

IBM Tivoli OMEGAMON XE for Mainframe Networks V4.2 Technote June 2011

This technote contains information about known defects, limitations, and workarounds for the IBM® Tivoli® OMEGAMON® XE for Mainframe Networks V4.2.0 product.

1. Product-specific Take Action commands are missing. (UNIX® platforms only)

Note A fix for this problem is provided in OMEGAMON XE for Mainframe Networks V4.2.0 Fix Pack 2. If you are installing an earlier Mainframe Networks fix pack, ensure that you have installed the fix for APAR IZ73237 or use the workaround described below.

To ensure that the new product-specific Take Action commands (for example, `Drop Connection` and `Ping IP Address`) are enabled correctly, do the following on all UNIX systems where IBM Tivoli Monitoring is currently installed before you upgrade to V4.2. This is done to remove all instances of the `kn3package.xml` file.

a. Change directories as indicated:

```
cd into /opt/IBM/ITM
```

b. From this directory, execute the following command:

```
find . -name kn3package.xml -type f -exec mv {} {}.save \;
```

This command finds all instances of the `kn3package.xml` and renames them to `kn3package.xml.save`.

Remember that UNIX is case sensitive. Enter this command exactly as indicated, with the filename `kn3package.xml` in all lower case. After executing this command, you can upgrade your application files.

2. Messages received when viewing help files can be ignored. (UNIX platforms only)

When you view help files on UNIX systems, you might see the following message:

```
file:///opt/IBM/ITM/li6263/kf/eclipse/plugins/com.ibm.kn3.doc/toc.xml; Line #174; Column #51; The value of attribute "label" associated with an element type "topic" must not contain the '<' character.
```

These messages are informational and can be ignored.

3. UNIX installation error messages can be ignored.

You might see the following warning message when you are installing this monitoring agent on a UNIX system:

```
KCIIN2463W Warning: This installation media does not contain any components which can be run on the current system platform architecture. To install components which can run on this system, please locate the installation media containing files similar to *li62*.jar. If you are installing application support, continue with the installation to see a list of support files.
```

If you see this message, no action is required. Press Enter to continue.

4. The uninstallation process for monitoring agents has changed since the last release.

In IBM Tivoli Monitoring V6.2.1, the procedure for uninstalling application support has changed. To uninstall application support, do the following:

- A. From the Windows[®] Start menu, select **Control Panel → Add or Remove Programs**.
- B. Select **IBM Tivoli Monitoring** and click the **Uninstall** check box. This action offers you the choice to either Modify or Remove the selected product (IBM Tivoli Monitoring). Select **Modify**.
- C. Clear the check boxes for the installed application support files that you want to delete. The installation wizard removes the application support and reconfigures IBM Tivoli Monitoring with the remaining agents.

5. When you install the IBM Tivoli OMEGAMON Datafiles for z/OS v 4.2.0 into an environment running IBM Tivoli Monitoring V6.2.2 on Windows, you might receive the following installation error message:

```
Unable to copy a file to the drive where Program Files exists, cannot continue.
```

If you see this message, see Technote 1403443 for workaround details. Use this URL:

<http://www-01.ibm.com/support/docview.wss?uid=swg21403443>.

6. When selecting the cross-product link from the OMEGAMON XE for Mainframe Networks Applications or TCP Listeners workspaces to the IBM Tivoli OMEGAMON XE for CICS on z/OS TCP/IP Statistics workspace, you can receive this error-message:

KFWITM081E: The link target can not be found, the link definition might be incorrect or the target is unavailable.

Check first to ensure that the CICS monitoring agent is running. If the CICS agent is running, the problem might be that the System ID attribute in the OMEGAMON XE for Mainframe Networks table (which is the source of the link) does not match the System ID portion of any of the known CICS Managed System names. This situation exists because the System ID portion of the CICS Managed System name is padded to the right with the underscore () character if the System ID for the system is fewer than four (4) characters long.

To avoid this problem you can do one of the following:

- Ensure that your system names are all at least four (4) characters long

OR

- Change the definition of the cross-product link to pad the System ID attribute value with the underscore character () such that it matches one of the known CICS Managed System names.

