions of the IBM Tivoli Enterprise Console product, you should first familiarize yourself with the information contained in the IBM Tivoli Enterprise Console Rule Builder’s Guide.

Prefixes Used in Prolog File Names
The IBM Tivoli Enterprise Console product previously required the use of the tec_r prefix in Prolog files that were used with the TECpcomp command or predicates that operated with Prolog files, such as the compile or consult predicates. For Version 3.8, files no longer need the prefix. If existing files still use the prefix, it will be removed and the file will compile as if it never had the prefix.

For additional information about prefixes used for Prolog files, see the IBM Tivoli Enterprise Console Rule Builder’s Guide.

Upgrading Rule Bases to Version 3.8
Rule bases created for versions 3.6.x of the IBM Tivoli Enterprise Console product have their .wic and root.baroc files automatically upgraded. To use the upgraded
rule bases you must recompile and reload them. Rule bases that were created in a 3.7.x version of the product do not need to be upgraded.

**Deprecated BAROC Features**

The following items are being deprecated in Version 3.8 and will not be supported in future releases. When the IBM Tivoli Enterprise Console, Version 3.8, rule compiler encounters any of these items, a warning message is issued. The deprecated features are as follows:

**Multiple Class Inheritance**

Event classes can no longer inherit from more than one superclass. Single class inheritance is not being deprecated.

**Using an event class name as an attribute type**

Base data types no longer include event class names. Valid base data types are now enumerated types, INT32, INTEGER, REAL, and STRING.

**Changes to the first_instance and all_instances Predicates**

The predicates first_instance and all_instances now validate that each attribute referenced in an attribute filter has been defined in one of the classes listed in the class filter. That is, to filter on an attribute, the attribute must be defined in the class that causes the rule to run instead of in a parent class. For example, if the attribute `disk` is not defined in the event class `Logfile_Baroc`, the following use of the first_instance predicate is not valid:

```
first_instance(event: _dup_event of_class 'Logfile_Base'
where [
   disk: equals 'c:'
  ]
)
```

Attribute filters in rules will be checked to ensure that the type complexity (SINGLE or LIST_OF) of the attribute in the filter is the same as the filter value. For example, the following rule will result in a compilation error, if the attribute `msg` is defined as a SINGLE complexity, while the value is a LIST_OF complexity:

```
rule: single_eq_list: ( 
   event: _event of_class _class
   where [ 
      msg: equals ['one', 'two', 'three'] 
   ]
   action: ( drop_received_event 
   )
).
```

**Differences in Predicate Behavior from Past Releases**

In the IBM Tivoli Enterprise Console product, Version 3.6.x, the all_instances and first_instance rule language predicates returned different results from the event cache when a free class variable was used in the event filter. The returned result depended on whether or not a time window was specified. If no time window was given, then only events of leaf-node classes were returned. If a time window was specified, then all events in the cache were returned, including superclass events. In Version 3.7, this behavior changed so that the result never included superclass events, regardless of whether a time window was specified. However, this is inconsistent with the way event filters handle free class variables.

This has been corrected in the IBM Tivoli Enterprise Console product, Version 3.7.1 and Version 3.8. Regardless of whether a time window is specified, when the
allInstances or first_instance predicates are called with a free class variable in the
event filter, all events in the event cache are returned. For example, the following
will return all events in the event cache:

```java
allInstances(event: _dup_event of_class _dup_class
where [
    status: outside ['CLOSED']
],
_event - 3600 - 3600)
```

The behavior has also changed in these two predicates in the case where the event
cache is searched for a superclass. In the following rule, the IBM Tivoli Enterprise
Console product, Version 3.6.2 would return child class events of NT_Base and
events of class NT_Base (a superclass):

```java
allInstances(event: _dup_event of_class 'NT_Base'
where [
    status: outside ['CLOSED']
],
_event - 3600 - 3600)
```

However, if the time window _event - 3600 - 3600 was not specified, then only
events of leaf-node classes would be returned. This has been changed to return
only events of leaf-node classes specified in the event filter, regardless of whether a
time window has been specified.

