



## Troubleshooting Guide





## Troubleshooting Guide

**Note**

Before using this information and the product it supports, read the information in Appendix B, "Notices," on page 131.

This edition applies to version 7.1.1 of IBM Tivoli Composite Application Manager for SOA (product number 5724-M07 for the distributed version, and 5698-B16 for the Enterprise version) and to all subsequent releases and modifications until otherwise indicated in new editions.

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## About this publication

IBM Tivoli Composite Application Manager for SOA, version 7.1.1 delivers a comprehensive solution for managing services in a service oriented architecture (SOA) running on Web application servers. For supported distributed and managed z/OS® environments, ITCAM for SOA monitors message traffic and performs simple control of messages flowing between services in the SOA.

The *IBM Tivoli Composite Application Manager for SOA Troubleshooting Guide* provides information about resolving problems that you might encounter while installing, configuring, or using the product. See the “IBM Tivoli Composite Application Manager for SOA library” on page viii for additional information about installing, configuring, and using the product on supported operating systems.

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## Intended audience

This guide is for services architects and services application support personnel who install, configure, and use IBM Tivoli Composite Application Manager for SOA to monitor and manage Web services in a service oriented architecture (SOA) environment on distributed Microsoft® Windows®, Linux®, AIX®, HP-UX, and Solaris systems, and IBM® z/OS enterprise systems.

Users of this publication should be familiar with these topics:

- Monitoring concepts
- The commonly shared components of IBM Tivoli® Management Services
- The Tivoli Enterprise Portal user interface
- The IBM Tivoli Monitoring environment
- Supported SOA environments and services that you want to monitor

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## What this publication contains

This guide contains the following chapters:

- Chapter 1, “Log files,” on page 1  
Provides information about the log files that are generated, including their location, content, and format.
- Chapter 2, “Installing the product,” on page 5  
Provides information about recovering from problems you might encounter while installing and configuring the product.
- Chapter 3, “Using the product,” on page 27  
Provides information about recovering from problems you might encounter while using the product.
- Appendix A, “Messages for IBM Tivoli Composite Application Manager for SOA,” on page 53  
Provides details about product messages that might be displayed while monitoring Web services, including system response and recommended recovery procedures.
- Appendix B, “Notices,” on page 131  
Provides IBM, Tivoli, and other company notices and trademark information as they apply to the product.

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## Publications

This section lists publications in the ITCAM for SOA library and other related documents. It also describes how to access Tivoli publications online and how to order publications.

### IBM Tivoli Composite Application Manager for SOA library

The IBM Tivoli Composite Application Manager for SOA library contains the following publications:

- *IBM Tivoli Composite Application Manager for SOA Quick Start Guide*, CF1PBML (for hardcopy version, and C1S7RML for electronic download version)

Provides a brief overview of the product, pointing you to available documentation and information on how to get started quickly.

- *IBM Tivoli Composite Application Manager for SOA Release Notes*, GI11-4096

Provides late-breaking information about IBM Tivoli Composite Application Manager for SOA product limitations and workarounds, and pointers to other documentation to help you begin installing and using the product.

- *IBM Tivoli Composite Application Manager for SOA Installation Guide*, GC23-8803

Provides an overview of the IBM Tivoli Management Services environment and the planning information and procedures you need to install and upgrade the application support files and the monitoring agent in a distributed operating system environment.

This guide also includes procedures for configuring support for service-to-service topology, including creating databases and configuring SOA Domain Management Server and Tivoli Common Object Repository in your Tivoli Enterprise Portal Server environment.

This guide also includes procedures for enabling and disabling the various supported runtime environments for data collection by the IBM Tivoli Composite Application Manager for SOA version 7.1.1 monitoring agent, and describes optional administrative tasks to further configure your installation.

This product can also be installed in the z/OS operating system enterprise environment. Refer to the *Program Directory for IBM Tivoli Composite Application Manager for SOA, V7.1.1, Program Number 5698-B16, for Use with z/OS*, GI11-4087, provided with the z/OS version of the product for information on installing and upgrading the monitoring agent.

- *IBM Tivoli Composite Application Manager for SOA User's Guide*, SC23-8804

Provides information on monitoring and managing resources in the Tivoli Enterprise Portal environment, including details about Take Action commands, situations, workspaces and views, including service-to-service topology workspaces and views and information about creating and managing service groups. This publication complements the Tivoli Enterprise Portal online help information for this monitoring agent.

- *Configuring IBM Tivoli Composite Application Manager for SOA on z/OS*, SC32-9493

Provides information about configuring IBM Tivoli Composite Application Manager for SOA to operate in the z/OS operating system environment. Before using this publication, you must complete the installation procedures as documented in the *Program Directory for IBM Tivoli Composite Application Manager for SOA, V7.1.1, Program Number 5698-B16, for Use with z/OS*, GI11-4087. This

publication is written for system administrators and others who are responsible for installing and configuring IBM Tivoli Composite Application Manager for SOA in the z/OS environment.

- *IBM Tivoli Composite Application Manager for SOA Tools*, GC32-1539

Provides information about installing and using the following tools:

- The IBM Web Services Navigator, an Eclipse based plugin for extracting services information that has been collected by monitoring agents and stored, either locally or in a historical database. This tool provides the capability to retrieve historical metric data from a connected database, or assemble several locally stored metric and content log files, and display the resulting data in several views to assist a services architect in visualizing relationships between services.
- A set of *managed SCA mediation primitives* that you can insert into the wiring of a mediation flow component using the WebSphere® Integration Developer (WID) tooling. An operator can then use IBM Tivoli Composite Application Manager for SOA to set and change, at run time, the behavior of the mediations by turning on and off the individual primitives by name.

Eclipse is an open source community whose projects are focused on providing an extensible development platform and application frameworks for building software. Eclipse provides extensible tools and frameworks that span the software development lifecycle, including support for modeling, language development environments for Java™, C/C++, PHP and others, testing and performance, business intelligence, rich client applications and embedded development. A large, vibrant ecosystem of major technology vendors, innovative start-ups, universities and research institutions and individuals extend, complement and support the Eclipse Platform.

The Eclipse Foundation is a not-for-profit, member supported corporation that hosts the Eclipse projects. Full details of Eclipse and the Eclipse Foundation are available at [www.eclipse.org](http://www.eclipse.org).

- *IBM Tivoli Composite Application Manager for SOA Troubleshooting Guide*, GC23-9987

Provides information about recovering from problems that you might encounter while installing, configuring, and using the product. Typical problem scenarios are described, and recovery procedures are provided. Informational, warning, and error messages for the product are also documented in this guide, as well as information about log files.

- *IBM Tivoli Composite Application Manager for SOA Discovery Library Adapters*, SC23-9988

Provides information about installing and running the set of Discovery Library Adapters provided with this version of IBM Tivoli Composite Application Manager for SOA.

- *IBM Tivoli Composite Application Manager for SOA User Assistance*

User assistance is available from the online help system in the Tivoli Enterprise Portal, helps operators understand and use the provided data, attributes, commands, and situations to monitor performance and availability, in the context of the product.

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

For the latest product information on IBM Tivoli Composite Application Manager for SOA, including a link to the product documentation and updated troubleshooting information through Technotes, see the IBM Support Web site for IBM Tivoli Composite Application Manager for SOA at <http://www.ibm.com/software/sysmgmt/products/support/IBMTivoliCompositeApplicationManagerforSOA.html>.

## Related publications

IBM Tivoli Composite Application Manager for SOA version 7.1.1 is provided as a monitoring agent that operates in the IBM Tivoli Monitoring environment. For the latest product information on IBM Tivoli Monitoring, including a link to the product documentation and updated troubleshooting information through Technotes, see the IBM Support Web site for IBM Tivoli Monitoring at:

<http://www.ibm.com/software/sysmgmt/products/support/IBMTivoliMonitoringV6.html>

## Accessing terminology online

The *Tivoli Software Glossary* includes definitions for many of the technical terms related to Tivoli software. The *Tivoli Software Glossary* is available at the following Tivoli software library Web site:

<http://publib.boulder.ibm.com/tividd/glossary/tivoliglossarymst.htm>

Access the glossary by clicking the **Glossary** link on the left pane of the Tivoli software library window.

The IBM Terminology Web site consolidates the terminology from IBM product libraries in one convenient location. You can access the Terminology Web site at the following Web address:

<http://www.ibm.com/software/globalization/terminology>

## Accessing publications online

The documentation media for IBM Tivoli Composite Application Manager for SOA contains the publications that are in the product library. The format of the publications is in PDF and HTML.

IBM posts publications for this and all other Tivoli products, as they become available and whenever they are updated, to the Tivoli Information Center Web site at

<http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/index.jsp>

**Note:** If you print PDF documents on other than letter-sized paper, set the option in the **File** → **Print** window that allows Adobe Reader to print letter-sized pages on your local paper.

The IBM Software Support Web site provides the latest information about known product limitations and workarounds in the form of technotes for your product. You can view this information at the following Web site:

<http://www.ibm.com/software/support>

## Ordering publications

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

<http://www.elink.ibm.com/publications/servlet/pbi.wss>

You can also order by telephone by calling one of these numbers:

- In the United States: 800-879-2755
- In Canada: 800-426-4968

In other countries, contact your software account representative to order Tivoli publications. To locate the telephone number of your local representative, perform the following steps:

1. Go to <http://www.elink.ibm.com/publications/servlet/pbi.wss>.
2. Select your country from the list and click **Go**.
3. Click **About this site** in the main panel to see an information page that includes the telephone number of your local representative.

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## Accessibility

Accessibility features help users with a physical disability, such as restricted mobility or limited vision, to use software products successfully. With this product, you can use assistive technologies to hear and navigate the interface. You can also use the keyboard instead of the mouse to operate most features of the graphical user interface.

See the IBM Tivoli Monitoring documentation for more information about accessibility features in the IBM Tivoli Monitoring environment.

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## Tivoli technical training

For Tivoli technical training information, refer to the following IBM Tivoli Education Web site:

<http://www.ibm.com/software/tivoli/education/>

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## Support information

If you have a problem with your IBM software, you want to resolve it quickly. IBM provides the following ways for you to obtain the support you need:

### Online

Go to the IBM Software Support site at <http://www.ibm.com/software/support/probsub.html> and follow the instructions.

### IBM Support Assistant

The IBM Support Assistant (ISA) is a free local software serviceability workbench that helps you resolve questions and problems with IBM software products. The ISA provides quick access to support-related information and serviceability tools for problem determination. To install the ISA software, go to <http://www.ibm.com/software/support/isa>.

For updated support information for IBM Tivoli Composite Application Manager for SOA go to <http://publib.boulder.ibm.com/infocenter/tivihelp/v3r1/index.jsp?toc=/com.ibm.itcamsoa.doc/toc.xml> and click **Support for Composite Application Manager for SOA**.

### Problem determination guidance

For more information about resolving problems, see the problem determination information in this guide and in the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

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## Conventions used in this guide

This publication uses several conventions for special terms and actions, and operating system-dependent commands and paths.

### Typeface conventions

This publication uses the following typeface conventions:

#### **Bold**

- Lowercase commands and mixed case commands that are otherwise difficult to distinguish from surrounding text
- Interface controls (check boxes, push buttons, radio buttons, spin buttons, fields, folders, icons, list boxes, items inside list boxes, multi-column lists, containers, menu choices, menu names, tabs, property sheets), labels (such as **Tip:**, and **Operating system considerations:**)
- Keywords and parameters in text

#### *Italic*

- Words defined in text
- Emphasis of words to signify importance
- New terms in text (except in a definition list)
- Variables and values you must provide

#### Monospace

- Examples and code examples
- File names, programming keywords, and other elements that are difficult to distinguish from surrounding text
- Message text and prompts addressed to the user
- Text that the user must type
- Values for arguments or command options

### Operating system-dependent variables and paths

The direction of the slash for directory paths might vary in this documentation. No matter which type of slash you see in the documentation, use the following guidelines for a slash:

- If using Linux, AIX, HP-UX, or Solaris operating systems, use a forward slash (/).
- If using Windows operating systems, use a backslash (\).

The names of environment variables are not always the same in Windows, Linux, HP-UX, AIX or Solaris operating systems. For example, %TEMP% in Windows is equivalent to \$tmp in Linux, HP-UX, AIX, and Solaris operating systems.

For environment variables, use the following guidelines:

- If using Linux, HP-UX, AIX, or Solaris operating systems, use ***\$variable***.
- If using Windows operating systems, use ***%variable%***.

**Note:** If you are using the bash shell on a Windows operating system, you can use the Linux, HP-UX, AIX, or Solaris operating system conventions.

#### **Resolving directory path variables**

This section describes directory path naming conventions used in this guide.

**The ITM home directory:** Throughout this guide, reference is made to the `<ITM_Home>` variable, which is the directory location where IBM Tivoli Monitoring is installed. These are the default operating system dependent values for this variable:

- For Windows: **C:\IBM\ITM\**
- For Linux, HP-UX, AIX, and Solaris: **/opt/IBM/ITM**
- For z/OS UNIX System Services: **/CandleHome**

Note: For z/OS operating systems, you specify the value of `<ITM_Home>` for the **HFS CandleHome directory** parameter when you are configuring the ITCAM for SOA monitoring agent.

If you installed IBM Tivoli Monitoring in a different directory location, substitute your install path location for `<ITM_Home>`.

**The IBM Tivoli Composite Application Manager for SOA home directory:**

Throughout the product library, reference is made to the `<ITCAM4SOA_Home>` variable, which is the directory location where IBM Tivoli Composite Application Manager for SOA monitoring agent is installed in the IBM Tivoli Monitoring environment. These are the default operating system dependent values for this variable:

- For Windows systems: `<ITM_Home>\TMAITM6`
- For Linux, HP-UX, AIX, and Solaris systems: `<ITM_Home>/<platform>/d4`
- For z/OS systems: `<ITM_Home>`

**Determining the platform value in directory paths:** Throughout this product library, reference is made to the `<platform>` variable, which is part of the Linux or UNIX® directory path specification for certain files that you need to access, for example:

`<ITM_Home>/<platform>/<product>`

In this example, the two-character `<product>` variable is also part of the directory path, and is typically specified as `cq`, `d4`, or `iw` in this guide.

On supported Linux and UNIX operating systems, you can find the value for `<platform>` with this short procedure:

1. From a command prompt, navigate to the `<ITM_Home>/bin` directory.
2. Run the following command:

```
./cinfo -d
```

3. Locate the line for product code `<product>`, for example:

`cq`      Locate this product code when you are looking up the `<platform>` value for Tivoli Enterprise Portal Server.

`iw`      Locate this product code when you are looking up the `<platform>` value for Tivoli Enterprise Portal Server Extension.

`d4`      Locate this product code when you are looking up the `<platform>` value for the IBM Tivoli Composite Application Manager for SOA monitoring agent.

The platform designation is found under the *Platform* column.

The platform designation depends on the operating system, the computer type, and the version of IBM Tivoli Monitoring that is installed. The platform for the `d4` product code is typically not the same as for the `cq` and `iw` product codes.

The following example shows the output of the **cinfo** command when ITCAM for SOA version 7.1.1 and IBM Tivoli Monitoring version 6.2.1 are installed on a supported Red Hat Linux operating system on a 32-bit Intel® computer:

```
"ProdCode","Description","Platform","Version","Release"
"ax","IBM Tivoli Monitoring Shared Libraries","li6263","06210000","100"
"cq","Tivoli Enterprise Portal Server","li6263","06210000","100"
"cw","Tivoli Enterprise Portal Browser Client","li6263","06210000","100"
"d4","ITCAM for SOA","li6243","07110000","100"
"gs","IBM Tivoli GSKit","li6243","07303100","100"
"iw","IBM Tivoli Enterprise Portal Server Extensions","li6263","06101300","100"
"jr","Tivoli Enterprise-supplied JRE","li6263","05050000","100"
"kf","IBM Eclipse Help Server","li6263","06210000","100"
"ms","Tivoli Enterprise Monitoring Server","li6263","06210000","100"
"sh","Tivoli Enterprise Monitoring SOAP Server","li6263","06210000","100"
"ui","Tivoli Enterprise Services User Interface","li6263","06210000","100"
```

This example shows the following information:

- *li6263* is the platform for Tivoli Enterprise Portal Server (product code *cq*)
- *li6243* is the platform for the ITCAM for SOA monitoring agent (product code *d4*)
- *li6263* is the platform for Tivoli Enterprise Portal Server Extensions (product code *iw*)

## Tivoli command syntax

The following special characters define Tivoli command syntax:

[] Identifies elements that are optional. Required elements do not have brackets around them.

... Indicates that you can specify multiple values for the previous element. Separate multiple values by a space, unless otherwise directed by command information.

If the ellipsis for an element follows a closing bracket, use the syntax within the brackets to specify multiple values. For example, to specify two administrators for the option [-a admin]..., use **-a admin1 -a admin2**.

If the ellipsis for an element is within the brackets, use the syntax of the last element to specify multiple values. For example, to specify two hosts for the option [-h host...], use **-h host1 host2**.

| Indicates mutually exclusive information. You can use the element on either the left or right of the vertical bar.

{ } Delimits a set of mutually exclusive elements when a command requires one of them. Brackets ( [ ] ) are around elements that are optional.

In addition to the special characters, Tivoli command syntax uses the typeface conventions described in “Typeface conventions” on page xii. The following example illustrates the typeface conventions used in Tivoli command syntax:



**KD4configDC** **{-enable | -disable}** **-env 8** **-host** *{hostname | ip\_address}* **-user** *user\_ID* **[-pswd password]** **[-port port number]** **[-path path string]** **[-poll polling interval]** **[-domainlist "domainA,domainB, ..."]** **[-displaygroup display\_group]**

This example is specific to the KD4configDC command syntax when the **-env** parameter is set to *8* (see the documentation for additional valid values for this parameter). In this example, the **-env** parameter is required, and when the value of **-env** is set to *8*, the **-host** and **-user** parameters are required. The braces surrounding **{-enable|-disable}** indicate that you must specify whether to enable or disable data collection, and the braces surrounding **{hostname|ip\_address}** indicate that the host value must be expressed as either a host name or an IP address. The brackets around the **-pswd**, **-port**, **-path**, **-poll**, **-domainlist**, and **-displaygroup** parameters indicate that they are optional.



# Chapter 1. Log files

Log files are created as a standard action when starting agents and the Tivoli Enterprise Monitoring Server. Depending on the number of products you install and the amount of activity on your system, managing the size and number of log files in your environment can be critical. You can manage some log files using the Manage Tivoli Enterprise Monitoring Services Edit Trace Parm's function (right-click Tivoli Enterprise Monitoring Server, then select **Advanced** → **Edit Trace Parm's**). For more information about managing log files when running the Tivoli Enterprise Monitoring Server on a distributed operating system, refer to the troubleshooting information in the IBM Tivoli Monitoring documentation.

Using the IBM Tivoli Monitoring Services Console, you can read logs and turn on traces for remote product diagnostics and configuration. You can perform operations on a specific service process by selecting the Services Console associated with the desired service point name. This console is also accessible from the Tivoli Enterprise Portal.

Information required to solve problems is also found in the various logs across IBM Tivoli Monitoring components. Table 1 shows the locations of some of these logs.

Table 1. Locations of various types of logs

Type of Log File	Platform	Location
For distributed components of IBM Tivoli Monitoring, such as Tivoli Enterprise Portal Server and monitoring agents	Linux, UNIX, or Windows	Information and error logs associated with these components that you need when reporting problems to IBM Software Support are found in the <b>logs</b> directory directly under the top-level component directory where IBM Tivoli Monitoring and monitoring agents are installed. Agent trace log files for IBM Tivoli Composite Application Manager for SOA are also stored here, in the following naming convention:  <code>&lt;hostname&gt;_d4_&lt;timestamp&gt;*.log</code>  There might be several log files that match this naming convention. They are all trace files for the agent. Look at the timestamps in a directory listing of the files to find the trace file for the time period of interest. You can also use the View Trace Log function of the Manage Tivoli Enterprise Monitoring Services utility to display the timestamp information in a more readable format for each of the log files that are available for the monitoring agent.
Tivoli Enterprise Monitoring Server error log	z/OS, UNIX, Linux, or Windows	Refer to the IBM Tivoli Monitoring documentation for the location of the Tivoli Enterprise Monitoring Server log file.
Data collector log files for IBM Tivoli Composite Application Manager for SOA	z/OS, UNIX, Linux, or Windows	Log files associated with the IBM Tivoli Composite Application Manager for SOA data collector are found in the <b>\KD4\logs</b> directory under the directory where the ITCAM for SOA monitoring agent is installed. These include: <ul style="list-style-type: none"> <li>• Metric logs</li> <li>• Content logs</li> <li>• Action logs</li> <li>• Operation logs</li> <li>• Trace logs</li> </ul> See the description that follows this table for more information on these log file types.

Table 1. Locations of various types of logs (continued)

Type of Log File	Platform	Location
Successful exports of historical data from the database	UNIX, Linux, or Windows	Every successful export of historical data is logged in the database in a table called WAREHOUSELOG. The WAREHOUSELOG contains information such as origin node, table to which the export occurred, number of rows exported, time the export took place, and so forth. You can query this table to learn about the status of your exported history data. For more information, see the IBM Tivoli Monitoring documentation.
Errors in the Warehouse Proxy event log	Windows	If an error occurs during data rolloff, one or more entries are inserted into the Windows Application Event Log that is created on the system where the Warehouse Proxy is running. To view the Application Event Log, start the Event Viewer by clicking <b>Start &gt; Programs &gt; Administrative Tools &gt; Event Viewer</b> . Select <b>Application</b> from the <b>Log</b> pull-down menu. You can set error tracing <b>on</b> to capture additional error messages that can be helpful in detecting problems.
Tivoli Common Object Repository and the SOA Domain Management Server	UNIX Linux, or Windows	Messages are written to the SystemOut.log and SystemErr.log files in the following directory on your Tivoli Enterprise Portal Server (for information on these directory paths, see "Resolving directory path variables" on page xii): <ul style="list-style-type: none"> <li>Windows: &lt;ITM_Home&gt;\CNPSJ\profiles\ITMProfile\logs\ITMServer</li> <li>Linux: &lt;ITM_Home&gt;/&lt;platform&gt;/iw/profiles/ITMProfile/logs/ITMServer</li> <li>AIX: &lt;ITM_Home&gt;/&lt;platform&gt;/iw/profiles/ITMProfile/logs/ITMServer</li> </ul> <p><b>Note:</b> Some log messages for the SOA Domain Management Server use the term <i>Object Data Store</i> to refer to the Tivoli Common Object Repository database.</p>
Tivoli Enterprise Portal log file	Windows or Linux	See the IBM Tivoli Monitoring documentation for information on this log file, which contains messages logged by Tivoli Enterprise Portal components that display the data in ITCAM for SOA workspaces.

The log files for the ITCAM for SOA data collector are described further:

### Metric logs

These files contain the monitoring data as it is collected by the data collector and consumed by the monitoring agent. If the monitoring agent is running, these files should be short-lived. If the monitoring agent is not running, metric files could grow without limit. If your monitoring agent is going to be down for an extended period, disable your data collectors.

### Content logs

These files contain the message content information that the data collector collects (if you have configured to collect this optional message content). This data is displayed in the IBM Web Services Navigator. The data collector limits the size of these files to five 500 MB files per application server.

### Action logs

These files contain a history of which messages were filtered (and effectively blocked) by the data collector and why. You might choose to

keep these as a permanent audit trail of blocked transactions. The data collector limits the size of these files to five 500 MB files per application server.

#### **Operation logs**

These log files contain messages that the Data Collector intends to show the ITCAM for SOA administrator. You should watch these files regularly. They are translated into the local operating system language (if supported). The data collector limits these files to three 20 MB files per application server.

#### **Trace logs**

These logs contain diagnostic information describing how the data collector processes each message, if you have enabled the trace feature for the data collector using the updateTracing\_610 Take Action. These files are intended primarily for use by IBM support, and are not translated. The data collector limits these files to three 20 MB files per application server.



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## Chapter 2. Installing the product

This chapter describes some typical problems you might encounter while installing or using the product, and procedures to recover from error situations.

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### Upgrading the environment

This section addresses problems that you might experience when upgrading your IBM Tivoli Monitoring or ITCAM for SOA product during installation.

#### Removing upgraded monitoring agents from the Navigator view

After upgrading an existing ITCAM for SOA version 6.1 monitoring agent to the current version, the previous version of the agent might still be displayed in the Tivoli Enterprise Portal together with the upgraded agent. In addition, subnodes for version 7.1.0 or later have been changed to a shorter format than subnode names used in previous versions, which included the fully qualified hostname. These older subnode names are considered obsolete and should be removed from the Navigator view, by completing these steps:

1. In the Physical Navigator view of the Tivoli Enterprise Portal, right-click the Enterprise node and select **Workspace -> Managed System Status**.
2. In the Managed System Status table, select the desired row containing the obsolete agent to remove (the status of this entry should be displayed as *\*OFFLINE*).
3. Right click on the selected row and select **Clear offline entry** from the context menu. The managed system is removed from the table.
4. Return to the Navigator view and refresh the tree by pressing the green refresh button in the toolbar at the top of the view.

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### Installing IBM Tivoli Monitoring components

This section addresses problems that you might experience when installing the monitoring agent.

#### Problems configuring Tivoli Enterprise Portal Server on AIX operating systems

You might encounter a problem when installing ITCAM for SOA on a supported 64-bit AIX operating system. This is caused by a known limitation in Tivoli Enterprise Portal Server, which is a 32-bit application, trying to use a 64-bit DB2® instance.

When you attempt to configure Tivoli Enterprise Portal Server after installing ITCAM for SOA, you might receive a message indicating that Tivoli Enterprise Portal Server is initializing, but the operation does not complete in a reasonable time.

To recover from this problem, complete the following steps:

1. Add the following information to `~db2inst1/sqllib/userprofile`:

```
EXTSHM=ON
export EXTSHM
db2set DB2ENVLIST=EXTSHM
```
2. Do either of the following:
  - Log in as the DB2 instance owner, for example:

- ```
su - db2inst1
```
- Run this DB2 command to have the db2profile call the user profile:
 

```
. ~db2inst1/sql1lib/db2profile
```
  - 3. Stop DB2 by running this command:
 

```
db2stop
```
  - 4. Start DB2 by running this command:
 

```
db2start
```
  - 5. Add the following line to the config/cq.ini file:
 

```
EXTSHM=ON
```
  - 6. Start Tivoli Enterprise Portal Server.

The Tivoli Enterprise Portal Server should be re-configured and start successfully.

## Warehouse summarization and pruning agent not working after installing the monitoring agent

Due to a known installation problem, when you install a monitoring agent product like ITCAM for SOA version 7.1.0 or later, whose installation is based on IBM Tivoli Monitoring version 6.1, into IBM Tivoli Monitoring version 6.2, the configuration of the Warehouse Summarization and Pruning Agent is adversely affected.

There are two variations to this scenario:

- You install IBM Tivoli Monitoring version 6.2 but do not configure the Warehouse Summarization and Pruning Agent before you install ITCAM for SOA version 7.1.0 or later.

You can check for this problem from the Navigator Physical view of Tivoli Enterprise Portal by right-clicking the Enterprise node and selecting **Workspace → Managed System Status**. In the workspace that is displayed, you might see an entry that has a blank product code. This is the Warehouse Summarization and Pruning Agent, which, when configured correctly, should show a product code of *SY*. You can also look in the `<ITM_Home>\logs` file and verify that there are no log files with a name in the format of `<HostName>_sy_*.log`, and no files in the `<ITM_Home>\TMAITM6\logs` directory with a name in the format of `<HostName>_SY.LGO` (for information on these directory paths, see “Resolving directory path variables” on page xii).

- You install IBM Tivoli Monitoring version 6.2 and configure the Warehouse Summarization and Pruning Agent, and later install ITCAM for SOA version 7.1.0 or later.

Before installing ITCAM for SOA version 7.1.0 or later, from the Navigator Physical view of Tivoli Enterprise Portal you can right-click the Enterprise node and select **Workspace → Managed System Status**. In the workspace that is displayed, you should see the Warehouse Summarization and Pruning Agent configured correctly with the product code of *SY*. You can also look in the `<ITM_Home>\logs` file and verify that log files exist with a name in the format of `<HostName>_sy_*.log`, and files in the `<ITM_Home>\TMAITM6\logs` directory exist with a name in the format of `<HostName>_SY.LGO`.

However, when you install ITCAM for SOA version 7.1.0 or later, and look again at the Managed System Status workspace, the Warehouse Summarization and Pruning Agent is marked as being *OFFLINE*, and a new agent entry is displayed as *ONLINE* but without the *SY* product code. The log files are still there as expected, but they do not contain any new information.

To correct this problem, do these steps:



1. Navigate to the `<ITM_Home>\TMAITM6` directory.
2. Edit the Summarization and Pruning Agent environment variable configuration file, `KSYENV`, in your preferred text editor.
3. Scroll down to locate the `JAVA_HOME` variable. The area of the file should look similar to this example:

```
KSY_MAX_WORKER_THREADS=2
*
*-----*
* Java Home                                     *
*-----*
JAVA_HOME=C:\Program Files\IBM\Java50\jre
*
*-----*
* Java Classpath                               *
*-----*
```

4. Modify the `JAVA_HOME` variable by changing it to `KSZ_JAVA_HOME`, as follows:

```
*-----*
* Java Home                                     *
*-----*
KSZ_JAVA_HOME=C:\Program Files\IBM\Java50\jre
```

5. Save and close the `KSYENV` file.
6. From the Manage Tivoli Enterprise Monitoring Services console, stop and restart the Warehouse Summarization and Pruning Agent.
7. From the Tivoli Enterprise Portal, refresh the Managed System Status workspace and verify that the previous entry with the blank product code is changed to *OFFLINE* status, and a new entry is added, showing a status of *ONLINE*, and a product code of *SY*.
8. Navigate to the `<ITM_Home>\logs` directory and verify that there is a log file with a name in the format of `<HostName>_sy_*.log`.
9. Navigate to the `<ITM_Home>\TMAITM6\logs` directory and verify that there is a file with a name in the format of `<HostName>_SY.LGO`.

The Warehouse Summarization and Pruning Agent should now be configured to operate correctly.

For more information about this known installation problem, see the *IBM Tivoli Monitoring Problem Determination Guide*, version 6.2 (GC32-9458), under the topic, *Agents register with a blank product code and expected log files are not created*.

---

## Configuring SOA Domain Management Server

This section describes common problems you might encounter while configuring SOA Domain Management Server. Errors that occur during the running of the SOA Domain Management Server Configuration Utility are stored in the `<ITM_Home>\logs` directory with log file names in this format:

```
kd4_sdms_config<date_timestamp>.log
```

When the SOA Domain Management Server Configuration Utility detects an error, it displays an error message and indicates which log file to examine to find more details about the error. The error information is typically found at the end of the file.

The following sections describe messages that you might see in these log files for common problems that you might encounter.

## Error creating the SOA Domain Management Server database

If you encounter an error while creating the SOA Domain Management Server database, examine the `kd4_sdms_config*.log` file. You might see a message similar to the following example:

An error occurred while creating the database. `kd4setupsdms.sh` cannot complete the setup processing.

If you run the SOA Domain Management Server Configuration Utility to create the SOA Domain Management Server database and see an error message, you can find the details about the error in one of the following files:

- `createDB2DBResults.txt` (if you are creating the database in DB2)
- `createMSSQLDBResults.txt` (if you are creating the database in Microsoft SQL Server)

These files are located in one of the following directories:

- On Windows operating systems: `<ITM_Home>\CNPS\Products\KD4\latest\bin`
- On Linux or AIX operating systems: `<ITM_Home>/<platform>/cq/Products/KD4/latest/bin`

If you run the `kd4MakeDB2db` or `kd4MakeMSSQLdb` script to create the SOA Domain Management Server database and see an error message, you can find the details in these same files, but they are located in the same directory as the script.

## Database does not exist

When you configure SOA Domain Management Server to use a remote database server, you might see an error message in `kd4_sdms_config*.log` indicating that you cannot connect to the database, similar to the following example:

```
In TestConnection: an exception has been thrown by DriverManager.getConnection,
e = com.ibm.db2.jcc.a.DisconnectException: The application server rejected
establishment of the connection. An attempt was made to access a database,
xxx, which was not found. DB2ConnectionCorrelator: null
Exception in thread "main" com.ibm.db2.jcc.a.DisconnectException: The application
server rejected establishment of the connection. An attempt was made to access
a database, xxx, which was not found. DB2ConnectionCorrelator: null
    at com.ibm.db2.jcc.b.hb.u(hb.java:1616)
    at com.ibm.db2.jcc.b.hb.n(hb.java:525)
    at com.ibm.db2.jcc.b.hb.a(hb.java:335)
    at com.ibm.db2.jcc.b.hb.a(hb.java:115)
    at com.ibm.db2.jcc.b.b.e(b.java:1385)
    at com.ibm.db2.jcc.b.b.b(b.java:1259)
    at com.ibm.db2.jcc.b.b.q(b.java:1031)
    at com.ibm.db2.jcc.b.b.b(b.java:739)
    at com.ibm.db2.jcc.b.b.a(b.java:725)
    at com.ibm.db2.jcc.b.b.<init>(b.java:332)
    at com.ibm.db2.jcc.DB2Driver.connect(DB2Driver.java:165)
    at java.sql.DriverManager.getConnection(DriverManager.java:562)
    at java.sql.DriverManager.getConnection(DriverManager.java:155)
    at com.ibm.management.soa.db.util.TestConnection.connectToDB2
(TestConnection.java:206)
    at com.ibm.management.soa.db.util.TestConnection.main
(TestConnection.java:107)
ERROR: Connect to database xxx failed.
An error occurred while connecting to the database. kd4setupsdms.sh cannot complete
the setup processing.
```

This problem might occur if you ran the SOA Domain Management Server Configuration Utility, and the remote database that you specified does not already exist.

If you run the configuration utility for a remote database, you should have already created the database on a remote database server using the `kd4MakeDB2db` script (for DB2) or the `kd4MakeMSSQLdb` script (for Microsoft SQL Server) as described in the installation procedures.

If you specified the name of a database that has already been created, verify that you specified the correct database name and database server host name. If the specified remote database does not already exist, use `kd4MakeDB2db` or `kd4MakeMSSQLdb` to create the database on a remote database server and then run the configuration utility again. See the *IBM Tivoli Composite Application Manager for SOA Installation Guide* for details on running these scripts.

## User running the `kd4MakeDB2db` script is not in the DB2 instance administrators group

When you run the `kd4MakeDB2db.sh` script on supported Linux or AIX operating systems to create the SOA Domain Management Server database, you might see a message on the console similar to the following example:

```
ERROR: Create database KD4SDMS failed because a connection to the database
could not be established.
```

If you see this error message, examine the `createDB2DBResults.txt` file. This file is located in the same directory as the `kd4MakeDB2db.sh` script. You might see a message in the `createDB2DBResults.txt` file, similar to the following example:

```
SQL1092N "ROOT" " " does not have the authority to perform the requested command.
SQL1092N "ROOT" " " does not have the authority to perform the requested command.
```

This problem might occur if the user running the `kd4MakeDB2db` script is not in the DB2 instance administrators group (for example, `db2grp1`). Either add the user to this group or run the script as a user that is a member of the group. The user who runs the `kd4MakeDB2db` script also needs read, write, and execute permissions for the directory where the script is located, and must source the DB2 profile.

## User running the SOA Domain Management Server Configuration Utility does not have write access

If you are running the SOA Domain Management Server Configuration Utility to configure SOA Domain Management Server, you might encounter an error message, similar to the following example:

```
KD4SU0044E The configuration of SOA Domain Management Server v7.1.1 failed
with error code: 100
KD4SU1013E The SDMS Configuration utility cannot encrypt the password.
```

This problem might occur if you are running the SOA Domain Management Server Configuration utility as a user who does not have write access to the `<ITM_Home>\CNPS\Products\KD4\latest\bin` directory on Windows operating systems, or the `<ITM_Home>\<platform>\Icq\Products\KD4\latest\bin` directory on supported Linux or AIX operating systems.

Refer to Chapter 4 in the *IBM Tivoli Composite Application Manager for SOA Installation Guide* for details on the permissions required to run the SOA Domain Management Server Configuration Utility.

If you are using the SOA Domain Management Server Configuration Utility to create databases and you do not have a user that has all of the required permissions, complete the following steps:

1. Run the kd4MakeDB2db script as a user who is authorized to create DB2 databases. This user must have read, write and execute permissions for the directory where the script is run. For example, on supported Linux and AIX operating systems, you can copy the `<ITM_Home>/<platform>/icq/Products/KD4/latest/db/kd4RemoteDB.tar.gz` file to a directory where the user has read, write and execute permissions, extract the files from the kd4RemoteDB.tar.gz file, and run the kd4MakeDB2db.sh script from that directory.
2. Similarly, if you are configuring Tivoli Common Object Repository, copy the make\_db2\_db.sh script in the `<ITM_Home>/<platform>/icq/Products/KD4/latest/core/db` to the directory used for the previous step and run the script from there.
3. Run the SOA Domain Management Server Configuration Utility as the user who installed IBM Tivoli Monitoring and select the option to use an existing database.

## Database alias already exists

If you are creating the SOA Domain Management Server database using the SOA Domain Management Server Configuration Utility or the kd4MakeDB2db script, you might see a message similar to this example in the kd4\_sdms\_config\*.log file or on the console:

```
ERROR: Create database KD4SDMS failed because a connection to the database
could not be established.
```

Examine the createDB2DBResults.txt file, located in the directory where you ran the SOA Domain Management Server Configuration Utility or the kd4MakeDB2db script, and look for a message similar to the following example:

```
SQL1005N The database alias "KD4SDMS" already exists in either the local
database directory or system database directory.
```

This problem might occur if the alias already exists because the database was not completely dropped by the SOA Domain Management Server Configuration Utility or the kd4MakeDB2db script. There are two possible reasons:

- The alias already exists in the system database directory but not in the local database directory. To resolve this problem, uncatalog the alias by running the following command from a DB2 command prompt:

```
db2 uncatalog database <your_database_alias>
```

- The alias already exists in the local database directory but not in the system database directory. To resolve this problem, catalog the alias into the system database directory and then drop the database using the same alias by running the following commands from a DB2 command prompt:

```
db2 catalog database <your_database_alias>
db2 drop database <your_database_alias>
```

Then run the SOA Domain Management Server Configuration Utility or kd4MakeDB2db script again to create the database.

## User running kd4MakeDB2db script does not have permission to write files

When running the kd4MakeDB2db script on supported Linux or AIX operating systems to create the SOA Domain Management Server database, you might see a message on the console, similar to the following example:

```
./kd4MakeDB2db.sh: line 80: ./createDB2DBResults.txt: No such file or directory
./kd4MakeDB2db.sh: line 20: ./db2LevelOutput.txt: No such file or directory
./kd4MakeDB2db.sh: line 58: ./createDB2DBResults.txt: No such file or directory
```

This problem might occur if the user who is running `kd4MakeDB2db.sh` does not have write permission for the directory where the script is being run. This script must be run by a user who has read, write, and execute permissions for the directory, is in the DB2 instance administrators group (for example, `db2grp1`) and has sourced the DB2 profile.

If you cannot give the user write access to the directory and do not have another user that meets all of the criteria above, copy the `<ITM_Home>/<platform>/cq/Products/KD4/latest/db/kd4RemoteDB.tar.gz` file to a directory where the user has read, write and execute permissions, extract the files from the `kd4RemoteDB.tar.gz` file, and run the `kd4MakeDB2db.sh` script from that directory.

## Database port number is incorrect

When you are configuring SOA Domain Management Server to use a DB2 database, you might see a message in the `kd4_sdms_config<date_timestamp>.log` file, similar to this example:

```
Exception in thread "main" com.ibm.db2.jcc.c.DisconnectException:
java.lang.reflect.InvocationTargetException : Error opening socket to
server localhost/127.0.0.1 on port 50001 with message : null
DB2ConnectionCorrelator: null
  at com.ibm.db2.jcc.b.fc.a(fc.java:371)
  at com.ibm.db2.jcc.b.fc.<init>(fc.java:66)
  at com.ibm.db2.jcc.b.a.v(a.java:255)
  at com.ibm.db2.jcc.b.b.a(b.java:1797)
  at com.ibm.db2.jcc.c.p.<init>(p.java:941)
  at com.ibm.db2.jcc.b.b.<init>(b.java:326)
  at com.ibm.db2.jcc.DB2Driver.connect(DB2Driver.java:165)
  at java.sql.DriverManager.getConnection(DriverManager.java:562)
  at java.sql.DriverManager.getConnection(DriverManager.java:155)
  at com.ibm.management.soa.db.util.TestConnection.connectToDB2
(TestConnection.java:118)
  at com.ibm.management.soa.db.util.TestConnection.main
(TestConnection.java:89)
"in kd4TestSDMSdb2dbConnection2.bat after calling java , ERRORLEVEL = 1"
"ERROR: Connect to database KD4SDMS failed."
"kd4setupsdms:after connecting to database KD4SDMS "
"An error occurred while connecting to the SDMS database. kd4setupsdms.bat
cannot complete the setup processing. "
```

This problem might occur if you specified the wrong database port number. Run the SOA Domain Management Server Configuration Utility again, specifying the correct port number. The default port number is `50000`.

To determine what DB2 port number to specify, and to verify that DB2 is listening on the port, complete the following steps:

1. Use the **db2 connect to** command to connect to the SOA Domain Management Server database.
2. Run the following command:  
`db2 get dbm cfg`
3. In the command output, look for the value assigned to the *TCP/IP Service name (SVCENAME)* property.
  - If the value of this property is a number, specify this number as the port number when you run the SOA Domain Management Server Configuration Utility.
  - Otherwise, look up the service name in the `/etc/services` file on Linux or UNIX operating systems. On Windows operating systems, the services file is

typically located in **C:\Windows\system32\drivers\etc\**. Specify the port number assigned to the service name in the SOA Domain Management Server Configuration Utility.

If you specified the right port number then verify that DB2 is listening on that port number by using the **netstat -na** command on your database server. If no application is listening on the port, then do the following steps:

- a. Verify that DB2 is started.
- b. If DB2 is started, verify that DB2 is configured for TCP communications:
  - 1) Issue the following command:  
db2set -a11
  - 2) If this command does not echo the DB2COMM variable, then issue the following command and restart the database instance:

```
db2set DB2COMM=tcPIP
```

## Database user name or password is not authorized

When you are configuring SOA Domain Management Server to use a DB2 database, you might see a message in the `kd4_sdms_config<date_timestamp>.log` file, similar to this example:

```
In TestConnection: an exception has been thrown by DriverManager.getConnection,
e = com.ibm.db2.jcc.c.SqlException: Connection authorization failure occurred.
Reason: User ID or password invalid.
Exception in thread "main" com.ibm.db2.jcc.c.SqlException: Connection
authorization failure occurred. Reason: User ID or password invalid.
at com.ibm.db2.jcc.b.b.h(b.java:2087)
at com.ibm.db2.jcc.b.b.c(b.java:1652)
at com.ibm.db2.jcc.b.hb.r(hb.java:805)
at com.ibm.db2.jcc.b.hb.k(hb.java:364)
at com.ibm.db2.jcc.b.hb.c(hb.java:138)
at com.ibm.db2.jcc.b.b.cc(b.java:1417)
at com.ibm.db2.jcc.b.b.a(b.java:1342)
at com.ibm.db2.jcc.b.b.s(b.java:1040)
at com.ibm.db2.jcc.b.b.b(b.java:746)
at com.ibm.db2.jcc.b.b.a(b.java:732)
at com.ibm.db2.jcc.b.b.<init>(b.java:333)
at com.ibm.db2.jcc.DB2Driver.connect(DB2Driver.java:165)
at java.sql.DriverManager.getConnection(DriverManager.java:562)
at java.sql.DriverManager.getConnection(DriverManager.java:155)
at com.ibm.management.soa.db.util.TestConnection.connectToDB2
(TestConnection.java:118)
at com.ibm.management.soa.db.util.TestConnection.main
(TestConnection.java:89)
"in kd4TestSDMSdb2dbConnection2.bat after calling java , ERRORLEVEL = 1"
"ERROR: Connect to database KD4SDMS failed."
"kd4setupsdms:after connecting to database KD4SDMS "
"An error occurred while connecting to the SDMS database. kd4setupsdms.bat
cannot complete the setup processing. "
```

This problem might occur if you specified a DB2 database user name or password that is not authorized to access the DB2 database. Run the SOA Domain Management Server Configuration Utility again, and specify an authorized user name and password. See your database administrator for assistance if needed.

