IBM Tivoli Composite Application Manager for Transactions V7.4.0.1 for AIX, Linux, Solaris, Windows, and z/OS

# Troubleshooting Guide



Note

Before using this information and the product it supports, read the information in "Notices" on page 193.

This edition applies to V7.4 of IBM Tivoli Composite Application Manager for Transactions (product number 5724-S79) and to all subsequent releases and modifications until otherwise indicated in new editions.

© Copyright IBM Corporation 2008, 2015.

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

# Contents

Figures
Tables
About this publication       xi         Publications       xi         Documentation library       xi         Derequisite publications       xi         Accessing terminology online       xii         Accessing publications online       xii         Ordering publications       xiii         Ordering publications       xiii         Support information       xiii         Conventions used in this guide       xiv         Typeface conventions       xiv         Operating system-dependent variables and paths       xiv
Chapter 1. Troubleshooting and support       1         Troubleshooting a problem       1         Searching knowledge bases       3         Contacting IBM Software Support       4         Chapter 2. General troubleshooting       7         Agent is not running correctly on Windows       7         Agents cannot send data to the Tivoli Data       7         Warehouse with IBM Tivoli Monitoring 6.2.2 fix pack       7         Cannot install some components.       7
Chapter 3. Internet Service Monitoring troubleshooting       9         Troubleshooting the Internet Service Monitoring installation       9         Troubleshooting the Databridge       10         Internet Service Monitoring monitors do not start and cannot save profiles       10         Old HTTP, HTTPS, ICMP, or TRANSX profiles are not working properly after upgrade       11         HTTP service tests return error code 500.       11         Databridge terminates unexpectedly       11         Internet Service Monitoring remote deployment fails       12         Internet Service Monitoring profiles are Out of Sync       13         SOAP monitor fails to connect to SOAP service       13         SoAP monitor fails to connect to SOAP service       13         Cannot uninstall Internet Service Monitoring       13
Chapter 4. Response Time

troubleshooting.							15
Troubleshooting guidelin	nes						. 15
Collecting logs					•		. 15

Configuring tracing.		15
Location of Response Time trace and log files .		16
Troubleshooting: Install / upgrade problems		16
Cannot start Response Time agents if the		
upgrade process is cancelled		16
Restoring profiles after upgrading ITCAM for		
Transactions		16
Workspace modification is missing after agent		
upgrade		17
Warning message is displayed during fix pack		
installation		18
Changing file permission error occurs when		
upgrading the agent with a non-root user ID .		18
No agent uninstall options available on Window	s	
Add or Remove Programs page		18
On UNIX, when an agent is uninstalled, the		
support files for that agent are also uninstalled		18
On UNIX and Linux, when agent support is		
uninstalled, some support files may remain		19
During installation, some subsections might not		
be selected by default		19
Failed or cancelled installations do not remove		
the GSKit libraries		19
The Rational Performance Tester associated edito	or	
is overwritten		19
Warning message is displayed during UNIX		
agent installation		19
If a previous installation fails and is not cleaned		
up completely, subsequent installations use the		
previous installation directory		20
Failed or cancelled installations do not remove		
all files		20
Agent configuration dialog is not displayed		
during an installation upgrade		20
Application and transaction names display as		
question marks	•	20
Cognos reports fail to start	•	21
Troubleshooting: Application Management		
Configuration Editor	•	21
Application Management Configuration Editor		
fails to start	•	21
Application Management Configuration Editor		
icon is not displayed in the TEP	·	22
No Agents Installed message when launching		
Application Management Configuration Editor		23
Application Management Console agent fails		
when opening the Application Management		
Configuration Editor		23
Application Management Configuration Editor		
does not load correctly using browser client .		24
Configurations made in Application Managemen	ıt	
Configuration Editor are not reflected in		
workspaces		24
Using Java Web Start with Sun Java 1.6	•	27
Troubleshooting: Application Management Console		
agent		28

Process names
Location of configuration files
Location of trace and log files
How to turn on debug tracing
Excessive number of subnodes
Application Management Console is not
displaying historical data
All Applications workspace displays an empty
Applications table when viewing historical data 32
Increasing the Java Max Heap Size
KFWITM217E Request error:
SOL1 CreateRequest failed rc=209 displayed in
Application Management Console workspaces 33
Historical daily and monthly trends are not valid 34
Troubleshooting: Web Response Time 34
Location of configuration files 35
Location of trace and log files
How to turn on debug tracing
Limitations when installing in Solaris zones 36
No Web Persona Time data in workspaces
No Web Persona Time data in workspaces
LITTE
HIIPS.
Specific client user data not displayed in web
Response Time workspaces
Reported response time for Web pages with PNG
images does not match actual load time
No Web Response Time data in workspaces -
Windows x64
No active Web Response Time process found
Web Response Time agent shuts down
unexpectedly
The number of Total requests is inconsistent 39
Displaying URLs from IHS to backend servers . 39
Network workspace Current Users table shows
no historical data
Web Response Time agent fails to start on Linux
systems when the current directory is
tmaitm6/wrm/linux 40
Error writing to t5*xins files after running for
several days
Message when starting Web Response Time
agent: ns_add_filter failed
Web Response Time default reporting values
create too many applications in Application
Management Console
Enhanced network timings
WebLogic or IIS component name not displayed
in topology
Web Response Time tracking is enabled but no
data is displayed
Determining how many Web Response Time
records the kt5agent receives
Multiple Web Response Time summary records
with the same timestamp
Understanding Web Response Time attributes
Total kBytes and Average Object Size
Keystore file does not exist when configuring the
Web Response Time agent
FTP-DATA: Average Response Time. Server Time
Network Time always 0
-

CMS database option missing in iKeyman	46
Troubleshooting: Robotic Response Time agent	47
Cannot install support for Robotic Response Time	47
Process names	47
Location of configuration files	47
Location of trace and log files	48
How to turn on debug tracing	49
Enabling ARM debug tracing for Robotic	10
Kesponse lime monitors	49
Playback fails for a script and script name is	50
damaged	51
Playback in timeout state	51
Playback in overrun state	51
No Robotic data in the workspaces	51
RFT Script Playback failed but transactions not	01
marked as failed.	53
Rational projects and scripts are duplicated in	
Multi File Uploader	53
Cannot play back scripts with another user ID .	53
Playback of Citrix scripts fails after several	
iterations	54
Robotic Response Time agent is locked up	54
Transaction data is missing after agent upgrade	54
Limitation: Duplicate BSD transaction names in	
Oracle	55
Robotic screen capture fails to load	55
Script playback fails, application instance already	
running.	55
window	56
Response time problems after disabling scripting	50
at a SAP server	57
Historical data for Over Time tables not collected	57
Resolving socket exception: Connection refused	58
Thread limit exceeded on Robotic Response Time	
agent	59
Playback Status workspace does not show data;	
Robotic Response Time agents are connected and	
running	59
Robotic Scripts show in different pages of	
workspace table view	60
There are gaps in my response time data when I	<i>(</i> 0
play back scripts.	60
Microsoft Internet Explorer	60
Windows Communication Foundation playback	60
times out	61
Troubleshooting: Rational Performance Tester related	61
How to configure and gather Rational	01
Performance Tester trace logs	61
IWAY0159E error when using Rational	
Performance Tester Workbench	64
RPT Script Playback Failed – all protocols	64
RPT Script Playback Failed – SAP, Siebel, Citrix	64
Rational Performance Tester HTTP/HTTPS script	
returns zero for client time	65
How to use Rational Performance Tester scripts	<b>7</b>
to raise alerts on server errors	65
kational Performance Tester script playback is	7/
sometimes irregular	76

Rational Performance Tester SOA and Web Services Playback Failure with Response Time Troubleshooting tips and techniques related to IBM In the TEP, some graphs with many data points Some workspaces have repeated or duplicated TEPS can be successfully configured to connect and create DB2 TEPS database, but TEPS fails to Attempting to remote configure an agent on Warehouse Proxy agent on Windows connecting Failure to create tables in the warehouse. . . . 78 TEP cursor turns to hourglass after refresh . . . . 79 Robotic script status is not removed from the Robotic agent Playback status workspace after the Robotic agent is removed from the Workspaces do not display correctly when HUB and remote Tivoli Enterprise Monitoring Servers Links missing from Application Management Workspace bar graphs become too thin when SQL error in Response Time workspaces after Fixing a memory leak in IBM Tivoli Monitoring Error messages might display behind the active KFWITM21E request error in TEMA workspaces 81 Accessing the Specify Time Span for Query KHDException: Batch Error in warehouse trace Data in the warehouse is not found as expected 82 Troubleshooting: Tivoli Business Service Manager CJL0006E Handler BWM.handler.file.trc is unable Tbsmconfig.sh command does not run on UNIX There is too much chart data in Tivoli Business No Chart Data for Transactions and The situation statuses do not match between IBM Tivoli Monitoring and Tivoli Business Service There are too many indeterminate events in Cannot refresh the data source settings for Tivoli Unexpected numbers in the TBSM Service Tree 84

#### **Chapter 5. Transaction Tracking**

troubleshooting	85
Transaction Tracking troubleshooting	85
Troubleshooting the Transaction Tracking	
installation and configuration	85
Transaction Tracking installer fails on SELinux	
systems.	87
Transaction Collector does not start	87
No topology showing in the Transaction Reporter	87
Names in the Transaction Reporter are not	
displayed correctly	88
Historical data is not displayed	88
Transaction Reporter historical workspaces are	
not displayed	88
Data missing when using a single Transaction	
Collector	88
Data missing when using multiple Transaction	~~~
	89
Data from one Aggregation agent is missing from	00
the Iransaction Reporter	89
history file	00
Tenelogy is not displayed	09
Only partial topology is displayed	90
multiple Transaction Collectors	۹N
Topology view missing from Transaction	70
Instances workspaces	91
Transaction Tracking workspace links are missing	91
Instances are missing from Transaction Instances	/1
workspaces	92
Metrics are missing from the Transaction	
Instances table	92
Transaction instance data is collected even when	
CollectInstance=false	92
Transaction Collector is not listening	92
Aggregates are not generated	92
External data collectors are not sending data	93
Transaction Reporter unable to retrieve	
aggregates or instances from a Transaction	
Collector	93
Cannot send data to a remote Transaction	
Collector	94
Transaction Collector doesn't restart immediately	94
Cannot start or stop Transaction Collector or	0.4
Iransaction Reporter remotely on UNIX systems .	94
Agent process still running after uninstalling a	
remotely	Q/
Tables exported from Transaction Reporter	94
workspaces show upeypected values	95
FileNotFoundException errors occur when	))
configuring Transaction Collector and Transaction	
Reporter on Solaris systems	95
SOL errors in the Historical Transaction Instances	
workspace	95
KCIIN0198E unable to start agent	96
MQ nodes are not displayed	96
MQ API exits do not load	97
MQ exits cannot be used by all users	97
MQ AAT data collector doesn't receive data from	
MQ queue managers after restarting	98
-	

Transaction Tracking API troubleshooting 98
Transaction Tracking for z/OS troubleshooting 99
Transactions Base troubleshooting
CICS tracking troubleshooting
Troubleshooting CICS TG Transaction Tracking
on distributed systems
Troubleshooting CICS TG Transaction Tracking
on z/OS systems
ITCAM for Application Diagnostics (was
ITCAM for WebSphere) troubleshooting 105
IMS and IMS Connect Tracking troubleshooting 105
MQ Tracking for z/OS troubleshooting 106
ů ů

Appendix A. Messages		107
Installation messages		. 107
Additional installation messages		. 117
Common Response Time agent messages		. 121
Application Management Console messages .		. 125
Robotic Response Time Generic Playback messa	ge	s 125
Multi File Uploader messages		. 128
Rational Performance Tester playback messages		129
Rational Performance Tester plugin messages.		. 131
Rational Performance Tester Trans Perf plugin		
messages		. 131
Rational Performance Tester simplified UI plugi	n	
messages		. 133
Rational Functional Tester playback messages		. 133

# Appendix B. Transaction Tracking

messages	135
Transactions Container messages: CYTZ*	. 135
Transactions Dispatcher messages: CYTA	. 142
Transactions Dispatcher Courier messages:	
СҮТАА*	. 149
Transaction Tracking API messages: CYTAD*.	. 150
CICS Tracking messages: CYIP*	. 151
CICS TG Transaction Tracking messages: CYTG*	162
IMS Tracking messages: CYM <sup>*</sup>	. 165
MQ Tracking messages: CYTQ*	. 177
.NET Data Collector messages: BWMNT*	. 182
WebSphere Message Broker data collector	
messages: KK3*	. 185
CICS TXSeries Data Collector messages: KT7P* .	. 190
Appendix C. Accessibility	191
Notices	193
Trademarks	. 195
Privacy policy considerations	. 195
Glossary	197
Index	203

# Figures

# Tables

1.	Process names in Windows environments	28
2.	Process names in UNIX environments	. 28
3.	Location of configuration files in Windows	28
4.	Location of configuration files in UNIX	28
5.	Location of trace and log files in Windows	
	environments	. 29
6.	Location of trace and log files in UNIX	
	environments	. 29
7.	Names of process files in different	
	environments	. 34
8.	Location of configuration files in Windows	
	environments	. 35
9.	Location of configuration files in UNIX	35
	-	

10.	Location of trace and log files in Windows environments	5
11.	Location of trace and log files in UNIX	
	environments	5
12.	Process names in Windows environments 4	7
13.	Process names in UNIX environments 4	7
14.	Location of configuration files in Windows	
	environments	7
15.	Location of configuration files in UNIX	
	environments	8
16.	Location of trace and log files in Windows	
	environments	8
17.	Location of trace and log files in UNIX 4	8

# About this publication

This publication provides troubleshooting information for all components in the IBM Tivoli Composite Application Manager for Transactions solution.

#### Intended audience

This guide is for System Administrators and operators who are experiencing difficulties with IBM Tivoli Composite Application Manager for Transactions.

Use this information together with the IBM Tivoli Monitoring documentation to help you resolve any problems you may experience.

Use the information in the guides listed in "Documentation library" to understand how to use your new software.

# Publications

This section lists publications relevant to the use of the IBM Tivoli Composite Application Manager for Transactions. It also describes how to access Tivoli<sup>®</sup> publications online and how to order Tivoli publications.

#### **Documentation library**

The following documents are available in the IBM Tivoli Composite Application Manager for Transactions library:

- *IBM Tivoli Composite Application Manager for Transactions Administrator's Guide* This guide provides information about configuring elements of IBM Tivoli Composite Application Manager for Transactions.
- IBM Tivoli Composite Application Manager for Transactions Installation and Configuration Guide

This guide provides information about installing and configuring elements of IBM Tivoli Composite Application Manager for Transactions.

- *IBM Tivoli Composite Application Manager for Transactions Quick Start Guide* This guide provides a brief overview of IBM Tivoli Composite Application Manager for Transactions.
- *IBM Tivoli Composite Application Manager for Transactions Troubleshooting Guide* This guide provides information about using all elements of IBM Tivoli Composite Application Manager for Transactions.
- IBM Tivoli Composite Application Manager for Transactions SDK Guide This guide provides information about the Transaction Tracking API.
- *IBM Tivoli Composite Application Manager for Transactions User's Guide* This guide provides information about the GUI for all elements of IBM Tivoli Composite Application Manager for Transactions.
- IBM Tivoli Composite Application Manager for Transactions Installation and Configuration Guide for z/OS

This guide provides information about using IBM Tivoli Composite Application Manager for Transactions on z/OS.

## Prerequisite publications

To use the information in this guide effectively, you must know about IBM Tivoli Monitoring products that you can obtain from the following documentation:

- IBM Tivoli Monitoring Administrator's Guide
- IBM Tivoli Monitoring Installation and Setup Guide
- IBM Tivoli Monitoring User's Guide

If you do not have IBM Tivoli Monitoring installed already you can do a basic IBM Tivoli Monitoring installation using the IBM Tivoli Monitoring Quick Start Guide as a guide.

See IBM Tivoli Monitoring Information Center for further information.

#### Accessing terminology online

The IBM<sup>®</sup> Terminology website consolidates the terminology from IBM product libraries in one convenient location.

You can access the Terminology website at the following web address:

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

#### Accessing publications online

IBM posts publications for all products, as they become available and whenever they are updated, to IBM Knowledge Center.

Access IBM Knowledge Center (http://www.ibm.com/support/knowledgecenter) using a browser.

Find supporting information on the Application Performance Management community (http://www.ibm.com/developerworks/servicemanagement/apm/index.html) and connect, learn, and share with experts.

#### Ordering publications

You can order many Tivoli publications online at the following website:

http://www.ibm.com/e-business/linkweb/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:

- 1. Go to http://www.ibm.com/planetwide/.
- 2. In the alphabetic list, select the letter for your country and then click the name of your country. A list of numbers for your local representatives is displayed.

## Accessibility

Accessibility features help users with a physical disability, such as restricted mobility or limited vision, to use software products. 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.

For additional information, see Appendix C, "Accessibility," on page 191.

### Tivoli technical training

For information about Tivoli technical training, see the following IBM Tivoli Education website:

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

# Support information

If you have a problem with your IBM software, you want to resolve it quickly.

#### Online

Access the Tivoli Software Support site at http://www.ibm.com/software/ sysmgmt/products/support/index.html?ibmprd=tivman. Access the IBM Software Support site at http://www.ibm.com/software/support/ probsub.html .

#### **IBM Support Assistant**

The IBM Support Assistant is a free local software serviceability workbench that helps you resolve questions and problems with IBM software products. The Support Assistant provides quick access to support-related information and serviceability tools for problem determination. The IBM Support Assistant provides the following tools to help you collect the required information:

• Use the IBM Support Assistant Lite program to deploy the IBM Support Assistant data collection tool. This tool collects diagnostic files for your product.

**Tip:** When you install the IBM Support Assistant data collection tool on 64-bit systems, use a 32-bit Java Runtime Environment to ensure that data collection functions as expected.

• Use the Log Analyzer tool to combine log files from multiple products in to a single view and simplify searches for information about known problems.

For information about installing the IBM Support Assistant software, see http://www.ibm.com/software/support/isa.

#### **Troubleshooting Guide**

For more information about resolving problems, see the *IBM Tivoli Composite Application Manager for Transactions Troubleshooting Guide.* 

### Conventions used in this guide

This guide uses several conventions for operating system-dependent commands and paths, special terms, actions, and user interface controls.

### Typeface conventions

This guide 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, multicolumn 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
- 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

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

When using the Windows command line, replace *\$variable* with *%variable*% for environment variables. Replace each forward slash (/) with a backslash (\) in directory paths. The names of environment variables are not always the same in the Windows and UNIX environments. For example, *%*TEMP% in Windows environments is equivalent to *\$*TMPDIR in UNIX environments.

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

#### Variables

The following variables are used in this documentation:

#### \$CANDLE\_HOME

The default IBM Tivoli Monitoring installation directory. On UNIX systems, the default directory is /opt/IBM/ITM.

#### %CANDLE\_HOME%

The default IBM Tivoli Monitoring installation directory. On Windows systems, the default directory is C:\IBM\ITM.

#### **\$ALLUSERSPROFILE**

On UNIX systems, /usr

#### %ALLUSERSPROFILE%

On Windows 7 and 2008, the default directory is C:\ProgramData.

# Chapter 1. Troubleshooting and support

To help you understand, isolate, and resolve problems with your IBM software, the troubleshooting and support information contains instructions for using the problem-determination resources that are provided with your IBM products.

To resolve a problem on your own, you can find out how to identify the source of a problem, how to gather diagnostic information, where to get fixes, and which knowledge bases to search. If you need to contact IBM Support, you can find out what diagnostic information the service technicians need to help you address a problem.

# Troubleshooting a problem

Troubleshooting is a systematic approach to solving a problem. The goal of troubleshooting is to determine why something does not work as expected and explain how to resolve the problem.

The first step in the troubleshooting process is to describe the problem completely. Problem descriptions help you and the IBM Support person know where to start to find the cause of the problem. This step includes asking yourself basic questions:

- What are the symptoms of the problem?
- Where does the problem occur?
- When does the problem occur?
- Under which conditions does the problem occur?
- Can the problem be reproduced?

The answers to these questions typically lead to a good description of the problem, and that is the best way to start down the path of problem resolution.

### What are the symptoms of the problem?

When starting to describe a problem, the most obvious question is "What is the problem?" This might seem like a straightforward question; however, you can break it down into several more-focused questions that create a more descriptive picture of the problem. These questions can include:

- Who, or what, is reporting the problem?
- What are the error codes and messages?
- How does the system fail? For example, is it a loop, hang, crash, performance degradation, or incorrect result?
- What is the business impact of the problem?

#### Where does the problem occur?

Determining where the problem originates is not always easy, but it is one of the most important steps in resolving a problem. Many layers of technology can exist between the reporting and failing components. Networks, disks, and drivers are only a few of the components to consider when you are investigating problems.

The following questions help you to focus on where the problem occurs to isolate the problem layer:

- Is the problem specific to one platform or operating system, or is it common across multiple platforms or operating systems?
- Is the current environment and configuration supported?

Remember that if one layer reports the problem, the problem does not necessarily originate in that layer. Part of identifying where a problem originates is understanding the environment in which it exists. Take some time to completely describe the problem environment, including the operating system and version, all corresponding software and versions, and hardware information. Confirm that you are running within an environment that is a supported configuration; many problems can be traced back to incompatible levels of software that are not intended to run together or have not been fully tested together.

#### When does the problem occur?

Develop a detailed timeline of events leading up to a failure, especially for those cases that are one-time occurrences. You can most easily do this by working backward: Start at the time an error was reported (as precisely as possible, even down to the millisecond), and work backward through the available logs and information. Typically, you need to look only as far as the first suspicious event that you find in a diagnostic log; however, this is not always easy to do and takes practice. Knowing when to stop looking is especially difficult when multiple layers of technology are involved, and when each has its own diagnostic information.

To develop a detailed timeline of events, answer these questions:

- Does the problem happen only at a certain time of day or night?
- How often does the problem happen?
- What sequence of events leads up to the time that the problem is reported?
- Does the problem happen after an environment change, such as upgrading or installing software or hardware?

Responding to questions like this helps to provide you with a frame of reference in which to investigate the problem.

#### Under which conditions does the problem occur?

Knowing which systems and applications are running at the time that a problem occurs is an important part of troubleshooting. These questions about your environment can help you to identify the root cause of the problem:

- Does the problem always occur when the same task is being performed?
- Does a certain sequence of events need to occur for the problem to surface?
- Do any other applications fail at the same time?

Answering these types of questions can help you explain the environment in which the problem occurs and correlate any dependencies. Remember that just because multiple problems might have occurred around the same time, the problems are not necessarily related.

#### Can the problem be reproduced?

From a troubleshooting standpoint, the *ideal* problem is one that can be reproduced. Typically, problems that can be reproduced have a larger set of tools or procedures at your disposal to help you investigate. Consequently, problems that you can reproduce are often easier to debug and solve. However, problems

that you can reproduce can have a disadvantage: If the problem is of significant business impact, you do not want it to recur. If possible, re-create the problem in a test or development environment, which typically offers you more flexibility and control during your investigation.

- Can the problem be recreated on a test system?
- Are multiple users or applications encountering the same type of problem?
- Can the problem be recreated by running a single command, a set of commands, or a particular application, or a stand-alone application?

#### Installing the latest software fixes available

You might find that many problems can be prevented by performing regular preventive maintenance, including upgrading or updating your installation to the latest supported maintenance level.

Ensure that your systems are running the most recently available software fixes. Visit the product support portal page athttp://www-947.ibm.com/support/entry/portal/Overview/Software/Tivoli/ Tivoli\_Composite\_Application\_Manager\_for\_Transactions.

Check the Downloads section to identify the fixes available for the version of the product you are using.

You can also check the latest list of tech notes for ITCAM for Transactions, at https://www-304.ibm.com/support/docview.wss?uid=swg21396291.

## Searching knowledge bases

You can often find solutions to problems by searching IBM knowledge bases. Learn how to optimize your results by using available resources, support tools, and search methods and how to receive automatic updates.

#### Available technical resources

In addition to this information center, the following technical resources are available to help you answer questions and resolve problems:

- Tivoli Composite Application Manager for Transactions technotes and APARs (problem reports)
- Tivoli Composite Application Manager for Transactions Support website
- Tivoli Redbooks Domain
- Tivoli support communities (forums and newsgroups)

#### Searching with support tools

The following tools are available to help you search IBM knowledge bases:

• **IBM Software Support Toolbar** is a browser plug-in that provides you with a mechanism to easily search IBM support sites. You can download the toolbar at: www.ibm.com/software/support/toolbar/.

#### Search tips

The following resources describe how to optimize your search results:

Searching the IBM Support website

• Using the Google search engine

When searching for information, use keywords such as the product name or specific plug-in names to narrow down your search results.

#### **Receiving automatic updates**

You can receive automatic updates in the following ways:

- **My support**. To receive weekly e-mail notifications regarding fixes and other support news, follow these steps:
  - 1. Go to the IBM Software Support website at www.ibm.com/software/ support/.
  - 2. Click **My support** in the upper-right corner of the page under **Personalized support**.
  - **3**. If you have already registered for My support, sign in and skip to the next step. If you have not registered, click **Register now**. Complete the registration form using your e-mail address as your IBM ID and click **Submit**.
  - 4. Click Edit profile.
  - 5. Click **Add products** and choose a product category; for example, **Software**. A second list is displayed.
  - 6. In the second list, select a product segment; for example, **Data & Information Management**. A third list is displayed.
  - 7. In the third list, select a product subsegment, for example, **Databases**. A list of applicable products is displayed.
  - 8. Select the products for which you want to receive updates.
  - 9. Click Add products.
  - 10. After selecting all products that are of interest to you, click **Subscribe to email** on the **Edit profile** tab.
  - 11. Select Please send these documents by weekly email.
  - 12. Update your e-mail address as needed.
  - 13. In the Documents list, select the product category; for example, Software.
  - 14. Select the types of documents for which you want to receive information.
  - 15. Click Update.
- **RSS feeds**. For information about RSS, including steps for getting started and a list of RSS-enabled IBM web pages, visit www.ibm.com/software/support/rss/

## **Contacting IBM Software Support**

IBM Software Support provides assistance with product defects.

#### Before you begin

Before contacting IBM Support, your company must have an active IBM software maintenance contract, and you must be authorized to submit problems to IBM. For information about the types of maintenance contracts available, see the Software Support Handbook

#### Procedure

Complete the following steps to contact IBM Software Support with a problem:

- 1. Define the problem, gather background information, and determine the severity of the problem. For help, see the Software Support Handbook.
- 2. Gather diagnostic information.

For Transaction Tracking and Response Time agents, use the runISAlite script to collect certain log files and configuration files needed to help resolve your problem. By following the online instructions in the script, your information is collected into a compressed package that you can then include when you open and submit a PMR to IBM Software Support.

You can find the runISAlite script in the *ITM\_HOME*/tmaitm6/tools/ISALite directory (where *ITM\_HOME* is the directory in which IBM Tivoli Monitoring is installed, for example, C:\IBM\ITM). Depending on your operating system, you should find either the runISAlite.bat or runISAlite.sh command files.

Run the script in a command window and follow the online prompts in the script to complete the collection of information.

- 3. Submit your problem to IBM Software Support in one of the following ways:
  - Using IBM Support Assistant (ISA). For more information, see the following website: www.ibm.com/software/support/isa/

In addition, see the following website for information about supported platforms for IBM Support Assistant: http://www-01.ibm.com/software/support/isa/isa40/platforms.html.

- Online: Click the **Report problems** tab on the IBM Software Support site: www.ibm.com/software/support/probsub.html
- By phone: For the phone number to call in your country, go to the Contacts page of the *Software Support Handbook*: techsupport.services.ibm.com/guides/ contacts.html

#### What to do next

If the problem you submit is for a software defect or for missing or inaccurate documentation, IBM Software Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail. Whenever possible, IBM Software Support provides a workaround that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the IBM Software Support website daily, so that other users who experience the same problem can benefit from the same resolution.

# Chapter 2. General troubleshooting

Some problems may be common to all ITCAM for Transactions agents.

#### Agent is not running correctly on Windows

*The problem:* I installed an agent under an Administrator domain account on a Windows system, but the agent does not run correctly. What do I need to do to install the agent?

#### The solution:

**Important:** On Windows systems, install agents using a local Administrator account rather than a domain account, such as an account defined by Active Directory. If the default Administrator account is not available, create a new local user account and add that account to the local Administrators' group. You can then install agents using the new local user account.

Other requirements include:

- 1. Check the prerequisites before installing.
- 2. Do not install agents on a drive that is mapped to another server.
- **3**. Restart the Windows computer after installing an ITCAM for Transactions agent. Restarting updates the Windows registry.

# Agents cannot send data to the Tivoli Data Warehouse with IBM Tivoli Monitoring 6.2.2 fix pack 3

*The problem:* For IBM Tivoli Monitoring 6.2.2 fix pack 3 and later, default port numbers for the Tivoli Data Warehouse Warehouse Proxy Agent were introduced. Agents no longer use port 6014 to send data to the Warehouse Proxy Agent.

*The solution:* Update your agents to send data to the Warehouse Proxy Agent using the following new default listener ports for IBM Tivoli Monitoring 6.2.2 fix pack 3 and later:

- For IP.PIPE, 63358
- For IP.SPIPE, 65100

# Cannot install some components

*The problem:* Cannot install some ITCAM for Transactions components when IBM Tivoli Monitoring V6.3.0.1 is already installed on 64-bit Windows systems.

*The solution:* If you are installing ITCAM for Transactions components on 64-bit Windows systems with IBM Tivoli Monitoring V6.3.0.1 components installed, install the 32-bit V6.3.0.1 Tivoli Enterprise Management Agent Framework from the IBM Tivoli Monitoring V6.3.0.1 installation media before installing ITCAM for Transactions agents.

# **Chapter 3. Internet Service Monitoring troubleshooting**

Use this information to help troubleshoot any problems that you may encounter with Internet Service Monitoring.

## **Troubleshooting the Internet Service Monitoring installation**

If you are experiencing difficulties after installing Internet Service Monitoring check here first to help you resolve any problems.

• The Internet Service Monitoring Configuration icon does not appear in the Tivoli Enterprise Portal.

If the Internet Service Monitoring Configuration icon 🛄 does not appear in the Tivoli Enterprise Portal toolbar when Internet Service Monitoring installation is complete, do the following:

- Check that Tivoli Enterprise Portal Server, and Tivoli Enterprise Portal desktop or Tivoli Enterprise Portal browser support are installed for Internet Service Monitoring on the appropriate machines
- Reconfigure the Tivoli Enterprise Portal Server using the command line or Manage Tivoli Enterprise Monitoring Services
- Clear the Java cache using the Windows Control Panel
- If using the Tivoli Enterprise Portal browser, clear the web browser cache
- A node running the Internet Service Monitors is not displayed in the Navigator.

If the node is not visible at all, the connection between the Internet Service Monitoring Agent and the Tivoli Enterprise Monitoring Server is not configured correctly. Reconfigure the Internet Service Monitors on that node.

• The Internet Service Monitoring workspaces are not displayed in the Navigator.

If the Internet Service Monitoring workspaces are not visible at all, check that you have installed the Tivoli Enterprise Portal Server support files on the computer running Tivoli Enterprise Portal Server.

• The Internet Service Monitoring workspaces are displayed in the Navigator, but have unusual names.

If the workspaces are visible, but have names starting with KIS, check that you have installed the Tivoli Enterprise Portal Desktop Client support files on the computer running the client.

• The Internet Service Monitoring workspaces are not available.

If the workspaces are visible but not available, the Internet service monitoring agent has run in the past but conditions have changed: either the agent is not running now or the connection information to the Tivoli Enterprise Monitoring Server has changed.

• When does polling start and when should I see data in the workspaces?

Polling starts when the Internet service monitoring agent starts and at every poll interval specified by the profile element. If you do not see any data, check the poll interval and check that the Databridge and monitors are running.

If you installed on a distributed system, check that you installed the correct support files on each computer.

• There is no data in the history workspaces

Check that you have configured the historical data collection for the data source. In addition, if using the Tivoli Data Warehouse for long-term reporting, check that you have configured the pruning and summarization of the data.

If the Internet service monitoring agent is active and historical data is configured, but there is still no data in the history workspaces, check that the Internet service monitoring agent is running.

## Troubleshooting the Databridge

Use the following guidelines when troubleshooting problems with the Databridge:

- Check the Databridge error log, \$ISMHOME/log/bridge.err, for messages about errors occurring when the Databridge starts:
  - If the Databridge log file contains the following error:

Failed to open Properties file: filename

check that the path and filename of the properties file specified in the Databridge properties file are correct. On Windows, specify path separators using  $\$  in place of /.

- If the log file indicates that the Databridge cannot load a module, check for errors in the module's shared library name in the Databridge properties file.
- If the Databridge log file contains the following, IBM Tivoli Netcool/OMNIbus related, error:

Failed to read rules - aborting

- check that the target IBM Tivoli Netcool/OMNIbus ObjectServer is running.
- confirm that property values in the ObjectServer module properties file are correct.
- confirm that the rules files are correct.
- If you have connected the ObjectServer module to the Databridge and the Databridge will not start, confirm that the target IBM Tivoli Netcool/OMNIbus is running before you start the Databridge, or set the ObjectServer module AutoSAF property to 1.

# Internet Service Monitoring monitors do not start and cannot save profiles

*The problem:* There are many problems including that the Internet Service Monitoring monitors do not start, the situations and Take Actions are not working, the profiles do not save to the agent, and resynchronization is failing.

*The solution:* The system has different versions of the Internet Service Monitoring agent and Internet Service Monitoring support installed. Ensure that all agents are the same version and clear the Java cache.

# Old HTTP, HTTPS, ICMP, or TRANSX profiles are not working properly after upgrade

*The problem:* HTTP, HTTPS, ICMP, or TRANSX profiles do not work as expected after upgrading to Internet Service Monitoring V7.2 or V7.3 and running an ismbatch command, such as -copy, -activate, -monitoring, or -addoidold.

*The solution:* If you have any old profiles that were not created using the Tivoli Enterprise Portal, run the ismbatch command -updateall. This command updates the profiles and makes them compatible with Internet Service Monitoring V7.2 and V7.3.

### HTTP service tests return error code 500

*The problem:* When testing an HTML page, the monitor returns the HTTP error code 500, even though the target page can be viewed with a browser.

*The solution:* Using the Internet Service Monitoring Configuration console, open the HTTP element that is causing the error, select the **Parameters** tab, and create an entry as follows:

- Name: User-Agent
- Value: Mozilla/4.0 (compatible; MSIE 5.01; Windows NT 5.0)
- Type: HEAD

#### Databridge terminates unexpectedly

*The problem:* The Databridge is correctly configured and has been running for a long period of time, then terminates unexpectedly. The bridge.log file contains the message *TimeStamp* Warning: New value for field Identifier truncated to 255 characters.

*The solution:* The HTTP or HTTPS rules files may be generating Identifier fields that are too long. To reduce the length of this field, edit the HTTP or HTTPS rules file and remove \$page element from the Identifier rule. The rule for creating a shorter version of the Identifier field is:

@Identifier = \$profile + \$service + \$FQHostname + \$host + \$port + \$message + \$status

#### Events are not forwarded to the ObjectServer

The problem: After correct operation for some time, the ObjectServer module stops sending events to the target ObjectServer, and the Databridge log file, bridge.log, contains messages of the format *TimeStamp* Error: Queue 0 full, event from *ip\_address:port* is lost!

*The solution:* This problem occurs when the Databridge is unable to process the volume of events received from the monitors. To enable the Databridge to process greater event volumes, increase the value of its QSize property, which is defined in the bridge.props file. Additionally, increase the ObjectServer module's BufferSize property, which is defined in the objectserver.props file.

#### Internet Service Monitoring remote deployment fails

*The problem:* Deploying an Internet Service Monitoring agent remotely to a Windows computer fails.

If a remote deployment fails, you might see the following errors:

• Error KDY1024E. Run ./tacmd getDeployStatus to see the following error message:

Error Message : KDY1024E: The agent failed to respond to the command C:\PROGRA11\ISM\installITM\Batch\kincli -startagent -akis did not start or stop agent. The command returned a failure return code.

 Installation log files on the remote agent showing that the installation failed. The log files are in the C:\Program Files\ISM\InstallITM\_dir\Abort\*.log directory. The log file contains the following message

Java home found at C:\Program Files\IBM\Java50\jre
The system cannot find the path specified

- Java does not exist at the location defined by Java home above.
- The Windows registry at HKLM\Software\IBM\Java2 Runtime Environment contains the key that sets JavaHome to the location of Java home shown above.

*The solution:* If the JavaHome registry key exists, but is invalid, the remote deployment fails. Delete the registry key at HKLM\Software\IBM\Java2 Runtime Environment. Deleting the key forces the remote deployment to install Java before installing the Internet Service Monitoring agent.

## Internet Service Monitoring profiles are Out of Sync

*The problem:* The Internet Service Monitoring agent detected discrepancies between the Internet Service Monitoring profile definitions on the agent, and the same profile definitions on the Tivoli Enterprise Portal Server.

A status of **Out of Sync** is shown in the Internet Service Monitoring Configuration window.

Systems	OID Groups			]
System	Availability		Status	
GSWIN2003-64:IS	Yes	Out of Sync		
L				Resync Agent

The agent compares the Internet Service Monitoring profile definitions on the Tivoli Enterprise Portal Server with the active Internet Service Monitoring profile XML files in the ISMHOME\profiles\active directory on the agent. Discrepancies can occur for the following reasons:

- The **ismbatch** command was used to create or modify a profile, so the profile was not saved to the Tivoli Enterprise Portal Server.
- The local XML profile files on the agent were manually edited.

• A configuration action failed. For example, an attempt was made to modify the configuration when the agent where the profile is deployed was offline.

*The solution:* Resynchronize the agent to replace the active profile XML files on that agent with the current definitions of those profiles on the Tivoli Enterprise Portal Server database.

To resynchronize the profiles on an agent:

- 1. In the Systems list in the Internet Service Monitoring Configuration window, select an agent with a status of Out of Sync.
- 2. Click Resync Agent.
- **3.** Click **OK** to confirm that you want to replace the local profiles with those profiles stored on the Tivoli Enterprise Portal Server.

#### **Error KFWITM393E**

*The problem:* When I run the **ismconfig** command, the command fails with the error message "KFWITM393E User ID or password is invalid".

*The solution:* An administrator's user name and password is required. When you first log into Internet Service Monitoring Configuration command-line interface, you will be prompted for your Tivoli Enterprise Portal user credentials.

You can include an administrator ID in each **ismconfig** command, or configure the ismconfig.props file with the credentials.

For example, use the **-u** parameter to specify the user name when you log in: *CANDLE\_HOME*/arch/cj/lib/ismconfig.sh [-u username] -command[parameter=value ...]

**Tip:** To update your password, delete the password entry from the ismconfig.props file. You will be prompted for your new password when you next log in.

## SOAP monitor fails to connect to SOAP service

*The problem:* The SOAP monitor fails to connect to the SOAP service and the the following error message can be seen in the soap.log file.

Error: SoapFaultException: ARERR [9200] User has no access permission to *transaction name* 

*The solution:* In Internet Service Monitoring V7.2 and V7.3, SOAP monitors only support HTTP authentication, not SOAP Header authentication. Configure your web server to use HTTP authentication.

## ismconfig does not process SOAP input correctly

*The problem:* On Windows systems, when using ismconfig.cmd, the string '\" \"' will be parsed as '\ "'.

For example:

C:\IBM\ITM\CNP>ismconfig.cmd -u sysadmin -p g0vmware -config "-add monitor=SOAP
profile=SOAP03 @SOAPInputs [ symbol:string='\" IBM \"' ]"

will yield the following record:

```
(Profile: SOAP03)
  Index 0
 Checksum guicli_1374815981423_408_2d08
 *************
 Active
 Arguments: {
   timeout = '10'
   failureretests = '0'
   operationnamespace = ''
   wsdl = ''
   location = ''
   username = ''
   operation = ''
   retestinterval = '10'
   password = ''
   description = 'SOAP element.'
   poll = '300'
 SOAP Parameters:
   Inputs:
     symbol:string='\ IBM "'
]
```

*The solution:* Either correct the error in the Internet Service Monitoring Configuration, or use the following string in the input:

'///""" '

#### For example:

```
ismconfig.cmd -config "-add monitor=SOAP profile=SOAP01 @SOAPInputs
[ symbol:string='\\\""" IBM \"' ] "
```

# **Cannot uninstall Internet Service Monitoring**

*The problem:* If Internet Service Monitoring is installed on a system with IBM Tivoli Monitoring V6.2.3, it cannot be uninstalled using the uninstall.sh script supplied.

*The solution:* To uninstall Internet Service Monitoring, first update the uninstall.sh script by completing the following steps:

- 1. Copy \$CANDLEHOME/bin/uninstall.sh to \$CANDLEHOME/bin/uninstall.sh.safe.
- 2. Edit \$CANDLEHOME/bin/uninstall.sh:
  - a. Locate the line containing the string "grep -v \${pc}t"
  - b. Modify the string to be "grep -v registry/\${pc}t"
  - c. Save \$CANDLEHOME/bin/uninstall.sh
- 3. Run the uninstall.sh script.

# Chapter 4. Response Time troubleshooting

Use this information to help troubleshoot any problems that you may encounter with the Response Time component of ITCAM for Transactions.

### Troubleshooting guidelines

ITCAM for Transactions agents interact with different elements of the IBM Tivoli Monitoring infrastructure, and use several IBM Rational software components, such as Rational Performance Tester and Rational Functional Tester. In addition, ITCAM for Transactions monitors other third party components, such as Citrix, SAP, web servers, and customer specific applications. To successfully resolve problems in such a complex environment, you need to use various techniques to isolate and diagnose these problems. This section describes how to collect logs and configure tracing, and provides information on resolving several known problems.

# **Collecting logs**

Log files are created by each of the Response Time agents and their related software components. Review each of the following agent specific sections for information about related log locations.

# **Configuring tracing**

You can configure tracing using the Manage Tivoli Enterprise Monitoring Services console:

- 1. From the Manage Tivoli Enterprise Monitoring Services console, right-click the icon of the monitoring agent whose tracing parameters you want to modify, and select **Advanced -> Edit Trace Parms**. The Trace Parameters window is displayed.
- 2. Select a new trace setting in the in the **Enter RAS1 Filters** field or type a valid string. The selections are as follows:
  - No error tracing: KBB\_RAS1=-none
  - General error tracing: KBB\_RAS1=ERROR
  - Maximum tracing: KBB\_RAS1=ALL

As these examples show, you can set multiple RAS tracing options in a single statement. For more detailed tracing, you can substitute DETAIL for ERROR in the above selections.

- **3**. Optional: Modify the value for **Maximum Log Size Per File (MB)** to change the log file size (this changes the value of the LIMIT parameter).
- 4. Optional: Modify the value for **Maximum Number of Log Files Per Session** to change the number of log files per startup of a program (this changes the value of the COUNT parameter).
- **5**. Optional: Modify the value for **Maximum Number of Log Files Total** to change the number of logs files for all startups of a program (this changes the value of the MAXFILES parameter).
- 6. Optional: Select **Y** (Yes) in the KDC\_DEBUG Setting field to log information that can help you diagnose communications and connectivity problems between the monitoring agent and the monitoring server.

**Note:** The **KDC\_DEBUG setting** and the Maximum error tracing settings can generate a large amount of trace logging. Use them only temporarily, while you are troubleshooting problems. Otherwise, the logs can occupy excessive amounts of hard disk space.

7. Click **OK**. You should see a message reporting a restart of the monitoring agent so that your changes take effect.

### Location of Response Time trace and log files

Common installation logs:

 ITM\_HOME/InstallITM/plugin/executionEvents/logs/YYYYMMDD-HHMMSS/trace\_install\_plugin.trc

Platform-specific trace information:

ITM\_HOME/logs/install\_plugin\_trace.log

Other logs:

ITM\_HOME/tmaitm6/logs/\*.log

## Troubleshooting: Install / upgrade problems

This section addresses general problems related to installation or upgrade of Response Time agents. See the sections that follow for any additional installation or upgrade problems associated with particular agents.

### Cannot start Response Time agents if the upgrade process is cancelled

*The problem:* If the upgrade process for a Response Time agent is canceled before it completes, you might not be able to start the agent again.

*The solution:* Allow the upgrade process to complete once it is started. Cancelling the upgrade process might damage the configuration files, and prevent the agent from starting correctly.

# **Restoring profiles after upgrading ITCAM for Transactions**

*The problem:* After upgrading your ITCAM for Transactions installation (for example, from version 7.1 to version 7.2), the Transaction Reporter topology view no longer displays certain components that had been displayed in the previous version.

*The solution:* This behavior is most likely caused by the filtering feature that operates at the Transaction Collector level.

The ITCAM for Transactions upgrade process does not touch the existing profiles. Consequently, the filtering might need to be updated for the Transaction Collector to include all data. Typically, topology components are missing for WebSphere Application Server, WebSphere MQ, and WebSphere Message Broker.

A filtering issue is also indicated if the Aggregation Periods workspace for Transaction Collector shows a high number of excluded records, as illustrated in the following example:

Aggregation Periods			
Start Timestamp	End Timestamp	Number of records	Number of excluded records
07/15/10 16:40:00	07/15/10 16:45:00	42	105
07/15/10 16:45:00	07/15/10 16:50:00	79	200
07/15/10 16:50:00	07/15/10 16:55:00	42	105

The default profile, Tracking\_Defaults.xml, resides on the Application Management Console agent host in the *<ITM\_HOME*>\kt1depot\T3\camconfig directory. If you compare the default Tracking\_Defaults.xml files from the previous and current versions of ITCAM for Transactions, you might notice that certain applications are omitted in the current version, such as WebSphere MQ, IMS, CICS, and WebSphere Message Broker. You need to add these missing default applications back into the default profile.

You should also use the topology view that you generated in the previous version of ITCAM for Transactions to assist you in identifying the applications that need to be added.

See ../AMC\_Editor/AMCE.ditamap for instructions on adding applications, adding transactions to applications, and adding filters to transactions, using the Application Management Configuration Editor.

**Important:** Do not edit these XML files manually. Use these files as a guide to what needs to be added in the Application Management Configuration Editor.

### Workspace modification is missing after agent upgrade

*The problem:* The modification of your custom workspace is missing after agent upgrade.

*The solution:* The upgrade process overwrites the original workspaces. To avoid this problem, before you start the upgrade process, save a copy of your modified workspace using the **Save Workspace As** option in the Tivoli Enterprise Portal. Or do not directly modify the predefined workspace and perform the following steps when you want to modify a workspace:

- 1. Open the predefined workspace that you want to modify.
- 2. Click File > Save Workspace As.
- **3**. Enter a different workspace name and, optionally, a description. The workspace name is displayed on the title bar.
- 4. Click **OK**. A copy of the predefined workspace is created with the name that you entered.
- 5. Open the new workspace and click **Edit** > **Properties** to customize it to meet your requirements.

# Warning message is displayed during fix pack installation

*The problem:* The following warning message might be displayed when you are installing an ITCAM for Transactions fix pack :

WARNING - unable to copy eclipse agent plugin file

*The solution:* The eclipse agent plugin files are not always updated during the fix pack installation. You can ignore this message.

# Changing file permission error occurs when upgrading the agent with a non-root user ID

*The problem:* On Linux or UNIX systems, changing permission error occurs when upgrading the agent with a non-root user ID.

*The solution:* Upgrade the agent as the root user and then follow the instructions of "Changing file permissions" in the *Tivoli Composite Application Manager for Transactions: Installation and Configuration Guide* to grant permissions to a non-root user for running the agent.

## No agent uninstall options available on Windows Add or Remove Programs page

*The problem:* When you attempt to uninstall an agent in an existing IBM Tivoli Monitoring version 6.2.1 or later environment on a supported Windows operating system, you might not find an option in the list of programs displayed in the Add or Remove Programs page.

*The solution:* Starting with IBM Tivoli Monitoring version 6.2.1 and later, there is now only one entry in the Windows Add or Remove Programs page to uninstall IBM Tivoli Monitoring and any installed agents. Previously, each installed agent might have been listed individually in this page. You can select the IBM Tivoli Monitoring option in the page, and then follow the online prompts to select the preferred components and agents of IBM Tivoli Monitoring to uninstall.

# On UNIX, when an agent is uninstalled, the support files for that agent are also uninstalled

*The problem:* On UNIX systems, when an agent is uninstalled, the support files for that agent are also uninstalled.

*The solution:* If agent support is required, agent support must be reinstalled after uninstalling an agent.

# On UNIX and Linux, when agent support is uninstalled, some support files may remain

*The problem:* On UNIX systems, when agent support is uninstalled, some support files may remain.

*The solution:* To completely remove agent support on UNIX and Linux computers, you must also remove the agent from the local computer.

# During installation, some subsections might not be selected by default

The problem: During installation, some subsections may not be selected by default.

*The solution:* Expand all sections during installation to ensure that the subsections you want are selected.

# Failed or cancelled installations do not remove the GSKit libraries

The problem: Failed or cancelled installations do not remove the GSKit libraries.

The solution: Remove the GSKit libraries manually.

# The Rational Performance Tester associated editor is overwritten

*The problem:* When you install support for Rational Performance Tester 8.6, the Rational Performance Tester associated editor is overwritten.

*The solution:* Complete the following steps to resolve this issue:

- 1. Exit Rational Performance Tester if it is running.
- 2. In a command window, run the following command from the Rational Performance Tester installation directory (for example, C:\Program Files (x86)\IBM\SDP\):

eclipse.exe -clean -initialize

3. Start Rational Performance Tester and verify the problem is resolved.

## Warning message is displayed during UNIX agent installation

*The problem:* The following warning message is displayed during UNIX agent installation:

Do you want to install additional products or product support packages [ y or n; "n" is default ]? n

java.net.BindException: Address already in use

at java.net.PlainSocketImpl.socketBind(Native Method)

at java.net.PlainSocketImpl.bind(PlainSocketImpl.java:357)

at java.net.ServerSocket.bind(ServerSocket.java:341)

at java.net.ServerSocket.<init>(ServerSocket.java:208)

at com.ibm.log.cmd.LogCmdServer.run(LogCmdServer.java:232)

at java.lang.Thread.run(Thread.java:568)

... postprocessing; please wait.

*The solution:* Ignore the warning because it is harmless.

# If a previous installation fails and is not cleaned up completely, subsequent installations use the previous installation directory

*The problem:* If a previous installation failed and is not cleaned up completely, subsequent installations use the previous installation directory.

The solution: Clean up failed installations completely before reinstalling.

#### Failed or cancelled installations do not remove all files

The problem: Failed or cancelled installations do not remove all files.

The solution: Remove leftover files manually.

# Agent configuration dialog is not displayed during an installation upgrade

*The problem:* During the upgrade of an installed Response Time monitoring agent, the agent configuration dialog is not displayed.

*The solution:* The installation upgrade process is working as designed. Silent installation operates the same way. During the installation upgrade, the monitoring agent is detected as already being installed. The installation process stops IBM Tivoli Monitoring services, performs its usual upgrade steps by installing updated files, and starts the services again. If the agent being upgraded was previously configured, the upgrade process does not affect the configuration. Similarly, if the agent was not previously configured before the upgrade, it remains so throughout the upgrade. Because the agent is not configured during the upgrade, the custom configuration dialog, which is an exit program triggered during the configuration of the agent, is not displayed.

### Application and transaction names display as question marks

*The problem:* After applying a fix pack or upgrading ITCAM for Transactions, the application and transaction names are displayed in the Tivoli Enterprise Portal as question marks.

This problem occurs because the level of application support is not the same on the TEMS and TEPS components of IBM Tivoli Monitoring.

*The solution:* Use the command *<ITM\_HOME>*\InstallITM\kincinfo -i on the TEMS and TEPS on Windows platforms to generate a report on the maintenance level of the application support currently installed.

Use the command *<ITM\_HOME>/bin/cinfo -i* on the TEMS and TEPS on UNIX and Linux platforms to generate a report on the maintenance level of the application support currently installed.

In most cases, you can simply update the application support to bring the TEMS and TEPS up to the same maintenance level for ITCAM for Transactions 7.x application support. The maintenance level for the application supports must match the maintenance level for the current ITCAM for Transactions agents that report to the hub TEMS directly or indirectly through a remote TEMS.
After updating the application support, reconfigure the TEPS to integrate application support into the TEPS, and restart the TEMS.

### Cognos reports fail to start

*The problem:* After upgrading to ITCAM for TransactionsV7.4, Cognos reports fail to start in Tivoli Common Reporting.

#### The solution:

Client Response Time is deprecated in ITCAM for Transactions V7.4. Because Cognos reports rely on all components being installed, you must run scripts from the integration package, included in the Cognos report package, to create dummy Client Response Time tables (CRT\_Application\_Status and CRT\_Transaction\_Status) in the Tivoli Data Warehouse. Depending on which database you use, in utilities/mssql, utilities/db2, or utilities/oracle, run the following scripts to create the tables:

- 1. Run tdw\_schema\_table.sql
- Run tdw\_schema\_view.sql

## **Troubleshooting: Application Management Configuration Editor**

This section addresses problems that you might encounter while using the Application Management Configuration Editor.

## **Application Management Configuration Editor fails to start**

*The problem:* The Application Management Configuration Editor fails to start, and instead, the following error is displayed:



*The solution:* This problem might occur for one of the following reasons:

• There is no T3 agent running in the system.

To solve this problem, start the T3 agent.

• More than one T3 agent is running in your environment. You can have only one T3 agent running in your environment.

Use the following procedure to diagnose the problem:

- 1. Examine the Tivoli Enterprise Portal Server (TEPS) log. For example, on UNIX systems, look at: <*ITM\_Home*>/logs/<*hostname*>\_cq\_\*.log.
- 2. In the log file, search for the error: SQL1\_CreateRequest failed, rc=209, similar to the following example:

(2011/03/18,00:58:10.001B-60:ctsqlpmrequestsql1.cpp,413,"PMRequest::PMRequest(
queryString,Connection )") SQL1\_CreateRequest failed, rc=209 +
SQL1 DistRegError

(2011/03/18,00:58:10.001C-60:ctpropertysequence.cpp,692,"CTPropertySequence:: Dump")

---> name = EXCEPTION: SQL Exception: accessElement = 0x834578b8, connection = 0x44d23360 (2011/03/18,00:58:10.001D-60:ctpropertysequence.cpp,692,"CTPropertySequence:: Dump") ----> -2101a = 67109073 L (2011/03/18,00:58:10.001E-60:ctpropertysequence.cpp,692,"CTPropertySequence:: Dump") ----> -2102 = "SQL1 CreateRequest failed, rc=209 + SQL1 DistRegError" (2011/03/18,00:58:10.001F-60:ctpropertysequence.cpp,692,"CTPropertySequence:: Dump") ----> -2105 = "KFWSQL167109073" (2011/03/18,00:58:10.0020-10:ctpropertysequence.cpp,692,"CTPropertySequence:: Dump") ---> name = EXCEPTION: Previous SQL Exception: (2011/03/18,00:58:10.0021-10:ctpropertysequence.cpp,692,"CTPropertySequence:: Dump") ----> -2101a = 67109073 L (2011/03/18,00:58:10.0022-10:ctpropertysequence.cpp,692,"CTPropertySequence:: Dump") ----> -2102 = "SQL1 CreateRequest failed, rc=209 + SQL1 DistReqError" (2011/03/18,00:58:10.0023-10:ctpropertysequence.cpp,692,"CTPropertySequence:: Dump") ----> -2105 = "KFWSQL167109073" (2011/03/18,00:58:10.0024-10:ctdatabusquery i.cpp,412,"CTDataBus i::Query i:: pullSequenceWithTimeout") Exception: rc = 67109073 (2011/03/18,00:58:10.0025-10:ctdatabusquery\_i.cpp,413,"CTDataBus\_i::Query\_i:: pullSequenceWithTimeout") Exception: text = <SQL1 CreateRequest failed, r</pre> The string, SQL1\_DistReqError indicates that the request was made to a remote Tivoli Enterprise Monitoring Server (TEMS).

- 3. Use the Take Action command, listSystems -t T3 to determine where there are T3 agents running in your environment:
  - a. Log in to the TEMS, similar to the following example:

```
[root@rtRHLinux2 bin]# ./tacmd login -s rtRHLinux2 -u sysadmin
-p *********
```

Validating user...

KUIC00007I: User sysadmin logged into server on https://rtRHLinux2:3661.

b. List the systems of type t3:

[root@rtRHLinux2 bin]# ./tacmd listSystems -t t3
Managed System Name Product Code Version Status
rtRHLinux1:T3 T3 07.20.02.00 Y
rTEMS2:T3 T3 07.20.02.00 Y

To resolve the problem, stop one of the T3 agents.

## Application Management Configuration Editor icon is not displayed in the TEP

*The problem:* The Application Management Configuration Editor icon does not appear in the TEP tool bar:



*The solution:* Ensure that ITCAM Console Support is installed for the Tivoli Enterprise Portal Server.



## No Agents Installed message when launching Application Management Configuration Editor

*The problem:* When launching the Application Management Configuration Editor from the Tivoli Enterprise Portal, you might encounter a message stating that no agents are installed.

*The solution:* The Application Management Configuration Editor (AMCE) is a simplified editor for defining and configuring the applications and transactions for the following agent types:

- Robotic Response Time (RRT)
- Web Response Time (WRT)
- Transaction Tracking (TT)

To access the Application Management Configuration Editor, the application support for one or more of these agents must be installed.

## Application Management Console agent fails when opening the Application Management Configuration Editor

*The problem:* When you attempt to open the Application Management Configuration Editor in the Tivoli Enterprise Portal (TEP) on supported Linux or UNIX systems, the Application Management Console agent fails and a core dump is generated.

*The solution:* The issue is caused by an installer defect on supported Linux and UNIX platforms. In the TEP console, when you try to open the Application Management Configuration Editor, you might see messages such as Loading profiles and Loading applications. These messages stop abruptly, and the following message is displayed: The T3 depot agent could not be contacted.

This problem occurs on supported Linux and UNIX systems when there are no *compressed.encoded* files in the following directories under *<ITM\_HOME>/* kt1depot/T3 subdirectories: /applications, /clients, /profiles, /ransactions, and /schedules.

The *compressed.encoded* depot files are archives of the XML files in each depot subdirectory in a single compressed and encoded file. These *compressed.encoded* files are not generated because the depot XML files have *.TIVDEFAULT* appended to the filename.

To temporarily resolve this problem, use the following procedure:

- 1. Stop the Application Management Console agent.
- 2. Navigate to the *<ITM\_HOME*>/kt1depot/T3 directory.
- **3**. Rename the XML files that have the *TIVDEFAULT* filename extension by removing this extension. For example, rename *Web+Applications.xml.TIVDEFAULT* to *Web+Applications.xml*.
- 4. Start the Application Management Console agent.
- 5. Wait for the agent to generate the *compressed.encoded* files under the following *<ITM\_HOME>/kt1depot/T3 directories: /applications, /clients, /profiles, /transactions, and /schedules.*
- 6. Verify that you can open the Application Management Configuration Editor multiple times without causing the Application Management Console agent to fail.

You can permanently correct this problem by installing any of the following fix packs as applicable to your currently installed version:

- Version 7.3.0.0
- Version 7.2 FP0002 (7.2.0.0-TIV-CAMRT-FP0002)
- Version 7.2 IF0004 (7.2.0.1-TIV-CAMRT-IF0004)
- Version 7.1 FP0004 (7.1.0.0-TIV-CAMRT-FP0004)

## Application Management Configuration Editor does not load correctly using browser client

*The problem:* After upgrading the ITCAM for Transactions fixpack level or upgrading IBM Tivoli Monitoring, the Application Management Configuration Editor does not load correctly using the browser client.

The solution: Clear your browser's Java applet cache, then re-login.

## Configurations made in Application Management Configuration Editor are not reflected in workspaces

*The problem:* The workspaces for an agent are not being displayed, or the agent is not otherwise behaving, according to the configuration that is defined in the Application Management Configuration Editor.

*The solution:* This problem might occur for any of the following reasons:

• The transaction to monitor is not assigned to a profile which distributes the configuration where you are monitoring the transaction.

As shown in the following example, the letter "i" is displayed in a blue square next to the affected application if this situation occurs.