To implement this workaround, follow these steps:

Note: At any time during the procedure that follows, clicking the Cancel button cancels your updates. Nothing is saved until your press the Finish button in Step 10.

1. Right click on the Link icon for one of the rows in the summary table, and select the Link Wizard.
2. In the Workspace Link Wizard, click the radio button by “Modify an existing Link” and click the Next button.
3. In the resulting Workspace Link Wizard - Link to Modify window, select the “CICS TCP/IP Statistics” link and click the Next button.
4. In the resulting Workspace Link Wizard – Link Name window, click the Next button.
5. In the resulting Workspace Link Wizard – Target Filters window, select the Managed System name line and click the “Modify Expression” button.
6. In the resulting Expression Editor - Managed System name window, replace the expression with the following expression and click the Evaluate button.

```
(LEN($kfw.TableRow:ATTRIBUTE.KN3TAP.SYSID$) GE 4) ?  
($kfw.TableRow:ATTRIBUTE.KN3TAP.SYSID$ + "." +  
$kfw.TableRow:ATTRIBUTE.KN3TAP.APPLNAME$) :  
($kfw.TableRow:ATTRIBUTE.KN3TAP.SYSID$ + STR("____", 1, (4 -
```

LEN(\$kfw.TableRow:ATTRIBUTE.KN3TAP.SYSID\$))) + "." +
\$kfw.TableRow:ATTRIBUTE.KN3TAP.APPLNAME\$)

This action causes the Expression Editor to verify that the updated expression matches a known CICS Managed System name.

7. Once the updated expression evaluates correctly, click the OK button on the Expression Editor window to temporarily save the updated expression.
8. In the resulting Workspace Link Wizard - Target Filters window, click the Next button.
9. In the resulting Workspace Link Wizard - Parameters window, click the Next button.
10. In the resulting Workspace Link Wizard - Summary window, click the Finish button to save the change to the link definition.

For more information about the Link Wizard and the expression editor, click the Help button from Tivoli Enterprise Portal, or see the *IBM Tivoli Monitoring User's Guide*.

7. Situation N3T_Interface_Xmit_Rcv_Bytes is defined incorrectly in the expert advice and in the online help.

8. The definition of the **Total Segments Retransmitted** in the Connections attribute group is incorrect. The online help defines this attribute as “The total number of segments retransmitted over this connection since the UDP endpoint started.” The phrase “since the UDP endpoint started” should be deleted.

9. A number of interface changes to TN3270 functionality were introduced in APAR OA34699. These changes were made to correct the problem that the Telnet Session Count attribute was misleading in that it continually increased and was not decremented. This APAR also added an attribute to differentiate between connections that are in session with an application and connections that are not in session with an application (sessionless).

For detailed information about the information changes associated with these updates, refer to the technote that accompanies the APAR.

10. In the update between v4.1.0 and v4.1.0, information about the LIMIT parameter was inadvertently removed from the configuration guide. The following information will be added to the next update for this book:

Tuning the TMS:Engine LIMIT value

IBM Tivoli Management Services: Engine (ITMS:Engine) is a common component for both the Tivoli Enterprise Monitoring Server and for OMEGAMON XE for Mainframe

Networks Monitoring. It has startup parameters that are defined with appropriate defaults for many customer environments, and these parameters are defined in the data set pointed to by the RKLVIN DD statement in the started task procedure.

If you see this message:

```
KN3I008E CALL TO ADDDATA FUNCTION FAILED, RETURN CODE=retcode,  
FOR TABLE=table
```

An error has occurred when the monitoring agent tried to return data for the table specified by the table variable and failed. The most common cause of this error is a query that returns a large number of rows of data, causing an out-of-memory condition.

Options are to either modify the query so that it returns fewer rows of data or change the LIMIT and MINIMUM values in *&rhilev..&midlev*.RKANPARU.

The current recommendation for the OMEGAMON XE for Mainframe Networks Agent is MINIMUM(500000,X) and LIMIT(25,X) as specified in member (KN3SYSIN). The current recommendation for the Tivoli Enterprise Monitoring Server in (KDSSYSIN) is MINIMUM(768000,X). Note that these values may change. As the number of queries and items monitored increases so does the need for storage.