## DB2 database name problem

When you are configuring SOA Domain Management Server to use a DB2 database, you might see a message in the `createDB2DBResults.txt` file, similar to the following example:

```
DB20000I The TERMINATE command completed successfully. SQL0104N An
unexpected token "KD4SDMSDATABASE" was found following "DATABASE".
Expected tokens may include: "<database-alias>". SQLSTATE=42601
SQL1001N "KD4SDMSDATABASE" is not a valid database name. SQLSTATE=2E000
"after db2 create db: ERRORLEVEL = 4"
"ERROR: Create database KD4SDMSDATABASE failed."
```

This problem might occur if you specified a database name that has too many characters, or you specified characters that are not supported by the database manager. See the DB2 documentation for more details on valid database names and then run the SOA Domain Management Server Configuration Utility or `kd4MakeDB2db` script again, and specify a valid database name.

## DB2 instance user does not exist on Linux or AIX

When you are configuring SOA Domain Management Server to use a DB2 database on supported Linux or AIX operating systems, you might see a message in the `kd4_sdms_config<date_timestamp>.log` file, similar to this example:

```
An error occurred while creating the database. The user id you have entered does
not exist. kd4setupsdms.sh cannot complete the setup processing.
```

If you are running on a supported zLinux operating system and encounter this problem, you might see a message similar to the following example:

```
kd4setupsdms: Successfully accessed the DB2 command line
/opt/IBM/ITM/1s3266/cq/Products/KD4/latest/bin/kd4MakeDB2db.sh:
line 20: db2level: command not found
/opt/IBM/ITM/1s3266/cq/Products/KD4/latest/bin/kd4MakeDB2db.sh:
line 85: db2: command not found
ERROR: Create database KD4SDMS failed because a connection to the
database could not be established.
An error occurred while creating the database. kd4setupsdms.sh cannot
complete the setup processing.
```

This problem might occur if you specified a database instance user name that does not exist. See your database administrator for assistance if needed. Run the SOA Domain Management Server Configuration Utility again, and specify a valid database user name.

## DB2 profile was not sourced before running the kd4MakeDB2db script on Linux or AIX to create the database

When using the `kd4MakeDB2db` script to create the database for SOA Domain Management Server on Linux or AIX operating systems, you might see a message in the log file similar to the following example:

```
./kd4MakeDB2db.sh: line 20: db2level: command not found
./kd4MakeDB2db.sh: line 85: db2: command not found
ERROR: Create database KD4SDMS failed because a connection to the
database could not be established..
```

This problem might occur if the DB2 profile was not sourced before running the script. Source the DB2 profile and run the script again.

## Array Index Out of Bounds error when running ConfigDMS

When you are running the SOA Domain Management Server Configuration Utility, you might encounter an error similar to the following example:

```
Exception in thread "AWT-EventQueue-0" java.lang.ArrayIndexOutOfBoundsException:
Array index out of range: 2
    at java.util.Vector.remove(Vector.java:592)
    at com.installshield.database.ConnectionPool.getConnection
```

```

(Unknown Source)
  at com.installshield.database.ConnectionManager.getConnection
(Unknown Source)
  at com.installshield.database.TransactionProcessor.connect
(Unknown Source)
  at com.installshield.database.TransactionProcessor.query
(Unknown Source)
  at com.installshield.database.SQLProcessor.queryStrings
(Unknown Source)
  at com.installshield.database.SQLProcessor.queryString
(Unknown Source)
  at com.installshield.database.designtime.ISControlDef.
getVariableNameByType(Unknown Source)
  at com.installshield.ui.controls.DefaultISControl.getVariable
(Unknown Source)
  at com.installshield.ui.controls.swing.SwingTextField.getVariable
(Unknown Source)
  at com.installshield.ui.controls.swing.SwingTextField.
setInternalVariableValue(Unknown Source)
  at com.installshield.ui.controls.swing.SwingTextField.
insertUpdate(Unknown Source)
  at javax.swing.text.AbstractDocument.fireInsertUpdate
(AbstractDocument.java:231)
  at javax.swing.text.AbstractDocument.handleInsertString
(AbstractDocument.java:804)
  at javax.swing.text.AbstractDocument.insertString
(AbstractDocument.java:761)
  at javax.swing.text.PlainDocument.insertString
(PlainDocument.java:145)
  at javax.swing.text.AbstractDocument.replace
(AbstractDocument.java:723)
  at javax.swing.text.JTextComponent.replaceSelection
(JTextComponent.java:1134)
  at javax.swing.text.DefaultEditorKit$DefaultKeyTypedAction.
actionPerformed(DefaultEditorKit.java:870)

```

This error is caused by a known problem with the InstallShield program and does not have any adverse effect on the operation of the SOA Domain Management Server Configuration Utility.

## Failed to deploy kd4ewas.properties

After running the SOA Domain Management Server Configuration Utility, while you are re-configuring Tivoli Enterprise Portal Server you might receive the following message:

```
Failed to deploy [kd4ewas.properties]
```

When this error occurs, contact IBM Software Support. Running the configuration utility again or recreating databases does not resolve this problem. When you contact IBM Software Support, please provide the following files:

- <ITM\_Home>/logs/kd4\_sdms\_config\*.log files
- <ITM\_Home>/logs/install\_plugin\*.log files
- On Windows operating systems:
  - <ITM\_Home>\CNPS\kd4ewas.properties
  - <ITM\_Home>\CNPSJ\itmEwasRegistry.properties
  - <ITM\_Home>\CNPSJ\profiles\ITMProfile\logs\ITMServer\*.log
  - <ITM\_Home>\CNPS\kfwenv
- On Linux or AIX operating systems:
  - <ITM\_Home>/<platform>/cq/kd4ewas.properties
  - <ITM\_Home>/<platform>/iw/itmEwasRegistry.properties



- <ITM\_Home>/<platform>/iw/profiles/ITMProfile/logs/ITMServer/\*.log
- <ITM\_Home>/config/cq.ini
- <ITM\_Home>/config/cq.config

---

## Configuring Tivoli Common Object Repository support

The following section describes common problems you might encounter while configuring Tivoli Common Object Repository topology support.

Errors that occur during the running of the SOA Domain Management Server Configuration Utility are stored in the <ITM\_Home>/logs directory, in files with names in this format:

```
kd4_sdms_config<date_timestamp>.log
```

When the SOA Domain Management Server Configuration Utility detects an error, it displays an error message and indicates which log file to examine to find more details about the error. The error information is typically found at the end of the file. The following sections describe messages that you might see in these log files for common problems.

### Cannot connect to the database

When you are configuring Tivoli Common Object Repository to use a remote database server, you might see a message in the

kd4\_sdms\_config<date\_timestamp>.log, similar to the following example:

```
2008-02-02 22:45:57,781 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.8]
An error occurred, could not connect to the
jdbc:db2://testserver1.raleigh.ibm.com:50000/KD4TCORE database.
com.ibm.db2.jcc.a.SqlException: Required property "serverName" is unknown host
at com.ibm.db2.jcc.c.a.<init>(a.java:194)
at com.ibm.db2.jcc.c.b.a(b.java:1664)
at com.ibm.db2.jcc.a.v.a(v.java:360)
at com.ibm.db2.jcc.a.v.<init>(v.java:414)
at com.ibm.db2.jcc.c.b.<init>(b.java:258)
at com.ibm.db2.jcc.DB2Driver.connect(DB2Driver.java:163)
at java.sql.DriverManager.getConnection(DriverManager.java:562)
at java.sql.DriverManager.getConnection(DriverManager.java:186)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit.java:232)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
2008-02-02 22:45:57,781 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.3] Retry
connecting to DB in 15 seconds...
2008-02-02 22:46:12,781 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.1]
JdoDbInit.initDb() failed
java.sql.SQLException: [JdoDbInit.E.4] An error occurred attempting to
connect to the database.
at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit.java:248)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
*****
Schema could not be created, there was an error.
com.ibm.cdb.topomgr.jdo.JdoInitException: [JdoDbInit.E.4] An error occurred
attempting to connect to the database.
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:214)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
```

```
at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
"ERROR: Create Schema failed."
"An error occurred while creating the TCORE database schema. kd4setuptcore.bat
cannot complete the setup processing."
```

This problem might occur if you specified the wrong hostname when you ran the SOA Domain Management Server Configuration Utility. Run the utility again, making sure to specify the correct hostname for any remote DB2 server computer. If the DB2 server is on the same computer as Tivoli Enterprise Portal Server, you can specify *localhost* for this parameter (this is the default) if you do not specify the hostname.

## Operation not permitted

When running the SOA Domain Management Server Configuration Utility on Linux or AIX operating systems, you might see the utility display this error message in the log file:

```
KD4SU0065E The configuration utility cannot update the kd4ewas.properties file.
```

This error can occur if you are not logged in as the same user who installed the Tivoli Enterprise Portal Server on this computer. Sign in with the correct user name and password and run the configuration utility again.

## Database user name or password is incorrect

You might see a message in the log file, similar to this example:

```
Creating schema .....
2008-02-02 23:01:36,390 [main] INFO java.PropsImpl - Properties loaded
Checking for DB
2008-02-02 23:01:38,890 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.8] An
error occurred, could not connect to the
jdbc:db2://localhost:50000/KD4TCORE database.
com.ibm.db2.jcc.a.SqlException: [ibm][db2][jcc][t4][2013][11249]
Connection authorization failure occurred. Reason: User ID or Password
invalid.
at com.ibm.db2.jcc.c.b.i(b.java:1928)
at com.ibm.db2.jcc.c.b.c(b.java:1584)
at com.ibm.db2.jcc.c.eb.r(eb.java:792)
at com.ibm.db2.jcc.c.eb.k(eb.java:349)
at com.ibm.db2.jcc.c.eb.c(eb.java:133)
at com.ibm.db2.jcc.c.b.oc(b.java:1312)
at com.ibm.db2.jcc.c.b.b(b.java:1237)
at com.ibm.db2.jcc.c.b.r(b.java:951)
at com.ibm.db2.jcc.c.b.b(b.java:628)
at com.ibm.db2.jcc.c.b.a(b.java:614)
at com.ibm.db2.jcc.c.b.<init>(b.java:265)
at com.ibm.db2.jcc.DB2Driver.connect(DB2Driver.java:163)
at java.sql.DriverManager.getConnection(DriverManager.java:562)
at java.sql.DriverManager.getConnection(DriverManager.java:186)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection
(JdoDbInit.java:232)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
2008-02-02 23:01:38,906 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.3]
Retry connecting to DB in 15 seconds...
2008-02-02 23:01:53,906 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.1]
JdoDbInit.initDb() failed
java.sql.SQLException: [JdoDbInit.E.4] An error occurred attempting to
connect to the database.
at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit.java:248)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
```

```

at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
*****
Schema could not be created, there was an error.
com.ibm.cdb.topomgr.jdo.JdoInitException: [JdoDbInit.E.4] An error occurred
attempting to connect to the database.
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:214)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
"ERROR: Create Schema failed."
"An error occurred while creating the TCORE database schema.
kd4setuptcore.bat cannot complete the setup processing."

```

This problem might occur if you specified an incorrect DB2 database user name or password when you ran the SOA Domain Management Server Configuration Utility. Run the utility again, making sure to specify the correct user name and password for the DB2 database. See your database administrator for assistance if needed.

## Database port number is incorrect

You might see a message in the log file, similar to this following example:

```

Creating schema .....
2008-02-02 23:09:26,796 [main] INFO java.PropsImpl - Properties loaded
Checking for DB
2008-02-02 23:09:30,234 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.8]
An error occurred, could not connect to the
jdbc:db2://localhost:50003/KD4TCORE database.
com.ibm.db2.jcc.a.DisconnectException: [ibm][db2][jcc][t4][2043][11550]
Exception java.net.ConnectException: Error opening socket to server
localhost/127.0.0.1 on port 50,003 with message: Connection refused:
connect.
at com.ibm.db2.jcc.c.ac.a(ac.java:375)
at com.ibm.db2.jcc.c.ac.<init>(ac.java:76)
at com.ibm.db2.jcc.c.a.v(a.java:254)
at com.ibm.db2.jcc.c.b.a(b.java:1709)
at com.ibm.db2.jcc.a.v.a(v.java:360)
at com.ibm.db2.jcc.a.v.<init>(v.java:414)
at com.ibm.db2.jcc.c.b.<init>(b.java:258)
at com.ibm.db2.jcc.DB2Driver.connect(DB2Driver.java:163)
at java.sql.DriverManager.getConnection(DriverManager.java:562)
at java.sql.DriverManager.getConnection(DriverManager.java:186)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection
(JdoDbInit.java:232)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
Caused by:
java.net.ConnectException: Connection refused: connect
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.PlainSocketImpl.doConnect(PlainSocketImpl.java:372)
at java.net.PlainSocketImpl.connectToAddress(PlainSocketImpl.java:233)
at java.net.PlainSocketImpl.connect(PlainSocketImpl.java:220)
at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:385)
at java.net.Socket.connect(Socket.java:536)
at com.ibm.db2.jcc.c.bb.run(bb.java:34)
at java.security.AccessController.doPrivileged
(AccessController.java:242)
at com.ibm.db2.jcc.c.ac.a(ac.java:369)
... 14 more
2008-02-02 23:09:30,234 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.3]
Retry connecting to DB in 15 seconds...
2008-02-02 23:09:45,234 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.1]
JdoDbInit.initDb() failed

```

```

java.sql.SQLException: [JdoDbInit.E.4] An error occurred attempting to
connect to the database.
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit.java:248)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
*****
Schema could not be created, there was an error.
com.ibm.cdb.topomgr.jdo.JdoInitException: [JdoDbInit.E.4] An error occurred
attempting to connect to the database.
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:214)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
"ERROR: Create Schema failed."
"An error occurred while creating the TCORE database schema. kd4setuptcore.bat
cannot complete the setup processing."

```

This problem might occur if you specified the wrong database port number. Run the SOA Domain Management Server Configuration Utility again, specifying the correct port number. The default port number is *50000*.

To determine what DB2 port number to specify, and to verify that DB2 is listening on the port, complete the following steps:

1. Use the **db2 connect to** command to connect to the Tivoli Common Object Repository database.
2. Run the following command:
 

```
db2 get dbm cfg
```
3. In the command output, look for the value assigned to the *TCP/IP Service name (SVCENAME)* property.
  - If the value of this property is a number, specify this number as the port number when you run the SOA Domain Management Server Configuration Utility.
  - Otherwise, look up the service name in the */etc/services* file on Linux or UNIX operating systems. On Windows operating systems, the services file is typically located in **C:\Windows\system32\drivers\etc\**. Specify the port number assigned to the service name in the SOA Domain Management Server Configuration Utility.

If you specified the right port number then verify that DB2 is listening on that port number by using the **netstat -na** command. If no application is listening on the port, then do the following steps:

- a. Verify that DB2 is started.
- b. If DB2 is started, verify that DB2 is configured for TCP communications:
  - 1) Issue the following command:
 

```
db2set -a11
```
  - 2) If this command does not echo the DB2COMM variable, then issue the following command and restart the database instance:
 

```
db2set DB2COMM=tcpip
```

## Database does not exist

When you configure Tivoli Common Object Repository to use a remote database server, you might see a message in the *kd4\_sdms\_config\*.log* file, similar to this example:

```

Creating schema .....
2008-02-02 22:50:53,546 [main] INFO java.PropsImpl - Properties loaded
Checking for DB
2008-02-02 22:50:59,453 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.8]
An error occurred, could not connect to the
jdbc:db2://testserver1.ibm.com:50000/KD4TCORE database.
com.ibm.db2.jcc.a.DisconnectException: [ibm][db2][jcc][t4][2057][11264]
The application server rejected establishment of the connection.
An attempt was made to access a database, KD4TCORE, which was not found.
  at com.ibm.db2.jcc.c.eb.u(eb.java:1613)
  at com.ibm.db2.jcc.c.eb.n(eb.java:522)
  at com.ibm.db2.jcc.c.eb.a(eb.java:329)
  at com.ibm.db2.jcc.c.eb.a(eb.java:112)
  at com.ibm.db2.jcc.c.b.f(b.java:1288)
  at com.ibm.db2.jcc.c.b.b(b.java:1179)
  at com.ibm.db2.jcc.c.b.r(b.java:949)
  at com.ibm.db2.jcc.c.b.b(b.java:628)
  at com.ibm.db2.jcc.c.b.a(b.java:614)
  at com.ibm.db2.jcc.c.b.<init>(b.java:265)
  at com.ibm.db2.jcc.DB2Driver.connect(DB2Driver.java:163)
  at java.sql.DriverManager.getConnection(DriverManager.java:562)
  at java.sql.DriverManager.getConnection(DriverManager.java:186)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit.java:232)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
2008-02-02 22:50:59,453 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.3]
Retry connecting to DB in 15 seconds...
2008-02-02 22:51:14,453 [main] ERROR jdo.JdoDbInit - [JdoDbInit.E.1]
JdoDbInit.initDb() failed
java.sql.SQLException: [JdoDbInit.E.4] An error occurred attempting to
connect to the database.
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit.java:248)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
*****
Schema could not be created, there was an error.
com.ibm.cdb.topomgr.jdo.JdoInitException: [JdoDbInit.E.4] An error
occurred attempting to connect to the database.
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:214)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
"ERROR: Create Schema failed."
"An error occurred while creating the TCORE database schema.
kd4setuptcore.bat cannot complete the setup processing."

```

This problem might occur if you ran the SOA Domain Management Server Configuration Utility, and the remote database that you specified does not already exist.

If you run the configuration utility for a remote database, you should have already created the database on a remote database server using the `make_db2_db` script file as described in the installation procedures.

If you specified the name of a database that has already been created, verify that you specified the correct database name. If the specified remote database does not already exist, use the `make_db2_db` script to create the database on a remote database server and then run the configuration utility again. See the *IBM Tivoli Composite Application Manager for SOA Installation Guide* for details on running `make_db2_db`.

## DB2 database name problems

You might see a message in the log file, similar to this example:

```
"Creating TCORE database TCOREDATABSE"  
DB20000I The TERMINATE command completed successfully. output=tmpvar  
SQL1001N "TCOREDATABSE" is not a valid database name. SQLSTATE=2E000  
"ERROR: Create database TCOREDATABSE failed."  
"An error occurred while creating the TCORE database. kd4setuptcore.bat  
cannot complete the setup processing."
```

You might also see this message when you run the `make_db2_db` script to create the Tivoli Common Object Repository database.

This problem might occur if you specified a database name that has too many characters, or you specified characters that are not supported by the database manager. See the DB2 documentation for more details on valid database names.

## DB2 profile was not sourced before running the `make_db2_db` script on Linux or AIX to create the database

When using the `make_db2_db` script to create the database for Tivoli Common Object Repository on Linux or AIX operating systems, you might see a message on the console similar to the following example:

```
./make_db2_db.sh: line 110: db2cfexp: command not found  
cat: /tmp/db2cfg.27940: No such file or directory  
  
./make_db2_db.sh: line 126: db2cfexp: command not found  
cat: /tmp/db2cfg.27940: No such file or directory  
DB2 version .x  
./make_db2_db.sh: line 131: db2: command not found  
ERROR: Create database KD4TCORE failed.
```

This problem might occur if the DB2 profile was not sourced before running the `make_db2_db` script. Source the DB2 profile and run the `make_db2_db` script again.

## DB2 instance user does not exist on Linux or AIX

When you are configuring Tivoli Common Object Repository to use a DB2 database on supported Linux or AIX operating systems, you might see a message similar to the following example when you run the SOA Domain Management Server Configuration Utility:

```
KD4SU0045E The configuration of Tivoli Common Object Repository v7.1.1 failed  
with error code: 102  
KD4SU1008E The database cannot be created. Verify if user db2admin has been  
granted sufficient permissions on the DB2 database server.
```

This problem might occur if you specified a database instance user name that does not exist. See your database administrator for assistance if needed. Run the SOA Domain Management Server Configuration Utility again, and specify a valid database user name.

## User running the `make_db2_db` script is not in the DB2 instance administrators group on Linux or AIX

When running the `make_db2_db.sh` script to create the Tivoli Common Object Repository database on supported Linux or AIX operating systems, you might see a message on the console, similar to the following example:

```
DB2 version 9.x
SQL1092N "ROOT      " does not have the authority to perform the requested command.
ERROR: Create database KD4TCORE failed.
```

This problem might occur if the user running the `make_db2_db.sh` script is not in the DB2 instance administrators group (for example, `db2grp1`). Either add the user to this group or run the script while logged in as a member of the group.

## Expected log messages when upgrading Tivoli Common Object Repository

When upgrading Tivoli Common Object Repository, you might see the following messages in the `kd4_sdms_config*.log` file. These are expected messages and can be ignored.

```
2008-11-21 09:49:02,343 [main] INFO java.0a1MigrationRunTime -
The schema upgrade process is initialized.
CTJOT0055E The SQL statement cannot be run: CALL ADMIN_CMD
('update dbm cfg using INTRA_PARALLEL NO'). Exception: DB2 SQL Error:
SQLCODE=-104, SQLSTATE=42601, SQLERRMC=dbm;UPDATE;DATABASE,
DRIVER=3.52.95.2008-11-21 09:49:05,515 [main] INFO util.UpgradeDB
- CTJOT0055E The SQL statement cannot be run: CALL ADMIN_CMD
('update dbm cfg using INTRA_PARALLEL NO'). Exception: DB2 SQL
Error: SQLCODE=-104, SQLSTATE=42601, SQLERRMC=dbm;UPDATE;DATABASE,
DRIVER=3.52.95.
```

## Not enough database heap space when upgrading Tivoli Common Object Repository

When upgrading Tivoli Common Object Repository, you might see this error message in the `kd4_sdms_config*.log` file:

```
2009-02-27 17:09:21,245 [main] INFO java.0a1MigrationRunTime - The schema
upgrade process is initialized.
CTJOT0055E The SQL statement cannot be run: CALL ADMIN_CMD ('update dbm
cfg using INTRA_PARALLEL NO'). Exception: DB2
SQL Error: SQLCODE=-104, SQLSTATE=42601, SQLERRMC=dbm;UPDATE;DATABASE,
DRIVER=3.53.70.
2009-02-27 17:09:23,239 [main] INFO util.UpgradeDB - CTJOT0055E The SQL
statement cannot be run: CALL ADMIN_CMD ('up
date dbm cfg using INTRA_PARALLEL NO'). Exception: DB2 SQL Error:
SQLCODE=-104, SQLSTATE=42601, SQLERRMC=dbm;UPDATE;DA
TABASE, DRIVER=3.53.70.
2009-02-27 17:09:23,446 [main] INFO java.0a1MigrationRunTime - Primary schema
migration.
CTJOT0059E The SQL procedure cannot be run: CALL "MIG_EXECUTE_MIGRATION"(?, ?).
Exception: DB2 SQL Error: SQLCODE=-438, SQLSTATE=57011, SQLERRMC=SQL0956C Not
enough storage is available in the database heap to proc, DRIVER=3.53.70.
2009-02-27 17:19:48,639 [main] ERROR util.UpgradeDB - CTJOT0059E The SQL
procedure cannot be run: CALL "MIG_EXECUTE_MIGRATION"(?, ?). Exception:
DB2 SQL Error: SQLCODE=-438, SQLSTATE=57011, SQLERRMC=SQL0956C Not enough
storage is available in the database heap to proc, DRIVER=3.53.70.
CTJOT0055E The SQL statement cannot be run: select m.message_id,
m.creation_date, o.operation_code, m.sql from mig_messages m, mig_operations
o where m.operation_id = o.id and o.version = ? order by m.id. Exception:
DB2 SQL Error: SQLCODE=-956, SQLSTATE=57011, SQLERRMC=null, DRIVER=3.53.70.
2009-02-27 17:19:49,085 [main] ERROR util.UpgradeDB - CTJOT0055E The SQL
statement cannot be run: select m.message_id, m.creation_date,
o.operation_code, m.sql from mig_messages m, mig_operations o where
m.operation_id = o.id and o.version = ? order by m.id. Exception: DB2 SQL
Error: SQLCODE=-956, SQLSTATE=57011, SQLERRMC=null, DRIVER=3.53.70.
ERROR: Migration script failed.
```

This problem might occur if there is not enough database heap space for the upgrade. Use the **`db2 update db cfg using DBHEAP 4800`** command to increase

the database heap space and then run the SOA Domain Management Server Configuration Utility again to upgrade SOA Domain Management Server and Tivoli Common Object Repository.

## Transaction log is full when upgrading Tivoli Common Object Repository

When upgrading Tivoli Common Object Repository, you might see this error message in the kd4\_sdms\_config\*.log file:

```
INFO: Started custom pre migration processing
2009-02-27 17:42:04,665 [main] INFO java.PropsImpl - Properties loaded
2009-02-27 17:42:11,550 [main] WARN java.Oa1MigrationRunTime - SQL error
occurred while executing update IPADDR set (JDLOCKX, VERSION_X, RUNID_X,
PRIORITY_X, DELETED_X) = (0, 0, 1234567891011, 0, 0) WHERE
DOTNOTATION_X = '0.0.0.0' . Nested Exception is : com.ibm.db2.jcc.b.co:
DB2 SQL Error: SQLCODE=-408, SQLSTATE=42821, SQLERRMC=DELETED_X,
DRIVER=3.53.70
INFO: Finished custom pre migration processing successfully
2009-02-27 17:42:12,476 [main] INFO java.PropsImpl - Properties loaded
2009-02-27 17:42:12,899 [main] INFO java.Oa1MigrationRunTime - The schema
upgrade process is initialized.
CTJOT0055E The SQL statement cannot be run: CALL ADMIN_CMD ('update dbm cfg
using INTRA_PARALLEL NO'). Exception: DB2 SQL Error: SQLCODE=-104,
SQLSTATE=42601, SQLERRMC=dbm;UPDATE;DATABASE, DRIVER=3.53.70.
2009-02-27 17:42:15,525 [main] INFO util.UpgradeDB - CTJOT0055E The SQL
statement cannot be run: CALL ADMIN_CMD ('update dbm cfg using INTRA_PARALLEL
NO').
Exception: DB2 SQL Error: SQLCODE=-104, SQLSTATE=42601, SQLERRMC=dbm;
UPDATE;DATABASE, DRIVER=3.53.70.
2009-02-27 17:42:16,624 [main] INFO java.Oa1MigrationRunTime - Primary
schema migration.
CTJOT0059E The SQL procedure cannot be run: CALL "MIG_EXECUTE_MIGRATION"(?, ?).
Exception: DB2 SQL Error: SQLCODE=-438, SQLSTATE=57011, SQLERRMC=SQL0964C The
transaction log for the database is full. SQLSTATE=5701, DRIVER=3.53.70.
2009-02-27 17:45:23,037 [main] ERROR util.UpgradeDB - CTJOT0059E The
SQL procedure cannot be run: CALL "MIG_EXECUTE_MIGRATION"(?, ?). Exception:
DB2 SQL
Error: SQLCODE=-438, SQLSTATE=57011, SQLERRMC=SQL0964C The transaction log
for the database is full. SQLSTATE=5701, DRIVER=3.53.70.
2009-02-27 17:45:23,751 [main] INFO util.UpgradeDB -
[2009-02-27 16:22:51.97304]
CTJOT0084E mig_execute_statement_migration.1 Preparing to run the SQL
statement operation code:
CREATE TABLE HIRDAREA ( PK_X VARCHAR(192) NOT NULL,
CDMSOURCE_X VARCHAR(192), ID_X VARCHAR(192), ADMINSTATE_X INTEGER,
ATTRPRIOS_X VARCHAR(192), BIDIFLAG_X INTEGER, BIDIFORMAT_X
VARCHAR(192),
CMDBSOURCE_X VARCHAR(192), CONTEXTIP_X VARCHAR(192),
CREATEDBY_X VARCHAR(192), DELETED_X CHAR(1)
NOT NULL CHECK (DELETED_X IN ('Y','N')), DESCRIPTION_X CLOB(1M),
DISPLAYNAME_X VARCHAR(192), EXTENDEDATTRIBUTES_X LONG VARCHAR FOR BIT DATA,
PK_FILESYSTEMAREA_X VARCHAR(192), GUID_X VARCHAR(192),
LABEL_X VARCHAR(192), LASTMODIFIEDBY_X VARCHAR(192),
LASTMODIFIEDTIME_X BIGINT, MANAGEDSYSTEMNAME_X VARCHAR(192), NAME_X
VARCHAR(192),
OBJECTTYPE_X VARCHAR(192), PAGESIZE_X INTEGER,
PK_PARENTHIRDBRDAREA_X VARCHAR(192), PRIORITY_X INTEGER NOT NULL,
RUNID_X BIGINT NOT NULL, SEGMENTS_SIZE_X INTEGER,
SHARED_X CHAR(1) CHECK (SHARED_X IN ('Y','N') OR SHARED_X IS NULL),
SOURCETOKEN_X VARCHAR(192), TYPE_X INTEGER, VERSION_X BIGINT NOT NULL,
JDLOCKX BIGINT NOT NULL, JDCLASSX VARCHAR(192) NOT NULL )
```



This problem might occur if there is not enough space in the DB2 transaction log. This is a transient error so run the SOA Domain Management Server Configuration Utility again to upgrade SOA Domain Management Server and Tivoli Common Object Repository.

## Expected log messages when configuring Tivoli Common Object Repository

When configuring Tivoli Common Object Repository when DB2 version 9 is being used, you might see the following messages in the kd4\_sdms\_config\*.log file. These are expected messages and can be ignored.

```
Checking for DB
2008-11-24 23:07:39,609 [main] WARN jdo.JdoDbInit - Warning while
executing common specific sqls:
com.ibm.db2.jcc.a.nn: DB2 SQL Error: SQLCODE=-205, SQLSTATE=42703,
SQLERRMC=PK__PRIMARYOWNER_X;DB2ADMIN.APPSSMS, DRIVER=3.52.95
  at com.ibm.db2.jcc.a.ad.a(ad.java:666)
  at com.ibm.db2.jcc.a.ad.a(ad.java:60)
  at com.ibm.db2.jcc.a.ad.a(ad.java:127)
  at com.ibm.db2.jcc.a.rl.c(rl.java:2424)
  at com.ibm.db2.jcc.a.rl.d(rl.java:2401)
  at com.ibm.db2.jcc.a.rl.b(rl.java:1842)
  at com.ibm.db2.jcc.t4.db.h(db.java:219)
  at com.ibm.db2.jcc.t4.db.b(db.java:45)
  at com.ibm.db2.jcc.t4.t.b(t.java:38)
  at com.ibm.db2.jcc.t4.sb.g(sb.java:120)
  at com.ibm.db2.jcc.a.rl.X(rl.java:1837)
  at com.ibm.db2.jcc.a.rl.a(rl.java:2777)
  at com.ibm.db2.jcc.a.rl.e(rl.java:946)
  at com.ibm.db2.jcc.a.rl.execute(rl.java:930)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.runCommonSqls(JdoDbInit.java:1143)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:180)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:98)
  at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
  at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:79)
  at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
  at java.lang.reflect.Method.invoke(Method.java:618)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
```

This message output continues, eventually ending with output similar to the following example:

```
2008-11-24 23:08:10,187 [main] WARN jdo.JdoDbInit - Warning while
executing DB2 specific sqls:
com.ibm.db2.jcc.a.SqlException: DB2 SQL Error: SQLCODE=-2306, SQLSTATE=
, SQLERRMC=SYSIBM.SYSXSROBJECTS, DRIVER=3.52.95
  at com.ibm.db2.jcc.a.ad.a(ad.java:669)
  at com.ibm.db2.jcc.a.ad.a(ad.java:60)
  at com.ibm.db2.jcc.a.ad.a(ad.java:127)
  at com.ibm.db2.jcc.a.rl.b(rl.java:2082)
  at com.ibm.db2.jcc.a.rl.c(rl.java:2065)
  at com.ibm.db2.jcc.t4.db.k(db.java:353)
  at com.ibm.db2.jcc.t4.db.e(db.java:95)
  at com.ibm.db2.jcc.t4.t.e(t.java:81)
  at com.ibm.db2.jcc.t4.sb.j(sb.java:166)
  at com.ibm.db2.jcc.a.rl.bb(rl.java:2035)
  at com.ibm.db2.jcc.a.rl.a(rl.java:2795)
  at com.ibm.db2.jcc.a.rl.e(rl.java:946)
  at com.ibm.db2.jcc.a.rl.execute(rl.java:930)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.runDb2SpecificSqls
(JdoDbInit.java:1115)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:192)
```

```

at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:98)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:79)
at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:618)
at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
2008-11-24 23:08:10,437 [main] INFO jdo.JdoDbInit -
Reading /db2/create-bb-views.sql
2008-11-24 23:08:10,437 [main] INFO jdo.JdoDbInit -
Failed to read create views file : /db2/create-bb-views.sql
2008-11-24 23:08:10,437 [main] INFO jdo.JdoDbInit -
Reading /db2/create-dp-views.sql
2008-11-24 23:08:10,437 [main] INFO jdo.JdoDbInit -
Failed to read create views file : /db2/create-dp-views.sql
2008-11-24 23:08:10,437 [main] INFO jdo.JdoDbInit -
Reading /db2/create-cm-views.sql
2008-11-24 23:08:10,437 [main] INFO jdo.JdoDbInit -
Failed to read create views file : /db2/create-cm-views.sql

```

---

## Running the Data Collector Configuration Utility or the KD4configDC configuration script

This section describes problems you might encounter while running the Data Collector Configuration Utility or the KD4configDC configuration script after installing the monitoring agent.

### Installing for Microsoft .NET

The user running the Data Collector Configuration Utility or the KD4configDC configuration script for a .NET framework system must have Administrator authority or have the following permissions:

- The ability to install assemblies into the .NET Global Assembly Cache (GAC)
- File write permission for the machine.config file. The location of this file varies according to your .NET version. Look for it under a directory named for the .NET Framework under %SYSTEMROOT%.

### KD4configDC terminates with CTRL-C

On supported Windows operating systems, if you type CTRL-C (press the CTRL and C keys at the same time on the keyboard) while the KD4configDC command is running, you are asked if you want to terminate the batch job:

```
Terminate batch job (Y/N)?
```

If you respond by typing *N*, then in many cases, the utility is terminated anyway. This occurs because many of the commands invoked by the scripts will terminate immediately. Though this prompt is displayed by the script, it likely has nothing left to do but report its status and exit. If you respond *Y*, you do not resume the command that had previously been invoked. It is likely that you have left some portion of the data collector in a partially-configured state.

You should avoid typing CTRL-C when running the KD4configDC command to allow it to complete normally. If the utility is terminated prematurely, you can run the command again to complete the enable or disable operation.

## Running multiple KD4configDC instances at the same time

The KD4configDC command is not designed to run with another instance of itself at the same time. Do not run more than one instance of this utility on the same computer system at the same time, for example, by attempting to enable two or more applications at the same time.

This also applies if you attempt to enable an application from one console while attempting to disable an application from another console. Both instances of KD4configDC will write to the install and trace log files at the same time, resulting in mixed content that is difficult to read.

## Array Index Out Of Bounds error occurs when running the Data Collector Configuration Utility

When you run the Data Collector Configuration Utility, you might encounter an *Array Index Out of Bounds* exception.

This exception is caused by a known problem with a database that InstallShield uses to track products that are installed on a computer. This exception does not have any adverse effect on the operation of the Data Collector Configuration Utility.

See “Array Index Out of Bounds error when running ConfigDMS” on page 13 for an example of this exception message that can also occur when running the SOA Domain Management Server Configuration Utility.

**WebSphere Message Broker:** If you are configuring WebSphere Message Broker and specify multiple flows (separated by commas) to be configured, after entering some number of flows the user interface might appear to be unresponsive.

To recover from this problem, click Back, then click Forward, and delete excessive characters in the string to run the command with fewer message flows specified.

See the following tech note, <http://www-01.ibm.com/support/docview.wss?uid=swg21254521> for a similar documentation of this problem and an example of the *ArrayIndexOutOfBounds* exception that occurs..

## Corrupted Arabic strings in console mode

When running the Data Collector Configuration Utility in console mode, you might encounter problems with Arabic text strings becoming corrupted.

When this occurs, run the Data Collector Configuration Utility using the graphical user interface instead.

---

## Uninstalling the product

This section describes problems you might encounter while uninstalling IBM Tivoli Composite Application Manager for SOA from your environment.

### Locked files preventing uninstallation

While removing IBM Tivoli Composite Application Manager for SOA from your IBM Tivoli Monitoring environment on supported Windows operating systems, you might encounter an error indicating that there are locked files that prevent the uninstallation process from continuing successfully. This is a known problem in versions of IBM Tivoli Monitoring prior to version 6.2 Fix Pack 1. This problem might typically be caused by Java processes that belong to the Eclipse Help Server.

If you encounter this problem, you can resolve it using the following procedure:

1. Open the Manage Tivoli Enterprise Monitoring Services console (**Start → All Programs → IBM Tivoli Monitoring → Manage Tivoli Monitoring Services**).
2. From the menu bar at the top of the console, select **Actions → Advanced → Utilities → View Running Processes (load map)**.

The KinViewer utility is displayed, showing a node tree of all applications running on the computer.

3. Scroll down through the node tree and locate the *java.exe* and *javaw.exe* program file entries. You will likely see more than one of each in the list.
4. Expand these nodes and locate files that are reported by the uninstallation process as being locked.
5. Select these *java.exe* or *javaw.exe* programs and click **Kill Process** to remove the lock, and attempt to continue with the uninstallation.

---

## Chapter 3. Using the product

This chapter describes some typical problems you might encounter while using the product, and procedures to recover from error situations.

---

### Using Tivoli Enterprise Portal

This section includes information about problems that you might encounter while using the Tivoli Enterprise Portal.

#### Using the Logon dialog status bar

On the Tivoli Enterprise Portal, logon prompts and progress messages appear in the Logon dialog status bar. This area might also be used to display error messages. Tivoli Enterprise Portal monitors the connections between server and client and server and host data sources continuously. When a connection error is detected, in most cases Tivoli Enterprise Portal automatically repairs the error for you and your client session can resume unaffected. When investigating problems with Tivoli Enterprise Portal, use the Windows Event Viewer to check that the Tivoli Enterprise Portal Server started properly and to look for errors.

For more information about troubleshooting problems with the Tivoli Enterprise Portal and the Tivoli Enterprise Portal Server, refer to the troubleshooting information in the IBM Tivoli Monitoring publications.

#### Additional information for message KD4UI0003E

If you encounter error message KD4UI0003E while using the Operational Flow workspaces or the Service Groups Summary workspace, you might be having a problem connecting to the SOA Domain Management Server database. You can verify this problem by examining the SOA Domain Management Server SystemOut.log file, located on your Tivoli Enterprise Portal Server (see Chapter 1, “Log files,” on page 1 to determine the location of the log file). In this log file, look for an exception message that contains text similar to the following example:

```
java.lang.NullPointerException
    at com.ibm.management.soa.dms.access.dao.JDBCHelper.buildStatement
(JDBCHelper.java:219)
```

To determine the cause of this database connection problem, try the following tasks:

1. On your Tivoli Enterprise Portal Server computer, navigate to one of the following directories:
  - For Windows operating systems: `<ITM_Home>\CNPS\Products\KD4\bin`
  - For Linux or AIX operating systems: `<ITM_Home>/<platform>/cq/Products/KD4/bin`
2. Run the `kd4ChangeTraceLevel` script and specify the `-ra` option to enable SOA Domain Management Server tracing. For example:
  - On Windows operating systems:  
`kd4ChangeTraceLevel -ra`
  - On Linux or AIX operating systems:  
`./kd4ChangeTraceLevel.sh -ra`
3. Refresh the workspace where the KD4UI0003E message was originally displayed.

4. Copy the SOA Domain Management Server trace.log file from either of the following directories to a temporary directory:
  - On Windows operating systems, copy the log file from the `<ITM_Home>\CNPSJ\profiles\ITMProfile\logs\ITMServer` directory.
  - On Linux or AIX operating systems, copy the log file from the `<ITM_Home>/<platform>/iw/profiles/ITMProfile/logs/ITMServer` directory.
5. Run the `kd4ChangeTraceLevel` script again, but this time specify the `-rd` option to disable tracing.
6. Examine the trace.log file that you copied to the temporary directory. Search for a message similar to the following example:

```
java.lang.NullPointerException
    at com.ibm.management.soa.dms.access.dao.JDBCHelper.buildStatement
(JDBCHelper.java:219)
```

The message for the database connection problem will be at least 5-10 lines prior to the exception message, and will be a database specific message with possibly SQLCODE or SQLSTATE values. Look up the SQLCODE or SQLSTATE messages in your database server documentation.

If the database connection is failing because of an authentication error, then run the SOA Domain Management Server configuration utility (ConfigDMS) to update the database user password for SOA Domain Management Server. Refer to the *IBM Tivoli Composite Application Manager for SOA Installation Guide* for details on the procedure using this utility.

## Additional information for message KD4UI0004E

If you receive error message KD4UI0004E when displaying any of the Operational Flow workspaces or the Services Management workspace, ensure that all of the steps in Chapter 4 of the *IBM Tivoli Composite Application Manager for SOA Installation Guide* have been followed:

1. Ensure that the SOA Domain Management Server Configuration Utility (ConfigDMS) has been run successfully.
2. Ensure that the Tivoli Enterprise Portal Server was re-configured and restarted after successfully running ConfigDMS.
3. Examine the `<ITM_Home>/logs/kd4_sdms_config*.log` file for problems that might have occurred while running ConfigDMS (for information on this directory path, see “Resolving directory path variables” on page xii).

If you still experience problems, contact IBM Software Support:

## Monitoring agent nodes displayed incorrectly in the Navigator Physical view

If you open the Tivoli Enterprise Portal and notice that the Navigator Physical hierarchy of nodes is not displayed for the monitoring agent as expected, this might have occurred because agent support has not yet been installed for the Tivoli Enterprise Monitoring Server or the Tivoli Enterprise Portal Server that communicates with the Tivoli Enterprise Monitoring Server.

If you install IBM Tivoli Composite Application Manager for SOA into a distributed IBM Tivoli Monitoring environment, where the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and the monitoring agent are installed on multiple computers, you must have agent support installed on the Tivoli Enterprise Monitoring Server and Tivoli Enterprise Portal Server computers before starting the monitoring agent that points to those IBM Tivoli Monitoring components.

In this case, when the monitoring agent is started, it reports into Tivoli Enterprise Monitoring Server, but when Tivoli Enterprise Portal Server attempts to build the node hierarchy to display in the Navigator Physical view, it does not recognize the monitoring agent. As a result, the data collector subnode is displayed under the computer where it resides, without including the *Services Management Agent* node under the computer node in the Navigator view tree.

You can resolve this problem by verifying that agent support for IBM Tivoli Composite Application Manager for SOA is installed on Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and the Tivoli Enterprise Portal client, and then recycling the servers.

On Linux and UNIX operating systems, be sure to also complete these steps:

1. Run **itmcmd support** command to add the support files to the Tivoli Enterprise Monitoring Server.
2. Run **itmcmd agent config cq** to reconfigure Tivoli Enterprise Portal Server
3. For the standalone client, run **itmcmd agent config cj**.

Tivoli Enterprise Portal Server then rebuilds the Navigator hierarchy, now recognizing the monitoring agent and positioning the data collector subagent at the appropriate location in the navigation tree.

## Subnode names displayed with escaped Unicode characters in Navigator Physical view

You might see subnode names displayed in the Navigator Physical view of the Tivoli Enterprise Portal that contain unexpected strings of characters in the format */uhhhh*, where *hhh* is a hexadecimal value.

Due to a known restriction in IBM Tivoli Monitoring, the subnode name registration process, similar to the agent name registration process, does not support Unicode or UTF-8 character types. For this reason, agent and subnode registered names that use UTF-8 or other Unicode characters are not displayed as expected in the Navigator view of the Tivoli Enterprise Portal. This might typically occur when the application server name is used to build the subnode name used in the Navigator view, and the application server name contains UTF-8 characters.

For UTF-8 characters in subnode names that cannot be displayed in the Navigator view, the Tivoli Enterprise Monitoring Agent converts these characters to escaped Unicode (in the format */uhhhh*) when generating the node name used in the Navigator view.

Node names that use these characters are displayed correctly in other views that support UTF-8 character formats.

## Current Situation Values view is empty

If you are viewing the Situation Event Results workspace for the MessageArrivalCritical\_610 or MessageArrivalClearing\_610 situation, but the Current<sup>®</sup> Situation Values view is always empty, this is normal console behavior. The MessageArrivalCritical\_610 and MessageArrivalClearing\_610 events are *pure* events, and the Current Situation Values view is always empty for pure events. For a *sampled* event, the Current Situation Values view shows the current values for the rows of data that originally triggered the situation event. See the IBM Tivoli Monitoring documentation for additional information on pure events and sampled events.