Applications     CICS     CICS Transaction Gateway     Generic ARM     Generic ARM     Header Values     IBM DB2     IMS     IMS Connect     Internet Information Services     JBoss Application Server     Microsoft .NET     Oracle Application Server     Oracle Application Server     SaP NetWeaver     Siebel Applications     Web Applications     Web Applications     Web Sphere Application Server     WebSphere Message Broke     WebSphere Web Server     WebSphere Web	Application Management Configuration Editor Assistance  Configuring your monitoring environment with the Application Management Configuration Editor provides a simple editor for creating reusable definitions of applications, clients, and transactions to be monitored. These applications, clients, and transactions to be monitored. These applications, clients, and transactions to be monitored. These environments more efficiently.  The transaction agents also include the capability for tracking and reporting on generic TCP traffic in your environment, providing several key TCP-centric metrics and tracking at the aggregate level. By using this solution for broadly monitoring all application network-based transactions, you can more easily understand all the application components, resources and connections used by your application. It can be deployed on a network-based application connections.  The editor also includes an XML-file based central repository, so you can edit information form the command line, or when you are not logged on to the Tivol@ Enterprise Portal.  The following basic principles apply to the Application Management Configuration Editor.      • Setting alerts: Situations can be defined in context of the monitored application.     • Defining who or what to monitor: Profiles apply common rules across the monitored environment of bow they are monitored.
---	---

To correct this condition, complete the following steps:

- 1. Open the Application Management Console Editor.
- 2. Navigate to the **Profiles** tab.
- **3**. Select the Profile to distribute this configuration.
- 4. Click the Transactions tab for the selected profile.
- 5. Click Add.
- 6. Select the transaction to monitor (in this example, Web Transactions is selected).

💻 Transaction Selection		×				
Please choose the applications and or transactions that are to be included in profile vVRT_Defaults.						
Collapse 🕞 Expand						
Name Type						
🖃 📃 Web Applications	Application					
📄 Web Transactions	HTTP/S					

#### 7. Click OK.

After you return to the **Applications** tab in the Application Management Console Editor, the letter 'i' is no longer displayed next to the selected application.

- The profile that distributes the configuration is not defined correctly to distribute the changes to the preferred monitoring agent.
  - To investigate this possibility, complete the following steps:
  - 1. Open the Application Management Console Editor.
  - 2. Navigate to the **Profiles** tab.
  - 3. Select the applicable profile.
  - 4. Select the **Distribution** tab.
  - 5. Verify that the particular agent is included in the **Assigned** panel, similar to the following example:

inguire your environment for monitoring			
🕽 📑 Profiles	Profile	Transactions	Distribution
Profiles	Assigned	â	
Web Response Time	ibm-9d3 Ibm-86a darenas *EM_WR	:050dea9:T5 46ca80eb:T5 ⊳itm622:T5 M	
			_
	-		
	•		

• There is more than one Application Management Console (T3) agent running in your environment. You can have only one T3 agent in your environment.

To resolve this problem, use the **listSystems -t T3** Take Action command to determine where there are T3 agents running in your environment. You can typically find this command in the following locations on your Tivoli Enterprise Management Console system:

- On Windows systems: C:\ibm\itm\bin
- On UNIX systems: opt/IBM/ITM/bin

The output of this command is similar to the following example:

Managed System Name Product Code Version Status rtRHLinux1:T3 T3 07.20.02.00 Y rTEMS2:T3 T3 07.20.02.00 Y

Look for multiple entries that have the following characteristics:

- The managed system name ends with :T3 (for example, rtRHLinux1:T3 or rTEMS2:T3)
- The status is Y.

You can ignore any entry that has a managed system name ending in *:KT3A* or *:KT3S*. These entries refer to nodes appearing under the **Applications** folder or **Internet Services** folder in the Tivoli Enterprise Portal physical navigator tree.

## Using Java Web Start with Sun Java 1.6

*The problem:* While you are using Java Web Start with Sun Java 1.6 to access the Tivoli Enterprise Portal (TEP), you attempt to open the Application Management Configuration Editor, but instead the following message is displayed: Error loading Profiles

In some cases, when you attempt to open the Application Management Configuration Editor, the icon in the toolbar becomes unavailable. The Application Management Configuration Editor does not open, and no messages or pop-ups are displayed.

This problem has been observed in ITCAM for transactions version 7.1 and 7.2. You should be able to use the same Sun Java Run Time (JRE) that is supported by IBM Tivoli Monitoring.

*The solution:* The problem is that the Sun JVM does not include certain third-party software components, such as Xerces and Xalan. Some IBM Tivoli Monitoring agents rely on these APIs. For example the ITCAM for SOA agent uses Xalan for the topology views.

To resolve this problem, copy the Xerces JAR file into the Sun Java jre6\lib\ext directory. The JAR files are then included in the classpath automatically.

Use the following procedure:

- 1. Close the Tivoli Enterprise Portal.
- Download the official Xerces2 (BINARY) files (for example, the Xerces2 Java 2.9.1 compressed package) from the following web site: http://xerces.apache.org/mirrors.cgi
- **3**. Uncompress this package using your preferred utility, and extract the following JAR files to a temporary local location on your system:
  - serializer.jar
  - resolver.jar
  - xercesImpl.jar
  - xml-apis.jar
- 4. Copy these JAR files to the *<SUN\_JVM\_HOME>*\lib\ext directory. For example:
  - Windows: C:\Program Files\Java\jre6\lib\ext
  - UNIX: /opt/jre6/lib/ext
- 5. Clear the Sun Java JRE cache:
  - a. Click Start -> Control Panel -> Java.
  - b. In the General tab, under Temporary Internet Files, click Settings.
  - c. Click Delete Files.

**Note:** You will continue to observe the same behavior unless you clear the Java cache.

- 6. Connect to the TEP using the Java Web Start as usual.
- 7. Open the Application Management Configuration Editor in the TEP toolbar.

## **Troubleshooting: Application Management Console agent**

This chapter describes problems you might experience with the Application Management Console agent, including locations of configuration, trace, and log files.

### **Process names**

Table 1. Process names in Windows environments

Process name in Windows environments	Description
kt3agent (kt3agent.exe)	Application Management Console process name in task manager

Table 2. Process names in UNIX environments

Process name in UNIX environments	Description
kt3agent	Application Management Console process name

## Location of configuration files

Table 3. Location of configuration files in Windows

File name in Windows environments	Description
CANDLE_HOME\tmaitm6\kt3env	Application Management Console environment configuration file
<pre>CANDLE_HOME\tmaitm6\\$(HOSTNAME)_t3.cfg</pre>	TEMA configuration setting file – not to be edited manually
<pre>CANDLE_HOME\tmaitm6\t3-logging.properties</pre>	Application Management Console log level configuration

Table 4. Location of configuration files in UNIX

File name in UNIX environments	Description
CANDLE_HOME/config/t3.ini	Application Management Console environment configuration file
<pre>CANDLE_HOME/config/\$(HOSTNAME)_t3.cfg</pre>	TEMA configuration setting file – not to be edited manually
CANDLE_HOME/config/t3-logging.properties	Application Management Console log level configuration

## Location of trace and log files

Table 5. Location of trace and log files in Windows environments

File name in Windows environments	Description
<pre>CANDLE_HOME\tmaitm6\logs\\$hostname\$_t3_*.log</pre>	Application Management
<pre>CANDLE_HOME\tmaitm6\logs\\$(HOSTNAME)_t3.LG*</pre>	Console native diagnostic logs
<pre>%ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs\trace- dashboard*.log</pre>	Application Management Console Java <sup>™</sup> diagnostic log

Table 6. Location of trace and log files in UNIX environments

File name in UNIX environments	Description
<pre>CANDLE_HOME/logs/\$(HOSTNAME)_t3_*.log</pre>	Application Management
CANDLE_HOME/logs/\$HOSTNAME:T3.LG*	Console native diagnostic logs
/var/ibm/tivoli/common/BMW/logs/trace- dashboard*.log	Application Management Console Java diagnostic log

### How to turn on debug tracing

To turn on debug tracing in Windows:

- 1. Open Manage Tivoli Monitoring Services.
- 2. Right-click in the ITM console to select the agent.
- 3. Select Advanced > Edit Trace Parms.
- 4. Set the RAS1 Filter to ERROR (UNIT:kt1 ALL) (UNIT:kt2 ALL) (UNIT:kt3 ALL) (UNIT:kra ALL).
- 5. Copy the t3-logging.properties file to t3-logging.properties.bak and replace all DEBUG\_MIN occurrences with DEBUG\_MAX in the t3-logging.properties file.
- 6. Restart the TEMA.

To turn on debug tracing in UNIX:

- 1. Edit /opt/IBM/ITM/config/T3.ini file.
- 2. Replace the *KBB\_RAS1='ERROR'* line with the *KBB\_RAS1=ERROR* (*UNIT:kt2 ALL*) (*UNIT:kt3 ALL*) (*UNIT:kra ALL*) line.
- 3. Copy the t3-logging.properties file to t3-logging.properties.bak and replace all DEBUG\_MIN occurrences with DEBUG\_MAX in the t3-logging.properties file.
- 4. Restart the TEMA.

**Note:** After gathering the logs, turn off the debug tracing. Debug tracing, when turned on, is a significant performance hit.

### Excessive number of subnodes

An excessive number of subnodes in the Application Management Console workspaces in the Tivoli Enterprise Portal can be caused by a number of configuration issues.

#### Symptoms

Symptoms of excessive subnodes may include:

- Blank All Applications workspace with error "BWMRA0556W" on page 123.
- Error message KFWITM217E in the Tivoli Enterprise Portal Server log.
- Frequent disconnection from the Tivoli Enterprise Monitoring Server because the total number of characters in the application names exceeds the limit of 32 767 characters. Other symptoms may include: Tivoli Enterprise Monitoring Server and agent crashes; or IBM Tivoli Monitoring not behaving as expected.

#### Causes

Generally, the symptoms listed above are caused by inappropriate data gathering settings, including:

- For Web Response Time, application name reporting rules which identify too many uniques URLs, resulting in a large number of unique application names. The Application Management Console creates a subnode for each unique application name, which results in complex tables in the Tivoli Enterprise Portal.
- If the tracking topology is not fully resolved when the Application Management Console collects data from the Transaction Reporter, nodes which have not yet been determined are treated as root nodes and are created as subnodes under **Applications** in the Navigator. These nodes remain active for at least 8 hours before they are made inactive, even though they may not be part of the real topology discovered during this time. For these spurious subnodes, the **Overall Status** column in the **Application Status** table displays a value of None but the subnode is still displayed in the Navigator.

E	Application Status								
	_	Application		Overall Status	Ш	Request	Volum	Current Requests	Average Requ
	Ø	DefaultApplication0	None	`)	Ve	ery Low		0	
	all -	AppNome-word thele v64 dev:1000:1000	Ser. a		M	we Low		0	

If there is no activity for 8 hours, the subnodes are marked inactive and the corresponding rows are removed from the **Application Status** table. The offline subnodes remain in the Navigator until they are cleared manually.

#### Reducing the number of subnodes

There are a number of ways you can reduce the number of subnodes created by the Application Management Console:

- Customize the reporting rules for Web Response Time to reduce the number of application names:
  - 1. In the Application Management Configuration Editor, select Web Applications > Web Response Time > Web Transactions.
  - 2. On the **Reporting** tab, change the value in the **Application** field to a value that is as specific as possible, with a minimum number of wildcards.
- Reduce the amount of raw data collected by including data only from those agents which supply root node data.

For example, where Web Response Time tracks HTTPS requests to an iPlanet web server, which then redirects requests to Web Logic application servers tracked by ITCAM for J2EE, with both sending Transaction Tracking API events, the root nodes come only from Web Response Time. In this example, use the **ITCAM Console** to exclude data from the other agents.

\*Exclude data collection from all agents

False	-
*Exclude Client Response Time agent data collection	
True	-
*Exclude Internet Service Monitor agent data collection	
True	-
*Exclude Robotic Response Time agent data collection	
True	-
*Exclude Tranaction Tracking agent data collection	
True	-
*Exclude Web Response Time agent data collection	
False	-

- If you receive error "BWMRA0556W" on page 123 or KFWITM217E, increase the maximum allowable number of subnodes in IBM Tivoli Monitoring. See Tivoli Enterprise Portal Server troubleshooting. Ensure that the total number of application names does not then exceed the limit of 32 767 characters.
- If there are many inactive subnodes, clear the offline entries:
  - 1. In the Navigator in the Tivoli Enterprise Portal, right-click **Enterprise** and select **Workspace** > **Managed System Status**.
  - 2. In the **Managed System Status** table, select the offline systems, right-click and select **Clear offline entry**.

**Tip:** You can use a situation to alert you to when the number of application subnodes exceeds a set limit. For example, use the Situation Editor to create an alert for when the number of application subnodes exceeds 200. (If the length of application names is less than 160 characters on average, 200 application names should not reach the 32 767 character limit.) Use the AMC Application attribute group and the Application Key attribute item.

Situations for - Application Manageme	nt Console	X
Application Management Console	fx Formula     Distribution     Expert Advice     Action     Until       Name     Application limit       Description	
	Formula         fr m > 200         Application Key         2         3         COUNT(Application Key) > 200    Application Key The alias name of the subnode for the current application.	* * *
	Situation Formula Capacity     4%     Add conditions     Advanced       Sampling interval     Sound     State       0/0:15:0 +     Enable critical wav     State       ddd     hh     mm     Statu	
	QK Cancel Apply Group H Application_limit	jelp

## Application Management Console is not displaying historical data

*The problem:* The Application Management Console workspaces are not displaying historical data but historical data collection is enabled.

*The solution:* From the Tivoli Enterprise Portal, open History Configuration and select the Application Management Console. Unconfigure history collection settings for all attribute groups, and then configure the settings again. Wait up to 30 minutes for historical data to be displayed in workspaces and views. You might need to wait longer, depending on the value configured for the warehouse interval.

If historical data is still not displayed, you might also need to stop and restart your Tivoli Enterprise Portal Server and Tivoli Enterprise Monitoring Server.

## All Applications workspace displays an empty Applications table when viewing historical data

*The problem:* The All Applications workspace, accessed from the Application Management Console node, does not display historical data.

*The solution:* There are two All Applications workspaces. One is accessed from the Application Management Console node, and the other from the Applications node. The All Applications workspace accessed from the Application Management Console node cannot be used to display historical data. Use the All Applications workspace accessed from the Applications node instead to view historical data for applications.

## Increasing the Java Max Heap Size

*The problem:* You might encounter an out of memory error message in the agent log file, *<hostname>\_t3\_<timestamp>.log*, similar to the following example:

```
JVMDUMP006I Processing Dump Event "systhrow", detail
"java/lang/OutOfMemoryError - Please Wait."
```

*The solution:* To increase the Java Max Heap size, complete the following steps:

- 1. Edit the <*ITM\_HOME*>/config/t3.ini file.
- 2. Add the following line:

KT3\_JVM\_OPTIONS='-Xms512m -Xmx1024m'

**3**. You can optionally confirm that the change has been applied by also adding the following line to the t3.ini file:

KBB\_RAS1=ERROR (UNIT:kra ALL) (UNIT:kt1 ALL) (UNIT:kt2 ALL) (UNIT:kt3 ALL)

- 4. Save your edits.
- 5. Restart the Application Management Console agent.

Examine the contents of the *<ITM\_HOME>/logs/<hostname>\_t3\_<timestamp>.log*. You should see messages similar to the following example, that verifies that the settings are in place:

```
+4AD595E1.0000 KBB_RAS1: ERROR (UNIT:kra ALL) (UNIT:kt1 ALL) (UNIT:kt2 ALL) (UNIT:kt3 ALL)
```

```
(4AD595E3.0053-1:kt2sjni.cpp,496,"SimpleJNI::loadVM") JVM option[4]
-Dtema.lib.dir=/opt/IBM/ITM/aix523/t3/lib
(4AD595E3.0054-1:kt2sjni.cpp,496,"SimpleJNI::loadVM") JVM option[5]
-Dtema.product.code=T3
(4AD595E3.0055-1:kt2sjni.cpp,496,"SimpleJNI::loadVM") JVM option[6]
-Xms512m
(4AD595E3.0056-1:kt2sjni.cpp,496,"SimpleJNI::loadVM") JVM option[7]
-Xmx1024m
```

If needed, you can modify the -Xms and Xmx values according to your own needs based on the total memory available on the system where your Application Management Console agent is installed.

Later, you can reset the tracing level back to KBB\_RAS1=ERROR in the t3.ini file and recycle the Application Management Console agent.

## KFWITM217E Request error: SQL1\_CreateRequest failed, rc=209 displayed in Application Management Console workspaces

*The problem:* The following error message is displayed in Application Management Console workspaces:

KFWITM217E Request error: SQL1\_CreateRequest failed, rc=209

🗠 Navigator	\$ □ ₽	Data Timespan Information
View: Physical	- Q	
Enterprise     Windows Systems     Mindows Systems     Me-903C0500EA9     Gonfiguration     Gonfiguration     Playback Status     Robotic Scripts     Warehouse Proxy		KFWITM217E Request error: SQL1_CreateRequest failed, rc=209 Application Status

*The solution:* Ensure that ITCAM Console Support is installed for the Tivoli Enterprise Portal Server.



### Historical daily and monthly trends are not valid

*The problem:* In UNIX Tivoli Enterprise Portal Server environments using an Oracle or SQL Server for the Tivoli Data Warehouse, the daily and monthly reports for the Application Management Console might contain incorrect data, such as percentages greater than 100, or response times less than 0.

*The solution:* If these problems occur, you can generate the correct data by running the custom SQL that generates these reports against the database. To find the custom SQL, right-click inside the workspace and choose **Properties**. You can copy and paste the SQL to a command prompt.

### **Troubleshooting: Web Response Time**

This section describes problems you might experience with the Web Response Time agent.

Process name in Windows environments	Process name in UNIX environments	Description
kt5agent.exe	kt5agent	Web Response Time agent process name
kfcmserver (kfcmserver.exe)	kfcm120	Web Response Time Analyzer name

Table 7. Names of process files in different environments

## Location of configuration files

Table 8. Location of configuration files in Windows environments

File name and location in Windows environments	Description
CANDLE_HOME\tmaitm6\kt5env	Web Response Time native
CANDLE_HOME\tmaitm6\\${HOSTNAME}_t5.cfg	configuration file
CANDLE_HOME\tmaitm6\wrm\analyzer\kfcmenv	Web Response Time Analyzer configuration file

Table 9. Location of configuration files in UNIX

File name and location in UNIX environments	Description
CANDLE_HOME/config/t5.ini	Web Response Time configuration file
<pre>CANDLE_HOME/config/\${HOSTNAME}_t5.cfg</pre>	TEMA configuration setting file - not to be edited manually
CANDLE_HOME/tmaitm6/wrm/kfcmenv	Web Response Time Analyzerconfiguration file

## Location of trace and log files

Location of log files in Windows:

Table 10. Location of trace and log files in Windows environments

File name and location in Windows environments	Description
<pre>CANDLE_HOME\tmaitm6\logs\\${HOSTNAME}_t5_*.log</pre>	Web Response Time diagnostic logs
<pre>CANDLE_HOME\tmaitm6\wrm\analyzer\ \${HOSTNAME}_kfmserver_*.log</pre>	Web Response Time Analyzer logs

Table 11. Location of trace and log files in UNIX environments

File name and location in UNIX environments	Description
<pre>CANDLE_HOME/logs/\${HOSTNAME}_t5_*.log</pre>	Web Response Time diagnostic logs
<pre>CANDLE_HOME/tmaitm6/wrm/platform/ \${HOSTNAME}_kfcm120_*.log</pre>	Web Response Time Analyzer logs

Typically, the asterisk (\*) in these file names represents a start time stamp and a sequence number.

### How to turn on debug tracing

To turn on debug tracing in Windows:

- 1. Open CandleManage (Tivoli Enterprise Monitoring Services)
- 2. Right-click the TEMA.
- 3. Select Advanced -> Edit Trace Parms.
- 4. Set the RAS1 Filter to ERROR (UNIT:kt2 ALL) (UNIT:kt5 ALL) (UNIT:kra ALL) (UNIT:clog STATE)
- 5. Restart the TEMA

To turn on debug tracing in UNIX:

- 1. Edit the /opt/IBM/ITM/config/t\*.ini file.
- 2. Replace the *KBB\_RAS1='ERROR'* line with the *KBB\_RAS1=ERROR* (UNIT:kt2 *ALL*) (UNIT:kt5 *ALL*) (UNIT:kra *ALL*) (UNIT:clog STATE) line.
- 3. Restart the TEMA.

#### Limitations when installing in Solaris zones

*The problem:* If you have a Web Response Time agent installed in a Solaris zone and are attempting to monitor a virtual or shared network interface card (NIC), you might encounter an error in the kfcm120\_<numberSequence>.log similar to the following example:

(4D7F282C.001E-1:kfcusnci.cpp,141,"KFCU\_StartNetworkCaptureInterface")
\*ERROR: Capture device e1000g0:5 initialization failed
(4D7F282C.001F-1:kfcuppao.cpp,131,"KFCU\_DeterminePhysicalPointAttachment")
\*ERROR: Open device /dev/e1000g0: failed: 2 No such file or directory
(4D7F282C.0020-1:kfcuppao.cpp,145,"KFCU\_DeterminePhysicalPointAttachment")
\*ERROR: Open device /dev/e1000g0:6 failed: 2 No such file or directory
(4D7F282C.0021-1:kfcuccda.cpp,69,"KFCU\_CloseCaptureDeviceActivity")
\*INFO: Signal packet processing task 1 termination
(4D7F282C.0022-1:kfcuccda.cpp,78,"KFCU\_CloseCaptureDeviceActivity")
\*INFO: Packet processing task 1 ended
(4D7F282C.0023-1:kfcusnci.cpp,141,"KFCU\_StartNetworkCaptureInterface")
\*ERROR: Capture device e1000g0:6 initialization failed
(4D7F282C.0024-1:kfcuppao.cpp,131,"KFCU\_DeterminePhysicalPointAttachment")
\*ERROR: Open device /dev/e1000g0: failed: 2 No such file or directory
(4D7F282C.0025-1:kfcuppao.cpp,145,"KFCU\_DeterminePhysicalPointAttachment")
\*ERROR: Open device /dev/e1000g0: failed: 2 No such file or directory
(4D7F282C.0025-1:kfcuppao.cpp,145,"KFCU\_DeterminePhysicalPointAttachment")
\*ERROR: Open device /dev/e1000g0: failed: 2 No such file or directory
(4D7F282C.0025-1:kfcuppao.cpp,145,"KFCU\_DeterminePhysicalPointAttachment")
\*ERROR: Open device /dev/e1000g0: failed: 2 No such file or directory
(4D7F282C.0025-1:kfcuppao.cpp,145,"KFCU\_DeterminePhysicalPointAttachment")

*The solution:* When you are using a Web Response Time agent in a Solaris zone, the NIC used by the Web Response Time agent must be a dedicated NIC within the zone, also known as an *exclusive IP* NIC, that is not shared with other zones. Monitoring a virtual or shared NIC in the Solaris zone is not supported.

To resolve this problem, install and configure an exclusive IP NIC on the zone that can be monitored by the Web Response Time agent. Installing the Web Response Time agent in the Global Zone is also supported. For more information, refer to the appropriate *Administrator's Guide* for your Solaris environment.

#### No Web Response Time data in workspaces - HTTP

The problem: No Web Response Time data in workspaces - HTTP

*The solution:* To resolve this problem, you can do the following:

- 1. Verify that the HTTP server is being accessed from a host system that is external to the web server, so that traffic goes through the network adapter.
- Verify that KFC\_HTTP\_PORT parameter specifies the correct ports in the kfcmenv file. For example, KFC\_HTTP\_PORT=80,9080.
- **3.** Enable debug ALL in kfcmenv configuration files. Run the transactions again and analyze the Web Response Time log files.

You might also run **tcpdump** or **wireshark** to capture packets off the network, and analyze the data to determine that there is active HTTP traffic. In this situation it is possible that sometimes in appliance mode the *spanned port* configuration routes traffic in only one direction.

### No Web Response Time data in workspaces - HTTPS

The problem: No Web Response Time data in workspaces - HTTPS

The solution: To resolve this problem, you can do the following:

- 1. Verify manual configuration steps for the HTTPS filter are performed correctly.
- 2. Verify that **KFC\_HTTPS\_PORT** parameter specifies the correct ports in the kfcmenv file. For example, **KFC\_HTTPS\_PORT=443,9443**.
- 3. Follow the troubleshooting workflow for HTTP.
- 4. Examine the logs to verify that the keystore is opened successfully.

# Specific client user data not displayed in Web Response Time workspaces

*The problem:* A specific user is not displayed in the WRT Clients workspace as expected. The client user is not included in reported data. There might be other client users with requests displayed as expected, even though these other clients use the application in the same way as the client that is not displayed.

*The solution:* This problem might be related to the configuration of user and session tracking for the application using the Application Management Configuration Editor, if users or operators must handle different configurations for different request types (for example, XML requests and regular HTTP Online Requests).

Examine the configuration of the missing client user for problems with name resolution and filtering using the KFC\_RESTRICT\_HOST parameter within the configuration file **kfcmenv**. The client might use an unexpected URL, which might point to an incorrect IP address within DNS or NAT. If the KFC\_RESTRICT\_HOST parameter is used to specify one or more IP addresses and port combinations to restrict the monitoring of IP traffic to only the specified list of Web servers, the unexpected IP address (and thus the client user) is filtered out and not displayed in the Web Response Time workspaces.

# Reported response time for Web pages with PNG images does not match actual load time

*The problem:* When you are measuring response time for loading web pages with PNG images, you might notice that the actual time to load the web pages takes longer than the reported response time, and PNG images are treated as separate transactions instead of being included in the response time of the web pages that contain these PNG images.

*The solution:* This problem can occur if the web server that is serving the PNG file for the application is configured to serve PNG image files with a Content-Type: header of *text/plain* instead of *image/png*. This causes the Web Response Time agent to treat the PNG image file as a transaction rather than a page element.

To resolve this problem, check your web server configuration and ensure that it is configured to serve PNG image files with a Content-Type: header of *image/png*. For the IBM HTTP Server, ensure that the configuration file mime.types contains the following line:

image/png

#### No Web Response Time data in workspaces - Windows x64

*The problem:* After installing and configuring the Web Response Time agent on a supported Windows 64-bit operating system, no data is displayed in the Web Response Time workspaces, and the kfcmserver.exe application fails to initialize properly and is not running in the task manager. When you attempt to run the kfcmserver.exe application, you might receive an error message similar to the following example:

The application failed to initialize properly(0xc0150002). Click on OK to terminate the application.

*The solution:* This problem can occur if the Windows 64-bit operating system was not previously upgraded to R2 SP2, or if the Microsoft Visual C++ 2008 SP1 Redistributable Package (x64) was not installed before installing the Web Response Time agent. Verify that your Windows operating system is upgraded to the minimum supported version, and that this required redistributable package is installed, then verify that the Web Response Time workspaces display data as expected. See the operating system prerequisites in the ITCAM for Transactions Information Center for more information about supported operating system versions and other prerequisites.

### No active Web Response Time process found

*The problem:* You might encounter an error when you attempt to start the kfcm120 process as a non-root user: *No active WRM Process found*.

*The solution:* The kfcm120 process fails to start because it cannot open the NIC. The kfcm120 process *must* run as root. Root is needed to communicate with the Network Interface.

To resolve this problem, reinstall the Web Response Time agent and run the kfcm120 process as root using **sudo** or **sm3ctl**.

#### Web Response Time agent shuts down unexpectedly

*The problem:* If the Web Response Time agent shuts down unexpectedly, the kt5agent process might have reached the maximum Soft Limit on its Data Segment.

The solution: Increase the data segment size memory limit.

On AIX, the default Soft data limit is 131 megabytes. Verify using the following command:

-bash-2.05b# ulimit	: -S -a	
core file size	(blocks, -c)	1048575
data seg size	(kbytes, -d)	131072
file size	(blocks, -f)	unlimited
max memory size	(kbytes, -m)	32768
open files	(-n)	2000
pipe size	(512 bytes, -p)	64
stack size	(kbytes, -s)	32768
cpu time	(seconds, -t)	unlimited
max user processes	(-u)	262144
virtual memory	(kbytes, -v)	unlimited

Modify the /etc/security/limits file to change the data segment size memory limit to unlimited (in the limits file, change the data seg size to value of -1 to set it as an unlimited value).

On any operating system, if the value of data seg size is too low, the agent may shut down unexpectedly if it needs more memory than has been allocated. For further information, see Redbook.

### The number of Total requests is inconsistent

*The problem:* The number of **Total requests** in **Servers Current Status** is not consistent with the number in **Clients Current Status** and **Applications Current Status** in the **Web Response Time Overview** workspace.

*The solution:* This only occurs when the disk is full. To resolve the problem, clean the disk.

### **Displaying URLs from IHS to backend servers**

*The problem:* When you configure Web Response Time to monitor the requests from IHS to backend servers, the value for \$URL\$ is the same as the URL sent from the front end to IHS.

*The solution:* This is working as designed. In this case, IHS works as a proxy, and does not change the URL when it forwards the request to backend servers.

## Network workspace Current Users table shows no historical data

*The problem:* When you use the filter settings to display historical data in the Current Users table in the Network workspace, historical data is not displayed in the view.

*The solution:* Data from the User Sessions workspace tables can be aggregated in various ways, such as:

- By Application and User
- By Application, User, and Client
- By User and Client
- By Application, User, Client, and Session

Queries used to display data in the workspaces might include one of these different aggregation permutations depending on the context. However, when data in this table is written to the warehouse database, not every possible permutation of aggregations is saved (this is a known limitation). In some cases this results in no data being displayed in historical views, because the query specified an aggregation permutation that was not saved in the warehouse.

## Web Response Time agent fails to start on Linux systems when the current directory is tmaitm6/wrm/linux

*The problem:* On Linux systems, the Web Response Time agent does not start when the current working directory is *ITM\_HOME*/tmaitm6/wrm/linux. This problem occurs because of a known runtime error caused by a library match under the lib subdirectory.

The solution: Start the agent from any other directory.

### Error writing to t5\*xins files after running for several days

*The problem:* In a high performance environment (more than 300 transactions per minute), you might encounter errors for the Web Response Time agent if the following conditions are also true:

- The T5TXINS and T5SUBTXINS tables are being written to the data warehouse.
- All instance data is being saved.
- The operating system enforces a 2 gigabyte limit on file sizes.

*The solution:* To resolve this problem, configure the agent to keep only 1 hour of data instead of the typical 24 hours worth of data. Add the following additional setting to the t5.ini file (*ITM\_HOME*/config/t5.ini): KHD HISTRETENTION= 1

In addition to this change, ensure that there is sufficient disk space for storing the large amount of resulting data in the warehouse database.

## Message when starting Web Response Time agent: ns\_add\_filter failed

*The problem:* When starting the Web Response Time agent on supported AIX systems, you might encounter a message displayed similar to the following example:

tivp5alp5 kern:crit unix: bpf: ns\_add\_filter failed on en0

*The solution:* This message does not affect the starting or operation of the Web Response Time agent, and can be ignored.

## Web Response Time default reporting values create too many applications in Application Management Console

*The problem:* The Application Management Console agent has hundreds of applications using the default settings.

*The solution:* The Web Response Time agent default reporting values for application names use a subset of the URL. In some customer environments the URLs that match these values can be unique, which might create hundreds of unique application names. As a result, the Application Management Console agent creates sub-nodes for each unique application name.

To prevent creating too many application names, change the default reporting rule for the Web Response Time agent by completing the following steps:

1. Launch the Application Management Configuration Editor.

- 2. Click the **Web Applications** node, then select **Web Response Time** and then **Web Transactions**.
- 3. Click the **Reporting** tab.
- 4. In the **Application** field, change the value to a hard coded string, or use some other variables from the list that will result in an application name that is less unique.

To remove extraneous sub-nodes in the Application Management Console agent, complete the following steps:

- 1. Stop the Application Management Console agent.
- 2. Right-click the gray node in the Tivoli Enterprise Portal.
- 3. Select Clear Offline Entry.
- 4. Restart the Application Management Console agent.

This removes any offline (grayed out) nodes, and as long as their applications are no longer in the system, they will not return.

### Enhanced network timings

*The problem:* Response time metrics, such as network, client, or server response times, are not comparable to similar metrics from other tools.

*The solution:* The algorithms used by the Web Response Time agent to calculate network timings have been enhanced to provide more accurate metric values that more closely match values calculated by other common open source tools such as HTTPWatch. See the appendix in the Administrator's Guide for more information about these enhanced timings.

#### Disabling enhanced network timing

If you experience any problems with these enhanced network timings, for troubleshooting purposes you can disable these enhanced algorithms by editing the kfcmenv configuration file (see "Location of configuration files" on page 35) and modifying the following line:

KFC\_USE\_7201\_TIMECALCS=Y

Set this parameter to N to disable the enhanced timings, if you need to diagnose a problem. Set this parameter to Y to enable the enhanced timings again.

#### Additional timing related issues

If you see abnormally large timing values, or expected transactions are not displayed, the Web Response Time agent might be waiting for the HTML connection to end. For some websites, it might take a significant amount of time for the HTML connection to end. If this is occurring for your website environment, ensure that the KFC\_HTTP\_MERGE\_REDIRECT parameter in the kfcmenv configuration file is set to *N*, to cause the connection to end promptly.

### WebLogic or IIS component name not displayed in topology

*The problem:* The component name of IIS and WebLogic provided by Web Response Time is displayed as N/A (not available or unknown) in the Transaction Tracking topology.

*The solution:* This problem might occur if the Server HTTP response header for IIS or WebLogic is disabled. You can see this in the registry for the IIS Server at: HKLM\SYSTEM\CurrentControlSet\Services\HTTP\Parameters\DisableServerHeader

The value of this registry setting might be set to 1. If so, you should set this value to 0.

In addition, you must configure WebLogic IIS filter and WebLogic to send the Server Name in the HTTP Header for this to operate correctly. See Chapter 6 of the *Administrator's Guide* for the topic, *Configuring the WebLogic and IIS component name* for this procedure.

## Web Response Time tracking is enabled but no data is displayed

*The problem:* Web Response Time tracking is enabled but no data is displayed in the workspaces. The agent logs report an error similar to the following example:

```
(4C875A62.0037-5:analyzerlogadapter.cpp,59,"log")
(../../src/Core/Analyzer/WRTTracker.cpp,450)
TTAPI Initialization completed with error code [21]
```

*The solution:* This problem might occur if Transaction Collector connection string is not specified correctly in the Data Collection section of the Web Response Time agent configuration. For example, this error can occur if you neglect to preface the connection string with *tcp*:.

See the appendix, *Transport address format* in the Transaction Tracking API User's Guide for the correct format, and correct the Web Response Time agent configuration as needed. Then restart the agent and verify that the connection initializes successfully.

## Determining how many Web Response Time records the kt5agent receives

*The problem:* If you observe that the kt5agent is no longer posting Web Response Time (WRT) data in the Tivoli Enterprise Portal (TEP), you might want to determine whether the kt5agent is receiving data from the WRT kfcmserver (analyzer) task.

*The solution:* The kt5agent prints a count of the records it receives from the kfcmserver during each monitoring interval. Search the following T5 trace log for the string *CWRMCollector Statistics for last*, noting the Count[] parameter: Windows: ITM\_HOME\TMAITM6\logs<hostname>\_t5\_\*.log Unix: ITM\_HOME/logs/<hostname>\_t5\_\*.log

Example:

(4B44BA97.0001-680:analyzerlogadapter.cpp,58,"log") CWRMCollector Statistics for last 5 minutes: +4B44BA97.0001 +4B44BA97.0001 Activity: CWRMCollector::processHTTPTransaction Count[50725] Average Duration[0.000034] seconds Min[0.000001] Max[0.005831]

The CWRMCollector::processHTTPTransaction message displays a count only when the record count is greater than 0. The following example does not include a count, because no records were received. For example:

(4B42E603.0000-60C:analyzerlogadapter.cpp,58,"log") CWRMCollector Statistics for last 5 minutes: +4B42E603.0000 (4B42E60F.0000-458:kt2main.cpp,1049,"ServiceCtrlHandler") Entry

When you observe that the kt5agent is not receiving records from the kfcmserver task, examine the following kfcmserver logs for errors reported in approximately the same timeframe.

Windows: ITM\_HOME\TMAITM6\wrm\Analyzer\<hostname>\_kfcmserver\_\*.log Unix: ITM\_HOME/tmaitm6/wrm/<platform>/kfcm120\_\*.log

Here, the kfcmserver process reports that it has run out of memory. For example: (4B38FB50.0000-BF0:kfc0free.cpp,267,"KFC0\_GetStorage") \*\*\*\*\*Unable to obtain storage, size 66717972 RealSize[66718004]

### Multiple Web Response Time summary records with the same timestamp

*The problem:* In the WRT\_Transaction\_Over\_Time\_H table, you might observe two or more summary records with the same timestamp for the same application, transaction, server, and client.

*The solution:* Suppose you are using the Web Response Time (WRT) agent to monitor multiple web sites through a load balancer frontend. Consequently, the transactions are reported for the same server (IP address). In the WRT\_Transaction\_Over\_Time\_H table in the Tivoli Data Warehouse (TDW), you observe two or more summary records with identical information in the following columns:

ORIGINNODE == 'ITCAMWRMAGENT:T5' TMZDIFF == '18000' APPLICATIN == 'CLAIMS' TRANSACTN == 'MAINAPP' CLIENT == 'All Clients' SERVER == 'ip-address'

Here, the RootUUID and the response time data are different in each summary row. To simplify the explanation of this issue and the workaround, suppose that you are only monitoring this one application, transaction, and IP address. For example:

Samples Timestamp RootUUID 4 1100114120000000 5AF6E9EAE98C6074501E6F92E1CF5261 7 1100114120000000 BDAD76C3410C7128EF11F994D0A4F993

This issue is fixed in the following fix packs. See APAR IZ67167 (WRT WORKSPACE DISPLAYS DUPLICATE AVERAGES FOR SAME AGGREGATION):

- ITCAM for Transactions 7.1 Fix Pack 4 (7.1.0.0-TIV-CAMRT-FP0004)
- ITCAM for Transactions 7.2 Fix Pack 1 (7.2.0.0-TIV-CAMRT-FP0001)

**Manual workaround:** You can resolve this issue by removing RootUUID as a primary key in the dockt5 file:

- Make a backup copy of the dockt5 file under *ITM\_HOME*\CNPS (Windows) or under *ITM\_HOME/arch/cq/data* (UNIX) on the Tivoli Enterprise Portal Server host.
- 2. Open the dockt5 file in a plain text editor.
- 3. Locate the following block in the dockt5 file:

4. Scroll down and find **\*OPTION: PRIMARYKEY=x** entries, where x is a sequentially incremented number. The following are the primary keys identified in dockt5 for the WRT Transaction Over Time table:

APPLICATIN TRANSACTN CLIENT SERVER ROOTUUID For example:

\*ATTR: RootUUID \*CAPTION: RootUUID \*COLUMN: ROOTUUID \*NLSID: KT54238 \*TYPE: S,32 \*DSPORDER: 34 \*OPTION: PRIMARYKEY=4 RootUUID

- 5. In the block containing **'\*COLUMN: ROOTUUID'**, delete or comment out the line containing **'\*OPTION: PRIMARYKEY=4'**.
- 6. Restart the Tivoli Enterprise Portal Server and Tivoli Enterprise Monitoring Server.

**Note:** In WRT aggregation records, you might notice that the transaction count with the same ROOTUUID is often greater than 1. The ROOTUUID is a calculated value that is used to identify the edge transaction. However, these ROOTUUID values are not necessarily unique during the same aggregation interval. If the WRT agent encounters the exact same edge transaction (that is, with the same application, transaction, server, and client), the transaction will have the same ROOTUUID. So in a given collection interval (5 minutes by default), it is possible for a single transaction to be seen more than once. This transaction, then, would have counts greater than 1.

### Understanding Web Response Time attributes Total kBytes and Average Object Size

*The problem:* You would like to understand the difference between *Total kBytes* and *Average Object Size* attributes in Web Response Time (WRT) workspaces in the TEP console.

*The solution:* When you enter a URL in your browser address line, you connect to a web server. The web browser downloads a stream of plain-text HTML. The HTML may contain references to *objects*. These objects include javascript files, and graphics such as .gif and .jpeg files.

The browser determines what additional files are required to render the page. The browser then initiates the download of these objects from the server. After the browser receives these objects, it displays the web page on your screen.

The *Total kBytes* is the number of kilobytes that the web browser downloaded from the server. This quantity includes the size of the HTML file plus the size of the javascripts, graphics, and other files needed to render the page. The implied size is in kilobytes. To get the actual value, multiply the number shown by 1024.

The *Average Object Size* is the average size of these object files needed to render the web page. This quantity does not include the size of the initial HTML file that the web browser downloaded from the web server. The Average Object Size is 0 when the web page does not contain any embedded objects.

# Keystore file does not exist when configuring the Web Response Time agent

*The problem:* When installing and configuring the Web Response Time agent on a supported 64-bit Windows system with winpcap installed, you receive an error message similar to the following example:

Response file information	×
Callpoint postconfig response file content:	
WRM	
The keystore file does not exist. The value WIN-N59GOT49G3F is not a correctly formatted IP address. One or more configuration parameters could not be changed. ITM_HOME: C:\IBM\ITM WRM_INSTALLER:C:\IBM\ITM\tmaitm6\wrm64_images WRM_INSTALLED:C:\IBM\ITM\tmaitm6\wrm\	
ОК	

*The solution:* You might be attempting to configure the Web Response Time agent on a Windows system with Internet Protocol Version 6 (TCP/IPv6) enabled. The Web Response Time agent does not support the IPv6 stack.

Examine your Local Area Connection Properties to see if IPv6 is enabled. If so, clear the checkbox for this property, as shown in the following example, then attempt the configuration again.

Intel(R) PRO/1	000 MT Network Conne	ection
		Configure
is connection uses	the following items:	
Image: Constraint of the second se	Scheduler er Sharing for Microsoft ocol Version 6 (TCP/IP) ocol Version 4 (TCP/IP) opology Discovery Map	Networks v6) v4) per I/O Driver
QoS Packet  File and Print  File and Print  File and Print  File  File File	Scheduler er Sharing for Microsoft ocol Version 6 (TCP/IP) ocol Version 4 (TCP/IP) opology Discovery Map opology Discovery Res Uninstall	Networks v6) v4) per I/O Driver ponder Properties
QoS Packet  File and Print  File and Print  File  Internet Proto  Link-Layer To  Install  Description	Scheduler er Sharing for Microsoft ocol Version 6 (TCP/IP- ocol Version 4 (TCP/IP- opology Discovery Map opology Discovery Res	Networks v6) v4) per I/O Driver ponder P <u>r</u> operties

# FTP-DATA: Average Response Time, Server Time, Network Time always 0

*The problem:* When monitoring FTP-DATA in TCP tracking data, the Average Response Time, Average Server Time, and Average Network Time displayed in the Selected Component table view is always 0.000.

*The solution:* It is not possible to measure average response time, server time, or network time for one-way traffic (such as FTP-DATA network flows) without a protocol aware packet analyzer. As a result, the values in these columns of the table are always displayed as 0.000.

### CMS database option missing in iKeyman

*The problem:* After exporting SSL certificates from a web server to the KFC Keystore, I cannot create a new keystore database and import the new key using iKeyman because the CMS option is missing from the **Key database type** list.

*The solution:* If you are using Java Runtime Environment 6 or later in your IBM Tivoli Monitoring environment to run the iKeyman utility to create the CMS keystore database, you must first enable the CMS provider in the Java Runtime Environment security file.

To enable the CMS provider, add the following phrase to the CANDLE\_HOME\ TMAITM6\java60\jre\lib\security\java.security file:

 $security. {\tt provider.10=com.ibm.security.cmskeystore.CMSProvider}$ 

### **Troubleshooting: Robotic Response Time agent**

This section addresses problems you might experience with the Robotic Response Time agent.

### **Cannot install support for Robotic Response Time**

*The problem:* The support file for Robotic Response Time failed to install on Tivoli Enterprise Monitoring Server shipped with IBM Tivoli Monitoring V6.2.3 iFix 1.

*The solution:* The **ulimit** settings were changed between IBM Tivoli Monitoring V6.2.3 and IBM Tivoli Monitoring V6.2.3 iFix 1. Change the open files value from 2000 to at least 4000 before again attempting to install the support files for Robotic Response Time. Run the following commands on the computer on which Tivoli Enterprise Monitoring Server is installed:

bash-3.2# ulimit -Sn 4000 bash-3.2# ulimit -n 4000

You can then install the support files for Robotic Response Time.

### **Process names**

Table 12. Process names in Windows environments

Process name in Windows environments	Description
Kt6agent.exe	Robotic agent process name
Java.exe	RPT Managed JVM
Typeperf.exe	Performance collector used by RPT

Table 13. Process names in UNIX environments

Process name in UNIX environments	Description
Kt6agent	Robotic agent process name
java	RPT Managed JVM (XLinux only)

## Location of configuration files

Table 14. Location of configuration files in Windows environments

File name in Windows environments	Description
CANDLE_HOME\tmaitm6\kt6env	Robotic Response Time Agent environment configuration
<pre>CANDLE_HOME\tmaitm6\\${HOSTNAME}_t6.cfg</pre>	TEMA configuration setting file - not to be edited manually
<pre>CANDLE_HOME\tmaitm6\t6-logging.properties</pre>	Robotic TEMA log level configuration
<pre>CANDLE_HOME\tmaitm6\app\RPT\config\itcamrt- logging.properties</pre>	RPT log level configuration
<pre>CANDLE_HOME\tmaitm6\app\RPT\config\managed_jvm.xml</pre>	RPT Managed JVM Java configuration

Table	15.	Location	of	configuration	files	in	UNIX	environments
				0				

File name in UNIX environments	Description		
CANDLE_HOME/config/t6.ini	Robotic agent environment configuration		
<pre>CANDLE_HOME/config/\${HOSTNAME}_t6.cfg</pre>	TEMA configuration setting file – not to be edited manually		
<pre>CANDLE_HOME/config/t6-logging.properties</pre>	Robotic TEMA log level configuration		
<pre>CANDLE_HOME/tmaitm6/app/RPT/config/itcamrt- logging.properties</pre>	RPT log level configuration (XLinux only)		
<pre>CANDLE_HOME/tmaitm6/app/RPT/config/managed_jvm.xml</pre>	RPT Managed JVM Java configuration (XLinux only)		

## Location of trace and log files

Fable 16. Location of trace a	and log files	in Windows	environments
-------------------------------	---------------	------------	--------------

File name in Windows environments	Description		
<pre>%CANDLE_HOME%\tmaitm6\logs\\${HOSTNAME}_t6_*.log</pre>	Robotic agent native diagnostic logs		
<pre>%ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs\trace- robotic.log</pre>	Robotic agent Java diagnostic logs		
<pre>%ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs\msg- robotic.log</pre>	Robotic agent message logs		
<pre>%ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs\RPT\ {runtime version}\trace-rpt.log</pre>	Rational Performance Tester diagnostic logs		
<pre>%ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs\ {applicationname}\{scriptname}\msg-rptHistory.log</pre>	Rational Performance Tester execution history		
<pre>%ALLUSERSPROFILE%\IBM\tivoli\common\BWM\logs\RFT\ scriptname</pre>	Rational Functional Tester log files		
<pre>%ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs\trace- eclipse.log</pre>	Rational Performance Tester plug-in file export diagnostic logs		
<pre>%ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs\trace- mfu.log</pre>	Multi File Uploader diagnostic logs		

Table 17. Location of trace and log files in UNIX

File name in UNIX environments	Description		
<pre>\$CANDLE_HOME/logs/\${HOSTNAME}_t6_*.log</pre>	Robotic agent native diagnostic logs		
/usr/ibm/tivoli/common/BWM/logs/trace-robotic.log	Robotic agent Java diagnostic logs		
<pre>/usr/ibm/tivoli/common/BWM/logs/RPT/ {runtime version}/trace-rpt.log</pre>	Rational Performance Tester diagnostic logs (XLinux only)		
<pre>/usr/ibm/tivoli/common/BWM/logs/{applicationname}/ {scriptname}/msg-rptHistory.log</pre>	Rational Performance Tester execution history (XLinux only)		

## How to turn on debug tracing

To turn on debug tracing in Windows:

- 1. Open CandleManage (Tivoli Enterprise Monitoring Services)
- 2. Select and right-click the TEMA.
- 3. Select Advanced > Edit Trace Parms.
- 4. Set the RAS1 Filter to ERROR (UNIT:kt2 ALL) (UNIT:kt6 ALL) (UNIT:kra ALL).
- 5. Restart the TEMA.

To turn on debug tracing in UNIX:

- 1. Edit the /opt/IBM/ITM/config/t\*.ini file.
- 2. Replace the *KBB\_RAS1='ERROR'* line with the *KBB\_RAS1=ERROR* (UNIT:kt2 *ALL*) (UNIT:kt6 ALL) (UNIT:kra ALL) line.
- **3**. Restart the TEMA.

To increase the Robotic agent tracing log:

- Windows: C:\IBM\ITM\tmaitm6\t6-logging.properties
- UNIX: ITM\_HOME/config/t6-logging.properties
- Increase BWM.trc.playback.common.level=DEBUG\_MAX .
- Increase the playback component you are interested in to DEBUG\_MAX.

To increase the RPT trace logging:

- ITM\_HOME/tmaitm6/app/RPT/config/itcamrt-logging.properties
- Increase the log level of RPT component you are interested in.

## Enabling ARM debug tracing for Robotic Response Time monitors

Use the following procedure to enable tracing for Robotic Response Time monitors that make ARM calls, such as Rational Performance Tester, Rational Functional Tester, Robot GUI, Robot VU and CLI Application:

- 1. Edit the t6-logging.properties file located in the following location:
  - <ITM\_HOME>\TMAITM6 (Windows)
    <ITM\_HOME>/config (UNIX)
- Locate the BWM.trc.arm.debug.logging parameter and set it to *true*: BWM.trc.arm.debug.logging=true
- 3. Save your edit and restart the Robotic Response Time agent.
- 4. Look for the log files in the following location:

```
<ITM_HOME>\TMAITM6\logs (Windows)
<ITM_HOME>/logs (UNIX)
The files will be named similar to the following example:
```

<short hostname>\_t6arm\_4bcf2cab-01.log

For example, test1\_t6arm\_4bcf2cab-01.log

An XML file, kt6armenv.xml, containing logging configuration settings (such as the log level and the location of the ARM log files) is created the first time that ARM logging is enabled. This file is located in the following directory:

<ITM\_HOME>\TMAITM6 (Windows) <ITM\_HOME>/config (UNIX)

To change the location or name of the log file, change the value of the KBB\_RAS1\_LOG entry element.

To change the log level, change the value of the KBB\_RAS1 entry element. For example to log only errors, change <entry key="KBB\_RAS1">KBB\_RAS1=(COMP:ALL)</ entry> to <entry key="KBB\_RAS1">KBB\_RAS1=ERROR</entry> and restart the Robotic Response Time agent.

**Note:** For CL1 Scripts/Apps that do not make ARM calls the Robotic agent makes the ARM call on their behalf. ARM logging should be enabled for the Robotic agent in this case by adding the following statement (COMP:ARM ALL) to the RAS1 logging configuration for the agent. In this case the ARM logs will be written directly to the agent logs.

### Uploaded Robotic scripts do not play back

The problem: Uploaded Robotic scripts do not play back

*The solution:* To resolve this problem, you can do the following:

- 1. Check the Current Robotic Playback Status view in the Robotic Response Time workspace to see if you see the robotic script.
- 2. Check the Situation Event Console in the Robotic Response Time workspace for any errors. Alternatively, click the Configuration node under the Robotic Response Time agent node in the Navigator Physical view to view the agent messages.
- **3**. Open the Application Management Configuration Editor to verify if the script is included in any profile, and also check the distribution list and maintenance schedule for the profile.
- 4. Check the depot directory for the Application Management Console agent, *ITM\_HOME*/kt1depot/T3, to verify that the recordings are in the T3 depot directory.
- 5. Check the depot directory for the robotic agent, *ITM\_HOME*/kt1depot/T6, to verify that the recordings are downloaded to that directory.
- 6. Check the trace-robotic.log in the Tivoli common logging directory for any exception. Look for the downloadAndRunScript() method to see which scripts are being returned for playback.

### Playback fails for a script and script name is damaged

*The problem:* Robotic script playback fails and the script name is damaged after being sent to the Application Management Configuration Editor.

The Robotic Response Time agent permits you to use several different script types, including Rational Performance Tester, Rational Functional Tester, and command line interface (CLI). If you create a script and include non-ASCII characters in the script name, the script name is corrupted when it is sent to the Application Management Configuration Editor. This problem occurs because of a known limitation in the way the product handles non-ASCII characters. As a result, when a script with a corrupted name is sent to the Robotic Response Time agents for playback, the playback fails.

The solution: Avoid using non-ASCII characters when naming scripts.

### Playback in timeout state

*The problem:* The playback took longer than the timeout period (in seconds), and timed out.

*The solution:* To resolve this problem, you can do the following:

- 1. Check the timeout period. The timeout period is specified in the Robotic Response Time monitoring agent configuration, and can be overridden in the script properties found in the Application Management Configuration Editor profile.
- 2. Verify that the script is correct. Playback script through Rational Performance Tester or Mercury LoadRunner.

#### Playback in overrun state

*The problem:* A new playback iteration occurred before the current playback finished, causing an overrun state.

*The solution:* To resolve this problem, you can do the following:

- 1. Check the interval property configured for the script in the Application Management Configuration Editor to verify that there is enough time between the playback samples for the robotic playback to complete.
- Check timeout or failures. When there is a timeout/availability failure, the system will retry the playback. Check the retry lag time and number of retries to see if the maximum # of retries \* (retry lag time + playback time) > the playback sampling rate.
- **3.** Verify that the script is correct. Playback script through Rational Performance Tester or Mercury LoadRunner.

### No Robotic data in the workspaces

*The problem:* No Robotic data is displayed in the workspaces. This problem might occur for any of the following reasons:

- The robotic script is not playing back as expected.
- There are no client definitions in the Application Management Configuration Editor that match the system on which one or more monitoring agents are running.

*The solution:* To resolve this problem, you can do the following:

1. Verify that the robotic script is playing back.

- 2. All robotic components use ARM to store the data. Check the *ITM\_HOME*/tmaitm6/arm/log/kt6 for \*.dat files. ARM writes out these .dat files when it is collecting data. Make a copy of the \*.dat files and view the copy to see what data is collected.
- 3. Check the Agent Configuration workspace (right-click Robotic Response Time -> Workspaces -> Agent Configuration) to verify that the application and transaction patterns are correct. If needed, use the Application Management Configuration Editor to modify the application and transaction patterns in the profile configuration.
- 4. Enable ARM debug.
- 5. ARM debug is enabled by creating a file called debug\_all.txt or debug\_[*process ID*].txt in the *ITM\_HOME*/tmaitm6/arm/log/kt6 directory.
- **6**. The creation of the ARM debug log depends on your version of ITCAM for Transactions:
  - For versions of ITCAM for Transactions up to and including version 7.1.0.2, you need to ensure that the ARM configuration file armconfig.xml is created in *ITM\_HOME*/tmaitm6/arm, and includes the traceenabled parameter, set to *true*. When this condition is met, logging is enabled and messages are saved to *ITM\_HOME*/tmaitm6/logs/trace\_armdebug.log.
  - For newer versions of ITCAM for Transactions from version 7.2 and later, the traceenabled parameter is replaced by the KBB\_RAS1\_LOG and KBB\_RAS1 environment variables, which enable KBB logging. If a process such as a web server creates a child process, the environment variables might not be inherited. To enable logging in this situation, create a file named KBBENV in the current working directory of the process and add the following lines:

KBB\_RAS1\_LOG=path to log files
KBB\_RAS1=ERROR (COMP:ARM ALL)

For more information on these log configuration steps, see the topic, "Updating the location of a remote Transaction Collector" in the *Installation and Configuration Guide*.

7. You typically create new client definitions to meet your specific needs. However, this problem might occur if none of the client definitions that you created in the Application Management Configuration Editor match the system where one or more monitors are running in your environment. This can occur even when there are valid transactions running on that system. Check the contents of trace-debug.log for the message:

Ignoring transaction because it did not match a client definition.

Example:

```
2009-08-11 07:58:27.079:843:946 (3012:1540) - This is an edge
transaction.
Testing transaction against profiles, transaction properties are:
AgentType = T6
ApplicationGroup = IBM Rational Functional Test
ApplicationInstance =
ApplicationName = RFT WRTPlants01
Hostname = cam71-rpt1
IP = 192.168.219.208
IPV4ClassASubNet = 192*
IPV4ClassBSubNet = 192.168*
IPV4ClassCSubNet = 192.168.219*
IPV6 = 192.168.219.208
ServerName = cam71-rpt1
TransactionName = RFT_WRTPlants01
URT =
2009-08-11 07:58:27.080:006:228 (3012:1540) - ENTER
```

ConfigManager::find(..) 2009-08-11 07:58:27.080:149:484 (3012:1540) - Transaction matched Transaction Definition [RFT\_WRTPlants01RFT\_WRTPlants01] Testing against client patterns 2009-08-11 07:58:27.080:278:772 (3012:1540) - Ignoring transaction because it did not match a client definition.

ITCAM for Transactions provides a single default client group named *All Clients* that uses the IP filter value \*. Leave this definition active so it can catch any transaction data that does not match other Client definitions.

# RFT Script Playback failed but transactions not marked as failed

*The problem:* You might see Rational Functional Tester scripts generating failure events that contain exceptions and verification point failures, but the associated transactions and subtransactions are not marked as failed.

*The solution:* Upgrade your installation of Rational Functional Tester on systems that are used for recording scripts, and on systems where the Robotic Response Time agent is installed for playback:

- Upgrade Rational Functional Tester version 8.1 to version 8.1.0.3 (Version 8.1 Fix Pack 3) or later.
- Upgrade Rational Functional Tester version 8.2 to version 8.2.0.2 IFIX 001 or later.

## Rational projects and scripts are duplicated in Multi File Uploader

*The problem:* There is more than one instance of the project name, *ITCAMProject* displayed by Rational Test Administrator.

*The solution:* You should only have one instance of the project name displayed. Perform the following steps to remove the additional instances:

- 1. Run the **regedit** command to open the Windows system registry.
- 2. Navigate to HKEY\_CURRENT\_USER > Software > Rational Software > Rational Administrator > ProjectList.
- **3**. Modify the **Data List** value to remove all but one entry for the *ITCAMProject* project.

### Cannot play back scripts with another user ID

*The problem:* After configuring the Robotic Response Time agent to run under a different user ID, robotic scripts might not play back.

*The solution:* On Windows systems, after the Robotic Response Time agent is configured to run with a different user account, the robotic scripts will not play back until the new user account has been granted additional permissions in the Local Security Policy settings.

Perform the following steps to grant appropriate permissions to the new user ID:

- 1. From the Administrative Tools menu, select Local Security Policy.
- 2. Click User Rights Assignment in the navigation view.
- 3. Ensure that the following privileges are granted to the new user ID:

- Act as Part of the Operating System
- Create a Token Object
- · Log on as a Service
- Replace a Process Level Token

### Playback of Citrix scripts fails after several iterations

*The problem:* The playback of a Citrix script on a Robotic Response Time agent fails to play back correctly after running several iterations.

*The solution:* Before the script is uploaded to the Application Management Console, play back the script from the Rational<sup>®</sup> Performance Tester workbench to ensure that it runs correctly. Otherwise, the uploaded script might not be played back correctly on the Robotic Response Time agent.

### Robotic Response Time agent is locked up

*The problem:* The Robotic Response Time agent is locked up in the environment with IBM Tivoli Monitoring version 6.2 being used.

*The solution:* This problem occurs because Java 1.5 that is installed with IBM Tivoli Monitoring is not supported by Robotic Response Time. Perform the following steps to configure the Robotic Response Time agent to use Java 1.4.2 instead of Java 1.5:

- 1. Open the following file on the operating system, where *<RRT\_install>* is the agent installation directory:
  - Windows: <RRT\_install>\TMAITM6\kt6cma.ini
  - UNIX: <RRT\_install>/config/t6.ini
- 2. Edit the following variable:
  - Windows: KT6\_JAVA\_HOME=C:\PROGRA~1\IBM\Java142\jre
  - UNIX: KT6\_JAVA\_HOME=/opt/IBM/ITM/JRE/li6243
- 3. Save the file and reconfigure the agent.

### Transaction data is missing after agent upgrade

*The problem:* The transaction data is missing after the user upgrades the Robotic Response Time agent.

*The solution:* If your environment is configured for historic data collection, before upgrading the agent, you should stop all data collection (that is, stop any Web Response Time, or ARM data collection) and wait the appropriate amount of time (as configured) for the existing data to be written to the data warehouse. After the data is stored in the warehouse, then perform the upgrade of the agent. After the upgrade process is complete, only new data is displayed in the Tivoli Enterprise Portal, and the previously collected data remains in the data warehouse.

## Limitation: Duplicate BSD transaction names in Oracle

*The problem:* Because of a known limitation with ARM calls in Oracle scripts, multiple BSD transactions with names in the form of *OracleSend:connection<xx>.<xx>* are grouped under a single transaction name in the Tivoli Enterprise Portal. This limitation does not distinguish between *OracleSend:Connection* and *OracleRecvConnection* transactions that have the same transaction name.