The LIMIT parameter can be used to specify the largest block of primary storage or extended storage that can be allocated. The syntax for setting the largest block of extended storage is shown below (notes that setting the limit for primary storage is not recommended): LIMIT(n,X)

This value is specified in bytes, as a power of 2. For example, if n is 22, the largest block that can be allocated is 4 MB. If the LIMIT value is too small and a process in ITMS:Engine attempts to allocate a block of storage larger allowed by LIMIT, a program interruption U0100 or U0200 results. When managing a large number of resources, a value of LIMIT (25,X) is recommended.

11. Information in the *IBM Tivoli OMEGAMON XE for Mainframe Networks: Planning and Configuration Guide* SC27-2384-03, distributed in September 2010, is now out of date. These sections are located on pages 8-10. Here are the updated sections:

- a. The section titled “Parameters currently not available under the PARMLIB configuration method” on page 9 should be deleted.
- b. The section titled “PARMLIB limitations” on page 9 has new and changed information. Please substitute the section below.

PARMLIB limitations

The PARMLIB method began deployment in June 2010 and has certain limitations at this point:

- Configuration using the PARMLIB method requires a minimum of IBM Tivoli Management Services v6.2.2, which is a higher level than is required by the OMEGAMON XE for Mainframe Networks monitoring agent and its OMEGAMON II component.
- You cannot configure an OMEGAMON monitoring agent on z/OS using the Configuration Tool and another monitoring agent or Tivoli Management Services component using the PARMLIB method in the same runtime environment. You must use a single method for configuring all Tivoli Monitoring Services z/OS components and all OMEGAMON monitoring agents on z/OS that share a runtime environment.
- The PARMLIB method can be used for creating new runtime environments and for upgrading existing ones that were created from product versions for which the PARMLIB configuration method was enabled. To upgrade from a product version lower than the first PARMLIB-enabled version, you must use the Configuration Tool (ICAT). To determine the lowest PARMLIB-enabled version of each of your products, see the PARMLIB Technote at <http://www.ibm.com/support/docview.wss?uid=swg21417935>.

If you have runtime environments that are already configured by the Configuration Tool (ICAT) method, a conversion tool is provided for using the existing parameter values in those runtime environments to set up initial values for new runtime environments to be configured by the PARMLIB method. After you use the PARMLIB method to configure new runtime environments, you cannot use the Configuration Tool to edit or maintain them.

- c. In the section title “How to use this book with the PARMLIB configuration method” on page 8, two references to the filename \$CFG\$USR in points 3 and 4 should be deleted. This filename is no longer used. The filename should also be deleted in the section “Using PARMLIB for configuration” on page 111.

12. Two new messages were added:

```
KN3T003I
ATTEMPTING OMEGAMON FOR MAINFRAME NETWORKS DIAGNOSTIC DUMP
```

Explanation: OMEGAMON XE for Mainframe Networks has detected a condition that should not occur. The product will attempt capture diagnostic information about the problem by requesting a dump of the Mainframe Networks address space and its data spaces.

Programmer Response: Contact IBM Software Support

```
KN3T004E
DIAGNOSTIC DUMP HAS COMPLETED. RETURN CODE = X'return_code',
REASON CODE = X'reason_code'
```

Explanation: The SVC dump has completed and is expected to be written to a dump data set. The return_code and reason_code codes are from the

SDUMPX macro. The SDUMPX macro return and reason codes are documented in the IBM z/OS MVS Programming: Authorized Assembler Services Reference Guide.

Operator Response: Notify your System Programmer.

LOCALIZATION ERRORS

1. Some flyovers might be truncated in Chinese locales.
2. Tivoli Common Reporting reports in the Adobe® Postscript® format are displayed incorrectly on Windows systems in Japanese and Chinese locales.

In a Japanese environment, if the Tivoli Common Reporting server is installed on a Windows system and the browser language is either Japanese or Chinese, the Adobe Postscript report format are displayed correctly.

3. Tivoli Common Reporting reports that are formatted in Postscript (.ps) and Microsoft® Excel (.xls) are displayed incorrectly in a Mozilla Firefox browser.

