

IBM Tivoli Composite Application Manager Agents for
WebSphere Messaging
Version 7.3

Troubleshooting Guide



IBM Tivoli Composite Application Manager Agents for
WebSphere Messaging
Version 7.3

Troubleshooting Guide



Note:

Before using this information and the product it supports, read the information in “Notices” on page 269.

This edition applies to version 7.3 of WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent (product number 5698-B23) and to all subsequent releases and modifications until otherwise indicated in new editions.

© Copyright IBM Corporation 1996, 2014.

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

Contents

Tables ix

Chapter 1. Problem determination . . . 1

Problem classification	1
Finding technotes.	2
Tivoli Support Technical Exchange	3
Support information.	3

Chapter 2. Solving common problems. . 9

Incorrect or missing values in the Messages Put and Messages Read columns in the Queue Statistics workspace	9
Historical data is missing.	11
Accounting and statistics MQI data is missing.	14
High CPU usage.	16
WebSphere MQ Monitoring agent - Storage quiesce issues on z/OS systems	17
WebSphere Message Broker Monitoring agent - Storage quiesce issues on z/OS systems	18
WebSphere MQ Configuration agent - Storage quiesce issues on z/OS systems	19
WebSphere MQ Configuration agent timeout	20

Chapter 3. Logging and tracing . . . 23

Types of logging.	23
PD Gather Tool	23
Getting log information on i5/OS systems without PD Gather Tool	24
RAS1 tracing	25
Setting trace levels dynamically using IBM Tivoli Monitoring Service Console	25
Setting trace levels by directly modifying the KBB_RAS1 parameter.	28
RAS1 log files and their locations	31
Managing RAS1 logs for distributed components	32
Redirecting output of RAS1 tracing (z/OS systems)	33

Chapter 4. Troubleshooting problems with installation, uninstallation, upgrading, and remote deployment . . 35

Frequently asked questions	35
General installation frequently asked questions	35
Windows system installation frequently asked questions	35
UNIX-based systems installation frequently asked questions	36
Troubleshooting general installation and remote deployment problems	36
Remote deployment of WebSphere Message Broker Monitoring agent and WebSphere MQ Monitoring agent fails	36
Incorrect behavior after an uninstallation and re-installation.	37

Logging on to Tivoli Enterprise Portal fails and the Tivoli Enterprise Portal stops	37
A message indicates that the stopped Tivoli Enterprise Monitoring Server is running.	37
Remote agent deployment fails with result code -3.	37
Tivoli Enterprise Portal Desktop called through Java Web Start does not work properly	38
Timeout occurs when populating the agent depot with the tacmd addBundles command	38
The deployed agent instance cannot be started after remote deployment	38
Troubleshooting installation and remote deployment problems for Windows systems.	39
Installation of application support for WebSphere MQ Configuration agent fails on 64-bit Windows.	39
When you run the setup.exe file, an unknown publisher error message is displayed	39
Agent is not connecting to Tivoli Enterprise Monitoring Server	39
InstallShield displays the error "1607: Unable to install InstallShield Scripting Runtime" during installation on a Windows system from a network-mounted drive	39
Installation on a Windows 2003 server fails with Error Number: 0x80040707	40
Installation locks up when starting the Tivoli Enterprise Monitoring Server on a Windows system	40
The navigator item of the online help cannot be expanded with Internet Explorer 6.0 on Windows 2003 systems	40
Cannot remotely deploy the agent to a 64-bit Windows system	40
Troubleshooting installation and remote deployment problems for UNIX and Linux systems	41
Agent cannot start up after installation on Linux systems.	41
Remote agent configuration fails on HP-UX Itanium systems	41
Silent installation on UNIX-based systems of Tivoli Enterprise Monitoring Server returns an encryption key setting error	41
The error "Unexpected Signal: 4 occurred at PC=0xFEC3FDE4" occurs during installation	42
Installation on the Linux S390 R2.6 64-bit operating system fails with the message "LINUX MONITORING AGENT V610Rnnn unable to install agent" displayed	42
None of the agents can be started after installation	42
Exception in thread "main" error message during SUSE Linux 8 installation.	43
WebSphere MQ Configuration agent or WebSphere Message Broker Monitoring agent fails to start on Solaris 10 systems	43

Remote upgrade of WebSphere MQ	
Configuration agent fails on Linux systems . . .	43
Troubleshooting uninstallation problems. . . .	44
After uninstalling one agent, other agents cannot	
start on Windows	44
Cannot uninstall application support	44
Removing a failed installation on Windows	
systems.	44
Incorrect behavior after an uninstallation and	
reinstallation	45
Troubleshooting post-migration problems	45
New workspaces are not available.	45
Queue Statistics and Queue Definitions	
workspaces have missing information after	
upgrade	46