*The solution:* To differentiate between *OracleSend:Connection* and *OracleRecv:Connection* transactions that have the same transaction name, you must insert individual NCA calls in the transaction objects with unique transaction names to monitor them correctly.

### Robotic screen capture fails to load

*The problem:* When you attempt to display robotic screen captures in the Robotic Screen Capture workspace, the screen capture fails to be rendered.

*The solution:* This function is only supported on IBM Tivoli Monitoring version 6.2.1 Fix Pack 1 or later. If your version of IBM Tivoli Monitoring is earlier than this minimum version, you must upgrade your installation and then try again.

### Script playback fails, application instance already running

*The problem:* You might have a case where the application being tested fails to close. Rational Functional Tester script playback then might begin to fail, reporting that another instance of the application is already running. Rational Functional Tester does not close the application, and additional attempts by Rational Functional Tester to open the application eventually results in an unresponsive computer. All instances of he application must be closed before Rational Functional Tester can resume.

*The solution:* There are two ways to resolve this problem, by adding custom code to your Rational Functional Tester script. For more information on adding custom code to your scripts, see the Rational Functional Tester documentation.

**Solution 1:** Using *ProcessTestObject*, test if the application is active before the Rational Functional Tester script exits. If the application is active, run the *kill()* method of *ProcessTestObject* to ensure that the application exits. See the following example code:

```
ProcessTestObject top = startApp("NOTEPAD");
    sleep(5);
    // Window: NOTEPAD.EXE: Untitled - Notepad
    edittext().click(atPoint(149,36));
    untitledNotepadwindow().close();
    sleep(3);
    if (top.isAlive()) {
        logInfo("killing notepad");
        top.kill();
    }
```

**Solution 2:** Override the *onAmbigousRecognition* exception to get the *ProcessTestObject* for both the applications, then determine which is the older process, and kill it. See the following code example:

```
public class Script1 extends Script1Helper
    ProcessTestObject pto;
    /**
    * Script Name : Script1
                 : Nov 18, 2010 11:01:15 AM
     * Generated
     * Description : Functional Test Script
     * Original Host : WinNT Version 5.1 Build 2600 (S)
    * @since 2010/11/18
     * @author shinoj
     */
     public void onAmbiguousRecognition(
        ITestObjectMethodState testObjectMethodState, TestObject[] choices,
        int[] scores) {
      if (choices.length > 1)
      {
        TestObject tob1 = (TestObject)choices[0];
         TestObject tob2 = (TestObject)choices[1];
        ProcessTestObject pto1 = tob1.getProcess();
        ProcessTestObject pto2 = tob2.getProcess();
         if (pto.equals(pto1))
             pto2.kill();
        else
             pto1.kill();
     testObjectMethodState.findObjectAgain();
      //super.onAmbiguousRecognition(testObjectMethodState, choices, scores);
   }
   public void testMain(Object[] args)
     pto = startApp("ClassicsJavaA");
     sleep(5);
     placeOrder().click();
     //pto.kill();
   }
}
```

### False start message for multi-day maintenance window

*The problem:* A 5-day maintenance window is created and implemented in ITCAM for Transactions version 7.2 or later, to be run on a weekly basis:

- Day 1 12:00 PM to 12:00 AM
- Day 2 All day
- Day 3 All day
- Day 4 All day
- Day 5 12:00 AM to 6:00 AM

In the second week, a message in the Agent Messages workspace indicates that the maintenance window started a day early. After the second week, this message is displayed every other week that the maintenance window runs, for example:

- Week 1: the maintenance window runs correctly.
- Week 2: the message is displayed indicating that the maintenance window started a day early.
- Week 3: the maintenance window runs correctly.
• Week 4: the message is displayed indicating that the maintenance window started a day early.

*The solution:* In ITCAM for Transactions 7.2 or later, maintenance windows appear to be working correctly. That is, they stop and restart your scripts when they are supposed to stop and restart the scripts. In this scenario, the message indicating that the maintenance window started a day early is an anomaly, and can be ignored. The maintenance window actually starts and stops according to the schedule configured in the profile.

Use other workspaces, such as Robotic Response Time -> Transactions, to determine whether a particular Robotic Response Time script is running.

## Response time problems after disabling scripting at a SAP server

*The problem:* If you are using a SAP server and have multiple SAP GUI scripts running on the same Robotic Response Time agent host using the same SAP GUI client, but connected to different SAP servers, if you disable scripting at the SAP server, perhaps to test verification point failure detection in a RPT SAP 7.1 GUI script, you might see unintended side effects on the other scripts that access different SAP servers through the same SAP client, such as significantly longer response times.

Over several hours of operation, the response time in these other scripts might increased steadily, then drop off to normal levels, and then start increasing again. This problem is not resolved even after restarting the Robotic Response Time agent.

*The solution:* Disabling scripting on the SAP server is not supported, because the scripting feature significantly impacts the behavior of the SAP GUI client behavior. Typically, when you disable scripting on the SAP server, a connection is left open on the SAP GUI client that the script uses to connect to the SAP server. The side effect of this change is that other scripts using the same SAP client take longer to run, because fewer resources are available through the SAP GUI client system.

You need to re-enable scripting so that RPT SAP test scripts can run properly.

#### Historical data for Over Time tables not collected

*The problem:* ITCAM for Transactions version 7.2 or later does not collect historical data for tables such as RRT Transaction Over Time, but collects historical data for other tables.

*The solution:* For ITCAM for Transactions version 7.2 or later, use the Status tables instead of the Over Time tables when you configure historical data collection. For example, configure historical data collection based on RRT Transaction Status instead of RRT Transaction Over Time.

In ITCAM for Transactions version 7.2 or later, all of the response time workspaces use only historical data from the Status tables instead of the Over Time tables. Carrying over from ITCAM for Response Time version 6.2, the Over Time historical data is left in the product, because once a table is warehoused it can never be removed from the warehouse database. Note that the response time workspaces use all of the tables other than the Over Time tables. For example, the following are the Robotic Response Time (RRT) historical Over Time tables:

- RRT\_Application\_Over\_Time
- RRT\_Client\_Over\_Time
- RRT\_SubTransaction\_Over\_Time
- RRT\_Transaction\_Over\_Time

The Over Time historical attributes will continue to be available to configure historical data collection as long as ITCAM for Response Time version 6.2 is supported.

#### Resolving socket exception: Connection refused

*The problem:* You might encounter the following error in the trace robotic logs for the Robotic Response Time agent:

```
[2010-12-21T21:17:20.506-04:00] - ERROR - myT6agent -
PlaybackThreadPoolWorker-738 -
MARequestManager.sendCommandToJvm(Command cmd) -
java.net.ConnectException: Connection refused: connect
at java.net.PlainSocketImpl.socketConnect(Native Method)
at java.net.PlainSocketImpl.doConnect(PlainSocketImpl.java:391)
at java.net.PlainSocketImpl.connectToAddress(PlainSocketImpl.java:252)
at java.net.PlainSocketImpl.connect(PlainSocketImpl.java:239)
at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:385)
```

*The solution:* The quick solution is to reboot the Windows agent often to avoid this problem.

The longer term solution is to create or update several configuration parameters on the agent to improve memory consumption, performance and throughput.

On supported Windows systems, you can use the following parameters:

#### MaxUserPort

This parameter increases the number of local TCP/IP ports that are available for temporary socket connections. A low value for this parameter creates a constraint that results in the socket exception seen in the robotic logs. The default value for this parameter is *5000*. Set the MaxUserPort parameter to a higher value such as *65,500* to resolve the ConnectException problem.

#### TcpTimedWaitDelay

This parameter affects how quickly unused sockets are closed. By using a smaller value for this parameter, sockets that are in a TimedWait status are closed faster so that ports are more quickly freed up. The default value for this parameter is 240 (seconds). You might consider lowering this value to 30 or 60 seconds. You can view the TimedWait status using the following command:

netstat -an

To configure these parameters, use the following procedure:

- 1. Select **Start -> Run**, and enter **regedit** to start the Windows Registry Editor.
- 2. Navigate to HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\ Tcpip\Parameters.
- **3**. Create a new REG\_DWORD value named **TcpTimedWaitDelay** and set it to a value such as *30* (for 30 seconds, which is the minimum allowed value).

- 4. Create a new REG\_DWORD value named **MaxUserPort** and set it to a value such as *32768*, giving TCP a larger range of port numbers to assign for temporary socket connections.
- 5. Exit the Registry Editor and reboot your system for these changes to take effect.

## Thread limit exceeded on Robotic Response Time agent

*The problem:* You might encounter an error in the Robotic Response Time agent log similar to the following:

Thread limit exceeded cannot start new monitor for [C:\IBM\ITM\tmaitm6\arm\log\kt6\ARM\_xxxx\_xxxxxxx.dat]

*The solution:* This problem can occur when the number of threads configured for the Robotic Response Time agent is not enough. To increase the number of available processing threads, you need to reconfigure the Robotic Response Time agent. See Chapter 6 in the *Installation and Configuration Guide* for more information about configuring the Robotic Response Time agent from the Manage Tivoli Enterprise Monitoring Services console.

In the **Data Analysis Configuration** tab of the Robotic Response Time configuration dialog, check the value for Maximum number of processing threads. This value controls the number of threads that are used for processing arm\*.dat files. The default value for this parameter is 40.

Robotic Monitoring Configuration	Rational Performance	e Tester Configuration	Rational	Robot Gui Configuration
Rational Robot Vu Configuration Mercury I	LoadRunner Configuration	Rational Functional Tester	Configuration	Data Analysis Configuration
pecify configuration information on how dat	ta is analyzed			
"Number of minutes to aggregate data befo	re writing out a data point		111	
5				
*Number of hours to save data for viewing i	in the Tivoli Enterprise Port	al		
8				
Maximum number of processing threads	S			
40	J0			

Increase this value in small increments as needed to alleviate the error. Note that during processing, thread monitors might be seen starting and stopping after the Thread Limit Exceeded message started occurring, indicating that the processing is still ongoing.

# Playback Status workspace does not show data; Robotic Response Time agents are connected and running

*The problem:* The Playback Status workspace in the Application Management Console agent does not show data even though the Robotic Response Time agents are connected and running.

The solution: Complete the following steps:

- 1. Navigate to the Playback Status workspace.
- 2. Right-click and select **Properties** from the drop-down menu.
- 3. Select Click here to assign a query.
- 4. Select Query Results source.

- 5. Highlight **\*EM\_ROBOT** under the Assigned window and click the right arrow.
- 6. Select all of the entries under **Available Managed Systems** and click the left arrow.
- 7. Click the **OK** button twice until the window closes.
- 8. Refresh the workspace to verify that the data is displayed.

## Robotic Scripts show in different pages of workspace table view

*The problem:* When there are different types of scripts, such as RPT, VU, and ROBOT, they show up in different pages in Robotic Scripts workspace table view. The table should show everything in one view.

*The solution:* The data is available, but you need to find it on different pages of the table view or change the Properties of the table to Return all Rows.

## There are gaps in my response time data when I play back scripts

*The problem:* There are gaps in the response time data when I play back Rational Performance Tester scripts.

This may occur for a number of reasons.

#### The solution:

If the robotic playback interval is longer than the aggregation interval, there may be gaps in the response time data because some play backs do not fall in the current aggregation interval. Match the aggregation interval in the Robotic Response Time agent configuration and the play back interval in the robotic script profile to overcome this problem.

If you request retries in the script profile, the total playback interval with retries may again be longer than the aggregation interval resulting in intervals with no response time data reported.

If the gap in the response time data is regular, for example twice per hour at 10:10am and 10:40am you may have a configuration setting problem. Ensure that the **Aggregate Period Minutes** configuration setting for Robotic Response Time is greater than or equal to the **Collection Interval** value for the Robotic Response Time transaction.

### Recording Rational Functional Tester scripts in Microsoft Internet Explorer

*The problem:* While recording Rational Functional Tester scripts in Microsoft Internet Explorer V6, Rational Functional Tester crashes.

#### The solution:

Update Microsoft Internet Explorer to version 7 or 8.

Ensure that the Internet Explorer window is maximized. If you are recording multiple applications, select the application within your recording session.

### Windows Communication Foundation playback times out

*The problem:* On Windows systems, Windows Communication Foundation playback times out.

The trace-robotic.log file shows log messages similar to those in the following example:

java.lang.RuntimeException: java.lang.NullPointerException at com.ibm.rational.test.lt.models.wscore.transport.dotnet.impl.DotNetController .<init>(DotNetController.java:81) at com.ibm.rational.test.lt.models.wscore.transport.dotnet.impl .DotNetCommunication.<init>(DotNetCommunication.java:75) at com.ibm.rational.test.lt.models.wscore.transport.dotnet.impl.DotNetFactoryImpl .createDotNetComunication(DotNetFactoryImpl.java:22) atcom.ibm.rational.test.lt.models.wscore.transport.impl.DotNETTransporterImpl .send(DotNETTransporterImpl.java:111) at com.ibm.rational.test.lt.execution.ws.container.WebServicesMessage .execute(WebServicesMessage.java:702) at com.ibm.rational.test.lt.kernel.action.impl.KAction .executeAction(KAction.java:484) at com.ibm.rational.test.lt.kernel.action.impl.KAction.run(KAction.java:1830) at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1145) at java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:615) at java.lang.Thread.run(Thread.java:781) Caused by: java.lang.NullPointerException at java.io.File.<init>(File.java:291) at com.ibm.rational.test.lt.models.wscore.transport.dotnet.impl.DotNetUtil .getAbsolutePath(DotNetUtil.java:64) at com.ibm.rational.test.lt.models.wscore.transport.dotnet.impl.DotNetProcess .<init>(DotNetProcess.java:64) at com.ibm.rational.test.lt.models.wscore.transport.dotnet.impl.DotNetController .<init>(DotNetController.java:73) ... 9 more

The solution:

For Windows 7 and Windows 2008, install Microsoft .NET Framework 4.5 onto the computer where Robotic Response Time is installed. Download the framework from http://www.microsoft.com/en-au/download/default.aspx.

#### Troubleshooting: Rational Performance Tester related

This section describes problems you might experience while using Rational Performance Tester.

## How to configure and gather Rational Performance Tester trace logs

*The problem:* When you have script problems related to Rational Performance Tester (RPT), you might need to collect appropriate trace logs for resolving these issues.

*The solution:* The following sections guide you through the process of configuring trace logging so you can collect the right information to assist you in troubleshooting RPT script issues.

#### Identifying the Rational Performance Tester runtime package

Use the following procedure:

1. Log onto the Application Management Console (T3) host.

- 2. Navigate to %CANDLE\_HOME%\kt1depot\T3\RPT.
- **3**. Open *script-name*.zip, where *script-name* is the name of your Rational Performance Tester script in a text editor.

The runtime version is identified in the **runtimeVersion** property. For example: runtimeVersion=7.2.154.v20090225\_2153\_26737781

#### Configuring, generating, and collecting trace logs

Use the following procedure to configure, generate and collect trace logs:

- 1. Stop the Robotic Response Time (T6) agent.
- 2. Delete the following log files on the Robotic Response Time host:
  - The following log files under %ALLUSERSPROFILE%\ibm\tivoli\common\BWM\ logs:
    - trace-robotic\*.log
    - msg-robotic\*.log
  - All log files under %ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs\RPT\rptruntime-version, where rpt-runtime-version is the value of the runtimeVersion property found in the previous section. These files include trace-rpt\*.log.
- **3**. For each of the following logging properties files on the Robotic Response Time (T6) host, make a backup of the file and then modify the files to change the following entries:
  - %CANDLE\_HOME%\TMAITM6\t6-logging.properties

Change the following entries:

- BWM.trc.rpt.pc.level=DEBUG\_MAX
- BWM.trc.rpt.pm.level=DEBUG\_MAX
- BWM.trc.rpt.rpttest.level=DEBUG\_MAX
- BWM.trc.rpt.event.level=DEBUG\_MAX
- BWM.trc.rpt.util.level=DEBUG\_MAX
- BWM.trc.rpt.managed.level=DEBUG\_MAX
- %CANDLE\_HOME%\TMAITM6\app\RPT\config\itcamrt-logging.properties Change the following entries:
  - BWM.trc.rpt.pc.level=DEBUG\_MAX
  - BWM.trc.rpt.pm.level=DEBUG\_MAX
  - BWM.trc.rpt.rpttest.level=DEBUG\_MAX
  - BWM.trc.rpt.event.level=DEBUG\_MAX
  - BWM.trc.rpt.util.level=DEBUG\_MAX
  - BWM.trc.rpt.managed.level=DEBUG\_MAX
  - BWM.trc.rpt.external.level=DEBUG\_MAX

**Note:** These trace parameters do not configure the agent to generate the execution history (msg-rptHistory\*.log).

You set the **BWM.trc.rpt.pc.level** property to DEBUG\_MAX in this itcamrt-logging.properties file to generate the Common Base Event (CBE) log files. The RPT playback engine generates the CBE log files in the following directory, where *rpt-runtime-version* is the version number of the RPT Runtime package:

%CANDLE HOME%\TMAITM6\app\RPT\runtimes\rpt-runtime-version

The CBE log files use the filename CommonBaseEvents##.log. These files will show any errors that are not in the execution history files.

 In addition to the above changes in the itcamrt-logging.properties file, set the following level parameters to DEBUG\_MAX, and set the logging parameters to true:

#-----# RPT #-----# RPT Playback Controller TRACE BWM.trc.rptHistory.pc.level=DEBUG MAX BWM.trc.rptHistory.pc.logging=true BWM.trc.rptHistory.listenerNames=BWM.handler.file.trc.rptHistory # RPT Playback Controller MSG BWM.msg.rptHistory.pc.level=DEBUG MAX BWM.msg.rptHistory.pc.logging=true BWM.msg.rptHistory.listenerNames=BWM.handler.file.msg.rptHistory # RPT Event TRACE BWM.trc.rptHistory.action.level=DEBUG MAX BWM.trc.rptHistory.action.logging=true # RPT Event MSG #BWM.msg.rptHistory.action.level=DEBUG MAX BWM.msg.rptHistory.action.level=ALL BWM.msg.rptHistory.action.logging=true # END FILE tmtp-logging.properties

- #-----
- 4. On the Robotic Response Time host, make a backup copy of %CANDLE\_HOME%\TMAITM6\kt6env, then edit the file and add the following entry to the end of the file:

ARM\_KEEP\_DATA\_FILES=Y

This option retains the ARM data files under %CANDLE\_HOME%\TMAITM6\arm\log\ kt6\delete until you remove the **ARM\_KEEP\_DATA\_FILES=Y** option and restart the Robotic Response Time agent.

- 5. Restart the Robotic Response Time (T6) agent and reproduce the issue.
- **6.** Add the following logs to an archive file and upload the file to ecurep. Select the options to include pathnames and recurse subdirectories.
  - From %ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs:
    - trace-robotic\*.log
    - msg-robotic\*.log
    - T6-SystemOut.log
    - T6-SystemErr.log
  - All logs from %ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs\RPT\*rptruntime-version*, where *rpt-runtime-version* is the version number of the RPT Runtime. These files include trace-rpt\*.log.
  - The execution history (msg-rptHistory\*.log) files in the %ALLUSERSPROFILE%\ibm\tivoli\common\BWM\logs\[application name[\[script name] directory. These execution history logs include the events that occurred when the script ran.
  - The CommonBaseEvent\*.log files located under %CANDLE\_HOME%\TMAITM6\app\ RPT\runtimes\*rpt-runtime-version*. These files include errors that are not in the execution history files.
  - The \*.dat ARM data files from %CANDLE\_HOME%\TMAITM6\arm\log\kt6\delete.
  - A copy of the current T6 trace logs under %CANDLE\_HOME%\TMAITM6\logs. These trace logs are named in the format: hostname\_t6\_\*.log.

7. On the TEMS host and on the Robotic Response Time agent host where this script is running, navigate to %CANDLE\_HOME%\InstallITM. Run the kincinfo command, naming the output file appropriately to identify the host, such as tems\_host.txt, or t6\_host.txt. For example:

kincinfo -i > tems\_host.txt

- 8. Provide the name of the script that is not behaving correctly.
- Provide a screen capture of the Help > About dialog box in the Rational Performance Tester workbench that you used to create the script.

IBM Software Support might ask for additional logs, depending on the issue.

## IWAY0159E error when using Rational Performance Tester Workbench

*The problem:* When running tests in Rational Performance Tester Workbench (RPT), the following IWAY0159E message is displayed: "An error occured while connecting to one or more profiling agents." This is saying the Data Collection Infrastructure is not running.

*The cause:* The Data Collection Infrastructure does not appear to be running on localhost:100002.

*The solution:* Verify the Data Collection Infrastructure is running and try again.

**Note:** You can ignore this warning message and continue as normal and no error will occur.

#### **RPT Script Playback Failed – all protocols**

The problem: RPT Script Playback Failed - all protocols

*The solution:* To resolve this problem, you can do the following:

- Check the execution history files. The execution history files located in the BWM\logs\[application name]\[script name] directory under the name msg-rptHistory.log log the events that occurred while the script was running.
- Increase the BWM.trc.rpt.pc log level to DEBUG\_MID or DEBUG\_MAX to show the Common Base Event (CBE) events. When the trace logger BWM.trc.rpt.pc in app\RPT\config\itcamrt-logging.properties directory is set to DEBUG\_MAX, or DEBUG\_MID, CBE log files are generated by RPT in the app\RPT\runtimes\ [runtime version] directory as files starting with CommonBaseEvents##.log. These files will show any errors that are not in the execution history files.

### **RPT Script Playback Failed – SAP, Siebel, Citrix**

The problem: RPT Script Playback Failed – SAP, Siebel, Citrix

The solution: To resolve this problem, you can do the following:

- 1. If working with Citrix and SAP, the ICA Client or SAP Client must be installed and working correctly on the individual playback machines. For the Citrix client, please make sure it is connected to the Citrix server and also you can initiate a connection for a specified application name.
- 2. On the Windows services panel, edit the properties of the ITCAM for Response Time Robotic Monitoring Agent. On Log On tab, please check the "Allow service to interact with Desktop" option. And then save and restart the service. This will allow, if any, the playback windows to show up during playback.

## Rational Performance Tester HTTP/HTTPS script returns zero for client time

*The problem:* When running Rational Performance Tester (RPT) V8 HTTP/HTTPS scripts under IBM Tivoli Monitoring version 6.21, the scripts return zero as the client time metric.

*The solution:* The Robotic Response Time (RRT) agent is a synthetic agent that does not have a client. The client response time is calculated based on the overall response time, network time, and server time. In some instances, when RPT HTTP/HTTPS scripts play back, the RRT agent returns zero for the client time metric.

Zero is a legal value for the client time metric in RPT HTTP/HTTPS script playbacks. If you are concerned about real client response time values, you should use the Web Response Time (WRT) agent.

Remember that the purpose of the RRT agent is to provide an advance alert on the web server health. You should be concerned about metrics such as the overall response time, server time, and network time. Dramatic increases in these values might indicate a condition that your IT staff needs to address. In comparison, you should not be concerned when the agent returns zero for the client time metric.

Note that you should add verification points to RPT scripts so that RPT scripts can raise accessibility issues in the TEP console.

## How to use Rational Performance Tester scripts to raise alerts on server errors

*The problem:* While running Rational Performance Tester (RPT) HTTP scripts, if you happen to shut down the monitored application, you might see the RPT script response time increase dramatically, but there is no indication in the TEP that anything is wrong. You might want to configure alerts to indicate that the application is down.

*The solution:* This is the default behavior of Rational Performance Tester (RPT) scripts. To raise alerts in the Tivoli Enterprise Portal (TEP), you need to include verification points in your RPT script, and you need to add situations to raise appropriate alerts in the TEP. The following sections describe how to do these tasks.

#### Sample default behavior

The following examples display sample Robotic Response Time (RRT) workspaces for a script that monitors the *PlantsByWebSphere* application. The application has been shut down, but the TEP does not indicate that anything unusual has happened, except that the Average Response Time is unusually high. Notice that the script Last Run Status is *Complete*. Here, the response time is high because the script is actually timing out while trying to connect to the application.





C Navigator	r	1 II	B	III Profile Configuration							/ =	
۵ 🐔	View;	Physical	~	🔺 Config Name	Key Name	and hereing and	Value		Config Type	Entry Type		
Criterorise				All Clients	IP	•			Client	Include		
- Cal Linux	Systems			PlantsByWebSphere	ProfileName	PlantsByWe	bSphere	e	Transaction	Property		
I DE UNIX	Systems			PlantsByWebSphere	ApplicationNan	ne PlantsByWe	bSphere	в	Transaction	Include		
Wind	lows Syste	me		PlantsByWebSphere	TransactionNa	me PlantsByWe	bSphere	e	Transaction	Include		
🖲 🖬 G	AINKO			PlantsByWebSphere	Hostname	velocity.tivla	austin.	ibm.com	Client	Include		
	STEL-658 STELLO ELOCITY Applica	ition Management ( nfiguration	Cor									
	Pla	yback Status		E Realms			×	Agent De	tails		/ =	
	- Da Ap	plications		Realm Name Host Nam	ne User Name	Password Reali	n Ty		A Prop	erty	and showing	Valu
· · · ·	Clent F	Response Time					Ab	oort playbac	k on violation		TRUE	
9.9	E Roboti	Response Time					Ag	gent Build			2009.1	2.04-0053-0
	- B Ap	plications					Ag	gent Config	uration Directo	ry	CUBM	ITMITMAITM
		nfiguration					Ag	jent Library	Directory		C:\IBM	TIMUTMAITM
	- Pla	yback Status					Ag	jent Name			ITCAM	for Robotic F
1.1	Tra 💭	mactions					Ag	jent version	0		07.10.0	13)
1	Summa	rization and Prunin	A				Ag	Igregate Pe	Priod Minutes		5	_
1	Tianta	chion Callector					0	oncurrent C	LI playbacks		IRUE	
	University University	otion Mepotter tal Agent		4			F	ata Ranue i	nouis			
6-3	Wareh	ouse Proxy esponse Time		🛄 Agent Messages	-	-		() eras			2 ±	
-	Windo	ys. GS		<b>1</b> (A)								
				Message Date and Time	Severity	Message ID	1		Messa	je Text		
				03/31/10 16:55:24	Information	BVMRA0252I	Profile	changed: I	PlantsByWebS	phere.		1
			. 11	03/31/10 16:54:24	Information	BWMRA0255I	Profile	removed: I	PlantsByWebS	Sphere.		
	10		2	03/31/10 16:52:14	Information	BWMRA02021	The re	sponse tin	he agent has s	tarted successful	ły.	
<						Disauthagazor	the second second	1000	Louis An Oliver	CONTRACTOR OF CONTRACTOR		
<				03/31/10 16:52:14	mormation	BAAMBOA05251	Profile	r changed: I	HametsCienze	alciest		

#### Effect of adding verification points

In this example, we added page title verification points to the PlantsByWebSphere script. This is the text that you see in HTML TITLE tags in the HTML source. The PlantsByWebSphere script now reports errors when the web page is not available. Notice that the Last Run Status is 'Complete'. But, this time, we report verification point failures and zero Percent Available.



📲 Navigator	\$ □ 日	Profile Configuration						/ * 00	B D ×
1 🖉 💞	ew: Physical	A Config Name	Key Name	1 1	alue	Config Type	Entry Type		
C. C. Martin	MALE SALES.	All Cliente	ID ID	*	aiue	Client	Lociudo		
S Enterprise		PlanteDittabCehara	ProfileNamo	DianteDiátob	Caboro	Transaction	Prenerty		
a Cinux Syste	ans and a second	Plants D/Wab@nham	ApplicationMame	PlantsD///eb	Sphere	Transaction	Include		
UNIX Syste	sms	PlantsDywebSphere	ApplicationName	<ul> <li>PlantsDivveb</li> </ul>	Sphere	Transaction	Include		
Windows S	ystems	PlantsbyWebophere	Heatherea	e Flamsbyveb	apriere	Client	Include		
Garage Control Co	3 -658V921 LD JTY plication Management Cor								
	Configuration Playback Status Robotic Scripts	E Realms	. 1	*	C 🛄 Agent De	stails		/ ¥ Ш	8 0 ×
+- 60	Applications	Realm Name Host Nam	ne User Name P	assword Realm	Ty	A Prop	erty	and the second second	Valu
+ En Ch	ent Besponse Time				Abort playba	ck on violation	(1)))))	TRUE	
A Bo	hotic Besponse Time	4			Agent Build			2009.12.0	4-0053-d
	Applications	-			Agent Config	uration Directo	2019	CNEMITM	ATMAITME_
	Controuration	-			Agent Librar	Directory		CNEMITM	ITMAITME
	Flauback Status				Agent Name			ITCAM for	Robotic F
	Transactions				Agent Versig	n		07.10.03	
. R. Su	mmarization and Prunion &				Aggregate P	eriod Minutes		5	
	enserben Enlanter				Concurrent (	LI playbacks		TRUE	11 11 E
+ 40 Tz	ansaction Benoter				Data Range	Hours		8	· · ·
	iveral Agent				5 4				
+ <b>6</b> w	eb Response Time	Agent Messages						/ * 0	E E ×
~ 25	Constant Proce	L10 144		l.				100	-
		Message Date and Time	Severity	Message ID		Messa	ge Text		
		03/31/10 21:57:57	Information	BWMRA0252I	Profile changed:	PlantsByWebS	Sphere,		
2402		03/31/10 16:55:24	Information	BWMRA0252I	Profile changed:	PlantsByWebS	3phere,		
<	1 ×	03/31/10 16:54:24	Information	BWMRA0255I	Profile removed:	PlantsByWebS	Sphere,		
Physical Disperse		03/31/10 16:52:14	Information	BWMRA0202I	The response fir	ne agent has s	started successfu	lly.	
Traysical		03/31/10 16:52:14	Information	BWMRA0568I	Entering mainter	hance window.	Monitoring of the	following pr	





## **Configuring situations to raise alerts on** URL Unavailable and Slow Response Time conditions

In addition to adding verification points to your scripts, you also need to add appropriate situations to raise alerts based on verification point failures and behavior such as unusually high response time.

For example, make a copy of the following situations and customize the copies of these situations:

- RRT Availability Critical
- RRT Response Time Warning
- RRT Verification Point Failure

For more information on creating situations, please refer to the following technote: http://www-01.ibm.com/support/docview.wss?uid=swg21421211

The following example shows a copy of the RRT Availability Critical situation with modifications:

Des	cription				
MySi	t: RRT_Availabilit	y_Critical			
Forr fx	nula				
	Percent Failed	Percent Available	Application	Average Response Time	
1	> 0.000	== 0.000	== 'PlantsByWebSphere'	>= 2.000	
2					
3					

The following example shows a copy of the RRT Response Time Warning situation with modifications:

-Desc	Description								
MySit: RRT_Response_Time_Warning									
-Form	Formula 🦻								
	Percent Slow	Percent Good	Application						
1	> 0.000	> 0.000	== 'PlantsByWebSphere'						
2									
3				]					

The following example shows a copy of the RRT Verification Point Failure situation with modifications:

Г	Description								
	MySit: RRT_Verification_Point_Failure								
Г	Formula								
	Robotic Script Name	Event Type	Expected Value						
	1 == 'PlantsByWebSphere'	== Page Title Failure	== 'Shopping'						
	3								
н									

**Global situation modifications:** Use the Action tab in situations to program how the situation responds to events. The System Command entry is where you insert a system command to launch an email when the situation fires. Note that the format of the command should be appropriate for the operating system where the command runs.

The Attribute Substitution button allows you to insert parameters such as the Application name. For more information on launching email from a situation, please refer to the following technote:

http://www-01.ibm.com/support/docview.wss?uid=swg21405122

If you are going to send email, typically you don't want to send an email each time the situation condition is true. Most users select the options to take action on the first item (take action the first time the condition is true) and don't take action twice in a row. These options allow the situation to raise an alert the first time the condition is true (for example, the script playback time is suspiciously slow, or the percent availability is greater than zero). The situation resets and is ready to fire again after the condition becomes false (the web site is available again).

Typically you would run the take action at the agent to avoid burdening the server. However, if you have configured your email server on the TEMS host, you might choose to run the action at the TEMS.

#### Inserting verification points in RPT scripts

You can insert the following types of verification points (VP) into a script:

- Content
- Page Title
- Response Code
- Response Size

Note that you can insert verification points in the parent node, in the transaction, and in the page element. If you insert a verification point in the parent node or in the page element, you globally insert the verification point in lower-level elements.

The following sections review how to insert content and page title verification points. For more information on RPT verification points, please refer to your RPT workbench online help and the following best practices whitepaper on RPT scripting:

```
http://www-01.ibm.com/software/brandcatalog/portal/opal
/details?catalog.label=1TW10CP19
```

#### Using content verification points

Use the following procedure to insert content verification points:

- 1. In the test perspective in the RPT workbench, right-click a page element.
- 2. From the pop-up menu, select Verification Points -> Enable Content VPs.

📬 • 🛞 🛆   🧽   🅸 • 🔾 • 🎭 •   🛷 •   🖾 🔬 🖷	r   🗿   2 + 2 + 4 + 4 + + +	📰 🍬 Perf
🗋 Test Data Sources 🔍 Test Navigator 🕄 👘 🗖	1 MantsByWebSphere	
E S Arrest Froject	Test - PlantsByWebSphere Test Contents	Test Element Details
the     t	This section shows the test contents	Velocky, twisb, audin, ibm.com/Plances//WebSp Request Attributes Version: 1.1 Method: GET Hodry Polocky Evab.audin, ibm.com @c Polocky Evab.audin, ibm.co

3. Click OK.



4. The Select Strings window is displayed, similar to the following example. Click **Close**.


#### Select Strings for Content Verification Point

Select the strings to search for. Click New or Duplicate to create more search strings.



Text	Case	RegEx	End
User-defined			
SSO.Businessmonitoring	+		
[Nn][Aa][Mm][Ee]\s?=\s?[""]?login\[password\]		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?login\[username\]		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?port\_number\_request\[		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[account\_ext\]		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[email\_confir		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[email\_confir		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[email\_domai		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[email\_usern		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[first\_name\]		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[last\_name\]		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[username\]		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?emergency\_address\[po		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?emergency\_address\[st		+	
[Nn][Aa][Mm][Ee]\s?=\s?[""]?emergency\_address\[st		+	
select payment			
Plants by WebSphere	+		
New String Dyplicate	Edit	t R	emove
(?)			Close

5. Click OK.



6. Select the response code verification point under the page element. Then, place your cursor inside the Content box, and press Ctrl + Shift + Space to display the HTML text for this page element. Select a text string for verification.

Test Contents		Test Element Details		
This section shows the test contents		Response: 200 - OK		
Plants by WebSphere     Plants by WebSphere     Shopping     Plants by <i>vebocity.tivlab.austin.i</i>	Add Insert Remove	Response Data Status: 200 Version: 1.1 Reason: OK	]	
	Lip Down	Header Name Date Server	Value  Fri, 12 F IBM HT	Add Modify
//velocity.tivlab.austin.ibm     //velocity.tivlab.austin.ibm     //velocity.tivlab.austin.ibm     //velocity.tivlab.austin.ibm     //velocity.tivlab.austin.ibm     //velocity.tivlab.austin.ibm     //velocity.tivlab.austin.ibm	Prev Next	C <u>o</u> ntent: { Content data is 12, 520 cha Press Ctrl+Shift+Space or Ctri	racters long, H-Left Click her	<mark>e to displa</mark> ,

7. Select Content Verification (1) and then click New String (2).

is section shows the test contents		Content Verification Boint				
Barts by WebSphere      A. Plants by WebSphere      A. Plants by WebSphere	Add					
🗄 🔂. Shopping	Insert	Verificatio	n <u>f</u> ails if: At leas	t one of	the ch	ecked 💌
E 🥻 velocity.tivlab.austin.i E 🚰 Response: 200 - OK	<u>R</u> emove	Selected <u>s</u> t	trings:			
Dentent Verificatio	Up	Text		C	R	End Byte
//velocity.tivlab.austin.ibr     //velocity.tivlab.austin.ibr	Do <u>w</u> n				-	
1/velocity.tivlab.austin.ibm	Prev					
//velocity.tivlab.austin.ibm	Mext					
±-~~~ //velocity.tivlab.austin.ibm ⊕-~~~ //velocity.tivlab.austin.ibm	A Run					
//velocity.tivlab.austin.ibm     //velocity.tivlab.austin.ibm     //velocity.tivlab.austin.ibm						
//velocity.tivlab.austin.ibr     //velocity.tivlab.austin.ibr				-		
1 //velocity.tivlab.austin.ibr						
E			~			
//velocity.tivlab.austin.ibr			Q	8		
//velocity.tivlab.austin.ibr			1	-		

8. Enter the text exactly as it appears in the source view. Elect to make the verification point case sensitive or not. In this example, the selected text appears in the HTML title tag. As an alternative, you can elect to insert page title verification points. Click **OK**.

Te	st Editor		
S (	Elect Strings for Edit properties of	or Content Verification Point new Content Verification Point String	
	Te <u>x</u> t:	Shopping	A Y
	Case-sensi <u>t</u> ive	Look only in the first bytes	
	Regular express	ion	
			OK Cancel

**9**. Select the string in the Test Editor (add a checkmark to the selection box). Then, click **Close** to close the Test Editor.

Test Editor					
Select Strings for Content Verification Point					
<ol> <li>Test modified - one string added to Content Verification Point</li> </ol>					
		<u>P</u>			
Text	Case	RegEx	End		
🔽 🖃 User-defined					
SSO.Businessmonitoring	+				
[Nn][Aa][Mm][Ee]\s?=\s?[""]?login\[password\]		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?login\[username\]		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?port\_number\_request\[		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[account\_ext\]		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[email\_confir		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[email\_confir		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[email\_domai		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[email\_usern		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[first\_name\]		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[last\_name\]		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?presenter\[username\]		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?emergency\_address\[po		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?emergency\_address\[st		+			
[Nn][Aa][Mm][Ee]\s?=\s?[""]?emergency\_address\[st		+			
select payment					
Plants by WebSphere	+				
Shopping Shopping	+				
		1			
New String Dyplicate	Edit	R	emove		
?			⊆lose		

10. Under Test Element Details, ensure that Enable verification point is enabled (1). Ensure that the appropriate verification mode is selected (2):

• Verification fails if at least one of the checked strings is found.

• Verification fails if none of the checked strings are found. Ensure that the string you entered displays as expected (3).

Test Contents	Test Element Details 🕚
This section shows the test contents  This section shows the test contents  Plants by WebSphere  Remove  Remove	Content Verification Point <sup>2</sup> <sup>3</sup> <sup></sup>
E- 200 - OK E- 200 - OK E- 200 - OK D- 200 - OK E- 200 - OK D- 2	Selected strings:         C         R         End Byte           Shopping         +         -

#### Using page title verification points

The simplest way to add page title verification points is to add them at the parent node. Then, a page title verification point will be added to each of the appropriate page elements.

Use the following procedure to insert page title verification points:

1. Right-click the parent node, and select Verification Points -> Enable Page Title VPs from the pop-up menus.

Se *PlantsByWebSphere 🛛				
Test - PlantsB	yWebSphere			
Test Contents		Test Element Details		
This section shows the t	est contents	PlantsByWebSphere		
E 😫 <i>PlantsByWe</i>	Add Verification Points	Common Options Security HTTP Opti		
. Eustom Custom . Europe Plants b	<u>V</u> iew	Enable Response Code VPs     Enable Response Size VPs		
E. Shoppir.	Disable	Enable Page Title VPs		

**2**. Click **OK**. RPT workbench adds the page title verification points to the appropriate page elements. In this example, page title verification points are added to nine page elements.



# Rational Performance Tester script playback is sometimes irregular

*The problem:* On occasion, Rational Performance Tester (RPT) script playback seems to playback at irregular intervals. For example, scripts that are scheduled to run every 15 minutes sometimes skip a playback interval. Sometimes, scripts play back 5 or 10 minutes after the last scheduled playback.

*The solution:* A script skips the current iteration if it is running over into the next interval. Normally, HTTP RPT scripts start at some time after the start of the last playback, typically the playback interval configured in the profile.

If the number of retries is not zero in the profile, the script might try to restart the playback. In that scenario, when a retry occurs, the previous playback time is discarded. This behavior can result in the irregular playback intervals that you observe. As a side effect, this behavior might also explain why you do not observe timeout errors or high response time values for a given script.

To resolve this problem, try the following steps:

- 1. Set the number of retries in the profile to zero.
- 2. Set the timeout value in the profile to a very high value. This technique ensures that, if necessary, the RPT engine, not the ITCAM for Transactions agent, will timeout the script (the agent should not timeout the script in the middle of a playback).
- **3**. Increase the playback interval (for example, from 15 minutes to 20 or 30 minutes).

**Note:** If you observe that RPT scripts skip a playback interval or play back at irregular intervals, check the following conditions:

- Ensure that the agent was not stopped.
- Check whether a new copy of the script was exported from the RPT workbench during the irregular playback interval.
- Verify that profile changes were not made to the script playback criteria at the time the script skipped a playback or played back at an irregular interval.

## Rational Performance Tester SOA and Web Services Playback Failure with Response Time Breakdown Enabled

*The problem:* By default, ITCAM for Transactions enables the Response Time Breakdown option, which is required to integrate correctly with Rational Performance Tester (RPT). With this option enabled, RPT adds additional SOAP headers to the web service calls. In certain environments this results in the web service rejecting the call because it does not expect or understand these additional SOAP headers. You might experience this problem during playback of the web services script by the Robotic Response Time agent, or you might encounter this problem in the RPT workbench after the script is uploaded to the Application Management Console. In addition, to notice this problem in either case, verification points must have been enabled.

*The solution:* Starting with RPT version 8.2 and later, you can modify the eclipse.ini file (typically located in the RPT workbench installation directory, for

example, C:\Program Files\IBM\SDP) by adding the Java option RPTNOSOAPHEADERRTB to suppress the generation of these additional SOAP headers. For example:

```
...
-install
C:/Program Files/IBM/SDP/rptse
-launcher.library
plugins/org.eclipse.equinox.launcher.win32.win32.x86_1.1.0.v20100503
-vmargs
-DRPTNOSOAPHEADERRTB
-Xquickstart
...
```

If you experience this problem, enable this RPTNOSOAPHEADERRTB option in your RPT workbench and regenerate your scripts before uploading them to the Application Management Console for playback by the Robotic Response Time agent.

#### Troubleshooting tips and techniques related to IBM Tivoli Monitoring

This chapter describes problems you might experience with the ITCAM for Response Time agents that are related to the IBM Tivoli Monitoring product.

## In the TEP, some graphs with many data points show only the oldest data by default

*The problem:* When there is a lot of data, the data is grouped into different pages. By default, page 1 of 3 is displayed. For time-based graphs, this is the oldest and least useful data.

*The solution:* Select the last page of data in the page control of the graph to view the most current data available.

### Some workspaces have repeated or duplicated links

The problem: Some workspaces have repeated or duplicated links.

*The solution:* Either link can be used.

## TEPS can be successfully configured to connect and create DB2 TEPS database, but TEPS fails to start

*The problem:* The TEPS can be successfully configured to connect and create the  $DB2^{$ <sup>®</sup> TEPS database, but TEPS fails to start

*The solution:* Resolve the issue with the TEPS and DB2 v9.1 upgrade by completing the following steps:

- 1. Udpate db2check.sh to point to v9.1.
- 2. Update kcqenv to point to v9.1
- 3. Udate cq.ini to point to v9.1 and lib64.
- 4. Remove /opt/IBM/ITM/bin/migrate-env.sh and /opt/IBM/ITM/aix533/cq/ sqllib/migrate.log migrate files.
- 5. Run the './itmcmd config -A cq' command.
- 6. Start agent by running the './itmcmd agent start cq' command.

After completing these steps, the TABLES build and the TEPS function correctly.

## Attempting to remote configure an agent on HP-UX causes the OS agent to crash

*The problem:* Attempting to remote configure an agent on HP-UX causes the OS agent to crash.

*The solution:* Reconfigure the agents on HP-UX computers locally, rather than remotely.

### Warehouse Proxy agent on Windows connecting to remote Oracle TDW crashes

*The problem:* The Warehouse Proxy agent on Windows connecting to a remote Oracle TDW crashes.

The solution: Restart the Warehouse Proxy.

#### Failure to create tables in the warehouse

*The problem:* You might encounter errors in the Warehouse Proxy agent logs similar to the following example:

4B94AF42.0026-8:khdxrpcr.cpp,513,"run") Tivoli Export Server Ready for Operations (4B94AFEE.0000-A:khdxjdbc.cpp,2330,"SQL\_Tables") Calling SQLTables using owner <ITMUSER> tablename <WRT\_SubTransaction\_Instance> (4B94AFEE.0001-A:khdxjdbc.cpp,3980,"processJavaException") Exception message: execDirect Error :

+4B94AFEE.0003 Caused by: com.ibm.db2.jcc.c.Sq1Exception: DB2 SQL error: SQLCODE: -286, SQLSTATE: 42727, SQLERRMC: 8192;ITMUSER

*The solution:* The user that is configured for the warehouse proxy agent to access the database needs to be granted access to an 8K tablespace. The following example shows how to do this for DB2:

1. Connect to the database with a user that has admin authority, using the following command:

# db2 connect to warehous user <admin user name> using <password>

2. Find the name of the 8k tablespace, using the following command:

# db2 list tablespaces show detail

In this case the 8k tablespace is ITMREG8k:

Tablespace ID	= 3
Name	= ITMREG8K
Туре	= System managed space
 Page size (bytes)	= 8192

3. Grant permissions for ITMUSER using the following command:

# db2 GRANT USE OF TABLESPACE <tablespace name> TO ITMUSER

4. Restart the Warehouse Proxy agent and the Summarization and Pruning agent. The tables should be created during the next export operation.

## TEP cursor turns to hourglass after refresh

*The problem:* On some workspaces in Tivoli Enterprise Portal, the cursor might change to an hourglass icon and remain so after pressing the refresh button.

*The solution:* This is a harmless behavior in the Tivoli Enterprise Portal and does not affect updates to the workspace data. this problem resolves itself when you change workspaces.

## Robotic script status is not removed from the Robotic agent Playback status workspace after the Robotic agent is removed from the distribution list

*The problem:* Robotic script status is not removed from the Robotic agent Playback status workspace when the Robotic agent is removed from the playback configuration situation distribution list. This problem occurs only for Robotic agents connected to a remote TEMS. Although the playback status is not removed, the script playback stops when the Robotic agent is removed from the distribution list.

*The solution:* Restart the Robotic agent to remove extraneous Robotic playback status.

## Workspaces do not display correctly when HUB and remote Tivoli Enterprise Monitoring Servers are used

*The problem:* If maintenance is applied to only the HUB Tivoli Enterprise Monitoring Server when upgrading the IBM Tivoli Monitoring environment, some workspaces may not function correctly.

*The solution:* When applying maintenance, ensure that the new level of code is applied to both the HUB Tivoli Enterprise Monitoring Server and all remote Tivoli Enterprise Monitoring Servers that host Response Time agents.

In a HUB remote IBM Tivoli Monitoring environment, if a network problem occurs and the HUB Tivoli Enterprise Monitoring Server loses communication with the remote Tivoli Enterprise Monitoring Server, the agents connecting to the remote Tivoli Enterprise Monitoring Server may have problems displaying the workspaces after the network recovers. Allow 20 minutes for the agents to come back online after the network has recovered. If the agents then have workspace problems, restart the remote Tivoli Enterprise Monitoring Server to which the agents connect.

### Links missing from Application Management Console

*The problem:* When you install Transaction Tracking components Transaction Collector or Transaction Reporter, your Application Management Console links may disappear.

*The solution:* Ensure that you are using IBM Tivoli Monitoring 6.2 FP1 IF2 or greater.

### Workspace bar graphs become too thin when refreshed

*The problem:* When you view a workspace with a bar graph representing data over time, the bars in the bar graph become very thin when the workspace is refreshed.

*The solution:* To disable the automatic refresh, in the Tivoli Enterprise Portal client, select **View** > **Refresh Every** > **On Demand**. To update the data, use the Tivoli Enterprise Portal client back and forward buttons.

#### SQL error in Response Time workspaces after upgrade

*The problem:* When applying maintenance to the IBM Tivoli Monitoring environment, if the support is not installed on the HUB Tivoli Enterprise Monitoring Server and on each remote Tivoli Enterprise Monitoring Server that hosts Response Time agents, some workspaces might not operate correctly.

*The solution:* Apply the new level of maintenance code to both the HUB Tivoli Enterprise Monitoring Server and on each remote Tivoli Enterprise Monitoring Server that hosts Response Time agents.

#### Fixing a memory leak in IBM Tivoli Monitoring version 6.2.2

*The problem:* When you are using IBM Tivoli Monitoring version 6.2.2, you might encounter a memory leak in the Tivoli Enterprise Monitoring Server. When this occurs, the kdsmain working set memory can grow large and not be released.

This memory leak might occur during any of the following activities:

- Situations are repetitively started and stopped.
- The Hub Tivoli Enterprise Monitoring Server loses connection with the Remote Tivoli Enterprise Monitoring Server.
- Workspaces are continually refreshed.
- Requests are broadcast to the agent.

*The solution:* Obtain and apply the IBM Tivoli Monitoring Provisional module 6.2.2.0-TIV-ITM-IZ63115. This provisional fix is provided as a temporary solution until an official maintenance release is made available.

#### Error messages might display behind the active window

*The problem:* When using the GUI Response Time agent configuration utility on Redhat Linux systems, certain error messages might be displayed behind the active window.

*The solution:* This problem occurs due to a known JRE issue on certain versions of X Windows. Move the active window to another portion of the display to view these messages.

## KFWITM21E request error in TEMA workspaces

*The problem:* When accessing some TEMA workspaces, instead of data being displayed you might encounter an error message similar to the following example: KFWITM217E Request Error: SQL1\_OpenRequest failed rc=3000 + SQL1\_DistReqError

*The solution:* This error occurs because historical data collection has not been started for the appropriate products and attribute groups.

ITCAM for Transactions monitoring agent workspaces are populated with data obtained directly from the agent. However, History Configuration still must be configured and enabled to create the binary data files on the agent. The data used to populate the TEP workspaces come from files such as the following examples:

<ITM\_Home>\tmaitm6\logs\t6txot <ITM\_Home>\tmaitm6\logs\t6appot

You can set the Warehouse Interval to *Off* and these files are still created. However, if data is not being written to the warehouse database, these files continue to grow. The volume of data in these files is reduced only when data is written to the warehouse database.

## Accessing the Specify Time Span for Query function

*The problem:* After using History Collection Configuration to enable collection for various Robotic Response Time attribute groups, you want to access the **Specify Time Span for Query** option in the relevant charts or tables.

*The solution:* Use the Show/Hide icons in the task bar for each workspace view to show or hide the Time Span icon along with other available options for each view.



If the workspace contains views that do not display the title/toolbar, use the menu bar option **View -> View Toolbars**.

**Note:** IBM Tivoli Monitoring version 6.21 has a **Specify Time Span** icon in the main toolbar. Use this icon to specify time span parameters that apply to all views in the current workspace.

#### KHDException: Batch Error in warehouse trace log

*The problem:* You might encounter a *KHDException: Batch Error* message in the warehouse trace log. This might occur if you have buffer pool page problems. You might need to tune your DB2 database configuration parameters for a large scale environment.

*The solution:* Modify DB2 parameters as follows:

```
db2 connect to warehous
db2 "select bpname,pagesize,npages from syscat.bufferpools"
db2 "alter bufferpool ibmdefaultbp size 102400"
db2 update db cfg using LOGBUFSZ 800
db2 update db cfg using CATALOGCACHE_SZ -1
db2 update db cfg using LOGFILSIZ 8192
```

If the problem persists, refer to the *Administrator's Guide* for additional suggestions on modifying database tuning parameters.

#### Data in the warehouse is not found as expected

*The problem:* Not all of the expected data is found in the warehouse. If the Data Interval parameter for your agent is configured for a period shorter than the Warehousing Interval for the agent tables, data from your warehousing requests contain only the most recent data from your requested data interval. For example, if the Data Interval is the default 5 minutes and you are writing data to the warehouse every 15 minutes, the data written to the warehouse is only for the last 5 minutes of time every 15 minutes. The remaining 10 minutes of collected data is not written to the warehouse database.

*The solution:* To see all of the expected data in the historical view, ensure that the Over Time interval and warehousing interval of the agent tables is identical. For example, set them both to 5 minutes.

#### Troubleshooting: Tivoli Business Service Manager related

This section describes problems you might experience with the ITCAM for Transactions integration with Tivoli Business Service Manager.

## CJL0006E Handler BWM.handler.file.trc is unable to write a log event

*The problem:* On UNIX systems, the following message will displays, but the command will continue to run successfully:

CJL0006E Handler BWM.handler.file.trc is unable to write a log event. /var/ibm/tivoli/common/BWM/logs/trace-tbsmconfig.log (Permission denied)

*The solution:* On UNIX systems, the TBSM user needs to have file write access to the Tivoli common logging directory. For example: /var/ibm/tivoli/common/BWM/ logs. If the TBSM user does not have adequate permission to write files to this directory, the CJL0006E Handler message is displayed.

### Tbsmconfig.sh command does not run on UNIX systems

*The problem:* On UNIX systems, the tbsmconfig command does not run. The following message displays:

You must run tbsmconfig.sh as user tbsmuser. Please log in as tbsmuser to run this script.

*The solution:* On UNIX systems, this command must be executed as the **tbsmuser**, not as **root**.

## There is too much chart data in Tivoli Business Service Manager

*The problem:* There is a large amount of chart data in Tivoli Business Service Manager.

*The solution:* This problem occurs if the server date of Tivoli Business Service Manager is set earlier than the IBM Tivoli Monitoring date. To fix this problem, ensure that the data and time are synchronized between the TBSM server and IBM Tivoli Monitoring.

## No Chart Data for Transactions and Subtransactions in TBSM 4.2.1

*The problem:* The chart displays a single data point when the user selects a transaction or subtransaction in the Tivoli Business Service Manager service tree.

*The solution:* This problem occurs if the psql\_itcam tool was not run during installation. Resolve this problem with the following procedure:

- 1. Run the psql\_itcam tool as described in the Chapter 7 of the ITCAM for Transactions *Administrators Guide*.
- 2. If you have already imported services from the DLA, you must invalidate them. From the Services Administration tab, under Services, edit Imported Business Services and click **Invalidate**.

## The situation statuses do not match between IBM Tivoli Monitoring and Tivoli Business Service Manager

*The problem:* The situation status displayed in Tivoli Business Service Manager does not match the status set in IBM Tivoli Monitoring. For example, you create a situation with the minor state that is displayed in orange in IBM Tivoli Monitoring. But in Tivoli Business Service Manager, the situation status is displayed in purple, which indicates the situation is in an indeterminate state.

*The solution:* This problem is caused by the difference of the severity attribute between IBM Tivoli Monitoring and OMNIbus. To fix this problem, the event severity must be mapped and set correctly in OMNIbus when the event is forwarded to OMNIbus.

For IBM Tivoli Monitoring 6.2.1, when you create a situation, click the **EIF** tab, set **EIF Severity** to some value other than **Default EIF Severity**, and ensure that the **Forward Events to an EIF Receiver** check box is selected.

For IBM Tivoli Monitoring 6.2.0 fix pack 1, there is no **EIF** tab. The severity of the custom event received by Tivoli Business Service Manager is automatically set to Indeterminate.

## There are too many indeterminate events in OMNIbus when a service is updated

*The problem:* There is a large number of indeterminate events (displayed in purple) in OMNIbus coming from Tivoli Business Service Manager each time when some service is updated with new values.

*The solution:* To disable sending these events in Tivoli Business Service Manager, comment out the following line in the RAD\_ServiceEventUpdater.ipl policy. The RAD\_ServiceEventUpdater.ipl policy is in the <tbsm\_data\_server\_home>\policy directory, where <tbsm\_data\_server\_home> is the data server location of Tivoli Business Service Manager.

AddDataItem(Type, ObjectToCopy);

## Cannot refresh the data source settings for Tivoli Business Service Manager

*The problem:* The data source settings are changed, but the data source cannot be updated with the changes.

*The solution:* This problem happens if you change the data source settings after installation, and run the installation process again without uninstallation first. To update data source settings, perform the following steps in the TBSM dashboard:

- 1. Navigate to the Service Administration tab.
- 2. Select Data Source from the drop-down list.
- 3. Click CAM\_ITM\_WAREHOUSE and update new settings.

#### Unexpected numbers in the TBSM Service Tree

*The problem:* When looking at Applications and Transactions in the TBSM Service Tree the user can see different numbers then expected.

*The solution:* Because the Tivoli Data Warehouse receives data at different times for different agents the Application and Transaction levels of the Service Tree can be out of sync. For instance IBM Tivoli Monitoring might warehouse the AMC\_Application at 12:10 and AMC\_Transaction warehouse at 12:00. If the user views the TBSM Service tree at 12:05 they will see the new AMC\_Transaction data and old AMC\_Application data for 5 minutes.

## **Chapter 5. Transaction Tracking troubleshooting**

Use this information to help troubleshoot any problems that you may encounter with Transaction Tracking.

#### **Reference files**

If you experience difficulties, check the following files for errors and other information:

- Log files: standard RAS1 log files located in *ITM\_HOME*/logs.
- All of the files in the following locations:
  - todata directory which give internal state information for the Transaction Reporter.
  - All \*.xml configuration files, in particular kto\_stitching.xml in the agent binary directory:
    - ITM\_HOME\TMAITM6\ on Windows systems
    - *agent\_home*/bin on UNIX systems
  - All ttas\*.\* files in the agent binary directory which give internal state information for the Transaction Collector:
    - *ITM\_HOME*\TMAITM6\ on Windows systems
    - agent\_home/bin on UNIX systems

## **Transaction Tracking troubleshooting**

Check here first if you encounter problems using Transaction Tracking.

# Troubleshooting the Transaction Tracking installation and configuration

If you are experiencing difficulties after installing Transaction Tracking, review this section first to help you resolve any problems.

• The Transaction Tracking workspaces are not displayed in the Navigator.

If the Transaction Tracking workspaces are not visible at all, check that you have installed Tivoli Enterprise Portal Server support on the computer running the Tivoli Enterprise Portal Server.

• The Transaction Tracking workspaces are displayed in the Navigator, but have unusual names.

If the workspaces are visible but have names starting with kto, check that you have installed Tivoli Enterprise Portal Desktop Client support on the computer running the Tivoli Enterprise Portal.

• The Transaction Tracking workspaces are not available.

If the workspaces are visible but not available, the Data Collector plug-in has successfully run in the past but conditions have changed: either the Data Collector plug-in or Transaction Reporter are not running now or the connection information to the Tivoli Enterprise Monitoring Server has changed. Check the Data Collector plug-in and Transaction Reporter services in the Manage Tivoli Enterprise Monitoring Services window.

• The Transaction Collector and Transaction Reporter are not available in the Navigator after updating IBM Tivoli Monitoring.

Always restart both the Transaction Collector and Transaction Reporter after updating IBM Tivoli Monitoring.

When does polling start and when should I see data in the workspaces? After you have installed a Data Collector plug-in you should start to see data from that node within a few minutes. If you do not see any data, check that all components, including the Data Collector plug-in are running. Also check the connection to the Tivoli Enterprise Monitoring Server and other ktoenv configuration settings using Manage Tivoli Enterprise Monitoring Services.

If you installed on a distributed system, check that you installed the correct support files on each computer.

• There is no data in the history workspaces

Check that you have configured the historical data collection for the data source. In addition, check that you have configured pruning and summarization of the data.

• A node running the Data Collector plug-in is not displayed in the Navigator. If the node is not visible at all, the connection between the Data Collector plug-in and the Tivoli Enterprise Monitoring Server is not configured correctly. Reconfigure the Data Collector plug-in on that node.

This may also occur when data from one Transaction Collector overwrites that from another. Ensure that the time for all Transaction Collectors is synchronized.

• After editing a context mask file, some column titles are missing.

By default in the context mask file (contextmask\_default.cfg), the entry Application exists and is copied to both **BusinessApplication** and **Component** columns in workspaces. You can edit the context mask file so that distinct component and business application names are displayed. To do this you must provide both BusinessApplication and Component entries. If you only provide one entry the other column will be blank in the workspaces.

• MQ Tracking events are not displayed in the Tivoli Enterprise Portal.

Ensure that the path you specified using **itmcmd config -A tu** to the context mask directory is correct. The path should not contain a trailing slash. For example, on Windows the path should be C:\IBM\ITM\TMAITM6 by default.

• The Transaction Collector won't start on UNIX systems using itmcmd.

The agent cannot be started on UNIX systems using itmcmd if the current working directory is not writable.

• Topologies are not displayed.

If the topology viewer is not initialized properly in the Tivoli Enterprise Portal Server, topologies may not be displayed. Reconfigure the Tivoli Enterprise Portal Server.

• Why can't I see any data from WebSphere<sup>®</sup>?

Ensure that you have enabled ARM, see Enabling ARM on WebSphere.