## Created situation is not displayed in the Message Arrival Details view

If you create a situation using the Current Message Count attribute in the Message Arrival Threshold\_610 attributes, you cannot use delta or percent functions. The monitoring agent supports only comparisons against the actual value. If you create and distribute such a situation using delta or percent functions, the situation is not displayed in the Message Arrival Details view and is ignored.

## Duplicate instances displayed in Tivoli Enterprise Portal

You might encounter a scenario in which, after you generate services traffic, the topology views show aggregate nodes with seemingly identical multiple instances. The flyover help information might also appear to be identical between the instances, and the Services Inventory table view still includes the original instance with new metric data.

This scenario can occur in the WebSphere environment if the security settings are turned on and the application server is restarted.

Certain attributes, such as the port number and cluster name, are used by ITCAM for SOA to uniquely identify a server instance. When you turn on security in WebSphere, the port number and cluster name are no longer available to ITCAM for SOA (see troubleshooting topics “Services Inventory\_610 attributes port number = 0” on page 45 and “Application server cluster name blank” on page 45). Changing configuration settings, such as security, results in a new server instance displayed on the ITCAM for SOA views and workspaces.

When you turn WebSphere security on for the first time, you should expect ITCAM for SOA to treat this major configuration change as a new server instance. New instance nodes are displayed in Tivoli Enterprise Portal, and the old nodes become inactive. You can clear the inactive nodes from the Tivoli Enterprise Portal workspace and the topology views, if desired.

## The Services Inventory table does not display the Requester Identity for Operation link with mixed versions of the agent

In environments where multiple versions of ITCAM for SOA agents coexist, the Services Inventory table does not properly display a link to the Requester Identity for Operation workspace.

If you have installed the ITCAM for SOA version 6.1.0 Fix Pack 1 into your environment, but you have not upgraded all of your ITCAM for SOA agents to the version 6.1.0 Fix Pack 1 level, the version 6.1.0 ITCAM for SOA monitoring agents show the Requester Identity for Operation workspace link in the Services Inventory table.

Similarly, if you installed ITCAM for SOA version 7.1.0 or later and have a mixed environment of version 6.1.0 Fix Pack 1 agents, version 6.1.0 agents and 7.1.0 or later agents, the Requester Identity for Operation workspace link is available on both the Provider and Requester rows for version 6.1.0 Fix Pack 1 and version 6.1.0 agents, but only on Provider rows for version 7.1.0 or later agents.

The assumption is that eventually you will have all your agents at the same level and the workspace link will be operational. However, in a mixed environment, there will be slight differences in the behavior for this workspace link.



## The ITCAM for Web Resources workspaces cannot be linked from ITCAM for SOA

The use of VMWare virtual network adapters results in the links to the Request Analysis (ITCAM for J2EE) and Application Health Status (ITCAM for J2EE) not working. When the link is used, a message is displayed saying the link target cannot be found. The Tivoli Enterprise Monitoring Server is defaulting to use one of the VMWare virtual network addresses because no network address was specified as the preferred network address.

To correct this issue, for the case where the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Monitoring Agent are on the same computer and the computer has multiple IP addresses defined, you must add an environment variable to the Tivoli Enterprise Monitoring Server configuration that specifies the real IP address as the preferred IP address. Follow these steps:

1. Start the Manage Tivoli Enterprise Monitoring Services utility.
2. Select the Tivoli Enterprise Monitoring Server and then stop it.
3. From the context menu, select **Advanced->Edit Variables**
4. In the window that is displayed that lets you override the local variables, click **Add**.
5. In the window that is displayed, enter **KDEB\_INTERFACELIST** for the variable name and add the real IP address as the value.
6. Click **OK** on each window.
7. Start the Tivoli Enterprise Monitoring Server again.

The Tivoli Enterprise Monitoring Server will start using the real IP address for the computer and use this IP address for the *TIVJ01* node in the Physical Navigator. This allows the workspace link definitions to properly locate Tivoli monitoring agents for other products on that computer.

## A single SCA service flow is displayed as two service flows

On some occasions after recycling the WebSphere Process Server, a single SCA service flow is displayed in service-to-service topology displays as two service flows. This is caused by a known internal Java Development Kit (JDK) problem. To resolve this problem, upgrade your WebSphere Application Server or WebSphere Process Server installation to a version that uses Java version 1.6.0 or later.

## The ITCAM for SOA topology workspaces and views are not supported for multiple Tivoli Enterprise Portal Servers

The ITCAM for SOA topology workspaces and views are not supported when there is more than one Tivoli Enterprise Portal Server per Hub Tivoli Enterprise Monitoring Server in your IBM Tivoli Monitoring deployment. The results are unpredictable.

## Workspace links between navigators

If you select a workspace link from a workspace on one navigator that targets a workspace on another navigator, and the link fails to resolve to the target workspace, the Tivoli Enterprise Portal console might not always return successfully to the original workspace as it should.

When this occurs, the symptoms might include the following:

- The navigator displays an error message indicating that it is trying to rebuild, but it never returns.

- The original workspace is displayed with the navigator from target workspace.

When this occurs you might not be able to access all functions normally available in the displayed views. This can occur either with workspace links provided by the product, or workspace links that you create using the link wizard function of the Tivoli Enterprise Portal.

You can restore the Tivoli Enterprise Portal console to the proper working state by exiting or closing the console and logging in to the console again.

---

## Configuring monitoring intervals

This section includes information about problems that you might encounter if you modify the monitoring interval from its default value. Note that for production environments you should be using the default value of 5 minutes. If you configure this interval to a supported value lower than 5 minutes, you might experience performance problems due to the increased frequency of the interval, and the additional data processing time and memory required. You should only be modifying this value if you are in a non-production environment, such as for demonstrations or proof of concepts. For more information, see the *IBM Tivoli Composite Application Manager for SOA User's Guide*.

### Monitoring interval is different from the value configured

After modifying the `KD4.dc.properties` file and configuring the `kd4.ira.aggDataWindowSizeMinutes` property to your desired value on each ITCAM for SOA monitoring agent, and then restarting each monitoring agent, you might notice, either in the `KD4.dc.properties` file or in the Interval Length column of the Services Inventory table in the Performance Summary workspace, that the monitoring interval being used by the monitoring agent is not the same value that you specified.

This typically can occur if you specified a value other than the supported values for this property. The supported values, specified in minutes, are *60, 30, 20, 15, 10, 5* (the default value), *4, 3, 2, or 1*.

If you specified a value other than these supported values, your value is automatically rounded down to the next supported value. If you specified a value less than 1, your value is rounded up to 1.

### Inconsistent monitoring results

If you configure the monitoring interval to a value other than the default, you should also configure the interval for all ITCAM for SOA monitoring agents on all the systems where they are installed.

If you have different monitoring intervals (for example, a 5 minute interval for one monitoring agent and application server, and a 1 minute interval for another monitoring agent and application server) configured in your environment, and you attempt to visually compare message counts or response times across application servers, you might see inconsistent results.

### Incorrect interval data or no data displayed in Operational Flow workspaces

If you have changed the monitoring interval for the ITCAM for SOA monitoring agent or the query interval for SOA Domain Management Server, you might see

incorrect values for time intervals displayed in the Operational Flow workspaces. In addition, you might see incorrect interval data or no data displayed for relationship metrics.

This problem can occur if the query interval that you configured for the SOA Domain Management Server does not match the monitoring interval for each connected ITCAM or SOA monitoring agent.

Each time SOA Domain Management Server queries an agent for data, it checks the monitoring interval configured for that agent. If SOA Domain Management Server detects that the agent is using an interval length different than its own, message KD4DM0031E is logged identifying the agent, the monitoring interval being used by the agent, and the SOA Domain Management Server interval length. This message is logged per agent, per query, so long as the interval values are not the same.

Check the log file (see Chapter 1, “Log files,” on page 1) for the presence of the KD4DM0031E message, and note the differences in intervals configured for SOA Domain Management Server and for the connected monitoring agent. See the Appendix D in the *User's Guide* for information about configuring monitoring intervals for the agent and for SOA Domain Management Server.

## Performance is degraded after reducing monitoring interval

The ability to configure the ITCAM for SOA monitoring agent monitoring interval lower than the default value of 5 minutes is only recommended for demonstrations or proof of concept exercises, and not for production use. When you reduce the monitoring interval, you increase the frequency by which metric data is processed. For large amounts of data this might cause the performance to degrade.

In addition, as you reduce the monitoring interval, the amount of metric data that is stored increases, and is kept in storage for a time determined by the `kd4.ira.maxSvcInvRetainMinutes` property and, if historic data collection is enabled, by the `kd4.ira.maxRelMetricRetainMinutes` property in the `<ITCAM4SOA_Home>/KD4/config/KD4.dc.properties` file. This might result in a significant increase in storage use, also affecting performance of your systems. You can adjust this somewhat by lowering the value of these two properties so that metric data is discarded sooner.

Valid values for these two properties, in minutes, are integers between 5 and 1440. Values less than 5 are rounded up to 5, and values greater than 1440 are rounded down to 1440.

---

## Using Take Action commands

This section includes information about problems that you might encounter while running the Take Action commands provided with this product.

### Using the DeleteSubnode take action

When the DeleteSubnode take action command is issued against a subnode whose name contains extra blank spaces, the command might fail with a return code of 2, indicating that the subnode could not be deregistered with IBM Tivoli Monitoring.

After the initial return code of 2, subsequent attempts to run the DeleteSubnode take action command result in a return code 1 failure. This occurs because the agent cannot locate persistent files that were deleted during the first DeleteSubnode command.

When this problem occurs, you can recover from it by doing the following steps:

1. Stop the Tivoli Enterprise Monitoring Agent with the subnode in question.
2. Right-click the subnode and select **Clear offline entry**.
3. Restart the Tivoli Enterprise Monitoring Agent.

To determine if the subnode name contains additional blank spaces, consider that subnode names have the following general format:

```
D4:hhhhhhh:<host>-<appserver>
```

In this format, each *h* character represents a hex number. Depending on the Tivoli Enterprise Portal view, the *hhhhhhh* portion of the subnode name might not be displayed. You can determine whether or not the subnode is padded with extra spaces by the combined length of *<host>* and *<appserver>*. If the combined length is 18 or less, the subnode name is padded with extra spaces, and this problem might occur.

---

## Working with service groups

This section includes information about problems that you might encounter while working with service groups and the Service Group Summary workspace in Tivoli Enterprise Portal.

### ***Right button* appears in the Service Groups Summary workspace after upgrade**

If you upgrade ITCAM for SOA version 7.1 to version 7.1.1 and display the Service Groups Summary workspace before you run the SOA Domain Management Server Configuration Utility to upgrade SOA Domain Management Server and Tivoli Common Object Repository, only the words *right button* are displayed in the workspace.

To correct this problem, run the SOA Domain Management Server Configuration Utility to upgrade SOA Domain Management Server and Tivoli Common Object Repository, reconfigure and restart Tivoli Enterprise Portal Server, and then display the Service Groups Summary workspace again to see the expected contents.

You might also encounter this problem if you did not stop your Tivoli Enterprise Portal desktop client before upgrading the ITCAM for SOA application support for the desktop client on Windows operating systems. To determine if this is the cause of the *Right button* message, check the installation log file at *<ITM\_Home>\InstallITM\IBM Tivoli Composite Application Management\*.log* on your desktop client computer for a message similar to the following example:

```
CheckLockedFiles - File C:\IBM\ITM\CNP\kd4ui.jar is locked.
```

If you see a locked file message for *kd4ui.jar*, the ITCAM for SOA application client support for the desktop client was not upgraded because the desktop client was not stopped prior to the upgrade. Contact your Tivoli Enterprise Portal Server administrator to get a copy of the *kd4ui.jar* file from the *<ITM\_Home>\CNB\classes* directory on Windows operating systems, or from the *<ITM\_Home>\<platform>\cwl*

**classes** directory on Linux or UNIX operating systems, and copy it to the `<ITM_Home>\CNP` directory for your desktop client. Then reconfigure your desktop client to pick up the updated jar file.

---

## Expected exceptions in the SystemOut.log file

There are a number of exceptions and error messages that might be written to the SOA Domain Management Server SystemOut.log file that are expected, and thus harmless. This section documents these known errors that you can ignore.

### One of the queried subnodes is offline

For ITCAM for SOA version 7.1.0 or later installed in any supported version of IBM Tivoli Monitoring, the following error indicates that one of the queried subnodes is offline:

```
IDL:candle.com/CTProperty/PropertyBasedException:1.0
```

For ITCAM for SOA version 7.1.1 installed in IBM Tivoli Monitoring version 6.2 Fix Pack 1 or later, the following exception indicates that one of the queried subnodes is offline:

```
    candle.fw.corba.CTProperty.PropertyBasedException: IDL:candle.com/CTProperty/
PropertyBasedException:1.0
    at candle.fw.corba.CTProperty.PropertyBasedExceptionHelper.read
(PropertyBasedExceptionHelper.java:69)
    at candle.fw.corba.CTQuery._ManagerStub.executeRequest
(_ManagerStub.java:372)
    at com.ibm.TEPS.CTQuery.CTQueryBrokerImpl.executeRequest
(CTQueryBrokerImpl.java:150)
    at com.ibm.TEPS.CTQuery.QueryModelManager.executeRequest
(QueryModelManager.java:361)
    at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:886)
    at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:861)
    at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:339)
    at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:191)
    at com.ibm.management.soa.dms.eval.holder.ITCAMSOAEvaluatorHolderImpl.
retrieveRaisedSituationFromTems(ITCAMSOAEvaluatorHolderImpl.java:585)
    at com.ibm.management.soa.dms.eval.holder.ITCAMSOAEvaluatorHolderImpl.
retrieveSituationData(ITCAMSOAEvaluatorHolderImpl.java:695)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:79)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:618)
    at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
    at java.security.AccessController.doPrivileged(AccessController.java:246)
    at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders(ProxyUtil.java:725)
    at com.ibm.CORBA.iop.ClientDelegate.invoke(ClientDelegate.java:1155)
    at $Proxy5.retrieveSituationData(Unknown Source)
    at com.ibm.management.soa.dms.eval.holder._ITCAMSOAEvaluatorHolder_Stub.
retrieveSituationData(_ITCAMSOAEvaluatorHolder_Stub.java:360)
    at com.ibm.management.soa.itmaccess.ejbs.ITMAccessBean.retrieveSituationData
(ITMAccessBean.java:364)
    at com.ibm.management.soa.itmaccess.ejbs.EJSLocalStatelessITMAccess_7d61411d.
retrieveSituationData(Unknown Source)
    at com.ibm.management.soa.mapper.scheduler.impl.SituationScheduler.
timerExpired(SituationScheduler.java:81)
    at com.ibm.management.soa.mapper.asynchbeans.SDMSTimer.timerExpired
(SDMSTimer.java:131)
    at com.ibm.ws.asynchbeans.timer.TimerImpl.callListenerMethod
(TimerImpl.java:291)
```

```

at com.ibm.ws.asynchbeans.timer.GenericTimer.run(GenericTimer.java:216)
at com.ibm.ws.asynchbeans.J2EEContext$RunProxy.run(J2EEContext.java:257)
at java.security.AccessController.doPrivileged(AccessController.java:219)
at javax.security.auth.Subject.doAs(Subject.java:495)
at com.ibm.websphere.security.auth.WSSubject.doAs(WSSubject.java:118)
at com.ibm.ws.asynchbeans.J2EEContext$DoAsProxy.run(J2EEContext.java:328)
at java.security.AccessController.doPrivileged(AccessController.java:246)
at com.ibm.ws.asynchbeans.J2EEContext.run(J2EEContext.java:1111)
at com.ibm.ws.asynchbeans.timer.TimerImpl.runListenerAsCJWork
(TimerImpl.java:418)
at com.ibm.ws.asynchbeans.am._Alarm.fireAlarm(_Alarm.java:332)
at com.ibm.ws.asynchbeans.am._Alarm.run(_Alarm.java:229)
at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)

```

## IBM Tivoli Monitoring internal tests

The following exception might occur as the result of an internal test in IBM Tivoli Monitoring, and can occur for ITCAM for SOA installed in any supported version of IBM Tivoli Monitoring:

```

java.lang.ClassNotFoundException: candle.fw.pres.ObjectTypeMgr
at java.lang.Class.forNameImpl(Native Method)
at java.lang.Class.forName(Class.java:130)
at candle.fw.model.Attribute.<clinit>(Attribute.java:135)
at java.lang.J9VMInternals.initializeImpl(Native Method)
at java.lang.J9VMInternals.initialize(J9VMInternals.java:194)
at java.lang.Class.forNameImpl(Native Method)
at java.lang.Class.forName(Class.java:130)
at candle.kjr.util.Interpreter.invokeMethod(Interpreter.java:287)
at candle.fw.model.ObjectFactory.make(ObjectFactory.java:131)
at candle.fw.corba.Decoder.addPropertiesToPBased(Decoder.java:925)
at candle.fw.corba.Decoder.makePBasedModel(Decoder.java:837)
at candle.fw.corba.Decoder.sequenceToPBased(Decoder.java:696)
at candle.fw.corba.Decoder.extractPropertySequence(Decoder.java:1564)
at candle.fw.corba.Decoder.extract_sequence(Decoder.java:404)
at candle.fw.corba.Decoder.anyToObject(Decoder.java:180)
at candle.fw.corba.Decoder.addElementsToPBased(Decoder.java:1101)
at candle.fw.corba.Decoder.populatePBasedSequence(Decoder.java:1047)
at candle.fw.corba.Decoder.makePBasedList(Decoder.java:971)
at candle.fw.corba.Decoder.sequenceToPBased(Decoder.java:700)
at candle.fw.corba.Decoder.extractPropertySequence(Decoder.java:1564)
at candle.fw.corba.Decoder.extract_sequence(Decoder.java:404)
at candle.fw.corba.Decoder.anyToObject(Decoder.java:180)
at candle.fw.corba.Decoder.makePBasedTable(Decoder.java:1176)
at candle.fw.corba.Decoder.sequenceToPBased(Decoder.java:708)
at candle.fw.corba.Decoder.extractPropertySequence(Decoder.java:1564)
at candle.fw.corba.Decoder.extract_sequence(Decoder.java:404)
at candle.fw.corba.Decoder.anyToObject(Decoder.java:180)
at com.ibm.TEPS.CTQuery.QueryModelManager.mapResult
(QueryModelManager.java:719)
at com.ibm.TEPS.CTQuery.QueryModelManager.getResult
(QueryModelManager.java:595)
at com.ibm.TEPS.CTQuery.QueryModelManager.executeRequest
(QueryModelManager.java:366)
at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:832)
at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:807)
at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:339)
at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:191)
at com.ibm.management.soa.dms.eval.holder.ITCAMSOAEvaluatorHolderImpl.
retrieveSituationDefns(ITCAMSOAEvaluatorHolderImpl.java:626)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:79)
at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)

```

```

at java.lang.reflect.Method.invoke(Method.java:618)
at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
at java.security.AccessController.doPrivileged(AccessController.java:246)
at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders(ProxyUtil.java:725)
at com.ibm.CORBA.iiop.ClientDelegate.invoke(ClientDelegate.java:1155)
at $Proxy7.retrieveSituationDefns(Unknown Source)
at com.ibm.management.soa.dms.eval.holder._ITCAMSOAEvaluatorHolder_Stub.
retrieveSituationDefns(_ITCAMSOAEvaluatorHolder_Stub.java:402)
at com.ibm.management.soa.itmaccess.ejbs.ITMAccessBean.retrieveSituationDefns
(ITMAccessBean.java:335)
at com.ibm.management.soa.itmaccess.ejbs.EJSLocalStatelessITMAccess_7d61411d.
retrieveSituationDefns(Unknown Source)
at com.ibm.management.soa.dms.access.utils.SituationProcessor.
updateUnavailabilitySituationLongNames(SituationProcessor.java:815)
at com.ibm.management.soa.dms.access.utils.SituationProcessor.
processSituations(SituationProcessor.java:315)
at com.ibm.management.soa.mapper.scheduler.impl.SituationScheduler.
timerExpired(SituationScheduler.java:87)
at com.ibm.management.soa.mapper.asynchbeans.SDMSTimer.timerExpired
(SDMSTimer.java:131)
at com.ibm.ws.asynchbeans.timer.TimerImpl.callListenerMethod
(TimerImpl.java:291)
at com.ibm.ws.asynchbeans.timer.GenericTimer.run(GenericTimer.java:216)
at com.ibm.ws.asynchbeans.J2EEContext$RunProxy.run(J2EEContext.java:257)
at java.security.AccessController.doPrivileged(AccessController.java:219)
at javax.security.auth.Subject.doAs(Subject.java:495)
at com.ibm.websphere.security.auth.WSSubject.doAs(WSSubject.java:118)
at com.ibm.ws.asynchbeans.J2EEContext$DoAsProxy.run(J2EEContext.java:328)
at java.security.AccessController.doPrivileged(AccessController.java:246)
at com.ibm.ws.asynchbeans.J2EEContext.run(J2EEContext.java:1111)
at com.ibm.ws.asynchbeans.timer.TimerImpl.runListenerAsCJWork
(TimerImpl.java:418)
at com.ibm.ws.asynchbeans.am._Alarm.fireAlarm(_Alarm.java:332)
at com.ibm.ws.asynchbeans.am._Alarm.run(_Alarm.java:229)
at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)

```

## Resource bundle not present

The following error indicates that a resource bundle is not present. It is the result of shared code between the Tivoli Enterprise Portal client and server, and is expected in a server environment. This error can occur for ITCAM for SOA version 7.1.1 installed in IBM Tivoli Monitoring version 6.2 Fix Pack 1 or later.

```

Resource bundle: id = kfw, baseName = candle.fw.resources.KfwBundle,
actual locale used:
*****
ERROR: Resource bundle 'dockib' could not be loaded
resource id 'TSITDESC.TEXT' can not be resolved
*****
Resource bundle: id = kfw, baseName = candle.fw.resources.KfwBundle,
actual locale used:

```

## Table definition attribute cannot be resolved

The following error indicates that a table definition attribute could not be resolved. It is the result of shared code between the Tivoli Enterprise Portal client and server, and is expected in a server environment. This error can occur for ITCAM for SOA version 7.1.1 installed in IBM Tivoli Monitoring version 6.2 Fix Pack 1 or later

def doesn't contain the needed properties!

## The connection to the warehouse database is not working

The following exception occurs when the connection to the warehouse database is not working. This exception can occur for ITCAM for SOA version 7.1.1 installed in any supported version of IBM Tivoli Monitoring prior to version 6.2 Fix Pack 1.

```

        candle.fw.corba.CTQuery.TypeIdInvalid: IDL:candle.com/CTQuery/
TypeIdInvalid:1.0
        at candle.fw.corba.CTQuery.TypeIdInvalidHelper.read
(TypeIdInvalidHelper.java:60)
        at candle.fw.corba.CTQuery._ManagerStub.executeRequest
(_ManagerStub.java:362)
        at com.ibm.TEPS.CTQuery.CTQueryBrokerImpl.executeRequest
(CTQueryBrokerImpl.java:150)
        at com.ibm.TEPS.CTQuery.QueryModelManager.executeRequest
(QueryModelManager.java:351)
        at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:831)
        at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:806)
        at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:209)
        at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:150)
        at com.ibm.management.soa.dms.eval.holder.ITCAMSOAEvaluatorHolderImpl.
retrieveWarehouseData(ITCAMSOAEvaluatorHolderImpl.java:1110)

```

If you encounter this problem, verify that the warehouse database server is running and that it has a network connection to the computer where Tivoli Enterprise Portal Server is installed.

## ITCAM for SOA checking for IBM Tivoli Monitoring support

The following exceptions are a result of ITCAM for SOA determining whether or not the installed version of IBM Tivoli Monitoring supports the PBased interface on versions of IBM Tivoli Monitoring that do not have this support. These exceptions might be accompanied by more detailed error messages, and they might be repeated in the trace because they are detected by multiple components. These exceptions can occur for ITCAM for SOA version 7.1.1 installed in any supported version of IBM Tivoli Monitoring prior to version 6.2 Fix Pack 1.

### Exception 1:

```

com.ibm.management.soa.dms.exceptions.DMSConnectionException:
com.ibm.management.soa.dms.exceptions.DMSConnectionException KD4DM0011E A
connection to the internal Object Data Store interface ICdbApiBeanHome could not be
established.
: com.ibm.websphere.naming.CannotInstantiateObjectException: A
NameNotFoundException occurred on an indirect lookup on the name
java:comp/env/ejb/ICdbApiBeanHome. The name java:comp/env/ejb/ICdbApiBeanHome maps
to a JNDI name in deployment descriptor bindings for the application performing
the JNDI lookup. Make sure that the JNDI name mapping in the deployment descriptor
binding is correct. If the JNDI name mapping is correct, make sure the target
resource can be resolved with the specified name relative to the default initial
context.
[Root exception is javax.naming.NameNotFoundException:
Context: ITMCell/nodes/ITMNode/servers/ITMServer, name: ejb/com/ibm/cdb/api/
ICdbApiBeanHome: First component in name cdb/api/ICdbApiBeanHome not found.
[Root exception is org.omg.CosNaming.NamingContextPackage.NotFound: IDL:org.org
/CosNaming/NamingContext/NotFound:1.0]]
        at com.ibm.management.soa.dms.access.utils.CMDBHelper.locateCdbApiBean
(CMDBHelper.java:119)
        at com.ibm.management.soa.dms.access.utils.CMDBHelper.cdbExists
(CMDBHelper.java:373)
        at com.ibm.management.soa.dms.query.impl.SDMSUIAccessImpl.checkTCORE
(SDMSUIAccessImpl.java:1412)
        at com.ibm.management.soa.dms.ejb.access.AccessManagerBean.checkTCORE
(AccessManagerBean.java:1395)
        at com.ibm.management.soa.dms.ejb.access.EJSLocalStatelessAccessManager
_c8a58271.checkTCORE(Unknown Source)
        at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeAccessBean
Methods(SDMSFacadeBean.java:822)
        at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeQuery

```



```

(SDMSFacadeBean.java:250)
    at com.ibm.management.soa.dms.ejb.facade.EJSRemoteStatelessSDMSFacade_
7c3bc5ed.invokeQuery(Unknown Source)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:64)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:615)
    at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
    at java.security.AccessController.doPrivileged
(AccessController.java:242)
    at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders
(ProxyUtil.java:725)
    at com.ibm.CORBA.iiop.ClientDelegate.invoke
(ClientDelegate.java:1123)
    at $Proxy6.invokeQuery(Unknown Source)
    at com.ibm.management.soa.dms.ejb.facade._SDMSFacade_Stub.invokeQuery
(_SDMSFacade_Stub.java:266)
    at com.ibm.management.soa.dms.eval.ITCAMSOAEvaluatorImpl.processRequest
(ITCAMSOAEvaluatorImpl.java:184)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator$1.run
(CTQuerySimpleEvaluator.java:225)
    at java.security.AccessController.doPrivileged(AccessController.java:215)
    at javax.security.auth.Subject.doAs(Subject.java:495)
    at com.ibm.websphere.security.auth.WSSubject.doAs(WSSubject.java:118)
    at com.ibm.TEPS.EWAS.TEPEWASIdentityProvider.doAs
(TEPEWASIdentityProvider.java:48)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator.run
(CTQuerySimpleEvaluator.java:247)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator.executeRequest
(CTQuerySimpleEvaluator.java:341)
    at candle.fw.corba.CTQuery.EvaluatorPOA._invoke
(EvaluatorPOA.java:126)
    at com.ibm.CORBA.poa.POAServerDelegate.dispatchToServant
(POAServerDelegate.java:396)
    at com.ibm.CORBA.poa.POAServerDelegate.internalDispatch
(POAServerDelegate.java:331)
    at com.ibm.CORBA.poa.POAServerDelegate.dispatch
(POAServerDelegate.java:253)
    at com.ibm.rmi.iiop.ORB.process(ORB.java:503)
    at com.ibm.CORBA.iiop.ORB.process(ORB.java:1553)
    at com.ibm.rmi.iiop.Connection.respondTo(Connection.java:2680)
    at com.ibm.rmi.iiop.Connection.doWork(Connection.java:2554)
    at com.ibm.rmi.iiop.WorkUnitImpl.doWork(WorkUnitImpl.java:62)
    at com.ibm.ejs.oa.pool.PooledThread.run(ThreadPool.java:95)
    at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)

```

## Exception 2:

```

com.ibm.websphere.naming.CannotInstantiateObjectException: A
NameNotFoundException occurred on an indirect lookup on the name java:comp/
env/ejb/ICdbApiBeanHome. The name java:comp/env/ejb/ICdbApiBeanHome maps to
a JNDI name in deployment descriptor bindings for the application performing
the JNDI lookup. Make sure that the JNDI name mapping in the deployment
descriptor binding is correct. If the JNDI name mapping is correct, make sure
the target resource can be resolved with the specified name relative to the
default initial context. [Root exception is javax.naming.NameNotFoundException:
Context: ITMCell/nodes/ITMNode/servers/ITMServer, name: ejb/com/ibm/cdb/api/
ICdbApiBeanHome: First component in name cdb/api/ICdbApiBeanHome not found.
[Root exception is org.omg.CosNaming.NamingContextPackage.NotFound:
IDL:omg.org/CosNaming/NamingContext/NotFound:1.0]]
    at com.ibm.ws.naming.util.Helpers.processSerializedObjectForLookupExt
(Helpers.java:982)
    at com.ibm.ws.naming.urlbase.UrlContextHelper.processBoundObjectForLookup
(UrlContextHelper.java:191)
    at com.ibm.ws.naming.java.javaURLContextRoot.processBoundObjectForLookup

```

```

(javaURLContextRoot.java:406)
    at com.ibm.ws.naming.urlbase.UrlContextImpl.lookup
(UrlContextImpl.java:1280)
    at com.ibm.ws.naming.java.javaURLContextImpl.lookup
(javaURLContextImpl.java:384)
    at com.ibm.ws.naming.java.javaURLContextRoot.lookup
(javaURLContextRoot.java:204)
    at com.ibm.ws.naming.java.javaURLContextRoot.lookup
(javaURLContextRoot.java:144)
    at javax.naming.InitialContext.lookup(InitialContext.java:363)
    at com.ibm.management.soa.dms.access.utils.CMDBHelper.locateCdbApiBean
(CMDBHelper.java:105)
    at com.ibm.management.soa.dms.access.utils.CMDBHelper.cdbExists
(CMDBHelper.java:373)
    at com.ibm.management.soa.dms.query.impl.SDMSUIAccessImpl.
checkTCORE(SDMSUIAccessImpl.java:1412)
    at com.ibm.management.soa.dms.ejb.access.AccessManagerBean.
checkTCORE(AccessManagerBean.java:1395)
    at com.ibm.management.soa.dms.ejb.access.EJSLocalStateless
AccessManager_c8a58271.checkTCORE(Unknown Source)
    at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invoke
AccessBeanMethods(SDMSFacadeBean.java:822)
    at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeQuery
(SDMSFacadeBean.java:250)
    at com.ibm.management.soa.dms.ejb.facade.EJSRemoteStatelessSDMSFacade
_7c3bc5ed.invokeQuery(Unknown Source)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:64)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:615)
    at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
    at java.security.AccessController.doPrivileged
(AccessController.java:242)
    at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders
(ProxyUtil.java:725)
    at com.ibm.CORBA.iiop.ClientDelegate.invoke
(ClientDelegate.java:1123)
    at $Proxy6.invokeQuery(Unknown Source)
    at com.ibm.management.soa.dms.ejb.facade._SDMSFacade_Stub.invokeQuery
(_SDMSFacade_Stub.java:266)
    at com.ibm.management.soa.dms.eval.ITCAMSOAEvaluatorImpl.processRequest
(ITCAMSOAEvaluatorImpl.java:184)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator$1.run
(CTQuerySimpleEvaluator.java:225)
    at java.security.AccessController.doPrivileged
(AccessController.java:215)
    at javax.security.auth.Subject.doAs(Subject.java:495)
    at com.ibm.websphere.security.auth.WSSubject.doAs
(WSSubject.java:118)
    at com.ibm.TEPS.EWAS.TEPEWASIdentityProvider.doAs
(TEPEWASIdentityProvider.java:48)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator.run
(CTQuerySimpleEvaluator.java:247)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator.executeRequest
(CTQuerySimpleEvaluator.java:341)
    at candle.fw.corba.CTQuery.EvaluatorPOA._invoke
(EvaluatorPOA.java:126)
    at com.ibm.CORBA.poa.POAServerDelegate.dispatchToServant
(POAServerDelegate.java:396)
    at com.ibm.CORBA.poa.POAServerDelegate.internalDispatch
(POAServerDelegate.java:331)
    at com.ibm.CORBA.poa.POAServerDelegate.dispatch
(POAServerDelegate.java:253)
    at com.ibm.rmi.iiop.ORB.process(ORB.java:503)
    at com.ibm.CORBA.iiop.ORB.process(ORB.java:1553)

```

```

at com.ibm.rmi.iiop.Connection.respondTo(Connection.java:2680)
at com.ibm.rmi.iiop.Connection.doWork(Connection.java:2554)
at com.ibm.rmi.iiop.WorkUnitImpl.doWork(WorkUnitImpl.java:62)
at com.ibm.ejs.oa.pool.PooledThread.run(ThreadPool.java:95)
at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)

```

### Exception 3:

```

javax.naming.NameNotFoundException: Context: ITMCell/nodes/ITMNode/
servers/ITMServer, name: ejb/com/ibm/cdb/api/ICdbApiBeanHome: First component
in name cdb/api/ICdbApiBeanHome not found. [Root exception is org.omg.
CosNaming.NamingContextPackage.NotFound: IDL:org/CosNaming/NamingContext
/NotFound:1.0]
at com.ibm.ws.naming.jndicos.CNContextImpl.processNotFoundException
(CNContextImpl.java:4730)
at com.ibm.ws.naming.jndicos.CNContextImpl.doLookup
(CNContextImpl.java:1907)
at com.ibm.ws.naming.jndicos.CNContextImpl.doLookup
(CNContextImpl.java:1862)
at com.ibm.ws.naming.jndicos.CNContextImpl.lookupExt
(CNContextImpl.java:1552)
at com.ibm.ws.naming.util.IndirectJndiLookupObjectFactory$1.run
(IndirectJndiLookupObjectFactory.java:372)
at com.ibm.ws.security.util.AccessController.doPrivileged
(AccessController.java:118)
at com.ibm.ws.naming.util.IndirectJndiLookupObjectFactory.getObject
InstanceExt(IndirectJndiLookupObjectFactory.java:221)
at com.ibm.ws.naming.util.Helpers.processSerializedObjectForLookupExt
(Helpers.java:893)
at com.ibm.ws.naming.urlbase.UrlContextHelper.processBoundObjectFor
Lookup(UrlContextHelper.java:191)
at com.ibm.ws.naming.java.javaURLContextRoot.processBoundObjectFor
Lookup(javaURLContextRoot.java:406)
at com.ibm.ws.naming.urlbase.UrlContextImpl.lookup
(UrlContextImpl.java:1280)
at com.ibm.ws.naming.java.javaURLContextImpl.lookup
(javaURLContextImpl.java:384)
at com.ibm.ws.naming.java.javaURLContextRoot.lookup
(javaURLContextRoot.java:204)
at com.ibm.ws.naming.java.javaURLContextRoot.lookup
(javaURLContextRoot.java:144)
at javax.naming.InitialContext.lookup(InitialContext.java:363)
at com.ibm.management.soa.dms.access.utils.CMDBHelper.locateCdbApiBean
(CMDBHelper.java:105)
at com.ibm.management.soa.dms.access.utils.CMDBHelper.cdbExists
(CMDBHelper.java:373)
at com.ibm.management.soa.dms.query.impl.SDMSUIAccessImpl.checkTCORE
(SDMSUIAccessImpl.java:1412)
at com.ibm.management.soa.dms.ejb.access.AccessManagerBean.checkTCORE
(AccessManagerBean.java:1395)
at com.ibm.management.soa.dms.ejb.access.EJSLocalStatelessAccessManager
_c8a58271.checkTCORE(Unknown Source)
at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeAccessBean
Methods(SDMSFacadeBean.java:822)
at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeQuery
(SDMSFacadeBean.java:250)
at com.ibm.management.soa.dms.ejb.facade.EJSRemoteStatelessSDMSFacade
_7c3bc5ed.invokeQuery(Unknown Source)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:64)
at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:615)
at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
at java.security.AccessController.doPrivileged(AccessController.java:242)
at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders

```

```

(proxyUtil.java:725)
    at com.ibm.CORBA.iiop.ClientDelegate.invoke(ClientDelegate.java:1123)
    at $Proxy6.invokeQuery(Unknown Source)
    at com.ibm.management.soa.dms.ejb.facade._SDMSFacade_Stub.invokeQuery
(_SDMSFacade_Stub.java:266)
    at com.ibm.management.soa.dms.eval.ITCAMSOAEvaluatorImpl.processRequest
(ITCAMSOAEvaluatorImpl.java:184)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator$1.run
(CTQuerySimpleEvaluator.java:225)
    at java.security.AccessController.doPrivileged
(AccessController.java:215)
    at javax.security.auth.Subject.doAs(Subject.java:495)
    at com.ibm.websphere.security.auth.WSSubject.doAs
(WSSubject.java:118)
    at com.ibm.TEPS.EWAS.TEPEWASIdentityProvider.doAs
(TEPEWASIdentityProvider.java:48)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator.run
(CTQuerySimpleEvaluator.java:247)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator.executeRequest
(CTQuerySimpleEvaluator.java:341)
    at candle.fw.corba.CTQuery.EvaluatorPOA._invoke(EvaluatorPOA.java:126)
    at com.ibm.CORBA.poa.POAServerDelegate.dispatchToServant
(POAServerDelegate.java:396)
    at com.ibm.CORBA.poa.POAServerDelegate.internalDispatch
(POAServerDelegate.java:331)
    at com.ibm.CORBA.poa.POAServerDelegate.dispatch
(POAServerDelegate.java:253)
    at com.ibm.rmi.iiop.ORB.process(ORB.java:503)
    at com.ibm.CORBA.iiop.ORB.process(ORB.java:1553)
    at com.ibm.rmi.iiop.Connection.respondTo(Connection.java:2680)
    at com.ibm.rmi.iiop.Connection.doWork(Connection.java:2554)
    at com.ibm.rmi.iiop.WorkUnitImpl.doWork(WorkUnitImpl.java:62)
    at com.ibm.ejs.oa.pool.PooledThread.run(ThreadPool.java:95)
    at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)

```

#### Exception 4:

```

org.omg.CosNaming.NamingContextPackage.NotFound: IDL:omg.org/CosNaming
/NamingContext/NotFound:1.0
    at com.ibm.ws.naming.ipcos.WsnOptimizedNamingImpl.handleNameNotFound
(WsnOptimizedNamingImpl.java:2252)
    at com.ibm.ws.naming.ipcos.WsnOptimizedNamingImpl.getNextWsnOptimized
NamingContext(WsnOptimizedNamingImpl.java:1448)
    at com.ibm.ws.naming.cosbase.WsnOptimizedNamingImplBase.getTargetContext
(WsnOptimizedNamingImplBase.java:4396)
    at com.ibm.ws.naming.cosbase.WsnOptimizedNamingImplBase$LeafOperation
Data.<init>(WsnOptimizedNamingImplBase.java:5012)
    at com.ibm.ws.naming.cosbase.WsnOptimizedNamingImplBase.resolve_complete
_info(WsnOptimizedNamingImplBase.java:2207)
    at com.ibm.WsnOptimizedNaming._NamingContextStub.resolve_complete_info
(_NamingContextStub.java:536)
    at com.ibm.ws.naming.jndicos.CNContextImpl.cosResolve
(CNContextImpl.java:4351)
    at com.ibm.ws.naming.jndicos.CNContextImpl.doLookup
(CNContextImpl.java:1901)
    at com.ibm.ws.naming.jndicos.CNContextImpl.doLookup(CNContextImpl.java:1862)
    at com.ibm.ws.naming.jndicos.CNContextImpl.lookupExt(CNContextImpl.java:1552)
    at com.ibm.ws.naming.util.IndirectJndiLookupObjectFactory$1.run
(IndirectJndiLookupObjectFactory.java:372)
    at com.ibm.ws.security.util.AccessController.doPrivileged
(AccessController.java:118)
    at com.ibm.ws.naming.util.IndirectJndiLookupObjectFactory.getObject
InstanceExt(IndirectJndiLookupObjectFactory.java:221)
    at com.ibm.ws.naming.util.Helpers.processSerializedObjectForLookupExt
(Helpers.java:893)
    at com.ibm.ws.naming.urlbase.UrlContextHelper.processBoundObjectForLookup
(UrlContextHelper.java:191)

```

```

        at com.ibm.ws.naming.java.javaURLContextRoot.processBoundObjectForLookup
(javaURLContextRoot.java:406)
        at com.ibm.ws.naming.urlbase.UrlContextImpl.lookup(UrlContextImpl.java:1280)
        at com.ibm.ws.naming.java.javaURLContextImpl.lookup
(javaURLContextImpl.java:384)
        at com.ibm.ws.naming.java.javaURLContextRoot.lookup
(javaURLContextRoot.java:204)
        at com.ibm.ws.naming.java.javaURLContextRoot.lookup
(javaURLContextRoot.java:144)
        at javax.naming.InitialContext.lookup(InitialContext.java:363)
        at com.ibm.management.soa.dms.access.utils.CMDBHelper.locateCdbApiBean
(CMDBHelper.java:105)
        at com.ibm.management.soa.dms.access.utils.CMDBHelper.cdbExists
(CMDBHelper.java:373)
        at com.ibm.management.soa.dms.query.impl.SDMSUIAccessImpl.checkTCORE
(SDMSUIAccessImpl.java:1412)
        at com.ibm.management.soa.dms.ejb.access.AccessManagerBean.checkTCORE
(AccessManagerBean.java:1395)
        at com.ibm.management.soa.dms.ejb.access.EJSLocalStatelessAccessManager
_c8a58271.checkTCORE(Unknown Source)
        at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeAccess
BeanMethods(SDMSFacadeBean.java:822)
        at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeQuery
(SDMSFacadeBean.java:250)
        at com.ibm.management.soa.dms.ejb.facade.EJSRemoteStatelessSDMSFacade
_7c3bc5ed.invokeQuery(Unknown Source)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
        at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:64)
        at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
        at java.lang.reflect.Method.invoke(Method.java:615)
        at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
        at java.security.AccessController.doPrivileged(AccessController.java:242)
        at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders(ProxyUtil.java:725)
        at com.ibm.CORBA.iiop.ClientDelegate.invoke(ClientDelegate.java:1123)
        at $Proxy6.invokeQuery(Unknown Source)
        at com.ibm.management.soa.dms.ejb.facade._SDMSFacade_Stub.invokeQuery
(_SDMSFacade_Stub.java:266)
        at com.ibm.management.soa.dms.eval.ITCAMSOAEvaluatorImpl.processRequest
(ITCAMSOAEvaluatorImpl.java:184)
        at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator$1.run
(CTQuerySimpleEvaluator.java:225)
        at java.security.AccessController.doPrivileged
(AccessController.java:215)
        at javax.security.auth.Subject.doAs(Subject.java:495)
        at com.ibm.websphere.security.auth.WSSubject.doAs
(WSSubject.java:118)
        at com.ibm.TEPS.EWAS.TEPEWASIdentityProvider.doAs
(TEPEWASIdentityProvider.java:48)
        at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator.run
(CTQuerySimpleEvaluator.java:247)
        at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator.executeRequest
(CTQuerySimpleEvaluator.java:341)
        at candle.fw.corba.CTQuery.EvaluatorPOA._invoke
(EvaluatorPOA.java:126)
        at com.ibm.CORBA.poa.POAServerDelegate.dispatchToServant
(POAServerDelegate.java:396)
        at com.ibm.CORBA.poa.POAServerDelegate.internalDispatch
(POAServerDelegate.java:331)
        at com.ibm.CORBA.poa.POAServerDelegate.dispatch
(POAServerDelegate.java:253)
        at com.ibm.rmi.iiop.ORB.process(ORB.java:503)
        at com.ibm.CORBA.iiop.ORB.process(ORB.java:1553)
        at com.ibm.rmi.iiop.Connection.respondTo(Connection.java:2680)
        at com.ibm.rmi.iiop.Connection.doWork(Connection.java:2554)

```

```

at com.ibm.rmi.iiop.WorkUnitImpl.doWork(WorkUnitImpl.java:62)
at com.ibm.ejs.oa.pool.PooledThread.run(ThreadPool.java:95)
at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)

```

## Checking IBM Tivoli Monitoring support for long situation names

The following error and exception is the result of ITCAM for SOA determining whether or not the installed version of IBM Tivoli Monitoring supports long situation names on versions of IBM Tivoli Monitoring that do not have this support. This can occur for ITCAM for SOA version 7.1.1 installed in any supported version of IBM Tivoli Monitoring prior to version 6.2.1.

```

KFWITM220E Request failed during execution.
at com.ibm.TEPS.CTQuery.QueryModelManager.getResult
(QueryModelManager.java:691)
at com.ibm.TEPS.CTQuery.QueryModelManager.executeRequest
(QueryModelManager.java:366)
at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:831)
at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:806)
at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:206)
at com.ibm.management.soa.dms.eval.holder.ITMInfo.init
(ITMInfo.java:104)
at com.ibm.management.soa.dms.eval.holder.ITMInfo.initIfNeeded
(ITMInfo.java:122)
at com.ibm.management.soa.dms.eval.holder.ITMInfo.isLongSituation
NameSupport(ITMInfo.java:129)
at com.ibm.management.soa.dms.eval.holder.ITCAMSOAEvaluatorHolder
Impl.retrieveSituationData(ITCAMSOAEvaluatorHolderImpl.java:604)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:64)
at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:615)
at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
at java.security.AccessController.doPrivileged
(AccessController.java:242)
at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders
(ProxyUtil.java:725)
at com.ibm.CORBA.iiop.ClientDelegate.invoke(ClientDelegate.java:1123)
at $Proxy11.retrieveSituationData(Unknown Source)
at com.ibm.management.soa.dms.eval.holder._ITCAMSOAEvaluatorHolder_Stub
.retrieveSituationData(_ITCAMSOAEvaluatorHolder_Stub.java:359)
at com.ibm.management.soa.itmaccess.ejbs.ITMAccessBean.retrieve
SituationData(ITMAccessBean.java:364)
at com.ibm.management.soa.itmaccess.ejbs.EJSLocalStateless
ITMAccess_7d61411d.retrieveSituationData(Unknown Source)
at com.ibm.management.soa.mapper.scheduler.impl.SituationScheduler.
timerExpired(SituationScheduler.java:81)
at com.ibm.management.soa.mapper.asynchbeans.SDMSTimer.timerExpired
(SDMSTimer.java:131)
at com.ibm.ws.asynchbeans.timer.TimerImpl.callListenerMethod
(TimerImpl.java:291)
at com.ibm.ws.asynchbeans.timer.GenericTimer.run(GenericTimer.java:216)
at com.ibm.ws.asynchbeans.J2EEContext$RunProxy.run(J2EEContext.java:255)
at java.security.AccessController.doPrivileged(AccessController.java:215)
at javax.security.auth.Subject.doAs(Subject.java:495)
at com.ibm.websphere.security.auth.WSSubject.doAs(WSSubject.java:118)
at com.ibm.ws.asynchbeans.J2EEContext$DoAsProxy.run(J2EEContext.java:326)
at java.security.AccessController.doPrivileged(AccessController.java:242)
at com.ibm.ws.asynchbeans.J2EEContext.run(J2EEContext.java:1109)
at com.ibm.ws.asynchbeans.timer.TimerImpl.runListenerAsCJWork
(TimerImpl.java:418)
at com.ibm.ws.asynchbeans.am._Alarm.fireAlarm(_Alarm.java:332)
at com.ibm.ws.asynchbeans.am._Alarm.run(_Alarm.java:229)
at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)

```

---

## Accessing online help

This section includes information about problems that you might encounter while accessing the online help files from the Tivoli Enterprise Portal.