If your browser is Mozilla Firefox with the language set to other than English, Tivoli Common Reporting reports cannot be generated in the postscript (.ps) or Excel (.xls) formats. This is because localized report names exceed 60 bytes.

To avoid this name-length problem, use the **Tivoli Common Reporting Properties** dialog box to shorten the report name to be fewer than 60 bytes.

4. The server locale must be the same as the browser locale.

Reports are not displayed if the language on the Tivoli Common Reporting server is different from the language of the browser where the reports are displayed.

5. Tivoli Common Reporting report selection dialogs fail for some reports on Korean Windows systems when using a Mozilla Firefox browser configured with any of the Korean language choices. Report selection works correctly in Korean for the Internet Explorer browser. If you change the Mozilla Firefox browser language option to English, all reports can be launched successfully.

EVENT-FORWARDING ERRORS

Note: Event forwarding errors have been addressed in IBM Tivoli Monitoring Version 6.2.2. If you are running Version 6.2.2 or later of IBM Tivoli Monitoring, you can disregard this section.

1. Event Forwarder cannot resolve an address to a name that uses the number sign (#) as a leading character in the name.

The IP address for the Tivoli Enterprise[®] Console or IBM Tivoli Netcool[®] OMNIBus Server is specified using the Configuration Tool. Event synchronization fails because the Tivoli Enterprise Monitoring Server adds a leading # which the event sync rule does not know how to handle.

To avoid this problem, use a host name that is known to the domain name server (DNS).

2. Mismatched attribute value occurred between the Tivoli Enterprise Portal and Tivoli Enterprise Console.

In some cases regarding default situations that are included with the product, the attribute value is passed incorrectly to the Tivoli Enterprise Console or Tivoli Netcool OMNIBus because of a buffer limit. In these cases, an attribute value of zero is reported by the Tivoli Enterprise Console.

The following situations are affected by this error:

Attribute Group: TCPIP Applications, (KN3TAP)

- N3T_Appl_Backlog_Conns_Rejected
- N3T_Appl_Byte_Rate
- N3T_Appl_Connections_in_Backlog
- N3T_Appl_Datagram_Rate
- N3T_Appl_FTPD1_Rate
- N3T_Appl_Not_Accepting_Conn
- N3T_Appl_Pct_Datagrams_Discd
- N3T_Appl_Pct_OO_Segments
- N3T_Appl_Pct_Segs_Rexmit
- N3T_Appl_Retransmission_Count

Attribute Group: TCPIP Stack Layer, (KN3TSL):

- N3T_IP_Out_Disc
- N3T_Pct_IP_In_Disc
- N3T_Pct_TCP_OO_Segs
- N3T_TCP_Conn_Drop
- N3T_TCP_In_Errs
- N3T_TCP_Probes

Attribute Group: IKE Tunnels, (KN3ITI):

- N3T_IPSec_Dyn_Act_Fail_IKE_TnR
- N3T_IPSec_Dyn_Act_Fail_IKE_Tnl

Attribute Group: IPSEC Status, (KN3ISS):

- N3T_IPSec_Dyn_Act_Fail
- N3T_IPSec_IKE_Act_Fail
- N3T_IPSec_Key_Msgs_Auth_Fail
- N3T_IPSec_Key_Msgs_Invalid
- N3T_IPSec_Key_Msgs_Replayed
- N3T_IPSec_Key_Msgs_Rtrnsmttd
- N3T_IPSec_Pkts_Denied_DENY
- N3T_IPSec_QUICKMODE_Invalid
- N3T_IPSec_QUICKMODE_Replayed
- N3T_IPSec_QUICKMODE_Rtrnsmttd

Attribute Group: Current IP Filters, (KN3IFC):

- N3T_IPSec_Pkts_Denied_Mismatch

Attribute Group: TCPIP FTP, (KN3FTP):

- N3T_FTPT_FileSysError
- N3T_FTPT_NetError

Attribute Group: Dynamic IP Tunnels, (KN3ITD):

- There are no predefined situations for this table.

Attribute Group: TCP Collector Status, (KN3TCS):

- There are no predefined situations for this table.

Any user-defined situations using attributes from the above attribute groups may also be affected when using Event Integration.

No workaround is available.

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