If Java 2 security is enabled in WebSphere, ensure that you have set Java 2 security policies. If you do not set the Java 2 security policies for ARM libraries, the libraries cannot be loaded, and you will see an error similar to the following in the logs: *SECJ0314W: Current Java 2 Security policy reported a potential violation of Java 2 Security Permission*.

• KBB RAS1 logging is not working on a Windows 64-bit system.

On all Windows 64-bit systems, the Microsoft Visual Studio 2008 runtime, msvc90.dll, must be installed for KBB RAS1 logs to be generated. If msvc90.dll is not installed, download and run the Microsoft Visual C++ 2008 Redistributable Package (x64).

## • When I attempt to install a Transaction Tracking agent, my AIX platform is not listed in the OS or component support category list.

You can install Transaction Tracking agents to AIX 6.1 systems, even though the operating systems are not listed. In the OS or component support category list, select the number corresponding to AIX R5.3 (32 bit) or AIX R5.3 (64 bit) instead. The agents will install successfully, but the architecture code will be aix533 instead of the expected aix613 or aix616.

## Transaction Tracking installer fails on SELinux systems

*The problem:* The Transaction Tracking installer or agent commands fail to run on security enhanced Linux systems

*The solution:* The Transaction Tracking installer fails because SELinux systems enforce policies that prevent unregistered Java Runtime Environment binaries from running. Either disable SELinux for Red Hat Enterprise Linux 5 and later during installation, or register the Transaction Tracking libraries locally.

## Transaction Collector does not start

*The problem:* The Transaction Collector fails to start or quits shortly after it has started with an error message TU agent fails to start.

*The solution:* If the Transaction Collector terminated abruptly through a system crash, or the file system on which the Transaction Collector files reside becomes full, it is possible for the internal state files to be corrupted. Remove these files before restarting the Transaction Collector:

- 1. Check that there are no ktucma processes running.
- 2. Delete the Transaction Collector files, ttas.# and ttas.#.idx. By default, they are located in the following directories:
  - On UNIX systems, ITM\_HOME/arch/tu/bin/ttas
  - On Windows systems, *ITM\_HOME*\TMAITM6\ttas
- 3. Start the Transaction Collector.

### No topology showing in the Transaction Reporter

*The problem:* After installing SDA, there are problems in the Tivoli Enterprise Portal for Transaction Tracking.

- "Request failed execution" is displayed in the Transaction Collector
- · No topology is displayed for the Transaction Reporter

The solution: Reconfigure the Tivoli Enterprise Portal Server:

- 1. In the Manage Tivoli Enterprise Monitoring Services, right-click **TEPS** and select **Configure**.
- 2. Click Next on each window until you reach the end.

#### Names in the Transaction Reporter are not displayed correctly

*The problem:* Names in the Transaction Reporter are not displayed correctly in the Tivoli Enterprise Portal browser.

*The solution:* Check that you have installed Transaction Tracking Support on the computer where the Tivoli Enterprise Portal and Tivoli Enterprise Portal Server are installed.

If you see names such as **Kto:KTO2315** in the Tivoli Enterprise Portal browser instead of the correct names, you may have mismatched versions of the Java Runtime Environment. The Java Runtime Environment should be the same on the both the browser and the Tivoli Enterprise Portal Server.

**Note:** On Windows systems, ensure that you clear the Java cache and the Java Plugin cache from the Windows Control Panel.

#### Historical data is not displayed

The problem: Historical data is not displayed in the Tivoli Enterprise Portal.

*The solution:* The Warehouse Proxy Agent and Warehouse Summarization and Pruning Agent must be running for historical data to be stored and displayed in the Tivoli Enterprise Portal. Ensure that Historical Data Collection is enabled for the tables.

#### Transaction Reporter historical workspaces are not displayed

*The problem:* Transaction Reporter historical workspaces are not displayed when the Tivoli Data Warehouse is not running.

*The solution:* All workspaces, except for detail and status workspaces, are sorted workspaces that get history data from the Tivoli Data Warehouse, regardless of whether the history query is within the last 24 hours or not. To display the workspaces, start the Tivoli Data Warehouse.

#### Data missing when using a single Transaction Collector

*The problem:* Events are dropped because of synchronization or performance problems:

- Events may be dropped if the time and timezones of the Data Collector plug-ins are not synchronized.
- Events coming into the Transaction Collector are arriving faster than real time, so interval periods are rolling over before the Transaction Reporter can retrieve them.
- Timestamps from the data collectors are irregular which causes the Transaction Collector's virtual time to roll forward. This is usually accompanied by a large increase in **Ancient Instance Counter**.
- Throttle performance mechanism activated because of inadequate resources.

*The solution:* Ensure that the times and timezones of the Data Collector plug-ins are synchronized and review your Performance Tuning settings. See *Transaction Collector data collection settings* in the *IBM Tivoli Composite Application Manager for Transactions Administrator's Guide* for further information.

If events are dropped, a log message is generated in the platform-specific log file: *ITM HOME*/logs/*computer name* tu number.log.

## Data missing when using multiple Transaction Collectors

*The problem:* The time for the Transaction Collectors is not synchronized, resulting in data from the Transaction Collector that is ahead of time overshadowing data from the Transaction Collectors that are behind time. Data may either not be displayed or not be collected if the cache period is also wrong.

*The solution:* Check that the times and time zones on the computers on which the Transaction Collectors are installed are synchronized. Use time synchronizing software such as NTP.

**Note:** Data Collector plug-ins and Transaction Collectors do not need to be in the same time zone, but their clocks must be synchronized.

## Data from one Aggregation agent is missing from the Transaction Reporter

*The problem:* Both the Transaction Collector and Web Response Time Aggregation agents are installed, but the Transaction Reporter is ignoring data from one of them.

*The solution:* If you install more than one Aggregation agent, such as Transaction Collector and Web Response Time, and the agents provide data to the same Transaction Reporter, ensure that the clocks of the computers on which they are installed are synchronized. If the clocks are not synchronized, the data from the computer with the slow clock is ignored.

### Transaction Reporter cannot write to short term history file

*The problem:* When using historical data collection, the short-term history file for the Transaction Reporter, such as to/hist/INTERACTN, becomes very large and the Transaction Reporter cannot write to the file.

*The solution:* Usually, the Transaction Reporter cannot write to the short term history file because the disk is full or the file has reached its size limit. Contain the size of the short term history file using one of the following methods:

- Limit the size of the short term history directory for the Transaction Reporter.
- Reduce the amount of data held in the short term history file by the Tivoli Enterprise Monitoring Server.

To limit the size of the of the short term history directory for the Transaction Reporter:

**Attention:** Setting the maximum size and time period may cause gaps to appear in the data.

- 1. Open the Transaction Reporter configuration file:
  - On Windows systems, CANDLE\_HOME\TMAITM6\KTOENV
  - On Linux and UNIX systems, CANDLE\_HOME/config/to.ini
- 2. Set KHD\_TOTAL\_HIST\_MAXSIZE, which defines the maximum size of the short-term history directory (specify in MB). For example, KHD\_TOTAL\_HIST\_MAXSIZE=1024.
- 3. Set KHD\_HISTSIZE\_EVAL\_INTERVAL, which defines the time period in seconds between evaluations of the size of the short-term history directory. For example, KHD\_HISTSIZE\_EVAL\_INTERVAL=900.
- 4. Save and close the file.

When the maximum size of the short term history directory is reached, no further records are written to the file until the warehouse proxy has warehoused the data and reduced the file size.

To reduce the amount of data held in the short term history file by the Tivoli Enterprise Monitoring Server if the Tivoli Enterprise Monitoring Server is the collection location:

- 1. Open the Tivoli Enterprise Monitoring Server configuration file:
  - On Windows systems, CANDLE\_HOME\CH\cms\KBBENV
  - On Linux and UNIX systems, CANDLE\_HOME/CH/config/ hostname\_ms\_TEMSname.config
- Set KHD\_HISTRETENTION, which defines the number of hours of data to be held in the short-term history file. The default is 24 hours. For example, KHD\_HISTRETENTION=1
- 3. Save and close the Tivoli Enterprise Monitoring Server configuration file.
- 4. Update the **KFW\_REPORT\_TERM\_BREAK\_POINT** environment variable in the Tivoli Enterprise Portal Server configuration file to synchronize the two values.
- 5. Synchronize the **KHD\_HISTRETENTION** parameter for all other monitoring agents that use the same Tivoli Enterprise Monitoring Server and Tivoli Enterprise Portal Server.

### Topology is not displayed

*The problem:* May occur if the topology viewer is not initialized properly in the Tivoli Enterprise Portal Server.

*The solution:* Ensure that the Transaction Tracking Support file is installed on the computer on which the Tivoli Enterprise Portal Server is installed.

Is the support file is already installed, reconfigure the Tivoli Enterprise Portal Server.

## Only partial topology is displayed when using multiple Transaction Collectors

*The problem:* When using multiple Transaction Collectors, only a partial topology is displayed initially, but eventually the whole topology is displayed.

*The solution:* A partial topology may be displayed if you are using multiple Transaction Collectors in the following situations:

- Data may be missing. See "Data missing when using multiple Transaction Collectors" on page 89 for further information.
- If you have the Transaction Reporter data collection setting, Show Latest Data enabled, the topology information and rates in the workspaces will be incomplete until the first Aggregation Period is complete. See Transaction Reporter agent configuration parameters in the Administrator's Guide for further information.
- If you have Calculate Implied Interactions disabled, the topology will not show those nodes that are missing from the current Aggregation Period. See Transaction Reporter agent configuration parameters in the Administrator's Guide for further information.
- Transaction Reporter cannot query the Transaction Collectors quickly enough, so aggregation periods are lost.

Check the Tivoli Enterprise Monitoring Server to ensure that only those Transaction Collectors that you need are active. If you are using more Transaction Collectors than the number specified for the THREAD\_POOL\_SIZE (the default value is 3), increase this value to ensure that each Transaction Collector will have one thread pool.

## **Topology view missing from Transaction Instances workspaces**

*The problem:* The topology view on the Transaction Instances workspace may be blank if the workspace query for an instance topology times out. A time out can occur when the topology is very large and requires longer than 20 seconds to trace.

*The solution:* Configure the Transaction Reporter to return partial topologies if tracing the topology takes longer than a set time limit (WORKSPACE\_TRACE\_TIME\_LIMIT\_SECONDS) or trace depth (WORKSPACE\_TRACE\_DEPTH\_LIMIT).

When a partial topology is displayed, the full trace continues in the background. Refresh the workspace to display more of the topology as the trace continues. Partial topologies are denoted by a small timer icon on one of the displayed nodes.

Use the Manage Tivoli Enterprise Monitoring Services to reconfigure the Transaction Reporter.

### Transaction Tracking workspace links are missing

*The problem:* After using the topology for some hours and refreshing regularly the links in the topology are now missing.

*The solution:* In some instances the Java Runtime Environment may run out of memory. By default, a maximum of 256 MB is assigned to the Java Runtime Environment. To correct this problem, increase the memory assigned to the Java Runtime Environment to 512 MB:

- On UNIX systems:
  - For Tivoli Enterprise Portal browser (Java Web Start), edit ITM\_HOME/arch/cw/tep.jnlp in the Tivoli Enterprise Portal Server. Set max-heap-size="512m".
  - For Tivoli Enterprise Portal desktop client, edit *ITM\_HOME/arch/cj/bin/* cnp\_*instance*.sh. Set -Xmx512m
- On Windows systems:
  - For Tivoli Enterprise Portal browser (Java Web Start), edit ITM\_HOME\CNB\cnp.jnlp in the Tivoli Enterprise Portal Server. Set max-heap-size="512m".
  - For Tivoli Enterprise Portal desktop client, edit *ITM\_HOME*\CNP\ cnp\_*instance*.bat. Set -Xmx512m.

### Instances are missing from Transaction Instances workspaces

*The problem:* After viewing an instance workspace where the initial instances are displayed, subsequent instances for that 5 minute period (by default) are not shown in the workspace.

*The solution:* Refresh the workspace to display the missing instances. The missing instances are also displayed when the next period starts.

### Metrics are missing from the Transaction Instances table

*The problem:* In the Transaction Instances workspace, columns added to the Transaction Instances table, such as Processing Time Deviation and Processing Time Baseline, using the Edit Properties window are not displayed in the table.

*The solution:* Remove the topology from the workspace, and in the Edit Properties window, add the columns to the Transaction Instances table again. The missing columns are displayed in the Transaction Instances table when you refresh the workspace.

## Transaction instance data is collected even when CollectInstance=false

*The problem:* The link to **Transaction Instance** still displays data, even though the profile.xml file was set to CollectInstance=false.

*The solution:* CollectInstance=false is an Response Time feature that is not used by the Transaction Tracking. Setting it to false does not affect Transaction Tracking.

### Transaction Collector is not listening

The problem: Transaction Collector is not receiving data

*The solution:* Check the following:

- Check for a connection between the client and Transaction Collector. Run the command netstat -an | grep 5455.
- Use netstat to ensure another program is not already listening on port 5455.
- Check that the Transaction Collector is configured to the correct IP. For example, 0.0.0.0:5455 vs 127.0.0.1:5455
- Turn logging on and check the log as the Transaction Collector is starting. Any problems with the Transaction Collector binding to a port are recorded in the log.

#### Aggregates are not generated

*The problem:* Events are arriving at the Transaction Collector but aggregates are not being generated.

*The solution:* You may have one or more of the following problems with your customization:

- Data is filtered. If there are records listed in the **Number of excluded records** column in the **Transaction Collector** workspace, the data has been filtered which may account for the missing aggregates. See Filtering data in topologies in the User's Guide for further information.
- Vertical link IDs are not matching up.
- Combined vertical context is not passing the context masks.
- Transaction Collector aggregation period or numbers are too low causing the STARTED event to leave the Transaction Collector before the FINISHED event arrives.

### External data collectors are not sending data

*The problem:* The Transaction Collector is not receiving any data from ARM and other external data collectors such as MQ.

*The solution:* External data collector configuration is application specific. Generally follow the documentation for the host application. To diagnose a configuration problem:

- Check the configuration of the external data collectors. Configuration of the data collectors, such as ARM instrumentation, is application specific. Check the documentation for the host application.
- Perform general diagnostics:
  - Check for a connection between the client and collector, run: netstat -an | grep 5455
  - Clear the Transaction Collector database and check whether new events are populating the database.
  - Turn up logging in the Transaction Collector to show event counts.
  - Ensure that the clocks for the Data Collector plug-ins, Transaction Collectors, and Transaction Reporter are synchronized.
- Perform diagnostics for ARM. To see logging from the ARM library when the ARM library is loaded, set the environment variables to:

KBB\_RAS1=ALL KBB\_RAS1\_LOG=*log file* 

See "Cannot send data to a remote Transaction Collector" on page 94 for further information.

# Transaction Reporter unable to retrieve aggregates or instances from a Transaction Collector

*The problem:* Transaction Reporter unable to retrieve aggregates and instances from the Transaction Collector.

*The solution:* Check for the following problems:

- If you have a value set for the Aggregation Agent List parameter, the Transaction Reporter only collects data for the set number of Transaction Collectors. Either set a higher value or leave this parameter blank. See Transaction Reporter agent configuration parameters in the Administrator's Guide for further information.
- If the Transaction Reporter fails to retrieve any aggregates, the application support files (cat, atr, and odi files) may have lost synchronization. Reinstall the Transaction Collector.

The Transaction Reporter polls the Transaction Collector periodically (the default is every 120 seconds) and records how many aggregates it retrieves in the log. Set ERROR level logging or higher for the Transaction Reporter to log problems.

### Cannot send data to a remote Transaction Collector

*The problem:* A sample armconfig.xml file is missing from the tusupport directory after installing the Transaction Collector.

The ARM library allows ARM instrumented programs to send data to Transaction Collectors. By default ARM instrumented programs send data to a Transaction Collector on the same host. To send data to a remote Transaction Collector, the details of the remote Transaction Collector must be configured in an armconfig.xml file.

The solution: To send data to a remote Transaction Collector:

 Create a file called armconfig.xml using the following sample and place it in ITM\_HOME/tmaitm6/arm/:

```
<configuration>
<performancelogging>-1</performancelogging>
<resetperfonlog>false</resetperfonlog>
<filebuffersize>32767</filebuffersize>
<queuesize>10</queuesize>
<perfdetaillevel>0</perfdetaillevel>
<ttconnectionstring></ttconnectionstring>
</configuration>
```

- Ensure that ttconnectionstring is configured. For example, <ttconnectionstring>tcp:tul.ibm.com:5455</ttconnectionstring>.
- 3. Restart the application that loads the ARM library.

### Transaction Collector doesn't restart immediately

*The problem:* When the Transaction Collector is stopped and restarted, for example, using the command ./itmcmd agent stop tu followed by ./itmcmd agent start tu, it may not restart immediately.

The solution: The operating system may not have released the port.

To check the port, run the command netstat -n | grep 5455. Restart the Transaction Collector when the port is released.

### Cannot start or stop Transaction Collector or Transaction Reporter remotely on UNIX systems

The problem: This occurs when agents are deployed using different users.

*The solution:* All agents, for both the operating system and the product, should be installed and run by the same user.

### Agent process still running after uninstalling a Transaction Collector or Transaction Reporter remotely

*The problem:* When uninstalling a Transaction Collector or Transaction Reporter running on UNIX systems remotely, the agent process might not stop automatically.

*The solution:* After you have uninstalled the Transaction Collector or Transaction Reporter, use the **kill** command to stop the required process:

- For the Transaction Collector, ktucma
- For the Transaction Reporter, ktocma

Alternatively, to avoid this problem, set **CTIRA\_DYNDESCR** to **N** in *ITM\_HOME/*config/tu.ini and *ITM\_HOME/*config/to.ini before uninstalling remotely.

# Tables exported from Transaction Reporter workspaces show unexpected values

*The problem:* Data exported from a Transaction Reporter flexible context table to a file may show the Java 'long' variable *MIN\_VALUE*.

*The solution:* Where there are blank cells displayed in a flexible context table in the Tivoli Enterprise Portal, the value **java.lang.Long.MIN\_Value** is displayed in the exported file to represent data that is Not Applicable. The number may be -9223372036854775808 (-2<sup>63</sup>) for example, and can be ignored.

### FileNotFoundException errors occur when configuring Transaction Collector and Transaction Reporter on Solaris systems

*The problem:* Transaction Collector and Transaction Reporter were not installed by the same user as the operating system agent, so the files in /var/tmp/plugin\_tmp cannot be accessed.

*The solution:* Grant the Transaction Collector and Transaction Reporter user access to the files in /var/tmp/plugin\_tmp. For example, run the command chmod -R 777 /var/tmp/plugin\_tmp.

### SQL errors in the Historical Transaction Instances workspace

*The problem:* Tables in the Historical Transaction Instances workspace do not show any data but instead show errors in the information bars.

*The solution:* Enable historical collection of instance tables. By default, instance data is only added to the warehouse as the result of a situation or Take Action command. See Setting up historical data collection for Transaction Tracking in the Administrator's Guide for further information.

If the Warehouse Proxy agent logs show an error similar to the following example, tables are not being created in the warehouse for the Historical Transaction Instances workspace.

(4D5398B7.000F-D:khdxdacl.cpp,562,"routeExportRequest") Export Request for object Transaction\_Instance\_Interactions (table TINSTINT appl KTO) failed with status 212

To correct this problem, you need to grant the user who is configured to access the warehouse proxy agent database access to an 8K tablespace. See "Failure to create tables in the warehouse" on page 78 for further information.

### KCIIN0198E unable to start agent

The problem: Unable to start CICS TXSeries Data Collector on AIX 6.1.4.0 systems.

If you attempt to start the CICS TXSeries Data Collector (T7, ttdcproxy\_cicsdc) agent on AIX 6.1.4.0, it may fail to start and display the following: Starting ITCAM for CICSTX Tracking ... KCIIN0198E Unable to start agent. Please, check log file.

*The solution:* Comment out, or delete the following line from the /opt/IBM/ITM/config/t7.ini file: MALLOCOPTIONS=pool,multiheap:8,no mallinfo

### MQ nodes are not displayed

The problem: MQ nodes do not appear in workspaces.

*The solution:* Check the following:

- Check API exits are in place on the server.
- Ensure the queue file on the server is world readable and world writable, or at least readable and writable by the users accessing and running MQ.
- Check that the proxy and the exits employ the same queue file:
  - Ensure exits use the correct config file.
  - Ensure API exit path to config does not include the name of the config file itself.
  - Ensure the path is 32 characters or less.
  - Ensure the config file is world readable or readable by the users accessing and running MQ.
- Check that the proxy is configured to use the correct Transaction Collector and can access that host.
- Check that the proxy can access the queue file. Ensure that the queue file directory exists.
- Check that the proxy is running, and that there is only one proxy running.
- Note:
  - A queue node is only displayed if both a Put and a Get occur within the same time period (default is 5 minutes).
  - A queue node does not appear if a third-party API exit modifies fields required for vertical linking.
- If using WebSphere Application Server instances with WebSphere MQ version 7.0 on the client-side, ensure that each Queue Connection Factory that is to be tracked is configured. Both receive and send exits should be set to com.ibm.tivoli.tt.mq.Exits.

### MQ API exits do not load

The problem: MQ API exits do not load on WebSphere MQ V5.3 for HP-UX.

*The solution:* On HP-UX systems, the DCE threading version of WebSphere MQ V5.3 is not supported by MQ Tracking.

Posix draft 10 threaded versions of WebSphere MQ 5.3 (without the DCE extensions package) are supported.

### MQ exits cannot be used by all users

*The problem:* Not all users accessing the queue manager have the required permissions to access the installed MQ Tracking exits and dependent files. As a result, the queue manager does not work with the exits configured, or there is no activity in the workspaces for the queue manager.

*The solution:* Manually change the permissions of files as follows:

#### UNIX

- Add world writable/readable permissions to the /opt/ITM/logs directory.
- Add world readable and executable permissions to all files in the /opt/IBM/ITM/arch/th directory.
- Add world writable permissions to the /opt/IBM/ITM/arch/th/queues directory and its contents.
- Rename any existing MQ exit configuration on the queue manager, as in some cases MQ will stop using a previously failed exit configuration.

#### Windows

- Grant the Everyone group write/read permissions to the C:\IBM\ITM\logs directory.
- Grant the **Everyone group** read and execute permissions to all files in the C:\IBM\ITM\TMAITM6\kth directory.
- Grant the **Everyone group** write permissions to the C:\IBM\ITM\TMAITM6\kth\ queues directory and its contents.
- Rename any existing MQ exit configuration on the queue manager, as in some cases MQ will stop using a previously failed exit configuration.

If security is of importance, only grant access to users that employ the queue manager, including the MQ user itself. If security is not a concern, grant full control to every file in the ITM directory.

Note: Directories may be different depending on the ttdcmqexits.cfg file settings.

# MQ AAT data collector doesn't receive data from MQ queue managers after restarting

*The problem:* If MQ AAT data collector fails to shut down both the Tivoli Enterprise Management Agent and the data collector, the AAT connection to the MQ queue manager is maintained. When the MQ AAT data collector is restarted, a new instance of the data collector is started.

*The solution:* Stop the Tivoli Enterprise Management Agent, and restart MQ AAT data collector

To see if the Tivoli Enterprise Management Agent is still running, on the host machine on which MQ AAT data collector (KM0) is running complete the following steps:

```
-bash-4.2# ps -ef | grep m0
root 13434966 7798956 1 10:12:09 pts/0 0:00 grep m0
root 19005516 19923112 0 14:07:19 - 0:38 km0dc
root 19923112 1 0 14:07:11 - 0:05 /opt/IBM/ITM/aix526/m0/bin/km0agent
instance_name
```

Where, km0dc is the data collector executable and km0agent is the Tivoli Enterprise Management Agent. If you are having trouble determining which km0dc belongs to which km0agent, check the PID for the instance you want in the km0dc log file.

After shutting down the Tivoli Enterprise Management Agent, there should be no instances of either process.

If the process is still running, issue the ps -ef | grep m0 command after each of the following steps to check if the process has stopped. After the process has stopped you do not need to complete any further steps.

- Use itmcmd to again try to stop the process /opt/IBM/ITM/bin/itmcmd agent -o
   instamce\_name stop m0
- 2. Send SIGTERM signal:
  - kill -SIGTERM dc\_pid
    kill -SIGTERM tema\_pid
- 3. Send SIGKILL signal:
  - kill -SIGKILL dc\_pid kill -SIGKILL tema\_pid

See the documentation for your operating system for exact syntax.

If you are running multiple instances of the KM0 agent, ensure that you issue kill commands only to the correct data collector and Tivoli Enterprise Management Agent pairs.

When both processes are stopped, you can restart the MQ AAT data collector.

### Transaction Tracking API troubleshooting

Errors encountered in Transaction Tracking API are generally from incorrect settings.

#### Common problems

If you encounter difficulties, check the following problem for Transaction Tracking API first:

- When ARM Transaction Tracking API logging is enabled, WebSphere is restarted after the log size reaches 2 GB. To avoid this, use the RAS1 logging configuration to set the maximum log file size to a value lower than 2 GB, such as 1 GB.
- When compiling an ARM-instrumented application on HP-UX systems, ensure that the application is compiled in **multi-threaded** mode.

### Transaction Tracking for z/OS troubleshooting

Use the messages and error information to help troubleshoot any problems that you may encounter with Transaction Tracking for z/OS.

### **Transactions Base troubleshooting**

Problems encountered in Transactions Base on z/OS can be from several sources.

Errors encountered in Transactions Base on z/OS are either:

- Operation based for example an error has occurred in the Transactions Container
- Transaction Tracking API API based an event has not been sent.

### **Operation based errors**

Transactions Base on z/OS produces error messages for most operational error conditions:

- Transactions Container to the JES message log
- Transactions Dispatcher to the JES message log
- Courier to separate dynamic JES datasets.

Messages are described in Appendix B, "Transaction Tracking messages," on page 135.

The Transactions Dispatcher also provides CYTA STATUS ALL operator commands to assist in problem determination. This command displays:

- Transactions Dispatcher status
- Status of every Courier currently running
- Number of events processed by each Courier
- Status of SEND
- · Number of address spaces currently connected to the Transactions Dispatcher

Use the Transactions Dispatcher command CYTA DEBUG EVENTS to list the contents of all events received by each Courier process running within the Transactions Dispatcher. Turn this off using the CYTA DEBUG OFF command.

#### **API based errors**

API callers send an event to an IBM Tivoli Composite Application Manager for Transactions Queue running in the Transactions Dispatcher. This event will not be placed on the Queue if:

- Transactions Container subsystem is not up and available
- Transactions Dispatcher is not up and available
- Neither the Courier or the Queue active and available
- The structure of the event is invalid

• An internal error has occurred

In all of these situations, a relevant return code is passed back to the CYTA\_track function caller. See the description of the **track** function in the Functions section of Chapter 6 in the *SDK Guide*, and see Appendix B for a list of return codes. All callers of this function should prepare code to handle these return codes.

#### **Resolving missing events**

The most common problem faced will be an event that is missing and is not shown on a Tivoli Enterprise Portal workspace.

Figure 1 shows a problem solving flowchart.



Figure 1. Problem solving flowchart

### **Common problems**

If you encounter difficulties check these common problems first:

• Transaction Collector location specified incorrectly in CYTAPARM.

- Command CYTA SEND OFF has stopped event transmission to Transaction Collector.
- No Couriers have been started.
- Subsystem name specified incorrectly in Transactions Container JCL, or in the call to CYTA\_init.
- External links to Transactions Java JNI programs are not defined in Java libpath.

### **CICS tracking troubleshooting**

CICS Tracking problems are usually either Transactions Base problems, or problems with the CICS Tracking installation.

To troubleshoot CICS Tracking follow these steps:

- 1. Perform Transactions Base troubleshooting. Check to see if CICS Tracking events are being sent to the Transactions Base container. If so, continue Transactions Base troubleshooting.
- 2. Check the CICS CSSL destination for any CICS Tracking error messages.
- **3**. Check that CICS Tracking has successfully initialized by looking for the CYIP1058I message in the CICS syslog output.
- 4. Check the configuration file, and confirm that monitoring is enabled, and transactions or programs are not being filtered out. Check also that the Transactions Base Container subsystem is correct, and that this member is allocated to the CICS CYISYSIN DD.

### **DB2 troubleshooting**

If the Transaction Container is not receiving DB2 events from CICS Tracking, DB2 monitoring might not be enabled.

Ensure that you start CICS with the **DB2TRACK=ON** parameter coded in the parameter file pointed to by the CYISYSIN CICS DD statement. After CICS has initialized you can log on to CICS and run the CICS transactions TTCU (TTCU,DB2TRACK=ON/OFF) to change the DB2 tracking status.

### IMDBS troubleshooting

If the Transaction Container is not receiving IMSDB Transaction Tracking API events from CICS Tracking, IMSDB monitoring might not be enabled.

Ensure that you start CICS with the **IMS2TRACK=ON** parameter coded in the parameter file pointed to by the CYISYSIN CICS DD statement. After CICS has initialized you can log on to CICS and run the CICS transactions TTCU (TTCU, IMSTRACK=ON/OFF) to change the IMSDB tracking status.

# Troubleshooting CICS TG Transaction Tracking on distributed systems

Typically, problems are caused by configuration issues resulting in the flow event data for the CICS TG either not being generated or not reaching the Transaction Collector. If the problem is not isolated to the CICS TG events, follow the Troubleshooting Guide for solving problems related to the Transaction Reporter and Transaction Collector first.

If the problem is isolated to the CICS TG Transaction Tracking, check the CICS TG log (if the CICS TG component is a Gateway daemon) or the WebSphere Application Server log (if you are running client applications utilizing a J2C connection factory) and follow these steps to help isolate the root cause:

1. Verify that the CICS TG Transaction Tracking data collector has successfully initialized

Search for message number CYTG009I in the log. This message indicates that the data collector has started.

**Note:** In a Gateway daemon the data collector is initialized at startup, whereas in WebSphere Application Server the data collector is not initialized until a work request is made to a J2C connection factory configured to use the data collector.

If the message is found, check for any subsequent messages that may indicate a problem with the data collectors that have resulted in a problem and skip to step 5 to continue diagnosis. If the message is not found, follow steps 2, 3, 4, and 5 to identify why the data collector has not initialized.

- 2. Confirm that the CICS TG Transaction Tracking JAR files are on the CLASSPATH used by the CICS TG or WebSphere Application Server If the JAR files are not part of the CLASSPATH, the CICS TG Transaction Tracking data collector cannot be found and the error message CTG8403E is written to the log. Check the CLASSPATH environment variable or the 'Class path' entry within the Resource Adapter settings in WebSphere Application Server, and restart the CICS TG component to initialize the data collector.
- **3**. Confirm that the CICS TG Transaction Tracking native modules are loaded by the data collector

If the CICS TG Transaction Tracking native modules are not found, error message CYTG020E is written to the log. Check the PATH environment variable or the 'Native path' entry within the Resource Adapter settings in WebSphere Application Server and restart the CICS TG component to initialize the data collector. Also confirm that you have installed the correct addressing mode version (32-bit or 64-bit) of CICS TG Transaction Tracking for the operating system you are monitoring. For example, the libraries for a 32-bit system are not loaded if running on a 64-bit system.

4. Verify that the CICS TG Transaction Tracking data collector is correctly specified in the CICS TG configuration

Check that the name of the data collector is correctly specified in the requestexits parameter within the CICS TG configuration file (typically referred to as ctg.ini) if configuring a Gateway daemon. If configuring a J2C connection factory within WebSphere Application Server, specify the data collector within the custom properties of the connection factory.

5. Verify that the correct CICS TG Transaction Tracking configuration file is being used by the data collector

Look for message CYTG016I in the CICS TG or WebSphere Application Server log to indicate the location of the configuration file used by the data collector. If found, confirm that this is the file that should be used and that the settings within the file are correct. If this message is not found, look for one or more of the following messages in the log that may indicate a problem with the configuration file: CYTG013W, CYTG014W, CYTG015W, CYTG017I, CYTG022W. If problems are listed, correct the issue and restart the CICS TG component to initialize the data collector.

6. Ensure the data collector is forwarding flow data to the correct Transaction Collector

Check that the value of the TTServerAddr parameter within the CICS TG Transaction Tracking configuration file is pointing to a valid Transaction Collector. If the targeted Transaction Collector is on a different system to the data collector, check for any security issues that may prevent data transfer between the two systems, such as a firewall.

7. Ensure that the protocol and transaction types to be tracked are supported

Not all flow types are supported. If you are attempting to track an unsupported flow type, you may either see no CICS TG data displayed in the Tivoli Enterprise Portal, or CICS TG nodes may appear unconnected to other nodes within the topology. Check the table of supported protocol and transaction types to confirm that only valid flows are being tracked.

For IPIC-based transactions to correlate between the CICS TG and CICS, a value must be set for **applid**.

See Preparing CICS TG Transaction Tracking in the Installation and Configuration Guide for further information.

If problems persist, extra logging can be enabled within the data collector to trace through the flow event creation process. All debug messages will be logged to a file. To enable debug level logging, open the CICS TG Transaction Tracking configuration file in a text editor and edit the following parameters:

EnableFileLogging=true
LogFile=path\_to\_where\_you\_want\_the\_log\_file\_written
LogLevel=debug

Save the configuration file and restart the CICS TG component to initialize the data collector.

# Troubleshooting CICS TG Transaction Tracking on z/OS systems

Typically, problems are caused by configuration issues resulting in the flow event data for the CICS TG either not being generated or not reaching the Transaction Collector. If the problem is not isolated to the CICS TG events, follow the Troubleshooting Guide for solving problems related to the Transaction Reporter and Transaction Collector first.

If the problem is isolated to the CICS TG Transaction Tracking, check the CICS TG log (if the CICS TG component is a Gateway daemon) or the WebSphere Application Server log (if you are running client applications utilizing a J2C connection factory) and follow these steps to help isolate the root cause:

1. Verify that the CICS TG Transaction Tracking data collector has successfully initialized

Search for message number CYTG009I in the log. This message indicates that the data collector has started.

**Note:** In a Gateway daemon the data collector is initialized at startup, whereas in WebSphere Application Server the data collector is not initialized until a work request is made to a J2C connection factory configured to use the data collector.

If the message is found, check for any subsequent messages that may indicate a problem with the data collectors that have resulted in a problem and skip to step 5 to continue diagnosis. If the message is not found, follow steps 2, 3, 4, and 5 to identify why the data collector has not initialized.

2. Confirm that the CICS TG Transaction Tracking JAR files are on the CLASSPATH used by the CICS TG or WebSphere Application Server

If the JAR files are not part of the CLASSPATH, the CICS TG Transaction Tracking data collector cannot be found and the error message CTG8403E is written to the log. Check the setting in the CICS TG environment file (typically referred to as ctgenv) or the 'Class path' entry within the Resource Adapter settings in CICS TG or WebSphere Application Server, and restart the CICS TG component to initialize the data collector.

**3**. Confirm that the CICS TG Transaction Tracking native modules are loaded by the data collector

If the CICS TG Transaction Tracking native modules are not found, error message CYTG020E is written to the log. Check the LIBPATH setting in the CICS TG environment file (typically referred to as ctgenv) or the 'Native path' entry within the Resource Adapter settings in WebSphere Application Server and restart the CICS TG component to initialize the data collector. Also check that the native module link files have been created in the HFS folder as specified by the path setting. Confirm that you have installed the correct addressing mode version (32-bit or 64-bit) of CICS TG Transaction Tracking for the operating system you are monitoring. For example, the libraries for a 32-bit system are not loaded if running on a 64-bit system.

4. Verify that the SCYTLOAD data set is accessible

This dataset contains various modules for both CICS TG Transaction Tracking and Transactions Base. It must be added either to the LINKLST or added to the STEPLIB of the CICS TG component being tracked. If you are tracking XA transactions, ensure that the SCYTLOAD is program controlled.

5. Verify that the CICS TG Transaction Tracking data collector is correctly specified in the CICS TG configuration

Check that the name of the data collector is correctly specified in the requestexits parameter within the CICS TG configuration file (typically referred to as ctg.ini) if configuring a Gateway daemon. If configuring a J2C connection factory within WebSphere Application Server, specify the data collector within the custom properties of the connection factory.

**6**. Verify that the correct CICS TG Transaction Tracking configuration file is being used by the data collector

Look for message CYTG016I in the CICS TG or WebSphere Application Server log to indicate the location of the configuration file used by the data collector. If found, confirm that this is the file that should be used and that the settings within the file are correct. If this message is not found, look for one or more of the following messages in the log that may indicate a problem with the configuration file: CYTG013W, CYTG014W, CYTG015W, CYTG017I, CYTG022W. If problems are listed, correct the issue and restart the CICS TG component to initialize the data collector.

7. Ensure the data collector is forwarding flow data to the correct Transaction Collector

Check that the value of the TTServerAddr parameter within the CICS TG Transaction Tracking configuration file is pointing to a valid Transaction Collector. If the targeted Transaction Collector is on a different system to the data collector, check for any security issues that may prevent data transfer between the two systems, such as a firewall.

8. Ensure that the protocol and transaction types to be tracked are supported

Not all flow types are supported. If you are attempting to track an unsupported flow type, you may either see no CICS TG data displayed in the Tivoli Enterprise Portal, or CICS TG nodes may appear unconnected to other nodes within the topology. Check the table of supported protocol and transaction types to confirm that only valid flows are being tracked.

For IPIC-based transactions to correlate between the CICS TG and CICS, a value must be set for **applid**.

See CICS TG Transaction Tracking in the Installation and Configuration Guide for z/OS for further information.

If problems persist, extra logging can be enabled within the data collector to trace through the flow event creation process. All debug messages will be logged to a file. To enable debug level logging, open the CICS TG Transaction Tracking configuration file in a text editor and edit the following parameters:

```
EnableFileLogging=true
LogFile=path_to_where_you_want_the_log_file_written
LogLevel=debug
```

Save the configuration file and restart the CICS TG component to initialize the data collector.

# ITCAM for Application Diagnostics (was ITCAM for WebSphere) troubleshooting

In order to integrate with CICS Transaction Gateway Tracking and CICS Tracking, ITCAM for WebSphere Application Server must be enabled for integration. In Runtime/Instance/Custom/toolkit\_custom.properties, add the following variables:

- com.ibm.tivoli.itcam.dc.ttapi.enable=true
- com.ibm.tivoli.itcam.dc.ttapi.ttas.transport=ssn:CYTZ

See Enabling integration for further information.

### IMS and IMS Connect Tracking troubleshooting

IMS and IMS Connect Tracking problems are usually associated with the Transactions Base, or are problems with the IMS Tracking and IMS Connect Tracking installation or configuration.

Troubleshooting steps:

- Check the z/OS syslog output for CYM (IMS) or CYTZ (Container) error messages. Messages are described in Appendix B, "Transaction Tracking messages," on page 135.
- 2. Run the IMS Transactions Tracking CYMI *imsid* or *ims\_connect\_jobname* STATUS command, and check the IMS Tracking status.
- **3**. Perform Transactions Base troubleshooting.
  - a. Run the Transactions Container command CYTA STATUS, and check whether the Transactions Base container is active.

- b. Run the Transactions Container command CYTA DEBUG EVENTS, and check whether IMS<sup>™</sup> events are being sent to the Transactions Base container. If so, continue Transactions Base troubleshooting.
- 4. Use the Container command CYMI *imsid* or *ims\_connect\_jobname* DEBUG ON to provide debug output that can help you troubleshoot the problem.

#### **DB2 troubleshooting**

If the Transactions Container is not receiving DB2 Transaction Tracking API events from IMS Tracking, DB2 monitoring might not be enabled.

Ensure that you start IMS with the **DB2** parameter in SCYMSAMP(CYM\$PATH) set to **DB2=ON**. If you start IMS with **DB2=OFF** you cannot turn it on using the F CYTAPROC, CYMI *imsid* DB2 ON command. IMS Tracking does not run the subsystem table to find installed DB2 subsystems unless it is started with **DB2=ON** in CYM\$PATH. After you start with **DB2=ON**, you can turn it off and on by using the command.

### MQ Tracking for z/OS troubleshooting

Errors encountered in MQ Tracking for z/OS are generally from incorrect settings.

#### Common problems

If you encounter difficulties, check these problems for MQ Tracking for z/OS first:

- Transaction Collector location specified incorrectly in CYTQPARM.
- Missing CSTART command for the Transactions MQ Courier MQ courier. Check the startup messages.
- Subsystem name specified incorrectly in Container JCL, or in call to CYTQ\_init. Check the startup messages.
- MQ subsystem was not active when the CYTQ INIT command was issued. Check startup messages.

For normal operation the CYTQ0000I and CYTQ00010I messages are displayed for all targeted MQ subsystems during container startup.

The CYTQPARM member can be used to configure debug options for the Transactions MQ Dispatcher. Debug messages are written to the JES spool for the container started task.

F cytqproc,CYTQ DEBUG,ON or F cytqproc,CYTQ DEBUG,ON,ERROR can be used to generate debug messages (WTOs) from the MQ exits. On a busy system MQ exits may generate excessive WTO output as DEBUG,ON causes MQ control blocks to be displayed for all MQ exit activity. The DEBUG,ERROR option causes the MQ exits to display only WTO event related data structures and only when an API related error occurs.

### **Appendix A. Messages**

Response Time messages display information about how the current task is progressing, and can alert you to exceptional conditions when they occur.

Messages can be logged to an output destination, such as a file or a database, or they can be displayed on a console screen. Messages are internationalized based on the locale of the originator.

Each message has a unique alphanumeric identifier, ending with a unique letter to indicate if it is an Informational (I), Warning (W), or Error (E) message. Informational messages usually display normal progress of the current task, and typically do not require a user response. If you receive a warning or error message, you might need to take any of the following corrective actions:

- Follow any instructions listed in the details of the message, if this is included in the message display.
- Consult the message details listed in this chapter to see what actions you can take to recover from a problem.
- If the message is logged, consult the log for the message ID and text, the time and date of the message, and other information that you might use to diagnose the problem, or see the IBM Software Support Website for assistance.

### Installation messages

This section describes the text and numeric messages that you might receive while installing the Response Time component of ITCAM for Transactions.

BWMCR8028I Password is a required field.

BWMCR8029I User is a required field.

BWMCR8037I Verify Password is a required field.

BWMCR80381 The passwords you entered at Password and Verify Password do not match. Try again.

BWMCR80391 The user name you entered is not valid on this computer. Enter a different user name.

BWMCR8040I The specified user already exists on this computer.

BWMCR8079I Port Number is a required field.

BWMCR8084I Cell Name is a required field.

BWMCR8085I Server Name is a required field.

BWMCR8086I Node Name is a required field.

BWMCR8087I SOAP Connector Port is a required field.

BWMCR8088I JDBC Path is a required field.

BWMCR8094I URL is a required field.

BWMCR8096I Required Field: Mask

BWMCR81011 The SSL Key Store File and Password entered are not valid.

BWMCR8109I Required Field: Key File Name

BWMCR8110I Required Field: Key File Password

BWMCR81111 Required Field: Trust File Name

BWMCR8112I Required Field: Trust File Password

#### BWMCR8113I • BWMCR8183I

- BWMCR8113I Required Field: Port With Client Authentication
- BWMCR8114I Required Field: Port Without Client Authentication

BWMCR81151 Required Field: Key File does not exist.

BWMCR8116I Required Field: Trust File does not exist.

BWMCR8128I Installation of the WebSphere caching proxy requires a system reboot. The installation program will resume after you reboot the system.

BWMCR8129I Required Field: KDB Key Information

- BWMCR8130I The key ring file does not exist.
- BWMCR81311 The password stashed file does not exist.
- BWMCR8145I Required Field: Port For Management Server Console
- BWMCR8149I The minimum version and release of this operating system is:
- BWMCR8150I The minimum service pack level of this operating system is:
- BWMCR8151I The minimum maintenance level of this operating system is:
- BWMCR81531 The specified mask value is not a valid format.
- BWMCR8154I The specified user account must have membership in the Administrators group. The user also needs 'Act as part of the operating system' and 'Logon as a service' user rights. The user did not have one or both of these user rights but was granted them by the installation process. To proceed with the installation, cancel the current installation, Log off the system and then log back in and restart the installation.

BWMCR8155I Required Field: Admin Console Port

BWMCR8157I Required Field: database name

BWMCR8158I SID is a required field.

BWMCR8159I Port is a required field.

BWMCR8160I Host is a required field.

- BWMCR81611 The password entered is not valid for the specified SSL Key Store File.
- BWMCR8162I The password entered is not valid for the specified SSL Trust File

BWMCR81641 The password entered does not meet specifications. Choose another password.

- BWMCR8165I The temporary drive does not have enough space. Free up some temporary space. See the trace file for more details.
- BWMCR8166I The management agent was configured successfully.
- BWMCR8167I The management agent was unregistered successfully.
- BWMCR8168I Usage: configMa.sh [install | uninstall]
- BWMCR8183I - The Citrix ICA Client is required for Citrix recording and it can be downloaded from the following URL: <a href=http:// www.citrix.com/English/SS/downloads/ details.asp?dID=2755 &downloadID=25368&pID=186 >http://www.citrix.com/English/SS/ downloads/details.asp?dID=2755 &downloadID=25368&pID=186 </a> See the Rational Performance Tester Citrix Extension readme for more details. - Reboot is required if you are going to do Citrix play back - The Siebel extension requires the Siebel data correlation library, which must be purchased from Siebel. See the **Rational Performance Tester Siebel** Extension readme for more details.

# BWMCR8251E Installation error. The software generated an exception.

**Explanation:** An installation error occurred that might prevent completion of the installation.

**User response:** View the trace log to determine the problem. After correcting the issue, continue the installation or cancel and restart the installation.

#### BWMCR8252E Invalid URL format:

**Explanation:** The URL of the management server must be specified in the following format: protocol://hostname:portnumber where: protocol is one of the following: http if the management server is not a secure server. https if the management server is a secure server. hostname is the fully qualified name of the host computer for the management server. (optional)portnumber is a valid port number that the management server can use to communicate with the 5.2 management server. Example: https:// msserver.it.company.com:443

**User response:** Type the URL of the management server in the correct format.

#### BWMCR8253E The host name cannot contain spaces.

**Explanation:** The name you entered in the Host Name field contains spaces, as in the following example: servername.it.your company.com

**User response:** Type a valid host name with no spaces in the Host Name field.

#### BWMCR8254E Data not valid.

**Explanation:** The installation program encountered data that is not valid and prevents completion of the installation.

**User response:** Review the specifications that you have typed. If you are using the installation wizard, enter the required installation data again and continue the installation. If the error persists, view the trace log to determine the problem. After correcting the issue, continue the installation or cancel and restart the installation.

## BWMCR8255E The Host Name field is empty or contains more than 256 characters.

**Explanation:** The Host Name field is empty or contains a name that is too long. The DNS limitation for a fully qualified host name is 256 characters.

**User response:** Verify the correct host name and type it in the Host Name field.

### BWMCR8256E The host name that was entered cannot be found.

**Explanation:** The installation program cannot find the specified host name.

**User response:** Enter the fully qualified host name or the IP address of the host computer for the management server.

### BWMCR8257E You must provide a host name that DNS can resolve.

**Explanation:** The Domain Name System (DNS) service cannot resolve this host name.

**User response:** Type a host name that the Domain Name System (DNS) service can resolve before you proceed. You must provide the fully qualified host name or the IP address of the host computer for the management server.

#### BWMCR8258E You must enter a fully qualified host name (such as servername.it.yourcompany.com)

**Explanation:** This error occurs when you enter a host name with no delimiter characters.

**User response:** Type a fully qualified host name in the Host Name field. For example, enter servername.it.yourcompany.com, instead of servername.

# BWMCR8259E An incorrect host name caused an error in the installation of the management server.

**Explanation:** The syntax of the host name might be incorrect.

**User response:** Type a host name that the Domain Name System (DNS) service can resolve before you proceed. You must provide the fully qualified host name or the IP address of the host computer for the management server.

#### BWMCR8260E The port number must be a integer.

**Explanation:** You entered a non-numeric character in the Port Number field.

**User response:** Type an integer value in the Port Number field, for example, 80.

#### BWMCR8261E The specified port number is out of range. Valid TCP/IP port numbers must be positive numbers from 1 to 65535.

**Explanation:** The Port Number field contains a port number that is not in the accepted range of 1 to 65535.

User response: Type a port number in the Port

Number field that not less than 1 and not greater than 65535.

# BWMCR8262E Enter a valid TCP/IP port number as a positive integer between 1 and 65535.

**Explanation:** The port number specified for TCP/IP communication is not valid.

**User response:** Type a port number that is a positive integer greater than zero and less than 65535.

#### BWMCR8263E Data is not valid.

**Explanation:** The installation program encountered data that is not valid and prevents completion of the installation.

**User response:** Review the specifications that you have typed. If you are using the installation wizard, enter the required installation data again and continue the installation. If the error persists, view the trace log to determine the problem. After correcting the issue, continue the installation, or cancel and restart the installation.

#### BWMCR8264E The text in the host name field cannot include a protocol, such as http:// or https://.

**Explanation:** This message is displayed when you enter a URL with http:// or https:// in the Host Name field, as in the following example: https:// msserver.it.yourcompany.com

**User response:** Type a host name without the http:// or https:// protocol. For example, enter imsserver.it.yourcompany.com.

#### BWMCR8265E The computer identified in the Host Name field cannot be contacted at the specified port.

**Explanation:** The installation program cannot connect to the computer specified in the Host Name field because the port is unavailable. The host computer might be down, the server software on the specified port might be down, or the server software cannot use the specified port.

**User response:** Verify that you accurately entered the host name and port. Consult the trace log for more information about the cause of the failure. Verify that the server software is installed on the computer specified by the host name. Test connectivity to the network. If the network is down, retry the installation at a later time. Try connecting to the server directly through a browser. In the address field of the browser, enter the URL of the server, using the host name and port that you specified in the installation window. Example: https://servername.it.yourcompany.com:443.

#### BWMCR8266E The port is busy.

**Explanation:** An application is currently using the port that you specified in the Port Number field.

**User response:** Stop the application that is currently using the port you specified, or specify a different port.

## BWMCR8267E The user name must not contain spaces.

**Explanation:** On UNIX-based systems, the management server must run under an existing user and group on this computer. The user and group names must not contain spaces. This message is displayed if the name you entered in the User field contains spaces, for example, management server.

**User response:** Do one of the following: Type a valid name with no spaces in the User field. Modify an existing user name so that it does not contain spaces. Create a new user for the product component (management server). Add the new user to an existing group or create both a new user and a new group. The user and group names must not contain spaces. Note: You do not need to exit the installation program to create a user or group. When you are finished, enter the new user name in the User field. To work with users and groups, you can use admintool on Solaris, the smit tool on AIX, the linuxconf tool on Linux, or any text editor such as VI.

# BWMCR8268E The group name must not contain spaces.

**Explanation:** On UNIX-based systems, the management server must run under an existing user and group on this computer. The user and group names must not contain spaces. This message is displayed if the name you entered in the Group field contains spaces, for example, Web Transaction Performance.

**User response:** Do one of the following: Type a valid name with no spaces in the Group field. Modify an existing group name so that it does not contain spaces. Create a new group (and optionally, a new user) for the product component (management server). The user and group names must not contain spaces. Note: The group must be associated with the user name that you entered in the User field. You do not need to exit the installation program to create a user or group. When you are finished, enter the new name in the User or Groupfield. To work with users and groups, you can use admintool on Solaris, the smit tool on AIX, the linuxconf tool on Linux, or any text editor such as VI.

#### BWMCR8269E The user name cannot be root.

**Explanation:** You entered root in the User field. The management server cannot run as the root user. Installing the server under root creates a security risk.

**User response:** Do one of the following: Type the name of an existing user on this computer, other than root, under which the product component (management server) can run. The user name must not contain spaces. Create a new user for the product component. Add the new user to an existing group or create both a new user and a new group. The user and group names must not contain spaces. Notes: You do not need to exit the installation program to create a user or group. When you are finished, enter the new user name in the User field. To work with users and groups, you can use admintool on Solaris, the smit tool on AIX, the linuxconf tool on Linux, or any text editor such as VI.

### BWMCR8270E The user is not defined on this computer.

**Explanation:** The installation program does not recognize the name entered in the User field. On UNIX-based systems, the management server must run under an existing user on this computer.

**User response:** Do one of the following: Type a valid name of an existing user in the User field. The user name must not contain spaces. Create a new user for the product component (management server). Add the new user to an existing group or create both a new user and a new group. The user and group names must not contain spaces. Note: You do not need to exit the installation program to create a user or group. When you are finished, enter the new user name in the User field. To work with users and groups, you can use admintool on Solaris, the smit tool on AIX, the linuxconf tool on Linux, or any text editor such as VI.

# BWMCR8271E The group is not defined on this computer.

**Explanation:** The installation program does not recognize the name that you entered in the Group field.

**User response:** Do one of the following: Type a valid name of an existing group in the Group field. The group name must not contain spaces. Create a new group (and optionally, a new user) for the product component. The user and group names must not contain spaces. Note: The group must be associated with the user name that you enter in the User field. You do not need to exit the installation program to create a user or group. When you are finished, enter the new name in the User or Group field. To work with users and groups, you can use admintool on Solaris, the smit tool on AIX, the linuxconf tool on Linux, or any text editor such as VI.

## BWMCR8272E The user is not root. This installation can only be run as the root user.

**Explanation:** This message is displayed if you did not log on as the root user before starting the installation program.

**User response:** Click Cancel to exit the installation program. Log on as the root user and restart the installation.

#### BWMCR8273E You must have Administrator privileges to install or uninstall this software.

**Explanation:** This message is displayed if you did not log on as a user with administrator privileges before starting the installation or uninstallation program.

**User response:** Click Cancel to exit the installation program. Log on as an Administrator user and restart the installation.

# BWMCR8274E The installation program failed to initialize the installation context. See the trace log for more details.

**Explanation:** The installation program failed to initialize. Either it failed to read in the prerequisite XML file, or a system error occurred.

**User response:** Consult the trace log for more information about the cause of the failure.

#### BWMCR8275E IBM Tivoli Composite Application Manager for Transactions does not support the specified platform. See the trace log for more details.

**Explanation:** See the IBM Tivoli Composite Application Manager for Transactions Installation Guide for details on supported platforms.

**User response:** Upgrade the operating system to a supported version, reinstall the operating system to a supported version, or use a different computer with a supported platform.

# BWMCR8284E The software that you are trying to install is already installed.

**Explanation:** The installation program encountered a file that is used for inventory information on this computer. This file contained text that indicates this software is already installed on this computer. The Prereqs.xml file on the CD-ROM identifies the file names being searched on the different operating systems and the text within them that is used to indicate that the software is already installed.

**User response:** Run the uninstallation program to uninstall this software or remove the text from the inventory file to force the installation to proceed.

#### BWMCR8285E • BWMCR8310E

## BWMCR8285E A required file that is part of a prerequisite was not found:

**Explanation:** The installation program was not able to locate the file that is needed to examine the system for the installed applications.

**User response:** Create the file or install the program that created the file.

## BWMCR8286E There was a prerequisite failure. A registry key was found that is not valid.

**Explanation:** The installation program encountered a key in the registry that is part of an application that violates the requirements of this product.

**User response:** Remove the registry key or uninstall the program that created the registry key.

## BWMCR8287E There was a prerequisite failure. A required registry key was not found.

**Explanation:** The installation program expected to find a required key in the registry.

**User response:** Add the required registry key or reinstall the program that creates the registry key.

# BWMCR8288E Due to a prerequisite failure, this installation cannot continue.

**Explanation:** The installation program encountered violations of the prerequisite configuration for this product.

**User response:** Review and correct the prerequisite conditions before you attempt to install again.

### BWMCR8290E There was an error executing a database query:

**Explanation:** The installation program failed to make an initial query to the specified database.

**User response:** View the trace log to determine the origin of the problem.

## BWMCR8291E There was an error processing the result set from a database query:

**Explanation:** The installation program encountered an error while it processed the result set from the specified database.

**User response:** View the trace log to determine the origin of the problem.

#### BWMCR8301E The user already exists.

**Explanation:** The name that you entered in the User field already exists, but you specified that you want to create a new user with this name.

**User response:** Do one of the following: Type a valid name of a new user in the User field. The user name must not contain spaces. Delete this user from the computer and try again using this name as a new user. Note: You do not need to exit the installation program to delete a user or group. When you are finished, enter the new user name in the User field. To work with users and groups, you can use admintool on Solaris, the smit tool on AIX, the linuxconf tool on Linux.

### BWMCR8306E An error occurred because a required field was not populated.

Explanation: All required fields must be populated.

**User response:** Type data into all required fields and try again.

## BWMCR8307E The specified home directory for the user was not found.

**Explanation:** The home directory for an existing user must be specified in the /etc/password file on UNIX systems so that the installation program can identify the existing user.

**User response:** Correct the /etc/password file, choose another existing user, or create a new user during this installation.

## BWMCR8308E No directory path is provided for the disk space check.

**Explanation:** The directory path required for a disk space check has not been specified.

User response: Specify a valid directory path.

## BWMCR8309E The directory path specified for a disk space check is not valid.

**Explanation:** The path name supplied for a disk space check does not exist or is not a directory.

User response: Specify a valid directory path.

# BWMCR8310E The minimum disk space value provided for the disk space check is not valid.

**Explanation:** The minimum disk space value required for a disk space check either was not set or is not a valid value. The value must be less than or equal to 1 megabyte.

**User response:** Specify a valid minimum disk space value.

# BWMCR8311E The specified directory path does not have the minimum amount of free disk space.

**Explanation:** The check for free disk space in the specified directory path found that there is not enough space available.

**User response:** Provide a directory path that has at least the minimum required free disk space. Refer to the IBM Tivoli Composite Application Manager for Transactions Installation Guide for the disk space requirements for your system.

#### BWMCR8327E The installation failed because the version and release of the operating system is earlier than the minimum supported levels. This system is version and release:

**Explanation:** This error occurs during the initialization of the installation, when a problem with the prerequisites is detected.

**User response:** Upgrade or reinstall the operating system to a supported version.

#### BWMCR8328E The installation failed because the version and release of the operating system is not a supported level. This system is version and release:

**Explanation:** This error occurs during the initialization of the installation, when a problem with the prerequisites is detected.

**User response:** Upgrade or reinstall the operating system to a supported version.

#### BWMCR8329E The installation failed because the service pack level of the operating system is not at the minimum supported level. This system is service pack level:

**Explanation:** This error occurs during the initialization of the installation, when a problem with the prerequisites is detected.

**User response:** Upgrade or reinstall the service pack to a supported level.

#### BWMCR8330E The installation failed because the maintenance level of the operating system is below the supported level. This system is maintenance level:

**Explanation:** This error occurs during the initialization of the installation, when a problem with the prerequisites is detected.

**User response:** Upgrade or reinstall the operating system to a supported maintenance level.

# BWMCR8331E The installation failed because the host name cannot be resolved.

**Explanation:** This error occurs during the initialization of the installation, when a problem with the prerequisites is detected.

**User response:** Inspect and correct the hosts file or verify whatever method of host name resolution you are using.

#### BWMCR8333E The IP address of the local system was detected as 127.0.0.1, which is not allowed. Please verify the hosts file.

**Explanation:** The installation program cannot continue because the IP address of the local system was detected as 127.0.0.1, which is not a valid IP address. The IP address must be a valid address.

**User response:** Check the hosts file to make sure that it has a valid IP address and host name. On Windows operating systems, this file is located at %SystemRoot%/system32/drivers/etc/hosts and on UNIX operating systems, the file is located at /etc/hosts. Edit this file if necessary and retry the installation.

#### BWMCR8334E The path specified for the {0} CD-ROM is invalid:

**Explanation:** The path that was specified for the the location of the CD-ROM is not correct.

**User response:** Restart the installation program using the correct path to the CD-ROM.

#### BWMCR8344E The specified license key contained non-numeric characters or otherwise was not a valid long integer.

**Explanation:** The license key must be a 16-digit number with no punctuation, non-numeric characters or spaces.

**User response:** Correct the license key or choose another license key.

# BWMCR8345E No more licenses are available on the server.

**Explanation:** A license key that is valid for a finite number of licenses is specified in server.properties when the management server is installed. The maximum number of endpoints has already been installed against that server.

**User response:** Change the license key to one that allows another endpoint, or uninstall one of the existing endpoints.

# BWMCR8346E WebSphere Version 5.1 is required to complete the installation.

**Explanation:** The installation program did not detect a version of WebSphere at the minimum required version.

**User response:** Install WebSphere Version 5.1 or a later version, and run the installation again.

BWMCR8398E One or more management agents at an unsupported version have been detected in your environment. All management agents must be upgraded to Version 5.301 or Version 6.0 or later, before the management server can be upgraded to Version 6.1.

**Explanation:** The upgrade installation prerequisites failed because an outdated management agent was detected in the database. All management agents must be upgraded to Version 5.301 or 6.0 or later before the management server can be upgraded to Version 6.1.

