

## **IBM Tivoli OMEGAMON XE for Mainframe Networks V5.1.1 Technote March 2014**

This technote contains information about known defects, limitations, and workarounds for the IBM® Tivoli® OMEGAMON® XE for Mainframe Networks V5.1.1 and earlier product.

1. Version 5.1.1 runs with IBM Tivoli Monitoring v6.2.3 Fix Pack 1. However, a best practice is to run v6.2.3 Fix Pack 3 or later. If you are already running v6.3.0 of IBM Tivoli Monitoring components, then v6.3.0 Fix Pack 1 is the best practice recommendation.
2. OMEGAMON XE for Mainframe Networks Version 5.1.1 is equivalent to Version 5.1.0 with APARs OA42339 and OA42422 applied. You can upgrade from OMEGAMON XE for Mainframe Networks V5.1.0 by installing the PTFs and fix pack that are associated with APARs OA42339 and OA42422, or you can upgrade from V4.1.0 or later by ordering and installing OMEGAMON XE for Mainframe Networks V5.1.1 PID: 5698-T03.

If you have enabled the self-describing agent feature, and you do not use the Tivoli Enterprise Portal desktop client, you do not need to install the distributed fix pack that goes with the APARs. Refer to the Version 5.1.1 Program Directory for prerequisites and installation instructions.

3. Since Version 5.1.1 was delivered via fixpack and PTFs on version 5.1.0, an existing customer reaches the functionality of version 5.1.1 by applying the maintenance and running the appropriate configuration steps. Versions 5.1.1 and 5.1.0 share the same FMID so when using JOBGEN, "V510" will continue to display on the install list. This is not an error.

4. Users experience problems when the Tivoli OMEGAMON Manager address space is running in a different CSI or RTE

These SQL errors in the RKLVLLOG indicate query failures:

```
SQL1_CreateRequest with return code of '202' - which indicates a TEMS  
Catalog error (RC=202 is named "SQL1_CatalogError").
```

Problems occur if you have a Tivoli OMEGAMON Manager (TOM) address space running in a SMP/E CSI or Run Time Environment (RTE) other than the one where the OMEGAMON XE for Mainframe Networks V511 agent is installed.

When the TOM address space executes in a different CSI or even a different RTE than where the OMEGAMON for Mainframe Networks agent is running, make sure the TOM has access to the latest product provided queries. A SQL failure, such as `SQL1_CreateRequest` with return code of '202' can occur if the TOM is not aware of new attributes.

The KN3DOC file from the latest V5.1.1 deliverable must be available to all TOM address spaces capable of discovering V5.1.1 agents. To address this problem, make this file available by copying the KN3DOC file to the `hlq.RKANDATV` concatenation for the TOM started task.

5. If you intend to enable the self-describing features and a z/OS® hub monitoring server, configure a high availability hub. For more information, see *IBM Tivoli Monitoring: Configuring the Tivoli Enterprise Monitoring Server on z/OS*.

Ensure that you have installed IBM Tivoli Monitoring V6.2.3 Fix Pack 1 or later before you install or upgrade to OMEGAMON XE for Mainframe Networks v5.1.1.

The OMEGAMON XE for Mainframe Networks agent is installed with self-describing support enabled. Once self-description is enabled at the hub Tivoli Enterprise Monitoring Server that the agent is reporting to, the application support file updates are automatically synchronized, and, if relevant, the updates are deployed to the Tivoli Enterprise Monitoring Server and the connected Tivoli Enterprise Portal Server.

The following OMEGAMON XE for Mainframe Networks agent TMS:Engine parameter values are needed in order to support self-describing processing:

LIMIT(24,X)  
MINIMUM(768000,X)

These parameters are generated in the KN3SYSIN member of the RKANPARU library.

If the hub monitoring server and the remote monitoring server reside on z/OS, they must also be modified to use LIMIT(24,X). Follow the process outlined in the *Configuring the Tivoli Enterprise Monitoring Server on z/OS* book and ensure that the **Maximum storage request size (Extended)** value is set to greater than or equal to 24.

To make these changes permanent, make them using PARMGEN or the Configuration Tool. See the *IBM Tivoli OMEGAMON XE for Mainframe Networks: Planning and Configuration Guide* for more information. This is not an issue if you install into a new environment; it is only an issue when you upgrade.

This update is included in PTF UA69076. See the “Self-describing agent function fails after application of APARs OA42339 and OA42422” troubleshooting item for configuration after installing this PTF.

6. When installing the OMEGAMON for Mainframe Networks v5.1.1 application support files from 5.1.0-TIV-KN3- FP0001 using the installation wizard on Windows 2012, the install might appear to stop.