### IBM Eclipse Help System link fails

If you open the Tivoli Enterprise Portal help system (from the menu bar, click **Help** -> **Contents and Index**) and view the integrated help information for IBM Tivoli Composite Application Manager for SOA, in order to search the help files for specific information, click **Searching Agent Help**. This directs you to open the IBM Eclipse Help System to access the searchable version of the monitoring agent help files.

If you attempt to open the IBM Eclipse Help System and encounter an error, check the Manage Tivoli Enterprise Monitoring Services utility and verify that the Eclipse Help Server is started. If not, start the server and open the IBM Eclipse Help System again.

---

## The IBM WebSphere Application Server environment

This section includes information about problems that you might encounter while using the data collector in the IBM WebSphere Application Server application server runtime environment.

### Multiple WebSphere servers on the same system

This release of IBM Tivoli Composite Application Manager for SOA supports configuring the data collector for multiple instances of IBM WebSphere Application Server that have the same server name. However, be aware that configuration settings applied to one application server are also applied to other application servers of the same name.

### Services Inventory\_610 attributes port number = 0

Usually the Port Number column in the Services Inventory\_610 attributes contains the number of the port, 0-65535, on which the application server runtime environment that is being monitored is listening. However, if your IBM WebSphere Application Server environment is configured with security, or you have other monitored application servers configured for security to enable protection of the JMX server, the data collector is unable to obtain the port number. In this case, the Port Number field is set to a value of 0.

When you turn on WebSphere security for the first time, you should expect ITCAM for SOA to treat this major configuration change as a new server instance. New instance nodes are displayed in Tivoli Enterprise Portal, and the old nodes become inactive. You can clear the inactive nodes from Tivoli Enterprise Portal workspaces and the topology views. Avoid turning on and off the WebSphere global security switch during routine production operation of your application server.

### Application server cluster name blank

When WebSphere security is enabled for a WebSphere clustered runtime environment, the WebSphere Application Server monitoring agent is not able to discover the application server cluster name. In the Services Inventory\_610 attributes of the Performance Summary workspace, in addition to seeing a value of

0 for the Port Number, the Application Server Cluster Name will be blank in the rows for WebSphere Application Servers that are deployed to a clustered runtime environment with security enabled.

Because the ITCAM for SOA Discovery Library Adapter uses the data in the Services Inventory\_610 attributes, it is unable to discover the cluster name. Avoid turning on and off the WebSphere global security switch during routine production operation of your application server.

## Unable to monitor JAX-WS Web services application by client ID

If you are attempting to monitor a JAX-WS Web services application by client ID in a WebSphere Application Server environment, before you can collect client ID information, ensure that a Caller definition has been created in the Policy Set binding for the service provider. If the Caller definition has not been created, you can create it by doing the following steps using the WebSphere Application Server administrator console:

1. Select **Services** → **Service Providers** → *<service name>*.
2. Click the link for the service.
3. Click **WS-Security** → **Caller**
4. Click **New**.
5. Type a name, for example, *myCaller*.
6. Type in the following string as the Caller identity local name:  
`http://docs.oasis-open.org/wss/2004/01  
/oasis-200401-wss-username-token-profile-1.0#UsernameToken`
7. Click **OK**.
8. Click **Save** to save the server bindings.
9. Restart the application.

## Unexpected operation names

When the monitoring agent is enabled for a WebSphere Application Server that is hosting services deployed over the WebSphere Service Integration Bus, the data collected by the monitoring agent provides insight into the flow of service messages over the Service Integration Bus. This is accomplished by modeling the entry and exit points of the Service Integration Bus as services with the names *ServiceBusInbound* and *ServiceBusOutbound*.

The operation name associated with these services is always *forwardMessage* to reflect the fact that they are not actually servicing requests, but are simply forwarding the request and response messages between service clients and the target service implementations.

With this additional function, you can more easily understand which services interact with the Service Integration Bus, and view the performance of service messages that flow through the bus.

## JAX-RPC handler support

The Web services data collector for this monitoring agent supports both J2EE application client and servlet container environments because JAX-RPC handlers are only supported in these environments. It is possible to write Web service client programs that adhere to the conventions described in Java Specification Request 101 (JSR 101) and to run them inside a J2EE container or in a standard Java virtual machine (non J2EE container). Because of the way that these Java



Specification Requests are implemented in the WebSphere environment, the JAX-RPC handler might not be invoked by these client applications. To ensure proper operation of the JAX-RPC handler, verify that your client applications are written according to the conventions described in Chapter 4 of Java Specification Request 109 (JSR 109), *Java Web Services for J2EE*. For additional information, refer to the specification found at the following Web location:

<http://www.jcp.org/aboutJava/communityprocess/final/jsr109/>

---

## Unable to retrieve fault ID or fault message from JAX-WS applications

Because of a known limitation, the ITCAM for SOA data collector cannot observe fault IDs or fault messages from JAX-WS applications running in a WebSphere Application Server environment. If a JAX-WS application in this environment throws a fault or receives a fault message, *Server.Unknown* is displayed in the Tivoli Enterprise Portal instead of the original fault code, and an empty string is displayed instead of the original fault string.

---

## The SAP NetWeaver environment

This section includes information about problems that you might encounter while using the data collector in the SAP NetWeaver application server runtime environment.

### SAP applications disabled after changing the application directory

In the SAP NetWeaver environment, the Deploy Service feature of the Visual Administrator tool provides a way to change the default directory path within the file system where each deployed application is stored. For example, you might choose to change from the default directory path of *./apps* to *./apps66*.

After changing the application directory path, the SAP application server must be restarted. After restarting the server, the new directory path (for example, *./apps66*) is created, and all applications in the previous *./apps* directory path are now deployed to *./apps66*. The Web services applications that were already enabled for monitoring in the previous *./apps* directory are now **disabled** for monitoring in the new directory. So you must enable these applications again in the new directory path using the *KD4configDC* command.

### Fault code and string displayed as *unknown* in the Services Inventory attributes table

In the Services Inventory attributes table of the Tivoli Enterprise Portal, you might see the information for SAP NetWeaver displayed with the fault code and faults string fields shown as *unknown*. Due to a known limitation with the data collector in the SAP NetWeaver environment, this information is not available.

---

## The WebSphere CE environment

This section includes information about problems that you might encounter while using the data collector in the WebSphere CE application server runtime environment.

### Multiple WebSphere CE server instances using the same port

If you run multiple instances of the WebSphere CE server at the same time but do not specify a unique port for each server, you might experience problems when

attempting to enable or disable applications. The KD4configDC command fails with return code *184*, indicating a problem connecting to the JMX.

WebSphere CE version 1.0.1 does not support multiple servers using the same configuration port number.

To resolve this problem, stop all WebSphere CE server instances and then start only one server to enable or disable your applications.

## Service name displayed as *unknown* in Tivoli Enterprise Portal

In the Tivoli Enterprise Portal, you might see the service name for WebSphere CE data displayed as *unknown*. If so, examine the WSDL file for the Web services application, located in a directory similar to `<WASCE_HOME>/config-store/<app_ID>/<app_type>/WEB-INF`.

You might see the WSDL file port information defined similar to the following example:

```
<port><soap:address location="REPLACE_WITH_ACTUAL_URL" /></port>
```

You must manually replace the string `REPLACE_WITH_ACTUAL_URL` with the real URL for the location, and then restart the application.

---

## The WebSphere Message Broker environment

### Unexpected data displayed, fault code BIP4669E

When a Message Broker JMSInput node does not have a backout destination queue configured, the ITCAM for SOA data collector for the Message Broker environment reports a fault for the JMSInput node every time the broker starts. The fault code is *BIP4669E*.

Configure a valid backout destination queue for the JMSInput node. See the *IBM Tivoli Composite Application Manager for SOA Installation Guide* for details on configuring the JMSInput node for the WebSphere Message Broker environment.

---

## Working with managed SCA mediation primitives

This section describes problems that you might encounter while working with managed SCA mediation primitives. See *IBM Tivoli Composite Application Manager for SOA Tools* for more information about managed SCA mediation primitives.

### The managed mediation primitives do not provide dynamic context help

The use of dynamic context help on managed mediation primitive definitions provided with ITCAM for SOA is not implemented. See the *ITCAM for SOA Tools Guide* for more information on the defined managed mediation primitives.

### The managed SCA mediation primitives are deployed with a nonzero return code

When you deploy the managed SCA mediation primitives, you might receive a message that indicates the deployment was successful, but the return code is something other than zero.

If this occurs, examine the KD4configMediationDeploy.log file that was created by the deploy script for any errors. Correct any errors and run the script again.

---

## Working with warehouse data

This section describes problems that you might encounter while configuring for historical data collection or retrieving data from a warehouse database.

### No summarized data in the warehouse database

You might encounter a problem in which summarized warehouse data is not displayed for the following tables:

- Services\_Inventory\_610
- Services\_Inventory\_ReqID\_610
- Rel\_Resp\_Metrics
- Rel\_Req\_Metrics
- Service\_Flow\_Metrics

When this problem occurs, check the log files for the IBM Tivoli Monitoring Summarization and Pruning agent. The log files for the agent are named `<hostname>_sy_<timestamp>.log` and are located in the `<ITM_Home>/logs` directory of the machine where the agent is installed.

In the log files, look for a message similar to the following example:

```
com.ibm.db2.jcc.c.SqlException: DB2 SQL error: SQLCODE:
-612, SQLSTATE: 42711, SQLERRMC: SUM_Msg_Count
  at com.ibm.db2.jcc.c.ig.d(ig.java:1401)
  at com.ibm.db2.jcc.a.kb.l(kb.java:367)
  at com.ibm.db2.jcc.a.kb.a(kb.java:64)
  at com.ibm.db2.jcc.a.w.a(w.java:48)
  at com.ibm.db2.jcc.a.ec.b(ec.java:302)
  at com.ibm.db2.jcc.c.jg.db(jg.java:1748)
  at com.ibm.db2.jcc.c.jg.d(jg.java:2351)
  at com.ibm.db2.jcc.c.jg.Y(jg.java:544)
  at com.ibm.db2.jcc.c.jg.executeUpdate(jg.java:527)
  at com.tivoli.twh.ksy.db.WHPreparedStatement.executeUpdate
(WHPreparedStatement.java:1001)
  at com.tivoli.twh.ksy.agg.AggregateTable.createInDatabase(AggregateTable.java:797)
  at com.tivoli.twh.ksy.agg.RawTable.setupAggregationTables(RawTable.java:2251)
  at com.tivoli.twh.ksy.agg.RawTable.createAggregatesAndPrune(RawTable.java:3313)
  at com.tivoli.twh.ksy.agg.Worker.run(Worker.java:122)
```

If you see a message similar to this example, upgrade IBM Tivoli Monitoring and your Summarization and Pruning agent to either IBM Tivoli Monitoring version 6.2 Fix Pack 2 (or later fixpack) or IBM Tivoli Monitoring version 6.2.1 Interim Fix 1 (or a later interim fix).

---

## Logging Web services information

After the monitoring agent is installed on one or more application servers in your Web services environment, when you drive Web services requests and responses through your environment, the data collector writes certain information about these transactions into the log file. This section addresses some problems that you might experience as you log information about your Web services.

## Class definition not found when the monitoring agent is invoked

If you encounter a *NoClassDefFound* error when invoking transactions against a monitored Web services application, it is possible that not all of the data collector .jar files are present in the classpath of your server. Check your monitoring agent data collector installation to verify that .jar files are included in your classpath.

## No information is written to the log when expected

You might experience a problem if the monitoring agent is installed and the data collector enabled but no information is written to the log files, or the log files are not located where you expect to find them.

Metric log files are created in the `<ITCAM4SOA_Home>\TMAITM6\KD4\logs` directory or the `<ITCAM4SOA_Home>\KD4\logs\KD4.DCA.CACHE` directory (for information on these directory paths, see “Resolving directory path variables” on page xii).

This might be caused by any of the following reasons:

- The .jar files might not have been located in a directory where the application server expects to find them. Check the appropriate chapter in the *Installation Guide* for your data collector to verify that .jar files are in the proper locations.
- The application server might not have been restarted after the data collector was enabled. The application server might not recognize the JAR files that were added to the environment until the application server has been restarted.
- The Web service might not be invoked. The data collector does not log any information if the application server is idle. Verify that Web services are being invoked so that Web service requests and responses are intercepted by the data collector.
- The installation of the monitoring agent failed to create the `KD4BaseDirConfig.properties` file. Navigate to the `%SYSTEMROOT%\System32\Drivers\etc\` directory (where `%SYSTEMROOT%` is the system root directory, such as `C:\Windows`) and verify that the `KD4BaseDirConfig.properties` file is created. If this file is not already created, no metric log files are created when Web services traffic is generated. To resolve this problem, create a `KD4BaseDirConfig.properties` file using your preferred text editor, and add one line to the file:

```
INSTALLDIR=<install_dir>
```

The `<install_dir>` variable represents the directory path where the \KD4 log file directory is located, but with the separator character between directory levels written as `\\` instead of `\.`. For example, if IBM Tivoli Monitoring is installed using the default installation directory `C:\IBM\ITM\maitm6`, the location of the \KD4 directory is `C:\IBM\ITM\maitm6`, and is specified in this properties file as:

```
INSTALLDIR=C:\\IBM\\ITM\\TMAITM6\\
```

After creating this file, save it and generate additional Web services traffic, then check to see if metric log files are created in the `\KD4\logs` folder.

- The Web service might not conform to Java Specification Request (JSR) 109. For more information, refer to the *client programming model* described in JSR 109, found at the following Web site:

<http://www.jcp.org/aboutJava/communityprocess/final/jsr109/>

**Checking the Windows Event log:** Check the Windows Event log for error messages if no operations log is created. Severe errors that prevent the creation of the operations log or trace files are logged to the Windows Event log. The event source is `KD4.KD4agent`, the Event ID is `0`, and the severity is at the *Warning* level.

**Check write authority to the .NET agent log directory:** To log data successfully, the user ID under which the .NET Framework runs must have write access to the log directory for the monitoring agent. For example, if the agent is configured to log to **C:\IBM\ITM\TMAITM6\kd4\logs**, the .NET Framework user must have write access to that directory. The default user IDs are:

- For Windows XP and Windows 2000 operating systems: ASPNET
- For Windows 2003 operating system: NETWORK SERVICE

Use the Windows Task Manager to determine which user ID the .NET Framework is using. For Windows XP and Windows 2000 operating systems, find the user name for the `aspnet_wp.exe` process. For the Windows 2003 operating system, find the user name for the `w3wp.exe` process.

## Logging occurs when it is not expected

You might experience a problem if the monitoring agent unexpectedly writes information to the log files, for example, after you uninstall the product and remove the JAR files from your Web services environment. This might be caused by any of the following reasons:

- The application server might not have been stopped and restarted after the JAR files were removed. After you remove the JAR files, be sure to stop and restart the application server. The monitoring agent remains active in the application server memory until the application server is restarted.
- The JAR files for the monitoring agent might not have been completely removed from all locations where they might reside. It is possible that the monitoring agent JAR files might be copied to multiple locations on the *classpath* for the Web server as defined by the **ws.ext.dirs** variable. Unless all copies are removed, the monitoring agent continues to be loaded each time that the application server is started. When you remove the monitoring agent JAR files from each application server, you might need to perform an exhaustive search for the `kd4dcagent.jar` file and remove it if you find it.

---

## Tracing the Tivoli Enterprise Portal

When you encounter an error with Tivoli Enterprise Portal that requires contacting IBM Software Support, you might be asked to submit a copy of the error log. The error log is part of the trace diagnostic tool in Tivoli Enterprise Portal. By default, this error log captured errors, but you can set other parameters for collecting specific details.

From the **File** menu on Tivoli Enterprise Portal, you can set trace options on the Tivoli Enterprise Portal client to capture trace data at either ALL, ERROR, or the NONE level. **ALL** provides data for all classes. This setting should be used only temporarily, as it generates large amounts of data. **ERROR** logs internal error conditions. This setting provides the minimum level of tracing, with little resource overhead, and ensures that program failures are caught and detailed. **NONE** turns off the error log so no data is collected.

The trace options for the Tivoli Enterprise Portal Server, Tivoli Enterprise Monitoring Server, and monitoring agents can also be set through Manage Tivoli Enterprise Monitoring Services console. Refer to the IBM Tivoli Monitoring documentation for more information on setting trace options for these components.

In the Warehouse Proxy, you can set error tracing **on** to capture additional error messages that can be helpful in detecting problems. Refer to the IBM Tivoli Monitoring documentation for more information.

---

## Tivoli Common Reports

This section describes problems that you might encounter while creating ITCAM for SOA Reports using Tivoli Common Reporting.

### Recovering from a failed installation of Tivoli Common Reporting

If you encounter a problem while installing Tivoli Common Reporting, you might need to uninstall the product and start the installation again. Be aware that when you uninstall Tivoli Common Reporting, you must remove a file named *.com.zerog.registry.xml* that is located in a *hidden* directory. For example, if you install into the default Windows directory (**C:\Program Files\IBM\tcr**), the *.com.zerog.registry.xml* file is located in the hidden directory **C:\Program Files\Zero G Registry\**. Even if you delete all of the installed files under **C:\Program Files\IBM\tcr**, the hidden file is detected when you attempt the installation again, and you receive a message saying that the product is already installed.

Remove this hidden directory **C:\Program Files\Zero G Registry\** (you might need to search for the file if you have installed to a different directory) and then start the installation program again.

### Viewing charts in Microsoft Excel

If you select a report that includes a bar chart and data formats in the output, and you select **View as -> Microsoft Excel** to display the report output in a Microsoft Excel spreadsheet, the output will include only the data portion of the report. This is due to a known problem in this release.

In some cases the name of the exported report file might be truncated. You can rename the file to a preferred name.

---

## Troubleshooting discovery library adapter and bulk load problems

Problems related to running the three discovery library adapters and the accompanying bulk load program are discussed in the *IBM Tivoli Composite Application Manager for SOA Discovery Library Adapters* guide.

---

## Appendix A. Messages for IBM Tivoli Composite Application Manager for SOA

IBM Tivoli Monitoring products routinely issue standard messages that are displayed on the screen. Messages for many of the IBM Tivoli Monitoring products are included in the publication library for IBM Tivoli Monitoring, displayed in alphanumeric order by message number. The message number begins with a prefix that identifies the product or component.

For some IBM products that install into IBM Tivoli Monitoring, including IBM Tivoli Composite Application Manager for SOA, product messages are documented separately in the product user's guide. This appendix documents the product messages that might be displayed while you are using this product.

Additional messages for the Discovery Library Adapters provided with this version of the product are documented in the *IBM Tivoli Composite Application Manager for SOA Discovery Library Adapters* guide.

---

### Messages

---

**KD4CF0001E Connecting to the WebSphere CE JMX service was not successful. Verify that the user name: *user\_name* and password are correct.**

**Explanation:** To enable or disable data collector on WebSphere CE Application Server, you must provide a valid WebSphere CE administrator user name and password to connect to the JMX service.

**Operator response:** Ask your system administrator to provide a valid user name and password.

---

**KD4CF0002E Cannot connect to the WebSphere CE JMX service.**

**Explanation:** The attempt to connect to the WebSphere CE JMX service was not successful. Possible causes include:

- The WebSphere CE application server is not active.
- The JMX service is not configured correctly.

**Administrator Response:** Verify that the WebSphere CE application server is active and operational, and that the JMX service is configured correctly.

---

**KD4CF0003E Cannot find any installed Web Services applications to enable for the data collector.**

**Explanation:** No Web Services applications have been found to enable for data collection. It is possible that no Web services have been installed, or an unexpected error has occurred.

**Operator response:** Verify that Web services applications are installed. If the error continues after

Web Services applications are installed, contact IBM Software Support.

---

**KD4CF0004E Cannot read the configuration file: *config\_file***

**Explanation:** The configuration file located at `$WASCE_HOME/var/config/config.xml` could not be read. Possible causes:

- The configuration file does not exist.
- The content of the configuration file is not correct.
- An unexpected error occurred while attempting to read the configuration file.

**Operator response:** Verify that the configuration file `config.xml` exists and is located under the WebSphere CE installation directory at `$WASCE_HOME/var/config/config.xml`. Verify that the content is correct. If the error continues after verifying these items, contact IBM Software Support.

---

**KD4CF0005E Cannot read the application index properties file: *index\_file***

**Explanation:** The application index properties file located at `$WASCE_HOME/config-store/index.properties` could not be read. Possible causes:

- The index properties file does not exist.
- The content of the index properties file is not correct.
- An unexpected error occurred while attempting to read the index properties file.

**Operator response:** Verify that the `index.properties` file exists and is located under the WebSphere CE installation directory at `$WASCE_HOME/config-store/index.properties`. Verify that the content is correct. If the

## KD4CF0006E • KD4CF0015I

error continues after verifying these items, contact IBM Software Support.

---

### **KD4CF0006E Cannot find the WebSphere CE installation home directory:** *WASCE\_HOME* .

**Explanation:** The installation home directory for WebSphere CE, usually identified by the environment variable *WASCE\_HOME*, cannot be located. It is possible that this environment variable has not yet been set, or you are not allowed to access that location.

**Operator response:** Verify that the *WASCE\_HOME* environment variable has been set to the location where WebSphere CE is installed, and verify that you are allowed to access that directory. See your local system administrator for assistance.

---

### **KD4CF0007E Cannot re-deploy the Web services application:** *ModuleId* .

**Explanation:** An attempt to re-deploy the Web Services application using an automated script was not successful.

**Operator response:** Deploy the Web Services application manually, and examine the automated script to determine the cause of the error.

---

### **KD4CF0008E Cannot parse the deployment description file:** *file* for the application: *app* .

**Explanation:** The deployment description file for the specified application cannot be parsed. The file might be damaged or an unexpected error might have occurred.

**Operator response:** Verify that the deployment description file is not damaged, or correct any unexpected errors. Deploy the application again and try running the script again. If the error persists, contact IBM Software Support.

---

### **KD4CF0009E Cannot find any installed Web Services applications to disable for the Data Collector.**

**Explanation:** No Web Services applications have been found to disable for data collection. It is possible that no Web services have been installed, or an unexpected error has occurred.

**Operator response:** Verify that Web services applications are installed. If the error persists after Web Services applications are installed, contact IBM Software Support.

---

### **KD4CF0010E An unexpected error has occurred.**

**Explanation:** See message text.

**Operator response:** Contact IBM Software Support.

---

### **KD4CF0011W The backup of the application:** *File* failed.

**Explanation:** The backup of the application was not successful. This might be caused by a lack of local storage space, or the user attempting to perform the enable or disable operation does not have proper write authority.

**Operator response:** Verify that there is sufficient space in local storage for the backup operation to complete successfully. Also verify that the user name running the enable or disable command has write access to the *\$WASCE\_HOME/temp/KD4* directory. Then try the backup again.

---

### **KD4CF0012I Application *File* is backed up to *File***

**Explanation:** A backup of the application has been stored in *\$WASCE\_HOME/temp/KD4*.

**Operator response:** None.

---

### **KD4CF0013I All of the existing Web services applications are being backed up to:** *File*

**Explanation:** The Web services applications are backed up and stored in the temporary location: *\$WASCE\_HOME/temp/KD4*.

**Operator response:** None.

---

### **KD4CF0014E The parameters specified in the KD4configDC command to enable or disable the WebSphere CE data collector are not correct. The enable or disable operation did not complete successfully.**

**Explanation:** The *KD4configDC* command was specified with one or more parameters or values that are not correct for enabling or disabling the WebSphere CE data collector.

**Operator response:** Refer to the documentation for the correct syntax of the *KD4configDC* command and try again.

---

### **KD4CF0015I The Web services application:** *app* is disabled.

**Explanation:** No additional information is available for this message.

---



---

**KD4CF0016I** The Web services application: *app* is enabled.

**Explanation:** No additional information is available for this message.

---

**KD4CF0018E** An unexpected error has occurred.

**Explanation:** The installation program might not be configured correctly.

**Operator response:** Examine the trace log for more details, correct any errors, and try the operation again.

---

**KD4CF0019E** User privileges are not sufficient for accessing the following directory:  
*Directory*

**Explanation:** The current user does not have adequate privileges to access the specified directory. The user should have read and write authority.

**Operator response:** Check the user privileges for the directory and update them as needed. Contact your local system administrator for assistance.

---

**KD4CF0020E** The following file or directory was not found: *Directory*

**Explanation:** The specified file or directory could not be located.

**Operator response:** Verify that the specified file or directory exists and repeat the operation.

---

**KD4CF0021E** An error occurred while attempting to read from or write to the following directory: *Directory*

**Explanation:** The attempt to access the specified file during an enable or disable operation was not successful. Possible causes:

- There might be another process using the file.
- The disk storage space might be full.
- The user might not have write permission to the directory.

**Operator response:** Be sure to shut down the application server during an enable or disable operation. Verify that there is adequate disk space, and that the user has write permission to the directory, then try the operation again.

---

**KD4CF0022I** The enable operation for the SAP NetWeaver data collector completed successfully under the directory:  
*Directory*

**Explanation:** No additional information is available for this message.

---

**KD4CF0023I** The disable operation for the SAP NetWeaver data collector completed successfully under the directory:  
*Directory*

**Explanation:** No additional information is available for this message.

---

**KD4CF0024I** The following file is updated for the SAP NetWeaver data collector:  
*Directory*

**Explanation:** No additional information is available for this message.

---

**KD4CF0025E** The parameters specified in enable or disable command for the SAP NetWeaver data collector are not correct. The enable or disable operation did not complete successfully. The incorrect input parameters are: *Param*

**Explanation:** An enable or disable operation for the SAP NetWeaver data collector using KD4configDC was attempted using one or more incorrect parameters.

**Operator response:** Refer to the documentation for the correct syntax of the KD4configDC command and try again.

---

**KD4CF0026W** The file *File* is missing, skip to delete it.

**Explanation:** An unexpected error occurred. The class file might be lost.

**Operator response:** This missing file can be ignored if it does not cause any other error.

---

**KD4CF0027I** The following file is updated for the SAP NetWeaver data collector:  
*Directory*

**Explanation:** No additional information is available for this message.

---

**KD4CF0028I** The following file is removed for the SAP NetWeaver data collector:  
*Directory*

**Explanation:** No additional information is available for this message.

---

**KD4CF0029E** No Web services client applications under the directory: *Directory* have been enabled for the SAP NetWeaver data collector.

**Explanation:** This error is caused by one of following conditions:

## KD4CF0030E • KD4CF0035E

- There are no Web services client applications located in the specified directory.
- A Web services client application exists in the specified directory, but the application has already been enabled for the data collector.

**Operator response:** Verify that there is a Web services client application located in the specified directory and that it has not already been enabled for the data collector.

---

### **KD4CF0030E No Web services client applications under the directory: *Directory* have been disabled for the SAP NetWeaver data collector.**

**Explanation:** This error is caused by one of following conditions:

- There are no Web services client applications located in the specified directory.
- A Web services client application exists in the specified directory, but has not been enabled for the data collector.

**Operator response:** Verify that there is a Web services client application located in the specified directory and that the application has not already been enabled for that data collector.

---

### **KD4CF0031E No Web services servers under the directory: *Directory* have been enabled for the SAP NetWeaver data collector.**

**Explanation:** This error is caused by one of following conditions:

- There are no Web services applications located in the specified directory.
- One or more Web services applications exist in the specified directory, but all of the applications have already been enabled for the data collector.

**Operator response:** Verify that there are Web services applications located in the specified directory and that one or more of the applications are not already enabled for the data collector.

---

### **KD4CF0032E No Web services servers under the directory: *Directory* have been disabled for the SAP NetWeaver data collector.**

**Explanation:** This error is caused by one of following conditions:

- There are no Web services applications located in the specified directory.
- One or more Web services applications exist in the specified directory, but the all of the applications are already disabled for the data collector.

**Operator response:** Verify that there are Web services applications located in the specified directory

and that one or more applications are already enabled for the data collector.

---

### **KD4CF0033E An error occurred while updating the configuration file: *File***

**Explanation:** An error occurred while parsing or modifying the lports\_1.xml file during the enabling or disabling of a stand-alone client Web services application for the data collector. Possible causes:

- The file might be in use by another application.
- The file might be damaged.
- The user does not have write permission to access the file.

**Operator response:** Verify that the configuration file lport.xml is not damaged or already in use, and that the user has authority to write to the file, then try the operation again. If the problem persists, contact IBM Software Support.

---

### **KD4CF0034E An error occurred while updating the configuration file: *File***

**Explanation:** An error occurred while parsing or modifying the protocols.txt file during the enabling or disabling of a stand-alone client Web services application for the data collector. Possible causes:

- The file might be in use by another application.
- The file might be damaged.
- The user does not have write permission to access the file.

**Operator response:** Verify that the configuration file protocol.txt is not damaged or already in use, and that the user has authority to write to the file, and try the operation again. If the problem persists, contact IBM Software Support.

---

### **KD4CF0035E An error occurred while updating the configuration file: *File***

**Explanation:** An error occurred while parsing or modifying the web.xml file during the enabling or disabling of a server Web services application for the data collector. Possible causes:

- The file might be in use by another application.
- The file might be damaged.
- The user does not have write permission to access the file.

**Operator response:** Verify that the configuration file web.txt is not damaged or already in use, and that the user has authority to write to the file, and try the operation again. If the problem persists, contact IBM Software Support.

---

**KD4CF0036E** The SAP HOME: *SAP Home* with SID: *SID* is not valid. Verify that it exists and is configured with the default settings.

**Explanation:** The values for SAP Home and SID are not valid. This command will be successful when the values for SAP Home and SID are correct and the system is configured with default settings.

**Operator response:** Correct the values for SAP Home and SID, and configure the system with the default settings. Then run the command again.

---

**KD4CF0037E** The file for the applications list: *Filename* is not valid. Verify the path and file name.

**Explanation:** You might have specified an incorrect file path for the file containing application lists, or an unexpected I/O exception might have occurred while accessing the file.

**Operator response:** Verify that the specified file name and directory path are correct.

Verify that the user name you are using has read and write permission to the file.

---

**KD4CF0038E** The file: *Filename* that was specified for the applications list does not contain any applications.

**Explanation:** The applications list file must contain at least one application defined in the file.

**Operator response:** Verify that at least one application is defined in the file, and try the operation again.

---

**KD4CF0039W** The application: *appname* defined in the file: *file* is already enabled for the data collector.

**Explanation:** The application is already enabled for the data collector, so the enable command has no effect on this application. The application remains enabled. Other applications in the file that are not already enabled for this data collector are enabled by this command.

**Operator response:** None.

---

**KD4CF0040W** The application: *appname* defined in file: *file* has not yet been enabled for the data collector.

**Explanation:** The application has not yet been enabled for the data collector, so the disable command has no effect on this application. The application remains disabled. Other enabled applications in the file are disabled by this command.

**Operator response:**

---

**KD4CF0041W** The application: *appname* defined in the file: *file* is not a valid Web services application. This operation has no effect.

**Explanation:** The specified application is not a valid Web services application.

**Operator response:** Verify that the application is a valid Web services application and try the operation again, or specify another valid Web services application.

---

**KD4CF0042W** No Web services applications have been discovered. No applications have been added to the list in: *filename* .

**Explanation:** It is possible that no Web services application is installed.

**Operator response:** Verify that there is at least one Web services application installed and try the operation again.

---

**KD4CF0043W** There are *num* discovered Web services applications, but they are already enabled for the data collector. No applications are added to the list in: *filename* .

**Explanation:** All of the Web services applications that have been discovered are already enabled for the data collector. No action is performed.

**Operator response:** Verify that there is at least one Web services application that is not already enabled for this data collector and try the operation again.

---

**KD4CF0044W** There are *num* discovered Web services applications, but they are already disabled for the data collector. No applications are added to the list in: *filename* .

**Explanation:** All of the Web services applications that have been discovered are already disabled for the data collector. No action is performed.

**Operator response:** Verify that there is at least one Web services application that is already enabled for this data collector and try the operation again.

---

**KD4CF0045I** The Web services application: *app* has been discovered, but is already enabled for the data collector. It is not added to the list in *filename* .

**Explanation:** The discovered Web services application is already enabled for the data collector. No action is performed.

**Operator response:** None.

---

**KD4CF0046I** The Web services application: *app* has been discovered, but is already disabled for the data collector. It is not added to the list in *filename* .

**Explanation:** The discovered Web services application is not enabled for the data collector yet. No action is performed.

**Operator response:** None.

---

**KD4CF0047I** *num* applications have been discovered. The list is in the file: *filename* .

**Explanation:** No additional information is available for this message.

---

**KD4CF0048I** REMINDER: When applications were first enabled for this data collector, the KD4configDC utility copied some JAR files into the following location: *path* . After disabling ALL Web services applications for this data collector, you must manually remove these JAR files by deleting the /KD4 directory. See the documentation for more information.

**Explanation:** After disabling all Web services applications for this data collector, the KD4configDC utility can not remove these copied JAR file programmatically. The user must remove them manually. Note, however, that if any Web services applications are still enabled for the data collector, these JAR files must NOT be removed until after all Web services applications have been disabled for this data collector.

**Operator response:** Verify that all Web services applications are disabled for this data collector. Refer to the documentation for procedures to manually remove these JAR files.

---

**KD4CF0049I** The specified application list file name: *filename* is not valid.

**Explanation:** This problem might have occurred because the file name contains characters that are not allowed in file system.

**Operator response:** Verify that the specified file name is valid for the file system.

---

**KD4CF0050W** Some files exist on the computer system that conflict with the data collector, possibly due to a version conflict. The list of files that conflict with the data collector are located in the file: *filename* .

**Explanation:** There are some files on the system that conflict with the data collector. These files might be for

previous versions that are no longer compatible, and might cause problems with running the data collector.

**Operator response:** Examine the list of files that are in conflict and, if these files are not in use, delete them before attempting to enable the data collector.

---

**KD4CF0051W** A runtime error was encountered querying the service requester identity in the *environment* environment: *error* .

**Explanation:** The J2EE container environment encountered an error while determining the service requester identity.

**System action:** The service request should not be affected by this error; however, the requester identity in the message metrics file will be null, and the message metrics cannot be associated with any particular user.

**Operator response:**

1. Examine the exception text in the error log file to determine the cause of the problem. Correct if possible.
2. Retry the task in progress when the error occurred.
3. If the error continues to occur and requester identity information is required, contact IBM Software Support.

---

**KD4CF0052W** An instance of the requester identity helper class *helper\_class* could not be created for the environment.

**Explanation:** The data collector could not instantiate a class required to collect service requester identity information in the J2EE container environment.

**System action:** The service request should not be affected by this error; however, the requester identity in the message metrics file will be null, and the message metrics cannot be associated with any particular user.

**Operator response:**

1. Examine the exception text in the error log file to determine the cause of the problem. Correct if possible.
2. Retry the task in progress when the error occurred.
3. If the error continues to occur and requester identity information is required, contact IBM Software Support.

**Administrator Response:**

- Examine the exception text in the error log file to determine the cause of the problem.
- Ensure that the data collector Java archive file has not been modified since installation. A modified archive might mean that the class that cannot be instantiated is missing or has been damaged.
- Ensure that the data collector Java archive file has the Java permissions needed to access the package and public data members for the target class.

---

**KD4CF0053W** A valid, non-null J2EE container environment must be specified. The specified environment, *environment*, is not valid.

**Explanation:** A call was made to the data collector to retrieve requester identity information, but the J2EE container environment that was specified is not valid or null.

**System action:** The service request should not be affected by this error; however, the requester identity in the message metrics file will be null, and the message metrics cannot be associated with any particular user.

**Operator response:**

- Examine the exception text in the error log file to determine the cause of the problem. Correct if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur and requester identity information is required, contact IBM Software Support.

---

**KD4CF0054E** A valid, application server URL was not specified. Refer to the Installation and User's Guide for detailed information.

**Explanation:** You must specify a valid URL to perform Axis data collection.

**Operator response:** Specify a valid application server URL and try the command again.

---

**KD4CF0055E** An error occurred while locating the application server MBean.

**Explanation:** The specified MBean is not available.

**System action:** Because the MBean is not available, data collection in the Axis environment cannot be performed.

**Operator response:** Verify that the application server is running and that you have the proper authority to access the MBean.

---

**KD4CF0056E** An error occurred while connecting to the application server. Axis data collection cannot be performed.

**Explanation:** Either the application server port or URL is not correct, or the application is not running.

**Operator response:** Verify that the specified application port and URL are correct and that the server is running.

---

**KD4CF0057E** The specified hostname is unknown for the application server.

**Explanation:** The application server hostname cannot be parsed and mapped to the IP address. Data collection in the Axis environment cannot be performed.

**Operator response:** Verify that the correct hostname is specified and that the Domain Name Server is operating properly.

---

**KD4CF0058E** Authentication failed for the application server.

**Explanation:** Authentication of the specified user name and password to access the application server was not successful. Data collection in the Axis environment cannot be performed.

**Operator response:** Verify that the user name and password are correct and try again.

---

**KD4CF0059I** Axis supporting application *application* with path *path* is successfully enabled .

**Explanation:** No additional information is available for this message.

---

**KD4CF0060E** An error occurred during application discovery for application *application* with path *path* .

**Explanation:** An error has occurred while attempting to an application. If the application is not successfully discovered, it cannot be enabled or disabled.

**Operator response:** Examine the log file for more information about the problem that caused the discovery of the application to fail.

---

**KD4CF0061E** The application *application* with path *path* cannot be stopped.

**Explanation:** There is a problem that is preventing the application from being stopped. If the application cannot be stopped then Axis data collection will not be successful.

**Operator response:** Ensure that the application can be stopped before performing any data collection.

---

**KD4CF0062E** The application *application* with path *path* cannot be redeployed.

**Explanation:** There is a problem that is preventing the application from being redeployed. If the application cannot be redeployed then Axis data collection will not be successful.

**Operator response:** Ensure that the application can be redeployed before performing any data collection.

---

---

**KD4CF0063E** An error occurred while backing up the application *application* with path *path* .

**Explanation:** An error is preventing the application from being backed up. If the application cannot be backed up then it cannot be successfully enabled or disabled. It is possible that you do not have permission to backup a file.

**Operator response:** Verify that you have sufficient file permission for application backup operations.

---

**KD4CF0064E** An error occurred during rollback for the application *application* with path *path* .

**Explanation:** Application rollback occurs when Axis data collection fails. However an error is preventing the application rollback operation from completing successfully.

**Operator response:** Rollback your application manually using the backup copy.

---

**KD4CF0065E** An error occurred during WSDD file parsing for application *application* with path *path* .

**Explanation:** A problem is preventing the Axis Web Service Deployment Descriptor (WSDD) configuration file from being successfully parsed. This can cause the Axis data collection to fail.

**Operator response:** Verify that the Axis WSDD configuration file is valid and that you have sufficient file permission for the parsing operation to complete successfully.

---

**KD4CF0066E** An error occurred while updating the Axis data collector for the application *application* with path *path* .

**Explanation:** A problem is preventing updates to the Axis data collector to be made for the application. This causes the Axis data collection to fail.

**Operator response:** Verify that you have adequate file permission to perform the update, and try again.

---

**KD4CF0067E** An error occurred during redeployment after rollback for the application *application* with path *path* .

**Explanation:** Rollback is performed when Axis data collection fails. After the rollback operation completes successfully, the application is redeployed before it recovers to its previous status. If the application cannot be redeployed, the rollback operation is not successful.

**Operator response:** Verify that you have sufficient authority to perform the operation and that the application can be restarted.

---

**KD4CF0068I** No Axis supporting application was found that needs to be enabled.

**Explanation:** There was no application eligible to be enabled . No action is taken.

**Operator response:** Verify that you do not have any more Axis applications to be enabled .

---

**KD4CF0069E** It is not clear whether or not the application *app* is an Axis supported application.

**Explanation:** The type of application is unknown. It cannot be determined if the application is supported by Axis.

**Operator response:** Verify that the application is valid and try the operation again.

---

**KD4CF0070E** The environment key in the WSDD file is not set correctly by the KD4configDC script.

**Explanation:** The native server type (such as BEA) of the Axis SOAP engine that is registered in the Web Service Deployment Descriptor (WSDD) file is incorrect.

**Operator response:** Examine the WSDD file and verify that the environment key is specified correctly.

---

**KD4CF0071E** An error occurred while starting the autodeployed application *application* with path *path* . Start it manually.

**Explanation:** The application has been successfully enabled or disabled, but now it cannot be started.

**Operator response:** Start the application manually.

---

**KD4CF0072E** An error occurred while deleting the file with path *path* . Delete the file manually.

**Explanation:** Because of some operation system limitation, the specified file cannot be deleted successfully.

**Operator response:** Delete the file manually.

---

**KD4CF0073I** The application *application* with path *path* is successfully enabled, but some manual operations are required to complete the process. Refer the operation log for more information.