User response: To resolve this error, the user performing the upgrade must first upgrade all management agents to a supported level before upgrading the management server. To determine if an unsupported management agent exists, perform one of the following procedures: From the GUI, go to System Administration->Work with Agents-> to determine if any unsupported management agents display. Check for a listing of unsupported management agents in the version1 column in the ep table in the database. If unsupported management agents display in either the GUI or ep database, upgrade the management agents by performing the following steps: Go to System Administration->Work with Agent Updates->Show Agents with Updates Installed. Select the management agent that you want to update. Click the drop-down menu, and choose Install Update. After all of the management agents are upgraded, upgrade the management server.

#### BWMCR8403E An installation of Rational Performance Tester Version 6.1 is detected.

**Explanation:** The installation program cannot continue to install Rational Performance Tester Version 8.1.0 because it has detected that Version 6.1 is already installed on this computer.

**User response:** Run the installation program to remove Rational Performance Tester Version 6.1, or install Rational Performance Tester to another computer where it is not already installed.

#### BWMCR8405E An installation of the Management Agent is detected. Rational Performance Tester 7.0 and Management Agent cannot be installed on the same computer.

**Explanation:** The installation program encountered a file that is used for inventory information on this computer. This file contained text that indicates Management Agent is already installed on this computer. The Prereqs.xml file on the CD-ROM identifies the file names being searched on the different operating systems and the text within them that is used to indicate that Management Agent is already installed.

**User response:** Run the installation program to remove the Management Agent, or remove the text from the inventory file to force the installation to proceed.

#### BWMCR8407E IBM Rational Performance Tester Version 8.1.0 does not support the specified platform.

**Explanation:** IBM Rational Performance Tester Version 8.1.0 supports only the following platforms: Windows 2000 Windows XP Windows 2003

**User response:** Upgrade the operating system to a supported version, reinstall the operating system to a supported version, or use a different computer with a supported platform.

#### BWMCR8500E The installation failed while installing Rational Performance Tester.

**Explanation:** This message is displayed if there is an error during the silent installation of Rational Performance Tester.

**User response:** Examine the Rational Performance Tester logs and determine why the installation failed.

#### BWMCR8501E The installation failed while installing Rational Performance Tester Refresh Pack Version 6.1.2.

**Explanation:** This message is displayed if there is an error during the silent installation of Rational Performance Tester Refresh Pack Version 6.1.2.

**User response:** Examine the Rational Performance Tester logs and determine why the installation failed.

#### BWMCR8502E The installation failed while installing the Rational Performance Tester Version 6.1.2 Interim Fix Packs.

**Explanation:** This message is displayed if there is an error during the installation of Rational Performance Tester 6.1.2 Interim Fix Packs. For example, the installation image might be damaged.

**User response:** Examine the Rational Performance Tester logs and determine why the installation failed.

#### BWMCR8503E The installation failed while installing the ITCAM for Transactions Eclipse Plug-ins.

**Explanation:** This message is displayed if there is an error during the install of ITCAM for Transactions Eclipse Plug-ins. For example, the ITCAM for Transactions Eclipse Plug-ins jar file might not be correct.

**User response:** Examine the Rational Performance Tester logs and determine why the installation failed.

# BWMCR8504E The installation program failed to run.

**Explanation:** The downloadable image is not correct. It does not contain the correct installation media. Verify that the downloadable image has the same file structure as that defined in cdStructure.xml.

### BWMCR8506E The specified installation directory was not valid.

**Explanation:** The destination directory does not satisfy the required set of conditions. The following characters are not valid on Windows: \*? |><

**User response:** Verify that the installation directory is specified correctly.

# BWMCR8507E The destination directory is not empty.

**Explanation:** The destination directory is not empty and cannot be cleaned up by installer.

**User response:** Clean up the destination directory manually, or select a new destination directory.

#### BWMCR8508E The installation failed while installing the Rational Performance Tester Hotfixes.

**Explanation:** This message is displayed if there is an error during the installation of Rational Performance Tester Hotfixes. For example, the jar file might not be correct.

**User response:** Examine the Rational Performance Tester logs and determine why the installation failed.

BWMCR8508I The installation detected an unsupported version of Rational Functional Tester is installed in VALUE\_0. Remove the existing Rational Functional Tester installation or upgrade it to Rational Functional Tester version 8.1.0 or later to continue the installation.

#### BWMCR8510E The installation failed.

**Explanation:** This message is displayed if there is an error during the installation of Rational Performance Tester related products or Rational Functional Tester Plug-ins.

**User response:** Examine the Rational Integration Support install wrapper logs to determine why the installation failed.

#### **BWMCR8511E** Rational Performance Tester VALUE\_0 is already installed. Rational Functional Tester is not installed.

**Explanation:** The installation program has detected that a previous version of Rational Performance Tester is already installed on this system. Rational Functional Tester is not installed on the system.

**User response:** To record a Rational Performance Tester Script, complete the following steps: Click Cancel to exit the installation. Uninstall the detected version of Rational Performance Tester. Install Rational Performance Tester version 8.0.0 or later and Rational Functional Tester version 8.1.0 or later. Run the Installation program again to install Rational Integration Support Installer for Rational Performance Tester and Rational Functional Tester.

## BWMCR8511W The original installation files could not be restored.

**Explanation:** A problem was encountered when attempting to restore the original installation files. Some files might not be restored. The product might not be in a stable state.

**User response:** See the IBM Tivoli Composite Application Manager for Transactions Troubleshooting Guide for details on how to recover from a failed installation.

# BWMCR8512E An installed Installation Manager is already running.

**Explanation:** The Installation program determined that an installed Installation Manager is already running.

**User response:** Close the Installation Manager and run the Installation program again.

# BWMCR8513E An installed Rational product is already running.

**Explanation:** The Installation program determined that an installed Rational product is already running.

**User response:** Close the Rational product and run the Installation program again.

BWMCR8514I Hot fixes have been installed to Rational Performance Tester. If you have existing projects in the Rational Performance Tester workspace, you must complete some manual steps, as described in the following guide, to reconfigure the projects. If you have no previous artifacts, you can skip those steps.

BWMCR8515I Click here to read the guide provided by IBM Rational Performance Tester.

BWMCR8516E Select at least one plug-in to install.

**Explanation:** The installation was attempted but no plug-ins were specified to be installed.

**User response:** Try the operation again, ensuring that at least one plug-in is selected.

BWMCR8516W Other uninstall directories have been detected. Make sure no other uninstallers exist in the same product directory before performing this uninstallation. Click OK to continue.

**Explanation:** IBM Tivoli Composite Application Manager for Transactions is installed by InstallShield Multiplatform (ISMP). ISMP creates an uninstall directory that starts with \_uninst\* for the product it installs. The current uninstaller has detected other uninstall directories which potentially could have fixpacks.

**User response:** Verify the currently installed IBM Tivoli Composite Application Manager products and follow the installation guide to remove all installed products before proceeding with this uninstallation.

#### **BWMCR8517E** Rational Functional Tester VALUE\_0 is already installed. Rational Performance Tester is not installed.

**Explanation:** The installation program has detected that a previous version of Rational Functional Tester is already installed on this system. Rational Performance Tester is not installed on the system.

**User response:** To record a Rational Functional Tester script, complete the following steps: Click Cancel to exit the installation. Uninstall the existing version of Rational Functional Tester. Install Rational Functional Tester version 8.1.0 or later and Rational Performance Tester version 8.0.0 or later. Run the operation again to install Rational Integration Support Installer for Rational Performance Tester.

#### **BWMCR8518E** Rational Performance Tester VALUE\_0 and Rational Functional Tester VALUE\_1 are already installed.

**Explanation:** The Installation program determined that previous versions of Rational Functional Tester and Rational Performance Tester are already installed. Remove these versions and install Rational Functional Tester version 8.1.0 or later and Rational Performance Tester version 8.0.0 or later.

**User response:** To record Rational Functional Tester and Rational Perfomance Tester scripts, complete the following steps: Click Cancel to exit the installation. Uninstall the existing versions of Rational Functional Tester and Rational Performance Tester. Install Rational Functional Tester version 8.1.0 or later and Rational Performance Tester version 8.0.0 or later. Launch the operation again to install Rational Integration Support Installer.

#### BWMCR8519E The installation locations for Rational Performance Tester and Rational Functional Tester must be the same.

**Explanation:** The locations that were specified for installing Rational Performance Tester and Rational Functional Tester are not the same. These products must be installed into the same location.

**User response:** Run the installation again, ensuring that the locations specified for installing both products is the same.

#### BWMCR8520E Neither Rational Performance Tester nor Rational Functional Tester is installed.

**Explanation:** The installation program has detected that Neither Rational Performance Tester Rational Functional Tester is installed on this system.

**User response:** To record a Rational Performance Tester script, do the following: Click Cancel to exit the installation. Install Rational Performance Tester Version 8.0.0 or later and Rational Functional Tester Version 8.1.0 or later.

BWMCR85211 Click here to read the guide provided by IBM Rational Functional Tester.

BWMCR8522I Hot fixes have been installed to Rational Functional Tester. If you have existing projects in the Rational Functional Tester workspace, you must complete some manual steps, as described in the following guide, to reconfigure the projects. If you have no previous artifacts, you can skip those steps.

#### BWMCR8522W This is not a supported platform.

**Explanation:** The operating system on which the installation is running is not an officially supported platform for this release of the product.

**User response:** You can proceed to install the product but support is not provided for any installation failures.

BWMCR9001E User Name or Password entered is not valid.

### Additional installation messages

**Explanation:** There is a problem with the user name or password entered.

**User response:** Verify that the user name and password are entered correctly, or specify a different valid user name and password.

This section describes additional the text and numeric messages that you might receive while installing the Response Time component of ITCAM for Transactions.

BWMCR8614W WARNING: The Multi-File Uploader is accessible only from the local host system. The localhost variable could not be updated with the actual host name in the file: VALUE\_0.

# BWMCR8615E ERROR: Unable to modify the TEPS environment file VALUE\_0.

**Explanation:** The environment file for the Tivoli Enterprise Portal Server could not be modified.

**Operator response:** See the log for more information about resolving the problem.

BWMCR8616I WRM is already installed.

#### BWMCR8617E Failed to access wrminstall-iss file to install WRM silently. WRM was not installed.

Explanation: Could not access the wrminstall-iss file.

**Operator response:** Verify that the wrminstall-iss file exists.

#### BWMCR8618E Failed to install WRM.

**Explanation:** The installation of WRM did not complete successfully.

**Operator response:** See the log for more information on resolving the problem.

## BWMCR8620E Check Install log (install.log) at WRM\_INSTALLER dir printed below.

**Explanation:** The install log located in the directory specified by WRM\_INSTALLED needs to be checked for the reason why the installation of WRM failed.

**Operator response:** See the log for more information on resolving the problem.

#### BWMCR8621E Make sure that the Network Monitor Driver protocol has been installed.

**Explanation:** It is possible that the Network Monitor Driver was not installed as expected.

**Operator response:** Verify if the Network Monitor Driver protocol is installed. If not, install it.

BWMCR8622E WRM may already have been preinstalled.

### BWMCR8623E WRM\_INSTALLER files were not found.

**Explanation:** Could not find the WRM\_INSTALLER files where expected.

**Operator response:** See the log file for more details on locating the files.

#### BWMCR8626I EXIT

#### BWMCR8651E PATH

**Explanation:** List the PATH.

**Operator response:** See the log for more details.

# BWMCR8653E One or more configuration parameters could not be changed.

**Explanation:** It is possible that one or more configuration parameters were not specified correctly.

**Operator response:** Ensure that the correct configuration parameters are specified.

BWMCR8654E Server file version.signature cannot be opened.

**BWMCR8655E** Failed to start IBM HTTP SERVER Service VALUE 0.

#### BWMCR8656E • BWMCR8687I

**Explanation:** The IBM HTTP SERVER Service could not be started.

**Operator response:** See the logs for more details.

## BWMCR8656E Failed to modify server httpd.conf file.

**Explanation:** The server file named httpd.conf could not be modified.

**Operator response:** See the logs for more details.

#### BWMCR8657E WRM Unknown UNIX type.

**Explanation:** The specified UNIX type is not one of the expected types (AIX, LINUX, SOLARIS, or HP).

**Operator response:** Ensure that the specified UNIX type is one of the valid types.

#### BWMCR8658I WRM Installed Successfully.

### BWMCR8659E WRM Installed successfully but could not be started.

**Explanation:** The installation of WRM completed as expected, but there is still a problem that is preventing WRM from being started.

**Operator response:** See the log files for more information.

#### BWMCR8660W WRM is already installed.

BWMCR8661I WRM Install setup.sh - exit code: VALUE 0.

#### BWMCR8663E Error while Installing WRM:

**Explanation:** An error occurred while installing WRM. The error is specified in follow-on messages.

**Operator response:** See the log files for more details on the cause of the problem.

#### BWMCR8664E WRM PostConfig did not occur, because there are no <host>\_t5.cfg in VALUE\_0.

**Explanation:** The configuration of WRM after the installation did not occur as expected. It is possible that the *<host>\_t5.cfg* file is missing.

**Operator response:** Ensure that the *<host>*\_t5.cfg file exists.

### BWMCR8665E WRM Unix Post Config stopping. No .cfg file.

**Explanation:** The UNIX configuration after installing WRM is stopping because the expected configuration file was not found.

**Operator response:** Ensure that the expected configuration file exists.

BWMCR8666I WRM configuration completed.

# BWMCR8667E One or more configuration parameters could not be changed.

**Explanation:** One or more configuration parameters might have been specified incorrectly.

**Operator response:** Verify that the correct configuration parameters are specified as expected.

#### **BWMCR8668E** Failed to edit server file VALUE\_0.

**Explanation:** The server file could not be edited.

**Operator response:** See the logs for more details.

BWMCR8669I Installing the T5 Agent? YES

BWMCR8670I Installing the T5 Agent? NO

**BWMCR8679E** ERROR: Failed to replace file *VALUE\_0*.

**Explanation:** The file was not replaced successfully.

**Operator response:** See the log file for more information.

#### BWMCR8680E ERROR: Failed to replace line

Explanation: The line was not replaced as expected.

**Operator response:** See the log files for more information.

#### BWMCR8681E Can't find ] in section string.

**Explanation:** The closing square bracket symbol was not found when expected.

**Operator response:** See the log for more information.

#### BWMCR8686I Begin

#### BWMCR8687I FILE I/O ERROR

BWMCR8690I Installing the T6 Agent? YES

BWMCR8691I Installing the T6 Agent? NO

BWMCR8692I Mercury LoadRunner is not installed in VALUE\_0.

BWMCR8693I Trace: Mercury LoadRunner is not installed in VALUE\_0.

BWMCR8694I Mercury LoadRunner is installed in VALUE\_0.

#### **BWMCR8695I WARNING:**

#### BWMCR8696I Continue with the installation.

#### BWMCR8701E Install Driver Check Failure

**Explanation:** The check of the installation driver failed.

**Operator response:** See the log files for more information.

#### BWMCR8702E Hot Fix Failure

**Explanation:** A failure related to a hot fix has occurred.

**Operator response:** See the log files for more information.

#### BWMCR8703E Unknown Failure

**Explanation:** An unknown failure has occurred.

**Operator response:** See the log files for more information.

#### BWMCR8704E Exception occurred.

**Explanation:** An exception has occurred during processing.

**Operator response:** See the log files for more information.

## BWMCR8705E Unexpected failure occurred during generic Windows uninstallation.

**Explanation:** The generic uninstallation process on Windows encountered an unexpected error.

**Operator response:** See the log files for more information.

BWMCR8715W WARNING: File Transfer Enablement configuration failed. Append ;TRANSFER.TRANSFER to the KDS\_RUN line in the file VALUE\_0.

#### BWMCR8716E Cannot overwrite the file.

Explanation: The file cannot be overwritten.

**Operator response:** see the log files for more information.

#### BWMCR8717E Cannot make a backup file.

**Explanation:** A backup file cannot be created.

**Operator response:** See the log files for more information.

BWMCR87181 The Web Response Time agent was installed successfully. REBOOT YOUR SYSTEM TO COMPLETE THE INSTALLATION.

BWMCR8719I The Application Management Console agent was installed successfully. REBOOT YOUR SYSTEM TO COMPLETE THE INSTALLATION.

BWMCR8720I The Robotic Response Time agent was installed successfully. REBOOT YOUR SYSTEM TO COMPLETE THE INSTALLATION.

BWMCR8721E You cannot install ITCAM for Web Response Time without Network Monitor Driver protocol installed.

**Explanation:** The Network Monitor Driver protocol must be installed before you can install ITCAM for Web Response Time.

**Operator response:** Install Network Monitor Driver protocol first, then install ITCAM for Web Response Time.

#### BWMCR8722E Failed to configure WRM.

**Explanation:** The configuration of WRM did not complete successfully.

**Operator response:** See the log files for more information.

BWMCR8723E You cannot install Web Response Time without Network Monitor Driver protocol installed.

Explanation: The Network Monitor Driver protocol

#### BWMCR8724E • BWMCR8735E

must be installed before you can install Web Response Time.

**Operator response:** Install Network Monitor Driver protocol first, then install Web Response Time.

#### BWMCR8724E Do the following: 1) Click Cancel to quit installation. 2)Install Network Monitor Driver protocol. 3) Relaunch the installation to install ITCAM for Web Response Time.

**Explanation:** This message indicates the order of steps to install the required Network Monitor Driver protocol before installing ITCAM for Web Response Time.

**Operator response:** Follow the installation steps as specified. See the log files for more information.

BWMCR8725E The keystore file VALUE\_0 does not exist.

**Explanation:** The keystore file could not be found.

**Operator response:** Ensure that the specified keystore file exists.

**BWMCR8726E** The keystore password stash file *VALUE\_0* does not exist.

**Explanation:** The specified keystore password stash file could not be found.

**Operator response:** Verify that the specified keystore password stash file exists.

BWMCR8727E A private key with alias VALUE\_0 does not exist in VALUE\_1

**Explanation:** An expected private key was not found.

**Operator response:** Verify that the specified private key exists.

BWMCR8728E Could not locate the GSKit directory on this system.

**Explanation:** The directory for the GSKit ws not found on this computer.

**Operator response:** See the log files for more information.

BWMCR8729E Could not successfully open keystore VALUE\_0. The keystore might be corrupt or the password stash file might be incorrect.

**Explanation:** See the message. The keystore could not be opened, possibly because it is damaged or the specified password stash file might not be correct.

Operator response: See the log files for more

information about the keystore and the password stash file.

BWMCR8730E Password could not be recovered from VALUE\_0. The file might be corrupt.

**Explanation:** The password could not be recovered from the password stash file, which might be damaged.

**Operator response:** See the log files for more information.

# BWMCR8731E The HTTPS server certificate map is not formatted correctly.

**Explanation:** The HTTPS server certificate map is not formatted correctly.

**Operator response:** See the log files for more information.

**BWMCR8732E** The value VALUE\_0 is not a valid IP address.

**Explanation:** The IP address that was specified is not valid.

**Operator response:** Verify that a valid IP address is specified. See the log files for more information.

**BWMCR8733E** The value *VALUE\_0* is not a valid port.

**Explanation:** The value of the specified port is not valid.

**Operator response:** Ensure that a valid port number is specified.

**BWMCR8734E** The value *VALUE\_0* is not a correctly formatted IP address.

**Explanation:** The specified IP address is not formatted correctly.

**Operator response:** Ensure that a correctly formatted IP address is specified.

BWMCR8735E The value VALUE\_0 is not valid IP address on this machine.

**Explanation:** The value of the specified IP address is not valid.

**Operator response:** Ensure that a valid IP address is specified.

## BWMCR8736W If the agent is using the web server plugin, restart the web server.

### Common Response Time agent messages

This section describes the text and numeric messages that you might receive while using any of the Response Time agents.

BWMRA0200I The *serviceName* service has been registered successfully.

Explanation: An agent service was registered.

User response: No user action required.

BWMRA02011 The Robotic Response Time monitoring agent configuration has been loaded successfully.

**Explanation:** The monitoring agent was configured successfully.

**User response:** No user action required.

BWMRA02021 The response time monitoring agent has started successfully.

**Explanation:** The monitoring agent has started.

**User response:** No user action required.

BWMRA0203I The Robotic Response Time monitoring agent has shut down successfully.

**Explanation:** The monitoring agent has shut down.

User response: No user action required.

**BWMRA0204I** The situation: *situationName* has started successfully.

**Explanation:** A monitoring situation has started.

**User response:** No user action required.

BWMRA0205I The situation: situationName has stopped successfully.

Explanation: A monitoring situation has stopped.

User response: No user action required.

**BWMRA0206I** The take action command: *actionName* has processed successfully.

**Explanation:** A take action was processed.

User response: No user action required.

#### BWMRA0250I Situation {0} has started.

Explanation: A situation has started.

User response: No user action required.

BWMRA02511 Situation {0} has stopped.

Explanation: A situation has stopped executing.

User response: No user action required

BWMRA0252I The profile: *profileName* has been changed.

**Explanation:** The named profile has been updated.

User response: No user action required.

BWMRA0253W Stopping the collection of instance data for History file: *fileName* because its size is approaching the supported limit of 2 gigabytes. You should change the Collect Instances property for the profile to either False or On Failure.

**Explanation:** The named binary history file has become too large and no more instance data will be collected.

**User response:** Change the Collect Instances property for the profile to either False or On Failure.

# BWMRA0254I Restarting the collection of instance data for History file: *fileName*.

**Explanation:** The named binary history file became full and the collection of instance data had been temporarily stopped. The history file has been renamed / archived, and a new history file of the same name has been created. Collection of instance data is being resumed.

User response: No user action required.

BWMRA0255I the profile: *profileName* has been removed.

Explanation: The named profile has been removed.

User response: No user action required.

BWMRA0256I The profile: *profileName* has been stopped.

Explanation: The named profile has been stopped.

User response: No user action required.

BWMRA0257I The profile: *profileName* has been started.

Explanation: The named profile has been started.

User response: No user action required.

**BWMRA0500E** The agent was unable to register the *serviceName* service.

**Explanation:** The agent encountered an error while trying to register a service.

**User response:** View the agent trace logs for more detailed information concerning this error.

# BWMRA0501E The agent encountered a problem while loading its configuration information.

**Explanation:** The agent encountered an error during configuration.

**User response:** View the agent trace logs for more detailed information concerning this error.

## BWMRA0502E The agent encountered a problem during initialization.

**Explanation:** The agent encountered an error during initialization.

**User response:** View the agent trace logs for more detailed information concerning this error.

## BWMRA0503E The agent encountered a problem while shutting down.

**Explanation:** The agent encountered an error while shutting down.

**User response:** View the agent trace logs for more detailed information concerning this error.

**BWMRA0504E** The required resource *resourceName* could not be found.

**Explanation:** The agent could not locate a required resource.

**User response:** Examine the file system to verify the existence of the file or directory.

## **BWMRA0505E** The take action command *actionName* has failed.

**Explanation:** The agent encountered an error while performing a take action.

**User response:** View the agent trace logs for more detailed information concerning this error.

#### BWMRA0550E The client pattern in situation {0} is not defined correctly or is missing required input in one or more fields.

**Explanation:** The client pattern situation is missing required fields.

**User response:** Edit the situation and ensure all required fields contain valid data.

BWMRA0551E The transaction pattern in situation {0} is not defined correctly or is missing required input in one or more fields.

**Explanation:** The transaction pattern situation is missing required fields.

**User response:** Edit the situation and ensure all required fields contain data.

#### BWMRA0552W The transaction pattern in situation {0} overlaps with situation {1} and transactions that match both will go to situation {2}.

**Explanation:** There are multiple situations defined in which the application and transaction patterns might match the same transaction. While this might be valid, in the case where these patterns are the same, be aware that only the most specific situation will take precence.

**User response:** Modify the application transaction pattern in one of the situations to make it unique.

#### BWMRA0553W The client pattern in situation {0} overlaps with situation {1} and transactions that match both will go to situation {2}.

**Explanation:** There are multiple situations defined in which the client hostname pattern and client IP pattern might match the same transaction. While this might be valid, in the case where these patterns are the same, be aware that only the most specific situation will take precence.

**User response:** Modify the client hostname pattern or client IP pattern in one of the situations to make it unique.

BWMRA0555W The reporting value for rule name {0} is empty because the reporting rule {1} for policy {2} is empty, or all of the variables for the rule are not defined for this transaction.

#### **Explanation:**

**User response:** Either change the reporting rule to fix the problem or add an EXCLUDE filter to filter out this Agent Type.

#### BWMRA0556W The number of subnodes has reached or exceeded the maximum allowed limit.

**Explanation:** There is a limit on the number of dynamic subnodes in the Tivoli Enterprise Portal (TEP) navigation tree. The current number of subnodes, including all offline and active subnodes, has reached or exceeded this limit.

**User response:** Clear out some or all offline nodes under the Applications node and restart the agent, or increase the maximum allowable number of subnodes, not to exceed 1500.

#### BWMRA0557E A key with label {0} is missing from keymap {1}. HTTPS traffic for server {2} on port {3} cannot be decrypted.

**Explanation:** A keyfile needed to enable HTTPS monitoring for a server is missing.

**User response:** Add the required key entry into the key database and restart the Web Response Time agent.

#### BWMRA0558E The servermap file {0} could not be opened. The error code received was = {1}.

**Explanation:** The servermap file could not be opened.

**User response:** Run the configuration of the monitoring agent again to recreate the servermap file.

#### BWMRA0559E The servermap entry {0} is improperly formatted for Remote HTTPS monitoring. The following error was encountered while parsing: {1}.

**Explanation:** The servermap created by the monitoring agent configuration is not properly formatted.

**User response:** Run the Web Response Time agent configuration again to correct the format of the HTTPS servermap configuration.

#### BWMRA0560E The remote HTTPS stashfile {0} for the Web Response Time agent is not valid. The following error was encountered during parsing: {1}

**Explanation:** The Stashfile for the keymap is not valid.

**User response:** Recreate the stashfile using the gskit key manager.

# BWMRA0561E An error occured whuile opening the remote HTTPS key database {0}: {1}

**Explanation:** The Remote HTTPS key database could not be opened.

**User response:** Ensure that the configuration for the monitoring agent points to the correct file, or recreate the key database using the gskit key manager.

#### BWMRA0562E Unable to load the Key labeled {0}. The following error was received: {1}.

**Explanation:** A key from the HTTPS keyfile could not be loaded.

**User response:** Recreate the keyfile database or add the specified key to the keyfile again.

#### BWMRA0563E Invalid Key {0}, missing Private Key.

**Explanation:** The private key is missing from the keyfile database.

**User response:** Update the keyfile database to include the private key.

#### BWMRA0564E Private Key is not valid for {0}: {1}

Explanation: The private key is not valid.

**User response:** Recreate the key entry in the keymap file.

#### BWMRA0565E Required configuration settings KFC\_SSL\_KEYSTORE or KFC\_SSL\_KEYMAP are missing.

**Explanation:** The agent is not configured correctly due to these missing settings.

**User response:** Reconfigure the agent and ensure that the missing settings are included.

#### BWMRA0566E SSL Decryption initialization failed.

**Explanation:** The initialization of SSL failed. SSL traffic cannot be decrypted.

**User response:** Verify that the configuration of the Web Response Time agent is correct.

#### BWMRA0567E SSL Decryption failed for the connection from Client {0}:{1} to Server {2}:{3} . Verify that your server certificates are not expired and are valid for the specified server IP address and port.

**Explanation:** The server certificate cannot be expired, and must be mapped to the specified server IP address and port.

**User response:** Check the key database to ensure that the certificate mapping to the server IP address and port is correct, and that the certificate is not expired.

#### BWMRA0568I Entering maintenance window. Monitoring of the following profile has been disabled: {0}

**Explanation:** A maintenance window has begun and the associated profile has been temporarily disabled.

User response: No response required.

#### BWMRA0569I Exiting maintenance window. Monitoring of the following profile has been resumed: {0}

**Explanation:** A maintenance window has ended and the associated profile has been resumed.

User response: No response required.

# BWMRA0570E ITCAM File Transfer Enablement is not installed on the TEMS.

**Explanation:** The RT Agent Depot cannot be accessed until ITCAM File Transfer Enablement is installed on the Tivoli Enterprise Monitoring Server system.

**User response:** Install ITCAM File Transfer Enablement on the TEMS. Do not install ITCAM File Transfer Enablement application support for an IBM Tivoli Composite Application Manager agent on Tivoli Enterprise Monitoring Server version 6.2.2 Fix Pack 2 or later. If you do, the monitoring server will become inoperative and you must repair it manually.

#### BWMRA0571W A dynamic subnode name was too long or had unsupported characters: {0}. Was renamed to {1}

**Explanation:** Only a limited set of ASCII characters is allowed for dynamic subnode names. Any unsupported character is replaced with an underscore character, and names that are too long are truncated.

**User response:** Avoid using long names and unsupported characters for application names. Supported characters include alphanumeric, dash and underscore characters.

#### BWMRA0572I A dynamic subnode name was too long or had some unsupported characters: {0}. Was renamed to {1}

**Explanation:** Only a limited set of ASCII characters is allowed for dynamic subnode names. Any unsupported character is replaced with an underscore character, and names that are too long are truncated.

**User response:** Avoid using long names and unsupported characters for application names. Supported characters include alphanumeric, dash and underscore characters.

#### BWMRA0573W The Web Response Time monitoring agent has not found active WRM processes. Attempting to restart WRM processes.

**Explanation:** The WRT monitoring agent has attempted to restart non active WRM processes.

**User response:** No user action required.

### **Application Management Console messages**

This section describes the text and numeric messages that you might receive while using the Application Management Console agent.

#### BWMGP0500E Could not connect to the Tivoli Data Warehouse database.

**Explanation:** An Application Management Console agent could not establish a connection to the Tivoli Data Warehouse. Without this connection, most of the workspaces for the monitoring agent will be blank.

**User response:** Examine and correct the agent configuration parameters related to the Data Warehouse connection.

#### BWMGP05001 The connection to Tivoli Data Warehouse was established.

Explanation: Connection to TDW was established.

User response: No Action.

# BWMGP0520W No historical data exists for the Web Response Time monitoring agent.

**Explanation:** The WRT\_Transaction\_Over\_Time table is missing in the data warehouse.

**User response:** If the Web Response Time agent is installed, verify that historical collection for the Transaction\_Over\_Time table is configured and started.

#### BWMGP0522W No historical data exists for the Robotic Response Time monitoring agent.

**Explanation:** The RRT\_Transaction\_Over\_Time table is missing in the data warehouse.

**User response:** If the Robotic Response Time agent is installed, verify that historical collection for the Transaction\_Over\_Time table is configured and started.

BWMGP0523I Historical data exists for the Web Response Time monitoring agent. **Explanation:** The WRT\_Transaction\_Over\_Time table is found in the data warehouse.

User response: None.

BWMGP0525I Historical data exists for the Robotic Response Time monitoring agent.

**Explanation:** The RRT\_Transaction\_Over\_Time table is found in the data warehouse.

User response: None.

**BWMGP0526I** A new application has been added. The original name is *OriginalAppName*. The aliased name is *AliasedAppName*.

**Explanation:** A new application was added. Note the original name and the revised alias name.

User response: None.

BWMGP0527I A new client has been added. The original name is OriginalClientName. The aliased name is AliasedClientName.

**Explanation:** A new client was added. Note the original name and the revised alias name.

User response: None.

BWMGP0528I A new server has been added. The original name is OriginalServerName. The aliased name is AliasedServerName.

**Explanation:** A new server was added. Note the original name and the revised alias name.

User response: None.

### **Robotic Response Time Generic Playback messages**

This section describes the text and numeric messages that you might receive while using the Robotic Response Time agent.

**BWMGP0200E** The working directory sandboxDir could not be created for profile profileName.

**Explanation:** Generic Playback creates a private working directory for each command and robotic script. This working directory could not be created, possibly because of inadequate file permissions.

User response: Verify that the agent user has adequate

file permissions to create and access the working directory.

**BWMGP0201E** Could not playback profile profileName, command command.

**Explanation:** A new process could could not be created to playback the command.

#### BWMPB0101E • BWMPB0109E

**User response:** Check the agent log for details of the playback failure.

**BWMPB0101E** No playback recordings are uploaded for profile *profileName*, robotic script name *scriptName*.

**Explanation:** There are no robotic recording scripts that match the robotic script name specified.

**User response:** Change the robotic script name or upload the robotic scripts that match the robotic script name.

### **BWMPB0102E** A CLI Playback Command is not configured for profile *profileName*.

**Explanation:** A CLI playback command must be specified for a CLI playback profile.

**User response:** Modify the CLI playback profile and specify a CLI playback command.

#### BWMPB0103E No robotic script name or CLI playback command is configured for profile *profileName*.

**Explanation:** A robotic script name or CLI playback command must be specified for a robotic playback profile.

In the TEP console, you might have uploaded an Rational Performance Tester (RPT) script to the Application Management Console, and you created a profile to run the script, but you observed this message in the TEP console.

**User response:** If you omitted a CLI playback command or an RPT script name in a situation, modify the robotic playback profile and specify either a robotic script name or CLI playback command. Additionally, you can try the following:

- In the TEP console, select the Application Management Console in the TEP Navigator tree. Under the Application Management Console, select the Robotic Scripts link. If the name of the script you uploaded is not listed in this workspace, you might have installed more than one instance of the Application Management Console agent. You can have only one instance of this agent in your IBM Tivoli Monitoring environment. If there are multiple instances of this agent, the TEMS does not know where to find the scripts.
- Examine the *<ITM\_Home>*/kt1depot/T3 directory on the Application Management Console agent host. Verify that the script and the RPT runtime package exist in this directory: RPT

RPTRUNTIMES

3. If you have only one instance of the Application Management Console agent in your IBM Tivoli Monitoring environment, and the script name and RPT runtime package exist in the kt1depot on the Application Management Console agent host, then you might have a connectivity issue.

### **BWMPB0104E** Failed to download robotic script *roboticScriptName*.

**Explanation:** The Robotic script could not be downloaded from the file depot to the robotic agent.

**User response:** On the system where the file depot is located, verify that the Application Management Console agent is running. Verify network connectivity between the robotic agent and the Application Management Console agent.

## BWMPB0105E Could not obtain a list of uploaded robotic scripts.

**Explanation:** A list of uploaded robotic scripts could not be obtained from file depot.

**User response:** On the system where the file depot is located, verify that the Application Management Console agent is running. Verify network connectivity between the robotic agent and the Application Management Console agent.

#### **BWMPB0106E** Initialization failed for script type scriptType, profile profileName, robotic script name scriptName.

**Explanation:** A problem occured during initialization of the playback component.

**User response:** Verify the integrity of the robotic script recording. Check the trace-robotic.log for error details.

### BWMPB0107E Robotic playback Take Action internal error has occurred.

**Explanation:** An internal error has occurred while attempting to run a robotic playback Take Action.

**User response:** See the IBM Software Support Website for assistance.

#### BWMPB0108E The Robotic playback Take Action failed to run because no script type was given.

**Explanation:** A Robotic playback Take Action must include a valid Robotic script type.

**User response:** Enter a valid Robotic playback Take Action script type.

#### BWMPB0109E The Robotic playback Take Action failed to run because no script name was given.

Explanation: A Robotic playback Take Action must

#### BWMPB0110E • BWMPB0117E

include the fully-qualified path to a valid Robotic playback script.

**User response:** Enter the fully-qualified path to a valid Robotic playback script.

#### BWMPB0110E The Robotic playback Take Action failed to run because the specified script type, *scriptType*, is not a valid Robotic playback script type.

**Explanation:** A Robotic playback Take Action must include a valid Robotic script type.

**User response:** Enter a valid Robotic playback script type: ROBOT\_VU, ROBOT\_GUI, RPT, or LOADRUNNER.

#### BWMPB0111E The Robotic playback Take Action failed to run because the playback script name entered, *scriptName*, is either unreadable or does not exist.

**Explanation:** A Robotic playback Take Action must include the fully-qualified path to a valid Robotic playback script.

**User response:** Enter the fully-qualified path to a valid Robotic playback script.

#### BWMPB0112E The Robotic playback script scriptName, in profile profileName failed to run because it is already running in profile profileName.

**Explanation:** The same Robotic playback script is defined in multiple profiles.

**User response:** Define a Robotic playback script in only one profile.

#### **BWMPB0113E** The Robotic playback script scriptName cannot be run on this platform.

**Explanation:** This type of robotic script is not supported on this agent platform.

**User response:** Do not distribute this type of robotic script to agents on this platform.

BWMPB0114E Take Action failed for robotic script: scriptName. This robotic script has not yet been run in a profile.

**Explanation:** A robotic playback script must be run in a profile before it can be referenced by a Take Action command.

**User response:** Assign the script to a profile in the Application Management Console configuration editor, and distribute it to the agent.

BWMPB0115E Robotic Script playback is not supported. Type scriptType, profile profileName, robotic script name scriptName.

Explanation: Robotic Script playback is not supported.

**User response:** Do not distribute this type of robotic script to this agent.

BWMPB0116E The CLI command [commandName], with application name [applicationName] and transaction name [transactionName] in profile [profileName] failed to run because it is a duplicate of the same command with application name [applicationName] and transaction name [transactionName] in the same profile.

**Explanation:** The same Robotic playback CLI command is duplicated in the profile.

**User response:** Define a single Robotic playback CLI command in a profile.

BWMPB0117E The CLI command [commandName], in profile [profileName] failed to run because it is already running in profile [profileName]

**Explanation:** The same Robotic playback CLI command is defined in multiple profiles.

**User response:** Define a single Robotic playback CLI command in a profile.

### Multi File Uploader messages

This section describes the text and numeric messages that you might receive while using the Multi File Uploader.

# BWMVZ5501E An I/O exception occurred while processing the request script bundle.

**Explanation:** There was a failed or interrupted I/O operation in the system. Conditions causing this error are rare and are usually intermittent. Typically this error does not reoccur when the operation is tried again.

Administrator response: Retry the operation to see if the condition was temporary. If the problem persists, verify that the network is operational.

### BWMVZ5502E The file {0} was not found in the Rational Projects folder.

**Explanation:** The requested file cannot be uploaded because it was not found.

Administrator response: Verify that the Rational directory shown for the file exists and is readable.

#### BWMVZ5503E Error loading Rational Projects. Check logs for errors.

**Explanation:** The Rational Projects cannot be load by the Multi File Uploader.

**Administrator response:** Verify that there is a Rational project on the computer.

#### BWMVZ5504E The {0} cannot be blank.

**Explanation:** The specified field was left blank, but information is required to continue.

**User response:** Enter valid information in the specified field.

#### BWMVZ5505E The values entered in the password and verify password fields do not match.

**Explanation:** The values enterd in the password and verify password fields must match before you can continue.

**User response:** Enter the password and ensure that the same password is entered in the verify password field.

### BWMVZ5506E Enter a fully qualified server host name.

**Explanation:** The server host name must be fully qualified; for example: myserver.ibm.com

**User response:** Enter the fully qualified server host name.

BWMVZ5507E Enter a server port number between 1 and 65535.

**Explanation:** The port number specified is not within the allowable range of 1 to 65535. Only integer values are accepted.

**User response:** Verify that the port number is specified as an integer within the allowable range, and that it does not contain any extraneous characters.

### BWMVZ5508E Communication Error: cannot connect to the server.

**Explanation:** Communication failed with the configured server because it is disabled or the preferences have not been specified.

**User response:** Do the following steps: Access the Multi File Uploader workspace in the Tivoli Enterprise Portal by expanding the Application Management Console node and selecting the Robotic Scripts node. From the Multi File Uploader workspace, select File -> Preferences. Check the settings and verify that the server information is correct. In particular, verify that the Server entry points to the T3 agent host. Click OK to close the Preferences panel. Verify that the server is online. Attempt to upload the script again. If the problem persists, contact your local system administrator for assistance.

### BWMVZ5509E Incorrect application type sent to the server.

**Explanation:** The application type uploaded to the server did not match any of the supported types.

**User response:** Verify that the application type is either VU or GUI and then send the request again.

# BWMVZ5510E Communication Error: cannot connect to the server.

**Explanation:** Communication failed with the configured server because it is disabled or the preferences have not been specified.

**User response:** Select File -> Preferences in the menu and verify that the server information is correct and that the server is online. Send the request again. If the problem persists, contact your local system administrator for assistance.

BWMVZ5511E server failed to write script files.
**Explanation:** The server encountered an error while writing the script files.

**User response:** Check the mangement server logs for errors.

#### BWMVZ5512E The file you are attempting to upload has not been exported from Mercury LoadRunner.

**Explanation:** Verify that the file being uploaded was exported from Mercury LoadRunner.

### **Rational Performance Tester playback messages**

This section describes the text and numeric messages that you might receive while using Rational Performance Tester.

#### BWMRT0100E Could not playback profile profileName, robotic script script. Failed to extract the robotic script.

**Explanation:** The script could not be extracted. The script zip file might be corrupted.

**User response:** Verify that the script on the Application Management Console agent is valid.

#### **BWMRT0101E** Could not playback profile profileName, robotic script script. Failed to initialize the script.

**Explanation:** The script could not be initialized in the Rational Engine.

**User response:** Verify that the script on the Application Management Console agent is valid.

#### BWMRT0102E Could not playback profile profileName, robotic script script, maximum concurrent monitors monitors. The maximum concurrent monitors limit has been exceeded.

**Explanation:** The script could not be run. Either there are too many concurrent monitors, or the maximum number of concurrent monitors was exceeded, or some monitors are taking too long to complete.

**User response:** The number of monitors running on the TEMA was exceeded. This was either caused by too many monitors or some monitors are taking to long to complete.

BWMRT0103E Could not playback profile profileName, robotic script script, runtime version runtimeVersion. Could not create the jvm.

**Explanation:** The RPT execution runtime process failed to start.

User response: See the agent logs for more details.

**User response:** Upload a valid Mercury LoadRunner zip file.

#### BWMVZ5513E The file {0} was not found.

**Explanation:** The requested file cannot be uploaded because it was not found.

Administrator response: Verify that the directory shown for the file exists and is readable.

BWMRT0104E Could not playback profile profileName, robotic script script. There was an error in the JVM.

**Explanation:** The script could not be run. There is an error in the Java Virtual Machine (JVM).

**User response:** See the managed Java Virtual Machine (JVM) error logs for further details.

#### BWMRT0105E Could not playback profile profileName, robotic script script, runtime version runtimeVersion. Could not start the test.

**Explanation:** In most instances, this message does not imply that an error has occurred. This message is sometimes displayed when you make changes to a profile while scripts associated with that profile are actively playing back.

In the ITCAM for Transactions product, the scripts play back in a JVM. When you submit a modified profile to the Rational Performance Tester (RPT) playback engine, the engine tries to stop the scripts associated with the profile, load the new profile, and restart the scripts.

Sometimes running scripts do not get unloaded during this process. If a script is in the process of playing back, the JVM might not honor the request to stop the script (for example, if a script is in the middle of a process, such as connecting to a socket, and that process is timing out). In cases like this, the RPT engine generates this message. The message simply says that the new script did not start at that time.

**User response:** Stop the profile in the Application Management Configuration Editor before exporting a new version of a script from the RPT workbench, and before making profile changes. Export the script or make profile changes. Wait a few seconds, and then start the profile again in the Application Management Configuration Editor.

#### **BWMRT0106E** Could not playback profile profileName, robotic script script. Failed to extract the runtime for the robotic script, runtime version *runtime*.

**Explanation:** The runtime could not be extracted. The runtime zip file might be corrupted or is missing on the Application Management Console monitoring agent.

**User response:** Verify that the runtime environment for the monitoring agent is present and valid.

#### BWMRT0107E Could not playback profile profileName, robotic script script. Failed to extract the Citrix runtime for the robotic script, Citrix runtime version runtime.

**Explanation:** The Citrix runtime could not be extracted. The Citrix runtime zip file might be corrupted or is missing on the Application Management Console monitoring agent.

**User response:** Verify that the Citrix runtime environment for the monitoring agent is present and valid.

BWMRT0108E Could not playback profile profileName, robotic script script. Failed to extract the Siebel runtime for the robotic script, Siebel runtime version runtime.

**Explanation:** The Siebel runtime could not be extracted. The Siebel runtime zip file might be corrupted or is missing on the Application Management Console monitoring agent.

**User response:** Verify that the Siebel runtime environment on the monitoring agent is present and valid.

BWMRT0109E Could not playback profile profileName, robotic script script. Either the Citrix ICA client could not be found on the system, or it is installed in an unsupported platform.

**Explanation:** The Citrix ICA Client must be installed on the management agent prior to running a Citrix test. This is required by IBM Rational Performance Tester for Citrix monitoring. Refer to the Rational documentation for information about where to download the client. The Windows 2000 operating system is not supported by the IBM Rational Performance Tester Citrix Plugin for citrix playback.

**User response:** Verify that the Citrix ICA Client is present on the system and is on a supported platform.

#### **BWMRT0110E** Could not playback profile profileName, robotic script script. Failed to find the SAP client on the system.

**Explanation:** The SAP Client must be installed on the monitoring agent prior to running a SAP test. This is required by IBM Rational Performance Tester for SAP monitoring. Refer to the Rational documentation for more information on where to download the SAP client.

**User response:** Verify that the SAP Client is present on the system and that the system has been rebooted after the client was installed.

#### BWMRT0111E Could not playback profile profileName, robotic script script, runtime version runtimeVersion. The RPT JVM process did not start before the wait time of jomTimeout milliseconds expired.

**Explanation:** The Robotic Response Time monitoring agent process timed out waiting for the RPT JVM process to start. This might be caused by system resource problems starting a new JVM process.

**User response:** Reboot the system where the Robotic Response Time monitoring agent is located.

#### BWMRT0112W Could not playback profile profileName, robotic script script, runtime version runtimeVersion. The RPT test did not run before the wait time of testTimeout milliseconds expired.

**Explanation:** The robotic test timed out while it was running. This might be caused by slow server response, or internal server errors.

**User response:** Check the server that communicates with the test and resolve any response issues or errors.

#### BWMRT0113W Script iteration skipped for profile profileName, robotic script script, runtime version runtimeVersion. RPT runtime shutdown did not complete in a timely manner. The script will run during the next iteration.

**Explanation:** The RPT runtime process is shutdown and restarted due to errors or timeouts in other scripts. The shutdown did not happen in a timely manner so the script was not run during this iteration. The script will be run during the next iteration.

This message occurs after you export a new version of an existing script while the script is currently playing back. The Robotic Response Time agent tries to start a script in a JVM. Using interprocess communication, the agent tries to send the script properties through a socket channel to the JVM. If the agent cannot send the script properties, it posts this message. **User response:** Stop the profile in the Application Management Configuration Editor before exporting a new version of a script from the RPT workbench, and before making profile changes. Export the script or make profile changes. Wait a few seconds, and then start the profile again in the Application Management Configuration editor. Alternatively, you can manually shutdown and restart the Robotic Response Time agent. If the problem persists for multiple test iterations, you can increase the timeout wait time by modifying the itcam.rpt.shutdownWaitTimeout property (expressed in milliseconds), located in the \$ITM\_BASE\_DIR/ TMAITM6/app/RPT/config/itcam-rpt.properties file.

### **Rational Performance Tester plugin messages**

This section describes the text and numeric messages that you might receive while using the plugin for Rational Performance Tester.

**BWMEC0101I** Successfully exported test *RPT* test to the monitoring agent.

**Explanation:** The RPT test was successfully exported from the local workbench to the Application Management Console Agent, and is now available for playback as an RPT Transaction Recording.

User response: No operator response required.

#### **BWMEC0102E** Error while exporting the test, *file name*, to the monitoring agent. Check the Eclipse error log for details.

**Explanation:** An error occurred while attempting to export the Rational Performance Test test. The test is not saved on the Application Management Console Agent.

**User response:** Look for other Error Log entries in the Eclipse error log that might indicate the cause of the error, and correct any problems as needed.

BWMEC0103E Unable to check Rational Performance Tester runtime versions on the Application Management Console Agent. Ensure that your local workbench can connect to the machine, and that the RPT runtime is at least version 6.2 or later. **Explanation:** An error occurred attempting to connect to the Application Management Console Agent while checking for the current RPT runtime versions. The upload of RPT tests cannot continue until the problem is corrected.

**User response:** Verify that the Application Management Console Agent is a supported version (at least version 6.2 or later), that the agent is running, and that the workbench can access the system.

#### BWMEC0104I Successfully added support for RPT runtime version version to the monitoring agent.

**Explanation:** Successfully uploaded a new RPT runtime version from the workbench. Dynamic playback support of new RPT test versions can now occur.

User response: No operator response needed.

### **Rational Performance Tester Trans Perf plugin messages**

This section describes the text and numeric messages that you might receive while using the Trans Perf plugin for Rational Performance Tester.

BWMEC0001E An unexpected internal error has occurred. If this problem persists, contact IBM Software Support.

**Explanation:** An internal error was encountered that requires technical support.

**User response:** Collect all appropriate log files and Eclipse Error Console logs and see the IBM Software Support Website for assistance. See the publications for information on obtaining assistance from IBM. BWMEC0002E The required file: *file name* could not be located.

**Explanation:** A required file was not found in its expected location.

**User response:** Ensure that the file has not be accidentally deleted or moved. Try to replace the file. If this cannot be done or if the problem persists, then see the IBM Software Support Website for assistance.

#### BWMEC0003E Unable to connect to Application Management Console on the host named *host name*. Ensure that the specified connection information is correct, and that the agent is running.

**Explanation:** Specific information is required to remotely connect to the agent. If any of the supplied values are incorrect, you are unable to connect.

**User response:** Verify with your local system administrator that you have the correct agent information and try again.

# BWMEC0004E The port number specified, *port*, is not a valid port. It must be an integer between 0 and 65535.

**Explanation:** The port value was not within the valid range. The port value must be an integer between 0 and 65535.

**User response:** Enter a valid port number and try again.

### BWMEC0005E The specified keyfile either does not exist or cannot be read.

**Explanation:** The specified file was not found in its expected location or could not be read, possibly because of insufficient access authority.

**User response:** Ensure that the file exists in the expected location, and that you have sufficient privileges to read the file.

## BWMEC0006E The username or password was not accepted by the agent.

**Explanation:** The username or password provided were not accepted by the agent. One or the other might have been specified incorrectly, or the specified user does not have sufficient privileges.

**User response:** Verify that the user exists as a valid user on the agent and that the user has sufficient roles and permissions to connect.

## BWMEC0007E No assets were found to be available for exporting.

**Explanation:** The test project did not contain expected and valid test assets for exporting.

**User response:** Verify that the test project contains valid test assets and try again.

#### BWMEC0007W The transaction recording *assetName* already exists on the agent. Uploading this new version will overwrite the current version on the agent and will automatically update any monitors that are using this transaction recording. Are you sure you want to overwrite *assetName* ?

**Explanation:** Transaction recordings are stored on the agent by their name. Uploading a recording of the same type and the same name overwrites the existing agent version. All active monitors are then automatically updated, and begin running the newly uploaded transaction recording.

**User response:** Verify that you want to overwrite the existing transaction recording by uploading the new version. Ensure that the new version does not contain errors that might cause other problems.

BWMEC0008W The transaction recording *assetName* that you are attempting to upload is older than the current version that already exists on the agent. Uploading this version will overwrite the more recent copy on the agent and might cause a loss of previous changes. Are you sure you want to overwrite *assetName* ?

**Explanation:** The transaction recording stored on the agent is newer than the copy you are attempting to upload. Uploading your older version may overwrite previous changes.

**User response:** Verify that you want to overwrite the existing transaction recording with an older version.

#### **BWMEC0012E** Timeout attempting to connect to agent on host name *host name*. Ensure that the specified connection information is correct, and that the Application Management Console is running.

**Explanation:** Specific information is required to remotely connect to the agent. If any of the supplied values are incorrect, you will not be able to connect.

**User response:** Verify with your local administrator that you have the correct agent information and try again.

### **Rational Performance Tester simplified UI plugin messages**

This section describes the text and numeric messages that you might receive while using the simplified UI plugin for Rational Performance Tester.

BWMEC05011 ITCAM Editor supports only HTTP Performance Tests. Use the Test Editor to edit other types of tests. **User response:** Switch to Test Perspective and use the Test Editor to edit this file.

**Explanation:** The file type is not supported by ITCAM Editor.

### **Rational Functional Tester playback messages**

This section describes the text and numeric messages that you might receive while using Rational Functional Tester.

BWMRF0100E Could not playback profile profileName, RFT script script. The robotic script could not be extracted.

**Explanation:** The script could not be extracted. The script zip file might be corrupted.

**User response:** Verify that the script on the Application Management Console agent is valid.

#### BWMRF0103E Could not playback profile profileName, robotic script script. The Rational Functional Tester CLI could not be run.

**Explanation:** The RFT command line process failed to start.

User response: See the agent logs for more details.

### BWMRF0105E The RFT robotic script script failed to run.

Explanation: The RFT test failed to start.

**User response:** See the agent logs for additional details.

#### **BWMRF0120E** The playback of script *script* failed. The agent screen might be locked.

**Explanation:** Rational Functional Tester failed to playback the script. The agent screen might be locked.

**User response:** Verify that the agent screen is not locked, then try the operation again. See the IBM Software Support Website if the problem persists.

### **BWMRF0121E** Playback of script *script* failed. Another instance of the test application might already be running.

**Explanation:** Rational Functional Tester failed to playback the script because another instance of the script might already be running.

**User response:** Verify that another instance of the script is not running, or wait for the instance to complete, and then try the operation again. See the IBM Software Support Website if the problem persists.

**BWMRF0122E** Playback of script *script* failed. Rational Functional Teter might not be installed.

**Explanation:** Rational Functional Tester might not be installed, or you might need to reboot your system.

**User response:** Verify that Rational Functional Tester is installed on the system, and reboot the system if needed.

BWMRF0123E The Rational Functional Tester script, scriptname requested a system reboot.

**Explanation:** Rational Functional Tester script has requested a system reboot.

**User response:** Retry the operation. See the IBM Software Support Website if the problem persists.

#### BWMRF0124E Reboot Requested by Rational Functional Tester script scriptname failed. Windows user name and password are not specified in the monitoring agent configuration.

**Explanation:** A reboot requested by the Rational Functional Tester script failed because Windows user name and password information was not specified in the monitoring agent configuration.

**User response:** Retry the operation. See the IBM Software Support Website if the problem persists.

#### BWMRF0125E An unknown internal error occured in the Rational Functional Tester Playback Engine.

**Explanation:** The RFT Playback engine failed with an unexpected error code. This may occur when you use

#### **BWMRT0106E**

Remote Desktop Protocol (RDP) to access the Rational Functional Tester system.

**User response:** Generally, you should not use RDP with Rational Functional Tester playback. Instead, use VNC server or Windows desktop instead of a virtual machine. Follow these guidelines before and during script playback: log into the console physically or with VNC server; disable the screen saver; do not interact with the desktop during playback; close residual browser windows when the script is complete.

**BWMRT0106E** Could not playback situation profileName, robotic script script. Failed to extract the runtime for the robotic script, runtime version *runtime*.

**Explanation:** The runtime could not be extracted. The runtime zip file might be corrupted or missing from the Application Management Console monitoring agent.

**User response:** Verify that he runtime on the monitoring agent is present and valid.

### **Appendix B. Transaction Tracking messages**

Use this Transaction Tracking messages summary to assist when you are troubleshooting.

### **Transactions Container messages: CYTZ\***

#### CYTZ0000E subsys Subsystem is Already Active

**Explanation:** The Transactions Container has attempted to start, but the subsystem is already in use by another Transactions Container.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** The Transactions Container startup is aborted.

Administrator response: Verify that the Transactions Container subsystem specified in the Transactions Container startup JCL is correct, and the Transactions Container has not already been started.

#### CYTZ0001E Not APF Authorized, Subsystem Ending

**Explanation:** The Transactions Container has attempted to startup, however module CYTZDRVR is not APF authorized.

**System action:** The Transactions Container is shut down.

Administrator response: Verify that all datasets in the STEPLIB DD concatenation are APF authorized.

#### CYTZ0002I subsys Subsystem Ready to Accept Commands

**Explanation:** The Transactions Container has been successfully started, and is able to accept operator commands.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: Normal processing continues.

Administrator response: None.

#### CYTZ0003E subsys Invalid Command Type

**Explanation:** The Transactions Container has received an invalid operator command.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: Command is ignored.

Administrator response: Correct and reissue the command.

CYTZ0004I subsys - command

**Explanation:** The Transactions Container has received an operator command.

Message Variables:

*subsys* – Transactions Container subsystem. *command* – Command received.

**System action:** Transactions Container will attempt to process the command.

Administrator response: None.

#### CYTZ0005I subsys Stop Command Accepted

**Explanation:** The Transactions Container has received a stop command.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** Transactions Container shutdown processing commences.

Administrator response: None.

#### CYTZ0006I subsys Stop Pending

**Explanation:** The Transactions Container has received a stop command, but has not yet shut down.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** Normal Transactions Container shutdown processing continues.

Administrator response: None.

#### CYTZ0007I subsys Subsystem Now Active

**Explanation:** Transactions Container subsystem is now active.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: Normal processing continues.

Administrator response: This is usually the response

to a Transactions Container ACT command. No further response is required.

#### CYTZ0008I subsys Subsystem Now Inactive

**Explanation:** The Transactions Container has received an INACT command. The Transactions Container subsystem has been inactivated.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** All Transactions Container processing requiring the subsystem is stopped.

Administrator response: If subsystem operation is required, issue the Transactions Container ACT command.

#### CYTZ0009E Parm Field Missing or Incorrect

**Explanation:** The parameters passed to CYTZDRVR in the Transactions Container started task are invalid or missing.

**System action:** The Transactions Container is shut down.

Administrator response: The Transactions Container main module CYTZDRVR requires a parameter of eight characters – the first four characters specify the parameter module prefix, the second four the Transactions Container subsystem to be used. Correct the parameters and restart the Transactions Container.

#### CYTZ0010E subsys Unknown or Invalid Command

**Explanation:** The Transactions Container received an unknown or invalid operator command.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: Operator command is ignored.

Administrator response: The command issued is specified on a previous CYTZ0004I message. Correct and reissue the command.

#### CYTZ0011E subsys Invalid Parameter(s) for command Command

**Explanation:** A Container command was issued, however the option or options specified were invalid.

#### **Message Variables:**

*subsys* – Transactions Container subsystem. *command* – Operator command issued.

System action: Operator command is ignored.

Administrator response: Correct and reissue the command.

#### CYTZ0012E subsys Memory not Available

**Explanation:** The Transactions Container has received an operator Dump command to display storage, however storage at that address is unavailable.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: The command is ignored.

Administrator response: The address specified in the Operator Dump command is invalid or unavailable. Review the address specified.

CYTZ0013I address word1 word2 word3 word4value

**Explanation:** An operator command has resulted in an area of memory being dumped.

#### Message Variables:

address - Address of the memory being dumped.

*word1* – Hexadecimal value of the first word being dumped.

*word2* – Hexadecimal value of the second word being dumped.

*word3* – Hexadecimal value of the third word being dumped.

*word4* – Hexadecimal value of the fourth word being dumped.

*value* – EBCDIC value of the area being dumped.

System action: None.

Administrator response: The area of memory has been dumped because of an operator command – usually DUMP or DEBUG. No further action is required.

#### CYTZ0014E subsys Syslog Task Ended - Subsystem Ending

**Explanation:** The Transactions Container Syslog task has shut down.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** Syslog output discarded. Normal processing is attempted. If unsuccessful, Transactions Container is shut down.

Administrator response: This usually occurs because of a STOP command or an internal error. If this has occurred because of an internal error, view the Transactions Container output for other messages indicating the problem, and resolve.

#### CYTZ0015E subsys Operator Task Ended - Subsystem Ending

**Explanation:** The Transactions Container Operator task has shut down.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** No further operator commands will be processed.

Administrator response: This usually occurs because of a STOP command or an internal error. If this has occurred because of an internal error, view the Transactions Container output for other messages indicating the problem, and resolve.

## CYTZ0017E subsys Syslog Task Attach Failed - rc=retcode

**Explanation:** The Transactions Container has failed to attach the Syslog task.

#### Message Variables:

subsys – Transactions Container subsystem.

retcode – Return code from z/OS ATTACH macro.

**System action:** The Transactions Container is shut down.

Administrator response: Analyze the return code from the ATTACH macro. If the problem persists see the IBM Software Support website.

CYTZ0018E subsys Operator Task Attach Failed rc=retcode

**Explanation:** The Transactions Container has failed to attach the Operator task.

#### Message Variables:

subsys - Transactions Container subsystem.

retcode – Return code from z/OS ATTACH macro.

**System action:** The Transactions Container is shut down.

Administrator response: Analyze the return code from the ATTACH macro. If the problem persists see the IBM Software Support website.