The problem might be that the installation wizard is waiting for you to press Enter in a command window opened by the installer. The window where this action should be taken may be minimized.

To continue with installation, locate the command window that is generated by the installer, open it, and press Enter. If the command window is minimized, use the icon for it in the Windows desktop taskbar to maximize it.

7. In Version 6.3, IBM Tivoli Monitoring has implemented more granular controls on the self-describing agent (SDA) feature. If you enable the self-defining agent feature (SDA) on a hub monitoring server running on a distributed platform (Enabled by setting variable KMS\_SDA=Y and starting the hub monitoring server), then the following information is relevant. On z/OS the default behavior for the hub monitoring server is that it continues to function in ITM 623 mode when it is initially enabled for SDA.

In Version 6.3 of IBM Tivoli Monitoring, the tacmd listsdastatus command can be used to report SDA status for the hub and remote monitoring servers. The default SDA behavior is for the IBM Tivoli Monitoring v6.3.0 hub monitoring server to block SDA installation unless a product is explicitly configured for SDA or SDA behavior is set to work as it did in IBM Tivoli Monitoring v6.2.3.

To address this issue, do the following:

a. Use the following command to determine SDA configuration.

```
tacmd listSdaInstallOptions
```

If no configuration records exist, this means that all SDA seeding is blocked.

b. Do one of the following:

Enable SDA installation of OMEGAMON XE for Mainframe Networks V5.1.1 by issuing the following command, for example:

```
tacmd addsdainstalloptions -t N3 -v 05100400
```

OR

Issue the following command to revert to 6.2.3 behavior where all products are allowed to install:

```
tacmd editsdainstalloptions -t default -i on
```

If you see Message KRAA0003 returned, this indicates that the product or version is blocked from SDA installation.

8. Before you upgrade to IBM Tivoli Monitoring v6.2.3 Fix Pack 1 or later and OMEGAMON XE for Mainframe Networks v5.1.1, run the following tacmd against the hub monitoring server before starting the upgrade to ensure that the product-provided situations added by the upgrade were distributed to their respective managed systems groups during the upgrade.

```
tacmd editSdaOptions -o INSTALL_SEED=ALL UPGRADE_SEED=ALL -t N3
```

9. As result of changes made in z/OS V2R1, you must define OMVS segments.

z/OS v2.1 does not allow default OMVS segments. RACF support to automatically generate unique UIDs and GIDs on demand for users and groups that do not have OMVS segments defined is the recommended alternative. Support for automatic unique UID and GID generation has been available since z/OS V1R11.

Before you install z/OS V2R1, perform these security server actions. You can perform these actions on systems with your level of z/OS. You do not need the z/OS V2R1 level of code to make these changes, and the changes do not require the z/OS V2R1 level of code to run once they are made.

10. Ensure that you have installed PTF UA70618.

11. If you plan to use autonomous agent support, apply PTF UA68938 to your IBM Tivoli Monitoring installation.

12. If you have created custom situations and are upgrading from OMEGAMON XE for Mainframe Networks v4.1.0, the situation event indicators might not be displayed in the Tivoli Enterprise Portal navigation tree when the condition defined in the situation becomes true. This problem occurs only when you upgrade using the self-describing agent feature.

Do the following to address this problem:

a. Restart the Tivoli Enterprise Portal Server to re-associate situations with their assigned Tivoli Enterprise Portal navigation tree items.

b. Edit the custom situation in the situation editor, select the Distribution tab, and verify that the situation is distributed to the expected managed systems, or managed systems group (\*OMEGAMONXE\_MAINFRAME\_NTWK\_TCP, \*OMEGAMONXE\_MAINFRAME\_NTWK\_VTAM or \*OMEGAMONXE\_MAINFRAME\_NTWK). If situation distribution is configured as expected, then proceed to the next step to verify that the custom situation is associated with the Tivoli Enterprise Portal Navigator.

c. Right-click on the Tivoli Enterprise Portal Navigator item and select Situations from the pull-down menu. This brings up the Situation Editor, filtered for situations associated with the TEP navigator item. If you do not see the custom situation in the list of situations for the TEP navigator item, do the following:

- 1) Click the "Set Situation filter criteria" icon at the top left of the Situation Editor.
- 2) Select the "Eligible for Association" checkbox and click OK.
- 3) Find the custom situation in the list and select it. Then right-click on it to display the pulldown menu.
- 4) Click the "Associate" item from that menu
- 5) Click OK to exit the situation editor.

d. If the preceding steps do not resolve the problem, create new situations to replace the migrated custom situations that are not displayed in the Tivoli Enterprise Portal navigation tree after the Tivoli Enterprise Portal Server is restarted.