---

**Documentation Notes**

This section describes late-breaking product information that did not make it into
the product books, and describes significant problems and corrections to the books
that were identified after the books were finished.

**General Information**

The following are changes to all the IBM Tivoli Enterprise Console publications:

- Documentation for the NetView Integrated TCP/IP Services component
  (hereinafter referred to as the NetView component) is referred to in various ways
  throughout the IBM Tivoli Enterprise Console publications. The NetView
  component documentation library is comprised of:
  - Two base sets of IBM Tivoli NetView manuals at the Version 7 level (one for
    Windows platforms, one for UNIX platforms)
  - Two sets of IBM Tivoli NetView release notes (one for Windows platforms,
    one for UNIX platforms) at the Version 7.1.3 level

- Some Web browsers might have problems using external style sheets, such as
  those provided with the HTML files of the IBM Tivoli Enterprise Console
documentation. If there are unreadable characters when you view these HTML
  files, you should disable the use of font styles in your Web browser.

  For example with Microsoft Internet Explorer 5.5 with SP1, you should perform
  the following steps in Internet Explorer:

  1. Select **Internet Options** from the **Tools** menu.
  2. Select **Accessibility** from the **General** tab.
  3. Check **Ignore font styles specified on Web pages** in the **Formatting** group
     box.

  **Note:** Some Web pages might be displayed with different formatting, but should
  not cause any readability problems.
New Information

This section describes late-breaking product information that did not make it into the product books.

New Information for the IBM Tivoli Enterprise Console Adapters Guide

There is a change to how the PollInterval keyword operates for the Windows and Windows NT event log adapters. If you upgrade these adapters from a previous release and you have a value set for PollingInterval in the Windows registry, you need to specify the PollInterval keyword in the adapter configuration file with the value used in the Windows registry.

Documentation Problems and Corrections

The following sections describe significant problems and corrections for the product books that were identified after the books were finished.

Problems and Corrections for the IBM Tivoli Enterprise Console Installation Guide

The following list describes significant problems and corrections for the IBM Tivoli Enterprise Console Installation Guide:

- In the “NetView Upgrade Options” section of the “Deployment Scenarios” chapter, the table incorrectly shows that installation of Tivoli Management Framework is a prerequisite. Installation of Tivoli Management Framework is optional.
- In the “Upgrading Components” chapter disregard the statement that the SunNet Manager adapter has an available upgrade image for Version 3.8 in the “Upgrade Images” section. The Sun Solstice/SunNet Manager adapter is no longer shipped.
- The second paragraph of the “Installing the Event Database” section in the “Event Database Configuration” chapter should read as follows:
  The Informix install procedure must be performed on the Informix server. You can use the assistant to install if the RIM host and the Informix server reside on the same machine. If they do not, you must install the event database using the wdbconfig.sh script.
- In the beginning of the “Quick Start for a Simple Environment” chapter, insert the second list item shown below. The first list item is shown for positional purpose only and exists in the chapter.
  - SNMP is installed and started on the machine where you want to perform the installation.
  - The SNMP community name public is enabled for read access on devices in the local subnet.
- In the “Quick Start for a Simple Environment” chapter, the DB2 instance home path for the Windows example should be c:\db2.
- The following procedure to upgrade TME endpoint adapters was omitted from the “Upgrading Adapters” chapter. Use this procedure when upgrading TME endpoint adapters that were distributed using adapter configuration profiles (ACPs) by the Adapter Configuration Facility (ACF) with product versions earlier than 3.7.1:
  1. Ensure the Version 3.8 ACF is installed.
  2. Uninstall all TME endpoint adapters distributed using ACF.
  3. Distribute the new TME endpoint adapters using the Version 3.8 ACF.
This upgrade procedure is only required when upgrading the event server and ACF components from product versions earlier than 3.7.1. If you are already at Version 3.7.1, you can use the standard upgrade procedures in the IBM Tivoli Enterprise Console Installation Guide.