#### **CYTZ0019E** subsys **Initialization Problems - rc=**retcode

**Explanation:** The Transactions Container encountered a problem on startup.

#### Message Variables:

subsys - Transactions Container subsystem.

*retcode* – Return code from Transactions Container startup.

**System action:** The Transactions Container is shut down.

Administrator response: Look in the Transactions Container output for other messages indicating the problem, and resolve. If the problem persists see the IBM Software Support website. CYTZ0020I subsys Subsystem Dynamically Created

**Explanation:** The Transactions Container has dynamically created a subsystem on startup.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** Transactions Container startup continues.

**Administrator response:** The Transactions Container will automatically create a z/OS subsystem if it does not already exist. No further action is required.

CYTZ0021E subsys Storage Obtain of areaFailed rc=retcode

**Explanation:** The Transactions Container has failed to obtain storage for the named area.

#### Message Variables:

subsys – Transactions Container subsystem.

area - Area name.

*retcode* – Return code from Transactions Container startup.

**System action:** Normal processing is attempted. If unsuccessful, Transactions Container is shut down.

Administrator response: This message is usually accompanied by a z/OS abend and other messages. Analyze the abend and messages together with the return code from the STORAGE macro. If the problem persists see the IBM Software Support website.

CYTZ0022E Abend code Detected in module at offset offset

**Explanation:** The Transactions Container detected an abend.

#### Message Variables:

code - Abend code in hexadecimal.

*module* – Module in control at the time of the abend.

offset – Offset in the module in hexadecimal.

**System action:** Normal processing is attempted. If unsuccessful, Transactions Container is shut down.

**Administrator response:** Analyze the abend, and rectify the problem if possible. If the problem persists see the IBM Software Support website.

#### CYTZ0023I subsys Trace Option Now Set

**Explanation:** Transactions Container tracing is now active.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** Trace information will be sent to the Transactions Container SYSLOG DD.

#### CYTZ0025E • CYTZ0035I

Administrator response: This message has been caused by the operator TRACE ON command. Setting the trace will produce vast quantities of output to the SYSLOG DD, and should only be set if requested by IBM Tivoli Support. If you do not want tracing, issue the TRACE OFF command. Otherwise, no further action is required.

#### CYTZ0025E subsys Syslog Task Inactive - No Action

**Explanation:** An operator command has been received that requires the Transactions Container syslog task, however the syslog task is not active.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: The operator command is ignored.

Administrator response: Both DEBUG and TRACE commands require the syslog task to be active. This message has been caused because the syslog task is inactive. The syslog task is part of normal Transactions Container operations, so if it is not running, an error has previously occurred. Restart the Transactions Container to restart the syslog task, and reissue the command.

#### CYTZ0028E subsys Syslog Dataset Open Failed

**Explanation:** The Transactions Container has failed to open the SYSLOG DD.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: The syslog task is shut down.

Administrator response: Look for other messages further defining the problem. Check the SYSLOG DD JCL statements are correct. Once corrected, restart the Transactions Container.

#### CYTZ0029E subsys Syslog Dataset Close - rc=retcode

**Explanation:** The Transactions Container Syslog task has closed the SYSLOG DD.

#### Message Variables:

subsys - Transactions Container subsystem.

*retcode* – Return code.

**System action:** The Syslog task is ended.

Administrator response: If the syslog task is required, restart the Transactions Container to restart the syslog task.

#### CYTZ0030W subsys Severe Syslog Buffer Shortage

**Explanation:** The Transactions Container Syslog task has filled the buffer for the SYSLOG DD.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** Syslog Output will be discarded until space is available in the Syslog buffer. Otherwise, normal operation continues.

**Administrator response:** This is usually caused by a z/OS syslog buffer shortage. If this is the case, resolve this problem. If the problem persists see the IBM Software Support website.

#### CYTZ0031I subsys Syslog Buffer Shortage Relieved

**Explanation:** A previous Transactions Container Syslog task buffer shortage indicated by a CYTZ0030W message has been relieved.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: Normal operation continues.

Administrator response: None.

#### CYTZ0032I subsys Command Buffer Shortage Relieved

**Explanation:** A previous Transactions Container Command task buffer shortage indicated by a CYTZ0037W message has been relieved.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: Normal operation continues.

Administrator response: None.

#### CYTZ0034E subsys Address Contents Mismatch

**Explanation:** A ZAP command has specified contents of a memory location that do not match the existing memory location contents.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: ZAP command is not performed.

Administrator response: Review the contents of the memory location to be zapped, and the memory address specified in the ZAP command.

#### CYTZ0035I subsys Termination Problems - rc=retcode

**Explanation:** One or more errors occurred during Transactions Container shutdown.

#### **Message Variables:**

subsys - Transactions Container subsystem.

*retcode* – Return code from Transactions Container shutdown.

**System action:** Abnormal Transactions Container shutdown continues.

Administrator response: Review any other messages in the Transactions Container output that may indicate the problem and resolve. If the problem persists see the IBM Software Support website.

CYTZ0036E subsys Abend abcode-reascode Loading Module module

**Explanation:** The Transactions Container has abended attempting to load a load module.

#### Message Variables:

*abcode* – Abend code.

reascode - Abend reason code.

*module* – Module name.

**System action:** Module is not loaded. Normal processing is attempted. If unsuccessful, Transactions Container is shut down.

Administrator response: Review the abend. Check that the named load module is in the Transactions Container's STEPLIB concatenation, or in the z/OS Linklist concatenation. Check that the Transactions Container's REGION size is sufficient to load the module.

#### CYTZ0037W subsys Severe Operator Cmd Buffer Shortage

**Explanation:** The Transactions Container Operator task buffer is full.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** No further Operator commands will be processed until space is available in the Operator task buffer.

Administrator response: This occurs when Transactions Container operator commands are issued faster than they are processed. Check that the Transactions Container operator commands are being processed quickly. Check also the number of Transactions Container operator commands issued. If the problem persists see the IBM Software Support website.

#### CYTZ0044I subsys TCB:tcbaddress POINT:point CPU=secs microseconds

**Explanation:** This is a trace message.

#### Message Variables:

subsys - Transactions Container subsystem.

tcbaddress - Address of TCB currently running.

*point* – Trace point name.

secs - CPU seconds accumulated by TCB.

System action: Normal processing continues.

Administrator response: This message has occurred because the Transactions Container operator command TRACE ON has been issued. One such message will occur for every trace point in the Transactions Container code. Setting the trace on can produce vast quantities of data to SYSLOG – only use this command if requested by IBM Tivoli Support. If you do not want tracing, issue the TRACE OFF command.

#### **CYTZ0045I** subsys **ID**module version date time

**Explanation:** This message specifies the version of a Transactions Container module.

#### **Message Variables:**

subsys - Transactions Container subsystem.

*module* – Module name.

version - Module version

*date* – Date compiled.

*time* – Time compiled.

System action: Normal processing continues.

**Administrator response:** This message has been caused by the Transactions Container VER command. No further action is required.

#### CYTZ0046I subsys Debug Option Now Set

**Explanation:** The Transactions Container is now outputting Debug information to the SYSLOG DD.

**Message Variables:** *subsys* – Transactions Container subsystem.

**System action:** Normal operation with debug information continues.

Administrator response: This is in response to the operator command DEBUG ON. Setting debug on will produce vast quantities of output, and should only be done if requested by IBM Tivoli Support. If you do not want debug on, issue the DEBUG OFF command.

#### CYTZ0048I subsys Debug Point: name

Explanation: This is a message for debug information.

#### Message Variables:

subsys - Transactions Container subsystem.

name –Debug point name.

**System action:** Register and Storage information is dumped to SYSLOG DD in messages CYTZ0049I – CYTZ0055I.

Administrator response: Debug information is output to the SYSLOG DD if the Transactions Container operator command DEBUG ON is issued. Debug on will result in vast quantities of output being sent to the SYSLOG DD, and should only be done if instructed by IBM Tivoli Support. If you do not want debug on, issue the Transactions Container command DEBUG OFF.

#### CYTZ0049I • CYTZ0059W

#### CYTZ0049I subsys General Purpose Registers

Explanation: See "CYTZ0048I" on page 139.

#### CYTZ0050I subsys Access Registers

Explanation: See "CYTZ0048I" on page 139.

#### CYTZ0051I subsys Regs 0-3 R0 R1 R2 R3

Explanation: See "CYTZ0048I" on page 139.

#### Message Variables:

subsys - Transactions Container subsystem.

- R0 Register 0.
- R1 Register 1.
- R2 Register 2.
- R3 Register 3.

#### CYTZ0052I subsys Regs 4–7 R4 R5 R6 R7

Explanation: See "CYTZ0048I" on page 139.

#### Message Variables:

subsys – Transactions Container subsystem.

- R4 Register 4.
- R5 Register 5.
- R6 Register 6.
- R7 Register 7.

#### CYTZ0053I subsys Regs 8–11 R8 R9 R10 R11

Explanation: See "CYTZ0048I" on page 139.

#### **Message Variables:**

subsys - Transactions Container subsystem.

- R8 Register 8.
- R9 Register 9.
- R10 Register 10.
- R11 Register 11.

#### CYTZ0054I subsys Regs 12–15 R12 R13 R14 R15

#### Explanation: See "CYTZ0048I" on page 139.

#### Message Variables:

subsys - Transactions Container subsystem.

- R12 Register 12.
- R13 Register 13.
- R14 Register 14.
- R15 Register 15.

#### CYTZ0055I dump

Explanation: See "CYTZ0048I" on page 139.

Message Variables: *dump* – Dump of memory.

CYTZ0056E subsys Subsystem Creation Failed – rc=retcode/rsncode

**Explanation:** The Transactions Container failed to create the named subsystem.

#### Message Variables:

subsys - Transactions Container subsystem.

*retcode* – Return code from z/OS IEFSSI ADD request.

*rsncode* – Reason code from z/OS IEFSSI ADD request.

System action: Transactions Container is shut down.

Administrator response: Analyze the return and reason code from the IEFSSI ADD request. Check the name of the subsystem passed as a parameter to CYTZDRVR in the Transactions Container JCL. If the problem persists see the IBM Software Support website.

#### CYTZ0058W subsys RESMGR Add Failed – rc=retcode

**Explanation:** The Transactions Container failed to add a Resource Manager.

#### Message Variables:

subsys – Transactions Container subsystem.

retcode - Return code from RESMGR ADD request.

System action: Transactions Container is shut down.

Administrator response: Analyze the return code from the RESMGR ADD request. If the problem persists see the IBM Software Support website.

CYTZ0059W subsys RESMGR Delete Failed – rc=retcode

**Explanation:** The Transactions Container failed to remove a Resource Manager.

#### Message Variables:

subsys – Transactions Container subsystem.

*retcode* – Return code from the RESMGR DELETE request.

**System action:** Transactions Container shutdown continues.

Administrator response: Analyze the return code from the RESMGR DELETE request. If the problem persists see the IBM Software Support website.

#### CYTZ0060I subsys ASID asid Terminated

**Explanation:** The z/OS address space with specified asid has ended.

#### Message Variables:

subsys – Transactions Container subsystem.

*asid* – Address Space ID of terminating address space.

System action: Normal processing continues.

Administrator response: This message is output only when the Transactions Container debug is on. No further action is required.

#### CYTZ0061I subsys TCB tcb in ASID asid Terminated

**Explanation:** A task within the z/OS address space with specified asid has ended.

#### Message Variables:

subsys - Transactions Container subsystem.

*asid* – Address Space ID of terminating address space.

tcb - TCB Address of terminating task.

System action: Normal processing continues.

Administrator response: This message is output only when the Transactions Container debug is on. No further action is required.

#### CYTZ0062E subsys Abend abcode-rsncode Loading Parm Module module

**Explanation:** The Transactions Container abended attempting to load a parameter module specifying application parameters.

#### **Message Variables:**

subsys - Transactions Container subsystem.

abcode - Abend code.

rsncode - Reason code.

module - Parameter module name.

System action: Transactions Container is shut down.

Administrator response: The parameter module name is in the form xxxxCYTZ, where xxxx is the first four characters passed as a parameter to CYTZDRVR in the Transactions Container JCL. Analyze the abend received to determine the error. Check that the name of the parameter module is correct, and it resides in the Transactions Container STEPLIB or z/OS Linklist. Check that the Transactions Container REGION size is large enough to load this module. If the problem persists see the IBM Software Support website. CYTZ0063I subsys task Started

**Explanation:** A Transactions Container subtask or process has started.

#### Message Variables:

*subsys* – Transactions Container subsystem. *task* – Task or process name.

System action: Normal processing continues.

Administrator response: None.

#### CYTZ0064I subsys task Ready

**Explanation:** A Transactions Container subtask or process is ready.

#### Message Variables:

*subsys* – Transactions Container subsystem. *task* – Task or process name.

System action: Normal processing continues.

Administrator response: None.

#### CYTZ0065I subsys task Ended

**Explanation:** A Transactions Container subtask or process has ended.

#### Message Variables:

*subsys* – Transactions Container subsystem. *task* – Task or process name.

System action: Normal processing continues.

Administrator response: None.

#### CYTZ0066I ITCAM for Transactions Container version

**Explanation:** The Transactions Container has commenced startup.

**Message Variables:** *version* – Transactions Container main task version.

System action: Normal processing continues.

### **Transactions Dispatcher messages: CYTA**

#### CYTA0000I ITCAM for Transactions Dispatcher ver

Explanation: Transactions Dispatcher has started.

#### Message Variables:

*subsys* – Transactions Container subsystem. *ver* – Version of Transactions Dispatcher

System action: Normal operation continues.

Administrator response: None.

#### CYTA0001I subsys ID:module vers date time

**Explanation:** This message specifies the version of a Transactions Dispatcher module.

#### Message Variables:

subsys - Transactions Container subsystem.

*module* – Module name

vers - Module version

*date* – Date module compiled *time* – Time module compiled

System action: Normal processing continues

Administrator response: This message responds to the Transactions Dispatcher CYTA VER command. No further action is required.

#### CYTA0002I subsys debug

Explanation: This is a message for debug information.

#### Message Variables:

*subsys* – Transactions Container subsystem *debug* - debug information

System action: Normal operation continues.

Administrator response: Transactions Dispatcher debug information is output if the Transactions Dispatcher operator command CYTA DEBUG ON is issued. Debug on will result in vast quantities of output, and should only be done if instructed by Tivoli Support. If you do not want debug on, issue the Transactions Dispatcher command CYTA DEBUG OFF.

CYTA0003E subsys Courier Attach Failed - rc=retcode

**Explanation:** The Transactions Dispatcher failed to create a new Courier.

#### Message Variables:

subsys - Transactions Container subsystem.

*retcode* – Return code from z/OS ATTACHX macro.

System action: Courier creation is aborted.

Administrator response: Review the return code from

the ATTACHX macro. If unable to resolve the problem, contact Tivoli Support.

CYTA0004I	subsys Courier processid Started
Explanation:	A new Courier has started.
Message Vari	ables:
<i>subsys</i> – Tr	ansactions Container subsystem.
processid –	UNIX process id of new Courier.
System action	• Normal operation continues
Administrato	r response: none
CYTA0005I	subsys Courier Program: pgmname
Explanation: program run	This message displays the name of the by all Couriers.
Message Vari	ables:

subsys - Transactions Container subsystem.

pgmname – Courier program name.

System action: Normal operation continues.

Administrator response: This message is in response to the Transactions Dispatcher CYTA STATUS ALL command. No further action is required.

CYTA0006W subsys Unable to Open File filename, rc= retcode

**Explanation:** The Transactions Dispatcher was unable to open a file, dataset or DD.

#### Message Variables:

subsys - Transactions Container subsystem.

*filename* – name of the file, dataset or DD that could not be opened.

retcode - return code from open attempt.

**System action:** Normal processing is attempted. If unsuccessful, Transactions Dispatcher is shut down.

Administrator response: Check that the file exists (if file or dataset) or that the DD points to a valid file or dataset (if DD). Check for other messages that may further indicate the source of the problem. If unable to resolve problem, contact Tivoli Support.

#### CYTA0008E subsys Unknown or Invalid CYTA Command

**Explanation:** An unknown or invalid operator command was received.

Message Variables: *subsys* – Transactions Container subsystem

System action: Operator command is ignored.

Administrator response: Correct and reissue the command.

#### CYTA0009I subsys Courier ID: processid (status)

**Explanation:** This message displays the status of a Courier

#### Message Variables:

subsys – Transactions Container subsystem.

processid – UNIX process ID of the Courier.

status - Status of the Courier: active or inactive.

System action: Normal processing continues

Administrator response: This message responds to the Transactions Dispatcher commands CYTA STATUS ALL and CYTA PDISPLAY. No further action is required.

#### CYTA0010I subsys Events: events, ASIDs: asids, Orphaned: orphaned

**Explanation:** This message displays the statistics for a Courier.

#### Message Variables:

subsys - Transactions Container subsystem.

*events* – Number of events processed by this Courier.

*asids* – Number of address spaces currently connected to this Courier.

*orphaned* – Number of orphaned events that have been returned to the free chain by the garbage collector.

System action: Normal processing continues.

Administrator response: This message responds to the Transactions Dispatcher commands CYTA STATUS ALL and CYTA CDISPLAY, and is preceded by CYTA0009I. No further action is required.

### CYTA0011E subsys Token Prefix Invalid - not between 0 and 255

**Explanation:** The Unique Token prefix specified in the CYTATokenPrefix parameter of CYTAPARMS is invalid- it must be a number between 0 and 255.

**Message Variables:** *subsys* – Transactions Container subsystem

System action: Unique token prefix is set to 1.

Administrator response: Check the value of the CYTATokenPrefix parameter in CYTAPARMS, and correct as necessary. Restart the Transactions Container to activate the new Token Prefix.

#### **CYTA0012E** subsys module **Error calling** routine, **rc**= retcode

**Explanation:** An error occurred when module *module* attempted to call routine *routine*.

#### Message Variables:

subsys - Transactions Container subsystem.

module - Calling module name.

routine - Called routine name.

retcode – Return code from called routine.

**System action:** Normal processing is attempted. If unsuccessful, Transactions Dispatcher is shut down.

Administrator response: Check for other messages which may indicate the problem. If unable to resolve this problem, contact Tivoli Support.

### CYTA0013E subsys Invalid Courier ID or Courier ID not specified

**Explanation:** An operator command required a parameter of a Courier UNIX Process ID. However no such parameter was specified or the parameter was invalid.

**Message Variables:** *subsys* – Transactions Container subsystem

System action: The command is ignored.

Administrator response: Review the syntax of the command, and reissue specifying a valid UNIX process ID if necessary

#### CYTA0014I subsys Next Free Unique Token: token

**Explanation:** This message displays the next available Unique Token.

#### Message Variables:

*subsys* – Transactions Container subsystem. *token* – Next available Unique Token (in hexadecimal).

System action: Normal processing continues.

Administrator response: This message responds to a Transactions Dispatcher CYTA STATUS ALL command. No further processing is required.

#### CYTA0015W subsys Forced Detach of Dispatcher Task

**Explanation:** The Transactions Dispatcher Courier Controller Task was forcibly detached.

**Message Variables:** *subsys* – Transactions Container subsystem

**System action:** Transactions Dispatcher shutdown continues.

Administrator response: The Courier Controller is forcibly shut down if there is an error with one of the

#### CYTA0016I • CYTA0027W

Couriers, or the task is waiting for another process to complete. This message may also be issued if the Transactions Container is cancelled or abends.

CYTA0016I subsys Courier Controller Ended rc=retcode

**Explanation:** The Transactions Dispatcher Courier Controller has ended.

#### Message Variables:

*subsys* – Transactions Container subsystem. *retcode* – Return code of Courier Controller.

System action: Normal Collector shutdown continues.

Administrator response: none

#### CYTA0018I subsys Courier Controller Starting

Explanation: The Courier Controller has started.

**Message Variables:** *subsys* – Transactions Container subsystem

System action: Collector startup continues.

Administrator response: none.

#### CYTA0019I subsys Courier Controller Terminating

**Explanation:** The Courier Controller is ending.

**Message Variables:** *subsys* – Transactions Container subsystem

System action: Collector shutdown continues.

Administrator response: none

#### CYTA0020E subsys Courier Controller Attach Failed rc= retcode

**Explanation:** The Collector failed to attach the Transactions Dispatcher Courier Controller.

#### Message Variables:

*subsys* – Transactions Container subsystem. *retcode* – Return code from ATTACHX macro.

**System action:** Collector and Transactions Container are shut down.

Administrator response: Analyze the return code from the ATTACHX macro. If unable to resolve the problem, contact Tivoli Support.

CYTA0021W subsys Forced Detach of Courier processid

**Explanation:** A Courier was forcibly detached.

#### Message Variables:

*subsys* – Transactions Container subsystem. *processid* – UNIX Process ID of Courier. System action: Collector shutdown continues.

Administrator response: This can happen if the Courier is waiting for some other task to complete. This message may also occur if the Transactions Container is cancelled or abends.

#### CYTA0022I subsys Courier Controller Ready

**Explanation:** The Transactions Dispatcher Courier Controller is ready

**Message Variables:** *subsys* – Transactions Container subsystem

System action: Normal processing continues.

Administrator response: none

#### CYTA0024E subsys Maximum Number of Couriers Running

**Explanation:** The Collector is running with the maximum number of Couriers (50).

**Message Variables:** *subsys* – Transactions Container subsystem

System action: No more Couriers can be started.

Administrator response: There should be no reason to start more than 50 Couriers. No further action is required.

CYTA0026E subsys Courier Controller Initialization Failed – rc=retcode

**Explanation:** The Transactions Dispatcher Courier Controller failed to start.

#### **Message Variables:**

*subsys* – Transactions Container subsystem.

retcode - Return code from the Courier Controller.

**System action:** Collector and Transactions Container are shut down.

Administrator response: Check for other messages that may indicate the problem. If unable to resolve the problem, contact Tivoli Support.

CYTA0027W subsys Failure During Courier processid Cleanup – rc=retcode

**Explanation:** The Courier Controller failed to cleanup after a Courier was shut down.

#### **Message Variables:**

subsys – Transactions Container subsystem.

processid - UNIX Process ID of Courier.

retcode - Return code from the cleanup attempt.

System action: Normal processing continues.

Administrator response: Look for other messages that

may indicate a problem. If unable to resolve the problem, contact Tivoli Support.

#### CYTA0028I subsys Courier processid Terminated

Explanation: A Courier was shut down

#### **Message Variables:**

subsys - Transactions Container subsystem.

processid - UNIX Process ID of Courier.

System action: Normal processing continues.

Administrator response: If a command was issued to shut down the Courier, then no further action is required. Otherwise check for other messages that may indicate a problem.

#### CYTA0029I subsys Courier Controller Status: status

**Explanation:** Displays the status of the Transactions Dispatcher Courier Controller.

#### **Message Variables:**

subsys – Transactions Container subsystem.

status – Status (active or inactive).

System action: Normal processing continues.

Administrator response: This message responds to the Transactions Dispatcher CYTA STATUS ALL command. No further action is required.

#### CYTA0031I subsys Courier Controller Termination Pending

**Explanation:** The Transactions Dispatcher Courier Controller is stopping.

**Message Variables:** *subsys* – Transactions Container subsystem

System action: Collector shutdown continues.

Administrator response: None

#### CYTA0032I subsys Number of Couriers Running: processes

**Explanation:** This message summarizes the number of Couriers currently running.

#### Message Variables:

subsys – Transactions Container subsystem.

processes - Number of Couriers currently running.

System action: Normal processing continues.

Administrator response: This message responds to the command CYTA STATUS ALL and CYTA CDISPLAY ALL. No further action is required.

#### CYTA0033E subsys Courier ID Not Found

**Explanation:** An operator command requiring the UNIX process ID of a Courier was issued, but the process ID was not found.

**Message Variables:** *subsys* – Transactions Container subsystem

System action: Command is ignored.

Administrator response: Correct the process ID in the command and reissue.

#### CYTA0034E subsys Invalid ASID or ASID Not Specified

**Explanation:** An operator command requiring the z/OS address space ID (ASID) was issued, however the ASID was invalid or not specified.

**Message Variables:** *subsys* – Transactions Container subsystem

System action: Command is ignored

Administrator response: Correct the ASID in the command and reissue.

## CYTA00351 subsys jobname (ASID asid) Associated with processid

**Explanation:** This message shows the Courier that is processing events from an address space

#### Message Variables:

subsys - Transactions Container subsystem.

jobname - Jobname of address space sending events.

*asid* – z/OS address space ID of address space sending events.

*processid* – UNIX process ID of Courier processing events.

System action: Normal processing continues.

Administrator response: This message responds to a Collector CYTA ADISPLAY or CYTA STATUS command. No further action is required.

#### CYTA0037I subsys Number of Active Address Spaces: asids

**Explanation:** This message summarizes the number of address spaces currently connected to Couriers.

#### Message Variables:

subsys – Transactions Container subsystem.

asids -Number of address spaces.

System action: Normal processing continues.

Administrator response: This message responds to a Collector CYTA ADISPLAY ALL or CYTA STATUS ALL command. No further action is required.

#### CYTA0038E subsys Address Space ID Not Found

**Explanation:** An operator command requiring the z/OS address space ID (ASID) of a connected address space was issued, but the ASID was not found.

Message Variables: *subsys* – Transactions Container subsystem

System action: Command is ignored.

Administrator response: Correct the ASID on the command and reissue.

#### CYTA0039I subsys function Option: status

**Explanation:** This message displays the status of a Collector function.

#### Message Variables:

subsys – Transactions Container subsystem.

function - Collector function.

*status* – Function status.

System action: Normal processing continues.

**Administrator response:** This message responds to a command modifying the status of a Collector function. No further action is required.

#### CYTA0040E subsys Unknown Command Option -Command Ignored

**Explanation:** An operator CYTA command was issued, however the option or options specified were invalid.

**Message Variables:** *subsys* – Transactions Container subsystem.

System action: The command is ignored.

Administrator response: Correct the command option and reissue the command.

### CYTA0043E subsystem CYTAEvents invalid - not between 1000 and 500000

**Explanation:** A CYTAEvents parameter has been specified but it is not within the valid range.

**Message Variables:** *subsystem* – Transactions Container subsystem.

**System action:** Processing continues. The default of 10,000 CADS blocks is used.

**Administrator response:** Correct the CYTAEvents parameter in CYTAPARM and restart the Transactions Container.

#### CYTA0044E subsystem CYTAEventBlockSize invalid not 1, 2, 4, or 8

**Explanation:** A CYTAEventBlockSize parameter has been specified but it is not valid.

**Message Variables:** *subsystem* – Transactions Container subsystem.

**System action:** Processing continues. The default of 4 (4K) is used for the CADS blocksize.

Administrator response: Correct the CYTAEventBlockSize parameter in CYTAPARM and

restart the Transactions Container.

#### CYTA0045I subsystem CADS created successfully with number blocksize K blocks

**Explanation:** The Container has successfully allocated a SCOPE=COMMON dataspace with the indicated number of blocks and blocksize.

#### Message Variables:

subsystem – Transactions Container subsystem.

number - Number of blocks.

blocksize - Size of the block.

System action: Processing continues.

Administrator response: None required.

CYTA0046E subsystem CADS creation failed - RC return\_code RS reason\_code

**Explanation:** The Container has failed to allocate a SCOPE=COMMON dataspace. The DSPSERV macro was issued and received the indicated return and reason codes.

#### **Message Variables:**

subsystem – Transactions Container subsystem.

return\_code – DSPSERV return code.

reason\_code - DSPSERV reason code.

System action: Processing terminates.

Administrator response: Review the z/OS documentation to determine why the DSPSERV macro failed. If the problem persists see the IBM Software Support website.

CYTA0047E subsystem ALESERV creation failed for CADS - RC return\_code RS reason\_code

**Explanation:** ALESERV processing for the CADS has failed with the indicated return and reason codes.

#### Message Variables:

subsystem - Transactions Container subsystem.
return\_code - ALESERV return code.
reason\_code - ALESERV reason code.

System action: Processing terminates.

Administrator response: Review the z/OS documentation to determine why the ALESERV macro failed. If the problem persists see the IBM Software Support website.

#### CYTA0048I subsystem CADS deletes successfully

**Explanation:** The Container has successfully deleted the CADS during termination processing.

#### Message Variables:

subsystem – Transactions Container subsystem.

System action: Processing continues.

Administrator response: None required.

CYTA0050I subsystem parameter defaults to value

**Explanation:** The parameter indicated has defaulted to the indicated value.

#### Message Variables:

*subsystem* – Transactions Container subsystem. *parameter* – The parameter that was invalid in CYTAPARM.

value - Default value assigned.

System action: Processing continues.

Administrator response: None required.

#### CYTA0060E subsystem CYTAGCMN attach failed - rc = return\_code

**Explanation:** During garbage collector initialization the attach of CYTAGCMN failed with system return code *return\_code*.

#### Message Variables:

*subsystem* – Transactions Container subsystem.

*return\_code* – Return code from the system ATTACH macro.

**System action:** Processing continues without the Garbage Collector function.

Administrator response: Check the z/OS documentation for the ATTACH macro to determine the cause of the error. Correct the problem and restart the Container.

CYTA0061E subsystem Garbage Collector Initialisation Failed rc = return\_code

**Explanation:** The CYTAGCMN module has not posted the ready ECB. Garbage Collector initialization has failed.

#### Message Variables:

subsystem - Transactions Container subsystem.

*return\_code* – Return code from the CYTAMAIN post of the CYTAAGECB.

**System action:** Processing continues without the Garbage Collector function.

Administrator response: Look for additional messages. Correct the problem and restart the Container.

CYTA0062I subsystem Garbage Collector Initialisation Started

Explanation: The Garbage Collector is initializing.

#### **Message Variables:**

subsystem – Transactions Container subsystem.

System action: Processing continues.

Administrator response: None required.

#### CYTA0063I subsystem Garbage Collector Initialisation Complete

**Explanation:** The Garbage Collector has initialized.

**Message Variables:** 

subsystem - Transactions Container subsystem.

System action: Processing continues.

Administrator response: None required.

CYTA0064I subsystem Garbage Collector Termination Complete

**Explanation:** The Garbage Collector has shutdown successfully.

#### Message Variables:

subsystem - Transactions Container subsystem.

System action: Processing continues.

Administrator response: None required.

#### CYTA0065E subsystem CYTAGarbageInterval invalid - must be 1 to 999

**Explanation:** The Garbage Collector configuration parameter CYTAGarbageInterval is not in the range 1-999 seconds. This value indicates how often (in seconds) the Garbage Collector scans the CADS for orphaned blocks.

#### **Message Variables:**

subsystem – Transactions Container subsystem.

**System action:** Processing continues using the default value of 30 seconds.

Administrator response: Correct the value and restart the Container.

#### CYTA0066E • CYTA0072E

#### CYTA0066E subsystem CYTAGarbageExpire invalid must be 1 to 999

**Explanation:** The Garbage Collector configuration parameter CYTAGarbageExpire is not in the range 1-999 seconds. This value indicates how old (in seconds) an orphaned CADS block must be before the Garbage Collector returns the block to the free chain.

#### Message Variables:

subsystem – Transactions Container subsystem.

**System action:** Processing continues using the default value of 30 seconds.

Administrator response: Correct the value and restart the Container.

CYTA0067E subsystem Garbage Collector cannot locate the CADS

**Explanation:** During initialization, the Garbage Collector could not locate the CADS.

#### Message Variables:

subsystem - Transactions Container subsystem.

System action: Processing fails.

Administrator response: Look for additional messages. Correct the problem and restart the Container. If the problem persists, see the IBM Software Support website.

### CYTA0068E subsystem Garbage Collector cannot locate the QELM

**Explanation:** The Garbage Collector could not locate a QELM in the CADS.

#### Message Variables:

subsystem - Transactions Container subsystem.

System action: Processing fails.

Administrator response: Look for additional messages. Correct the problem and restart the Container. If the problem persists, see the IBM Software Support website.

#### CYTA0069E subsystem Garbage Collector has found an invalid QELM

**Explanation:** The Garbage Collector found an invalid QELM in the CADS.

#### Message Variables:

subsystem – Transactions Container subsystem.

System action: Processing fails.

Administrator response: Look for additional messages. Correct the problem and restart the Container. If the problem persists, see the IBM Software Support website.

CYTA0070I subsystem CADS will be scanned every seconds seconds

**Explanation:** The Garbage Collector scans the CADS for orphaned blocks at the interval specified.

#### Message Variables:

*subsystem* – Transactions Container subsystem. *seconds* - number of seconds

System action: Processing continues.

Administrator response: None required. The default of 30 seconds can be changed using the CYTAGarbageInterval configuration parameter in CYTAPARM.

CYTA0071I subsystem CADS blocks older than seconds seconds will be freed

**Explanation:** The Garbage Collector returns orphaned blocks to the CADS free chain at the interval specified.

#### Message Variables:

subsystem - Transactions Container subsystem.

seconds - number of seconds

System action: Processing continues.

Administrator response: None required. The default of 30 seconds can be changed using the CYTAGarbageExpire configuration parameter in CYTAPARM.

#### CYTA0072E subsystem CADS block REQUEST=FREE failed RC return\_code

**Explanation:** The Garbage Collector could not locate a QELM in the CADS.

#### Message Variables:

*subsystem* – Transactions Container subsystem. *return\_code* - return code from the CYTABLOK REQUEST=FREE macro.

**System action:** Processing continues, however an orphaned CADS block has not been returned to the free chain.

Administrator response: If the problem persists, recycle the Container.

### **Transactions Dispatcher Courier messages: CYTAA\***

#### CYTAA01I debug

Explanation: This is a message for debug information.

Message Variables: *debug* – Debug information.

**System action:** Normal processing with debug information continues.

Administrator response: Collector debug information is output if the Collector operator command CYTA DEBUG ON is issued. Debug on will result in vast quantities of output, and should only be done if instructed by Tivoli Support. If you do not want debug on, issue the Collector command CYTA DEBUG OFF.

**CYTAA02E** routine **Returned a Bad Return Code to** module, **rc**=retcode

**Explanation:** A module received an unexpected return code from a called routine.

#### Message Variables:

routine - Called routine name.

module - Calling module name.

retcode - Return code from the called routine.

**System action:** Normal processing is attempted. If unsuccessful, Courier is shut down.

Administrator response: Look for other messages that may indicate the error. If the problem persists see the IBM Software Support website.

#### CYTAA04I Courier Process processid status

Explanation: Message indicates the status of a Courier.

#### Message Variables:

processid - UNIX process ID of Courier.

status – Courier status.

System action: Normal processing continues.

Administrator response: None.

#### CYTAA05I event

**Explanation:** Message displays the contents of an event.

System action: Normal processing continues.

Administrator response: Events are displayed if the Collector operator command CYTA DEBUG ON or CYTA DEBUG EVENTS is issued. If you do not want these messages displayed, issue the Collector command CYTA DEBUG OFF.

**CYTAA06W** routine **Exit retcode=**retcode

Explanation: Routine ended with return code.

#### Message Variables:

*routine* – Name of the module or routine.

*retcode* – Return code from the routine.

System action: Normal processing is attempted.

Administrator response: If retcode = 0, then no further actions is required. If retcode is note zero and debug is off, then look for other messages that may indicate the cause of an error. If the problem persists see the IBM Software Support website.

#### **CYTAA07E** Error operation file filename

**Explanation:** An error occurred attempting to perform a file operation.

#### **Message Variables:**

operation – Operation, for example, reading.

filename - Name of the file.

**System action:** Normal processing is attempted. If unsuccessful, Collector is shut down.

Administrator response: Check that the filename exists, and the Transactions Container has sufficient security access to open the file. Check for other messages indicating a problem. If the problem persists see the IBM Software Support website.

## CYTAA08E Unable to find Transaction Collector location

**Explanation:** The Collector was unable to find the TTServerString parameter in the CYTAPARM dataset specifying the location (TCPIP address and port) of the Transaction Collector.

System action: Collector is shut down.

Administrator response: Review the CYTAPARM dataset, and specify a valid TTServerString parameter pointing to the Transaction Collector. Restart the Transactions Container.

#### CYTAA09E Invalid parms passed to routine

**Explanation:** A module or routine was passed incorrect parameters.

**Message Variables:** *routine* – Name of the module or routine.

**System action:** Normal processing is attempted. If unsuccessful, Collector is shut down.

Administrator response: Look for other messages that may indicate a problem. If the problem persists see the

#### CYTAA10E • CYTAD66E

IBM Software Support website.

#### CYTAA10E Invalid TTAS location location in CYTAPARM

**Explanation:** The TTServerString parameter in the CYTAPARM dataset specified an invalid Transaction Collector location.

**Message Variables:** *location* – Location specified in the TTServerString parameter.

### **Transaction Tracking API messages: CYTAD\***

These messages may be seen by users of the Transaction Tracking API on distributed systems, or in the Transactions Container output in the z/ Transactions Container on z/OS.

Transactions Container.

#### CYTAD18E Transport connection to *ip\_address:port* failed

**Explanation:** The connection to the distributed Transaction Collector failed.

#### Message Variables:

*ip\_address:port* – TCP/IP address and port name of the Transaction Collector

**System action:** Events stop flowing to the Transaction Collector. The Transactions Container tries to connect to the Transaction Collector periodically until the connection is reestablished.

Administrator response: Check the status of the Transaction Collector. Restart if necessary. Also check the network status to determine why the connection was lost. Because the Transaction Collector continues to retry the connection indefinitely, over time spool messages will accumulate. See the Installation and Configuration Guide for z/OS for details about the SEND command and instructions on how to direct Container output to disk.

### **CYTAD20E** Address server is not properly formatted: reason

**Explanation:** This is a message for debug information.

#### **Message Variables:**

*server* – TCP/IP address and port name of Transaction Collector specified. *reason* - Reason the address is invalid

reason reason the address is invalid

**System action:** If using Transaction Tracking API, Transaction Tracking API is unable to continue.

Administrator response: The address of the Transaction Collector must be TCP:*address:port* – for example TCP:my.server.com:5455. If using the Transaction Tracking API, check the servername field in the Configuration Block passed to the init Transaction Tracking API function, then restart the process running Transaction Tracking API. If using the Transactions Container, check the TTServerString parameter in the Container CYTAPARM dataset. Once resolved, restart the Courier.

#### CYTAD63I Initiating connection to server

System action: Collector is shut down.

Administrator response: The TTServerString

where ipaddress is the TCP/IP address of the Transaction Collector, and port is the TCP/IP port

parameter must be in the form tcp:ipaddress:port,

number that the Transaction Collector is listening on.

Correct the TTServerString parameter and restart the

**Explanation:** Transaction Tracking API has started connecting to the Transaction Collector.

**Message Variables:** *server* – TCP/IP address and port name of Transaction Collector specified.

System action: Normal processing continues.

Administrator response: None required.

#### CYTAD64I Connected to server

**Explanation:** Transaction Tracking API has successfully connected to the Transaction Collector.

**Message Variables:** *server* – TCP/IP address and port name of Transaction Collector.

System action: Normal processing continues.

Administrator response: None required.

#### CYTAD65W Lost connection to the server

**Explanation:** Transaction Tracking API has lost communications with the Transaction Collector.

**System action:** Transaction Tracking API attempts to reconnect to the Transaction Collector

Administrator response: Check that the Transaction Tracking API has a TCP/IP connection with the Transaction Collector and that the Transaction Collector process is running.

## CYTAD66E Transport address malformed: expected format 'transport:address', found address

**Explanation:** The Transaction Collector location specified in the Transaction Tracking API Configuration Block or z/OS Transactions Container CYTAPARM DD

is invalid – no colon was found separating the transport from the address.

**Message Variables:** *address* – The invalid Transaction Collector address found.

**System action:** If using Transaction Tracking API it is unable to continue. If using the Transactions Container, the Courier terminates.

Administrator response: The address of the Transaction Collector must be TCP:*address:port* – for example TCP:my.server.com:5455. If using the Transaction Tracking API, check the servername field in the Configuration Block passed to the init Transaction Tracking API function, then restart the process running Transaction Tracking API. If using the Transactions Container, check the TTServerString parameter in the Container CYTAPARM dataset. Once resolved, restart the Courier.

#### CYTAD67E Connection retry count exceeded

**Explanation:** Transaction Tracking API has failed to connect to the Transaction Collector. The Transaction Tracking API has attempted to connect the number of times specified in the connect\_retries field in the Configuration Block.

System action: No more retries are attempted.

Administrator response: Check that the Transaction

### CICS Tracking messages: CYIP\*

Tracking API has TCP/IP connection to the Transaction Collector, and the Transaction Collector is running. Check the address and port of the Transaction Collector specified in the Configuration Block. Once rectified, restart the process running Transaction Tracking API.

### CYTAD68W Event queue full (size *size*) - dropping old event

**Explanation:** The Transaction Tracking API has queued up events waiting to be sent to the Transaction Collector. The size of this queue has exceeded the maximum queue size specified in the queue\_size field in the Configuration Block.

**Message Variables:** *size* – Queue size (number of events).

**System action:** The Transaction Tracking API discards the oldest event for every new event received until communications with the Transaction Collector is resumed.

Administrator response: Check that the Transaction Tracking API has TCP/IP connection to the Transaction Collector, and that the Transaction Collector is running. Check the address and port of the Transaction Collector specified in the Transaction Tracking API Configuration Block or z/OS Transactions Container CYTAPARM dataset.

These error and informational messages are generated by the CICS Tracking component when it invokes the Transaction Tracking API.

Messages "CYIP1201D" on page 157 onwards are diagnostic messages generated by the CICS Tracking component when it invokes the Transaction Tracking API.

#### CYIP0104E CICSapplid TTAPI/CICS -UNRECOGNIZED FUNCTION ID

**Explanation:** The TTAPI/CICS call is rejected because the request cannot be identified.

System action: Processing continues.

Administrator response: Consult the *Transaction Tracking API User's Guide* for the function codes that are permissible for Transaction Tracking API calls.

#### CYIP0107I vvvv TASK=wwww EV=x CHAIN SENT yyyy RC=0 (zzzzz)

**Explanation:** The CICS<sup>®</sup> Wrapper successfully sent a chain of events for taskid *vvvv*, task number *wwww* to the ITCAM MVS Container *yyyy*. The last event in the chain was type x and *zzzzzwas* the address of that event's CADS block.

System action: Processing continues.

Administrator response: None required.

#### CYIP0108E xxxxxxx CALL TO SUBSYSTEM yyyy FAILED, RC=zzzz

**Explanation:** A call to the Transactions Container*yyyy* from CICS applid *xxxxxxx* failed with return code *zzzz*.

System action: Processing continues.

**Administrator response:** See *Appendix B: Return codes* in the *SDK Guide* for information about return codes. Correct the error and submit the request again.

## CYIP1000I CICSapplid TTAPI/CICS INTERFACE IS STARTING.

**Explanation:** The CYIPINIT program begins the process of activating the TTAPI/CICS interface.

System action: Processing continues.

Administrator response: None required.

#### CYIP1010E • CYIP1031E

CYIP1010E CICSapplid EIBRESP=EIBRESP code, EIBRESP2 = EIBRESP code

**Explanation:** When the TTAPI/CICS modules issue EXEC CICS API commands, the responses to those commands are reported with this message.

System action: Processing continues.

Administrator response: Examine the EIBRESP codes and respond accordingly.

#### CYIP1011E CICSapplid ENABLE CYIPGLU XPCREQ ERROR

**Explanation:** A failure occurred when enabling the TTAPI/CICS GLUE XPCREQ exit.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: Examine "CYIP1010E" for the EIBRESP codes from CICS.

#### CYIP1012E CICSapplid ENABLE CYIPGLU XPCREQC ERROR

**Explanation:** A failure occurred when enabling the TTAPI/CICS GLUE XPCREQC exit.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: Examine "CYIP1010E" for the EIBRESP codes from CICS.

#### CYIP1016E CICSapplid ENABLE CYIPGLU XRMIOUT ERROR

**Explanation:** A failure occurred when enabling the TTAPI/CICS GLUE XRMIOUT exit.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: Examine "CYIP1010E" for the EIBRESP codes from CICS.

#### CYIP1017E CICSapplid TTAPI/CICS EXTRACT CYIPGLU ERROR

**Explanation:** An EXTRACT command issued from a TTAPI/CICS module failed.

**System action:** The TTAPI/CICS initialization is stopped.

**Administrator response:** Examine "CYIP1010E" for the EIBRESP codes from CICS.

#### CYIP1019E CICSapplid TTAPI/CICS INQUIRE SYSTEM ERROR

**Explanation:** An INQUIRE request issued from a TTAPI/CICS module failed.

**System action:** The TTAPI/CICS initialization is stopped.

**Administrator response:** Examine "CYIP1010E" for the EIBRESP codes from CICS.

#### CYIP1023E CICSapplid TTAPI/CICS ENABLE CYIPTRU ERROR

**Explanation:** A failure occurred when enabling the TTAPI/CICS TRUE exit.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: Examine"CYIP1010E" for the EIBRESP codes from CICS.

#### CYIP1024E CICSapplid TTAPI/CICS EXTRACT CYIPTRU ERROR

**Explanation:** An EXTRACT command that was issued from the TTAPI/CICS module failed.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: Examine"CYIP1010E" for the EIBRESP codes from CICS.

#### CYIP1030E CICSapplid TTAPI/CICS CYIPTRU START ERROR

**Explanation:** A failure occurred when the TTAPI/CICS TRUE exit was started. Run at taskstart, taskend, and CICS shutdown times.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: Examine the "CYIP1010E" message, for the EIBRESP codes from CICS.

#### CYIP1031E CICSapplid TTAPI/CICS CYIPGLU START ERROR

**Explanation:** A failure occurred when the TTAPI/CICS GLUE exit was started. Run at taskstart, taskend, and CICS shutdown times.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: Examine"CYIP1010E" for the EIBRESP codes from CICS.

#### CYIP1033E CICSapplid CYISYSIN UNKNOWN TYPE ENTRY

**Explanation:** In the CYISYSIN parameters file, entries must be of type S (system) , E (exclude) or I (include). An unknown TYPE value was encountered while reading the CYISYSIN PDS member.

**System action:** Processing continues and the unknown TYPE entry is ignored.

Administrator response: Correct the TYPE entry to be I, E, or S. Stop and restart CICS Tracking. CYISYSIN parameters are described in the CICS Tracking chapter of the IBM Tivoli Composite Application Manager for Transactions Installation and Configuration Guide for z/OS.

#### CYIP1037E CICSapplid CYISYSIN UNKNOWN TYPE=I/E KEYWORD

**Explanation:** TYPE=I/E entries in the CYISYSIN parameters file must have a SYSID=, TRANSID=, or a PROGRAM= keyword. An unknown keyword was encountered while reading the CYISYSIN PDS member.

**System action:** Processing continues; the unknown TYPE=I/E keyword is ignored.

Administrator response: Correct the unknown keyword on the TYPE=I/E entry. Stop and restart CICS Tracking. Keywords for TYPE=I/E entries are described in the CICS Tracking chapter of the IBM Tivoli Composite Application Manager for Transactions Installation and Configuration Guide for z/OS.

#### CYIP1039E CICS applid CYISYSIN UNKNOWN TYPE=S KEYWORD

**Explanation:** An unknown TYPE=S keyword was encountered while reading the CYISYSIN PDS member.

**System action:** Processing continues; the unknown TYPE=S keyword is ignored.

Administrator response: Correct the unknown TYPE=S keyword. Stop and restart CICS Tracking. Keywords for TYPE=S entries in the CYISYSIN file are described in the CICS Tracking chapter of the IBM Tivoli Composite Application Manager for Transactions Installation and Configuration Guide for z/OS.

#### CYIP1043I CICS applid TTAPI/CICS CALL TO yyyy WAS SUCCESSFUL

**Explanation:** During TTAPI/CICS initialization, a CYTABLOK REQUEST=GET call was made successfully to the ITCAM MVS Container subsystem *yyyy*, confirming that a communications link between the CICS Tracking and the Transactions Container was established.

System action: Processing continues.

Administrator response: None required.

## CYIP1044E CICS applid TTAPI/CICS CALL TO yyyy Failed, Rcode=zzzzzz

**Explanation:** During TTAPI/CICS initialization, a CYTABLOK REQUEST=GET call was made unsuccessfully to the ITCAM MVS Container subsystem *yyyy.* The return code from the Container was *zzzzzz*.

**System action:** Processing continues, but tracking events are not passed to the MVS Container.

Administrator response: See "Transaction Tracking for z/OS troubleshooting" on page 99 for further information.

#### CYIP1045I CICSapplid TTAPI/CICS BUILDING I/E FILTERS

**Explanation:** The TTAPi/CICS constructs a table of CICS transaction IDs to be included or excluded for transaction tracking.

System action: Processing continues.

Administrator response: None required.

#### CYIP1046I CICSapplid TTAPI/CICS I/E FILTERS ARE ENABLED

Explanation: Transaction filtering is engaged.

System action: Processing continues.

Administrator response: None required.

#### CYIP1052I Local Transaction Tracking is Enabled

**Explanation:** A TTCU,LOCAL=ON request was received and processed.

**System action:** CICS Tracking of local transactions has started.

Administrator response: None required.

#### CYIP1053I Local Transaction Tracking is Disabled

**Explanation:** A TTCU,LOCAL=OFF request was received and processed.

**System action:** CICS Tracking of local transactions has stopped.

Administrator response: None required.

#### CYIP1056E CICSapplid TTAPI/CICS FAILED TO RESET DTR PROGRAM

**Explanation:** The TTAPI/CICS failed to replace the active dynamic routing program with the CYIPDYP program.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: Examine "CYIP1010E" on page 152 for the EIBRESP codes from CICS.

#### CYIP1057E CICSapplid TTAPI/CICS COULD NOT LOCATE THE CYICGGA REFERENCE

**Explanation:** The TTAPI/CICS must locate the CYIPGGA control block in order to perform transaction tracking.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: If you are unable to determine the cause of this problem, see the IBM Software Support Website for further information.

#### CYIP1058I CICSapplid TTAPI/CICS INITIALIZATION IS COMPLETE

**Explanation:** The TTAPI/CICS is initialized and ready to track transactions that are running in the CICS region.

System action: Processing continues.

Administrator response: None required.

#### CYIP1059I CICSapplid TTAPI/CICS THE CYICGGA REFERENCE IS CREATED

**Explanation:** An  $MVS^{M}$  Name/Token pair, with a scope that is limited to the CICS address space, is created.

System action: Processing continues.

Administrator response: None required.

#### CYIP1060E CICSapplid TTAPI/CICS THE CYICGGA REFERENCE FAILED

**Explanation:** The TTAPI/CICS must locate the CYIPGGA control block in order to perform transaction tracking.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: If you are unable to determine the cause of this problem, see the IBM Software Support Website for further information.

#### CYIP1061I CICSapplid TTAPI/CICS THE CYIPDYP DTR DRIVER IS ACTIVE

**Explanation:** The dynamic routing program indicated by the SIT table/overrides is front-ended by TTAPI/CICS CYIPDYP program.

System action: Processing continues.

Administrator response: None required.

#### CYIP1063I CICSapplid TTAPI/CICS THE TRUE EXIT IS STARTED

**Explanation:** The TTAPI/CICS TRUE exit program is started for processing at the taskstart, taskend, and for the CICS shutdowns.

System action: Processing continues.

Administrator response: None required.

#### CYIP1064I CICSapplid TTAPI/CICS THE GLUE EXITS ARE STARTED

**Explanation:** The TTAPI/CICS global exits are started and run at the XPCREQ, XPCREQC, and the XRMIOUT exit points.

System action: Processing continues.

Administrator response: None required.

#### CYIP1065I CICSapplid TTAPI/CICS THE GLUE EXITS ARE ENABLED

**Explanation:** The TTAPI/CICS global exits for the XPCREQ, XPCREQC and XRMIOUT exit point processing are enabled but not started.

System action: Processing continues.

Administrator response: None required.

#### CYIP1066I CICSapplid TTAPI/CICS THE TRUE EXIT IS ENABLED

**Explanation:** The TTAPI/CICS TRUE exit is enabled to run at taskstart, taskend, and at the CICS shutdown times.

System action: Processing continues.

Administrator response: None required.

#### CYIP1067E CICSapplid TTAPI/CICS THE LOAD FROM THE RKANMOD DD STATEMENT FAILED

**Explanation:** The TTAPI/CICS failed to load the MVS-load modules from the RKANMOD DD statement.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: Ensure that the RKANMOD DD statement is defined in the CICS startup JCL, that the PDS dataset can be allocated to CICS, and that the modules can be MVS-loaded from that library.

#### CYIP1068E CICSapplid TTAPI/CICS THIS IS AN UNSUPPORTED CICS RELEASE LEVEL.

**Explanation:** The detected CICS release level is not CICS Transaction Server v2.2, v2.3, v3.1 or v3.2.

**System action:** The TTAPI/CICS initialization is stopped.

Administrator response: Do not install the TTAPI/CICS interface into an unsupported release level of CICS Transaction Server.

#### CYIP1069E CYICGGA Control Block Not Found

**Explanation:** TTCU cannot find the CYICGGA global control block for CICS Tracking. Without this control block, CICS Tracking cannot process.

System action: The TTCU task is ended.

Administrator response: Collect a CICS system dump and see the IBM Software Support Website for further information.

#### CYIP1070E Unrecognized Utility Command

**Explanation:** An unknown subcommand was entered for the TTCU utility task.

System action: The TTCU task is ended.

Administrator response: Review the CICS Tracking documentation for the proper sub-commands. Correct the TTCU request and resubmit.

#### CYIP1071I Trace is Already Started

**Explanation:** A **TTCU**, **TRACE=ON** command was entered but CICS Tracking internal trace is already active.

System action: The TTCU task is ended.

Administrator response: None required.

#### CYIP1072I Trace is Started

**Explanation:** A **TTCU, TRACE=ON** command was entered and CICS Tracking internal trace is started.

**System action:** CICS Tracking internal trace is enabled.

Administrator response: Ensure that CICS Auxiliary Trace is also enabled.

#### CYIP1073I Trace is Not Active

**Explanation:** A **TTCU, TRACE=OFF** command was entered but CICS Tracking internal trace is not enabled.

System action: The TTCU task is ended.

Administrator response: None required.

#### CYIP1074I Trace is Stopped

**Explanation:** A **TTCU, TRACE=OFF** command was entered and CICS Tracking internal trace was stopped.

System action: CICS Tracking internal trace is ended.

**Administrator response:** Ensure that CICS Auxiliary Trace is also stopped.

#### CYIP1075I SNAP is Already Started

**Explanation:** A **TTCU, SNAP=ON** command was entered but CICS Tracking SNAP is already active.

System action: The TTCU task is ended.

Administrator response: None required.

#### CYIP1076I SNAP is Started

**Explanation:** A **TTCU, SNAP=ON** command was entered and CICS Tracking SNAP is started.

System action: CICS Tracking SNAPs is enabled.

Administrator response: None required.

#### CYIP1077I SNAP is Not Active

**Explanation:** A **TTCU**, **SNAP=OFF** command was entered but CICS Tracking SNAP is not active.

System action: The TTCU task is ended.

Administrator response: None required.

#### CYIP1078I SNAP is Stopped

**Explanation:** A **TTCU, SNAP=OFF** command was and CICS Tracking SNAP is not active.

**System action:** The CICS Tracking SNAP feature is turned off.

Administrator response: None required.

#### CYIP1079I SAS Subsystem Name is Set

**Explanation:** A **TTCU**, **SASNAM=xxxx** command was entered. The Subsystem name that CICS Tracking sends event records to is set to the supplied value.

System action: Processing continues.

Administrator response: None required.

#### CYIP1080I Include/Exclude Filters Processed

**Explanation:** A **TTCU, FILTER** command was entered and processed.

System action: Processing continues.

Administrator response: None required.

#### CYIP1081E RKANMOD DD Open Failed

**Explanation:** A **TTCU, FILTER** task failed to open the RKANMOD DD statement in the CICS JCL.

System action: The TTCU task is ended.

Administrator response: Examine the RKANMOD DD statement in the CICS JCL. Make sure that the datasets concatenated to that DD statement are all viable.

### CYIP1082I DB2 Tracking is Enabled; see CICS Joblog

**Explanation:** A **TTCU**, **DB2TRACK=ON** request was received and processed. This message appears as a response to the 3270 use session. Messages about the status of DB2 tracking for the CICS region are printed to the CICS joblog.

System action: CICS Tracking DB2 tracking is enabled.

Administrator response: Check the CICS joblog for messages about the status of DB2 tracking, including whether DB2 trips elapsed times are being collected.

#### CYIP1083I DB2 Tracking is Disabled

**Explanation:** A **TTCU, DB2TRACK=OFF** request was received and processed.

**System action:** CICS Tracking DB2 tracking is stopped.

Administrator response: None required.

#### CYIP1084I DB2 TRACKING IS ENABLED

**Explanation:** The CYISYSIN member has a **TYPE=S,DB2TRACK=ON** entry, and DB2 tracking is enabled.

System action: CICS Tracking DB2 tracking is started.

Administrator response: None required.

#### CYIP1085I DB2 ELAPSED TIMES ARE COLLECTED

**Explanation:** DB2 tracking is enabled and DB2 trip elapsed times are collected.

System action: Processing continues.

Administrator response: None required.

#### CYIP1086W DB2 ELAPSED TIMES ARE NOT COLLECTED

**Explanation:** DB2 tracking is enabled, but the DB2 trip elapsed times are not collected. See messages "CYIP1095W" on page 157, "CYIP1087W," "CYIP1088W," or"CYIP1089W" for further information.

**System action:** Processing continues; CICS-DB2 elapsed times in the ITCAM for Transactions Tivoli Enterprise Portal are reported as zero (0) milliseconds.

Administrator response: If the DB2 trip elapsed times are wanted, then ensure that the CICS Monitoring Facility and CICS Performance Monitoring are enabled, and that the CICS region's MCT table is assembled with 'RMI=YES' specified on the DFHMCT TYPE=INITIAL macro.

#### CYIP1087W CICS MONITORING FACILITY IS OFF

**Explanation:** DB2 tracking is enabled, but the CICS internal monitor is not enabled, so DB2 trip times cannot be collected. The **SIT** parameter to turn on CICS internal monitoring is **MN=0N**.

**System action:** Processing continues; CICS-DB2 elapsed times in the ITCAM for Transactions Tivoli Enterprise Portal are reported as zero (0) milliseconds.

Administrator response: If DB2 trips' elapsed times are required, check the CICS region's SIT table for the MN= parameter. It should be set to 'MN=ON' or an equivalent value.

## CYIP1088W CICS PERFORMANCE MONITOR IS OFF

**Explanation:** DB2 tracking is enabled, but the CICS internal performance monitor is not enabled, so DB2 trips' times cannot be collected.

**System action:** Processing continues; CICS-DB2 elapsed times in the ITCAM for Transactions Tivoli Enterprise Portal are reported as zero (0) milliseconds.

Administrator response: If DB2 trips' elapsed times are required, check the CICS region's SIT table for the MNPER= parameter. It should be set to 'MNPER=ON' or an equivalent value.

#### CYIP1089W RMI=YES IS NOT SET IN MCT TABLE

**Explanation:** DB2 tracking is enabled, but the CICS region's MCT table was not assembled with the **RMI=YES** option on the DFHMCT TYPE=INITIAL macro, so DB2 trips' times cannot be collected.

**System action:** Processing continues; CICS-DB2 elapsed times in the ITCAM for Transactions Tivoli Enterprise Portal are reported as zero (0) milliseconds.

Administrator response: If DB2 trips' elapsed times are required, then add 'RMI=YES' to the DFHMCT TYPE=INITIAL macro and reassemble the CICS region's SIT table.

#### CYIP1090W ITCAM Automatic Tracking is Off

**Explanation:** A **TTCU**, **DB2TRACK=ON** request was received but ITCAM automatic tracking is not enabled.

**System action:** The request to turn on DB2 tracking is ignored.

Administrator response: Restart CICS Tracking with

the CYISYSIN member's entry 'TYPE=S, EXITS=NO' removed or changed to 'EXITS=YES'.

#### CYIP10911 IMS TRACKING IS ENABLED; SEE CICS JOB LOG

**Explanation:** A TTCU,**IMSTRACK=ON** was received and processed. This message appears as a response to the 3270 user session. Messages about the status of IMSDB tracking for the CICS region are printed to the CICS job log.

**System action:** ITCAM for CICS IMSDB tracking is enabled.

Administrator response: Check the CICS job log for messages about the status of IMSDB tracking, including whether IMSDB trips elapsed times are being collected.

#### CYIP1092I IMS TRACKING IS DISABLED

**Explanation:** A TTCU,**IMSTRACK=OFF** request was received and processed.

**System action:** ITCAM for CICS IMSDB tracking has stopped.

Administrator response: None.

#### CYIP1093I IMSDB TRACKING IS ENABLED

**Explanation:** The CYISYSIN member has a **TYPE=S, IMSTRACK=ON** entry, and IMSDB tracking is enabled.

**System action:** ITCAM for CICS IMSDB tracking has started.

Administrator response: None.