**Explanation:** The application has been successfully enabled, but some additional manual operations are still required.

---

**KD4CF0074E** The URL *URL* specified for the BEA WebLogic server is not correct.

**Explanation:** Cannot connect to the BEA WebLogic service using the specified URL.

**Operator response:** Verify that the correct URL (example, t3://localhost:7001) is specified.

---

**KD4CF0075E** An error occurred while attempting to enable or disable data collection: *exceptionMsg*

**Explanation:** This error message might be displayed for any number of reasons, such as during the discovery of Web services applications or other general cases while attempting to enable or disable data collection. This type of error might typically occur for an I/O exception.

**Operator response:** Examine the install.log file for more information on this error, and take necessary corrective action.

---

**KD4CF0076E** An authentication error occurred while attempting to connect to the BEA WebLogic server at the URL: *URL* .

**Explanation:** You might have specified a user name or password that is not valid.

**Operator response:** Verify that the user name and password are correct, or specify a valid user name and password and try again.

---

**KD4CF0077E** Parameter *parameter* is null.

**Explanation:** One or more parameters that were expected to have a value are null.

**Operator response:** Check the parameters and provide necessary values, especially user name or password.

---

**KD4CF0078E** The value of parameter *parameterName* is not valid : *parameterValue* .

**Explanation:** The value for the specified parameter is not valid.

**Operator response:** Correct the value supplied for the parameter and try the operation again.

---

**KD4CF0079E** Parse failed while attempting to enable or disable data collection for the application at *modulePath* .

**Explanation:** An error occurred while the installer attempted to parse the web-services.xml deployment descriptor file in the application.

**Operator response:** Examine the web-services.xml

files of the Web service applications, and correct errors as needed.

---

**KD4CF0080E** An error occurred while locating the deployment descriptor file: *modulePath*

**Explanation:** An error occurred while the installer attempted to detect if it is dealing with a WAR file or a flat directory structure for the deployed Web services application. The installer typically looks for the web-services.xml in a WAR file or directory structure and returns an InputStream of the found deployment descriptor.

**Operator response:** Verify the location of the web-services.xml file in the Web Service Application. Also, verify all of the associated file permissions of the deployed application.

---

**KD4CF0081E** Cannot connect to or communicate with the BEA WebLogic server in the URL: *URL*

**Explanation:** An error occurred while attempting to connect to, or communicate with, the BEA WebLogic server in the given URL. The URL might be incorrect or the server might not be running.

**Operator response:** Verify that the specified URL is correct and that the BEA WebLogic Server is running.

---

**KD4CF0082E** An error occurred during enable or disable: *exceptionMsg* .

**Explanation:** An error occurred while attempting to enable or disable data collection. Details should be available in the install.log file.

**Operator response:** Check the install.log file for more information, and take corrective action as needed.

---

**KD4CF0083E** The application *appName* in the BEA WebLogic server cannot be restarted.

**Explanation:** The installer is unable to restart the application in the BEA WebLogic server.

**Operator response:** Check the status of the BEA WebLogic Server and take corrective action as needed.

---

**KD4CF0084E** The application *appName* in the BEA WebLogic server cannot be stopped.

**Explanation:** The installer is unable to stop the application in the BEA WebLogic server.

**Operator response:** Check the status of the BEA WebLogic Server and take corrective action as needed.

---

---

**KD4CF0085E** The JBoss application server *jbossType* in *jbossHome* is already enabled.

**Explanation:** The enabled JBoss application server cannot be enabled again. You must first disable the application server before enabling it again.

**Operator response:** No action required, unless you did not expect the server to already be enabled. Verify that you specified the correct JBoss application server, or take any other corrective action if needed.

---

**KD4CF0086E** The JBoss application server *jbossType* in *jbossHome* is already disabled.

**Explanation:** The disabled JBoss application server cannot be disabled again. You must first enable the application server before disabling it again.

**Operator response:** No action required, unless you did not expect the server to already be disabled. Verify that you specified the correct JBoss application server, or take any other corrective action if needed.

---

**KD4CF0101E** Incorrect syntax. It should be **KD4configDC -enable -env 1 WAS\_Home**.

**Explanation:** The syntax for enabling data collection for the WebSphere Application Server was specified incorrectly. The correct format is `KD4configDC -enable -env 1 WAS_Home`, where `WAS_Home` is the location where WebSphere Application Server is installed. If the `WAS_Home` environment variable has already been defined on your system, this parameter is optional. See the product documentation for syntax details.

**Operator response:** Verify the syntax for the `KD4configDC` script and try again.

---

**KD4CF0102E** *WAS\_Home* is not a valid WAS home location.

**Explanation:** The user set an incorrect value for the `WAS_Home` environment variable.

**Operator response:** Check the installation home directory of WebSphere Application Server and correct the `WAS_Home` variable.

---

**KD4CF0103E** Cannot copy the ITCAM for SOA support library to the `/lib/ext` directory of WebSphere Application Server installed in *WAS\_Home* .

**Explanation:** The attempt to copy the ITCAM for SOA support library to the `WAS_Home/lib/ext` directory was not successful. There might be a problem with the file permission.

**Operator response:** Verify that you have permission

to access the `WAS_Home/lib/ext` directory.

---

**KD4CF0104E** Cannot delete the ITCAM for SOA support library from the `/lib/ext` directory of WebSphere Application Server installed in *WAS\_Home* .

**Explanation:** The attempt to delete the ITCAM for SOA support library from the `WAS_Home/lib/ext` directory was not successful. There might be a problem with file permission.

**Operator response:** Verify that you have permission to access the `WAS_Home/lib/ext` directory.

---

**KD4CF0105E** Set up the BEA WebLogic Server environment before running the **KD4configDC** script.

**Explanation:** You must set up the BEA WebLogic Server environment before running the master `KD4configDC` script, using the `setDomainEnv` command.

**Operator response:** Run `DOMAIN_HOME\setDomainEnv.cmd` before attempting to run `KD4configDC`.

---

**KD4CF0106E** This version of BEA WebLogic Server is not supported.

**Explanation:** Only BEA WebLogic Server version 8 and version 9 are supported.

**Operator response:** Verify that you are running a supported version of BEA WebLogic Server.

---

**KD4CF0107E** Bad registry file or an unsupported version of BEA WebLogic Server.

**Explanation:** Either the registry file `BEA_HOME/registry.xml` is damaged, or this version of BEA WebLogic Server is not supported. Only versions 8 and 9 are supported.

**Operator response:** Verify that you are running a supported version of BEA WebLogic Server, and examine the `BEA_HOME/registry.xml` file for problems.

---

**KD4CF0108E** The wrong type of data collector parameter was specified. Either specify **-axis** or leave it blank.

**Explanation:** This `KD4configDC` command parameter allows you to distinguish between enabling or disabling the AXIS data collector in the BEA WebLogic Server environment, and enabling or disabling the default data collector for BEA WebLogic Server. You can only specify the `-axis` value, or leave this parameter blank.

**Operator response:** Verify that you only specify `-axis` or leave this parameter blank in the `KD4configDC` command line.



---

**KD4CF0109E Syntax error. The first parameter cannot be *enableType* .**

**Explanation:** The first parameter specified in the KD4configDC command must be either -enable or -disable.

**Operator response:** Verify that the first parameter passed to the KD4configDC script is either -enable or -disable.

---

**KD4CF0110E Cannot copy *jarFile* to *libDir* .**

**Explanation:** The attempt to copy the ITCAM for SOA support jar file to the /lib directory of the JBoss application server installation location was not successful. There might be a problem with the file permission for the directory.

**Operator response:** Verify that you have permission to access the /lib directory of the JBoss server.

---

**KD4CF0111E Cannot delete *jarFile* from *libDir* .**

**Explanation:** The attempt to delete the ITCAM for SOA support jar file from the /lib directory of the JBoss application server installation location was not successful. There might be a problem with the file permission for the directory.

**System action:** None.

**Operator response:** Verify that you have permission to access the /lib directory of the JBoss server.

---

**KD4CF0112E Cannot locate *jbossType* in *jbossHome* .**

**Explanation:** The specified server configuration name could not be found in the %KD4\_JBOSS\_HOME%\server%\JBOSS\_TYPE% directory.

**Operator response:** Specify a server configuration name that exists in this installation.

---

**KD4CF0113E Set the *JBOSS\_HOME* environment variable or pass it as a parameter before running the *KD4configDC* script.**

**Explanation:** The JBOSS\_HOME environment variable must be set before configuring the JBoss data collector.

**Operator response:** Set the environment variable JBOSS\_HOME.

---

**KD4CF0114E Cannot locate the ITCAM for SOA installation directory.**

**Explanation:** The installation location where ITCAM for SOA is installed could not be located.

**Operator response:** On supported Windows operating

systems, examine the contents of the WIN\_HOME\system32\drivers\etc\KD4BaseDirConfig.properties file.

On supported Linux, AIX, or Solaris operating systems, examine the /etc/KD4BaseDirConfig.properties file.

---

**KD4CF0115E Cannot locate Java home in *javaHome* .**

**Explanation:** The Java home directory could not be located.

**Operator response:** Check the JVM in the ITCAM for SOA installation.

---

**KD4CF0116E Cannot locate the agent jarfile in *classpath* .**

**Explanation:** Cannot locate the agent jar file in classpath.

**Operator response:** Check for the jar file in the ITCAM for SOA installation and classpath.

---

**KD4CF0117E Syntax error.**

**Explanation:** Usage: configDPDC.bat [-enable | -disable] <KD4\_BASE\_DIR> <PROP\_FILE> <-key1 value1 -key2 value2...>.

**Operator response:** Check the parameters.

---

**KD4CF0118E *WASCE\_HOME* is not set.**

**Explanation:** The environment variable WASCE\_HOME is not set.

**Operator response:** Set The WASCE\_HOME environment variable or pass it as a parameter before running the KD4configDC script.

---

**KD4CF0119E The *WASCE\_HOME wasceHome* is not valid.**

**Explanation:** The WASCE\_HOME environment variable is not valid. The specified directory path might not be correct.

**Operator response:** Check the parameters.

---

**KD4CF0120E Syntax error.**

**Explanation:** The first parameter should be -enable or -disable.

**Operator response:** Check the parameters.

---

**KD4CF0122E Broker *brokerName* does not exist.**

**Explanation:** The specific broker does not exist.

**Operator response:** Check the broker name.

---

---

**KD4CF0123E Execution Group**  
*executionGroupName* **does not exist.**

**Explanation:** The specified Execution Group does not exist.

**Operator response:** Check the Execution Group name.

---

**KD4CF0124E Message Flow** *messageFlowName*  
**does not exist.**

**Explanation:** The specified Message Flow does not exist.

**Operator response:** Check the Message Flow name.

---

**KD4CF0125E Message Flow** *messageFlowName*  
**has already been disabled.**

**Explanation:** An attempt has been made to disable data collection for a message flow that is already disabled. A message flow must be enabled before it can be disabled.

**Operator response:** Verify that you selected the correct message flow, and verify that it is enabled for data collection before attempting a disable operation.

---

**KD4CF0126E Message Flow** *messageFlowName*  
**has already been enabled.**

**Explanation:** An attempt has been made to enable data collection for a message flow that is already enabled. A message flow must be disabled before it can be enabled.

**Operator response:** Verify that you selected the correct message flow, and verify that it is disabled for data collection before attempting an enable operation.

---

**KD4CF0127E Action** *action* **is not supported.**

**Explanation:** The first parameter specified must be either -enable or -disable.

**Operator response:** Check the first parameter specified and verify that it is one of the accepted values.

---

**KD4CF0128E The ITCAM for SOA log directory**  
*kd4LogDir* **cannot be located.**

**Explanation:** The specified ITCAM for SOA log directory could not be located. This problem might occur if the ITCAM for SOA agent was not installed correctly. The log directory should be located under the ITCAM for SOA installation directory.

**Operator response:** Verify that the ITCAM for SOA monitoring agent is installed correctly, and verify that the KD4/logs directory is located under the installation directory as expected.

---

**KD4CF0129E Syntax error.**

**Explanation:** Usage: KD4configDC.bat  
{-enable|-disable} -env 10 broker\_name  
execution\_group\_name message\_flow\_name

**Operator response:** Check the syntax of the KD4configDC command and verify that parameters are specified correctly. Refer to the User's Guide for more information.

---

**KD4CF0130E Syntax error.**

**Explanation:** Usage: configNETDC.bat [-enable |  
-disable] <KD4\_BASE\_DIR>.

**Operator response:** Verify that the parameters are specified correctly.

---

**KD4CF0131E Cannot locate the ITCAM for SOA**  
**directory** *kd4LogDir* .

**Explanation:** The ITCAM for SOA installation directory or some subdirectory could not be located.

**Operator response:** Check your ITCAM for SOA installation.

---

**KD4CF0132E An error occurred while running the**  
**.NET configuration file update utility.**

**Explanation:** The internal scripts that run the executable code used an incorrect syntax that was likely passed in from incorrect arguments specified by the user.

**Operator response:** Check the ITCAM for SOA User's Guide and verify that your configuration command specifies the correct parameters and syntax.

---

**KD4CF0133E The configuration utility could not**  
**locate the machine.config file.**

**Explanation:** Different versions of the .NET Framework store the machine.config file in different locations. The configuration utility tried to locate one or more instances of this file, but was unable to find one.

**Operator response:** Ensure that the .NET environment has been properly installed.

---

**KD4CF0134E The configuration utility failed to**  
**back up the machine.config file.**

**Explanation:** The configuration utility backs up the machine.config file before adding the ITCAM for SOA data collector. This error indicates that the backup task did not complete successfully.

**Operator response:** Examine the trace log for the utility for additional details. Verify that the filesystem is not full, and that sufficient write privileges are held by the user configuring the data collector. Delete any

previous backup files that might be unnecessary.

---

**KD4CF0135E** Either data collection is already disabled, or there is a problem with the machine.config file.

**Explanation:** This error occurs while the user is attempting to disable data collection for the .NET environment. There are two likely causes for this error:

- The .NET environment might not have been previously enabled for data collection.
- There is a problem with the contents of the machine.config file. The machine.config file was located and backed up, but the contents of the file were not understood by the configuration utility. The necessary changes to the file could not be made. There might also be a related problem with the .NET environment installation.

**Operator response:** Verify that the .NET environment is properly installed.

Verify that the machine.config file is not damaged.

Determine if the .NET environment is still enabled for data collection, and if so, attempt the disable operation again.

---

**KD4CF0136E** The configuration utility could not save the machine.config file.

**Explanation:** The machine.config file could not be written back to the disk after the necessary configuration changes were made.

**Operator response:** Examine the trace log for the utility for additional details. Verify that the filesystem is not full and that sufficient write privileges are held by the user configuring the data collector. Delete any previous backup files that might be unnecessary.

---

**KD4CF0137E** Missing argument. There should be 2 parameters for KD4configMediationInstall.

**Explanation:** The KD4configMediationInstall script expects two parameters to be supplied: the -enable or -disable operation, and the home directory location for WESB, in the format: KD4configMediationInstall.bat [-enable | -disable] <WESB\_HOME>

**Operator response:** Verify that the KD4configMediationInstall command is specified with the correct syntax.

---

**KD4CF0138E** The first parameter should not be parameter1 .

**Explanation:** The first parameter specified in the command must be either -enable or -disable.

**Operator response:** Correct the syntax and try again.

---

**KD4CF0139E** More than 2 parameters were specified in the KD4configMediationInstall command.

**Explanation:** The KD4configMediationInstall script expects two and only two parameters specified in the following format: KD4configMediationInstall.bat [-enable | -disable] <WESB\_HOME>

**Operator response:** Correct the syntax and try again.

---

**KD4CF0140E** wpsHome is not a valid WPS home.

**Explanation:** The IBM WebSphere Process Server home location is incorrect.

**Operator response:** Verify that the home location for IBM WebSphere Process Server is correct.

---

**KD4CF0141E** Cannot uninstall WESB mediation configuration in WPS home wpsHome before enable.

**Explanation:** You are attempting to uninstall IBM WebSphere Enterprise Service Bus (WESB) mediation configuration, but WESB mediation configuration is not installed in the target IBM WebSphere Process Server home directory.

**Operator response:** Verify that that WESB mediation configuration is installed before attempting to uninstall it.

---

**KD4CF0142E** Cannot delete kd4mc.jar in wpsHome /lib/ext.

**Explanation:** An attempt to delete the kd4mc.jar file in the IBM WebSphere Process Server /lib/ext directory was not successful. It is possible that that one or more WPS servers are running.

**Operator response:** If one or more WPS servers are running, stop the servers and try again.

---

**KD4CF0143E** Cannot connect to the admin server for server serverName in node nodeName .

**Explanation:** A problem occurred while attempting to connect to the admin server.

**Operator response:** Confirm that the IBM WebSphere Process Server is running, and then run the enable process again.

---

**KD4CF0144E** WSADMIN error: Cannot create timer manager mcc in nodeName .

**Explanation:** The timer manager cannot be created in the specified node. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0145E WSADMIN error: Cannot create virtual host Tivoli\_Mediation\_Configuration\_VH in server *serverName* in node *nodeName* .**

**Explanation:** The virtual host, Tivoli\_Mediation\_Configuration\_VH, could not be created in the specified server and node. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0146E WSADMIN error: The installation of the kd4mc.ear application failed in server *serverName* in node *nodeName* .**

**Explanation:** The kd4mc.ear file either cannot be deployed into the IBM WebSphere Process Server, or the ear is already deployed. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0147E WSADMIN error: The installation of the kd4mc.ear application failed in the WPS cluster: *clusterName* .**

**Explanation:** The kd4mc.ear file either cannot be deployed into the IBM WebSphere Process Server cluster, or the ear is already deployed. This might be caused by an internal error in the WPS server.

**Operator response:** Restart the WPS servers in the cluster and try again.

---

**KD4CF0148E WSADMIN error: Node sync failed in *nodeName* .**

**Explanation:** Node sync failed. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized

to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0149E The cluster name *clusterName* was not found. Specify a valid cluster name and try again.**

**Explanation:** The specified cluster name does not exist. It is possible that you specified the name incorrectly.

**Operator response:** Verify the name of the desired cluster and try the operation again.

---

**KD4CF0150E The server *serverName* in the node *nodeName* was not found. Specify a valid server name and try again.**

**Explanation:** The specified server name does not exist. It is possible that you specified the name incorrectly.

**Operator response:** Verify the name of the desired server and try the operation again.

---

**KD4CF0151E The node *nodeName* was not found. Specify a valid node name and try again.**

**Explanation:** The specified node name does not exist. It is possible that you specified the name incorrectly.

**Operator response:** Verify the name of the desired node and try the operation again.

---

**KD4CF0152E WSADMIN error: Save configuration failed.**

**Explanation:** The attempt to save the configuration in the WebSphere Admin server was not successful. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0153E WSADMIN error: Application kd4mc stop failed in server *serverName* in node *nodeName* .**

**Explanation:** The attempt to stop the kd4mc.ear application in the specified server was not successful. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0154E** The server *serverName* in node *nodeName* is stopped.

**Explanation:** The specified server is stopped. The operation can complete successfully only when the server is running.

**Operator response:** Start the server and try the operation again.

---

**KD4CF0155E** WSADMIN error: The uninstallation of the *kd4mc.ear* application failed.

**Explanation:** The attempt to uninstall the *kd4mc.ear* application from the WebSphere Process Server failed. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0156E** WSADMIN error: Removal of the virtual host, *Tivoli\_Mediation\_Configuration\_VH*, failed.

**Explanation:** The attempt to remove the virtual host, *Tivoli\_Mediation\_Configuration\_VH*, from the WebSphere Process Server was not successful. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0157E** WSADMIN error: the removal of the *mcc* timer manager failed.

**Explanation:** The attempt to remove the timer manager *mcc* from the WebSphere Process Server was not successful. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized

to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0158E** Server *serverName* is a member of a cluster. WESB mediation configuration cannot be undeployed from a single server that is part of a cluster.

**Explanation:** You cannot undeploy a single application against a server in a cluster.

**Operator response:** Try again to disable WESB mediation configuration but specify the cluster that contains the target server.

---

**KD4CF0159E** WSADMIN error: The uninstallation of *kd4mc* failed in server *serverName* in node *nodeName* .

**Explanation:** The attempt to uninstall the *kd4mc.ear* application from the WebSphere Process Server was not successful. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0160E** The *kd4mc.ear* application is not installed in the cluster *clusterName* .

**Explanation:** The attempt to uninstall the *kd4mc.ear* application from the specified cluster was not successful because the application is not installed in the cluster. It is possible that you specified the wrong cluster name.

**Operator response:** Verify that you specify the correct cluster name where the WESB mediation configuration is installed.

---

**KD4CF0161E** The WESB mediation configuration deployment failed.

**Explanation:** The WESB mediation configuration deployment failed with an unknown error. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

**Operator response:** If the WPS server is security enabled, verify that the user and password is authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

---

**KD4CF0162E** *kd4Home* is not a valid ITCAM for SOA home directory.

**Explanation:** The specified home directory location for the ITCAM for SOA installation is not valid.

**Operator response:** Verify that the installation of ITCAM for SOA is correct. Refer to the Installation Guide for more information about the installation procedure.

---

**KD4CF0163E** The ITCAM for SOA configuration file: *kd4ConfigFile* cannot be located.

**Explanation:** As part of the normal installation of ITCAM for SOA, the configuration file *KD4BaseDirConfig.properties* is created and stored in the */etc* directory. This file might be damaged or not created. This might be caused by an incorrect or incomplete installation of ITCAM for SOA.

**Operator response:** Verify that ITCAM for SOA is installed correctly and confirm that the *KD4BaseDirConfig.properties* configuration file is stored in the */etc* directory.

---

**KD4CF0164E** More than 6 parameters have been specified for the *KD4configMediationDeploy* script.

**Explanation:** There should be only 6 parameters specified when you run the *KD4configMediationDeploy* script.

**Operator response:** Verify the parameters that you specified with the script and try again.

---

**KD4CF0165E** Missing password for user *username*

**Explanation:** You did not specify the password that accompanies the specified user name in the parameters that you specified with the *KD4configMediationDeploy* script. Both the user name and the password must be specified together.

**Operator response:** Run the script again, specifying the password after the user name in the script parameter list.

---

**KD4CF0166E** The directory *dirName* is not valid.

**Explanation:** The home directory location for WebSphere Process Server is not valid.

**Operator response:** Confirm the home directory location of WPS and try again.

---

**KD4CF0167I** The Axis supporting application *application* with path *path* is successfully disabled, but some manual operations are required to complete the process. Refer the operation log for detailed information.

**Explanation:** Data collection for the application has been successfully disabled, however there are still some manual operations required.

---

**KD4CF0168I** No Axis supporting application was found that needs to be disabled.

**Explanation:** There was no application eligible to be disabled. No action is taken.

**Operator response:** Verify that you do not have any more Axis applications to be disabled.

---

**KD4CF0169I** Axis supporting application *application* with path *path* is successfully disabled.

**Explanation:** No additional information is available for this message.

---

**KD4CF0170I** The DataPower data collector is already configured to start as a daemon process during system startup.

**Explanation:** The user requested to configure the DataPower® data collector to start as a daemon process during system startup, but the data collector is already configured. No further action is required.

**Operator response:** None

---

**KD4CF0171I** The DataPower data collector, configured to start as a daemon process during system startup, is not enabled.

**Explanation:** The DataPower data collector must be enabled before it can operate properly.

**Operator response:** Either configure the DataPower data collector to start as a daemon process during system startup, or enable the data collector for data collection using the normal manual procedures (using the *ConfigDC* utility or the *KD4configDC* command line command).

---

**KD4CF0172I** Unable to copy the file *filename* to the directory *Directory* .

**Explanation:** A problem occurred when the user attempted to copy or link a file to the target */etc* directory. This might occur if the user that is running the script does not have permission to access the target directory.

**Operator response:** Sign on as the root user and attempt the operation again.

---

**KD4CF0174I Unable to delete the file *filename* . from the directory *Directory* .**

**Explanation:** A problem occurred when the user attempted to remove a file associated with the DataPower data collector configured as a daemon. This might occur if the user that is running the script does not have permission to access the /etc directory.

**Operator response:** Sign on as the root user and attempt the operation again.

---

**KD4CF0175E Version *wmbVersion* of IBM WebSphere Message Broker is not supported.  
IBM WebSphere Message Broker Version 5 or earlier is not supported.  
IBM WebSphere Message Broker Version 6.0 must be at Version 6.0.0.5 or later.  
IBM WebSphere Message Broker Version 6.1 must be at Version 6.1.0.2 or later.**

**Explanation:** The version of IBM WebSphere Message Broker that was detected is not supported by this release of IBM Tivoli Composite Application Manager for SOA.

**Operator response:** Run this tool again from the command environment of a supported version of IBM WebSphere Message Broker. If necessary, upgrade IBM WebSphere Message Broker to a supported version or fix pack level.

---

**KD4CF0176E All IBM WebSphere Message Broker data collection from previous versions of ITCAM for SOA must be disabled before new data collection enable requests are allowed. Use the KD4disableMBDC-71 script to disable all prior IBM WebSphere Message Broker data collection, then try again.**

**Explanation:** IBM WebSphere Message Broker data collector configuration from a previous version of ITCAM for SOA was detected. This can occur if all prior IBM WebSphere Message Broker data collection was not disabled before upgrading to this version of ITCAM for SOA.

**Operator response:** Run the KD4disableMBDC-71 script to disable all prior IBM WebSphere Message Broker data collection. Locate this script in the <ITCAM4SOA\_Home>/KD4/bin directory where ITCAM for SOA is installed. Use the same syntax as the KD4configDC script for WebSphere Message Broker. See the Installation Guide for more information. Example:

```
KD4disableMBDC-71.bat -disable -env 10 broker_name
execution_group_name message_flow_name
```

Then run the Data Collector Configuration Utility again to configure IBM WebSphere Message Broker data collection for this version of ITCAM for SOA.

---

**KD4CF0177W Unable to delete one or more mqsisoauserexit\*.lel files from the ITCAM for SOA runtime library directories. Another WebSphere Message Broker process might be running, and the file might be locked.**

**Explanation:** After you disable all data collection for IBM WebSphere Message Broker, ITCAM for SOA attempts to delete the WebSphere Message Broker user exit files (mqsisoauserexit\*.lel) from the runtime library directories (<ITCAM4SOA\_Home>\KD4\config\wmb\lib and <ITCAM4SOA\_Home>\KD4\config\wmb61\lib).

If the files cannot be deleted, it is possible that another WebSphere Message Broker process is running and has the file locked.

**Operator response:** ITCAM for SOA might not be able to enable WebSphere Message Broker data collection again until the file is deleted. Restart all message brokers to release the lock on the file, and then delete the file manually.

---

**KD4DM0001E A request sent from the Tivoli Enterprise Portal to the SOA Domain Management Server did not contain any query parameters.**

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because no query parameters were provided.

**Operator response:** Restart the Tivoli Enterprise Portal.

If the problem persists, perform the steps below:

- Enable all traces on the Tivoli Enterprise Portal.
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the Tivoli Enterprise Portal log file and SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DM0002E** An incorrect version *version* was supplied on a request to the SOA Domain Management Server.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because the request contained a version number that is not valid.

**Operator response:** If the problem persists, perform the steps below:

- Enable all traces on the Tivoli Enterprise Portal.
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the Tivoli Enterprise Portal log file and SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DM0003E** An internal error occurred in the SOA Domain Management Server while processing a request.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an internal error was detected.

**Operator response:** If the problem persists, perform the steps below:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the Tivoli Enterprise Portal log file and SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DM0004E** An incorrect interface name *interfacename* was supplied on a request to the SOA Domain Management Server.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an incorrect interface name was supplied to the SOA Domain Management Server.

**Operator response:** If the problem persists, perform the steps below:

- Enable all traces on the Tivoli Enterprise Portal.
- Enable SOA Domain Management Server tracing.

- Recreate the error situation.
- Contact IBM Software Support and provide the Tivoli Enterprise Portal log file and SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DM0005E** An error occurred when the SOA Domain Management Server was processing the request type *transaction\_name*.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an error occurred during the processing.

**Operator response:** Verify the following:

- The Discovery Library Adapter books are loaded in the Object Data Store database.
- The database is started.
- A connection can be established to the database from the Tivoli Enterprise Portal Server.

If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DM0006E** An internal error occurred while creating a response to a query from the Tivoli Enterprise Portal.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an internal error occurred while creating the response.

**Operator response:** If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.



---

**KD4DM0007E** An internal error occurred while formatting the response to a query from the Tivoli Enterprise Portal.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an internal error occurred while formatting the response data.

**Operator response:** If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DM0008E** An internal identifier *identifier\_name* in a request was formatted incorrectly.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because identifier in the request is incorrectly formatted.

**Operator response:** If the problem persists, perform the following steps:

- Enable all traces on the Tivoli Enterprise Portal.
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the Tivoli Enterprise Portal log file and the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DM0009E** A required attribute of type *attribute\_name* is not available for an object of type *object\_name* in the Object Data Store database.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because a required attribute is not available for an object in the Object Data Store database.

**Operator response:** Verify the Discovery Library Adapter books are loaded in the Object Data Store database.

If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.

- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DM0010E** An error occurred when processing the transaction *transaction\_name* to retrieve data from the Object Data Store database.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because data could not be retrieved from the Object Data Store database. Either an internal error occurred or there was a problem accessing the database server.

**Operator response:** Check the details logged for this message in the SOA Domain Management Server log file. If the message contains a SQL error number, look up the SQL error in your database server documentation.

Also verify the following:

- The Discovery Library Adapter books are loaded in the Object Data Store database.
- The database is started.
- A connection can be established to the database from the Tivoli Enterprise Portal Server.

If the problem persists, perform the following steps:

- Enable SOA Domain Management Server and Object Data Store tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server and Object Data Store log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DM0011E** A connection to the internal Object Data Store interface *interface\_file\_name* could not be established.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because the SOA Domain Management Server could not connect to an Object Data Store internal interface.

**Operator response:** If the problem persists, perform the following steps:

- Enable SOA Domain Management Server and Object Data Store tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server and Object Data Store log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

### **KD4DM0012E An internal error occurred while creating the response to a query from the Tivoli Enterprise Portal.**

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an internal error occurred while creating the response data.

**Operator response:** If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

### **KD4DM0013E A required managed element of type *node\_type* was not found in the Object Data Store database.**

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because a managed element required by the SOA Domain Management Server was not found in Object Data Store database.

**Operator response:** Verify all Discovery Library Adapter books are loaded into the Object Data Store database.

If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

### **KD4DM0014E A relationship of type *relationship\_type* was not found in the Object Data Store database.**

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because a required relationship between managed elements was not found in the Object Data Store database.

**Operator response:** Verify all Discovery Library Adapter books are loaded into the Object Data Store database.

If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

### **KD4DM0015E A parameter of type *relationship\_type* was provided to the SOA Domain Management Server but a *relationship\_type* was expected.**

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because it contained an incorrect parameter.

**Operator response:** If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

### **KD4DM0016E A required parameter of type *relationship\_type* was not provided to the SOA Domain Management Server.**

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because it is missing a required parameter.

**Operator response:** If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.

- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DM0019E An error occurred looking up the home interface of the SDMS remote EJB: *ejbName***

**Explanation:** The lookup of the home interface of the indicated SDMS remote EJB failed due to an error. This message should be accompanied by an exception message that describes the nature of the error.

**Operator response:** The most likely cause for this error is that the SDMS application on the TEPS server is not running. Make sure the TEPS Extensions has been installed, the SDMS support has been configured, and the TEPS server has been restarted. Then retry the SDMS command.

---

**KD4DM0020I The SDMS command to delete the unmanaged client and operations completed successfully.**

**Explanation:** The SDMS command completed successfully.

---

**KD4DM0021I The SDMS command to delete unmanaged subnodes completed successfully.**

**Explanation:** The SDMS command completed successfully.

---

**KD4DM0023E The SDMS command failed due to errors accessing the SDMS database.**

**Explanation:** The SDMS command handler was unable to access the SDMS database, so the command processing failed.

**Operator response:** Determine the cause of the SDMS database access error and retry the SDMS command.

---

**KD4DM0024E The SDMS command completed with errors.**

**Explanation:** The SDMS command completed but returned an unexpected error return code.

**Operator response:** Determine the cause of the SDMS command error and retry the SDMS command.

---

**KD4DM0025E The SDMS encountered an error while deleting one or more operation instances.**

**Explanation:** An error occurred while the SOA Domain Management Server (SDMS) was attempting to delete one or more operation instances. All other delete requests were submitted. It is possible that the operation instance might have already been deleted by another user, or there might be another reason indicated in the system log of the Tivoli Enterprise Portal Server (TEPS) Extensions.

**Operator response:** Refresh the workspace and view to determine if the operation instance might have already been deleted by another user. If the operation instance still exists, retry the delete request.

---

**KD4DM0026E The SDMS is unable to retrieve information from the Tivoli Data Warehouse. Processing of the main request continues.**

**Explanation:** The SOA Domain Management Server (SDMS) attempted to retrieve information from the Tivoli Data Warehouse, but encountered a problem. This might occur for any of the following reasons:

- There was no data available for the request.
- The time interval specified in the request does not fall within the data retention period configured for the Tivoli Data Warehouse.
- The Tivoli Data Warehouse is not configured or operating properly.
- The resource in question was not active during the specified time interval.

Processing of the main request continues, and barring any other errors, a response will be sent to the user interface.

**Operator response:** Verify that the time interval specified in the request corresponds to the data retention period configured for the Tivoli Data Warehouse. Ensure that the Tivoli Data Warehouse is configured and is operating correctly.

---

**KD4DM0027E This function is restricted to the master SDMS server. Please invoke the function on *master*.**

**Explanation:** This function was attempted on a secondary SDMS server but it is restricted to the master SDMS server.

**Operator response:** Try to invoke the function on the master SDMS server.

---

**KD4DM0028E** The service group *servicegroup* does not exist.

**Explanation:** The service group was expected to be found in the SOA Domain Management Server database, but it was not located.

**Operator response:** Refresh the service group list and try again.

---

**KD4DM0029E** The service group *servicegroup* cannot be created. A service group by that name already exists in the SOA Domain Management Server database.

**Explanation:** The user attempted to create a service group using the same name as an existing service group. Each service group must have a unique name.

**Operator response:** Check the list of existing service group names, and attempt to create the new service group again, specifying a unique name for the service group.

---

**KD4DM0030I** The *agent* value specified by the user is *configValue*, but the actual value used is *actualValue*.

**Explanation:** The SOA Domain Management Server resource property was obtained successfully, but the value that the user specified was not valid for the property. In this case, a suitable replacement value is used instead.

**Operator response:** Ensure that the value specified is a valid value for the property. If not, modify the configured resource property value.

---

**KD4DM0031E** The agent *agent* monitoring interval, set to *agentIntervalSize* minutes, does not match the SOA Domain Management Server monitoring interval of *sdmsIntervalSize* minutes.

**Explanation:** The monitoring interval configured for the specified agent does not match the monitoring interval configured for the SOA Domain Management Server.

**Operator response:** The SOA Domain Management Server and all of its connected agents must be configured to use the same time interval. Ensure that the agent *kd4.ira.aggDataWindowSizeMinutes* property is set to the same value as the SOA Domain Management Server *AllITEMARRepeatTime* property. Also, check the log for message KD4DM0030I to verify that the *AllITEMARRepeatTime* configured value is valid. If it is not, the SOA Domain Management Server uses the replacement value specified in message KD4DM0030I.

---

**KD4DM0032E** The value of the parameter type *parameter\_type* is not valid.

**Explanation:** A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because it contained a parameter with an incorrect value.

**Operator response:** If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4DP0001I** The DataPower data collector is exiting.

**Explanation:** No additional information is available for this message.

---

**KD4DP0002E** The data collector is unable to locate or parse a configuration file named *fileName* due to the following error: *errorMessage*.

**Explanation:** This error indicates a problem processing the DataPower data collector configuration file.

**Administrator Response:** Verify that the configuration file specified in the error message exists and has the correct format. Run the data collector configuration program again, if necessary.

---

**KD4DP0003I** The data collector is monitoring domain: *domainName* on DataPower appliance: *hostName*.

**Explanation:** The DataPower data collector has discovered a domain on a DataPower appliance and starts a management subscription for the domain.

**System action:** The data collector attempts to start a subscription for the domain and begins retrieving Web services metric data from the domain.

**Administrator Response:** Modify the DataPower data collector configuration file to customize which DataPower domains are monitored.

---

**KD4DP0004E** The data collector could not retrieve a domain list for DataPower appliance: *hostName* using user ID: *userID*.  
Detailed error message: *errorMessage*

**Explanation:** The data collector was unable to list the

domains on a DataPower appliance. Possible causes:

- The configured user ID is not defined on the DataPower appliance.
- The configured password is incorrect.
- A communications failure occurred while communicating with the DataPower appliance.

**System action:** The data collector periodically retries listing the domains.

**Administrator Response:** Verify that the DataPower data collector configuration file contains the correct host names, user IDs and passwords for the devices to be monitored.

**KD4DP0005I The data collector has stopped monitoring domain: *domainName* on DataPower appliance: *domainName*.**

**Explanation:** The DataPower data collector has cancelled the management subscription for the domain.

**System action:** The data collector cancels the subscription for the domain.

**Administrator Response:** Modify the DataPower data collector configuration file to customize which DataPower domains are monitored.

**KD4DP0006W The data collector is running. Enter STOP to stop the data collector.**

**Explanation:** The data collector is currently monitoring DataPower appliances. Enter STOP at the console to stop the data collector.

**System action:** The data collector continues to run until STOP is entered at the console.

**Operator response:** Enter STOP at the console to stop the DataPower data collector.

**KD4DP0007W The *actionName* request to DataPower appliance: *hostName* using user ID: *userID* encountered an error and did not complete successfully. Detailed error or fault code: *faultCode***

**Explanation:** The data collector was unable to complete a request to a DataPower appliance and received an error indication in response to the request. Possible causes:

- The configured user ID is not defined on the DataPower appliance.
- The configured password is incorrect.
- The XML Management Interface is not configured on the DataPower appliance.
- A communications failure occurred while communicating with the DataPower appliance.

**System action:** The data collector periodically retries the request.

**Administrator Response:** Verify that the DataPower data collector configuration file contains the correct host names, user IDs and passwords for the appliances to be monitored. Verify that the XML Management Interface is configured correctly on the DataPower appliance.

**KD4DP0008E A communications failure occurred while the data collector was sending a request to DataPower appliance: *hostName* using user ID: *userID*. Detailed error message: *errorMessage***

**Explanation:** The data collector is unable to communicate with the DataPower appliance. Possible causes:

- The DataPower appliance is not in an operational state.
- An incorrect TCP/IP address, TCP/IP hostname or TCP/IP port is configured for this DataPower appliance.
- The DataPower XML Management Interface is not configured correctly.
- A communications configuration or other networking problem exists.

**System action:** The data collector periodically retries communications with the DataPower appliance.

**Administrator Response:** Verify that the DataPower data collector configuration file contains the correct host names, user IDs and passwords for the devices to be monitored. Verify that the XML Management Interface is configured correctly on the DataPower appliance.

**KD4DP0009E The DataPower data collector is unable to initialize using the configuration file: *fileName*. The data collector is exiting. Detailed error message: *errorMessage***

**Explanation:** The data collector is unable to initialize successfully due to a configuration file error. Possible causes:

- The configuration file referenced in the error message does not exist.
- File permissions prevent the data collector from reading the configuration file.
- The format of the configuration file is not valid.

**System action:** The data collector displays an error message and exits.

**Administrator Response:** Verify that the DataPower data collector configuration file exists and is correctly formatted. Use the DataPower data collector configuration script to create a valid configuration file.

---

**KD4DP0010E** The value for property: *propName* in the data collector configuration file: *fileName* is not valid. The configuration for DataPower appliance with an index value of: *index* is ignored.

**Explanation:** The data collector encountered a value for a required property that is not valid. The configuration for the DataPower appliance using this property is ignored.

**System action:** The data collector continues processing DataPower configuration definitions.

**Administrator Response:** Verify that the DataPower data collector configuration file exists and contains all required values. Use the DataPower data collector configuration script to create a valid configuration file.

---

**KD4DP0011W** The value for property: *propName* in the data collector configuration file: *fileName* is not valid. The data collector will use the default value for this property: *defaultValue*.

**Explanation:** The data collector encountered an incorrect value for a property that has a default value. The default value is used instead.

**System action:** The data collector continues processing DataPower configuration definitions.

**Administrator Response:** Verify that the DataPower data collector configuration file exists and contains all required values. Use the DataPower data collector configuration script to create a valid configuration file.

---

**KD4DP0012E** The DataPower data collector is unable to write the configuration file *fileName* with new property values. Detailed error message: *errorMessage*.

**Explanation:** The data collector is unable to successfully update the configuration file. Possible causes:

- The configuration file referenced in the error message does not exist.
- File permissions prevent the data collector from writing the configuration file.
- The configuration file is in use by another process.
- An operating system I/O error has occurred.

**System action:** The data collector displays an error message and continues without updating the configuration file. The values in the configuration file are unchanged but might be different from those that the data collector uses to communicate with the DataPower system.

**Administrator Response:** Verify that the DataPower data collector configuration file exists and is correctly formatted. Verify that permissions on the configuration file allow the data collector process to write to the file.

---

**KD4DP0013E** Syntax: Java *className* *propertiesFileName*.

**Explanation:** The start of the data collector is not successful. The syntax entered for the startup script is not correct.

**Operator response:** Use the appropriate startup script to start the data collector.

---

**KD4DP0014I** Enter the password for user *userName* ; it will be readable as it is typed:

**Explanation:** The DataPower data collector configuration for this appliance requires that the password for the specified DataPower user be specified. The password is displayed in clear text as it is entered.

**Operator response:** Enter the password for the specified DataPower user to continue the configuration process.

---

**KD4DP0015E** No monitoring is enabled that matches the specified command parameters. The disable request is ignored.

**Explanation:** The DataPower data collector configuration command requested that monitoring for a DataPower appliance be disabled. No current sections of the DataPower data collector configuration file matched the attributes specified on the disable command. To match a section of the configuration file the host, user, displaygroup, and domainlist properties must match exactly.

**System action:** No DataPower appliances are removed from the configuration file.

**Operator response:** To disable the monitoring of a DataPower appliance, specify the host, user, displaygroup, and domainlist information which matches the appliance to be removed from the data collector configuration file.

---

**KD4DP0016E** Monitor enable failed due to the exception: *exceptionMsg*

**Explanation:** The DataPower configuration tool encountered a Java exception while attempting to enable monitoring of a DataPower appliance.

**System action:** No DataPower appliances are added to the configuration file.

**Operator response:**

- Examine the exception text and determine the cause of the problem. Correct if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

---

**KD4DP0017E Monitor disable failed due to the exception: *exceptionMsg***

**Explanation:** The DataPower configuration tool encountered a Java exception while attempting to disable monitoring of a DataPower appliance.

**System action:** No DataPower appliances are removed from the configuration file.

**Operator response:**

- Examine the exception text to determine the cause of the problem and correct if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

---

**KD4DP0018E The DataPower data collector configuration file: *fileName* could not be read. Detailed error message: *errorMessage*.**

**Explanation:** The configuration tool was unable to successfully update the configuration file. Possible causes:

- File permissions prevent the data collector from writing the configuration file.
- An operating system I/O error has occurred.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file.

**Operator response:** Verify that the DataPower data collector configuration file exists and is correctly formatted. Verify that permissions on the data collector configuration file allow the configuration tool process to write to the file. If the error continues to occur, contact IBM Software Support.

---

**KD4DP0019E The DataPower data collector configuration file: *fileName* could not be written. Detailed error message: *errorMessage*.**

**Explanation:** The configuration tool was unable to successfully read the configuration file. Possible causes:

- File permissions prevent the data collector from reading the configuration file.
- An operating system I/O error has occurred.
- Another process has the file locked.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file.

**Operator response:** Verify that the data collector configuration file exists and is correctly formatted. Verify that permissions on the configuration file allow the configuration tool process to read the file. If the error continues to occur, contact IBM Software Support.

---

**KD4DP0020E The DataPower data collector configuration file: *fileName* contains a DataPower.count property that is not valid.**

**Explanation:** The DataPower configuration tool was unable to convert the DataPower.count property to a numeric value.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file.

**Operator response:** Verify that the data collector configuration file contains a valid DataPower.count property. If the error continues to occur, contact IBM Software Support.

---

**KD4DP0021E An incorrect number of command parameters was specified.**

**Explanation:** The minimum number of parameters required to enable or disable a DataPower device were not specified on the command.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file.