Problems and Corrections for the IBM Tivoli Enterprise Console Reference Manual
The following list describes significant problems and corrections for the IBM Tivoli Enterprise Console Reference Manual and the online reference material provided in HTML installed on the event server:

- The wcrtnvgroups command syntax should be described as follows:
  
  ```
  wcrtnvgroups host user password
  ```

  The second paragraph in the description of this command should be removed and the options section should be as follows:

  ```
  host  Specifies the host name where the event console runs.
  user  Specifies the user name of the administrator.
  password  Specifies the password of the administrator.
  ```

- The wstoptecgw command is also distributed when you distribute the tec_gateway_sce ACP, similar to distributing the tec_gateway ACP.

- In the options section of the wtdbclear.pl command, the –p option should be removed. The –p option as described in this section is only available with the wtdbclear command.

- The description for wdbinstall.sh should include the following sentence: This command is located in the ./sql directory of the event database installation assistant.

- The short description for the wdbconfig.sh command should read as follows: Runs the database configuration scripts from outside of the event database installation assistant.

  The full description should also include the following sentence: The wdbconfig.sh command is located in the same directory as the event database installation assistant scripts.

- The second paragraph under the description of wrb should be modified to read as follows: When working with rule bases, your account must have read and write access to the top-level rule base directory and to the following rule base files and subdirectories:

  ```
  - TEC_RULES/
    - rule_sets
    - rule_sets_EventServer
    - rule_sets_target
    - rule_packs
  - TEC_CLASSES/
    - .load_rules
  ```

  You must also have read access to all other files in the rule base directory. This access is not granted by adding a user to the Administrator login.

- The wtdbspace command syntax should be described as follows. The –T option is missing.
wtdbspace [–R rim_object_name] [–t temp_dev_name,...] [–d data_dev_name,... | –T ]

- The wtdumper command supports a –w option. This option should appear in the synopsis of the command as follows:
  [–w where_clause]

  The description should appear as follows:
  –w where_clause
  Used to specify a partial SQL WHERE clause for the event database query. This partial clause is appended to the internally-generated WHERE clause with the AND operator.

  Note: This option is only useful if you are experienced with SQL.

- The –f suboption for the wsetemsg command shows the incorrect argument force. There is no argument to this option.

- For the wstoptecgw command in the Commands chapter, step 4 should be as follows. The directory name has been corrected.
  4. Distribute the tec_gateway 0015 to the endpoint. The wstoptecgw command will now reside in the $LCF_BINDIR/../bin/ directory on this endpoint.

- The following information pertains to the wdbmaint.sh command in the Commands chapter:
  - The syntax statement shows the db2server option incorrectly with an embedded space. The option is one term.
  - The options shown in the syntax statement are positional; that is, if you specify either the db2server or db2client option, you must specify the rim_object_name option as the second option, with db2server or db2client as the third option.
  - The rim_object_name is not described in the Options section. It is the name of the RIM object associated with the event database. The default value is TEC.
  - The second sentence in the sixth paragraph in the Description section is modified with additional databases to read: For the Sybase, DB2, and MS SQL Server databases running the reorg option...
  - The following table shows where to run the wdbmaint.sh command depending on database type and utility option.

Table 12. Locations for running the wdbmaint.sh command

<table>
<thead>
<tr>
<th>Database Type</th>
<th>stats option</th>
<th>reorg option</th>
</tr>
</thead>
<tbody>
<tr>
<td>DB2</td>
<td>RIM host</td>
<td>RIM host</td>
</tr>
<tr>
<td>Informix</td>
<td>Event server</td>
<td>Event server</td>
</tr>
<tr>
<td>MS SQL Server</td>
<td>Event server</td>
<td>RIM host</td>
</tr>
<tr>
<td>Oracle</td>
<td>Event server</td>
<td>Event server</td>
</tr>
<tr>
<td>Sybase</td>
<td>Event server</td>
<td>RIM host</td>
</tr>
</tbody>
</table>