## CYIP1094I IMSDB ELAPSED TIMES ARE COLLECTED.

**Explanation:** IMSDB tracking is enabled and IMSDB trips elapsed times are collected.

System action: Processing continues.

Administrator response: None.

## CYIP1095W IMSDB ELAPSED TIMES ARE NOT COLLECTED.

**Explanation:** IMSDB tracking is enabled, but IMSDB trip elapsed times are not collected. See messages "CYIP1087W" on page 156, "CYIP1088W" on page 156, or "CYIP1089W" on page 156 for further information.

**System action:** Processing continues; CICS-IMSDB elapsed times in the ITCAM for Transactions Tivoli Enterprise Portal are reported as zero milliseconds.

Administrator response: If the IMSDB trip elapsed times are needed, then ensure that the CICS Monitoring Facility and CICS Performance Monitoring are enabled, and that the CICS region's MCT table is assembled with **'RMI=YES'** specified on the DFHMCT TYPE=INITIAL macro.

#### CYIP1096E TTAPI I/E Filters: Unknown Keyword

**Explanation:** The CYISYSIN member entry for Type I or E has an unknown keyword.

**System action:** Processing continues; the CYISYSIN member entry is ignored.

Administrator response: Correct the unknown keyword; stop and restart the Transactions API, or use the **TTCU, FILTER** command to refresh the CYISYSIN member contents.

#### CYIP1097E TTAPI S Filters: Unknown Keyword

**Explanation:** The CYISYSIN member entry for Type S has an unknown keyword.

**System action:** Processing continues; the CYISYSIN member entry is ignored.

Administrator response: Correct the unknown keyword; stop and restart the Transactions API, or use the **TTCU, FILTER** command to refresh the CYISYSIN member contents.

#### CYIP1098I Function-Shipping Tracking is Enabled.

**Explanation:** A TTCU,FSHPTRACK=ON request was received and processed.

**System action:** CICS Tracking of function-shipped and transaction-routed transactions has started.

Administrator response: None required.

#### CYIP1099I Function-Shipping Tracking is Disabled.

**Explanation:** A TTCU,FSHPTRACK=OFF request was received and processed.

**System action:** CICS Tracking of function-shipped and transaction-routed transactions has stopped.

Administrator response: None required.

## **CYIP1201D CICSapplid** *TTA* was found for task = xxxx and transaction = xxxx

**Explanation:** A task local work area is acquired and managed by the TTAPI/CICS for each transaction that is being tracked. This message is generated only when debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

#### CYIP1212D CICSapplid task = *xxxx* and transaction = *xxxx* is checking for a commarea

**Explanation:** The TTAPI/CICS examines the ECI/DPL commareas looking for embedded ITCAM tokens. This message is generated if debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

#### CYIP1215D CICSapplid task = *xxxx* and transaction = *xxxx* is getting LINK attributes

**Explanation:** The TTAPI/CICS checks whether an inbound ECI/DPL request is processed in the local CICS region or routed to a remote region. This message is generated only if debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

#### CYIP1216D CICSapplid task = *xxxx* and transaction = *xxxx* target program is LOCAL

**Explanation:** The targeted program of an ECI/DPL request is defined locally to this CICS region. This message is generated only if debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

### CYIP1223D CICSapplid task = %d and transaction = %d is in the XPCREQC exit point

**Explanation:** This message is generated when processing for the current task enters the TTAPI/CICS XPCREQC exit point and debug tracing is on.

System action: Processing continues.

Administrator response: None required.

#### CYIP1255D CICSapplid task = *xxxx* and transaction = *xxxx* target program is REMOTE

**Explanation:** The targeted program of an ECI/DPL request is defined remotely to this CICS region. This message is generated only if debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

#### CYIP1260D CICSapplid task = xxxx and transaction = xxxx has no token in the Commarea

**Explanation:** The TTAPI/CICS could not find an ITCAM token in an inbound ECI/DPL commarea. This message is generated only if debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

#### CYIP1265D CICSapplid task = *xxxx* and transaction = *xxxx* hOB Derived HLINKid=

**Explanation:** The TTAPI/CICS created a derived token for an outbound DPL request. This message is generated only if debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

#### CYIP1266D xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

**Explanation:** This message accompanies message "CYIP1265D." This message is generated only if debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

#### CYIP1267D xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

**Explanation:** This message accompanies message "CYIP1265D" and "CYIP1266D." This message is generated only if debug tracing is turned on

System action: Processing continues.

Administrator response: None required.

### CYIP1268D xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx....the end of the Derived HLINKid.

**Explanation:** This message accompanies message "CYIP1265D" and "CYIP1266D," and "CYIP1267D." This message is generated only if debug tracing is turned on

System action: Processing continues.

Administrator response: None required.

#### CYIP1269D CICSapplid task = *xxxx* and transaction = *xxxx* IB Derived HLINKid=

**Explanation:** The TTAPI/CICS computed a derived token for an inbound ECI/DPL request. This message is generated only if debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

#### 

**Explanation:** This message accompanies message "CYIP1269D." This message is generated only if debug tracing is turned on

System action: Processing continues.

Administrator response: None required.

#### 

**Explanation:** This message accompanies message "CYIP1269D" on page 158 and "CYIP1270D" on page 158. This message is generated only if debug tracing is turned on

System action: Processing continues.

Administrator response: None required.

### CYIP1274D xxxxxxxxxxxxxxxxx....the end of the IB Derived HLINKid

**Explanation:** This message accompanies message "CYIP1269D" on page 158, "CYIP1270D" on page 158, and "CYIP1271D." This message is generated only if debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

#### CYIP1275D DB2 TRIPS=xxxxxxx

**Explanation:** Diagnostic message generated only if CICS Tracking tracing is enabled. For each trip to DB2 by a CICS task, this message is produced with the current trips count.

**Message Variables:** CICS Applid; Task Number; Transaction ID; DB2 Trips Count per CICS task.

System action: Processing continues.

Administrator response: None required.

### CYIP1276D DB2 ELAPSED TIME=xxxxxxx xxxxxxx xxxxxxx xxxxxxx

**Explanation:** Diagnostic message generated only if CICS Tracking tracing is enabled. For each trip to DB2 by a CICS task, this message is produced and contains the current values of the ITCAM DB2 elapsed times buckets.

**Message Variables:** Three full words with the ITCAM DB2 elapsed times buckets per CICS task.

System action: Processing continues.

Administrator response: None required.

#### CYIP1277D IMSDB TRIPS=xxxxxxx

**Explanation:** Diagnostic message generated only, if ITCAM for CICS tracing is enabled. This message is produced with the current trips count, for each trip to IMS by a CICS task.

**Message Variables:** CICS Applid; Task Number; Transaction ID; IMSDB Trips Count per CICS task.

System action: Processing continues.

Administrator response: None.

#### CYIP1278D IMSDB ELAPSED TIME=xxxxxxx xxxxxxxx xxxxxxxx

**Explanation:** Diagnostic message generated only, if ITCAM for CICS tracing is enabled. This message is produced and contains the current values of the ITCAM IMSDB elapsed times buckets, for each trip to IMSDB by a CICS task.

**Message Variables:** Three full words with the ITCAM IMSDB elapsed times buckets per CICS task.

System action: Processing continues.

Administrator response: None.

### CYIP1300D The CICSapplid task enters the TTAPI wrapper

**Explanation:** This message is generated when the TTAPI/CICS Wrapper is called and TTAPI/CICS debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

### CYIP1301D The CICSapplid task exits the TTAPI wrapper

**Explanation:** This message is generated upon the return from a TTAPI/CICS Wrapper call and TTAPI/CICS debug tracing is turned on.

System action: Processing continues.

Administrator response: None required.

### CYIP1308I vvvvv TASK=wwww EV=x DEFERRED EV CHAINED (yyyyyy)

**Explanation:** The CICS Wrapper program added a deferred event to the chain of CADS event blocks for taskid *vvvv*, task number *wwww*. The event was type *x* and the CADS block for this event was *yyyyyy*.

System action: Processing continues.

Administrator response: None.

#### CYIP1309I vvvvv TASK=wwww EV=x EVENT IS CHAINED (yyyyyy)

**Explanation:** The CICS Wrapper program added an event to the chain of CADS event blocks for taskid *vvvv*, task number *wwww*. The event was type *x* and the CADS block for this event was *yyyyyy*.

System action: Processing continues.

#### CYIP1500D Applid Task=tasknum Tran=tranid DFHREQUEST is not present: IBreq

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. An inbound SOAP request was received and no DFHREQUEST container was located.

System action: Processing continues.

Administrator response: None.

#### CYIP1501D Applid Task=tasknum Tran=tranid Header not found: IBReq

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. An inbound SOAP request was received and no ITCAM header was detected.

System action: Processing continues.

Administrator response: None.

#### CYIP1502D Applid Task=tasknum Tran=tranid Header checked OK: IBReq

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. An inbound SOAP request was received and the ITCAM header was processed correctly.

System action: Processing continues.

Administrator response: None.

#### CYIP1503D Applid Task=tasknum Tran=tranid Called Wrapper: IBReq

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. A tracking event was output for an inbound SOAP request.

System action: Processing continues.

Administrator response: None.

#### CYIP1504D Applid Task=tasknum Tran=tranid Horiz LINKid extracted: IBReq

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. The horizontal link ID was extracted form an inbound SOAP request.

System action: Processing continues.

Administrator response: None.

#### CYIP1505D Applid Task=tasknum Tran=tranid Soap Outbound Response.

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. An outbound SOAP response has been detected.

System action: Processing continues.

Administrator response: None.

#### CYIP1506D Applid Task=tasknum Tran=tranid Getmain Error for header: OBResp

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. During the processing of a SOAP outbound response ITCAM was unable to obtain storage to retrieve the response.

System action: Processing continues.

Administrator response: None.

#### CYIP1507D Applid Task=tasknum Tran=tranid Get Container error: OBResp

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. During the processing of an outbound response ITCAM was unable to retrieve the existing header container.

System action: Processing continues.

Administrator response: None.

#### CYIP1508D Applid Task=tasknum Tran=tranid PUT Container error: OBResp

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. During the processing of an outbound response ITCAM was unable to output a container.

System action: Processing continues.

Administrator response: None.

#### CYIP1509D Applid Task=tasknum Tran=tranid OutBound Response sent.

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. The outbound response tracking event was sent.

System action: Processing continues.

Administrator response: None.

#### CYIP1510D Applid Task=tasknum Tran=tranid Header not found: IBResp

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. An inbound SOAP response was received and no ITCAM header was detected.

System action: Processing continues.

#### CYIP1511D Applid Task=tasknum Tran=tranid Header checked OK: IBResp

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. An inbound SOAP response was received and the ITCAM header was processed correctly.

System action: Processing continues.

Administrator response: None.

#### CYIP1512D Applid Task=tasknum Tran=tranid Called Wrapper: IBResp

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. A tracking event was output for an inbound SOAP response.

System action: Processing continues.

Administrator response: None.

#### CYIP1513D Applid Task=tasknum Tran=tranid OutBound Request received

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. An outbound SOAP request has been detected.

System action: Processing continues.

Administrator response: None.

#### CYIP1514D Applid Task=tasknum Tran=tranid Called Wrapper: OBReq.

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. A tracking event was output for an outbound SOAP request.

System action: Processing continues.

Administrator response: None.

#### CYIP1515D Applid Task=tasknum Tran=tranid Get Contlen error: InsToken.

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. ITCAM was unable to determine the container length during insert token processing.

System action: Processing continues.

Administrator response: None.

CYIP1516D Applid Task=tasknum Tran=tranid

#### Getmain Error for container.

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. ITCAM was unable to obtain storage to during insert token processing.

System action: Processing continues.

Administrator response: None.

#### CYIP1517D Applid Task=tasknum Tran=tranid Get Container error: InsToken.

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. ITCAM was unable to retrieve the container during insert Token processing.

System action: Processing continues.

Administrator response: None.

CYIP1518D Applid Task=tasknum Tran=tranid Existing header found: InsToken.

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. An existing ITCAM header was detected during insert token processing.

System action: Processing continues.

Administrator response: None.

#### CYIP1519D Applid Task=tasknum Tran=tranid No Body found: InsToken.

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. No SOAP body was found in the message during insert token processing.

System action: Processing continues.

Administrator response: None.

CYIP1520D Applid Task=tasknum Tran=tranid PUT Container error: InsToken.

**Explanation:** This diagnostic message is generated only, if CICS Tracking tracing is enabled. ITCAM was unable to output the message during insert token processing.

System action: Processing continues.

### CICS TG Transaction Tracking messages: CYTG\*

#### **CYTG001I Detected ITCAM for WebSphere:** *truefalse*

**Explanation:** Indicates if the CICS TG Transaction Tracking data collector located ITCAM for Application Diagnostics within this environment. For ITCAM for Application Diagnostics V7.1 and later, the mechanism for detecting this product changed, and this message will always return false. This has no effect on the behavior or integration between the components.

Message Variables: truefalse: True or false

System action: Normal processing continues.

**Administrator response:** None. This is an informational message only.

#### CYTG002W Cp1047 charset not supported on this JVM. Transactions will \*not\* be correlated between CICS TG and CICS.

**Explanation:** If the Cp1047 charset is not available, ASCII string values will not be converted, and there will be no correlation between CICS and CICS TG transactions.

System action: Normal processing continues.

Administrator response: Install Charset support for Cp1047 for the JVM in use.

#### CYTG003I Configured with job/step/smf: job/step/smf

**Explanation:** Indicates the values which CICS TG determined for the job name, step name, and SMFID of the CICS TG task.

Message Variables:

*job*: Job Name *step*: Step Name

*smf*: SMFID

System action: Normal processing continues.

**Administrator response:** None. This is an informational message only.

## CYTG004I Considering *region* to be the default CICS region.

**Explanation:** If not specified in the configuration file, the default CICS region name is determined by the value of the DFHJVSYSTEM\_00 environment variable. If DFHJVSYSTEM\_00 is not set and no value for DefaultCICSRegion is set in the configuration file, the default CICS region is unspecified.

**Message Variables:** *region*: Name of the default CICS region.

System action: Normal processing continues.

Administrator response: This is an informational message. If the CICS region identified is incorrect, set **DefaultCICSRegion** to the correct region in the exit configuration file.

#### CYTG005W XAStart flow encountered with an empty URID and Global Transaction ID

**Explanation:** The CICS TG Transaction Tracking data collector monitored an XA Start flow, but was unable to determine the URID for the XA transaction or a Global Transaction ID. If the protocol being used to flow transactions between CICS TG and CICS is EXCI, a URID is expected. If this is not found or the protocol being used is IPIC, the Global Transaction ID is expected.

System action: Normal processing continues.

Administrator response: None. However, the XA transaction will not be correlated between CICS TG and CICS.

## CYTG006I Configuring TTAPI collector to send to *ttsvr*

**Explanation:** Indicates the container to which the CICS TG Transaction Tracking data collector will send TTAPI events.

**Message Variables:** *ttsvr*: Subsystem name to which TTAPI events are sent.

System action: Normal processing continues.

Administrator response: None. This is an informational message only.

CYTG007E Failed to instantiate TTAPI Server (reason: reason)

**Explanation:** The CICS TG Transaction Tracking data collector was unable to create a connection to the container for the given reason.

**Message Variables:** *reason*: The reason why the CICS TG Transaction Tracking data collector failed to create a TTAPI container connection.

**System action:** The CICS TG Transaction Tracking data collector does not load.

Administrator response: Determine why the exits could not create a TTAPI container connection, and fix the root cause.

CYTG008W Failed to close TTAPI Server connection (reason: reason)

**Explanation:** The CICS TG Transaction Tracking data

collector was unable to close the connection to the TTAPI container.

**Message Variables:** *reason*: The reason why the CICS TG Transaction Tracking data collector failed to close the connection.

System action: Normal processing continues.

Administrator response: None. This is an informational message only, however it may indicate a potential problem.

## CYTG009I CICS TG Transaction Tracking data collector started successfully

**Explanation:** The CICS TG Transaction Tracking data collector were successfully started.

System action: Normal processing continues.

Administrator response: None. This is an informational message only

## CYTG010E CICS TG Transaction Tracking data collector failed to start: reason

**Explanation:** The CICS TG Transaction Tracking data collector was unable to start correctly.

**Message Variables:** *reason*: The reason why the CICS TG Transaction Tracking data collector failed to start.

**System action:** CICS TG Transaction Tracking data collector does not start.

Administrator response: Determine why the data collector could not start, and fix the root cause.

#### CYTG011W Failed to generate and send TTAPI Events. Reason: reason

**Explanation:** The CICS TG Transaction Tracking data collector was either unable to generate TTAPI events for the flow request, or unable to send the event to the TTAPI container.

**Message Variables:** *reason*: The reason why the CICS TG Transaction Tracking data collector failed to generate and send the event.

System action: Normal processing continues.

Administrator response: Determine why the CICS TG Transaction Tracking data collector could not generate the event and send it to the TTAPI container, and fix the root cause.

## CYTG012I Suppressing further exception logging for a short time.

**Explanation:** The CICS TG Transaction Tracking data collector limits the number of errors that the log generates over a window of time to prevent the creation of large log files. This message indicates that the CICS TG Transaction Tracking data collector is

currently throttling the logging of exceptions.

System action: Normal processing continues.

Administrator response: Use the already logged exceptions to fix issues that are causing excessive exceptions.

#### CYTG013W Cannot find configuration file: file

**Explanation:** The CICS TG Transaction Tracking data collector was unable to find the specified configuration file.

**Message Variables:** *file*: The path of the config file that the CICS TG Transaction Tracking data collector could not locate.

**System action:** Normal processing continues, with default configuration options.

**Administrator response:** Make sure the specified configuration file exists, and is readable by the CICS TG process.

#### CYTG014W Error reading from configuration file: file

**Explanation:** The CICS TG Transaction Tracking data collector encountered an error reading the specified configuration file.

**Message Variables:** *file*: The path of the config file that the exits could not read.

**System action:** Normal processing continues, with default configuration options.

Administrator response: Make sure the specified config file contains valid entries.

#### CYTG015W Failed to configure from path: path

**Explanation:** The CICS TG Transaction Tracking data collector was unable to configure themselves from the given path.

**Message Variables:** *path*: The path of the configuration file that the exits attempted to configure from.

**System action:** Normal processing continues, with default configuration options.

Administrator response: Make sure the specified configuration path exists, is readable, and contains valid entries.

#### CYTG016I Successfully configured from path: path

**Explanation:** The CICS TG Transaction Tracking data collector configured itself successfully from the specified path

**Message Variables:** *path*: The path of the config file that the exits were configured from.

System action: Normal processing continues.

#### CYTG017I • CYTG024E

Administrator response: None. This is an informational message only

### CYTG017I No configuration file found, using defaults.

**Explanation:** The CICS TG Transaction Tracking data collector could not find a configuration file, so is using default settings.

System action: Normal processing continues.

Administrator response: None. This is an informational message only. See the *Installation and Configuration Guide* for instructions on configuring the CICS TG Transaction Tracking data collector.

### **CYTG018E** Failed to configure file logging (reason: *reason*)

**Explanation:** The CICS TG Transaction Tracking data collector was configured to log to a file on the file system, but could not do so for the specified reason.

**Message Variables:** *reason*: The reason why the CICS TG Transaction Tracking data collector could not log to a file.

**System action:** Normal processing continues, without file logging.

Administrator response: Determine why the CICS TG Transaction Tracking data collector could not configure file logging, based on the reported reason, and fix the root cause.

#### CYTG019I Native functions loaded from: path

**Explanation:** The CICS TG Transaction Tracking data collector loaded the required native function implementation library from the specified path.

**Message Variables:** *path*: The path of the loaded native library.

System action: Normal processing continues.

Administrator response: None, this is an informational message only.

### CYTG020E Native Function library could not be loaded

**Explanation:** The CICS TG Transaction Tracking data collector could not load the native function implementation library.

**System action:** The CICS TG Transaction Tracking data collector does not load.

Administrator response: Determine why the native function library could not be loaded, and correct the problem. Check that the path to the native function library has been set correctly, and that the correct addressing mode version (32-bit or 64-bit) of CICS TG

Transaction Tracking has been installed for the system.

## CYTG021W Unable to collect CICS TG Request Exit data. Reason: reason

**Explanation:** The CICS TG Transaction Tracking data collector was unable to collect data for a flow request.

**Message Variables:** *reason*: The reason why the CICS TG Transaction Tracking data collector failed to collect data for a flow.

System action: Normal processing continues.

Administrator response: Determine why the exits could not collect data and fix the root cause.

#### CYTG022W Error parsing property from configuration file. Property name: property

**Explanation:** The CICS TG Transaction Tracking data collector was unable to parse a given property in the configuration file.

**Message Variables:** *property*: The name of the property that could not be read.

**System action:** Normal processing continues. A default value is set for the given property and other properties in the configuration file are unaffected.

Administrator response: Check and correct the value for the given property. The CICS TG will need to be restarted for the change to take effect.

### CYTG023I Internal queue high water mark was: value

**Explanation:** The greatest number of unprocessed flow requests that were waiting on the CICS TG Transaction Tracking data collector internal queue.

**Message Variables:** *value*: Greatest number of unprocessed flow requests that were waiting on the internal queue during the lifetime of this CICS TG.

System action: Normal processing continues.

Administrator response: This message is for information. If you consider the value to be too high or too close to the maximum queue length, consider increasing the queue length.

#### CYTG024E Unable to determine local hostname. Transactions will appear under the UNKNOWN server name.

**Explanation:** The CICS TG tracking exit was unable to determine a default local hostname for the server on which CICS TG is running and will assign a default value of "UNKNOWN" for the server name. This may result in transactions appearing under a different CICS TG node than what you expected. Either a security issue prevented the CICS TG tracking exit from
Explanation: For correlation to occur between CICS

protocol is used, a value must be defined for the

System action: Normal processing continues.

Administrator response: To track IPIC-based

transactions, set the **Applid** field in the CICS TG configuration and restart the CICS TG. Set both the

Applid and ApplidQualifier fields for all scenarios.

found and so correlation may not occur.

TG and CICS transaction tracking events when the IPIC

Applid field in the CICS TG component. No value was

IPIC-based transactions may not appear correlated in

accessing network information, or there is a problem with the network settings and no IP address could be found for the host. If the problem persists, this message is displayed no more than once every 5 minutes.

**System action:** The CICS TG tracking exit will continue to generate tracking events. However, as it cannot determine the correct server name, a default value of "UNKNOWN" is assigned to the server name for all events until the problem is corrected.

Administrator response: Check the network and security settings to ensure that a hostname or IP address can be determined. If required, the CICS TG may need to be restarted.

CYTG025W No APPLID defined. IPIC transactions will not be correlated between CICS TG and CICS.

IMS Tracking messages: CYM\*

These messages are generated by IMS Tracking.

For information about CYND messages, see the *IBM Tivoli Composite Application Manager IMS Transactions Product Guide V6.1.* 

workspaces.

## CYM1000I *imsid* ITCAM/IMS initialization started.

**Explanation:** IMS Tracking initialization has commenced.

Message Variables: imsid - IMS subsystem ID.

System action: Processing continues.

Administrator response: None required.

CYM1001I imsid ITCAM/IMS modlevel ptf#

**Explanation:** IMS Tracking version, modification level, and current PTF number.

Message Variables: imsid - IMS subsystem ID.

System action: Processing continues.

Administrator response: None required.

CYM1002E imsid Unable to Open ddname.

**Explanation:** ITCAM for IMS was unable to open the specified dataset or file.

## Message Variables:

*imsid* - IMS subsystem ID or IMS Connect jobname. *ddname* - DDName that points to the dataset or file.

**System action:** ITCAM for IMS attempts to continue processing.

Administrator response: Check that the specified DDName points to a valid dataset that can be read. Look for other messages that may provide more information. Look also for other messages from ITCAM

for IMS that indicate whether processing can continue.

CYM1006I imsid Customer exit detected: exit

**Explanation:** IMS Tracking has found, loaded and will call the renamed ( $Z^*$ ) IMS user exit shown in the message. IMS Tracking requires the use of some IMS exits, see Installing and configuring IMS Tracking in the *Installation and Configuration Guide for z/OS* for further information.

## Message Variables:

imsid - IMS subsystem ID.

exit - name of exit.

System action: Processing continues.

Administrator response: None required.

## CYM1007E *imsid* Invalid customer exit detected: DFSMSCE0.

**Explanation:** The IMS DFSMSCE0 exit required by IMS Tracking is already in use. IMS Tracking requires the use of this IMS exit point and has checked this exit, and discovered that it is not an IMS Tracking exit.

Message Variables: imsid - IMS subsystem ID.

System action: IMS Tracking terminates.

Administrator response: Ensure that the SCYMAUTH library is ahead of all other libraries in the IMS STEPLIB concatenation. Check that the IMS Tracking installation step renaming user exit DFSMSCE0 to ZFSMSCE0 has been completed. IMS Tracking requires the use of some IMS exits, see Coexisting with IMS

## CYM1008E • CYM1021E

exits in the Installation and Configuration Guide for z/OS for further information.

## CYM1008E *imsid* ITCAM/IMS initialization not successful.

**Explanation:** Errors were encountered during initialization of IMS Tracking environment for the region identified by *imsid*.

Message Variables: imsid - IMS subsystem ID.

System action: Initialization fails.

Administrator response: This message is accompanied by other messages giving further information about the problem. Review these messages and resolve as appropriate.

## CYM1012I *imsid* ITCAM/IMS initialization completed

**Explanation:** IMS Tracking initialization has successfully completed.

Message Variables: imsid - IMS subsystem ID.

System action: Processing continues.

Administrator response: None required.

#### CYM1013I imsid ITCAM/IMS DEBUG Trace Turned on

**Explanation:** IMS Tracking debug messages will be sent to the IMS output.

Message Variables: imsid - IMS subsystem ID.

System action: Processing continues.

Administrator response: This message is caused by activating IMS Tracking debug (specifying DEBUGON option in CYM\$PATH). No further action is required.

## CYM1017I imsid ITCAM/IMS component Monitoring Enabled

**Explanation:** Monitoring for this component has been enabled.

## Message Variables:

*imsid* - IMS subsystem ID or IMS Connect jobname. *component* - ITCAM for IMS component

System action: Processing continues.

Administrator response: None required.

## CYM1018I imsid ITCAM/IMS component Monitoring Disabled

**Explanation:** Monitoring for this component has been disabled.

#### Message Variables:

*imsid* - IMS subsystem ID or IMS Connect jobname. *component* - ITCAM for IMS component

**System action:** ITCAM for Monitoring does not continue for this component. All other ITCAM for IMS processing continues.

Administrator response: This message is caused by either a CYMIMSIN parameter or operator command disabling the component, or an error. If no parameter or command was used, check the z/OS syslog for related error messages, and resolve.

## CYM1019I *imsid* No DB2 Subsystems Defined to IMS.

**Explanation:** No DB2 subsystems have been defined to this IMS.

Message Variables: imsid - IMS subsystem ID.

**System action:** No DB2 Monitoring is performed. All other IMS Tracking processing continues.

Administrator response: If DB2 subsystems are required for this IMS, ensure that they are defined correctly. Otherwise, no action is required.

## CYM1020E No GWA Defined for module

**Explanation:** The named module was unable to locate the IMS Tracking Global Work Area (GWA).

**Message Variables:** *module* - IMS Tracking module name.

**System action:** IMS Tracking is disabled. IMS processing continues.

Administrator response: This indicates a storage overlay. Look for related IMS error messages to resolve.

## CYM1021E imsid Abend abcode-reascode Loading Module module.

**Explanation:** An abend was detected when attempting to load a module.

## Message Variables:

abcode - Abend code.

imsid - IMS subsystem ID or IMS Connect jobname.

module - Module name loaded.

reascode - Abend reason code.

**System action:** ITCAM for IMS is disabled. IMS or IMS Connect processing continues.

Administrator response: See the IBM Software Support Website.

### CYM1022E imsid This IMS Release not supported.

**Explanation:** ITCAM for IMS cannot run on this IMS or IMS Connect release.

**Message Variables:** *imsid* - IMS subsystem ID or IMS Connect jobname.

**System action:** ITCAM for IMS monitoring is disabled. IMS or IMS Connect processing continues.

Administrator response: Upgrade your IMS subsystem to a supported release. Make sure you ran SCYMSAMP(CYMLK72) to create the correct version of IMS*xxx*.SCYMAUTH for your version of IMS.

### **CYM1023E** *imsid* **Error Freeing** *block*, **rc**=*retcode*.

**Explanation:** ITCAM for IMS encountered an error releasing storage.

#### Message Variables:

*imsid* - IMS subsystem ID or IMS Connect jobname. *block* - ITCAM for IMS control block being freed. *retcode* - Return code from STORAGE RELEASE macro.

**System action:** ITCAM for IMS processing continues, if possible. IMS processing continues.

Administrator response: Investigate the return code to determine the cause of the error.

## CYM1024E *imsid* Incorrect *exit* exit for this IMS release.

**Explanation:** An IMS Tracking supplied exit intended for a different IMS release has attempted to initialize.

## Message Variables:

imsid - IMS subsystem ID.

exit - Exit name; either DFSMSCE0, or DFSYIOE0.

**System action:** IMS Tracking processing is disabled. IMS processing continues.

**Administrator response:** This is an installation error. Re-link the correct IMS Tracking exit for this IMS release, and restart IMS. See the *Installation and Configuration Guide for z/OS* for instructions on linking these IMS exits.

### CYM1025I imsid parameter parameter processed.

**Explanation:** ITCAM for IMS has detected and processed the **CYMIMSIN** or **CYMIHIN** input parameter specified.

## Message Variables:

*imsid* - IMS subsystem ID or IMS Connect jobname. *parameter* - Parameter keyword.

System action: Processing continues.

Administrator response: This is an information message indicating that a parameter has been processed correctly. No further action is required.

CYM1026E *imsid* Unknown or Invalid Parameter *parameter* 

**Explanation:** ITCAM for IMS has detected an invalid **CYMIMSIN** or **CYMIHIN** input parameter.

#### Message Variables:

*imsid* - IMS subsystem ID or IMS Connect jobname. *parameter* - Parameter keyword.

**System action:** ITCAM for IMS ignores this parameter, and continues to check any other **CYMIMSIN** or **CYMIHIN** input parameters.

Administrator response: Check the CYMIMSIN or CYMIHIN input parameter file for the specified incorrect parameter and correct it.

## CYM1027I *imsid* Default parameters will be used.

Explanation: ITCAM for IMS uses default parameters.

**Message Variables:** *imsid* - IMS subsystem ID or IMS Connect jobname.

System action: ITCAM for IMS processing continues.

Administrator response: This message is usually produced if no CYMIMSIN DD or CYMIHIN DD is in the IMS Control region startup JCL or IMS Connect JCL, or if there was an error reading the CYMIMSIN DD or CYMIHIN DD. If no CYMIMSIN DD or CYMIHIN DD is required, then no further action is required. Otherwise look for other error messages that may further indicate a problem. Check that the CYMIMSIN DD or CYMIHIN DD is specified, and specifies a valid sequential dataset that can be read by the IMS control region or IMS Connect region.

#### CYM1028I imsid Path:MS Path Not Supported

**Explanation:** An ITCAM for IMS module encountered a USS path defined in the parameter file.

#### Message Variables:

imsid - IMS subsystem ID.

System action: ITCAM for IMS continues processing.

Administrator response: This release of ITCAM for IMS does not support creating and sending ITCAM V6.1 events to the Managing Server/Virtual Engine. See the IBM Software Support Website for further information if you are using ITCAM V6.1 Managing Server.

## CYM1029I • CYM1035E

#### CYM1029I subsys ITCAM/IMS Building Transaction Filters

**Explanation:** ITCAM for IMS startup processing is building the in-core transaction filters table from control statements in the startup PDS member.

## Message Variables:

*subsys* - IMS system id or the IMS Connect system id.

System action: Processing continues.

Administrator response: None required.

## CYM1030I subsys ITCAM/IMS Txn Filters are Enabled

**Explanation:** ITCAM for IMS startup processing has built the in-core transaction filters table from control statements in the startup PDS member and transaction filtering is enabled.

## Message Variables:

*subsys* - IMS system id or the IMS Connect system id.

System action: Processing continues.

Administrator response: None required.

## CYM1031I subsys ITCAM/IMS Txn Filters are not Enabled

**Explanation:** ITCAM for IMS startup processing did not build the in-core transaction filters table from control statements in the startup PDS member and transaction filtering is not enabled.

## Message Variables:

*subsys* - IMS system id or the IMS Connect system id.

## System action: Processing continues.

Administrator response: If transaction filtering is not required, no action is needed. If transaction filtering was expected, review other ITCAM for IMS startup messages and correct any errors. If required, start transaction filtering dynamically with the MVS MODIFY UFILTERS command.

## CYM1032E subsys ITCAM/IMS Error Reading PDS Member RC=retcode

**Explanation:** ITCAM for IMS encountered an error reading the startup PDS member for transaction filtering intialization.

## Message Variables:

 $\mathit{subsys}$  - IMS system id or the IMS Connect system id.

retcode - Return code.

System action: Processing continues.

Administrator response: Correct the error indicated by the return code. If required, start transaction filtering dynamically with the MVS MODIFY **UFILTERS** command.

## CYM1033E subsys ITCAM/IMS Unknown Filters Keyword

**Explanation:** ITCAM for IMS transaction filtering control statements must have a TRANSID= keyword. No other keyword is recognized.

## Message Variables:

*subsys* - IMS system id or the IMS Connect system id.

System action: Processing continues.

Administrator response: Correct the erroneous transaction filtering TYPE=E or TYPE=I statement. If required, start transaction filtering dynamically with the MVS MODIFY **UFILTERS** command.

## CYM1034E subsys ITCAM/IMS Error Opening Startup DS RC=retcode

**Explanation:** Dynamic transaction filtering startup in the ITCAM MVS Container encountered an error opening the PDS library with ITCAM for IMS/IMSConnect startup members.

## Message Variables:

 $\mathit{subsys}$  - IMS system id or the IMS Connect system id.

*retcode* - Return code.

System action: Processing continues.

Administrator response: Correct the error indicated by the return code. If required, start transaction filtering dynamically with the MVS MODIFY **UFILTERS** command.

CYM1035E subsys ITCAM/IMS Error Closing Startup DS RC=retcode

**Explanation:** Dynamic transaction filtering startup in the ITCAM MVS Container encountered an error closing the PDS library with ITCAM for IMS/IMSConnect startup members.

## Message Variables:

*subsys* - IMS system id or the IMS Connect system id.

retcode - Return code.

System action: Processing continues.

Administrator response: Correct the error indicated by the return code. If required, start transaction filtering dynamically with the MVS MODIFY **UFILTERS** command.

## CYM1036E subsys ITCAM/IMS Filter TYPE= Must be I or E

**Explanation:** ITCAM for IMS transaction filtering control statements must have a TYPE= *identifier* with a value of I for INCLUDE statements or a value of E for EXCLUDE statements.

## **Message Variables:**

*subsys* - IMS system id or the IMS Connect system id.

System action: Processing continues.

Administrator response: Correct the erroneous identifier on the transaction filtering control statement. If required, start transaction filtering dynamically with the MVS MODIFY **UFILTERS** command.

## CYM1037I subsys ITCAM/IMS Enabled Filter: filter

**Explanation:** The transaction filtering control statement is enabled for processing.

## Message Variables:

*subsys* - IMS system id or the IMS Connect system id.

filter - The enabled filtering control statement.

System action: Processing continues.

Administrator response: None required.

## CYM1038E subsys ITCAM/IMS Rejected Filter: filter

**Explanation:** The transaction filtering control statement is rejected for processing.

## **Message Variables:**

*subsys* - IMS system id or the IMS Connect system id.

*filter* - The rejected filtering control statement.

System action: Processing continues.

Administrator response: Correct the error on the rejected filtering control statement. If required, start transaction filtering dynamically with the MVS MODIFY **UFILTERS** command.

## CYM1039I subsys ITCAM/IMS No Txn Filters Were Found

**Explanation:** The transaction filtering control statement is enabled for processing.

## Message Variables:

 $\mathit{subsys}$  - IMS system id or the IMS Connect system id.

System action: Processing continues.

Administrator response: None if transaction filtering is not required. If transaction filtering is required, review other ITCAM for IMS startup messages and

correct any errors. Review the PDS startup member to ensure that transaction filtering control statements were added to the member.

## CYM1040I subsys ITCAM/IMS Replacing Transaction Filters

**Explanation:** Transaction filtering is being dynamically started through the ITCAM MVS Container using an MVS MODIFY **UFILTERS** command.

## Message Variables:

 $\mathit{subsys}$  - IMS system id or the IMSConnect system id.

System action: Processing continues.

Administrator response: None required.

## CYM1041I subsys ITCAM/IMS Txn Filters are Replaced

**Explanation:** Transaction filters are replaced through the ITCAM MVS Container using an MVS MODIFY **UFILTERS** command. The new filters are enabled in the IMS control region or the IMSConnect address space.

## Message Variables:

subsys - IMS system id or the IMSConnect system id.

System action: Processing continues.

Administrator response: None required.

## CYM1042I subsys ITCAM/IMS Txn Filters are not Replaced

**Explanation:** Transaction filters are not replaced through the ITCAM MVS Container using an MVS MODIFY **UFILTERS** command. Any transaction filters already in effect remain in effect.

## Message Variables:

 $\mathit{subsys}$  - IMS system id or the IMSConnect system id.

System action: Processing continues.

Administrator response: Review other messages in the ITCAM MVS Container's joblog. Correct as necessary. If required, start transaction filtering dynamically with the MVS MODIFY **UFILTERS** command.

## CYM1043E subsys ITCAM/IMS CYMIMSIN or CYMIHIN is Missing

**Explanation:** Dynamic transaction filters commands in the ITCAM MVS Container require that the IMS Control region's CYMIMSIN and the IMS Connect's CYMIHIN DD statements be defined in the Container's jobstream. See the IMS Tracking information in the

## CYM1044E • CYM1203E

*Installation and Configuration Guide for z/OS* for more information.

### Message Variables:

 $\mathit{subsys}$  - IMS system id or the IMSConnect system id.

System action: Processing continues.

Administrator response: Add the appropriate DD statements to the ITCAM MVS Container's jobstream.

## CYM1044E subsys ITCAM/IMS Getmain Failed After Open RC=retcode

**Explanation:** Transaction filtering startup failed while getmaining storage for the in-core filters table.

### Message Variables:

subsys - IMS system id or the IMSConnect system id.

*retcode* - Return code.

System action: Processing continues.

Administrator response: Correct the error indicated by the return code. If required, start transaction filtering dynamically with the MVS MODIFY **UFILTERS** command. If the problem persists, see the IBM software support website.

## CYM1045E subsys ITCAM/IMS TRANSID= Keyword Has no Value

**Explanation:** A transaction filtering control statement was encountered with no value for the TRANSID= keyword.

#### **Message Variables:**

*subsys* - IMS system id or the IMSConnect system id.

System action: Processing continues.

Administrator response: Correct the erroneous transaction filtering control statement. If required, start transaction filtering dynamically with the MVS MODIFY **UFILTERS** command.

## CYM1045E subsys ITCAM/IMS TRANSID= Keyword Has no Value

**Explanation:** A transaction filtering control statement was encountered with no value for the TRANSID= keyword.

## Message Variables:

*subsys* - IMS system id or the IMSConnect system id.

System action: Processing continues.

Administrator response: Correct the erroneous transaction filtering control statement. If required, start transaction filtering dynamically with the MVS

MODIFY **UFILTERS** command.

## CYM1100I imsid ITCAM/IMS Termination detected.

**Explanation:** The IMS Data Collector environment termination has begun for the specific region identified by *imsid*.

Message Variables: imsid - IMS subsystem ID.

System action: Processing continues.

Administrator response: None required.

## CYM1104I *imsid* ITCAM/IMS Termination completed

**Explanation:** IMS Tracking has shut down for this IMS region.

Message Variables: imsid - IMS subsystem ID.

System action: Processing continues.

Administrator response: None required.

CYM1202E Abend abcode Detected in module at offset offset.

Explanation: An abend was detected by IMS Tracking.

#### **Message Variables:**

abcode - Abend Code.

module - Module where the abend was detected.

offset - Offset where the abend was detected.

**System action:** IMS Tracking is disabled. IMS processing continues.

Administrator response: Investigate the abend. If you are unable to resolve this problem, see the IBM Software Support Website.

CYM1203E *imsid* Storage Obtain of *block* Failed - rc=*retcode*.

Explanation: ITCAM for IMS failed to obtain storage.

## Message Variables:

imsid - IMS subsystem ID or IMS Connect jobname.

*block* - ITCAM for IMS control block.

*retcode* - Return code from STORAGE OBTAIN macro.

**System action:** ITCAM for IMS processing is disabled. IMS processing continues.

Administrator response: Investigate the return code from the STORAGE OBTAIN macro to determine the cause of the error. If you are unable to resolve the problem, see the IBM Software Support Website.

## CYM1204E *imsid module* Received error from routine - rc=retcode.

**Explanation:** An ITCAM for IMS module encountered a bad or unexpected return code when calling a subroutine or service.

## Message Variables:

*imsid* - IMS subsystem ID or IMS Connect jobname.

 $\mathit{module}$  - ITCAM for IMS module that called the routine.

*routine* - The routine called by the ITCAM for IMS module.

retcode - Return code from the routine.

**System action:** ITCAM for IMS attempts to continue processing.

Administrator response: If the routine is a z/OS or IMS routine, investigate the return code and attempt to diagnose the problem. Otherwise, see the IBM Software Support Website.

## CYM1205I imsid ITCAM/IMS module CYTABLOK gone check container

**Explanation:** A CADSBLOK (Common Area Data Space) could not be referenced because the container address space was shut down after the CADSBLOK was acquired.

## **Message Variables:**

imsid - IMS subsystem ID or IMS Connect jobname.

*module* - module or subroutine that detected the problem.

**System action:** ITCAM monitoring is disabled; IMS transaction processing continues.

Administrator response: Restart the container address space. Enable ITCAM Monitoring for IMS or IMS Connect using the command '/F *cytaproc*,CYMI *imsid* ENABLE' where *cytaproc* is the name of Container started task, and *imsid* is the IMS ID or IMS Connect jobname.

## CYM1206W imsid ITCAM/IMS Container ssnm is not active

**Explanation:** The ITCAM Container subsystem has been detected, however the Container Started Task is not active.

## Message Variables:

imsid - IMS subsystem ID or IMS Connect jobname.

*ssnm* - Container subsystem name.

**System action:** IMS Transaction processing continues, but ITCAM event data collection stops.

Administrator response: Verify that the Container is not active and start the Container Started Task.

## CYM1207I imsid ITCAM/IMS Container ssnm is active

**Explanation:** The ITCAM Container subsystem has been detected and the Container is active.

## Message Variables:

imsid - IMS subsystem ID or IMS Connect jobname.

ssnm - Container subsystem name.

**System action:** IMS transaction processing continues. ITCAM event data is collected and sent to the Container.

Administrator response: None required.

CYM1209E imsid module TRIED TO CLEAR MTAG TABLE TWICE address flag

**Explanation:** An IMS Tracking module encountered a problem processing an internal table. No free cell was available.

## Message Variables:

imsid - IMS subsystem ID.

*module* - IMS tracking module that called the routine.

*address* - OTMA State Data address. If this value is zero, there was no OTMA State Data area.

*flag* - ITCAM trace flag.

**System action:** IMS Tracking attempts to continue processing. However, an OTMA transaction may not stitch to its distributed client.

Administrator response: If this message occurs many times, see the IBM Software Support Website for more information.

## CYM1348D debug

**Explanation:** Debug message.

Message Variables: debug - Debug message.

System action: ITCAM for IMS continues processing.

Administrator response: Debug messages are seen when debug is set to 0N, either via a Container CYMI command, or via the DEBUGON CYM\$PATH or CYMIHIN parameter. If you do not want debug messages, use the Container CYMI imsid DEBUG OFF command to disable them.

## CYM1366I subsys ITCAM/IMS Filters Include txn for Tracking

**Explanation:** The transaction filters included the specified transaction for tracking.

## Message Variables:

*subsys* - IMS system id or the IMSConnect system id.

txn - Transaction id.

System action: Processing continues.

Administrator response: This message is produced only when IMS Tracking tracing is turned on. Use IMS Tracking tracing only with the assistance of IBM technical support.

## CYM1367I subsys ITCAM/IMS Filters Exclude txn for Tracking

**Explanation:** The transaction filters excluded the specified transaction for tracking.

## Message Variables:

*subsys* - IMS system id or the IMSConnect system id.

*txn* - Transaction id.

System action: Processing continues.

Administrator response: This message is produced only when IMS Tracking tracing is turned on. Use IMS Tracking tracing only with the assistance of IBM technical support.

## **CYM1369I** *imsid module* **NO OTMA CORRELATOR** *address flag*

**Explanation:** *module* did not find a GPS token or OTMA correlator ID for an OTMA transaction.

### **Message Variables:**

imsid - IMS subsystem ID.

*module* - IMS tracking module that called the routine.

*address* - OTMA State Data address. If this value is zero, there was no OTMA State Data area.

flag - ITCAM trace flag.

**System action:** IMS Tracking continues processing. However, an OTMA transaction may not stitch to its distributed client.

Administrator response: This message occurs only once. See the IBM Software Support Website for more information.

## CYM1370I imsid module NO MTAG IN MQMD ON OUTPUT RSP

**Explanation:** *module* did not find ITCAM MTAG data in the MQMD control block on an output response message. There was no matching input request or the MQMD control block was overlaid by an application.

## Message Variables:

imsid - IMS subsystem ID.

*module* - IMS tracking module that called the routine.

System action: IMS Tracking continues processing.

However, an OTMA transaction may not have other events to stitch to.

Administrator response: This message occurs only once. See the IBM Software Support Website for more information.

## CYM1478I imsid Client Token zero, No client / IMS linking

**Explanation:** No GPS token was received from an ITCAM V6.1 client. (ITCAM for WebSphere z/OS is one example of an ITCAM Client).

Message Variables: imsid - IMS subsystem ID.

**System action:** Processing continues, but events will not be linked or correlated with the Client (ITCAM for WAS) transaction events.

Administrator response: Ensure that ITCAM for zWAS and the CYN1 started task (for example, CYN1PROC, which is a z/OS started task for ITCAM for WAS and is required for linking WebSphere to IMS activity) are running. If not, start ITCAM for zWAS and CYN1PROC, then restart your IMS region. If these tasks are running, confirm that the IMS region was started after this procedure. Validate the CYN1PROC configuration and make sure the SCYNAUTH dataset is in LINKLST or included on the CYN1PROC start procedure. Check WebSphere Server where ITCAM for WAS is running for CYN1 load errors. If unable to resolve the problem, see the IBM Software Support Website.

## CYM1479E *imsid* Container *ssnm* not found

**Explanation:** ITCAM for IMS failed to locate the Transactions Container subsystem.

*imsid* - IMS subsystem ID or IMS Connect jobname. *ssnm* - The four character Transactions Container

subsystem ID that ITCAM for IMS is attempting to connect to.

**System action:** Events will be discarded until ITCAM for IMS locates the Transactions Container subsystem.

Administrator response: Check that the Transactions Container is running and active. Check that the Transactions Container subsystem is the same as that defined in the CYMIMSIN or CYMIHIN SSNM parameter. If unable to resolve this error, see the IBM Software Support Website.

#### CYM1480I imsid TSAS Now Receiving IMS Events

**Explanation:** IMS Tracking has reestablished communication with the Transactions Base container.

Message Variables: imsid - IMS subsystem ID.

**System action:** Events will now be sent to the Transactions Base container. Processing continues.

Administrator response: None required.

CYM1487I imsid Container ssnm found

**Explanation:** ITCAM for IMS has located the Transactions Container subsystem.

#### Message Variables:

*imsid* - IMS subsystem ID or IMS Connect jobname. *ssnm* - Transaction Base Container subsystem name.

**System action:** Events will now be sent to the Transactions Container.

Administrator response: None required.

CYM1488W imsid module No Free In-Transit Entries Found

**Explanation:** There are no free In-Transit entries available to hold correlation information for IMS Connect events. The event is dropped.

### **Message Variables:**

*imsid* - IMS subsystem ID or IMS Connect jobname. *module* - Name of the IMS Tracking module that called the routine.

System action: Processing continues.

Administrator response: Consider increasing the number of cells by increasing the number specified in the ITENTRIES= value in the CYMIHIN parameter dataset (//CYMIHIN DD in IMS Connect JCL).

## CYM1489E *imsid module* Tried to free a cell marked as free

**Explanation:** *module* tried to free a cell that is already marked as free.

#### Message Variables:

*imsid* - IMS subsystem ID or IMS Connect jobname. *module* - Name of the IMS Tracking module that called the routine.

System action: Processing continues.

Administrator response: Output the address space issuing this message and see the IBM Software Support Website.

## CYM1490E *imsid module* Tried to get a cell not marked as free

**Explanation:** *module* got a cell that is not marked as free.

#### Message Variables:

*imsid* - IMS subsystem ID or IMS Connect jobname. *module* - Name of the IMS Tracking module that called the routine.

System action: Processing continues.

Administrator response: Output the address space issuing this message and see the IBM Software Support Website.

## CYM14xxE imsid TTCoreAPI Event Type ERROR RC=retcode

**Explanation:** Where *xx* is a number between 00 and 99. ITCAM for IMS sent an invalid Transaction Tracking API Event Type event to the TSAS Transaction Tracking API Core API program. RC shows the decimal return code returned from TSAS Transaction Tracking API Core API program.

## Message Variables:

imsid - IMS subsystem ID.

Event Type - Transactions event type.

*retcode* - Return code from the Transactions Base CYTA\_track function.

**System action:** Event is not received by TSAS. Processing continues.

Administrator response: See the *Transaction Tracking API User's Guide* for explanations of the return codes from the Transaction Tracking API Core API program. Correct the error and resubmit the request.

## CYM14xxE imsid TTCoreAPI Event Type ERROR Retcode=retcode

**Explanation:** Where *xx* is a number between 00 and 99. IMS Tracking received an error when attempting to send an event.

### **Message Variables:**

imsid - IMS subsystem ID.

Event Type - Transactions event type.

*retcode* - Return code from the Transactions Base CYTA\_track function.

**System action:** Event is discarded. Processing continues.

Administrator response: Review the CYTA\_track return code in the High Level Language reference in the *Transaction Tracking API User's Guide*. If unable to resolve the error, see the IBM Software Support Website.

#### CYMI0001I subsys Missing CYMI command

**Explanation:** No IMS Tracking Container command was entered.

**Message Variables:** *subsys* - Transactions Container subsystem.

System action: Processing continues.

Administrator response: Enter a valid IMS Tracking container command.

## CYMI0002E • CYMI0008I

## CYMI0002E subsys Unknown CYMI command command

**Explanation:** An unknown IMS Tracking Container command was entered.

#### Message Variables:

*subsys* - Transactions Container subsystem. *command* - Command entered.

System action: Processing continues.

Administrator response: Enter a valid IMS Tracking container command.

## CYMI0003E subsys imsid Not Found.

**Explanation:** An unknown IMS subsystem or IMS Connect jobname was specified in an ITCAM for IMS Container command.

### Message Variables:

imsid - IMS subsystem ID or IMS Connect jobname.

subsys - Transactions Container subsystem.

System action: Processing continues.

Administrator response: Enter an ITCAM for IMS container command with a valid IMS subsystem ID or IMS Connect jobname.

**CYMI0004I** subsys **Status for** imsid ready, status

**Explanation:** ITCAM for IMS status is displayed for the specified IMS subsystem or IMS Connect region.

#### Message Variables:

imsid - IMS subsystem ID or IMS Connect jobname.

subsys - Transactions Container subsystem.

*ready* - ITCAM for IMS Ready status, either Ready or Not Ready. If Not Ready, ITCAM for IMS initialization has failed, and cannot be enabled.

*status* - ITCAM for IMS Status, either Enabled or Disabled.

System action: Processing continues.

Administrator response: This message is in response to the ITCAM for IMS Container command CYMI imsid STATUS. No further action is required.

## CYMI0005I subsys TTAPI: ttapi

**Explanation:** The IMS Tracking TTAPI and Managing Server status are displayed.

## Message Variables:

subsys - Transactions Container subsystem.

*ttapi* - Status of TTAPI. Either On (events are sent to the Transactions Container) or OFF (events are not sent to the Transactions container). If ADDDATA is on, **ADDDATA: On** is displayed after *ttapi*.

System action: Processing continues.

Administrator response: This message is in response to the IMS Tracking Container command CYMI imsid STATUS. No further action is required.

#### CYMI0006I subsys Container: destsub Debug: debug

**Explanation:** The IMS Tracking Destination Container and Debug status is displayed.

#### Message Variables:

subsys - Transactions Container subsystem.

*destsub* - Container subsystem where IMS Tracking sends events.

*debug* - Status of Debug. Either On (Debug messages produced) or Off (Debug messages not produced).

System action: Processing continues.

Administrator response: This message is in response to the IMS Tracking Container command CYMI imsid STATUS. No further action is required.

CYMI0007I subsys DB2 Monitoring: db2ready, db2status

**Explanation:** The IMS Tracking DB2 Monitoring status is displayed.

#### **Message Variables:**

subsys - Transactions Container subsystem.

*db2ready* - DB2 ready status, either Ready or Not Ready. If Not Ready, IMS Tracking DB2 monitoring has not initialized, and cannot be enabled.

*db2status* - DB2 status – either On (DB2 events are monitored) or Off (DB2 events are not monitored).

System action: Processing continues.

Administrator response: This message is in response to the IMS Tracking Container command CYMI imsid STATUS. No further action is required.

CYMI0008I subsys User Exit: exit

**Explanation:** A user provided IMS or IMS Connect exit that affects how ITCAM for IMS is displayed.

#### Message Variables:

subsys - Transactions Container subsystem.

exit - Exit name or (none) if none detected.

System action: Processing continues.

Administrator response: ITCAM for IMS uses IMS and IMS Connect exits to monitor IMS processing, ITCAM for IMS provides a facility that allows the user to also use these exits. This message displays those user exits that use this facility. This message is in response to the ITCAM for IMS Container command CYMI imsid STATUS. No further action is required.

## **CYMI0009I** subsys component for imsid status

**Explanation:** The status for an ITCAM for IMS component is displayed.

## Message Variables:

subsys - Transactions Container subsystem.

component - ITCAM for IMS component.

imsid - IMS subsystem ID or IMS Connect jobname.

status - The status, either On or Off.

System action: Processing continues.

Administrator response: This message is in response to an ITCAM for IMS Container command that changes the status of an ITCAM for IMS component. No further action is required.

## CYMI0010E subsys Monitoring unavailable for IMS imsid

**Explanation:** IMS Tracking is not initialized on this IMS or IMS Connect.

## Message Variables:

subsys - Transactions Container subsystem.

imsid - IMS subsystem ID or IMS Connect jobname.

System action: Processing continues.

Administrator response: You may have entered the wrong IMS Subsystem ID or IMS Connect Jobname in the container CYMI command. Reenter with valid IMS Subsystem ID or IMS Connect Jobname.

## CYMI0011I subsys ESTAE Protection: status

**Explanation:** The status of ESTAE protection is displayed.

## Message Variables:

subsys - Transactions Container subsystem.

status - The status, either On or Off.

System action: Processing continues.

Administrator response: This message is in response to the IMS Tracking Container command CYMI imsid STATUS. No further action is required.

## CYMI0012I subsys Invalid Value for command Option: option

**Explanation:** An invalid value was provided for an IMS Tracking Container command.

## Message Variables:

subsys - Transactions Container subsystem.

*command* - Command entered.

option - Option entered.

System action: Processing continues.

Administrator response: Enter a valid option for the IMS Tracking Container command.

## CYMI0013E subsys Version mismatch with IMS imsid

**Explanation:** The Container is running a different version of IMS Tracking to the IMS subsystem specified.

## Message Variables:

imsid - IMS subsystem ID.

subsys - Transactions Container subsystem.

System action: Processing continues.

Administrator response: No IMS Tracking Container commands can be submitted for this IMS. Validate the versions of SCYMAUTH you are running in IMS and Container. Both should be using the same versions of SCYMAUTH.

CYMI0014E subsys IMS id too long: imsid

**Explanation:** The IMS ID entered in a container command is more than 8 characters and is too long.

## Message Variables:

imsid - IMS subsystem ID.

subsys - Transactions Container subsystem.

System action: Processing continues.

Administrator response: Enter a valid IMS ID in the container command.

CYMI0015I subsys System Prefix: status

**Explanation:** ITCAM for IMS System Prefix status is displayed for the specified IMS subsystem.

## **Message Variables:**

subsys - Transactions Container subsystem.

status - System Prefix Status - either On or Off.

System action: Processing continues.

Administrator response: This message is in response to the ITCAM for IMS Container command CYMI imsid STATUS. No further action is required.

CYMI0016I subsys In-Transit Entries: totentries Used:usedentries

**Explanation:** The total number and the number of used ITCAM for IMS In-Transit entries for IMS Connect is displayed for the specified IMS Connect subsystem.

## Message Variables:

subsys - Transactions Container subsystem.

*totentries* - the total number of In-Transit entries for the specified IMS Connect subsystem.

*usedentries* - the total number of used In-Transit entries for the specified IMS Connect subsystem.

## CYMI0017E • CYMI0023I

#### System action: Processing continues.

Administrator response: This message is in response to the IMS Tracking Container command **CYMI iconjob STATUS**. No further action is required. (iconjob = IMS Connect jobname).

**CYMI0017E** subsys module **Received error from** macro - **rc**=retcode

**Explanation:** A macro ended with a non zero return code.

### Message Variables:

subsys - Transactions Container subsystem.

*module* - IMS Tracking module that called the routine.

macro - Name of the macro called.

retcode - Return code from the macro.

System action: Processing continues.

Administrator response: This message is in response to a macro call (ALESERV); the macro returned a non zero return code. See Authorized Assembler Services Guide for explanation of the return code. If you are unable to resolve this error, see the IBM Software Support Website.

CYMI0018I subsys Events lost due to no cell: count

**Explanation:** There is a limited number of cells to hold correlation information on IMS Connect events. If there is no cell available to hold the correlation info, the event is dropped.

#### Message Variables:

subsys - Transactions Container subsystem.

*count* - The number of IMS Connect events lost because no cells are available.

System action: Processing continues.

Administrator response: Consider increasing the number of cells by increasing the number specified in the ITENTRIES= value in the CYMIHIN parameter in the CYMIHIN dataset (//CYMIHIN DD in IMS Connect JCL).

## **CYMI0019I** subsys **TIMEUSED** option: status

Explanation: The status of the TIMEUSED function.

## Message Variables:

subsys - Transactions Container subsystem.

status - The status, either On or Off.

System action: Processing continues.

Administrator response: This message is in response to the IMS Tracking Container command CYMI *imsid* STATUS. No further action is required.

#### CYMI0020I subsys TIMEUSED statistics

**Explanation:** TIMEUSED (accumulated CPU time) statistics.

### **Message Variables:**

subsys - Transactions Container subsystem.

System action: Processing continues.

Administrator response: This message is in response to the IMS Tracking Container command CYMI *imsid* STATUS. No further action is required.

#### CYMI0021I subsys Macro called count times

**Explanation:** TIMEUSED (accumulated CPU time) statistics.

#### Message Variables:

subsys - Transactions Container subsystem.

*count* - number of times the TIMEUSED macro was called.

System action: Processing continues.

Administrator response: This message is in response to the IMS Tracking Container command CYMI *imsid* STATUS. No further action is required.

CYMI0022I	subsys CPU Time Used: count1 c	count2
	(TOD)	

**Explanation:** TIMEUSED (accumulated CPU time) statistics.

#### Message Variables:

subsys - Transactions Container subsystem.

count1 - high-order of accumulated CPU time.

count2 - low-order of accumulated CPU time.

System action: Processing continues.

Administrator response: This message is in response to the IMS Tracking Container command CYMI *imsid* STATUS. No further action is required.

### CYMI0023I subsys imsid Debug flags set to value

**Explanation:** The debug flag byte has been set to *value*.

#### Message Variables:

subsys - Transactions Container subsystem.

imsid - IMS subsystem ID.

count1 - left half of accumulated CPU time.

count2 - right half of accumulated CPU time.

System action: Processing continues.

Administrator response: This message is in response to the IMS Tracking Container command CYMI *imsid* DBUGFLAG *value*. No further action is required.

## MQ Tracking messages: CYTQ\*

## CYTQ0000I ITCAM for Transactions (MQ) version

**Explanation:** The WebSphere MQ component of Transaction Tracking is installed at the version indicated. MQ monitoring can now be activated via operator command or parameter file command.

**Message Variables:** *version* – Transaction Tracking software level. For example, 07.01.00.

System action: Processing continues.

Administrator response: None.

CYTQ0001E MQ\_subsystem LXRES failed RC retcode RS rescode

**Explanation:** During activation for the indicated MQ subsystem an LXRES macro failed.

## Message Variables:

*MQ\_subsystem* – Target MQ subsystem.