13. You might see an active TN3270 server session in both the Tivoli Enterprise Portal and enhanced 3270 user interface (enhanced 3270UI) workspaces when the TN3270 connection is not actually in a session with a SNA application. This problem occurs when a TN3270 user attempts to log on to an unavailable SNA application and the TN3270 connection is in a MONITORGROUP. When you specify a valid SNA application, the record correctly displays as in session. When you close the TN3270 connection, the record is no longer displayed after the next collection.

14. The following Take Action commands are enabled in the "UDP Local Ports 12000-120004" view of the "EE Connection Summary" workspace:

Drop Connection  
Ping IP Address  
Tracerte IP Address  
NSLookup IP Address

For the Ping, Tracerte and NSLookup commands, the destination IP address is not pre-filled in the first input field of the command dialog. You may enter the destination IP address manually. The remote IP address of the EE connection is shown in the "EE Connection Summary for EEPUNAME" view.

15. The Enterprise workspaces in the enhanced 3270UI support filtering by using wildcards (\*) in the TCP STC Name and SMF ID fields in the upper right corner of the workspace. When you specify a TCP STC Name or SMF ID as a wildcard followed by a character, you might see records from more systems than you expect because the query is treated as if an implicit wildcard was found at the end of the value. For instance, specifying "\*3" as an SMF ID would return rows for SMF ID 0238 as well as for SMF ID 4083.

16. When you upgrade to OMEGAMON XE for Mainframe Networks v5.1.1, you might find the following message in the RKLVLG:

```
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.

This problem also occurs when you upgrade from an environment unless you specifically update the LIMIT and MINIMUM values to the new defaults or higher.

IBM Tivoli Management Services: Engine (TMS: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.

Options are to either modify the query so that it returns fewer rows of data or increase the LIMIT and MINIMUM values in &rhilev.&midlev.&rte.RKANPARU(KN3SYSIN).

17. If you are using the enhanced 3270UI, you might find the following technotes useful:

- Technote "Troubleshooting no data conditions on the OMEGAMON Enhanced 3270 User Interface" at <http://www-01.ibm.com/support/docview.wss?uid=swg21610269>

- Technote "Customizing the OMEGAMON Enhanced 3270 UI initial workspace and log-on profile" at <http://www-01.ibm.com/support/docview.wss?uid=swg21607391>

- Technote “Configuring OMEGAMON Enhanced 3270 User interface security” at <http://www-01.ibm.com/support/docview.wss?uid=swg21606218>

18. If you have a Tivoli Enterprise Portal browser active during self-describing agent upgrade processing, you may see a dialog box that warns you about application support mismatch between Tivoli Enterprise Portal and Tivoli Enterprise Portal Server for the OMEGAMON monitoring agents you have installed. You might also see the message “Warning: Field PKGVERSION is not defined for application with id.”

If you see this message, you can ignore it. There will be no problem with your application support. After you see this message, recycle Tivoli Enterprise Portal to pick up the latest support installed by SDA.

19. A technote is being prepared to document IBM Tivoli Monitoring support of Windows 2012.

20. Specifying a start or end time between 12:00 PM and 12:59 PM on Tivoli Common Reporting reports is wrongly interpreted as 12:00-12:59 AM. This problem results in retrieving 12 hours of data that were not expected. To avoid the issue, specify a time before 12:00 PM or after 12:59 PM instead.

21. 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.

22. 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 you press the Finish button.

- a. Right-click on the Link icon for one of the rows in the summary table, and select the Link Wizard.
- b. In the Workspace Link Wizard, click the radio button by “Modify an existing Link” and click the Next button.
- c. In the resulting Workspace Link Wizard - Link to Modify window, select the “CICS TCP/IP Statistics” link and click the Next button.
- d. In the resulting Workspace Link Wizard – Link Name window, click the Next button.
- e. In the resulting Workspace Link Wizard – Target Filters window, select the Managed System name line and click the “Modify Expression” button.
- f. 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.

g. Once the updated expression evaluates correctly, click the OK button on the Expression Editor window to temporarily save the updated expression.

h. In the resulting Workspace Link Wizard - Target Filters window, click the Next button.

i. In the resulting Workspace Link Wizard - Parameters window, click the Next button.

j. 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*.

23. Flyover help in the situation editor shows the wrong information when you hover over a situation group

## LOCALIZATION ERRORS

1. The Feedback link in the lower left corner of help below the rule does not work.

2. Some flyovers might be truncated in Chinese locales.

3. 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.

4. 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.

5. 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.

6. 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.

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