- The user running the wdbmaint.sh command must have write permission for the directory where the command is run so temporary work files can be created.
- If you are using the wdbmaint.sh command with a DB2 database, the db2server option is the default value if a value is not specified for this option.
- The following additional example is provided:
  $BINDIR/TME/TEC/sql/wdbmaint.sh reorg tec db2client
Problems and Corrections for the IBM Tivoli Enterprise Console Rule Builder’s Guide

The following list describes significant problems and corrections for the IBM Tivoli Enterprise Console Rule Builder’s Guide.

**Note:** The changes in this section related to predicates are also applicable to the online reference material provided in HTML installed on the event server.

- The example in the reference section for the `commit_action` predicate should be as follows:
  ```
  reception_action: action1:
  {   all_instances(_event,
   event:_dup_down_ev
   where ['status:outside 'CLOSED '],
   _event -600 -600 ),
  add_to_repeat_count(_dup_down_ev,1),
  drop_received_event,
  commit_action ),
  
  The reference section for the `all_instances` predicate should be changed as follows.
  - The synopsis of the command should read:
    ```
    all_instances(_event, event:_eventInstance of_class class where attribute_conditions)
    —OR—
    all_instances(_event, event:_eventInstance of_class class where attribute_conditions, _referenceEvent -time_before -time_after
    ```
  - In the arguments section, the line:
    ```
    event: _event of_class class where attribute_conditions
    ```
    should be replaced with the following:
    ```
    event: _eventInstance of_class class where attribute_conditions
    ```
  - Replace the example with the following:
    ```
    action:
    {   all_instances(_event, event:_nfs_ev of_class 'NFS_SERVER_NOT_RESPONDING '
        where [server:equals 'Pascal ']),
    set_event_status (nfs_ev,'CLOSED ')
    }
    ```

Internationalization Notes

The information in this section supersedes the other manuals of the IBM Tivoli Enterprise Console library. This section outlines IBM Tivoli Enterprise Console support for international languages.

**Enabling Language Support**

The IBM Tivoli Enterprise Console product is translated into the following languages:

- Brazilian Portuguese
- Chinese (Simplified)
- Chinese (Traditional)
To enable these languages and use the fully-translated event console task panels, install the appropriate language support pack from the *IBM Tivoli Enterprise Console Language Support* CD-ROM. You must install the appropriate IBM Tivoli Enterprise Console, Version 3.8 language support pack. You can install multiple language support packs for a single product.

If the Tivoli Software Installation Service (SIS) client is not installed on your machine, see the *Tivoli Enterprise Installation Guide* for installation instructions. Substitute the desired language support pack names for the product names shown in the procedures outlined.

## Event Adapter and Event Server Compatibility

Different versions of event adapters can send their event data to event servers with different character encodings. Additionally, different versions of event servers expect event data in different character encodings. If you are combining versions of event adapters and event servers in a non-English environment, especially a multi-byte character set (MBCS) environment, it is important that you understand the compatibility among the various versions of event adapters and event servers.

**Note:** Tivoli recommends that you keep your IBM Tivoli Enterprise Console products up to date with the most recent version.

The term *UTF-8* patch is used to refer to the patches shown in the following table:

<table>
<thead>
<tr>
<th>Version of Event Server or Adapter</th>
<th>Patch Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.6</td>
<td>3.6-TEC-0010 and 3.6-TEC-0025</td>
</tr>
<tr>
<td>3.6.1</td>
<td>3.6.1-TEC-0005, 3.6.1-TEC-0008, and 3.6.1-TEC-0010 individually applied, or</td>
</tr>
<tr>
<td></td>
<td>3.6.1-TEC-0013 applied (contains 0005, 0008, 0010)</td>
</tr>
<tr>
<td>3.6.2</td>
<td>3.6.2-TEC-0001 and 3.6.2-TEC-0004</td>
</tr>
</tbody>
</table>