**Operator response:** See the documentation for the KD4configDC command for the correct command syntax.

---

**KD4DP0022E The command parameter: *invalidKeyword* is not a valid keyword for this command.**

**Explanation:** The DataPower configuration tool encountered an unrecognized keyword.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file.

**Operator response:** See the documentation for the KD4configDC command for the correct command syntax.

---

**KD4DP0023E The required parameter: *missingKeyword* was not specified.**

**Explanation:** A required configuration parameter was not specified.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file.

**Operator response:** See the documentation for the KD4configDC command for the correct command syntax.

---

---

**KD4DP0024E** The keyword: *duplicateKeyword* was specified more than once.

**Explanation:** A duplicate configuration parameter was specified.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file.

**Operator response:** See the documentation for the KD4configDC command for the correct command syntax.

---

**KD4DP0025E** The value specified for keyword: *invalidValue* is not valid.

**Explanation:** The value specified for a configuration keyword is not valid.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file.

**Operator response:** See the documentation for the KD4configDC command for the correct command syntax.

---

**KD4DP0026E** The encoding of the specified password failed due to the exception *exceptionMsg*.

**Explanation:** The DataPower configuration tool encountered a Java exception while attempting to encode a password for a user ID.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file.

**Operator response:**

- Try to determine the problem from the exception text and correct if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

---

**KD4DP0027E** The password entered is not valid.

**Explanation:** The password entered is not valid. It was either zero bytes in length or contained embedded blanks.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file.

**Operator response:** Retry the command with a valid DataPower user password.

---

**KD4DP0028E** The DataPower data collector encountered an initialization error and is exiting. Error details: *exceptionMsg*.

**Explanation:** The DataPower data collector was unable to initialize successfully and is exiting.

**System action:** The data collector issues an error message and exits.

**Operator response:**

- Try to determine the problem from the error text and correct if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

---

**KD4DP0029E** The DataPower data collector could not obtain an exclusive lock on the configuration lock file: *fileName*.

**Explanation:** The data collector or the data collector configuration tool was unable to successfully lock the configuration file in preparation to write to the file. Possible causes:

- File permissions prevent the data collector from locking the configuration lock file.
- An operating system I/O error has occurred.
- The file is in use by another operating system process.

**System action:** The configuration tool displays an error message and exits without modifying the configuration file. The data collector continues monitoring DataPower appliances without modifying the configuration file.

**Operator response:** Verify that no other processes have the lock file open for write access. If the error continues to occur, contact IBM Software Support.

---

**KD4DP0030W** The value for the required property: *propName* in the data collector configuration file: *fileName* is not valid or is missing. The data collector will attempt to reinitialize itself.

**Explanation:** The data collector encountered a missing or incorrect value for a property that does not have a default value. The data collector will attempt to reinitialize itself.

**System action:** The data collector waits for a short period of time and then reads the data collector configuration file again and attempt to reinitialize itself.

**Administrator Response:** Verify that the DataPower data collector configuration file exists and contains all required values. Use the DataPower data collector configuration script to create a valid configuration file.

---



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**KD4DU0001I Select the runtime environment to enable or disable for data collection:**

**Explanation:** This message is the introductory text for the radio button list of data collectors available for configuration.

---

**KD4DU0002I IBM WebSphere Application Server**

**Explanation:** Data Collector label on list of Data Collectors available for configuration

---

**KD4DU0003I Microsoft .Net**

**Explanation:** Data Collector label on list of Data Collectors available for configuration

---

**KD4DU0004I BEA WebLogic Server**

**Explanation:** Data Collector label on list of Data Collectors available for configuration

---

**KD4DU0005I JBoss**

**Explanation:** Data Collector label on list of Data Collectors available for configuration

---

**KD4DU0006I Customer Information Control System (CICS) Transaction Server**

**Explanation:** Data Collector label on list of Data Collectors available for configuration

---

**KD4DU0007I SAP NetWeaver**

**Explanation:** Data Collector label on list of Data Collectors available for configuration

---

**KD4DU0008I WebSphere Community Edition**

**Explanation:** Data Collector label on list of Data Collectors available for configuration

---

**KD4DU0009I DataPower SOA Appliance**

**Explanation:** Data Collector label on list of Data Collectors available for configuration

---

**KD4DU0010I Service Component Architecture (SCA)**

**Explanation:** Data Collector label on list of Data Collectors available for configuration

---

**KD4DU0011I Enable**

**Explanation:** Radio button to enable the Data Collector

---

**KD4DU0012I Disable**

**Explanation:** Radio button to disable the Data Collector

---

**KD4DU0013E Directory name is not valid.**

**Explanation:** The directory that you specified is not valid or does not exist.

**Operator response:** Correct directory name entered on the panel.

---

**KD4DU0014I Configure another data collector?**

**Explanation:** Should the utility return to the panel displaying the list of Data Collectors?

---

**KD4DU0015I Yes**

**Explanation:** Return to the panel displaying the list of Data Collectors.

---

**KD4DU0016I No**

**Explanation:** Do not return to the panel displaying the list of Data Collectors.

---

**KD4DU0017I WebSphere Application Server Data Collector**

**Explanation:** Data Collector label on list of Data Collectors available for configuration.

---

**KD4DU0018I WebSphere Application Server directory:**

**Explanation:** You are being asked to enter the directory path to the existing WebSphere Application Server installation directory.

---

**KD4DU0019I Select the option to enable or disable data collection for your Microsoft .NET environment.**

**Explanation:** This is the instruction to the user when selecting to enable or disable data collection for the Microsoft .NET runtime environment.

---

**KD4DU0020I Configuration success.**

**Explanation:** The configuration of the Data Collector completed successfully.

---

**KD4DU0021I Entering configuration for Data Collector: {0}**

**Explanation:** The configuration for the specified Data Collector is started.

---

**KD4DU0022E Configuration failed with error code: {0}**

**Explanation:** The Data Collector configuration failed for some reason. An error code is included.

**System action:** Below this message and error code, some descriptive information is displayed.

---

**KD4DU0023I BEA WebLogic Data Collector**

**Explanation:** Data Collector label on list of Data Collectors available for configuration.

---

**KD4DU0024I BEA WebLogic URL:**

**Explanation:** The URL to access BEA Weblogic (for example, t3://localhost:70001)

---

**KD4DU0025I BEA WebLogic user ID:**

**Explanation:** The BEA WebLogic user name.

---

**KD4DU0026I BEA WebLogic password:**

**Explanation:** The BEA WebLogic password associated with the user name.

---

**KD4DU0027E Data Collector URL is not specified.  
Enter the URL to access BEA WebLogic.**

**Explanation:** The user did not enter the URL to access BEA WebLogic.

**Operator response:** Enter the URL to access BEA WebLogic (for example, t3://localhost:70001).

---

**KD4DU0028I DataPower Data Collector**

**Explanation:** Data Collector label on list of Data Collectors available for configuration.

---

**KD4DU0029I DataPower Host Name:**

**Explanation:** The host name of the DataPower Appliance.

---

**KD4DU0030I DataPower user ID:**

**Explanation:** The authorized user name for the DataPower Appliance.

---

**KD4DU0031I DataPower password:**

**Explanation:** The valid password associated with the specified user name for the DataPower Appliance.

---

**KD4DU0032I DataPower Port:**

**Explanation:** The port for the DataPower Appliance.

---

**KD4DU0033I Polling interval (in sec):**

**Explanation:** Time interval between each poll of the DataPower Appliance.

---

**KD4DU0034I DataPower Path:**

**Explanation:** DataPower Appliance path - this is a part of Web address pointing to the appliance.

---

**KD4DU0035I DataPower Domain List, separated with commas (optional):**

**Explanation:** Comma separated list of DataPower domains.

---

**KD4DU0036I DataPower Display Group (optional):**

**Explanation:** DataPower appliance display group name.

---

**KD4DU0037E The Data Collector host name was not specified.**

**Explanation:** The host name for the DataPower appliance is required to configure the Data Collector.

**Operator response:** Enter the host name for the DataPower Appliance.

---

**KD4DU0038E The Data Collector application server user name was not specified.**

**Explanation:** The user name is required to configure the Data Collector.

**Operator response:** Enter the user name of the application server for the DataPower Appliance.

---

**KD4DU0039E The Data Collector home directory was not specified.**

**Explanation:** The directory path to the application server installation is required.

**Operator response:** Enter the directory path to the application server installation directory.

---

**KD4DU0040I Configuring Data Collector. Please wait for completion...**

**Explanation:** Configuring the Data Collector can take some time, so the user is asked for patience.

---

---

**KD4DU0041I Microsoft .NET Data Collector**

**Explanation:** Data Collector label on list of Data Collectors available for configuration.

---

**KD4DU0042E The Data Collector password was not specified.**

**Explanation:** You did not enter a valid password to access the application server or DataPower appliance.

**Operator response:** Enter a valid password to access the application server or DataPower appliance.

---

**KD4DU0043E Before configuring data collection for the BEA WebLogic Server environment, set the BEA\_HOME environment variable to the location where your BEA WebLogic Server is installed. You can do this by running the setDomainEnv or setEnv script.**

**Explanation:** The BEA\_HOME environment variable is not currently set, so the configuration scripts can not proceed with configuration.

**Operator response:** Run either the commEnv.bat/.sh script or the setDomainEnv.cmd/.sh script from the BEA installation directory. One of these scripts must be run in the same command window (or shell window) that is used to run the utility to enable or disable the data collector.

---

**KD4DU0048I Before configuring the BEA WebLogic Data Collector, shutdown the BEA WebLogic Server, following the instructions in the product documentation. Next modify the BEA application server classpath. To modify the classpath for all domains, edit this file: {0} postpending to WEBLOGIC\_CLASSPATH= line this path: {1} To modify the classpath for a specific BEA WebLogic Server domain, edit the setDomainEnv.cmd/sh script, in the \\bin directory for that domain, and prepend the kd4dcagent.jar file onto the PRE\_CLASSPATH environment variable.**

**Explanation:**

---

**KD4DU0049I Files modified, continue.**

**Explanation:** When configuring the BEA WebLogic environment, the domain or server Class Path must be altered to include the JAR for the Data Collector. This message is displayed as a check box that you must select to confirm that one of the script has been modified.

---

**KD4DU0050I Files not modified, cannot continue.**

**Explanation:** When configuring the BEA WebLogic environment, the domain or server Class Path must be altered to include the JAR for the Data Collector. This message is displayed as a check box that the user can select to skip the BEA WebLogic configuration.

---

**KD4DU0051E The domain or server Class Path must be modified before configuring BEA WebLogic.**

**Explanation:** When configuring the BEA WebLogic environment, the domain or server Class Path must be altered to include the JAR for the Data Collector. This message is displayed if you attempted to configure the Data Collector (for example, in silent mode) without first confirming that the Class Path has been modified.

**Operator response:** Confirm that the Class Path has been modified, by selecting this check box in interactive mode or by changing the value of the modified\_env\_file property to true when in silent mode.

---

**KD4DU0052E Can not find the modifiedEnvFile property for the Data Collector.**

**Explanation:** This message is displayed only when the utility works in silent mode, and the modified\_env\_file property was not found in the silent configuration file.

**Operator response:** Verify that the modified\_env\_file property is included in the BEA WebLogic section of the silent configuration file.

---

**KD4DU0053E Unknown error code.**

**Explanation:** The utility cannot determine the reason why the Data Collector configuration failed.

**Operator response:** Run the utility again in debug mode to gather more information.

---

**KD4DU0054I JBoss Data Collector**

**Explanation:** Data Collector label on list of Data Collectors available for configuration.

---

**KD4DU0055I JBoss Data Collector server configuration profile:**

**Explanation:** JBoss configuration profile: Valid values are default or all.

---

**KD4DU0056I JBoss application server installation directory:**

**Explanation:** The JBoss installation directory.

---

---

**KD4DU0057E The Data Collector Server Configuration Profile was not specified.**

**Explanation:** One of configuration profiles must be specified to proceed with configuration.

**Operator response:** Enter the configuration profile.

---

**KD4DU0058I WebSphere Message Broker**

**Explanation:** Data Collector label on list of Data Collectors available for configuration.

---

**KD4DU0059I Message Broker Name:**

**Explanation:** Broker name in the WebSphere Message Broker.

---

**KD4DU0060I Name of Message Broker Execution Group:**

**Explanation:** Execution group in the WebSphere Message Broker.

---

**KD4DU0061I Message Flow Name list, separated by commas:**

**Explanation:** Message flow in the WebSphere Message Broker.

---

**KD4DU0062I User Exit Path (optional):**

**Explanation:** User Exit Path in the WebSphere Message Broker.

---

**KD4DU0063E The Data Collector Message Broker Name was not specified.**

**Explanation:** You must enter a Message Broker name.

**Operator response:** Verify that the Message Broker name is specified.

---

**KD4DU0064E The Message Broker Message Flow name was not specified.**

**Explanation:** You must enter the name of the Message Flow Message Flow.

**Operator response:** Verify that the Message Flow name is specified.

---

**KD4DU0065E The Message Broker Execution Group was not specified.**

**Explanation:** You must enter the name for the Execution Group.

**Operator response:** Verify that the Execution Group name is specified.

---

---

**KD4DU0066I WebSphere Message Broker**

**Explanation:** WebSphere Message Broker caption

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**KD4DU0067I Configure Apache Axis WebServices Engine**

**Explanation:** Configure the Apache Axis, rather than BEA WebServices, implementation.

---

**KD4DU0068I Welcome to the InstallShield Wizard for the Data Collector Configuration Utility.**

**Explanation:** This is part one of a two part welcome message displayed for the Data Collector Configuration Utility InstallShield Wizard.

---

**KD4DU0069I The Data Collector Configuration Utility helps you to enable or disable data collection in your supported runtime environments. To continue, click Next, or click Cancel to close the utility.**

**Explanation:** This is part two of a two part welcome message displayed for the Data Collector Configuration Utility InstallShield Wizard.

---

**KD4DU0070I Welcome to the InstallShield Wizard for the Data Collector Configuration Utility. The Data Collector Configuration Utility helps you to enable or disable data collection in your supported runtime environments. To continue, choose Next.**

**Explanation:** This is the welcome message displayed for the console version of the Data Collector Configuration Utility.

---

**KD4DU0071I NOTE: The Message Broker will be stopped to enable or disable some configuration. If you do NOT want to continue, press the Cancel or Back button, otherwise press Next to continue.**

**Explanation:** This is a warning message indicating that the Message Broker will be closed before configuring.

---

**KD4DU0072E Data Collector Property {0} is missing.**

**Explanation:** You did not enter the specified property.

**Operator response:** Verify that the specified property is specified.

---

---

**KD4DU0073E Data Collector Property {1} is missing for instance {0}**

**Explanation:** You did not enter the specified property for the instance.

**Operator response:** Enter the missing property for the instance.

---

**KD4DU0074E The Data Collector {0} Property has a wrong value.**

**Explanation:** You might have entered an incorrect or empty value for the indicated property.

**Operator response:** Ensure that the property is specified with a valid value.

---

**KD4DU0075E Data Collector property {1} for instance {0} has wrong value.**

**Explanation:** You might have entered an unacceptable value for the indicated property and instance.

**Operator response:** Ensure that the data collector property name is valid for the instance.

---

**KD4DU0076I Server side Web Services application**

**Explanation:** One of three options during configuring SAP DataCollector: configure Web Service application on the server side.

---

**KD4DU0077I Client side standalone Web Services application**

**Explanation:** One of three options during configuring SAP DataCollector: configure Web Service application on the client side.

---

**KD4DU0078I All server side Web Services applications installed in SAP server**

**Explanation:** One of three options during configuring SAP DataCollector: configure all Web Service applications on the server side.

---

**KD4DU0079I A deployable client application**

**Explanation:** Option during SAP configuration (not used in DCCconfig tool).

---

**KD4DU0080I Choose the type of application to configure:**

**Explanation:** You can choose to configure three types of application: a standalone Web Service application on the client side, an application on the server side, or all applications installed on the server.

---

---

**KD4DU0081I Location of the Web services application to be monitored:**

**Explanation:** Specifies the directory path of the Web services application to be monitored.

---

**KD4DU0082I SAP system ID:**

**Explanation:** Specifies the SAP system ID.

---

**KD4DU0083I SAP home directory:**

**Explanation:** Specifies the SAP home directory. This is typically /usr/sap or C:\sap, but it could reside on any drive.

---

**KD4DU0084E The SAP system ID must be specified.**

**Explanation:** The SAP system ID must be entered to proceed with the configuration.

**Operator response:** Verify that the SAP system ID is entered.

---

**KD4DU0085I Modify the classpath used to launch the standalone application to include the kd4dcagent.jar file, which is provided in the /KD4/lib directory. Then run the application.**

**Explanation:**

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**KD4DU0086I SCA Mediation Primitives**

**Explanation:** SCA Mediation Primitive Runtime Support caption

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**KD4DU0087I SOA Application with Managed SCA Primitives**

**Explanation:** SCA Mediation Primitive Runtime Support for concrete server application caption

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**KD4DU0088I WebSphere Process Server or WebSphere Enterprise Service Bus Home Directory**

**Explanation:** Specifies the directory location where IBM WebSphere Process Server or IBM WebSphere Enterprise Service Bus is installed

---

**KD4DU0089I WebSphere Process Server or WebSphere Enterprise Service Bus Home Profile Directory**

**Explanation:** Specifies the directory location of the IBM WebSphere Process Server or IBM WebSphere Enterprise Service Bus profile

---

---

**KD4DU0090I Configure with node and server name**

**Explanation:** You can choose configuration with node and server name or with cluster name.

---

**KD4DU0091I Configure with cluster name**

**Explanation:** You can choose configuration with node and server name or with cluster name

---

**KD4DU0092I Node Name of the server:**

**Explanation:** Node name for SCA Mediation Primitive Runtime Support configuration

---

**KD4DU0093I Name of the Server to deploy:**

**Explanation:** Server name for SCA Mediation Primitive Runtime Support configuration

---

**KD4DU0094I Cluster Name:**

**Explanation:** Cluster name for SCA Mediation Primitive Runtime Support configuration

---

**KD4DU0095I User ID for application server:**

**Explanation:** User ID for SCA Mediation Primitive Runtime Support configuration

---

**KD4DU0096I User Password:**

**Explanation:** User Password for SCA Mediation Primitive Runtime Support configuration

---

**KD4DU0097I {0} was {1} successfully.**

**Explanation:** Information label after successful configuration.

---

**KD4DU0098I Select which type of configuration you want to perform**

**Explanation:** You can choose configuration with node and server name or with cluster name in console mode.

---

**KD4DU0099E You must specify the SCA Mediation Primitive node name.**

**Explanation:** The SCA Mediation Primitive node name must be entered to proceed with configuration.

**Operator response:** Make sure that the SCA Mediation Primitive node name is entered.

---

**KD4DU0100E You must specify the SCA Mediation Primitive server name.**

**Explanation:** The SCA Mediation Primitive server name must be entered to proceed with configuration.

**Operator response:** Verify that the SCA Mediation Primitive server name is entered.

---

**KD4DU0101E You must specify the SCA Mediation Primitive cluster name.**

**Explanation:** The SCA Mediation Primitive cluster name must be entered to proceed with configuration.

**Operator response:** Verify that the SCA Mediation Primitive cluster name is entered.

---

**KD4DU0102I Select which type of configuration to perform:**

**Explanation:** You can choose to install the SCA mediation primitives on IBM WebSphere Process Server or IBM WebSphere Enterprise Service Bus, or to configure the SCA mediation primitives on IBM WebSphere Process Server or IBM WebSphere Enterprise Service Bus.

---

**KD4DU0103I <html>Deploy support ear file to IBM WebSphere Process Server or IBM WebSphere Enterprise Service Bus for managed SCA mediation primitives support**

**Explanation:** One of the choices in configuring support for Tivoli managed SCA mediation primitives, in GUI mode.

---

**KD4DU0104I <html>Configure IBM WebSphere Process Server or IBM WebSphere Enterprise Service Bus for managed SCA mediation primitives support**

**Explanation:** One of the choices in configuring support for Tivoli managed SCA mediation primitives, in GUI mode.

---

**KD4DU0105I Deploy support ear file to IBM WebSphere Process Server or IBM WebSphere Enterprise Service Bus for managed SCA mediation primitives support**

**Explanation:** One of the choices in configuring support for Tivoli managed SCA mediation primitives, in console mode.

---

**KD4DU0106I Configure IBM WebSphere Process Server or IBM WebSphere Enterprise Service Bus for managed SCA mediation primitives support**

**Explanation:** One of the choices in configuring support for Tivoli managed SCA mediation primitives, in console mode.

---

**KD4DU0107I Restart the {0} application server (refer to your {0} documentation for the specific procedure). The data collector becomes active after the application server is restarted.**

**Explanation:** After successful configuration, restart the application server to enable the Data Collectors.

---

**KD4DU0108I To enable or disable the WebSphere CE Data Collector, refer to the procedures in the product documentation.**

**Explanation:** Information for user, where to find WASCE configuration hints.

---

**KD4DU0109E The {0} data collector cannot have multiple instances.**

**Explanation:** The data collector can have only one instance.

**Operator response:** Verify that in silent file the data collector has only one instance.

---

**KD4DU0110I SAP NetWeaver - Server side Web Services application**

**Explanation:** SAP NetWeaver - label in header of GUI panel which asks user for parameters.

---

**KD4DU0111I SAP NetWeaver - Client side standalone Web Services application**

**Explanation:** SAP NetWeaver - label in header of GUI panel which asks user for parameters.

---

**KD4DU0112I SAP NetWeaver - All server side Web Services applications installed in SAP server**

**Explanation:** SAP NetWeaver - label in header of GUI panel which asks user for parameters.

---

**KD4DU0113E Silent response file not found.**

**Explanation:** User is using silent mode, but no silent file was found.

**Operator response:** Verify that the specified silent file is a valid file and is not read-protected.

---

**KD4DU0114E Unknown Data Collector name: {0}**

**Explanation:** User is using silent mode, but is trying to configure an unsupported or unknown Data Collector, for example, DB2

**Operator response:** Examine the contents of the silent file and remove any unsupported Data Collector.

---

**KD4DU0115I Configure Data Power Instance**

**Explanation:** One of two options during configuring DataPower: configure DataPower instance.

---

**KD4DU0116I Register or unregister DataPower as service or daemon.**

**Explanation:** One of two options during configuring DataPower: register DataPower as a service (on supported Windows operating systems) or as daemon (non-Windows operating systems).

---

**KD4DU0117I DataPower Service**

**Explanation:** Data Collector label on list of Data Collectors available for configuration

---

**KD4DU0118I Register DataPower as service or daemon.**

**Explanation:** One of two options during registration of DataPower: register DataPower as a service (on supported Windows operating systems) or as daemon (other non-Windows operating systems).

---

**KD4DU0119I Unregister DataPower**

**Explanation:** One of two options during registration of DataPower: unregister DataPower.

---

**KD4DU0120I Restart the {0} application server (refer to your {0} documentation for the specific procedure). The data collector is disabled after the application server is restarted.**

**Explanation:** After successful configuration, restart the application server to disable the Data Collectors.

---

**KD4DU0121I You should stop the DataPower Data Collector before registering it in the system (refer to your product documentation for the specific procedure). This operation might fail while the data collector is running.**

**Explanation:** This message is displayed before registering starts. The DataPower data collector should be stopped or the registration operation might fail.

---

**KD4DU0122W You should stop the DataPower Data Collector before unregistering it from the system (refer to your product documentation for the specific procedure). The operation might fail while the data collector is running.**

**Explanation:** This message is displayed before unregistering starts. The DataPower data collector

should be stopped or the unregister operation might fail.

---

**KD4DU0123E The Message Broker will be stopped before configuring for data collection. You must confirm that it is acceptable to stop the Message Broker to proceed with Data Collector configuration.**

**Explanation:** The Message Broker must be stopped before the Data Collector configuration. This message is displayed if you attempted to configure the Data Collector (for example, in silent mode) without first confirming that the data collector is allowed to be stopped without causing problems in your environment.

**Operator response:** Confirm that the Message Broker can be stopped, by selecting this check box in interactive mode or by changing the value of the allow\_to\_stop\_mb property to true when in silent mode.

---

**KD4DU0124I Please wait while configuring the SAP Data Collector. This process can take from several minutes up to one hour.**

**Explanation:** The SAP Data Collector needs a long time to complete its configuration, so the user should be informed.

---

**KD4DU0125I For more details, refer to the log file: {0}**

**Explanation:** When an error occurs, the user is presented with the path to the log file, where more information can be found.

---

**KD4DU0126W You should stop the JBoss Application Server before disabling the Data Collector. The disable operation might fail while the application server is running.**

**Explanation:** This message is displayed after parameters for JBoss Data Collector were gathered, but before the actual disable operation occurs. The JBoss application server should be stopped or the disable operation might fail because of locked JAR files.

**Operator response:** JBoss tends to lock JAR files when the application server is up and running. Stop JBoss application server before attempting to disable the data collector to be sure no files are locked.

---

**KD4DU0127I Select which type of configuration to perform:**

**Explanation:** You can choose to configure a DataPower instance or to register or unregister DataPower as service or daemon.

---

**KD4DU0136E The DataPower Display Group name cannot contain space characters.**

**Explanation:** The user entered a Display Group name that includes blank space characters, or other characters, such as a tab, which is not supported.

**Operator response:** Remove blank spaces from the Display Group name.

---

**KD4EV0001E A error occurred while sending a request to the SOA Domain Management Server.**

**Explanation:** A request from the Tivoli Enterprise Portal could not be processed because the request could not be sent to the SOA Domain Management Server.

**Operator response:** If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4EV0002E A response returned by the SOA Domain Management Server is not valid.**

**Explanation:** A request from the Tivoli Enterprise Portal could not be processed because the response returned by the SOA Domain Management Server is not valid.

**Operator response:** If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4EV0003E An internal error occurred while processing a request from the Tivoli Enterprise Portal.**

**Explanation:** See message text.

**Operator response:** If the problem persists, perform the following steps:

- Enable SOA Domain Management Server tracing.



- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

---

**KD4EX0000I An example message to set a precedent, optionally including one or more variables or labels .**

**Explanation:** additional information about the cause of the message and the action the program has taken or will take.

**System action:** describes what the system has done or will do in response to the situation that caused the message.

**Operator response:** describes the corrective actions the operator should take.

**Administrator Response:** describes the corrective actions the administrator should take.

**Programmer response:** describes the corrective actions the programmer should take.

---

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**Programmer response:** describes the corrective actions the programmer should take.

---

**KD4IN0001E The selected directory already exists. The directory is not a valid IBM Tivoli Composite Application Manager for SOA Tools v7.1.1. installation directory. Check the destination directory.**

**Explanation:** The user selected an existing directory that does not already have the IBM Tivoli Composite Application Manager for SOA Tools installed, assuming that the user wanted to install again over an existing installation.

**Operator response:** Return to the installation destination panel and change the installation location.

---

**KD4IN0005I Select the base directory where Eclipse is installed.**

**Explanation:** This message is part of the instructions displayed to the user during the installation of IBM Web Services Navigator.

---

**KD4IN0006E The selected Eclipse base directory is not a valid Eclipse directory.**

**Explanation:** The user selected a directory which is not a valid Eclipse base directory.

**Operator response:** Return to the previous window and select the correct Eclipse base directory.

---

**KD4IN0007E The version of Eclipse installed in the specified directory is not valid. The minimum required version of Eclipse is 3.0.1.**

**Explanation:** The Eclipse version in the specified directory is at an unsupported level. IBM Web Services Navigator can only be installed in Eclipse version 3.0.1 or later.

**Operator response:** Cancel this installation and do one of the following:

- Install the minimum supported version of Eclipse, then perform this installation again.
- Install IBM Web Services Navigator with the version of Eclipse that is provided with the product.

---

**KD4IN0008W** The Eclipse Modeling Framework (EMF) feature `org.eclipse.emf` version 2.0.1 or later is required for this product to work, but this feature is not present in the Eclipse installation directory. Install EMF features and plugins after completing this installation.

**Explanation:** For the IBM Web Services Navigator plugins to work in Eclipse 3.0, the Eclipse Modeling Framework version 2.0.1 or later must be installed. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The EMF plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the Eclipse product was obtained.

**Operator response:** Continue with the installation. After completing the installation of IBM Web Services Navigator, install the required EMF feature before using the product.

---

**KD4IN0009W** The Java Development Toolkit (JDT) feature `org.eclipse.jdt` version 3.0.1.1 or later is required for this product to work, but is not present in the Eclipse directory. Install JDT features and plugins after completing this installation.

**Explanation:** For the import wizard to work, this JDT feature is required. The version that is needed is 3.0.1.1 or later. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The JDT plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the Eclipse base installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the required JDT feature before using the product.

---

**KD4IN0010W** The Visual Editor (VE) feature `org.eclipse.ve` version 1.1.0.1 is required for this product to work, but is not present in the Eclipse directory. Install the VE features and plugins after completing this installation.

**Explanation:** For the import wizard to work, the VE feature is required. The version that is needed is 1.1.0.1 or later. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The VE plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the base Eclipse product was obtained.

**Operator response:** Continue with the installation. After completing the installation, install the VE.

---

**KD4IN0011W** The XML Schema Infoset Model (XSD) feature `org.eclipse.xsd` version 2.0.1 or later is required for this product to work. This feature is not present in the Eclipse directory. Install XSD features and plugins after completing this installation.

**Explanation:** For the import wizard to work in Eclipse 3.0.x, the XSD feature is required. The version that is needed is 2.0.1 or later, but this feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The XSD plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the base Eclipse installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the XSD.

---

**KD4IN0012E** The version of WebSphere Integration Developer installed in the specified directory is not valid. The minimum required version of WebSphere Integration Developer is 6.0.1.

**Explanation:** The WebSphere Integration Developer version in the specified directory is at an unsupported level. Managed SCA Mediation Primitives can only be installed in WebSphere Integration Developer version 6.0.1 or later.

**Operator response:** Cancel this installation and install the minimum supported version of WebSphere Integration Developer, then perform this installation again.

---

**KD4IN0013E** The selected WebSphere Integration Developer integrated test environment directory is not a valid runtime directory.

**Explanation:** The user selected a directory which is not a valid WebSphere Integration Developer integrated test environment directory.

**Operator response:** Return to the previous window and select the correct WebSphere Integration Developer integrated test environment directory.

---

**KD4IN0014W** The Graphical Editing Framework (GEF) feature `org.eclipse.gef` version 3.1.1 or later is required for this product to work. This feature is not present in the Eclipse directory. Install GEF features and plugins after completing this installation.

**Explanation:** For the import wizard to work, the GEF feature is required. The version that is needed is 3.1.1 or later, but this feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web

Services Navigator is installed. The GEF plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the base Eclipse installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the GEF feature.

---

**KD4IN0015W** The Java EMF Model (JEM) feature `org.eclipse.jem` version 1.1.0.1 or later is required for this product to work. This feature is not present in the Eclipse directory. Install JEM features and plugins after completing this installation.

**Explanation:** For the import wizard to work, the JEM feature is required. The version that is needed is 1.1.0.1 or later, but this feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The JEM plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the base Eclipse installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the JEM feature.

---

**KD4IN0016W** The Web Tools Platform (WTP) feature `org.eclipse.wst` version 0.7.1 or later is required for this product to work. This feature is not present in the Eclipse directory. Install WTP features and plugins after completing this installation.

**Explanation:** For the import wizard to work, the WTP feature is required. The version that is needed is 0.7.1 or later, but this feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The WTP plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the base Eclipse installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the WTP feature.

---

**KD4IN0017W** The XML Schema Infoset Model (XSD) feature `org.eclipse.xsd` version 2.1.1 or later is required for this product to work. This feature is not present in the Eclipse directory. Install XSD features and plugins after completing this installation.

**Explanation:** For the import wizard to work in Eclipse 3.1.x, the XSD feature is required. The version that is needed is 2.1.1 or later, but this feature is not installed

in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The XSD plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the base Eclipse installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the XSD.

---

**KD4IN0018W** The Eclipse Modeling Framework (EMF) feature `org.eclipse.emf` version 2.1.2 or later is required for this product to work, but this feature is not present in the Eclipse installation directory. Install EMF features and plugins after completing this installation.

**Explanation:** For the IBM Web Services Navigator plugins to work in Eclipse 3.1.x, the Eclipse Modeling Framework version 2.1.2 or later must be installed. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The EMF plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the Eclipse product was obtained.

**Operator response:** Continue with the installation. After completing the installation of IBM Web Services Navigator, install the required EMF feature before using the product.

---

**KD4IN0022I** Do you want to enable the Managed SCA Mediation Primitives for testing in the WebSphere Integration Developer integrated test environment? (Refer to the product documentation for more information.)

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0023I** Specify the base directory where the WebSphere Integration Developer integrated test environment is installed.

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0024I** Select the type of installation to perform.

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0025I** Select the first option to install IBM Web Services Navigator and the Eclipse 3.2.2 environment included with this installation.

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0026I** Select the second option to install IBM Web Services Navigator into an existing Eclipse 3.0.1, Eclipse 3.1.2 or Eclipse 3.2.2 environment.

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0027I** Select the third or fourth option to install the Managed SCA Mediation Primitives (and optionally IBM Web Services Navigator) into the Eclipse environment of WebSphere Integration Developer 6.0.1 or later.

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0028I** Refer to the product documentation for more information on these installation choices.

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0029I** Select the first option to install IBM Web Services Navigator into an existing Eclipse 3.0.1, Eclipse 3.1.2 or Eclipse 3.2.2 environment.

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0030I** Select the second or third option to install the Managed SCA Mediation Primitives (and optionally IBM Web Services Navigator) into the Eclipse environment of WebSphere Integration Developer 6.0.1.2 or later.

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0032I** IBM Web Services Navigator and the Eclipse environment

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0033I** IBM Web Services Navigator into an existing Eclipse environment

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0034I** Managed SCA Mediation Primitives

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

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**KD4IN0035I** Managed SCA Mediation Primitives and IBM Web Services Navigator

**Explanation:** This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

---

**KD4IN0036E** No features were selected to uninstall.

**Explanation:** The user did not select any features from the previous panel to uninstall.

**Operator response:** Return to the previous panel and select at least one feature to uninstall.

---

**KD4IN0037E** The IBM Tivoli Composite Application Manager for SOA 7.1.1 Tools are already installed on this machine and must be uninstalled before they can be installed again.

**Explanation:** A previous installation of the IBM Tivoli Composite Application Manager for SOA 7.1.1 Tools is detected on the machine.

**Operator response:** The user must uninstall the IBM Tivoli Composite Application Manager for SOA 7.1.1 Tools and run the installer again.

---

**KD4IN0038I** Select the base directory where WebSphere Integration Developer is installed.

**Explanation:** This message is part of the instructions displayed to the user during the installation of IBM Tivoli Composite Application Manager for SOA Tools.

---

---

**KD4IN0039E** The version of WebSphere Integration Developer installed in the specified directory is not valid. The minimum required version of WebSphere Integration Developer is 6.0.1.2.

**Explanation:** The WebSphere Integration Developer version in the specified directory is at an unsupported level. Managed SCA Mediation Primitives can only be installed in WebSphere Integration Developer version 6.0.1.2 or later.

**Operator response:** Cancel this installation and install the minimum supported version of WebSphere Integration Developer, then perform this installation again.

---

**KD4IN0040E** The selected directory is not a valid WebSphere Integration Developer directory.

**Explanation:** The user selected a directory which is not a valid WebSphere Integration Developer base directory.

**Operator response:** Return to the previous window and select the correct WebSphere Integration Developer base directory.

---

**KD4IN0041W** The Eclipse Modeling Framework (EMF) feature org.eclipse.emf version {0} or later is required for this product to work, but this feature is not present in the Eclipse installation directory. Install EMF features and plugins after completing this installation.

**Explanation:** For the IBM Web Services Navigator plugins to work in Eclipse, the Eclipse Modeling Framework at a certain version level (different for different Eclipse versions) must be installed. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The EMF plugin can be obtained from the www.eclipse.org Web site or the same source where the Eclipse product was obtained.

**Operator response:** Continue with the installation. After completing the installation of IBM Web Services Navigator, install the required EMF feature before using the product.

---

**KD4IN0042W** The Java Development Toolkit (JDT) feature org.eclipse.jdt version {0} or later is required for this product to work, but is not present in the Eclipse directory. Install JDT features and plugins after completing this installation.

**Explanation:** For the import wizard to work, this JDT feature is required (plugin version depends on Eclipse

version). This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The JDT plugin can be obtained from the www.eclipse.org Web site or the same source where the Eclipse base installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the required JDT feature before using the product.

---

**KD4IN0043W** The Visual Editor (VE) feature org.eclipse.ve version {0} is required for this product to work, but is not present in the Eclipse directory. Install the VE features and plugins after completing this installation.

**Explanation:** For the import wizard to work, the VE feature is required (plugin version depends on Eclipse version). This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The VE plugin can be obtained from the www.eclipse.org Web site or the same source where the base Eclipse product was obtained.

**Operator response:** Continue with the installation. After completing the installation, install the VE.

---

**KD4IN0044W** The XML Schema Infoset Model (XSD) feature org.eclipse.xsd version {0} or later is required for this product to work. This feature is not present in the Eclipse directory. Install XSD features and plugins after completing this installation.

**Explanation:** For the import wizard to work in Eclipse, the XSD feature is required (plugin version depends on Eclipse versions). This plugin can be installed after IBM Web Services Navigator is installed. The XSD plugin can be obtained from the www.eclipse.org Web site or the same source where the base Eclipse installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the XSD.

---

**KD4IN0045W** The Graphical Editing Framework (GEF) feature org.eclipse.gef version {0} or later is required for this product to work. This feature is not present in the Eclipse directory. Install GEF features and plugins after completing this installation.

**Explanation:** For the import wizard to work, the GEF feature is required (plugin version depends on Eclipse version), but this feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The GEF plugin can be

obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the base Eclipse installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the GEF feature.

**KD4IN0046W The Java EMF Model (JEM) feature `org.eclipse.jem` version {0} or later is required for this product to work. This feature is not present in the Eclipse directory. Install JEM features and plugins after completing this installation.**

**Explanation:** For the import wizard to work, the JEM feature is required (plugin version depends on Eclipse version), but this feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The JEM plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the base Eclipse installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the JEM feature.

**KD4IN0047W The Web Tools Platform (WTP) feature `org.eclipse.wst` version {0} or later is required for this product to work. This feature is not present in the Eclipse directory. Install WTP features and plugins after completing this installation.**

**Explanation:** For the import wizard to work, the WTP feature is required (plugin version depends on Eclipse version), but this feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The WTP plugin can be obtained from the [www.eclipse.org](http://www.eclipse.org) Web site or the same source where the base Eclipse installation was obtained.

**Operator response:** Continue with the installation. After the installation is completed, install the WTP feature.

**KD4IN0048E The version of Eclipse installed in the specified directory is not at one of the following supported levels: 3.0.1, 3.1.2, or 3.2.2.**

**Explanation:** The user is attempting to install the ITCAM for SOA Tools into a version of Eclipse that is more recent than the supported versions. The Tools are only supported in Eclipse versions 3.0.1, 3.0.2, or 3.2.2. Newer versions are not supported.

**Operator response:** Specify a target directory where Eclipse version 3.0.1, 3.1.2 or 3.2.2 is installed.

**KD4IN0049E The Managed SCA Mediation Primitives is already installed on this machine and must be uninstalled before they can be installed again.**

**Explanation:** A previous installation of the Managed SCA Mediation Primitives are detected on the machine.

**Operator response:** The user must uninstall the Managed SCA Mediation Primitives and run the installer again.

**KD4LN0001E The DataPower WebGUI could not be launched. The selected entry in the Services Inventory Attributes table does not represent a DataPower appliance.**

**Explanation:**

## Explanation

Only Services Inventory entries for DataPower appliances can be used to launch DataPower WebGUI sessions.

**Operator response:**

## Operator Response

Select a Services Inventory Attributes table entry for a DataPower appliance to perform this launch action. DataPower appliances are identified by a value of DataPower in the Application Server Environment column of the Services Inventory Attributes table.

**KD4LN0002E The DataPower WebGUI could not be launched. The selected entry in the Services Inventory Attributes table has no value for the Application Server Node Name and contains data for more than one DataPower appliance.**

**Explanation:**

## Explanation

Entries in the Services Inventory table can represent data from more than one DataPower appliance. These entries have no value for the Application Server Node Name column and cannot be used to launch DataPower WebGUI sessions.

**Operator response:**

## Operator Response

Select a Services Inventory Attributes table entry that has an Application Server Node Name column

with the host name or IP address of the desired DataPower appliance. Use this entry to perform the launch action.

---

**KD4LN0003E** The DataPower WebGUI could not be launched. The selected entry in the SNMP Attributes table does not represent a DataPower appliance.

**Explanation:**

## Explanation

Only SNMP table entries for DataPower appliances can be used to launch DataPower WebGUI sessions.

**Operator response:**

## Operator Response

Select an SNMP table entry for a DataPower appliance.

---

**KD4MB0001W** The transport type is not supported for this message flow:  
*msgflow* Node type : *nodeType*

**Explanation:** The message flow that is enabled for data collection is using a transport type that is not supported by this version of the Message Broker data collector.

**Operator response:** Verify that the version of the Message Broker data collector that you are using supports the transport type for the message flow that you want to monitor. If the monitoring data that you received is not useful, consider disabling data collection for this message flow to avoid unnecessary overhead.

---

**KD4MB0002W** The HTTP flow has timed out for the Message Flow: *msgFlow*

**Explanation:** The response time for the monitored message flow is longer than the HTTP time out setting for the message flow. The client side might receive a time out error.

**Operator response:** Increase the HTTP time out setting for this message flow. If this warning persists, use the dynamic workspace link to the OM Messaging workspace to examine the problem in more detail.

---

**KD4MB0003W** The message format is not supported for the message flow:  
*msgFlow*

**Explanation:** The message flow that is enabled for data collection does not have a message format that is supported by the Message Broker data collector.

**Operator response:** Verify that the version of the data collector supports the message formats of interest. If the monitoring data that you received is not useful, consider disabling data collection for this message flow to avoid unnecessary overhead.

---

**KD4MB0004E** There might be another instance of the script running on the same broker. If you are sure that there is no other instance running, remove the file: *filename* . Then run the script again.

**Explanation:** The script is invoked more than once concurrently.

**Operator response:** See the message text for the suggested action.

---

**KD4MB0005E** The Message Broker data collector user exit is already registered with this execution group.

**Explanation:** The Message Broker data collector should only register once with each Message Broker execution group. A duplicate registration attempt was detected and this instance of the data collector will terminate.

**System action:** The data collector instance detecting the duplicate registration will terminate.

---

**KD4MB0006E** The Message Broker data collector user exit registration failed.

**Explanation:** The Message Broker data collector attempted to register the user exit with the execution group and failed.

**System action:** The data collector terminates and will not collect data.

**Operator response:** Restart the broker instance. If the error persists, contact IBM Software Support.

---

**KD4MC0101E** The Helper component could not be initialized. Managed SCA Mediation Primitives continue to operate, but cannot be dynamically configured.

**Error message:** *error\_data*.

**Explanation:** Due to an internal error in WebSphere Process Server, the initialization of the Helper component did not complete successfully. This does not prevent the Managed SCA Mediation Primitives to continue to operate normally, however they cannot be dynamically enabled and disabled using IBM Tivoli Composite Application Manager for SOA take action commands.

**Operator response:** Try the following steps to recover from this error:

- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task that was in progress when the error occurred. You might need to restart the application server, if necessary.
- If the error continues to occur, contact IBM Software Support.

---

**KD4MC0102E** The following primitive: *primitive\_type primitive\_displayname* can not get the status of the Mediation Configuration Component. Managed SCA Mediation Primitives continue to operate unchanged.

**Error Message:** *error\_data*.

**Explanation:** It is possible that the Mediation Configuration Component is not running, or has not been deployed and started correctly.

**Operator response:** Try the following steps to recover from this error:

- Verify that the Mediation Configuration Component is deployed and started correctly.
- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data, and correct problems, if possible.
- Retry the task in progress when the error occurred. You might need to restart the application server, if necessary.

- If the error continues to occur, contact IBM Software Support.

---

**KD4MC0103E** The following primitive: *primitive\_type primitive\_displayname* could not be registered.

**Error Message:** *error\_data*.

**Explanation:** Due to an internal error in WebSphere Process Server, the specified primitive could not be registered.

**Operator response:** Try the following steps to recover from this error:

- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred. You might need to restart the application server, if necessary.
- If the error continues to occur, contact IBM Software Support.