*retcode* – Return code from the z/OS LXRES macro.

*rescode* – Reason code from the z/OS LXRES macro.

**System action:** MQ instrumentation fails for the target MQ subsystem.

Administrator response: Check the LXRES macro return and reason codes in the z/OS MVS documentation. If the problem persists contact the IBM Software Support.

CYTQ0002E MQ\_subsystem LOAD failed for module\_name RC retcode RS rescode

**Explanation:** During activation for the indicated MQ subsystem a LOAD macro failed.

## **Message Variables:**

MQ\_subsystem – Target MQ subsystem.

*module\_name* – Name of the module that could not be loaded.

retcode - Return code from the z/OS LOAD macro.

rescode – Reason code from the z/OS LOAD macro.

**System action:** MQ instrumentation fails for the target MQ subsystem.

Administrator response: Check the LOAD macro return and reason codes in the z/OS MVS documentation. If the problem persists contact the IBM Software Support.

CYTQ0003E MQ\_subsystem ETCRE failed RC retcode RS rescode

**Explanation:** During activation for the indicated MQ subsystem an ETCRE macro failed.

Message Variables:

MQ\_subsystem – Target MQ subsystem.

*retcode* – Return code from the z/OS ETCRE macro. *rescode* – Reason code from the z/OS ETCRE macro.

**System action:** MQ instrumentation fails for the target MQ subsystem.

Administrator response: Check the ETCRE macro return and reason codes in the z/OS MVS documentation. If the problem persists, see the IBM Software Support website.

CYTQ0004E MQ\_subsystem ETCON failed RC retcode RS rescode

**Explanation:** During activation for the indicated MQ subsystem an ETCON macro failed.

## Message Variables:

MQ\_subsystem - Target MQ subsystem.

*retcode* – Return code from the z/OS ETCON macro. *rescode* – Reason code from the z/OS ETCON macro.

**System action:** MQ instrumentation fails for the target MQ subsystem.

Administrator response: Check the ETCON macro return and reason codes in the z/OS MVS documentation. If the problem persists, see the IBM Software Support website.

CYTQ0005E MQ\_subsystem ETDES failed RC retcode

**Explanation:** During activation for the indicated MQ subsystem an ETDES macro failed.

## **Message Variables:**

MQ\_subsystem – Target MQ subsystem.

retcode – Return code from the z/OS ETDES macro.

**System action:** MQ instrumentation fails for the target MQ subsystem.

Administrator response: Check the ETDES macro return and reason codes in the z/OS MVS documentation. If the problem persists, see the IBM Software Support website.

## CYTQ0006E MQ\_subsystem STORAGE OBTAIN (ECSA) failed RCretcode

**Explanation:** During activation for the indicated MQ subsystem a STORAGE OBTAIN macro failed.

## Message Variables:

MQ\_subsystem – Target MQ subsystem.

*retcode* – Return code from the z/OS STORAGE macro.

**System action:** MQ instrumentation fails for the target MQ subsystem.

## CYTQ0007E • CYTQ0014I

Administrator response: Check the STORAGE macro return and reason codes in the z/OS MVS documentation. If the problem persists see the IBM Software Support website.

## CYTQ0007E subsystem unknown or invalid CYTQ command command

Explanation: An invalid CYTQ command was entered.

## Message Variables:

*subsystem* – Container subsystem processing the MODIFY CYTQ command.

retcode - The invalid or unknown command entered.

System action: The command is not processed.

Administrator response: Enter the correct command.

## CYTQ0008E subsystem command command parameter missing

**Explanation:** A CYTQ command was entered with missing parameters.

#### Message Variables:

*subsystem* – Container subsystem processing the MODIFY CYTQ command.

retcode - The CYTQ command entered.

System action: The command is not processed.

Administrator response: Enter the command with correct parameters.

## CYTQ0009E subsystem Name Token Service service error RCretcode

**Explanation:** A CYTQ command was entered with missing parameters.

## Message Variables:

*subsystem* – Container subsystem.

service - Name Token service that failed.

*retcode* – Return code from the Name Token Service call.

System action: Processing is terminated.

Administrator response: Restart the container subsystem. If the problem persists, see the IBM Software Support website.

## CYTQ0010I subsystem MQ subsystem mq\_subsystem: Tracking activated

**Explanation:** MQ Tracking exits have been installed into the named MQ subsystem in response to the CYTQ INIT *mq\_subsystem* command.

## Message Variables:

subsystem - Container subsystem.

*mq\_subsystem* – Target MQ subsystem.

**System action:** MQ application tracking events are generated for all MQ activity on the named MQ subsystem.

Administrator response: None.

## CYTQ0011W subsystem MQ subsystem mq\_subsystem: Already tracking

**Explanation:** MQ Tracking exits have already been installed into the named MQ subsystem in response to a previous CYTQ INIT*mq\_subsystem* command..

#### Message Variables:

subsystem – Container subsystem.

mq\_subsystem - Target MQ subsystem.

System action: Processing continues.

Administrator response: Check that the MQ subsystem is correct. If it is not, reissue the command.

## CYTQ0012W subsystem MQ subsystem mq\_subsystem has not been activated for tracking

**Explanation:** MQ Tracking exits have not been installed into the named MQ subsystem. The CYTQ INIT *mq\_subsystem* command has not been issued.

### Message Variables:

subsystem - Container subsystem.

*mq\_subsystem* – Target MQ subsystem.

System action: Processing continues.

Administrator response: Check that the MQ subsystem is correct. If it is not, reissue the command.

## **CYTQ0013E** subsystem **MQ** subsystem *mq\_subsystem* is not available for tracking

**Explanation:** MQ Tracking exits have not been installed into the named MQ subsystem because the MQ subsystem is not active.

**Message Variables:** *subsystem* – Container subsystem. *mq\_subsystem* – Target MQ subsystem.

System action: Processing continues.

Administrator response: Check that the MQ subsystem is correct. If it is not, reissue the command.

## CYTQ0014I subsystem Tracking has not been activated for any MQ subsystems

**Explanation:** MQ Tracking exits have not been installed into any MQ subsystems.

Message Variables: *subsystem* – Container subsystem.

System action: Processing continues.

Administrator response: This message is issued in response to a CYTQ STATUS or CYTQ VER command.

## CYTQ0015E MQ\_subsystem STORAGE RELEASE (ECSA) failed RCretcode

**Explanation:** During activation for the indicated MQ subsystem a STORAGE RELEASE macro failed.

## Message Variables:

*MQ\_subsystem* – Target MQ subsystem. *retcode* – Return code from the z/OS STORAGE macro.

**System action:** MQ instrumentation fails for the target MQ subsystem.

Administrator response: Check the STORAGE macro return codes in the z/OS MVS documentation. If the problem persists, see the IBM Software Support website.

## **CYTQ0016I** subsystem Waiting for MQ subsystem MQ\_subsystem: to start

**Explanation:** MQ Tracking was activated using the **CYTQ INIT** command but the named WebSphere MQ subsystem is not active.

## Message Variables:

subsystem - Container subsystem.

MQ\_subsystem - Target MQ subsystem.

**System action:** MQ Tracking will wait for the target WebSphere MQ subsystem to activate, then automatically continue with WQM tracking activation.

Administrator response: None required.

## **CYTQ0017E** subsystem **CSQAPRH service failed RC** return\_code: **RS** reason\_code

**Explanation:** MQ Tracking has attempted to register with WebSphere MQ using the CSQAPRH service for notification of WebSphere MQ status change (start or stop) but the CSQAPRH service has failed with the indicated return and reason codes.

## Message Variables:

subsystem - Container subsystem.

*return\_code* – WebSphere MQ CSQAPRH return code.

*reason\_code* – WebSphere MQ CSQAPRH reason code.

**System action:** Processing continues, however MQ Tracking will not be notified of WebSphere MQ status changes.

Administrator response: See the WebSphere MQ documentation for an explanation of the CSQAPRH return and reason codes.

## CYTQ0018E subsystem RESMGR ADD service failed RC return\_code

**Explanation:** MQ Tracking has attempted to register a resource manager using the z/OS RESMGR macro, but the request has failed with the indicated return code.

## Message Variables:

subsystem - Container subsystem.

return\_code - RESMGR ADD return code.

**System action:** Processing continues, however MQ Tracking will not be notified of a WebSphere MQ shutdown.

**Administrator response:** See the z/OS documentation for an explanation of the RESMGR ADD return codes.

## CYTQ0019E subsystem RESMGR DELETE service failed RC return\_code

**Explanation:** MQ Tracking has attempted to deregister a resource manager using the z/OS RESMGR macro, but the request has failed with the indicated return code.

## **Message Variables:**

subsystem - Container subsystem.

return\_code - RESMGR DELETE return code.

**System action:** Processing continues, however MQ Tracking will not be notified of a WebSphere MQ shutdown.

Administrator response: See the z/OS documentation for an explanation of the RESMGR DELETE return codes.

## **CYTQ0020I** subsystem **MQ** subsystem mq\_subsystem: **Tracking deactivated**

**Explanation:** MQ Tracking exits have been removed from the named MQ subsystem in response to the CYTQ TERM *mq\_subsystem* command.

## Message Variables:

subsystem - Container subsystem.

*mq\_subsystem* – Target MQ subsystem.

**System action:** MQ application tracking events are no longer generated for the named MQ subsystem.

Administrator response: None.

## CYTQ0021W subsystem MQ subsystem mq\_subsystem: Already deactivated

**Explanation:** MQ Tracking exits have already been removed from the named MQ subsystem in response to the CYTQ TERM *mq\_subsystem* command.

## Message Variables:

*subsystem* – Container subsystem.

## CYTQ0022I • CYTQ0030I

*mq\_subsystem* – Target MQ subsystem.

System action: Processing continues.

Administrator response: Check that the target MQ subsystem name is correct. If it is not, reissue the command.

CYTQ0022I subsystem ABEND abend\_code detected in module at offset

**Explanation:** An ABEND has occurred in the named module at the indicated offset.

## Message Variables:

subsystem – Container subsystem.

*abend\_code* – System or user abend code.

*module* – Abending module.

offset - Abend offset.

**System action:** Process terminates and the tracking exits are removed from all target MQ subsystems.

Administrator response: If the problem persists see the IBM Software Support website.

CYTQ0023W subsystem MQ subsystem mq\_subsystem: Tracking now dormant

**Explanation:** MQ Tracking was deactivated using the **CYTQ TERM** command but cannot be stopped because the RMFT has been changed by another product, such as Tivoli OMEGAMON XE for Messaging.

#### Message Variables:

subsystem – Container subsystem.

*mq\_subsystem* – Target MQ subsystem.

**System action:** MQ Tracking continues in a dormant state (no tracking data will be generated) until WebSphere MQ is shut down or until MQ Tracking is reactivated with the **CYTQ INIT** command.

Administrator response: None required.

CYTQ0024I subsystem MQ subsystem MQ\_subsystem: Tracking reactivated

**Explanation:** MQ Tracking was activated using the **CYTQ INIT** command.

#### Message Variables:

subsystem - Container subsystem.

MQ\_subsystem - Target MQ subsystem.

**System action:** MQ Tracking restarts generating tracking events.

Administrator response: None required.

## CYTQ0025E subsystem ALESERV ADD failed RC return\_code:

**Explanation:** MQ Tracking has received the displayed return code from the z/OS ALESERV macro while attempting to retrieve the MQ Queue Manager ALET.

#### Message Variables:

subsystem - Container subsystem.

return\_code - ALESERV return code.

**System action:** Processing continues. However, tracking data will not be generated for the current MQ instance (MQGET/MQPUT).

**Administrator response:** Check the z/OS documentation for the ALESERV macro.

**CYTQ0026E** subsystem **ALESERV DELETE failed RC** return\_code:

**Explanation:** MQ Tracking has received the displayed return code from the z/OS ALESERV macro while attempting to remove the MQ Queue Manager ALET.

## Message Variables:

subsystem – Container subsystem.

return\_code - ALESERV return code.

**System action:** Processing continues. However, tracking data will not be generated for the current MQ instance (MQGET/MQPUT).

Administrator response: Check the z/OS documentation for the ALESERV macro.

## CYTQ0027W subsystem MQ subsystem mq\_subsystem: shutdown rejected : RMFT changed

**Explanation:** MQ Tracking was deactivated using the **CYTQ TERM** command but cannot be stopped because the RMFT has been changed by another product, such as Tivoli OMEGAMON XE for Messaging.

### Message Variables:

*subsystem* – Container subsystem.

*mq\_subsystem* – Target MQ subsystem.

**System action:** MQ Tracking will not shutdown until the RMFT is restored to its original state by shutting down other RMFT users.

**Administrator response:** Shut down any other product that updated the RMFT after ITCAM for Transactions was started.

CYTQ0030I subsystem flag flag has been set status

**Explanation:** In response to an CYTQ DEBUG command, the corresponding flag has been set to ON, OFF or ERROR as indicated.

Message Variables:

## CYTQ0031E • CYTQ0047I

subsystem – Container subsystem.

*flag* – Flag set as requested in the CYTQ DEBUG command.

*status* – Flag has been set to ON (debugging on), OFF (debugging off), or ERROR (debugging only when an API error occurs).

**System action:** Process continues with debugging set as requested.

Administrator response: View the debug output.

## CYTQ0031E subsystem flag flag is not known

**Explanation:** In response to a **CYTQ DEBUG** command, the flag entered is not ON, OFF, or ERROR.

#### Message Variables:

subsystem – Container subsystem.

*flag* – Flag entered.

## System action: None.

Administrator response: Enter the DEBUG command with the correct flag.

**CYTQ0040I** subsystem count type filters have been state

**Explanation:** In response to a **CYTQ FILTER** command, the filters have been modified.

## Message Variables:

subsystem – Container subsystem.

count - Number of filters affected.

type - Type of filter.

state - Either Added or Deleted.

System action: None.

Administrator response: None required.

#### CYTQ0042E subsystem filter has not initialized

**Explanation:** An error has occurred allocating filter table storage during Container startup.

#### Message Variables:

subsystem - Container subsystem.

**System action:** Processing continues but filters will not be active.

Administrator response: Restart the Container address space. If the problem persists see IBM Software Support website.

#### CYTQ0043I subsystem data

**Explanation:** In response to a **CYTQ FILTER DISPLAY** command, filter data is displayed.

## Message Variables:

*subsystem* – Container subsystem.

data - Output of the filter display command.

System action: Filter data is displayed.

Administrator response: None required.

CYTQ0044I subsystem function message cannot be tracked by module(offset)

**Explanation:** In response to a **CYTQ FILTER** command, the filters have been modified.

### Message Variables:

subsystem – Container subsystem.

function – Processing module.

*module* – Module that detected the error.

offset - Module offset where error occurred.

**System action:** Processing continues but tracking may be incomplete.

Administrator response: If the problem persists see the IBM Software Support website.

#### CYTQ0045I subsystem filter table allocated

**Explanation:** During container initialization, the filter table was successfully allocated.

#### Message Variables:

subsystem - Container subsystem.

System action: None.

Administrator response: None.

## CYTQ0046I subsystem INCLUDE filter table active at offset

**Explanation:** During container initialization, the INCLUDE filter table was allocated at the displayed address.

#### Message Variables:

*subsystem* – Container subsystem. *offset* – Table address.

System action: Processing continues.

Administrator response: None.

CYTQ0047I subsystem EXCLUDE filter table active at offset

**Explanation:** During container initialization, the EXCLUDE filter table was allocated at the displayed address.

#### Message Variables:

*subsystem* – Container subsystem. *offset* – Table address.

#### System action: Processing continues.

## CYTQ0080E • BWMNT0102E

#### Administrator response: None.

## CYTQ0080E mq\_subsystem CYTATRAK macro failed RC return\_code

**Explanation:** The CYTATRAK macro failed when issued from the indicated MQ\_subsystem.

#### Message Variables:

*mq\_subsystem* – MQ subsystem issuing the CYTATRAK macro.

*return\_code* – CYTATRAK return code.

**System action:** Process continues but no events are sent to the container subsystem.

Administrator response: Check CYTATRAK return codes. See Return codes in the *Transaction Tracking API User's Guide*.

## CYTQ0081I subsystem CYTATRAK tracking resumed

**Explanation:** After issuing CYTQ0080E tracking events, additional CYTQ0080E error messages are suspended until a successful CYTATRAK macro is issued. At this time CYTQ0081I is issued and tracking continues.

Message Variables: subsystem – Container subsystem.

System action: Processing continues.

Administrator response: None required.

CYTQ0082E subsystem CYTABLOK module RC return\_code

## .NET Data Collector messages: BWMNT\*

BWMNT0022W Only one .NET Profiler may be registered on this system and another .NET Profiler is already registered. Use the -f option to register the .NET Profiler over any existing .NET Profiler.

**Explanation:** The .NET Tracking data collector uses a custom .NET Profiler to capture transaction information. Only one .NET Profiler may be registered on this system.

**User response:** Decide which .NET Profiler is most critical for your system operation. If the .NET Profiler is not registered, .NET transaction information is not collected.

BWMNT0100E Error setting the Windows registry value. Ensure that you are using an account with sufficient permissions to update the Windows Registry.

Explanation: Windows RegSetValueEx API failed.

User response: Ensure that you are using an account

**Explanation:** The named module issued a CYTABLOCK macro, but the macro failed with the indicated return code.

#### Message Variables:

*subsystem* – Container subsystem. *module* – The module that issued the CYTABLOK macro.

*return\_code* – CYTABLOCK return code.

**System action:** Processing continues but tracking may not be complete.

Administrator response: If the problem persists see the IBM Software Support website.

CYTQ0083E subsystem WMQ version version not supported

**Explanation:** The indicated WebSphere MQ version is not supported.

#### Message Variables:

*subsystem* – Container subsystem.

version – The WebSphere MQ version detected.

**System action:** Processing fails for the indicated WebSphere MQ subsystem.

Administrator response: If the problem persists, see the IBM Software Support website.

with sufficient permissions to update the Windows Registry.

**BWMNT0101E** Enabling the Global environment variables failed with a return value of: *dwReturnValue*. Ensure that you are using an account with sufficient permissions to update the environment variables.

**Explanation:** Windows SendMessageTimeout API failed.

**User response:** Ensure that you are using an account with sufficient permissions to update the environment variables.

BWMNT0102E Error opening the Windows registry. Ensure that you are using an account with sufficient permissions to access the Windows Registry.

Explanation: Windows RegOpenKeyEx API failed.

User response: Ensure that you are using an account

with sufficient permissions to access the Windows Registry.

BWMNT0103E The execution of the Windows 64-bit REGSVR32 failed with a return value of *retValue*. This failure can be due to insufficient user authority to run REGSVR32, a missing DLL file, or a corrupted DLL file.

**Explanation:** Windows failed to run the REGSVR32 program. This failure can be due to insufficient user authority to run REGSVR32, a missing DLL file, or a corrupted DLL file.

**User response:** Ensure that you are using an administrator account with sufficient permissions to run the REGSVR32 program. Reinstall the .NET data collector to update any missing or corrupt DLL files.

BWMNT0104E The execution of the Windows 32-bit REGSVR32 failed with a return value of *retValue*. This failure can be due to insufficient user authority to run REGSVR32, a missing DLL file, or a corrupted DLL file.

**Explanation:** Windows failed to run the REGSVR32 program. This failure can be due to insufficient user authority to run REGSVR32, a missing DLL file, or a corrupted DLL file.

**User response:** Ensure that you are using an administrator account with sufficient permissions to run the REGSVR32 program. Reinstall the .NET data collector to update any missing or corrupt DLL files.

## BWMNT0105E There was an error removing the Windows registry value. Ensure that you are using an account with sufficient permissions to update the Windows Registry.

Explanation: Windows RegDeleteValue API failed.

**User response:** Ensure that you are using an account with sufficient permissions to update the Windows Registry.

## BWMNT0106E Unable to write to the .NET Tracking configuration file. Ensure that the configuration file exists and that your account has sufficient permissions to update this file.

**Explanation:** Failed to write to the .NET Tracking data collector's configuration file, dotNetDcConfig.properties.

**User response:** Ensure that the configuration file exists and that your account has sufficient permissions to update this file.

BWMNT0107E Failed to open the Trigger File triggerFile. Ensure that the trigger file exists and that your account has sufficient permissions to update this file.

**Explanation:** Failed to open the .NET transaction collector trigger file, refresh.signal.

**User response:** Ensure that the trigger file exists and that your account has sufficient permissions to update this file.

BWMNT0108E Unable to read the .NET Tracking configuration file. Ensure that the configuration file exists and that your account has sufficient permissions to read this file.

**Explanation:** Failed to read the .NET Tracking data collector's configuration file, dotNetDcConfig.properties.

**User response:** Ensure that the configuration file exists and that your account has sufficient permissions to read this file.

**BWMNT0109E** cliString failed to copy the properties file with a return value of: retVal. Ensure that the properties file exists and that your account has sufficient permissions to copy this file.

**Explanation:** Failed to copy the .NET Tracking data collector properties file (copy dotNetDcConfig.properties.inactive dotNetDcConfig.properties).

**User response:** Ensure that the properties file exists and that your account has sufficient permissions to copy this file.

## BWMNT0110E The launch of configNETDC.bat failed with a return value of: *retValue*. Ensure that you are using an account with sufficient permissions.

**Explanation:** Windows execution of configNETDC.bat failed.

**User response:** Ensure that you are using an account with sufficient permissions.

BWMNT0111E The *assyName* assembly could not be installed into the Global Assembly Cache. Ensure that you are using an account with sufficient permissions to add assemblies to the Global Assembly Cache.

**Explanation:** Windows execution of net20gac.exe failed.

## BWMNT0112E • BWMNT0118E

**User response:** Ensure that you are using an account with sufficient permissions to add assemblies to the Global Assembly Cache.

BWMNT0112E The *assyName* assembly could not be removed from the Global Assembly Cache. Ensure that you are using an account with sufficient permissions to remove assemblies from the Global Assembly Cache.

**Explanation:** Windows failed to run the net20gac program.

**User response:** Ensure that you are using an account with sufficient permissions to remove assemblies from the Global Assembly Cache.

BWMNT0113E The launch of enable\_iisdc.cmd failed with a return value of: *retValue*. Ensure that the enable\_iisdc.cmd file exists and that you are using an account with sufficient permissions.

**Explanation:** Windows failed to run the enable\_iisdc program.

**User response:** Ensure that file enable\_iisdc.cmd exists and that you are using an account with sufficient permissions.

BWMNT0114E The launch of disable\_iisdc.cmd failed with a return value of: *retValue*. Ensure that the disable\_iisdc.cmd file exists and you are using an account with sufficient permissions.

**Explanation:** Windows failed to run the disable\_iisdc program.

**User response:** Ensure that disable\_iisdc.cmd file exists and that you are using an account with sufficient permissions.

## BWMNT0115E The registerdc command failed. Please correct any errors and retry the command.

**Explanation:** The registerdc command encountered an error that caused the command to abort. Some portions of the processing may have completed successfully, so either issue the unregisterdc command to return to an unregistered .NET data collector state, or correct any errors and retry the registerdc command.

**User response:** Either issue the unregisterdc command to return to an unregistered .NET data collector state, or correct any errors and retry the registerdc command.

## BWMNT0116E The unregisterdc command failed. Please correct any errors and retry the command.

**Explanation:** The unregisterdc command encountered an error that caused the command to abort. Some portions of the processing may have completed successfully, so either issue the registerdc command to return to a registered .NET data collector state, or correct any errors and retry the unregisterdc command.

**User response:** Either issue the registerdc command to return to an registered .NET data collector state, or correct any errors and retry the unregisterdc command.

## BWMNT0117E The launch of

enable\_profilerEvents.cmd failed with a return value of: *retValue*. Ensure that the enable\_profilerEvents.cmd file exists and that you are using an account with sufficient permissions.

**Explanation:** Windows failed to run the enable\_profilerEvents.cmd program.

**User response:** Ensure that file enable\_profilerEvents.cmd exists and that you are using an account with sufficient permissions.

## BWMNT0118E The launch of disable\_profilerEvents.cmd failed with a return value of: *retValue*. Ensure that the disable\_profilerEvents.cmd file exists and you are using an account with sufficient permissions.

**Explanation:** Windows failed to run the disable\_profilerEvents.cmd program.

**User response:** Ensure that disable\_profilerEvents.cmd file exists and that you are using an account with sufficient permissions.

## WebSphere Message Broker data collector messages: KK3\*

KK3CF0072E 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.

User response: Delete the file manually.

KK3CF0122E Broker brokerName does not exist.

**Explanation:** The specific broker does not exist.

User response: Check the broker name.

KK3CF0123E Execution Group *executionGroupName* does not exist.

**Explanation:** The specified Execution Group does not exist.

User response: Check the Execution Group name.

KK3CF0124E Message Flow messageFlowName does not exist.

**Explanation:** The specified Message Flow does not exist.

**User response:** Check the Message Flow name.

KK3CF0125E 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.

**User response:** Verify that you selected the correct message flow, and verify that it is enabled for data collection before attempting a disable operation.

## KK3CF0126E 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.

**User response:** Verify that you selected the correct message flow, and verify that it is disabled for data collection before attempting an enable operation.

## KK3CF0127E Action action is not supported.

**Explanation:** The first parameter specified must be either -enable or -disable.

**User response:** Check the first parameter specified and verify that it is one of the accepted values.

KK3CF0175E 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.

**User 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.

KK3CF0178E Unable to determine the Version of IBM WebSphere Message Broker. For Windows, ensure that command is run from a mqsi command window. For UNIX, ensure that mqsiprofile has been sourced in the current shell, before invoking the configuration command.

**Explanation:** The data collector configuration command was run from a command prompt or a shell where the WebSphere Message Broker environment variables are not found.

**User 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.

KK3MB0004E 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.

**User response:** See the message text for the suggested action.

## KK3MB0005E 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

## KK3MB0006E • KK3MB0031E

detected and this instance of the data collector will terminate.

**System action:** The data collector instance detecting the duplicate registration will terminate.

## KK3MB0006E 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.

**User response:** Restart the broker instance. If the problem persists, see the IBM Software Support website.

## KK3MB0007E The log directory *kk3LogDir* cannot be located.

**Explanation:** The specified log directory could not be located. This problem might occur if the data collector was not installed correctly. The log directory should be located under the KK3USEREXIT\_HOME installation directory.

**User response:** Verify that the data collector is installed correctly, and verify that the log directory is located under the installation directory as expected.

## KK3MB0008E Syntax error.

**Explanation:** Usage: configDC.bat/sh {-enable|-disable} [brokerInstallDir]

**User response:** Check the syntax of the configDC command and verify that the parameters are specified correctly. Refer to the User's Guide for more information.

# KK3MB0019E An error occurred while loading the file with path path with error code errorCode.

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

**User response:** Determine the cause of the failure by investigating the error code.

KK3MB0020E The Message Broker user exit failed to send a tracking event. Error code *errorCode*.

**Explanation:** The Message Broker user exit failed to send a tracking event. No data will be collected for this event.

**User response:** Determine the cause of the failure by investigating the error code.

## KK3MB0021E Transaction Tracking failed to shut down. Error code *code*.

Explanation: Transaction Tracking failed to shut down.

**User response:** Determine the cause of the failure by investigating the error code.

KK3MB0024E The Message Broker user exit failed to register the MQ stitch function.

**Explanation:** The Message Broker user exit failed to register the MQ callback function.

**User response:** Verify that the MQ installation directory parameter in the configuration file is correct.

## KK3MB0025E Unable to configure the installation directory of the WebSphere Message Broker for data collection.

**Explanation:** No installation directory was specified for the WebSphere Message Broker to be configured for data collection. An attempt was made to determine the directory but failed.

**User response:** Specify the installation directory of the WebSphere Message Broker to be configured.

# KK3MB0028E An error occurred while loading the library with path path with error code errorCode.

**Explanation:** Because of an operation system limitation, the specified library cannot be loaded successfully.

**User response:** Determine the cause of failure by investigating the error code.

## KK3MB0029E Unable to determine the home directory for the WebSphere Message Broker user exit.

**Explanation:** The KK3USEREXIT\_HOME environment variable was not specified. The system temporary directory will be used for configuration and logging.

**User response:** Ensure the environment variable KK3USEREXIT\_HOME is specified in the Message Broker profile.

## KK3MB0031E Unable to determine the installation directory of the Data Collector for WebSphere Message Broker. Change to the directory containing the configDC configuration script, and run it manually.

**Explanation:** An error has occurred while determining the installation directory of the Data Collector for WebSphere Message Broker.

**User response:** Change to the directory containing the configDC script, and run it manually.

KK3MB0035E Syntax error. Usage: upgradeBrokers.bat/sh {-silent} [broker\_name\_list] -silent: Do not prompt user before upgrading broker user exits. broker\_name\_list: A whitespace () separated list of brokers to upgrade. Example 1: upgradeBrokers.bat broker1 ./upgradeBrokers.sh broker1 Example 2: upgradeBrokers.bat broker1 broker3 ./upgradeBrokers.sh broker1 broker3 Example 3: upgradeBrokers.bat -silent broker1 ./upgradeBrokers.sh -silent broker1 Example 4: upgradeBrokers.bat -silent broker1 broker3 ./upgradeBrokers.sh -silent broker1 broker3

Explanation: Usage: upgradeBrokers.bat/sh {-silent} [broker\_name\_list] -silent: Do not prompt user before upgrading broker user exits. broker\_name\_list: A whitespace () separated list of brokers to upgrade. Example 1: upgradeBrokers.bat broker1 ./upgradeBrokers.sh broker1 Example 2: upgradeBrokers.sh broker1 broker3 ./upgradeBrokers.sh broker1 broker3 Example 3: upgradeBrokers.bat -silent broker1 ./upgradeBrokers.sh -silent broker1 Example 4: upgradeBrokers.bat -silent broker1 broker3 ./upgradeBrokers.sh -silent broker1 broker3

**User response:** Check the syntax of the upgradeBrokers command and verify that parameters are specified correctly. Refer to the User's Guide for further information.

KK3MB0036E Load the MQSI environment for the broker installation to be upgraded. On Windows: Select Start -> WebSphere Message Broker -> Command Console shortcut. On UNIX: Run the mqsiprofile script in the WebSphere Message Broker install bin directory. For example, . /opt/ibm/mqsi/7.0/bin/mqsiprofile

**Explanation:** The upgradeBrokers script does not know which broker installation to upgrade.

**User response:** Load the MQSI environment for the broker installation to be upgraded.

KK3MB0037E Complete the following steps before running the upgradeBrokers script: 1. Enable the Data Collector for WebSphere Message Broker by running the configDC script. 2. Restart all MQSI command prompts or shells. 3. Load the MQSI environment for the broker

## installation to be upgraded.

**Explanation:** The Data Collector for WebSphere Message Broker must be enabled before running the upgradeBrokers script.

**User response:** Follow the steps in the message before running the upgradeBrokers script.

KK3MB0038E You cannot use the upgradeBrokers script to upgrade from more than one user exit. Instead, use the mqsichangebroker and mqsichangeflowuserexits commands to upgrade the user exits from MqsiSOAExit and TTDCUserExit to KK3UserExit.

**Explanation:** The upgradeBrokers script has not upgraded the user exits for the brokers specified as it does not support the upgrade process from more than one user exit.

**User response:** Use the mqsichangebroker and mqsichangeflowuserexits commands to upgrade the user exits from MqsiSOAExit and TTDCUserExit to KK3UserExit.

## KK3MB0040E Cannot write to file file.

**Explanation:** An attempt to open the specified file has failed.

**User response:** Check that the specified file exists. If the file does not exist, create it. If the file does exist, check that it has write permissions for the current user.

## KK3MB0041E Unable to upgrade broker brokerName user exits from fromUserExit to toUserExit. An error occurred running the mqsichangebroker command.

**Explanation:** An attempt to upgrade the user exits for the broker has failed because an error occurred running the mqsichangebroker command.

**User response:** Review the Message Broker logs to determine why the mqsichangebroker command failed. Resolve any issues, then re-run the upgradeBrokers script for the broker.

KK3MB0043E Unable to upgrade broker brokerName, execution group exGroupName ACTIVE user exits from fromUserExit to toUserExit. An error occurred running the mgsichangeflowuserexits command.

**Explanation:** An attempt to upgrade the user exits for the broker has failed. An error occurred running the mgsichangeflowuserexits command.

**User response:** Review the Message Broker logs to determine why the mqsichangeflowuserexits command

## KK3MB0044E • KK3MB0055E

failed. Resolve any issues and re-run the upgradeBrokers script for the broker.

KK3MB0044E Unable to upgrade broker brokerName, execution group exGroupName INACTIVE user exits from fromUserExit to toUserExit. An error occurred running the mqsichangeflowuserexits command.

**Explanation:** An attempt to upgrade the user exits for the broker has failed. An error occurred running the mqsichangeflowuserexits command.

**User response:** Review the Message Broker logs to determine why the mqsichangeflowuserexits command failed. Resolve any issues and re-run the upgradeBrokers script for the broker.

KK3MB0047E Unable to upgrade broker brokerName, execution group exGroupName, message flow msgFlowName ACTIVE user exits from fromUserExit to toUserExit. An error occurred running the mqsichangeflowuserexits command.

**Explanation:** An attempt to upgrade the user exits for the broker has failed. An error occurred running the mqsichangeflowuserexits command.

**User response:** Review the Message Broker logs to determine why the mqsichangeflowuserexits command failed. Resolve any issues and then re-run the upgradeBrokers script for the broker.

KK3MB0048E Unable to upgrade broker brokerName, execution group exGroupName message flow msgFlowName INACTIVE user exits from fromUserExit to toUserExit. An error occurred running the mqsichangeflowuserexits command.

**Explanation:** An attempt to upgrade the user exits for the broker has failed. An error occurred running the mqsichangeflowuserexits command.

**User response:** Review the Message Broker logs to determine why the mqsichangeflowuserexits command failed. Resolve any issues and then re-run the upgradeBrokers script for the broker.

KK3MB0051E Unable to start broker brokerName to upgrade exits from fromUserExit to toUserExit. An error occurred running the mqsistart command.

**Explanation:** An attempt to start the broker to upgrade the user exits has failed. An error occurred running the mqsistart command.

**User response:** Review the Message Broker logs to determine why the mqsistart command failed. Resolve any issues and then re-run the upgradeBrokers script for the broker.

KK3MB0052E	<b>Unable to stop broker</b> <i>brokerName</i> <b>to</b>
r	e-load registered user exits. User exits
h	ave not been upgraded from
fi	romUserExit to toUserExit. An error
0	ccurred running the mqsistop
с	ommand.

**Explanation:** An attempt to stop the broker to re-load the registered user exits has failed. An error occurred running the mqsistop command.

**User response:** Review the Message Broker logs to determine why the mqsistop command failed. Resolve any issues and then re-run the upgradeBrokers script for the broker.

## KK3MB0053E Unable to upgrade brokerName, execution group exGroupName user exits because the execution group is not running.

**Explanation:** An attempt to upgrade the user exits for the execution group and its message flows has failed because the execution group is not running.

**User response:** Review the Message Broker logs to determine why the execution group is not running. Resolve any issues and then re-run the upgradeBrokers script for the broker.

## KK3MB0054E Unable to stop broker *brokerName* and return it to its original state. An error occurred running the mqsistop command.

**Explanation:** An attempt to stop the broker and return it to its original state after upgrading the user exits has failed. An error occurred running the mqsistop command.

**User response:** Review the Message Broker logs to determine why the mqsistop command failed. Resolve any issues, and then run the mqsistop command to stop the broker.

KK3MB0055E Unable to restart broker brokerName after upgrading user exits from fromUserExit to toUserExit. An error occurred running the mqsistart command.

**Explanation:** An attempt to start the broker after upgrading the user exits has failed. An error occurred running the mqsistart command.

**User response:** Review the Message Broker logs to determine why the mqsistart command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

## KK3MB0056E Unable to determine broker brokerName user exits. An error occurred running the mqsireportflowuserexits command.

**Explanation:** An attempt to determine the user exits for the broker has failed. An error occurred running the mqsireportflowuserexits command.

**User response:** Review the Message Broker logs to determine why the mqsireportflowuserexits command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

## KK3MB0057E Unable to determine broker brokerName execution groups. An error occurred running the mqsilist command.

**Explanation:** An attempt to determine the execution groups for the broker has failed. An error occurred running the mqsilist command.

**User response:** Review the Message Broker logs to determine why the mqsilist command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

## KK3MB0058E Unable to determine broker brokerName, execution group brokerName user exits. An error occurred running the mqsireportflowuserexits command.

**Explanation:** An attempt to determine the user exits for the execution group has failed. An error occurred running the mqsireportflowuserexits command.

**User response:** Review the Message Broker logs to determine why the mqsireportflowuserexits command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

## KK3MB0059E Unable to determine broker brokerName, execution group brokerName message flows. An error occurred running the mqsilist command.

**Explanation:** An attempt to determine the message flows for the execution group has failed. An error occurred running the mqsilist command.

**User response:** Review the Message Broker logs to determine why the mqsilist command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

## KK3MB0060E Unable to determine broker brokerName, execution group brokerName, message flow brokerName, user exits. An error occurred running the mqsireportflowuserexits command.

**Explanation:** An attempt to determine the user exits for the message flow has failed. An error occurred

running the mqsireportflowuserexits command.

**User response:** Review the Message Broker logs to determine why the mqsireportflowuserexits command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

## KK3MB0061E Command *cmd* did not finish running before the time out period expired.

**Explanation:** An attempt has been made to run a command. However, the command was stopped because a response from the command was not received within an acceptable timeframe.

**User response:** Review the Message Broker and system logs to determine why the command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

## KK3MB0063E This command is not supported on the current operating system *osname*.

**Explanation:** The command is not supported on the current operating system.

**User response:** See the documentation for the correct command.

## KK3WT0002E 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.

**User response:** Examine the exception code and trace data to determine the problem and correct as needed. Try the operation again. If the problem persists, see the IBM Software Support website.

## KK3WT0003W 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.

## KK3WT0005E 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 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.

## KK3WT0007E 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.

## KK3WT0008E 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.

## KK3WT0010E 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, the number of properties generated depends on the value set in the 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.

## CICS TXSeries Data Collector messages: KT7P\*

KT7P501Idata-collector (build\_number) Initialised:<br/>Using TT event queue queue\_name

**Explanation:** The *data\_collector* (TTCicsTxEMP, TTCicsTxExit, libExit.a, cicsecix.a) at build level (*build\_number*) successfully initialized and is using system queue *queue\_name* to send data to the ITCAM for Transactions Data Collector Proxy.

System action: Processing continues.

Administrator response: No action required.

## KT7P502Edata-collector (build\_number) Unable to<br/>allocate Anchor – disabling exits

**Explanation:** The *data\_collector* (cicsecix.a) at build level (*build\_number*) failed to initialize because of a lack of system storage.

System action: Processing stops.

Administrator response: Check system storage availability using tools such as TOP or TOPAS to determine why system storage is unavailable. Restart the server where the CICS TG ECI C Client is running. If you are unable to determine the cause of this problem, see the IBM Software Support Website for further information.

**KT7P503E** *data-collector* (*build\_number*) **getprocs(**)

## count: count error: error

**Explanation:** The *data\_collector* (*cicsecix.a*) at build level (*build\_number*) failed to initialize because of a failed call to system function getprocs().

System action: Processing stops.

Administrator response: Check for additional messages. Restart the server where the CICS TG ECI C Client is running. If you are unable to determine the cause of this problem, see the IBM Software Support Website for further information.

## KT7P504W data-collector (build\_number) Config file file\_name not found. Using default parameters.

**Explanation:** The CICS TXSeries Data Collector could not find a user-supplied configuration file during startup. The defaults will be used.

**System action:** The data collectors (TTCICSDC EMP module, TTCICSDC User Exit module, CICS TG ECI V1 C Client User Exit module) issue this message when the configuration file cannot be found. Processing continues but with default values.

Administrator response: Check the configuration file allocation and related environment variables.

## Appendix C. Accessibility

Accessibility features help users with physical disabilities, such as restricted mobility or limited vision, to use software products successfully.

The major accessibility features in this product enable users to do the following:

- Use assistive technologies, such as screen-reader software and digital speech synthesizer, to hear what is displayed on the screen. Consult the product documentation of the assistive technology for details on using those technologies with this product.
- Operate specific or equivalent features using only the keyboard.
- Magnify what is displayed on the screen.

In addition, the product documentation was modified to include the following features to aid accessibility:

- All documentation is available in both HTML and convertible PDF formats to give the maximum opportunity for users to apply screen-reader software.
- All images in the documentation are provided with alternative text so that users with vision impairments can understand the contents of the images.

## Navigating the interface using the keyboard

Standard shortcut and accelerator keys are used by the product and are documented by the operating system. See the documentation provided by your operating system for more information.

## Magnifying what is displayed on the screen

You can enlarge information on the product windows using facilities provided by the operating systems on which the product is run. For example, in a Microsoft Windows environment, you can lower the resolution of the screen to enlarge the font sizes of the text on the screen. See the documentation provided by your operating system for more information.

## Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing IBM Corporation North Castle Drive Armonk, NY 10504-1785 U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing Legal and Intellectual Property Law IBM Japan, Ltd. 19-21, Nihonbashi-Hakozakicho, Chuo-ku Tokyo 103-8510, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM websites are provided for convenience only and do not in any manner serve as an endorsement of those websites. The materials at those websites are not part of the materials for this IBM product and use of those websites is at your own risk. IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who want to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation 2Z4A/101 11400 Burnet Road Austin, TX 78758 U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases payment of a fee.

The licensed program described in this information and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement, or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

## Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the web at "Copyright and trademark information" at http://www.ibm.com/legal/copytrade.shtml.

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, and/or other countries.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.



Java and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle and/or its affiliates.

Linux is a trademark of Linus Torvalds in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Other company, product, or service names may be trademarks or service marks of others.

## Privacy policy considerations

IBM Software products, including software as a service solutions, ("Software Offerings") may use cookies or other technologies to collect product usage information, to help improve the end user experience, to tailor interactions with the end user or for other purposes. In many cases no personally identifiable information is collected by the Software Offerings. Some of our Software Offerings can help enable you to collect personally identifiable information. If this Software Offering uses cookies to collect personally identifiable information, specific information about this offering's use of cookies is set forth below.

This Software Offering does not use cookies or other technologies to collect personally identifiable information.

If the configurations deployed for this Software Offering provide you as customer the ability to collect personally identifiable information from end users via cookies and other technologies, you should seek your own legal advice about any laws applicable to such data collection, including any requirements for notice and consent.

For more information about the use of various technologies, including cookies, for these purposes, See IBM's Privacy Policy at http://www.ibm.com/privacy and IBM's Online Privacy Statement at http://www.ibm.com/privacy/details the section entitled "Cookies, Web Beacons and Other Technologies" and the "IBM Software Products and Software-as-a-Service Privacy Statement" at http://www.ibm.com/software/info/product-privacy.

## Glossary

**agent** Software installed to monitor systems. The agent collects data about an operating system, a subsystem, or an application.

## agent group

A group of management agents that run the same policy or policies. Each management agent is associated with one or more listening and playback components.

## agentless

A method a data collection where data is collected from traffic on networks monitored by Web Response Time rather than a domain-specific agent or Data Collector plug-in.

## aggregate

(1) An average of all response times detected by the monitoring software over a specific time period. (2) In Transaction Tracking, a node in a transaction topology.

## aggregate record

A summary of instance data from all transactions that match a defined pattern.

## aggregate topology

A transaction topology that displays all known and implied transactions which may not all be related. See also instance topology.

## Aggregation agent

An agent that stores the tracking data from more than one Data Collector plug-in and other monitors and computes aggregates for use by the Transaction Reporter. The Transaction Collector and Web Response Time agent are examples of a Aggregation agent.

## aggregation period

The time period, measured in minutes, over which monitoring occurs.

**alert** A message or other indication that signals an event or an impending event.

## application

One or more computer programs or software components that provide a function in direct support of a specific business process or processes.

## application pattern

A rule that determines what transactions to monitor and how to group them.

## arithmetic expression

A statement that contains values joined together by one or more arithmetic operators and that is processed as a single numeric value. See also arithmetic operator.

## arithmetic operator

A symbol, such as + or -, that represents a fundamental mathematical operation. See also arithmetic expression.

## **ARM-instrumented application**

An application in which ARM calls are added to the source code to enable the performance of the application to be monitored by management systems.

## attribute

The application properties that are measured and reported on, such as the amount of memory used or a message ID. See also attribute groups.

## attribute group

A set of related attributes that can be combined in a data view or a situation.

## availability

The successful execution of a monitored transaction over a specified period of time.

**client** A software program or computer that requests services from a server.

## client pattern

A method to define which clients to monitor, and how to group them for reporting.

## client time

The time it takes to process and display a web page in a browser.

## condition

A test of a situation or state that must be in place for a specific action to occur.

## configuration

The manner in which the hardware and software of an information processing system are organized and interconnected.

## context

The means used to group tracking data as part of a transaction flow.

## Data Collector plug-in

The monitoring component that records the transaction data.

## data interval

A time period in minutes for the summary data record. See also summary data.

## data source

An application, server, transaction, or other process from which raw data is gathered.

## domain

A part of a network that is administered as a unit with a common protocol.

## down time

See mean time to recovery.

## edge

In transaction monitoring, the point at which a transaction first comes in contact with the monitoring instrumentation.

**event** An occurrence of significance to a task or system. Events can include completion or failure of an operation, a user action, or the change in state of a process. See also situation.

## failure

An individual instance of a transaction that did not complete correctly. See also incident.

## firewall

A network configuration, typically both hardware and software, that prevents unauthorized traffic into and out of a secure network.

## horizontal

Pertaining to data that is tracked between applications in a domain. See also vertical.

## horizontal context

A method of identifying a transaction flow within a transaction which is used to group interactions based on the application supplying the tracking data.

**host** A computer that is connected to a network and that provides an access point

to that network. The host can be a client, a server, or both a client and a server simultaneously.

## hot spot

A graphical device used in topologies to highlight the part of an end-to-end transaction that has crossed specified thresholds and has a significant transaction time deviation.

## incident

A failure or set of consecutive failures over a period of time without any successful transactions. An incident concerns a period of time when the service was unavailable, down, or not functioning as expected.

## instance

A single transaction or subtransaction.

## implied node

A node that is assumed to exist and is therefore drawn in the Transaction Tracking topology. An implied node is created when an aggregate collected in an earlier aggregation period is not collected for the current aggregation period.

## instance algorithm

A process used by the Transaction Reporter to track composite applications with multiple instances.

## instance topology

A transaction topology that displays a specific instance of a single transaction. See also aggregate topology.

## interval

The number of seconds that have elapsed between one sample and the next.

## linking

In Transaction Tracking, the process of tracking transactions within the same domain or from data collector plugins of the same type.

## load time

The time elapsed between the user's request and completion of the web page download.

## managed system

A system that is being controlled by a given system management application.

## **Management Information Base**

(1) In the Simple Network Management

Protocol (SNMP), a database of objects that can be queried or set by a network management system. (2) A definition for management information that specifies the information available from a host or gateway and the operations allowed.

## mean time between failures

The average time in seconds between the recovery of one incident and the occurrence of the next one.

## mean time to recovery

The average number of seconds between an incident and service recovery.

**metric** A measurement type. Each resource that can be monitored for performance, availability, reliability, and other attributes has one or more metrics about which data can be collected. Sample metrics include the amount of RAM on a PC, the number of help desk calls made by a customer, and the mean time to failure for a hardware device.

## metrics aggregation

A process used by the Transaction Collector to summarize tracking data using vertical linking and stitching to associate items for a particular transaction instance. Metrics aggregation ensures that all appropriate tracking data is aggregated.

MIB See Management Information Base.

## monitor

An entity that performs measurements to collect data pertaining to the performance, availability, reliability, or other attributes of applications or the systems on which the applications rely. These measurements can be compared to predefined thresholds. If a threshold is exceeded, administrators can be notified, or predefined automated responses can be performed.

## monitoring agent

See agent.

## monitoring schedule

A schedule that determines on which days and at what times the monitors collect data.

MTBF See mean time between failures.

## MTTR

See mean time to recovery.

## network time

Time spent transmitting all required data through the network.

**node** A point in a transaction topology that represents an application, component, or server whose transaction interactions are tracked and aggregated by Transaction Tracking.

## over time interval

The number of minutes the software aggregates data before writing out a data point.

## parameter

A value or reference passed to a function, command, or program that serves as input or controls actions. The value is supplied by a user or by another program or process.

## pattern

A process used to group data into manageable pieces.

## platform

The combination of an operating system and hardware that makes up the operating environment in which a program runs.

## predefined workspace

A workspace that is included in the software which is optimized to show specific aspects of the collected data, such as agentless data.

**probe** A monitor that tests a transaction and then detects and reports any errors that were generated during that test.

## profile element

An element or monitoring task belonging to a user profile. The profile element defines what is to be monitored and when.

## pseudo node

A node that represents an untracked part of a transaction where information about a remote node is provided by a Data Collector plug-in, but that remote node is not itself tracked.

**query** In a Tivoli environment, a combination of statements that are used to search the configuration repository for systems that meet certain criteria.

## regular expression

A set of characters, meta characters, and operators that define a string or group of strings in a search pattern.

## reporting rule

A rule that the software uses for naming the collected data that is displayed in the workspaces.

## request

See transaction.

## response time

The elapsed time between entering an inquiry or request and receiving a response.

## round-trip response time

The time it takes to complete the entire page request. Round-trip time includes server time, client, network, and data transfer time.

## robotic script

A recording of a typical customer transaction that collects performance data which helps determine whether a transaction is performing as expected and exposes problem areas of the web and application environment.

**SAF** See Store and Forward.

## sample

The data that the product collects for the server.

## schedule

A planned process that determines how frequently a situation runs with user-defined start times, stop times, and parameters.

SDK Software Development Kit.

**server** A software program or a computer that provides services to other software programs or other computers.

## server time

The time it takes for a web server to receive a requested transaction, process it, and respond to it.

## service

A set of business processes (such as web transactions) that represent business-critical functions that are made available over the internet.

## service level agreement

A contract between a customer and a service provider that specifies the expectations for the level of service with respect to availability, performance, and other measurable objectives.

## service level classification

A rule that is used by a monitor to evaluate how well a monitored service is performing. The results form the basis for service level agreements (SLAs).

## service recovery

The time it takes for the service to recover from being in a failed state.

## situation

A set of conditions that, when met, create an event.

**SLA** See service level agreement.

**status** The state of a transaction at a particular point in time, such as whether it failed, was successful, or slow.

## stitching

The process of tracking transactions between domains or from different types of data collector plugins.

## store and forward

The temporary storing of packets, messages, or frames in a data network before they are retransmitted toward their destination.

## subtransaction

An individual step (such as a single page request or logging on to a web application) in the overall recorded transaction.

## summary data

Details about the response times and volume history, as well as total times and counts of successful transactions for the whole application.

## summary interval

The number of hours that data is stored on the agent for display in the Tivoli Data Warehouse workspaces.

## summary status

An amount of time in which to collect data on the Tivoli Enterprise Management Agent.

## threshold

A customizable value for defining the
acceptable tolerance limits (maximum, minimum, or reference limit) for a transaction, application resource, or system resource. When the measured value of the resource is greater than the maximum value, less than the minimum value, or equal to the reference value, an exception or event is raised.

### tracking data

Information emitted by composite applications when a transaction instance occurs.

### transaction

An exchange between two programs that carries out an action or produces a result. An example is the entry of a customer's deposit and the update of the customer's balance.

### transaction definition

A set of filters and maintenance schedules created in the Application Management Configuration Editor which are applied to the collected data and determine how that data is processed and displayed.

### transaction flow

The common path through a composite application taken by similar transaction instances.

### transaction interaction

See transaction.

### transaction pattern

The pattern for specifying the name of specific transactions to monitor. Patterns define groupings of transactions that map to business applications and business transactions.

**trend** A series of related measurements that indicates a defined direction or a predictable future result.

### uptime

See Mean Time Between Failure.

### user profile

For Internet Service Monitoring, an entity such as a department or customer for whom services are being performed.

### vertical

Pertaining to data that is tracked within the same application and domain. See also horizontal.

### vertical context

The method used to distinguish one transaction flow from another within an application or group of applications. The vertical context enables Transaction Tracking to group individual transactions as part of a flow, label a node in a topology map, and link to an IBM<sup>®</sup> Tivoli Monitoring application.

view A logical table that is based on data stored in an underlying set of tables. The data returned by a view is determined by a SELECT statement that is run on the underlying tables.

### workspace

In Tivoli management applications, the working area of the user interface, excluding the Navigator pane, that displays one or more views pertaining to a particular activity. Predefined workspaces are provided with each Tivoli application, and systems administrators can create customized workspaces.

## Index

## **Special characters**

.NET Data Collector messages 182

## A

accessibility 191 Administrator domain account 7 Application Management Console 28 Configuration files UNIX 28 Windows 28 Debug tracing UNIX 29 Windows 29 log and trace files 29 troubleshooting 30

## B

books, see publications xi, xii

# С

CICS TG Transaction Tracking common problems on distributed 102 common problems on z/OS 103 messages 162 troubleshooting 102, 103 CICS Tracking common problems 101 messages 151 troubleshooting 101 CICS TXSeries Data Collector messages 190 troubleshooting 96 Configuration files Application Management Console UNIX 28 Windows 28 Robotic Response Time Agent UNIX 47 Windows 47 Web Response Time UNIX 35 Windows 35 contact 4 conventions, typeface xiv

## D

Databridge troubleshooting problems 10 Debug tracing Application Management Console UNIX 29 Windows 29 Debug tracing *(continued)* Robotic Response Time Agent UNIX 49 Windows 49 Web Response Time Agent UNIX 36 Windows 35 directory names, notation xiv

# Ε

environment variables notation xiv

## G

glossary 197

### I

IBM Support Assistant xiii Lite xiii Log Analyzer xiii IMS Tracking messages 165 troubleshooting 105 installation Internet Service Monitoring troubleshooting 9 Transaction Tracking troubleshooting 85 Internet Service Monitoring troubleshooting databridge 11 HTTP error code 500 11 introduction 9 ismconfig SOAP output 13 multiple problems 10, 11 ObjectServer events 11 profiles error KFWITM393E 13 profiles out-of-sync 12 remote deployment fails 12 SoapFaultException 13 uninstalling 14 troubleshooting the installation 9 introduction 1 ISA See IBM Support Assistant ITCAM for Application Diagnostics (was ITCAM for WebSphere) common problems 105 troubleshooting 105

ITCAM for Transactions general troubleshooting 7

## Κ

knowledge bases 3

## L

listener ports 7 Log Analyzer xiii log files Application Management Console 29 Log files Web Response Time UNIX 35 Windows 35 Log Files Robotic Response Time Agent Windows 48

## Μ

manuals, see publications xi, xii messages .NET Data Collector 182 CICS TG Transaction Tracking 162 CICS Tracking 151 CICS TXSeries Data Collector 190 IMS Tracking 165 MQ Tracking 177 Transaction Tracking API 150 Transactions Container 135 Transactions Dispatcher 142, 149 WebSphere Message Broker data collector 185 MQ Tracking messages 177 MQ Tracking for z/OS troubleshooting common problems 106

# Ν

notation environment variables xiv path names xiv typeface xiv

# 0

online publications, accessing xii ordering publications xii

## Ρ

path names, notation xiv port 6014 7 problems 1 publications xi accessing online xii ordering xii

## R

Robotic Response Time troubleshooting data gaps 60, 61 Rational Functional Tester 60 support files 47 Robotic Response Time Agent Configuration files UNIX 47 Windows 47 Debug tracing UNIX 49 Windows 49 Trace and log files Windows 48 runISAlite script 4

## S

support xiii

# T

Tivoli software information center xii trace files Application Management Console 29 Trace files Robotic Response Time Agent Windows 48 Web Response Time UNIX 35 Windows 35 Transaction Collector troubleshooting fails to start 87 Transaction Tracking .NET Data Collector messages 182 CICS TG Transaction Tracking messages 162 CICS Tracking messages 151 CICS TXSeries Data Collector messages 190 IMS Tracking messages 165 IMS Tracking troubleshooting 105 MQ Tracking messages 177 Transaction Tracking API messages 150 Transactions Container messages 135 Transactions Dispatcher messages 142, 149 troubleshooting aggregates not generated 92 CollectInstance=false 92 external data collectors 93 FileNotFoundException errors 95 historical data 88 installation failure on Linux 87 instances missing 92 introduction 85 missing Aggregation agent data 89 MQ AAT data collector 98 MQ API exits 97 MQ exits cannot be used by all users 97 MQ nodes not displayed 96

Transaction Tracking (continued) troubleshooting (continued) partial topology displayed 90 SQL errors 95 topology links missing 91 topology not displayed 90 topology view missing 91 Transaction Collector not listening 92 Transaction Collector restart 94 Transaction Collector, multiple, data missing 89 Transaction Collector, send data 94 Transaction Collector, single, data missing 88 Transaction Instances table, columns missing 92 Transaction Reporter unable to retrieve 93 Transaction Reporter, exported table data 95 Transaction Reporter, missing topology 87 Transaction Reporter, names displayed incorrectly 88 Transaction Reporter, short term history 89 Transaction Reporter, workspaces 88 uninstalling 94 UNIX, remote start or stop 94 troubleshooting the installation 85 WebSphere Message Broker data collector messages 185 Transaction Tracking API messages 150 troubleshooting introduction 98 Transaction Tracking for z/OS troubleshooting introduction 99 Transactions Base troubleshooting common problems 99 Transactions Container messages 135 Transactions Dispatcher messages 142, 149 troubleshooting Application Management Console 30 CICS TG Transaction Tracking common problems, distributed 102 common problems, z/OS 103 CICS Tracking common problems 101 CICS TXSeries Data Collector 96 Databridge problems 10 general, ITCAM for Transactions 7 IMS Tracking 105 installation 7 installation of Transaction Tracking 85 installing components 7 Internet Service Monitoring databridge 11

troubleshooting (continued) Internet Service Monitoring (continued) error KFWITM393E 13 HTTP error code 500 11 incorrect SOAP output from ismconfig 13 installation 9 introduction 9 multiple problems 10, 11 ObjectServer events 11 profiles out-of-sync 12 remote deployment fails 12 SoapFaultException 13 uninstalling fails 14 ITCAM for Application Diagnostics (was ITCAM for WebSphere) common problems 105 MQ Tracking for z/OS common problems 106 overview 1, 3, 4 Robotic Response Time data gaps 60, 61 Rational Functional Tester 60 support files 47 thin bar graph 80 Transaction Collector fails to start 87 Transaction Tracking aggregates not generated 92 CollectInstance=false 92 data from multiple Aggregation agents 89 external data collectors 93 FileNotFoundException errors 95 historical data 88 installation failure on Linux 87 instances missing 92 introduction 85 MQ AAT data collector 98 MQ API exits 97 MQ exits cannot be used by all users 97 MQ nodes not displayed 96 partial topology displayed 90 SQL errors 95 topology links missing 91 topology not displayed 90 topology view missing 91 Transaction Collector not listening 92 Transaction Collector restart 94 Transaction Collector, multiple, data missing 89 Transaction Collector, send data 94 Transaction Collector, single, data missing 88 Transaction Instances table, columns missing 92 Transaction Reporter exported table data 95 Transaction Reporter unable to retrieve 93 Transaction Reporter, names displayed incorrectly 88

troubleshooting (continued) Transaction Tracking (continued) Transaction Reporter, short term history 89 Transaction Reporter, topology missing 87 Transaction Reporter, workspaces 88 uninstalling 94 UNIX, remote start or stop 94 Transaction Tracking API introduction 98 Transaction Tracking for z/OS introduction 99 Transactions Base common problems 99 Warehouse Proxy Agent default port 7 Web Response Time missing CMS option in key database list 46 typeface conventions xiv

# U

UNIX Application Management Console Debug tracing 29 Robotic Response Time Agent Configuration files 47 Debug tracing 49 Web Response Time Configuration files 35 Web Response Time Agent Debug tracing 36 UNIX Configuration files Application Management Console 28 UNIX log files Web Response Time 35 UNIX trace files Web Response Time 35

# V

variables, notation for xiv

# W

Web Response Time Configuration files UNIX 35 Windows 35 Log files UNIX 35 Windows 35 Trace files UNIX 35 Windows 35 troubleshooting key database list 46 Web Response Time Agent Debug tracing UNIX 36 Windows 35 WebSphere Message Broker data collector messages 185

Windows Application Management Console Debug tracing 29 Robotic Response Time Agent Configuration files 47 Debug tracing 49 Web Response Time Configuration files 35 Web Response Time Agent Debug tracing 35 Windows configuration files Application Management Console 28 Windows log files Robotic Response Time Agent 48 Web Response Time 35 Windows trace files Robotic Response Time Agent 48 Web Response Time 35

### **Z** z/OS

IMS Tracking troubleshooting 105



Printed in USA

GC14-7409-05