## Custom Applications Built with Tivoli Event Integration Facility

For adapters and other applications built with Tivoli Event Integration Facility, the `NO_UTF8_CONVERSION` keyword specifies the encoding for the events, configuration file, and any other data input. The `Pre37Server` and `Pre37ServerEncoding` keywords specify the encoding of the output from Tivoli Event Integration Facility.

For example, when the `NO_UTF8_CONVERSION` keyword is set to YES and the `Pre37Server` keyword is set to YES, Tivoli Event Integration Facility expects event data and its configuration file to use UTF-8 encoding, but it transmits the event to the event server using DBCS encoding.
**Event Adapters**

There are changes to the event processing for international environments that might require changes to some adapters, their configuration files, or filters. The following table describes the compatibility between different versions of adapters and event servers.

*Table 14. Settings for internationalization support for non-TME adapters*

<table>
<thead>
<tr>
<th>Adapter Version</th>
<th>Event Server Version</th>
<th>Event Data Stream Encoding</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.8(^1)</td>
<td>3.8</td>
<td>UTF-8 data is sent.</td>
<td>Data can be passed to tasks and programs in UTF-8 or local encoding. See the <em>IBM Tivoli Enterprise Console Rule Builder’s Guide</em> for additional information.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Pre37Server</strong> must be set to NO, which is the default. NO_UTF8_CONVERSION=NO</td>
<td></td>
</tr>
<tr>
<td>3.7</td>
<td></td>
<td>UTF-8 data is sent.</td>
<td>Data can be passed to tasks and programs in UTF-8 or local encoding. See the <em>IBM Tivoli Enterprise Console Rule Builder’s Guide</em> for additional information.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Pre37Server</strong> must be set to NO, which is the default.</td>
<td></td>
</tr>
<tr>
<td>3.6, 3.6.1, and 3.6.2 with the UTF-8 patches</td>
<td>3.7 and later</td>
<td>UTF-8 data is sent.</td>
<td>Data is passed to tasks and programs in UTF-8 encoding.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Pre37Server</strong> must be set to YES and <strong>Pre37ServerEncoding</strong> must be set to UTF-8.</td>
<td></td>
</tr>
<tr>
<td>3.6, 3.6.1, and 3.6.2 without the UTF-8 patches</td>
<td>3.7 and later</td>
<td>Local encoded data is sent.</td>
<td>Data is passed to tasks and programs in local encoding.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Pre37Server</strong> must be set to YES and <strong>Pre37ServerEncoding</strong> must be set to the Tivoli encoding at the event server. See the <em>Tivoli Management Framework User’s Guide</em> for additional information about Tivoli text encoding support.</td>
<td></td>
</tr>
<tr>
<td>3.7 and 3.7.1(^2)</td>
<td>3.7 and later</td>
<td>UTF-8 data is sent.</td>
<td>Data can be passed to tasks and programs in UTF-8 or local encoding.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Pre37Server</strong> must be set to NO, which is the default.</td>
<td></td>
</tr>
<tr>
<td>3.6, 3.6.1, and 3.6.2 with UTF-8 patches</td>
<td>3.7 and later</td>
<td>UTF-8 data is sent.</td>
<td>Data is passed to tasks and programs in UTF-8 encoding.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Pre37Server</strong> must be set to YES and <strong>Pre37ServerEncoding</strong> must be set to UTF-8.</td>
<td></td>
</tr>
<tr>
<td>3.6, 3.6.1, and 3.6.2 without UTF-8 patches</td>
<td>3.7 and later</td>
<td>Local encoded data is sent.</td>
<td>Data is passed to tasks and programs in local encoding.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Pre37Server</strong> must be set to YES and <strong>Pre37ServerEncoding</strong> must be set to the Tivoli encoding at the event server. See the <em>Tivoli Management Framework User’s Guide</em> for additional information about Tivoli text encoding support.</td>
<td></td>
</tr>
</tbody>
</table>
### Table 14. Settings for internationalization support for non-TME adapters (continued)

<table>
<thead>
<tr>
<th>Adapter Version</th>
<th>Event Server Version</th>
<th>Event Data Stream Encoding</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.6, 3.6.1, and 3.6.2 with UTF-8 patches</td>