---

**KD4MC0104E** The following primitive: *primitive\_type primitive\_displayname* could not be updated. Managed SCA Mediation Primitives continue to operate unchanged.

**Error Message:** *error\_data*.

**Explanation:** Due to an internal error in WebSphere Process Server, the specified primitive could not be updated.

**Operator response:** Try the following steps to recover from this error:

- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred. You might need to restart the application server, if necessary.
- If the error continues to occur, contact IBM Software Support.

---

**KD4MC0105E** The following primitive: *primitive\_type primitive\_displayname* could not be configured. Managed SCA Mediation Primitives continue to operate unchanged.

**Error Message:** *error\_data*.



**Explanation:** Due to an internal error in WebSphere Process Server, the specified primitive could not mediate the message.

**Operator response:** Try the following steps to recover from this error:

- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred. You might need to restart the application server, if necessary.
- If the error continues to occur, contact IBM Software Support.

---

**KD4MC0201E The Mediation Configuration Component can not be started.**  
**Error message:** *stack\_trace\_data*.

**Explanation:** An error occurred during the initialization of the Mediation Configuration Component. It could not be started successfully.

**Operator response:** Try the following steps to recover from this error:

- Restart Mediation Configuration Component.
- Redeploy Mediation Configuration Component through KD4configMediationDeploy.bat
- Examine the business logic of the application and correct any problems, if possible.
- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred. You might need to restart the application server, if necessary.
- If the error continues to occur, contact IBM Software Support.

---

**KD4MC0202W An attempt to access the properties file for the Mediation Configuration Component failed.**  
**Error message:** *stack\_trace\_data*.

**Explanation:** An error occurred while attempting to access the KD4/config/KD4.\*.mc.properties file. This does not affect the operation of the Mediation Configuration Component. It continues to operate unchanged.

**Operator response:** Try the following steps to recover from this error:

- Examine the exception code and trace data for details of the warning. If possible, resolve any problems that caused the warning to occur.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred.
- If the conditions that caused the warning continue to be a problem, contact IBM Software Support for assistance.

---

**KD4MC0203E The configuration of the Mediation Configuration Component failed.**

**Error message:** *stack\_trace\_data*.

**Explanation:** Due to an internal error in WebSphere Process Server, the configuration of the Mediation Configuration Component was not completed successfully.

**Operator response:** Try the following steps to recover from this error:

- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

---

**KD4MC0204E The attempt to stop the Mediation Configuration Component failed.**

**Error message:** *stack\_trace\_data*.

**Explanation:** The attempt to stop the Mediation Configuration Component was not successful. Managed SCA Mediation Primitives continue to operate unchanged.

**Operator response:** Try the following steps to recover from this error:

- The Mediation Configuration Component might already be stopped. If so, ignore this message.
- Examine the exception code and trace data for details of the error.

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- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Try to stop the Mediation Configuration Component again.
- If the error continues to occur, contact IBM Software Support.

---

### **KD4MC0205E Incorrect request:** *inputPropertyString.*

**Explanation:** A Take Action command was issued but was not successful. There might be a problem with one or more arguments specified in the command syntax.

**Operator response:** Try the following steps to recover from this error:

- Check the syntax and arguments specified in the Take Action command and correct any problems, if found. See the Installation and User's Guide, and the online help information for details on Take Action commands.
- Try the Take Action again.
- If the error continues to occur, contact IBM Software Support.

---

### **KD4MC0206E The initialization of the Mediation Configuration Component failed.**

**Explanation:** The attempt to initialize the Mediation Configuration Component was not successful. There might be a problem with the server.

**Operator response:** Try the following steps to recover from this error:

- Check the status of the server and fix any problems, if found.
- Examine the exception code and trace data, if it exists, for details of the error.
- Try to determine the problem from the exception code and trace data, and correct and problems, if possible.
- Try to initialize the Mediation Configuration Component again.
- If the error continues to occur, contact IBM Software Support.

---

### **KD4MC0207E Illegal request. The take action command is not directed to this computer.**

**Explanation:** This error occurs when you issue a Take Action command intended for the local computer, but the destination system that was specified in the command is a different computer. The Mediation Configuration Component or its client rejects all requests that are not made from the local computer.

**Operator response:**

- Validate the intended destination computer and issue the Take Action command again.
- If the error continues to occur, contact IBM Software Support.

---

### **KD4MC0208E Found *number* Transport Channel Service. There should be one and only one Transport Channel Service.**

**Explanation:** An internal problem in the WebSphere Process Server occurred, possibly with the JMX service. Either no Transport Channel Service was found, or more than one was found. There should only be one Transport Channel Service.

**Operator response:** Try the following steps to recover from this error:

- Check the status of the WebSphere Process Server.
- Examine the exception code and trace data, if it exists, for details of the error, and correct any problems found, if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

---

### **KD4MC0209E The Take Action command to the Mediation Configuration Component client failed. The return code is:** *stack\_trace\_data.*

**Explanation:** The command transferred from the Take Action command did not complete successfully. The non-zero return code indicates the type of failure.

**Operator response:**

- Get the return code from the Tivoli Enterprise Portal to determine the reason for the error.

- Examine the exception code and trace data, if it exists, for details of the error.
- Try to correct any problems found, if possible.
- Retry the Take Action command.
- If the error continues to occur, contact IBM Software Support.

---

**KD4SU0001I Select one or more options:**

**Explanation:** Radio button group caption. Click one or more of the available radio buttons to select your desired operations to perform.

---

**KD4SU0002I A previous configuration of SOA Domain Management Server v{0} and the optional Tivoli Common Object Repository v{1} has not been detected in this TEPS environment.**

**Explanation:** This message is displayed when the SDMS configuration utility has not detected that the SDMS and the optional TCORE components have previously been configured. The parameters are the version numbers, such as 7.1.

This message is typically displayed the first time that the SDMS and optional TCORE components are configured in this Tivoli Enterprise Portal Server (TEPS) environment.

Note that after configuring SDMS and the optional TCORE components with the SDMS configuration utility, you must reconfigure and then restart the TEPS for this SDMS and TCORE configuration to be detected the next time that the SDMS configuration utility is run.

---

**KD4SU0003I Configure SOA Domain Management Server v{0}**

**Explanation:** This is the radio button option to configure the SDMS component. The parameter is the version number.

---

**KD4SU0004I <html>Configure SOA Domain Management Server v{0} <br>and Tivoli Common Object Repository v{1}.**

**Explanation:** This is the radio button option to configure both SDMS and TCORE components. The parameters are the version numbers.

---

**KD4SU0005I Configure Tivoli Common Object Repository v{0}**

**Explanation:** This is the radio button option to configure the optional TCORE component. The parameter is the version number.

---

**KD4SU0006I Upgrade Tivoli Common Object Repository from version {0} to version {1}**

**Explanation:** This is the radio button option to upgrade an existing configuration of the TCORE component to the latest version. The parameters are the version numbers.

---

**KD4SU0007I Tivoli Common Object Repository v{0} is configured in this Tivoli Enterprise Portal Server environment. This version will be upgraded to Tivoli Common Object Repository v{1}, and the SOA Domain Management Server v{2} will also be configured.**

**Explanation:** This message is displayed when a previous version of TCORE (typically v6.1.0) has been detected in this TEPS environment. In this case the latest version of SDMS is deployed, and the TCORE component is upgraded to the latest version. The parameters are the version numbers.

---

**KD4SU0008I SOA Domain Management Server v{1} and Tivoli Common Object Repository v{0} are configured in this Tivoli Enterprise Portal Server environment.**

**Explanation:** This message is displayed when the specified versions of both SDMS and TCORE components are already configured in this TEPS environment. The parameters are the version numbers.

---

**KD4SU0009I SOA Domain Management Server v{0} is configured in this Tivoli Enterprise Portal Server environment.**

**Explanation:** This message is displayed when a version of the SDMS component has already been configured without the optional TCORE component in this TEPS environment. The parameter is the version number.

---

**KD4SU0010I Update SOA Domain Management Server**

**Explanation:** This is the radio button option that is displayed when the SDMS component is configured in this TEPS environment, and an update for this component is available. If an update is not available, this option is not displayed in the selection list.

---

**KD4SU0011I Update Tivoli Common Object Repository**

**Explanation:** This is the radio button option that is displayed when the TCORE component is configured in this TEPS environment, and an update for this component is available. If an update is not available, this option is not displayed in the selection list.

---

**KD4SU0012I <html>Update Tivoli Common Object Repository <br>and SOA Domain Management Server**

**Explanation:** This radio button option is displayed when both the SDMS and TCORE components are configured in this TEPS environment, and updates for these components are available. Select this option to update these components. If updates are not available, this option is not displayed in the selection list.

---

**KD4SU0013I Update SOA Domain Management Server Authentication**

**Explanation:** This radio button option is displayed when the SDMS component is configured for this TEPS environment. Select this option to change authentication credentials, including changing the password to access the SDMS database, the user name to access the TEPS, and the associated TEPS password.

---

**KD4SU0014I Update Tivoli Common Object Repository Authentication**

**Explanation:** This radio button option is displayed when the TCORE component is configured for this TEPS environment. Select this option to change authentication credentials, which includes changing the password to access the TCORE database.

---

**KD4SU0015I Database Type:**

**Explanation:** A label for database type selection.

---

**KD4SU0016I IBM DB2**

**Explanation:** This is one of the supported database server types that you can select during SDMS configuration.

---

**KD4SU0017I Microsoft SQL**

**Explanation:** This is one of the supported database server types that you can select during SDMS configuration.

---

**KD4SU0018I SOA Domain Management Server database name:**

**Explanation:** This is the label of the input field for the preferred name of the SDMS database to be created and configured in this TEPS environment.

---

**KD4SU0019I Database administrator user name:**

**Explanation:** This is the label of the input field for the preferred name of the user that is being authorized to access the SDMS database or the TCORE database that is created and configured in this TEPS environment.

---

**KD4SU0020I Database administrator user password:**

**Explanation:** This is the label of the input field for the preferred password to be associated with the user name that is being authorized to access the SDMS database or the TCORE database that is created and configured in this TEPS environment.

---

**KD4SU0021I Tivoli Enterprise Portal Server User Name:**

**Explanation:** This is the label of the input field for the preferred name of the user that is being authorized to access the TEPS environment.

---

**KD4SU0022I Tivoli Enterprise Portal Server User Password:**

**Explanation:** This is the label of the input field for the preferred password to be associated with the user that is being authorized to access the TEPS environment.

---

**KD4SU0023I Path to JDBC Driver (if the driver consists of several JAR files, separate the file names with a semicolon):**

**Explanation:** This is the label of the input field for the directory path and JAR file name of the JDBC driver needed to connect to the database server. If you need to specify more than one directory path and JAR file, separate each file with a semicolon character.

---

**KD4SU0024I Database Port Number:**

**Explanation:** This is the label of the input field for the TCP/IP port number that is being used by the database server.

---

**KD4SU0025I Database Hostname:**

**Explanation:** This is the label of the input field for the hostname of the computer system where the database server is located.

---

**KD4SU0026I Enter new Tivoli Common Object Repository database password:**

**Explanation:** This is the label of the input field for the new TCORE database password.

---

**KD4SU0027I Enter new SOA Domain Management Server database password:**

**Explanation:** This is the label of the input field for the new SDMS database password.

---

**KD4SU0028I Enter new Tivoli Enterprise Portal Server user name:**

**Explanation:** This is the label of the input field for the new TEPS user name when updating TEPS connection credentials.

---

**KD4SU0029I Enter new Tivoli Enterprise Portal Server password:**

**Explanation:** This is the label of the input field for the new TEPS password when updating TEPS connection credentials.

---

**KD4SU0032I Welcome to the SOA Domain Management Server Configuration Utility**

**Explanation:** This is the first part of the welcome message that is displayed when the user runs the SDMS Configuration Utility to configure the SOA Domain Management Server and the Tivoli Common Object Repository in the TEPS environment.

---

**KD4SU0033I The SOA Domain Management Server Configuration Utility will help you to configure the SOA Domain Management Server and the Tivoli Common Object Repository on your computer. To continue, click Next, or click Cancel to close this utility.**

**Explanation:** This is the second part of the welcome message that is displayed when the user runs the SDMS Configuration Utility to configure the SOA Domain Management Server and the Tivoli Common Object Repository in the TEPS environment.

---

**KD4SU0034I Yes.**

**Explanation:** ISMP returns to the main page of the SDMS configuration utility.

---

**KD4SU0035I No, exit the SDMS Configuration Utility.**

**Explanation:** ISMP exits the SDMS Configuration Utility.

---

**KD4SU0036I Return to the main page of the SDMS Configuration utility?**

**Explanation:** Ask if the user wants to continue the configuration of the SDMS and TCORE components for this TEPS environment.

---

**KD4SU0037I The configuration of SOA Domain Management Server v{0} completed successfully.**

**Explanation:** This message is displayed to indicate that the configuration of the SDMS component completed successfully. The parameter specified is the version number.

---

---

**KD4SU0038I The configuration of Tivoli Common Object Repository v{0} completed successfully.**

**Explanation:** This message is displayed to indicate that the configuration of the TCORE component completed successfully. The parameter specified is the version number.

---

**KD4SU0039I The upgrade of Tivoli Common Object Repository to version {0} completed successfully.**

**Explanation:** This message is displayed to indicate that the upgrade of the TCORE component completed successfully. The parameter specified is the version number.

---

**KD4SU0040I The update of SOA Domain Management Server authentication completed successfully.**

**Explanation:** This message is displayed to indicate that the update of the authentication credentials for the SDMS component completed successfully.

---

**KD4SU0041I The update of SOA Domain Management Server completed successfully.**

**Explanation:** This message is displayed to indicate that the update of the SDMS component completed successfully.

---

**KD4SU0042I The update of Tivoli Common Object Repository authentication completed successfully.**

**Explanation:** This message is displayed to indicate that the update of the authentication credentials for the TCORE component completed successfully.

---

**KD4SU0043I The update of Tivoli Common Object Repository completed successfully.**

**Explanation:** This message is displayed to indicate that the update of the TCORE component completed successfully.

---

**KD4SU0044E The configuration of SOA Domain Management Server v{0} failed with error code: {1}**

**Explanation:** The configuration of the SOA Domain Management Server component did not complete successfully. The resulting error code is reported.

**Operator response:** See the descriptive information displayed below this message for information about this error and take corrective action as needed.

---

**KD4SU0045E The configuration of Tivoli Common Object Repository v{0} failed with error code: {1}**

**Explanation:** The configuration of the Tivoli Common Object Repository component did not complete successfully. The resulting error code is reported.

**Operator response:** See the descriptive information displayed below this message for information about this error and take corrective action as needed.

---

**KD4SU0046E The upgrade of Tivoli Common Object Repository to version v{0} failed with error code: {1}**

**Explanation:** The upgrade of Tivoli Common Object Repository to the current version did not complete successfully. The resulting error code is reported.

**Operator response:** See the descriptive information displayed below this message for information about this error and take corrective action as needed.

---

**KD4SU0047E The update of SOA Domain Management Server authentication failed with error code: {0}**

**Explanation:** The update of the authentication credentials for SOA Domain Management Server did not complete successfully. The resulting error code is reported.

**Operator response:** See the descriptive information displayed below this message for information about this error and take corrective action as needed.

---

---

**KD4SU0048E The update of SOA Domain Management Server failed with error code: {0}**

**Explanation:** The update of SOA Domain Management Server did not complete successfully. The resulting error code is reported.

**Operator response:** See the descriptive information displayed below this message for information about this error and take corrective action as needed.

---

**KD4SU0049E The update of Tivoli Common Object Repository authentication failed with error code: {0}**

**Explanation:** The update of the authentication credentials for Tivoli Common Object Repository did not complete successfully. The resulting error code is reported.

**Operator response:** See the descriptive information displayed below this message for information about this error and take corrective action as needed.

---

**KD4SU0050E The update of Tivoli Common Object Repository failed with error code: {0}**

**Explanation:** The update of Tivoli Common Object Repository did not complete successfully. The resulting error code is reported.

**Operator response:** See the descriptive information displayed below this message for information about this error and take corrective action as needed.

---

**KD4SU0051I Tivoli Common Object Repository v{0} will be upgraded to Tivoli Common Object Repository v{1}. To continue, click Next.**

**Explanation:** A previous version of TCORE is installed, and is being upgraded to the current version.

---

**KD4SU0052I SOA Domain Management Server will be updated. To continue, click Next.**

**Explanation:** This is a confirmation message that is displayed before updating the configuration of the SOA Domain Management Server.

---

**KD4SU0053I Tivoli Common Object Repository will be updated. To continue, click Next.**

**Explanation:** This is a confirmation message that is displayed before updating the configuration of the Tivoli Common Object Repository.

---

**KD4SU0054I Configuring SOA Domain Management Server and Tivoli Common Object Repository. Wait for completion...**

**Explanation:** Configuring SOA Domain Management Server and Tivoli Common Object Repository can take 5-15 minutes to complete. Wait for the configuration process to complete.

---

**KD4SU0055I Enter the following parameters for configuring the SOA Domain Management Server:**

**Explanation:** This text is displayed on the wizard page where you specify SDMS configuration parameters.

---

**KD4SU0056I Enter the following parameters for configuring the Tivoli Common Object Repository:**

**Explanation:** This text is displayed on the wizard page where you specify TCORE configuration parameters.

---

**KD4SU0057I Change SOA Domain Management Server database password**

**Explanation:** This is the text for a check box that you select to change the password to access the SDMS database.

---

**KD4SU0058I Change Tivoli Enterprise Portal Server user name**

**Explanation:** This is the text for a check box that you select to change the TEPS user name.

---

**KD4SU0059I Change Tivoli Enterprise Portal Server password**

**Explanation:** This is the text for a check box that you select to change the password to access the TEPS.

---

---

**KD4SU0060I Entering task: {0}**

**Explanation:** The SDMS configuration utility is starting the specified task, for example, configuring the SOA Domain Management Server. This message displayed while running the configuration utility in silent mode.

---

**KD4SU0061I The configuration completed successfully.**

**Explanation:** The configuration task being performed by the configuration utility completed successfully. This message is displayed when the configuration utility is running in silent mode.

---

**KD4SU0062E The configuration task failed with error code: {0}**

**Explanation:** The operation being performed by the SDMS configuration utility did not complete successfully. The resulting error code is returned. This message is displayed when the configuration utility is running in silent mode.

**Operator response:** See the descriptive information displayed below this message for information about this error and take corrective action as needed.

---

**KD4SU0063E The configuration task failed with an unknown error code.**

**Explanation:** The task being performed by the SDMS configuration utility did not complete successfully. However, the utility cannot determine the reason why the task failed.

**Operator response:** Run the SDMS configuration utility again in debug mode (use the -debug option) to gather more information.

---

**KD4SU0064E A temporary file needed for configuration could not be created.**

**Explanation:** The SDMS configuration utility cannot create a temporary file that is needed for the configuration operation. This error might occur if there is a problem getting write access to the temporary directory, or if there is insufficient free space available on the local hard drive.

**Operator response:** Verify that you have write access to the temporary directory, and ensure that there is free space available on the local hard drive. If the problem persists, run the configuration utility again in debug mode (use the -debug option) to obtain more information about the

problem, examine the resulting log file, and take corrective action as needed.

---

**KD4SU0065E The configuration utility cannot update the kd4ewas.properties file.**

**Explanation:** The kd4ewas.properties file is stored in the IBM Tivoli Monitoring (ITM) installation directory. It is possible that you might not have write authority to the ITM installation directory.

**Operator response:** Verify that you have write authority to write to the ITM installation directory. If this is not the problem, run the SDMS Configuration Utility in debug mode (use the -debug option) to obtain more information about the problem, examine the resulting log file, and take corrective action as needed.

---

**KD4SU0066I Enter the directory path(s) to the JDBC driver for the SOA Domain Management Server database.**

**Explanation:** The SDMS configuration utility must have access to the JDBC JAR files to continue with configuration of the SOA Domain Management Server.

---

**KD4SU0067I Add JDBC driver files.**

**Explanation:** This is the text for the button that you click to add one or more JDBC driver files to the list of files.

---

**KD4SU0068I Remove JDBC driver files.**

**Explanation:** This is the text for the button that you click to remove one or more JDBC driver files from the list of files.

---

**KD4SU0069I JAR and ZIP files (\*.jar; \*.zip)**

**Explanation:** This is the text for the Filter option in the File Chooser dialog to select the JDBC driver file.

---

**KD4SU0070I All files**

**Explanation:** This is the text for the Filter option in the File Chooser dialog to select the JDBC driver file.

---



---

**KD4SU0071I For more details, refer to this log file: {0}**

**Explanation:** When an error occurs, this message provides you with the directory path to the log file, where you can find more information about the error and take corrective action.

---

**KD4SU0072I The SOA Domain Management Server setup is in progress. Wait for completion.**

**Explanation:** This message is displayed while the SOA Domain Management Server setup is in progress.

---

**KD4SU0073I The Tivoli Common Object Repository setup is in progress. Wait for completion.**

**Explanation:** This message is displayed while the Tivoli Common Object Repository setup is in progress.

---

**KD4SU0074I Tivoli Common Object Repository database name:**

**Explanation:** This is the label of the input field for the preferred name of the TCORE database to be created and configured in this TEPS environment.

---

**KD4SU0075E The JDBC driver file was not found: {0}**

**Explanation:** This message is displayed when you enter a JDBC driver path in console mode but the configuration utility cannot locate the file in the specified path.

**Operator response:** Verify that the file exists in the specified directory path, and if more than one directory path is specified, that they are separated in the list with semicolon characters, regardless of the operating system.

---

**KD4SU0076I Validate the Tivoli Enterprise Portal Server password**

**Explanation:** This is the task name for the validation of the TEPS credentials. This message is displayed while the SDMS configuration utility is running in silent mode.

---

**KD4SU0077I Validating Tivoli Enterprise Portal Server credentials. Wait for completion.**

**Explanation:** This message is displayed while connecting to the TEPS to validate the authentication credentials.

---

**KD4SU0078E No user name or password was selected for updating SOA Domain Management Server authentication.**

**Explanation:** This message is displayed when the configuration utility is running in silent mode. The properties file contains the property (update\_sdms\_auth=yes) instructing the SDMS configuration utility to update the authentication credentials for SOA Domain Management Server, but there is no accompanying property specified that indicates which credential should be updated: the SDMS password (sdms\_db\_password=xxxx), the TEPS user name, (teps\_user=xxxx), or the TEPS password (teps\_password=xxxx).

**Operator response:** Examine the properties file that is used to run the SDMS configuration utility in silent mode and verify that it has at least one of the properties available for updating: update the SOA Domain Management Server Database password, the TEPS user name, or the TEPS password.

---

**KD4SU0079I Updating SOA Domain Management Server authentication credentials. Wait for completion.**

**Explanation:** This message is displayed while updating the authentication credentials for the SOA Domain Management Server.

---

**KD4SU0080I Updating Tivoli Common Object Repository authentication credentials. Wait for completion.**

**Explanation:** This message is displayed while updating the authentication credentials for the Tivoli Common Object Repository.

---

**KD4SU0081I Updating the SOA Domain Management Server. Wait for completion.**

**Explanation:** This message is displayed while updating the SOA Domain Management Server.

---

---

**KD4SU0082I Updating the Tivoli Common Object Repository. Wait for completion.**

**Explanation:** This message is displayed while updating the Tivoli Common Object Repository.

---

**KD4SU0083I Upgrading the Tivoli Common Object Repository to version {0}. Wait for completion.**

**Explanation:** This message is displayed while upgrading the Tivoli Common Object Repository.

---

**KD4SU0084I Reconfigure and restart the Tivoli Enterprise Portal Server to complete the configuration of the SOA Domain Management Server. The SDMS Configuration utility detects the configuration of SOA Domain Management Server {0} only after the TEPS is reconfigured and restarted.**

**Explanation:** This message is displayed when the user selected to configure SOA Domain Management Server only, and the configuration completed successfully. The parameter is the version number.

---

**KD4SU0085I Reconfigure and restart the Tivoli Enterprise Portal Server to complete the configuration of the Tivoli Common Object Repository. The SDMS Configuration utility detects the configuration of Tivoli Common Object Repository {0} only after the TEPS is reconfigured and restarted.**

**Explanation:** This message is displayed when the user selected to configure Tivoli Common Object Repository only, and the configuration completed successfully. The parameter is the version number.

---

**KD4SU0086I Reconfigure and restart the Tivoli Enterprise Portal Server to complete the configuration of the SOA Domain Management Server and Tivoli Common Object Repository. The SDMS Configuration utility detects the configuration of SOA Domain Management Server {0} and Tivoli Common Object Repository {1} only after the TEPS is reconfigured and restarted.**

**Explanation:** This message is displayed when the user selected to configure SOA Domain Management Server and Tivoli Common Object Repository, and the configuration completed successfully. The parameters are the version numbers.

---

**KD4SU0087I Click Next to configure the Tivoli Common Object Repository.**

**Explanation:** This message is displayed when you selected to configure SOA Domain Management Server and Tivoli Common Object Repository. The SOA Domain Management Server configuration has completed successfully, and now the configuration of the Tivoli Common Object Repository is starting.

---

**KD4SU0088I Reconfigure and restart the Tivoli Enterprise Portal Server to complete the configuration of the SOA Domain Management Server. The configuration utility detects the configuration of SOA Domain Management Server {0} only after the TEPS is reconfigured and restarted. Run the configuration utility again later to complete the configuration of the Tivoli Common Object Repository after the cause of the failure is resolved.**

**Explanation:** This message is displayed when the user selected to configure SOA Domain Management Server and Tivoli Common Object Repository. The SOA Domain Management Server was successfully configured but an error occurred while configuring the Tivoli Common Object Repository. At this point you can choose to reconfigure and restart the TEPS so that the configuration of the SDMS is recognized, and you can choose to run the configuration utility again later to complete the configuration of Tivoli

Common Object Repository configuration, or you can repeat the configuration of both SOA Domain Management Server and Tivoli Common Object Repository.

---

**KD4SU0089I Reconfigure and restart the Tivoli Enterprise Portal Server to complete the update of the SOA Domain Management Server configuration.**

**Explanation:** This message is displayed when you selected to update the configuration of the SOA Domain Management Server, and the update has completed successfully. You must reconfigure and restart the TEPS to complete the update. At this time, however, the SDMS Configuration utility can already detect that the configuration has been updated, and does not allow you to update a second time.

---

**KD4SU0090I Reconfigure and restart the Tivoli Enterprise Portal Server to complete the update of the Tivoli Common Object Repository configuration.**

**Explanation:** This message is displayed when you selected to update the configuration of the Tivoli Common Object Repository, and the update has completed successfully. You must reconfigure and restart the TEPS to complete the update. At this time, however, the SDMS Configuration utility can already detect that the configuration has been updated, and does not allow you to update a second time.

---

**KD4SU0091I Reconfigure and restart the Tivoli Enterprise Portal Server to complete the update of the SOA Domain Management Server and Tivoli Common Object Repository configuration.**

**Explanation:** This message is displayed when you selected to update the configuration of the SOA Domain Management Server and Tivoli Common Object Repository, and the updates have completed successfully. You must reconfigure and restart the TEPS to complete these updates. At this time, however, the SDMS Configuration utility can already detect that the configurations have been updated, and does not allow you to update a second time.

---

**KD4SU0092I Restart the Tivoli Enterprise Portal Server to complete the update of the authentication credentials for SOA Domain Management Server. The updated authentication credentials are recognized only after the TEPS is restarted.**

**Explanation:** This message is displayed when you selected to update the authentication credentials for the SOA Domain Management Server, and the update has completed successfully. You must restart the TEPS to complete the update.

---

**KD4SU0093I Restart the Tivoli Enterprise Portal Server to complete the update of the authentication credentials for Tivoli Common Object Repository. The updated authentication credentials are recognized only after the TEPS is restarted.**

**Explanation:** This message is displayed when you selected to update the authentication credentials for the SOA Domain Management Server, and the update has completed successfully. You must restart the TEPS to complete the update.

---

**KD4SU0094I Microsoft SQL 2000**

**Explanation:** This is one of the supported database server types that you can select during SDMS configuration.

---

**KD4SU0095I Microsoft SQL 2005**

**Explanation:** This is one of the supported database server types that you can select during SDMS configuration.

---

**KD4SU0096I Change Tivoli Enterprise Portal Server user name and password**

**Explanation:** This is the text for a check box that you select to change the TEPS user name and password.

---

**KD4SU0097I SOA Domain Management Server and Tivoli Common Object Repository will be updated. To continue, click Next.**

**Explanation:** This is a confirmation message that is displayed before updating the configuration of the SOA Domain Management Server.

---

**KD4SU0098I Using Microsoft SQL Server requires creating a new database server level login. If the login already exists, the configuration utility will not create new one but will validate the specified password and fail if the specified password does not match the existing password.**

**Explanation:** This message is displayed before collecting database parameters when the user selected the Microsoft SQL 2000 or 2005 database type for the SOA Domain Management Server.

---

**KD4SU0099I Server login name:**

**Explanation:** This is the label of the input field for the preferred name of the login that is being authorized to access the MS SQL server and SDMS database that is created and configured in this TEPS environment.

---

**KD4SU0100E The JDBC path is incorrect: {0}**

**Explanation:** This message is displayed when you enter a JDBC driver path in silent mode, but at least one of the files listed does not exist.

**Operator response:** Verify that the file exists in the specified directory path, and if more than one directory path is specified, that they are separated in the list with semicolon characters, regardless of the operating system.

---

**KD4SU0100I Server login password:**

**Explanation:** This is the label of the input field for the preferred password to be associated with the user name that is being authorized to access the MS SQL and SDMS database that is created and configured in this TEPS environment.

---

**KD4SU0101I Confirm server login password:**

**Explanation:** This is the label of the input field for confirmation of the preferred password to be associated with the user name that is being authorized to access the MS SQL and SDMS database that is created and configured in this TEPS environment.

---

**KD4SU0102E Database login password does not match its confirmation field. Please return to the previous configuration panel and make sure the same password was entered twice.**

**Explanation:** This error message is displayed when the user selected Microsoft SQL as database type for SDMS but login password does not match password entered in the the password confirmation input box.

**Operator response:** Return to the previous panel and enter the same password twice.

---

**KD4SU0103E Database login password does not match its confirmation field. Please enter passwords again.**

**Explanation:** This error message is displayed when the user selected Microsoft SQL as the database type for SDMS, but the login password does not match the password that was entered as confirmation. This message is displayed in console mode only.

**Operator response:** Return to the previous step and enter the same password twice.

---

**KD4SU0104I Specify a Microsoft SQL instance name other than the default.**

**Explanation:** This is the label accompanying a check box during configuration of the SDMS database using MS SQL Server. When the check box is selected, the user can specify an instance name different than the default.

---

**KD4SU0105I Microsoft SQL Server full instance name (starting with hostname):**

**Explanation:** This is the label of the input field for entering MS SQL instance name where the SDMS database is to be created.

---

**KD4SU0106I SOA Domain Management Server v{0} and Tivoli Common Object Repository v{1} are configured in this Tivoli Enterprise Portal Server environment. Both applications will be upgraded to version {2}.**

**Explanation:** This message is displayed when a

previous version of SDMS and TCORE (typically v6.1.0) have been detected in this TEPS environment. In this case both the SDMS and the TCORE components are upgraded to the latest version. The parameters are the version numbers.

---

**KD4SU0107I Upgrading the SOA Domain Management Server to version {0}. Wait for completion.**

**Explanation:** This message is displayed while upgrading the SOA Domain Management Server.

---

**KD4SU0108I The upgrade of SOA Domain Management Server v{0} completed successfully.**

**Explanation:** This message is displayed to indicate that the configuration of the SDMS component completed successfully. The parameter specified is the version number.

---

**KD4SU0109E The upgrade of SOA Domain Management Server v{0} failed with error code: {1}**

**Explanation:** The upgrade of the SOA Domain Management Server component did not complete successfully. The resulting error code is reported.

**Operator response:** See the descriptive information displayed below this message for information about this error and take corrective action as needed.

---

**KD4SU0110I Upgrade SOA Domain Management Server from version {0} to version {1}**

**Explanation:** This is the radio button option to upgrade an existing configuration of the SDMS component to the latest version. The parameters are the version numbers.

---

**KD4SU0111E SOA Domain Management Server supports Microsoft SQL Database only on Microsoft Windows.**

**Explanation:** In the silent response file, the user specified MS SQL 2000 or 2005 as the database type for SDMS on a non-Windows operating system. The SOA Domain Management Server can use Microsoft SQL Server only on supported Windows operating systems.

**Operator response:** Change the database type

to DB2 in the silent response file.

---

**KD4SU0112I Reconfigure and restart the Tivoli Enterprise Portal Server to complete the upgrade of the SOA Domain Management Server and Tivoli Common Object Repository. The SDMS Configuration utility detects the configuration of SOA Domain Management Server {0} and Tivoli Common Object Repository {1} only after the TEPS is reconfigured and restarted.**

**Explanation:** This message is displayed when the user selected to upgrade SOA Domain Management Server and Tivoli Common Object Repository from the previous release, and the configuration completed successfully. The parameters are the version numbers.

---

**KD4SU0113E Tivoli Common Object Repository v{0} not found, upgrade operation cannot be performed.**

**Explanation:** Displayed only in silent mode when the user requested to upgrade TCORE to the current version, but previous version was not found.

**Operator response:** Remove the parameter requesting the Tivoli Common Object Repository upgrade option from the silent response file.

---

**KD4SU0114E SOA Domain Management Server v{0} is already configured.**

**Explanation:** This message is displayed only in silent mode when the user requested the SDMS to be configured, but the current SDMS version is already configured in the TEPS environment.

**Operator response:** Remove from silent response file the parameter requesting to configure the SOA Domain Management Server.

---

**KD4SU0115E Tivoli Common Object Repository v{0} is already configured.**

**Explanation:** This message is displayed only in silent mode when the user requested TCORE to be configured, but the current TCORE version is already configured in the TEPS environment.

**Operator response:** Remove from the silent response file the parameter requesting to configure the Tivoli Common Object Repository.

---

**KD4SU0116E Cannot configure Tivoli Common Object Repository v{0} when SOA Domain Management Server v{1} is not already configured nor has SDMS been specified for configuration in the silent response file.**

**Explanation:** This message is displayed only in silent mode when the user requested TCORE to be configured, but SDMS is not already configured and was not specified to be configured in the silent file. The SDMS must be configured first before you can configure the TCORE component.

**Operator response:** Add SOA Domain Management Server configuration options to the same silent file, before the option requesting to configure Tivoli Common Object Repository.

---

**KD4SU0117E SOA Domain Management Server v{0} is not configured.**

**Explanation:** Displayed only in silent mode when the user requested an update to SDMS or an update to SDMS authentication, but SDMS is not configured.

**Operator response:** Include the option in the silent response file to configure SOA Domain Management Server before the option to update SDMS or the option to update SDMS authentication.

---

**KD4SU0118E No updates for SOA Domain Management Server v{0} available.**

**Explanation:** Displayed only in silent mode when user requested SDMS update but no SDMS update is available.

**Operator response:** Updates to the SOA Domain Management Server can be applied only when updates are available.

---

**KD4SU0119E Cannot update only SOA Domain Management Server v{0} when updates for both SOA Domain Management Server v{0} and Tivoli Common Object Repository v{1} are available.**

**Explanation:** Displayed only in silent mode when SDMS and TCORE updates are available, but the user requested only to update SDMS.

**Operator response:** Include both SOA Domain Management Server and Tivoli Common Object

Repository update options in the silent response file.

---

**KD4SU0120E Tivoli Common Object Repository v{0} is not configured.**

**Explanation:** Displayed only in silent mode when the user requested an update to the TCORE component or an update to TCORE authentication, but TCORE is not already configured.

**Operator response:** In the silent response file, include the option to configure Tivoli Common Object Repository before the option to update TCORE or to update TCORE authentication.

---

**KD4SU0121E No updates for Tivoli Common Object Repository v{0} available.**

**Explanation:** Displayed only in silent mode when the user requested an update to the TCORE component but no TCORE update is available.

**Operator response:** Updates to the Tivoli Common Object Repository can be applied only when updates are available.

---

**KD4SU0122E Cannot update only Tivoli Common Object Repository v{0} when updates for both SOA Domain Management Server v{1} and Tivoli Common Object Repository v{0} are available.**

**Explanation:** This message is displayed only in silent mode when updates to both SDMS and TCORE are available, but the user only requested an update to TCORE in the silent response file.

**Operator response:** Include the options to update both SOA Domain Management Server and Tivoli Common Object Repository in the silent response file.

---

**KD4SU0123I There are no new updates to apply since the previous configuration. Click Next to update authentication if needed, or select Cancel to close this utility.**

**Explanation:** This message is displayed when the user runs the SDMS Configuration Utility, and the current versions of SDMS and TCORE are already configured and no updates to either component are available.

---

**KD4SU0124I** There are no new updates to SOA Domain Management Server to apply since the previous configuration. Click Next to choose from the list of available operations. To close this utility select Cancel.

**Explanation:** This message is displayed when the user runs the SDMS Configuration Utility, but the current version of SDMS is already configured and no update to SDMS is available. The list of available operations can vary depending on the TEPS environment, and the directory from which the SDMS Configuration Utility is run.

---

**KD4SU0125I** Exit the SDMS Configuration Utility.

**Explanation:** This is one of the options displayed in the SDMS Configuration Utility. Selecting this option will exit the utility.

---

**KD4SU0126I** Console Mode

**Explanation:** Panel caption when in console mode.

---

**KD4SU0127E** The upgrade of Tivoli Common Object Repository has completed, but you must reconfigure and restart the Tivoli Enterprise Portal Server for the upgrade to take effect.

**Explanation:** The user upgraded TCORE from a previous version but did not reconfigure and restart TEPS. This message is displayed when the user runs the SDMS Configuration Utility again before reconfiguring and restarting TEPS.

**Operator response:** Reconfigure and restart Tivoli Enterprise Portal Server before running the SDMS Configuration Utility again.

---

**KD4SU0128E** The version of Tivoli Enterprise Portal Server is not supported. Upgrade your Tivoli Enterprise Portal Server to version {0} Fix Pack {1} or later to proceed with the configuration.

**Explanation:** The user installed ITCAM for SOA, but the TEPS component is not at a supported level.

**Operator response:** Upgrade Tivoli Enterprise

Portal Server to a supported version specified in the product documentation.

---

**KD4SU0128I** Console Mode

**Explanation:** Panel caption when in console mode.

---

**KD4SU0129E** The requested operation cannot run from the current directory. Run the SDMS Configuration Utility from {0} directory to complete the requested operation.

**Explanation:** Depending on the configuration task you are performing, you must run the SDMS Configuration Utility from one of two locations:

- From the /KD4/latest/bin directory, if you are updating the existing configuration of SOA Domain Management Server or Tivoli Common Object Repository, or configuring for the first time
- From the /KD4/bin directory, if you are updating the database authorization.

This error occurred because you used the wrong directory location for the configuration task.

**Operator response:** Change the directory to the path given in this error message and run the SDMS Configuration Utility again.

---

**KD4SU0129I** Data collection for the {0} environment was enabled successfully.

**Explanation:** This message is displayed to the user after successful data collector configuration. The parameter is the data collector name, such as WebSphere Application Server.

---

**KD4SU0130I** Data collection for the {0} environment was disabled successfully.

**Explanation:** This message is displayed to the user after data collection for the specified runtime environment is successfully disabled. The parameter is the data collector name, such as WebSphere Application Server.

---

---

**KD4SU0131I Configuring data collection for the Microsoft .NET data collector. Wait for completion.**

**Explanation:** This message is displayed during the configuration of the Microsoft .NET data collector.

---

**KD4SU0132I Exit the Data Collector Configuration Utility.**

**Explanation:** This is one of the options displayed in the console mode of the Data Collector Configuration Utility. When selected, the utility is closed.

---

**KD4SU0133I Return to the previous panel.**

**Explanation:** This is one of the options displayed in the console mode of the Data Collector Configuration Utility. When selected, the user is returned to the previous set of options.

---

**KD4SU0134I The DataPower data collector is successfully registered as a service or daemon.**

**Explanation:** The user requested to register the DataPower data collector to start as a service or daemon, and this configuration completed successfully.

---

**KD4SU0135I The DataPower data collector was successfully removed from the registry as a service as daemon.**

**Explanation:** The user requested to unregister the DataPower data collector as a service or daemon, and this configuration completed successfully.

---

**KD4SU0137I Security is configured for the runtime environment.**

**Explanation:** This is the text accompanying a check box that is displayed during the configuration support for Tivoli managed SCA mediation primitives. When the user selects this check box, the user is prompted for a valid user name and password needed to deploy the application to the server.

---

**KD4SU0138I Restart the WebSphere Process Server or WebSphere Enterprise Service Bus (refer to your WebSphere Process Server or WebSphere Enterprise Service Bus documentation for the specific procedure). The data collector becomes active after the application server is restarted.**

**Explanation:** This message is displayed after enabling support for Tivoli managed SCA mediation primitives in the WebSphere Process Server or WebSphere Enterprise Service Bus environment.

---

**KD4SU0139I Restart the WebSphere Process Server or WebSphere Enterprise Service Bus (refer to your WebSphere Process Server or WebSphere Enterprise Service Bus documentation for the specific procedure). The data collector is disabled after the application server is restarted.**

**Explanation:** This message is displayed after disabling support for Tivoli managed SCA mediation primitives in the WebSphere Process Server or WebSphere Enterprise Service Bus environment.

---

**KD4SU0140I Data Collector Configuration Utility - InstallShield Wizard**

**Explanation:** This message is displayed as a window title in all windows in utility.

---

**KD4SU0141I Data Collector Configuration Utility**

**Explanation:** Full name of DC configuration utility.

---

**KD4SU0142E The version of the specified silent file is not supported.**

**Explanation:** The version number specified in the silent response file is not supported by this version of the Data Collector Configuration Utility. For version 7.1.1 of the utility, the version number should be 7.11.00.00.

**Operator response:** Use a silent response file that is at the same version as the Data Collector Configuration utility.



---

**KD4SU1001E Silent response file not found.**

**Explanation:** The user is running the SDMS Configuration Utility in silent mode, but the specified silent response file was not found.

**Operator response:** Verify that the specified silent file is a valid file and is not read-protected.

---

**KD4SU1002E Operations {0} and {1} cannot be requested in the same silent response file.**

**Explanation:** The user included options that are not compatible in the same silent response file. Refer to the ITCAM for SOA Installation Guide for a list of options that can and cannot be specified in the same silent response file.

**Operator response:** Remove one of the incompatible options from the silent response file.

---

**KD4SU1003E The expected property {0} is missing from the silent response file.**

**Explanation:** The silent response file that was specified when running the SDMS Configuration Utility in silent mode did not include the specified property, which is needed to complete the configuration.

**Operator response:** Examine the silent response file that was specified when running the SDMS Configuration Utility in silent mode and verify that it includes the missing property and that the property is assigned a valid value.

---

**KD4SU1004E In the silent response file, {0} is assigned a value that is not supported.**

**Explanation:** The value assigned to the specified property in the silent response file is either empty or incorrect for that property.

**Operator response:** Examine the silent response file that is specified when running the SDMS configuration utility in silent mode and verify that the specified property is assigned a valid value.

---

**KD4SU1005E The database server refused to authorize the user: {0}. Verify that the user has been granted access rights on the {1} database server.**

**Explanation:** The DB2 or Microsoft SQL

database server did not recognize the user name, or the password for this user name is not valid.

**Operator response:** Verify that the database server specified in the message has been configured to grant sufficient access rights to the specified user, and verify that the user and password are correct.

---

**KD4SU1006E The connection to the database server failed. Verify if the {0} database server is running and that specified connection parameters are correct.**

**Explanation:** The DB2 or MS SQL database server might not be running, or is using a different TCP/IP port or IP address than specified by the user.

**Operator response:** Verify that the database server is running and is configured to use the TCP/IP port specified by the user. Examine the firewall settings and correct them as needed. For the Tivoli Common Object Repository configuration, verify the database host name.

---

**KD4SU1007E The database schema cannot be created. Verify if user {0} has been granted sufficient permissions on the {1} database server and that all connection parameters are correct.**

**Explanation:** The DB2 or Microsoft SQL user name is authorized to access the database, but either the user name is not authorized to create the database schema, or wrong connection parameters were entered.

**Operator response:** Verify that all connection parameters are correct. Verify that the database user is granted sufficient access rights to create the database schema. Examine the log file for more details if needed. Refer to your database documentation for details on user authorization and granting permissions.