<td>3.7 and later</td>
<td>Not supported.</td>
<td>None.</td>
</tr>
<tr>
<td>3.6, 3.6.1, and 3.6.2 with UTF-8 patches</td>
<td>3.6, 3.6.1, and 3.6.2 without UTF-8 patches</td>
<td>UTF-8 data is sent.</td>
<td>Data is passed to tasks and programs in UTF-8 encoding.</td>
</tr>
<tr>
<td>3.6, 3.6.1, and 3.6.2 without UTF-8 patches</td>
<td>Local encoded data is sent.</td>
<td>Data can be passed to tasks and programs in UTF-8 or local encoding.</td>
<td></td>
</tr>
<tr>
<td>3.6, 3.6.1, and 3.6.2 without UTF-8 patches</td>
<td>Not supported.</td>
<td>None.</td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**

1. An internal inconsistency in the 3.7 and 3.7.1 adapters required users to unconditionally set `NO_UTF8_CONVERSION` to `YES`. This workaround allowed events to correctly reach the event server but caused encoding mismatches between event data and event filters set in the adapter configuration files. As a result, filtering events (using the Filter keyword in the configuration files) based on attributes containing DBCS or UTF-8 characters would not work.

   The problem is fixed for the 3.8 event adapters. Set `NO_UTF8_CONVERSION` to `YES` only if the adapter input (events), format file (for log file adapters), and configuration file are already encoded in UTF-8 format. If the adapter input, format file (for log file adapters), and configuration file are encoded in DBCS, set `NO_UTF8_CONVERSION` to `NO`.

2. Non-TME logfile-type adapters shipped with IBM Tivoli Enterprise Console, Version 3.7.1, must have the `NO_UTF8_CONVERSION` configuration file option set to `YES` because the event data has already been converted to UTF-8 before being passed to Tivoli Event Integration Facility for forwarding to the event server. If this option is not set to `YES`, the non-English event data will be corrupted because it will have been converted to UTF-8 encoding twice, once by the adapter and again by Tivoli Event Integration Facility.

3. Local encoding of adapters and event server must be the same. For example, SJIS encoded data sent from an adapter is not supported by an event server set to EUJCP encoding.

### Non-English Data in Adapter Format Files

For logfile-type adapters, you can use non-English characters in a format string in a format file. The non-English characters must be entered in local or UTF-8 encodings. This is different than past versions. The following table summarizes the encoding of characters in format files for various versions.

**Note:** The contents of a format file should not contain different strings encoded in both local and UTF-8 encoding. Using mixed encodings in the same file might cause many problems, including mismatches on event filtering, garbled event contents on event server, and others.

**Table 15. Non-English data in adapter format files**

<table>
<thead>
<tr>
<th>Version 3.6.2 with UTF-8 Patches</th>
<th>Version 3.7</th>
<th>Version 3.7.1</th>
<th>Version 3.8</th>
</tr>
</thead>
<tbody>
<tr>
<td>UTF-8 encoding</td>
<td>Local encoding with patches (see the Tivoli Support Web site for patch information)</td>
<td>Local encoding</td>
<td>Local encoding ¹ or UTF-8</td>
</tr>
</tbody>
</table>
Table 15. Non-English data in adapter format files (continued)

<table>
<thead>
<tr>
<th>Version 3.6.2 with UTF-8 Patches</th>
<th>Version 3.7</th>
<th>Version 3.7.1</th>
<th>Version 3.8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event data, the configuration file, and the format file must all use the same encoding. If the encoding is DBCS, the <code>NO_UTF8_CONVERSION</code> keyword must be set to NO (the default setting). If the encoding is UTF-8, the <code>NO_UTF8_CONVERSION</code> keyword must be set to YES, because all data is already in UTF-8 format.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Non-English Data in Filters in Adapter Configuration Files

For logfile-type adapters, you can use non-English characters in an attribute filter specification defined by the `Filter` keyword in an adapter configuration file. The non-English characters must be entered in local encodings. This is different than past versions. The following table summarizes the encoding of characters in configuration files for various versions:

Table 16. Non-English data in adapter configuration files

<table>
<thead>
<tr>
<th>Version 3.6.2 with UTF-8 Patches</th>
<th>Version 3.7</th>
<th>Version 3.7.1</th>
<th>Version 3.8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not supported</td>
<td>Local encoding with patches (see the Tivoli Support Web site for patch information)</td>
<td>Local encoding</td>
<td>Local encoding (^1) or UTF-8</td>
</tr>
</tbody>
</table>

\(^1\) Event data, the configuration file, and the format file must all use the same encoding. If the encoding is DBCS, the `NO_UTF8_CONVERSION` keyword must be set to NO (the default setting). If the encoding is UTF-8, the `NO_UTF8_CONVERSION` keyword must be set to YES, because all data is already in UTF-8 format.

Troubleshooting Tips

The `TISDIR` environment variable is set by Tivoli software products and points to the code set directory. The code set directory contains the conversion tables to convert local encoded data to UTF-8 encoded data. If event data is corrupted, check the `TISDIR` variable and ensure that it is pointing to the correct code set directory. Also ensure that the code set directory has the appropriate conversion table for the locale. For example, the file named 932 must be in the code set directory for a Windows environment in Japan.

Check locale environment variables for correct settings.

See the Tivoli Enterprise Installation Guide for additional information about internationalization features in a Tivoli Management Region and how to use them.

Installing a Language Pack on a Non-TME Event Console

A separate language pack is provided for installing on a non-TME event console. This language pack can be installed using the procedure provided on the IBM Tivoli Enterprise Console 3.8 Language Support CD. The procedure is in the README file in the `Setup` directory.

Software Limitations, Problems, and Workarounds for Internationalization Issues

This section describes known problems in this release that are related to internationalization issues. Workarounds are provided when applicable. The defect tracking number is shown at the beginning of each problem.
In the event database installation assistant, the text in some help panels does not wrap properly at line end when DBCS and SBCS characters are mixed on the panel. For example, when there is an English keyword, the immediately trailing DBCS text starts on the next line.

In the event database installation assistant for a new installation of an MS SQL Server database, the first row of the Unit drop-down list is intentionally blank.

In the event database installation assistant for a new installation of a DB2 database, the default for the Select the Database Locale field is USA, regardless of the locale set for the local machine.

In the event database installation assistant for a new installation of an MS SQL Server or Oracle database, on the file group specification panel, the value Unlimited in the Maximum Size field is intentionally in English.

148174: The Popup_Message task and wsendresp command limitation in DBCS. 
EXPLANATION: In some DBCS environments if the event console is using a different code page than the event server, some messages may appear corrupted with the Popup_Message task or the wsendresp command.
WORKAROUND: To display the messages properly in the event console, the file containing the text to be displayed must be on the same managed node as the event server.

149104: The wtdbclear command does not work with a non-English DB2 database
EXPLANATION: When running the wtdbclear command without the –p FALSE option on a non-English DB2 database that does not have the stored procedure installed, you might see a message similar to the following even though the command syntax was specified correctly:
ECO:0001:0088
[-s <status>] [-t <seconds>] [-f]
An error occurred. Some events may not have been cleared.
WORKAROUND: Use the –p FALSE option of the wtdbclear command to avoid this message.
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</tr>
</thead>
<tbody>
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<td>OS/2</td>
<td>Tivoli Enterprise Console</td>
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<td>TME</td>
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