---

**KD4SU1008E The database cannot be created. Verify if user {0} has been granted sufficient permissions on the {1} database server.**

**Explanation:** The DB2 or Microsoft SQL user is authorized, but is not allowed to create the database.

**Operator response:** Verify that the database

user has been granted sufficient access rights to create the database. Examine the log file for more details. Refer to the database documentation for details on user authorization and granting permissions.

---

**KD4SU1009E The database version is not supported. See the product documentation for supported versions of the {0} database server.**

**Explanation:** The DB2 or Microsoft SQL database software is not at a minimum supported level.

**Operator response:** Refer to the Release Notes<sup>®</sup> and the Installation Guide for the supported versions required for this type of database server.

---

**KD4SU1010E An error occurred while loading JDBC drivers.**

**Explanation:** The DB2 or Microsoft SQL JDBC driver cannot be loaded.

**Operator response:** Verify that the specified JDBC driver files are correct and that you have permission to read these files. Examine the log file for details and take corrective action as needed.

---

**KD4SU1011E The Tivoli Enterprise Portal Server did not accept the authentication credentials.**

**Explanation:** The SDMS Configuration Utility attempted to connect to the TEPS, but the specified user name or password was not accepted.

**Operator response:** Verify that the TEPS user name and password are valid and authorized to connect to the TEPS.

---

**KD4SU1012E The SDMS Configuration utility cannot connect to the Tivoli Enterprise Portal Server.**

**Explanation:** The configuration utility cannot establish a connection to Tivoli Enterprise Portal Server. The server might not be running.

**Operator response:** Verify that the Tivoli Enterprise Portal Server is running.

---

**KD4SU1013E The SDMS Configuration utility cannot encrypt the password.**

**Explanation:** The configuration utility cannot encrypt the password, which must be encrypted before you can proceed with the configuration.

**Operator response:** Verify that you have execute permissions to the KD4 directory, and verify that the proper encryption scripts are available.

---

**KD4SU1014E A properties file has been damaged.**

**Explanation:** A properties file used or created during the configuration has been damaged. This file is needed to proceed with the configuration. It is also possible that the user might not have sufficient permission to read or write the KD4 directory.

**Operator response:** Verify that you have sufficient permission to read and write to the KD4 directory.

---

**KD4SU1015E An error occurred while updating a Tivoli Common Object Repository properties file.**

**Explanation:** An error has occurred while updating a Tivoli Common Object Repository properties file, such as collation.properties. This step is required as part of the configuration process.

**Operator response:** Verify that you have sufficient privileges to read and write to the KD4/tcore directory and any subdirectories.

---

**KD4SU1016E An error occurred while updating a SOA Domain Management Server properties file.**

**Explanation:** An error has occurred while updating a SOA Domain Management Server properties file, such as collation.properties. This step is required as part of the configuration process.

**Operator response:** Verify that you have sufficient privileges to read and write to the KD4/tcore directory and any subdirectories.

---

---

**KD4SU1017E This version of Tivoli Enterprise Portal Server is not supported.**

**Explanation:** The SDMS Configuration utility detected a version of TEPS that is not supported. The minimum required TEPS version is version 6.1 with Fix Pack 5 or later.

**Operator response:** Verify that the TEPS is at the minimum supported version, and upgrade your IBM Tivoli Monitoring environment as needed.

---

**KD4SU1018E Tivoli Enterprise Portal Server Extensions are not installed. The configuration cannot proceed.**

**Explanation:** The Tivoli Enterprise Portal Server Extensions component of IBM Tivoli Monitoring is not installed in this TEPS environment.

If you are using IBM Tivoli Monitoring version 6.1, Tivoli Enterprise Portal Server Extensions must be manually installed as a separate prerequisite before running the SDMS Configuration utility.

For IBM Tivoli Monitoring version 6.2, Tivoli Enterprise Portal Server Extensions are already installed with the base installation of the Tivoli Enterprise Portal Server component.

**Operator response:** If you are running ITM v6.1, verify that the Tivoli Enterprise Portal Server Extensions component of IBM Tivoli Monitoring is installed in this TEPS environment before running the SDMS Configuration utility. See the ITCAM for SOA Installation Guide for more information.

---

**KD4SU1019E DB2 is required to complete the requested operation but has not been detected.<br><br> On supported AIX and Linux operating systems, source the DB2 profile before running the SDMS Configuration Utility. On supported Windows operating systems, run the SDMS Configuration Utility from a DB2 command line. Refer to the ITCAM for SOA Installation Guide for detailed information.**

**Explanation:** This message is displayed when the configuration utility cannot find DB2 environment variables, suggesting that the DB2 environment is not established.

**Operator response:** If you are using a supported AIX or Linux operating system, source

the DB2 profile before starting the SDMS Configuration Utility.

If you are using a supported Windows operating system, start the SDMS Configuration Utility from a DB2 command line.

---

**KD4SU1020I To exit the SDMS Configuration Utility, select the 'Cancel' option.**

**Explanation:** The user is presented with this message after completing the configuration successfully. Selecting the Cancel option without this message might result in unpredictable behavior.

---

**KD4SU1021I <html>To update TCORE or SDMS authentication, run the SDMS Configuration Utility from the <br>{0} directory.**

**Explanation:** This message is displayed if the SDMS Configuration Utility was run from a directory different than TEPS\_HOME\Products\KD4\bin, and there are no TCORE or SDMS updates to be applied.

---

**KD4SU1022E The database tables cannot be upgraded. Verify if the user {0} has been granted sufficient permissions on the {1} database server. Also verify that the database tables being added do not already exist.**

**Explanation:** The DB2 or Microsoft SQL user is authorized, but is not able to upgrade the database.

**Operator response:** Verify that the database user has been granted sufficient access rights to upgrade the database tables. Examine the log file for more details. Refer to the database documentation for details on user authorization and granting permissions. Also verify that the database tables being added do not already exist

---

**KD4SU1023E A resource defined in the TEPS server cannot be updated. Verify that the TEPS server has been started.**

**Explanation:** The J2C Authentication alias or resource environment provider the user is trying to update cannot be reached.

**Operator response:** Verify that the TEPS server is started and the resources to be updated exist.

---

**KD4SU1024I Analyzing IBM Tivoli Monitoring configuration. Wait for completion...**

**Explanation:** This message is displayed during eWAS update operation.

---

**KD4SU1025I SDMS Configuration Utility - InstallShield Wizard**

**Explanation:** This message is displayed as a window title in all utility windows.

---

**KD4SU1026I SDMS Configuration Utility**

**Explanation:** Full name of the SOA Domain Management Server configuration utility.

---

**KD4SU1027E The DB2 database name cannot be longer than 8 characters.**

**Explanation:** This error is displayed when the user specifies a DB2 database name longer than 8 characters.

---

**KD4SU1028I Enter the following parameters for configuring the SOA Domain Management Server database:**

**Explanation:** This text is displayed on the wizard page where you specify SDMS configuration parameters.

---

**KD4SU1029I Create SOA Domain Management Server database locally**

**Explanation:** This message is displayed as an option during the configuration of SOA Domain Management Server. You can choose between using a previously created database, or letting the configuration utility create the database for you.

---

**KD4SU1030I Use an existing database**

**Explanation:** This message is displayed as an option during the configuration of SOA Domain Management Server. You can choose between using a previously created database, or letting the configuration utility create the database for you.

---

**KD4SU1031I SOA Domain Management Server database host name**

**Explanation:** The hostname where the SOA Domain Management Server database is located.

---

**KD4SU1032E The local SOA Domain Management Server database cannot be created on the specified remote host.**

**Explanation:** This error occurs when the user intends to create the database locally but specified a database host name that is different from the local computer name.

**Operator response:** Verify if you intend to create the database locally or remotely, and try again, specifying the correct database hostname.

---

**KD4SU1033E The version of Tivoli Enterprise Portal Server is not supported. Upgrade your Tivoli Enterprise Portal Server to version {0} or later and try the configuration again.**

**Explanation:** The user installed IBM Tivoli Composite Application Manager for SOA, but the Tivoli Enterprise Portal Server component is not at a supported level.

**Operator response:** Upgrade Tivoli Enterprise Portal Server to a supported version specified in the product documentation.

---

**KD4SU1034E The version of silent response file is not supported.**

**Explanation:** The silent response file contains a property that indicates the version level of the file. For ITCAM for SOA v7.1.1, the supported version of the silent response file is 7.11.00.00. The silent response file specified has a different version indicated.

**Operator response:** Use a silent response file at the same version as the SOA Domain Management Server Configuration utility.

---

**KD4SU1035E The version of JDBC drivers is not supported for {0} database.**

**Explanation:** The user specified a version of JDBC drivers that is not supported.

**Operator response:** Use the JDBC drivers that are at a supported version. See the Installation Guide for more information.

---

**KD4SU1036E Dropping the {0} database failed. Verify if the database is in use.**

**Explanation:** Your attempt to drop a database did not complete successfully. You might have specified a database that is currently in use.

**Operator response:** Verify that you specified the correct database name. You should not specify a database that is already being used for another purpose. If you did enter the correct database name, you must stop all applications that are using the database before the configuration utility can drop and recreate the database.

---

**KD4SU1037E {0} database commands are not recognized by the system. Please verify if {0} is correctly installed and recognized.**

**Explanation:** Microsoft SQL Server 2000 database commands are not recognized by the system.

**Operator response:** Verify that Microsoft SQL Server 2000 is properly installed and recognized by the system.

---

**KD4SU1038E {0} database commands are not recognized by the system. Please verify if {0} is correctly installed and recognized.**

**Explanation:** Microsoft SQL Server 2005 database commands are not recognized by the system.

**Operator response:** Verify that Microsoft SQL Server 2005 is properly installed and recognized by the system.

---

**KD4SU1039E Creation of the {0} database failed. Verify that all of the parameters that you entered, especially the instance name, are valid. A named instance must be preceded by the hostname.**

**Explanation:** Creation of the database failed. It is possible that the instance name was not specified correctly. The named instance must be preceded by the hostname.

**Operator response:** Verify that all of the parameters that you entered (especially the instance name) are valid. A named instance must be preceded by the hostname.

---

**KD4SU1040E Assigning {0} access to database {1} failed.**

**Explanation:** Assigning access to database with the sp\_grantdbaccess command failed.

**Operator response:** Verify if the login user that you provided is a valid name and can access the database.

---

**KD4SU1041E Assigning {0} db\_owner role for the {1} database failed.**

**Explanation:** Assigning the db\_owner role to the user login that you provided was not successful.

**Operator response:** Check if the server login name that you specified already belongs to the database role, or if the login name does not have access to the database, or if the login name does not exist.

---

**KD4SU1042E Creation of Microsoft SQL Server login {0} failed.**

**Explanation:** This message is shown if the username and password combination that you entered is not valid.

**Operator response:** Verify if user login and password is correct.

---

**KD4SU1043E Assigning permissions to {0} failed.**

**Explanation:** Assigning permissions to the user login provided by the user failed.

**Operator response:** Verify that the server login name is different than the reserved name sa, and that the specified server login name has permission to run the SDMS schema.

---

**KD4SU1044I SOA Domain Management Server v{0} is configured in this Tivoli Enterprise Portal Server environment. The application will be updated to version {1}.**

**Explanation:** This message is displayed when a version of the SOA Domain Management Server component has already been configured without the optional Tivoli Common Object Repository component in this Tivoli Enterprise Portal Server environment. The parameters specified are the SOA Domain Management Server version number and the version of the release to which the application will be updated.

---

**KD4SU1045I Tivoli Common Object Repository is using a remote database. Please upgrade the remote database before continuing.**

**Explanation:** This message is displayed when a version of the SOA Domain Management Server component has already been configured without the optional Tivoli Common Object Repository component in this Tivoli Enterprise Portal Server environment.

---

**KD4SU1046E The SOA Domain Management Server v{0} was not found. The upgrade operation cannot be performed.**

**Explanation:** This message is only displayed in silent mode when you request to upgrade SOA Domain Management Server to the current version, but the previous version was not found.

**Operator response:** Modify the silent response file and remove the parameter requesting the SOA Domain Management Server upgrade option.

---

**KD4SU1047I SOA Domain Management Server is configured to use Microsoft SQL Server 2000 database. SOA Domain Management Server in version {0} requires the Microsoft SQL Server 2005 JDBC driver. Continue with the utility and provide the directory path to the correct JDBC driver.**

**Explanation:** This message is displayed when SOA Domain Management Server is using the Microsoft SQL Server database. For this release, only the Microsoft SQL Server 2005 JDBC drivers are supported.

---

**KD4SU1048I Create the Tivoli Common Object Repository database locally**

**Explanation:** This message is displayed as an option while configuring Tivoli Common Object Repository. You can choose between using a previously created database or letting the configuration utility create it for you.

---

**KD4SU1049I Use already existing database**

**Explanation:** This message is displayed as an option while configuring Tivoli Common Object Repository. You can choose between using a previously created database or letting the configuration utility create it for you.

---

**KD4SU1050E The local Tivoli Common Object Repository database cannot be created on the specified remote host.**

**Explanation:** This error message is displayed when you specified to create the database locally, but then specified a database host name different than localhost.

**Operator response:** Verify that the Tivoli Common Object Repository database hostname is set to localhost.

---

**KD4SU1051I Enter the following parameters for configuring the Tivoli Common Object Repository database**

**Explanation:** This text is displayed on the wizard page where you specify TCORE configuration parameters.

---

**KD4SU1052I SOA Domain Management Server is configured to use Microsoft SQL Server 2000 for its database. SOA Domain Management Server in version {0} requires Microsoft SQL Server 2005 JDBC drivers. Continue with the utility and provide the directory path to the correct version of JDBC drivers:**

**Explanation:** This message is displayed in console mode when SDMS is using MSSQL2000 database. For this release only MSSQL2005 JDBC drivers are supported.

---

**KD4SU1053E The reserved user or role name sa cannot be used for the database server login name.**

**Explanation:** The user ID sa is a reserved name that cannot be used for logging in to the database server.

**Operator response:** Try again, specifying a different user ID than the reserved name sa.

---

**KD4UI0001E** An internal error occurred in the IBM Tivoli Composite Application Manager for SOA console.

**Explanation:** The IBM Tivoli Composite Application Manager for SOA user interface encountered an internal error.

**Operator response:** Retry the operation. If the failure continues, contact IBM Software Support.

---

**KD4UI0002I** The view is empty.

**Explanation:** No data was returned for this request from the SOA Domain Management Server.

---

**KD4UI0003E** The SOA Domain Management Server was unable to retrieve the requested information.

**Explanation:** The SOA Domain Management Server encountered an error trying to get the information requested from the Object Data Store.

**Operator response:** Examine the SOA Domain Management Server log for more information and fix any problems, if possible. Then retry the operation. If the failure continues, contact IBM Software Support.

---

**KD4UI0004E** An error occurred while retrieving the requested information from the SOA Domain Management Server.

**Explanation:** The ITCAM for SOA console received an error from IBM Tivoli Monitoring while attempting to make a request to the SOA Domain Management Server.

**Operator response:** Retry the operation. If the failure continues, contact IBM Software Support.

---

**KD4UI0005E** An error occurred while processing data that was returned from the SOA Domain Management Server.

**Explanation:** The ITCAM for SOA user interface encountered an error trying to parse the data returned by the SOA Domain Management Server and was unable to continue processing the request.

**Operator response:** Retry the operation. If the failure continues, contact support.

---



---

**KD4UI0006I** No metadata document was found.

**Explanation:** No metadata documents were found in the Object Data Store for the selected resource.

**Operator response:** If metadata is expected, check with your local system administrator to verify that the metadata documents are being loaded from the WebSphere Registry and Repository.

---

**KD4UI0010E** The situation event is not available in the Tivoli Enterprise Portal Navigator Physical view.

**Explanation:** The Situation Event Results workspace could not be displayed because the situation event is not available in the Navigator Physical view. The situation event might have already closed.

**Operator response:** Refresh the current workspace to update the topology graph with the most current situation event information.

---

**KD4UI0011W** The data shown might be incomplete.

**Explanation:** The timeframe for the requested query spans historical data. The SOA Domain Management Server returned an error getting data from the warehouse because either the warehouse is not configured or is not running.

**Operator response:** Verify that the Warehouse Proxy is configured and running.

---

**KD4UI0012E** You do not have access to the Tivoli Enterprise Portal Navigator Physical view to display the Situation Event Results workspace.

**Explanation:** The Situation Event Results workspace could not be displayed because, although the situation event is available in the Navigator Physical view, your user ID does not have permission to access the Navigator Physical view. Your system administrator might have restricted your access to only certain logical navigator views.

**Operator response:** Check the system and application server attributes of the operation using either the operation icon tooltip or the Show

Details context menu option. Using those attribute values, see if you have access to any other logical navigator views that contain the ITCAM for SOA monitoring agent that is monitoring that application server. If so, you can access the Situation Event Results workspace from that navigator view.

---

**KD4UI0013W Would you like to refresh the view now?**

**Explanation:** The user has just deleted some operation instances from the view. The view should be refreshed to reflect the current data.

**Operator response:** Refresh the view to display the current data.

---

**KD4UI0014E The following instances could not be deleted: *operation\_instances***

**Explanation:** The operation instances might have already been deleted or are in a delete pending state.

**Operator response:** Refresh the view to display the current data.

---

**KD4UI0015I There are no business processes associated with the operation.**

**Explanation:** No data was returned for this request from the SOA Domain Management Server.

---

**KD4UI0016E The value specified in the Start Time field or End Time field cannot be in the future.**

**Explanation:** The value entered in either the Start Time or End Time is in the future.

**Operator response:** Enter a new Start Time or End Time that is not in the future.

---

**KD4UI0017I Are you sure you want to delete the following instances?  
*operation\_instances***

**Explanation:** The user is about to delete the selected operation instances.

**Operator response:** Select Yes to continue deleting the selected operation instances. Select No to cancel the request.

---

**KD4UI0018I The selected instances were successfully deleted.**

**Explanation:** The selected operation instances were successfully deleted.

---

**KD4UI0019W When you include a topology view in this workspace, the workspace must be the target of a workspace link. The workspace link definition must provide the context for the query by passing the following link symbols:  
*link\_symbols***

**Explanation:** A topology view was added to a workspace that is not the target of a workspace link. Because there is no context given for the topology view, the query did not retrieve any data.

The context is expressed in terms of the operation name, operation namespace, service port name, service port namespace, and application server environment. This information is provided to the query by link symbols that you include in the workspace link definition.

**Operator response:** Make this workspace the target of a workspace link. In the link definition, include link symbols to specify the context used for the query. Refer to the User's Guide and Online Help for more information on how to use link symbols to pass in context.

---

**KD4UI0020W The specified service group does not exist: *service\_group***

**Explanation:** The specified service group might have already been deleted.

**Operator response:** Close the window and try again. The specified service group should no longer be in the list.

---

**KD4UI0021W The specified service group already exists: *service\_group***

**Explanation:** There is already a service group whose name matches the one specified.

**Operator response:** Enter a different service group name.



---

**KD4UI0022I No service groups available.**

**Explanation:** No service groups have been created.

**Operator response:** Create a new service group, if needed.

---

**KD4UI0023I Operation aggregates selected in the topology view have been selected in the current and available operation lists.**

**Explanation:** As a convenience, the selected operations in the topology view are also displayed as preselected in the current and available operation lists whenever a service group is selected.

**Operator response:** None.

---

**KD4UI0024I No situation definitions available.**

**Explanation:** No situation definitions were found.

**Operator response:** None.

---

**KD4UT0001E The property *property name* was not found in *file name*.**

**Explanation:** The specified property is required for proper operation of the product, but it was not supplied in the properties file.

**System action:** Examine additional error messages for the system response to the missing configuration property.

**Administrator Response:** Add the specified property to the properties file, select a properties file that contains the correct property, or correct any errors that might exist in the properties file. Then try the operation again.

---

**KD4UT0002E Unable to access the properties file *file\_name*.**

**Explanation:** The data collector is unable to access the specified properties file.

**Administrator Response:** Verify that the correct properties file is specified. Verify that the properties file is in the classpath of the data collector. Verify that the permissions on the properties file allow the data collector to read the file.

---

**KD4UT0003E The value specified in the property is not valid.  
Property Name : *property name*  
File Name :*file name*.**

**Explanation:** The value specified in the property is not valid.

**Administrator Response:** Specify a valid value or correct a possible typographic error.

---

**KD4UT0004E The following error occurred while loading the default configuration file *defaultFileName*:  
*errorMessage***

**Explanation:** This error indicates a problem with the internal libraries of the data collector.

---

**KD4UT0004W The configuration file *filename* could not be loaded for the following reason:  
*exceptionMessage*. The default configuration is used instead.**

**Explanation:** See message.

**System action:** The system automatically uses its built-in default configuration.

---

**KD4WS0001E Unable to parse the Web services log file.**

**Explanation:** The contents of the Web services log file cannot be displayed because of a parsing error.

**System action:** The log file is not valid. A red X is displayed in the Navigator.

**Operator response:**

- Verify that the combined log file imported into the IBM Web Services Navigator was created by concatenating individual log files produced by the Web services data collector.
  - Verify that the contents of the individual log files have not been accidentally modified in any way by file transfer methods or by manual editing.
  - Verify that the method used to concatenate individual log files into a combined log file has not accidentally modified any of the files or inserted additional characters.
  - If the error continues to occur, contact IBM Software Support.
-

---

**KD4WS0002W** The query result from metrics data related tables: *tablename* does not contain any records for the specified time interval. Enter a different time interval and try again.

**Explanation:** The metrics data related tables do not contain any IBM Tivoli Composite Application Manager for SOA records for the specified time interval in the wizard. This might occur for one of the following reasons:

1. The time interval specified might not be in the GMT format.
2. The Warehouse Proxy or configuration might not be set up correctly.
3. Historical data collection might not be enabled.

**Operator response:** Delete the log file.

Check the Warehouse Proxy configuration to verify that it is set up correctly.

Verify that ITCAM for SOA is configured for historical data collection.

Choose a different time interval and try again. Ensure that the start and end times that you specify are in Greenwich Mean Time (GMT) format.

---

**KD4WS0003E** Unable to connect to the specified database. Reason: *reason\_message*

**Explanation:** There might be a problem with the specified connection information that is preventing the connection to the specified database.

**System action:** None.

**Operator response:** Complete the following steps:

1. Examine the reason given in this message for the possible cause of the error.
2. Examine the navigator.log file for more information.
3. Examine the .log file in the .metadata directory in the workspace. If you are running in a supported IBM Rational® product, the workspace is specified when the IBM Rational product is started. If you are running in the version of Eclipse that is provided with IBM Web Services Navigator, the workspace is located in the \workspace folder, in the directory where you installed IBM Web Services Navigator.

4. Resolve any problems you find and try again.

---

**KD4WS0004E** The metric information could not be retrieved from the Navigator log file. Filename: *full\_path\_filename*

**Explanation:** The metric information could not be retrieved from the Navigator log file.

**System action:** None.

**Operator response:** Complete the following steps:

1. Examine the reason given in this message for the cause of the error.
2. Examine the navigator.log file for more information.
3. Examine the .log file in the .metadata directory in the workspace. If you are running in a supported IBM Rational product, the workspace is specified when the IBM Rational product is started. If you are running in the version of Eclipse that is provided with IBM Web Services Navigator, the workspace is located in the \workspace folder, in the directory where you installed IBM Web Services Navigator.
4. Resolve the problem and try again.

---

**KD4WS0005E** An error occurred while writing the metric information retrieved from the Services Message Metric table to the log file. Reason: *reason\_message*

**Explanation:** The metric information could not be retrieved from the Services Message Metric table.

**System action:** None.

**Operator response:** Complete the following steps:

1. Examine the reason given in this message for the cause of the error.
2. Examine the navigator.log file for more information.
3. Examine the .log file in the .metadata directory in the workspace. If you are running in a supported IBM Rational product, the workspace is specified when the IBM Rational product is started. If you are running in the version of Eclipse that is provided with IBM Web Services Navigator, the workspace is

located in the \workspace folder, in the directory where you installed IBM Web Services Navigator.

4. Resolve the problem and try again.

---

**KD4WS0006W** *filename must have a .log extension.*

**Explanation:** The filename must have a .log extension as part of the name.

**System action:** None.

**Operator response:** Choose a filename with a .log extension and try again.

---

**KD4WS0007W** **The initial content record does not have the same correlator as the metric record:** *correlator*

**Explanation:** The first record of each content log contains a correlator that should agree with the correlator in the metric log. This error occurs when these correlators do not match up. the Log Assembler tool should only be run with content logs that have the same correlator as the specified metric log.

**Operator response:** Verify that the content log(s) included in the Log Assembler command contain the same correlator as the specified metric log. If you do not need to include content logs for this run of the Log Assembler tool, you can ignore this warning message.

---

**KD4WS0008E** **You must specify at least three LogAssembler command arguments: (debug\_level(0/1/2), (o)verwrite/(a)ppend, metric\_log).**

**Explanation:** The number of input arguments specified on the LogAssembler command line was less than expected. The command expects the debug level (0, 1, or 2), an indication of whether this is an overwrite or append of data (o or a), and the metric log file name.

**Operator response:** Refer to the documentation for the IBM Web Services Navigator for the correct command syntax, and verify that the arguments specified with the LogAssembler command are correct.

---

**KD4WS0009E** **The first argument specified must be an integer (0, 1, or 2) to define the level of trace logging.**

**Explanation:** The level of trace logging must be

specified as an integer value (0,1, or 2):

1. 0 = Only fatal error messages are displayed.
2. 1 = Minimum level of trace messages are displayed.
3. 2 = Maximum level of trace messages are displayed.

**Operator response:** Run the LogAssembler command again, using one of the valid values for the level of trace logging. Refer to the documentation for IBM Web Services Navigator for more information.

---

**KD4WS0010E** **The second argument specified in the LogAssembler command must be either 'o' (overwrite) or 'a' (append to) the destination file.**

**Explanation:** This argument specifies whether to overwrite existing data in the output log file or append data to the end of the existing log file.

**Operator response:** Run the LogAssembler command again, using one of the valid values for writing data to the destination file.

---

**KD4WS0011E** **The specified destination log file must have a .log suffix**

**Explanation:** The name of the destination log file must have suffix ".log".

**Operator response:** Run the LogAssemble command again, specifying a destination log file with a suffix of ".log".

---

**KD4WS0012E** **Could not locate the destination log directory** *correlator*.

**Explanation:** The specified directory for the destination log was not found.

**Operator response:** Verify the directory path for the destination log and run the LogAssembler command again.

---

**KD4WS0013E** **The specified metric log file, correlator could not be located.**

**Explanation:** The specified metric log file could not be found. It might have been specified incorrectly, or moved to another directory location, renamed, or deleted.

**Operator response:** Verify the name of the metric log file and run the LogAssembler command again.

---

**KD4WS0014E** The specified content log file, *correlator* could not be located.

**Explanation:** The specified content log file could not be located. It might have been specified incorrectly, or moved to another directory location, renamed, or deleted.

**Operator response:** Verify the name of the content log file and run the LogAssembler command again.

---

**KD4WS0016E** The character encoding of the file *file\_name* is not UTF-8.

**Explanation:** The log files must use the character encoding UTF-8.

**Operator response:** Use the correct log files that have 'UTF-8' character encoding.

---

**KD4WS0017E** An unexpected error occurred while using the Log Assembler.

**Explanation:** See message.

**Operator response:** Examine the trace log for more details, correct any errors, and try the operation again.

---

**KD4WS0018E** The input log file to the Log Assembler is corrupted.

**Explanation:** See message.

**Operator response:** Check the log file and verify that it is valid, or use another log file.

---

**KD4WS0019E** The file named *filename* does not include the required .log extension, or contains characters that are not valid.

**Explanation:** The file name specified as input to the Log Assembler tool was incorrectly specified. The name of the log file must have an extension of .log, and must not contain any of the following characters: \,/,;\*,?,:,>,<,|.

**System action:** None.

**Operator response:** Specify a file name with a .log extension, and be sure to only use valid characters.

---

**KD4WS0020I** The IBM Web Services Navigator is initialized.

**Explanation:** See message.

---

**KD4WS0021E** Specify a hostname.

**Explanation:** The hostname specified is "" or null and is not valid.

**Operator response:** Specify the database hostname.

---

**KD4WS0022E** Specify a database name.

**Explanation:** The database name specified is "" or null and is not valid.

**Operator response:** Specify the database name.

---

**KD4WS0023E** Specify the connection port.

**Explanation:** The connection port specified is "" or null or not numeric, and is not valid.

**Operator response:** Specify the connection port.

---

**KD4WS0024E** Specify a valid JDBC driver class.

**Explanation:** The specified JDBC driver class is "" or null and is not valid.

**Operator response:** Input the database JDBC driver class name.

---

**KD4WS0025E** Specify a valid location for the JDBC JAR file.

**Explanation:** The specified location for the JDBC JAR file is "" or null and is not valid.

**Operator response:** Specify the correct location for the JDBC JAR file location.

---

**KD4WS0026E** Specify the DB2 connection URL in the following format:  
**jdbc:db2://localhost:50000/DB2DB**

**Explanation:** The specified DB2 connection URL is "" or null and is not valid.

**Operator response:** Specify a valid DB2 connection URL.

---

**KD4WS0027E** Specify the Oracle OCI connection URL in the following format: `jdbc:oracle:oci:@localhost:1521:OracleDB`

**Explanation:** The Oracle OCI connection URL is "" or null and is not valid.

**Operator response:** Specify a valid Oracle OCI connection URL.

---

**KD4WS0028E** Specify the Oracle thin connection URL in the following format: `jdbc:oracle:thin:@localhost:1521:OracleDB`

**Explanation:** The Oracle thin connection URL is "" or null and is not valid.

**Operator response:** Specify a valid Oracle thin connection URL.

---

**KD4WS0029E** Specify the SQL Server connection URL in the following format: `jdbc:microsoft:sqlserver://localhost:1433;DatabaseName=SQLServerDB`

**Explanation:** The SQL Server connection URL is "" or null and is not valid.

**Operator response:** Specify a valid SQL Server connection URL.

---

**KD4WS0030E** Select an active connection, or activate this database connection first.

**Explanation:** The selected database connection must already be active to import Web services metric data.

**Operator response:** Verify that the database connection is active before selecting it.

---

**KD4WS0091E** The log file: *filename* is not compatible with the supported version of the Log Assembler tool.

**Explanation:** The format of the log file is not compatible with the latest version of the Log Assembler tool.

**Operator response:** Ensure that your data collector is upgraded to the latest supported version, so that log files are created in the expected format for the Log Assembler tool.

---

**KD4WS0092E** The log file: *filename* must contain a filetype in the header property.

**Explanation:** The header of the file should contain filetype information, for example: `#KD4.filetype=contentlmetric`.

**Operator response:** Verify that your log files are being created properly, or manually edit the header of the log file to contain the expected filetype information.

---

**KD4WS0093E** There is no metric log file in the selection.

**Explanation:** You must select at least one metric log file to import.

**Operator response:** Select a metric log file to import.

---

**KD4WS0094E** The file: *filename* does not exist.

**Explanation:** The specified log file was not found.

**Operator response:** Verify that the specified file exists, or verify that you specified the correct file name.

---

**KD4WS0095E** The Project: *projectName* does not exist.

**Explanation:** The specified project was not found.

**Operator response:** Verify that the specified project exists, or verify that you specified the correct project name.

---

**KD4WS0096E** The target log file name must be specified.

**Explanation:** The target log file name was not specified.

**Operator response:** Try the operation again, and verify that the name of the target log file is specified.

---

**KD4WS0097E** The target project name to import must be specified.

**Explanation:** The target project name was not specified.

**Operator response:** Try the operation again,

and verify that the name of the target project name to import is specified.

---

**KD4WS0098E The selected target project is read only.**

**Explanation:** It appears that you do not have write access to the specified project. You must have write authority to write to the specified target project.

**Operator response:** Verify that you have write access to the target project, or verify that you specified the correct project name.

---

**KD4WS0099E The format of the log file: *filename* is not compatible with the currently supported version of the Log Assembler tool.**

**Explanation:** The format of the log file must be compatible with the currently supported version of the Log Assembler tool.

**Operator response:** Verify that you are using the correct version of the log assembler tool to assemble the log files.

---

**KD4WS0100I In the log file: *filename*, the current line: *line* is not valid.**

**Explanation:** The current line in the log file is not a valid metric log line. This line is ignored.

---

**KD4WS0101E The current log file: *filename* does not contain a valid log record.**

**Explanation:** The log file does not seem to contain any valid metric log records.

**Operator response:** Examine the log file to discover any problems, and correct as needed. Try the operation again, or specify another log file that contains valid metric log records.

---

**KD4WS0102I The version of the current log file: *filename* does not match the version of the Log Assembler and is ignored.**

**Explanation:** If you attempt to use the latest version of the Log Assembler tool with a log file from a previous release of ITCAM for SOA, the older log file is ignored.

**Operator response:** If you want to process this older log file, use the Log Assembler tool from a

previous version of ITCAM for SOA.

---

**KD4WS0103E No log file has been selected to import. Select a log file.**

**Explanation:** A log file was not selected to be imported.

**Operator response:** Try the operation again, and select one or more log files to be imported.

---

**KD4WS0104E The following tables are missing from the specified import wizard database: *missingTables*.**

**Explanation:** The selected database does not contain all of the expected tables from which metrics data should be retrieved.

**Operator response:** Verify that the database contains the complete set of ITCAM for SOA v7.1 data.

---

**KD4WS0105E A problem occurred while the query statement was being prepared.**

**Explanation:** The selected database cannot successfully prepare the query statement.

**Operator response:** Verify that the database can prepare the query statement correctly.

---

**KD4WS0106E A problem occurred while creating the navigator log in the file system.**

**Explanation:** The navigator log file is not successfully created.

**Operator response:** Verify that the navigator log file can be successfully created in the file system.

---

**KD4WS0107E The specified database connection is null. Specify a valid database connection for importing data.**

**Explanation:** There was no valid database connection specified.

**Operator response:** Verify that a valid database connection is specified, and try the operation again.

---

**KD4WS0108E** The metric information could not be retrieved from the data warehouse. Filename: *full\_path\_filename*

**Explanation:** A problem occurred while attempting to retrieve metric data from the data warehouse. There might be a problem with the database connection, or the database might not contain correct or complete data.

**Operator response:** Verify that the correct database connection exists and is functional. Also verify that the database contains correct and complete data.

---

**KD4WS0109W** The metric data in the data warehouse is not complete.

**Explanation:** It is possible that some correlation data is missing from the database, or the information about the server environment is not complete.

**Operator response:** Verify that the data warehouse proxy works correctly. Examine the data in the data warehouse to verify that it is complete as expected.

---

**KD4WS0110I** pattern *transID* : *nrinvs* occurrences \n\n message *messageName* \n from *sendMachineName* *sendServiceName* \n to *receiveMachineName* *receiveServiceName* \n for *totalTransitTime* total \n for *averageTransitTime* average \n

**Explanation:** get flow pattern flyover text.

---

**KD4WS0111I** *invocationFlyoverText* sent *childMessageName* \n to *childMachineName* *childServiceName* \n for *callWaitTime* total \n for *averagecallWaitTime* average \n

**Explanation:** Getting the flow wait flyover text.

---

**KD4WS0112I** pattern *transID* : *nrinvs* occurrences \n\n processing *messageName* \n from *sendMachineName* *sendServiceName* \n on *receiveMachineName* *receiveServiceName* \n for *totalTransitTime* total \n for

*averageTransitTime* average \n

**Explanation:** Getting work flyover text.

---

**KD4WS0113I** pattern *transID* : *nrinvs* occurrences \n\n processing *messageName* \n on *receiveMachineName* *receiveServiceName* \n for *totalTransitTime* total \n for *averageTransitTime* average \n

**Explanation:** Getting work flyover text.

---

**KD4WS0114I** *filename* has been deleted. Do you want to unload it?

**Explanation:** Unloading the file from the Navigator.

---

**KD4WS0115I** The specified date range is not valid. The ending date must occur after the beginning date.

**Explanation:** The specified begin and end date range is not valid.

---

**KD4WS0116I** Press Shift+Arrow to navigate between node and edge.

**Explanation:** Press Shift+Arrow to navigate between node and edge.

---

**KD4WS0117E** The value entered for the maximum transaction size is not a number.

**Explanation:** The value entered for the maximum transaction size must be a positive integer value, representing the maximum size allowed, in MB, for the target log file.

**Operator response:** Correct the value entered for this field, specifying a positive integer.

---

**KD4WS0118E** The entered max transaction size is not a positive number.

**Explanation:** The value entered for the maximum transaction size must be a positive integer in MB.

**Operator response:** Correct the value entered for this field, specifying a positive integer.

---

---

**KD4WS0119I** *messageName1* not expected based on *messageName2* in the transaction *index*.

**Explanation:** Report problem message.

---

**KD4WS0120I** *filename* has changed. Do you want to reload it?

**Explanation:** The file has changed. You need to decide whether or not to load the file again.

---

**KD4WS0121E** Specify the column width.

**Explanation:** The value for the column width was not specified. It cannot be left blank.

---

**KD4WS0122E** Specify the column width as a number.

**Explanation:** The value of the column width must be specified as a number.

---

**KD4WS0123E** Specify the column width as a positive number.

**Explanation:** The value of the column width cannot be less than 0.

---

**KD4WS0124I** Transaction: *transID*\n\n message *messageName* : *oneWay* \n from machine *sendMachineName* service *sendServiceName* \n to machine *receiveMachineName* service *receiveServiceName* \n at *timeString* \n for *secString* seconds\n size *sizeString* bytes\n

**Explanation:** Getting message flyover text.

---

**KD4WS0125I** Found *matchSize* approximate data matches:\n

**Explanation:** Getting message flyover text when show data matches.

---

**KD4WS0126I** Found *matchSize* exact data matches:\n

**Explanation:** Getting message flyover text when show data matches.

---

**KD4WS0127I** Found *matchSizeLeft* more data matches.\n

**Explanation:** Getting message flyover text when show data matches.

---

**KD4WS0128I** *invocationFlyoverText* waiting for message *childMessageName* \n to machine *childMachineName* service *childServiceName* \n at *startTime* \n for *timeSpan* \n

**Explanation:** Getting flyover text of wait.

---

**KD4WS0129I** from machine *parentMachineName* service *serviceName* \n

**Explanation:** Getting flyover text of work parent.

---

**KD4WS0130I** transaction *transID* : machine *thisMachineName* service *thisServiceName* \n\n working on message *thisMessageName* \n parent at *startTime* \n for *timeSpan*

**Explanation:** Getting flyover text of work.

---

**KD4WS0131I** cursor location: *time* seconds

**Explanation:** Getting status information.

---

**KD4WS0132I** Current file: *filename* already exists, Do you need to overwrite the current file?

**Explanation:**

---

**KD4WS0133I** Pattern *transID* : *nrvns* occurrences

**Explanation:** get flow pattern text.

---

**KD4WT0001I** *class\_name* active, build level *build\_level*.

**Explanation:** The component identified in the message became active during initialization. That component was compiled at the specified build level. The build level data should only be required when requested by IBM Software Support.

---



---

**KD4WT0002E** The following exception occurred:  
**Exception:** *exception\_code*  
**Stack trace:** *stack\_trace\_data*

**Explanation:** See the exception code and trace data for details of the error.

**Operator response:**

- Examine the exception code and trace data to determine the problem and correct as needed.
- Try the operation again.
- If the error continues to occur, contact IBM Software Support.

---

**KD4WT0003W** The configuration file *filename* could not be loaded. The default configuration is used instead.

**Explanation:** See message.

**System action:** The system automatically uses its built-in default configuration.

---

**KD4WT0004E** The following error occurred while loading the default configuration: *errorMessage*. The *componentName* is inactive.

**Explanation:** This error indicates a problem with the internal libraries for the data collector.

**System action:** No Web services transactions are monitored.

**Administrator Response:** Contact IBM Software Support to correct the problem with the product libraries.

---

**KD4WT0005E** Unable to write to the data file *file\_name*.

**Explanation:** The data collector is unable to write to the specified file. This might occur if, for example, the disk is full or the user does not have authorization to write to the file.

**System action:** The data collector is inactive until the problem is corrected. After the problem is corrected, the system automatically reactivates after a short delay.

**Administrator Response:** Examine the file system for problems with the specified file.

---

**KD4WT0006E** The data collector does not support the *server\_name* server.

**Explanation:** This data collector relies upon a small set of vendor-specific features. The server you are using is not supported by this version of the data collector.

**System action:** The data collector becomes inactive.

**Administrator Response:** Use a supported server implementation. Refer to the product documentation for a list of supported environments.

---

**KD4WT0007E** The component named: *componentName* is not able to initialize successfully. The following error occurred: *errorMessage*

**Explanation:** See message.

**System action:** The component is inactive.

**Administrator Response:** Correct the error indicated in the message and restart the application server.

---

**KD4WT0008E** The output file *fileName* cannot be renamed for rollover.

**Explanation:** When a certain file-size threshold is reached, the product rolls the specified file over to a backup copy and begins a new file. This error indicates that the basic file system operations involved in this task have failed.

**System action:** The product will continue accumulating data in the original file. After the problem is corrected, the product rolls the current file over to its backup and continues its normal work.

**Administrator Response:** Correct the problem with the files or file system as promptly as possible. Until this problem is corrected, the risk of filling the file system is greatly increased.

---

**KD4WT0009E** This WebSphere Application Server installation is missing a required APAR. Install PQ89492 or an equivalent APAR and restart the server.

**Explanation:** WebSphere APAR PQ89492 delivers function that is required for this product. You must install this APAR or an equivalent APAR

for this product to operate properly.

**System action:** The data collector component ceases to collect information until the WebSphere runtime environment is upgraded with this APAR.

**KD4WT0010E The data collector is unable to locate or parse a configuration property named: *property\_name*.**

**Explanation:** The data collector uses a configuration file named /KD4/config/KD4.dc.properties. Either this file does not contain the named property, or the value of that property does not conform to the required syntax. These properties are enumerated, starting from one, up to the number specified on the corresponding "count" property.

**System action:** The data collector ignores this property and continues to use the set of configuration properties that it is able to successfully locate and parse.

**Administrator Response:** Refresh the configuration display for the corresponding server and update the set of configuration parameters. If you have modified the configuration file manually, ensure the following:

- The Count property indicates the correct value.
- The correct number of Control properties are present.
- Each Control property contains the correct number and sequence of semicolon-delimited tokens.
- The server names on these properties match the server configuration and that they are free from typographic errors.

**KD4WT0011E The Web service message has been rejected due to filter control configuration. WSDL Port Namespace = *port*, WSDL Port = *port*, WSDL Operation Namespace = *port*, WSDL Operation = *operation*, remote system = *remote\_system*, rejected at = *local\_system*.**

**Explanation:** The AddFiltrCntrl and DelFiltrCntrl Take Actions are used to control this feature. Refer to the product documentation for details about this feature.

**System action:** Web services messages that match the defined filter control criteria continue to be rejected until this filter control criteria is removed using the DelFiltrCntrl Take Action.

**Administrator Response:** Review the filter control criteria defined in the Data Collector Filter Control Configuration view of the Service Management Agent node for the system where the message was rejected. Use the DelFiltrCntrl and AddFiltrCntrl Take Actions to modify these filter criteria as needed. See the documentation or online help for more information about these commands.

**KD4WT0012I The IPv6 address = *address* was found in the intercepted message. If the corresponding Web services message was incorrectly passed, check the filter criteria for an equivalent address and replace it with this one.**

**Explanation:** IPv6 addresses may take any of several forms of text representations. The data collector requires these addresses to match as text. Therefore two representations that refer to the same address, but in different formats, will not match, allowing messages to pass the data collector's filter. This might or might not be the expected behavior.

**Administrator Response:** If you expected the Web services message to be rejected but it was allowed through, then add the address given in this message using the AddFiltrCntrl Take Action.

**KD4WT0013E Cannot find the WSDL file: *wSDL*. Verify that the WSDL file is in the correct directory location.**

**Explanation:** The data collector needs the Web Services Description Language (WSDL) file to provide monitor data, but the file cannot be found in the expected directory location.

**Operator response:** Verify that the WSDL file for the application is in the correct directory location and retry the operation.

**KD4WT0106E The *component\_name* component (*variable*) was unable to mediate successfully due to the following error: *error\_data*.**

**Explanation:** The specified component could not perform the mediation successfully. There might be a problem with the business logic of the associated application.

**Operator response:** Try the following steps to recover from this error:

- Examine the business logic of the application and correct any problems, if possible.
- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred. You might need to restart the application server, if necessary.
- If the error continues to occur, contact IBM Software Support.



---

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