Chapter 5. Troubleshooting problems with WebSphere MQ Monitoring agent . 47

Problems caused by managed system name change	47
Enhanced 3270 workspace limitation	47
Workspaces respond slowly on Tivoli Enterprise	
Portal (z/OS systems)	47
Application Statistics workspaces are empty with or	
without error messages about connecting to KMQ	
subsystem	47
Cannot get event summary on OMNIBus	48
z/OS systems: "Cannot allocate 8383860 bytes for	
sample data" in the agent log	49
HP Itanium: A core file is created after the agent	
process is killed	49
The recent message statistics workspace does not	
contain data	49
The 2033 (MQRC_NO_MSG_AVAILABLE) message	
displayed in the Queue Messages workspace . . .	49
The managed system name of the WebSphere MQ	
Monitoring agent instance changes after remote	
startup or deployment.	49
Queue Definitions workspace contains only one	
queue	50
Remotely deployed WebSphere MQ Monitoring	
agent does not start automatically	50
The same attribute has different values in different	
workspaces	50
Workspaces are empty.	51
Excessively large number of error messages in trace	
log	51
The primary instance of a WebSphere MQ	
Monitoring agent fails to start	51
The same workspace contain different information	
for different instances of an agent	51
Agent stops monitoring on z/OS systems	51
Take Action command is not authorized for	
WebSphere MQ Monitoring agent on i5/OS systems.	53
Message manipulation is not authorized for	
WebSphere MQ	53
Message manipulation is not allowed by	
MSGACCESS for WebSphere MQ	53
No detailed log for WebSphere MQ Monitoring	
agent on an i5/OS system	54
The status icon is displayed in the wrong workspace	54

The same queue manager name is displayed twice	
in the workspaces	54
KFWITM291E An agent configuration schema was	
not found	54
KFWITM290E An unexpected error occurred . . .	55
The Create MultiInstances menu option is missing	
from the menu	55
Agent that is configured to monitor a remote queue	
manager fails to start on a Windows system . . .	55
Agent that is configured to monitor a remote queue	
manager fails to start on a Linux system.	55
Agent that is configured to monitor a remote queue	
manager fails to start on a AIX system	56
The status of the remote queue manager is shown	
as QueueManager_Not_Available in Tivoli	
Enterprise Portal.	56
How to verify the channel configuration to the	
remote queue manager	57
The Oldest Msg Age, Short Term Queue Time, Long	
Term Queue Time, Last Get Date & Time, and Last	
Put Date & Time columns in the Queue Status	
workspace are shown as n/a or blank	58
The MQI Statistics, MQ Queue Statistics, MQ	
Channel Statistics, Application Accounting, and	
Queue Accounting workspaces are blank	59
No data is displayed in historical workspaces . .	59
The Msgs Put, Msgs Read, and Msgs Browsed	
column of the Queue Statistics workspace are	
always zero for queues that do carry workload . .	60
The content of the Message Group Identifier column	
is not displayed correctly	60
The WebSphere MQ Monitoring agent fails to start	
or stop with the error message "java.io.IOException:	
Not enough" displayed	60
There is no historical data displayed in related	
workspaces	60
Unrecognizable characters are displayed in French	
Windows operating systems.	61
Remote agent configuration fails on HP-UX Itanium	
systems with an error message displayed	61
The refreshed event is not displayed on the Tivoli	
Enterprise Portal on z/OS systems	61
Historical data cannot be inserted into the	
warehouse database	61
Agent deployment is not completed before the	
TIMEOUT expires	62
Cannot conveniently monitor queue managers in the	
default and non-default directory on a Linux or	
UNIX computer	63
The MQSeries Events workspace and the Event Log	
workspace are empty	63
Return code 4 is displayed after running a Take	
Action command to start multi-instance queue	
mangers	63
When using the itmcmd command to start an agent,	
the "WebSphere MQ Monitoring Agent started"	
prompt is always displayed	64
The WebSphere MQ Monitoring Agent becomes	
offline unexpectedly	64
WebSphere MQ Monitoring agent fails to start. . .	64

Chapter 6. Troubleshooting problems with WebSphere MQ Configuration agent

Problems with displayed error messages.	67
KCF0049W - The Configuration Manager did not recognize your session.	67
KCF0007E message is displayed when two Tivoli Enterprise Portal users operate on the resources that directly belong to the same configuration object	67
Communications error, check the trace log for details	67
Error KDY0005E occurs when remotely updating the WebSphere MQ Configuration agent.	68
Problems with updating	68
Update mode cannot be enabled	68
Unable to use product options in update mode	68
Unable to create new objects or add information to settings lists	68
Newly discovered queue manager does not appear in the Defined View tree	68
Newly discovered queue managers are shown without the associated resources in the resource group	69
The update defined from actual operation does not update the Defined View tree	69
The update actual from defined operation does not update the configuration of WebSphere MQ	69
The updates or changes made to prototypes are not reflected	70
Submitted MQ command does not take effect	70
Change to authorization settings does not take effect	70
Failed to update a queue manager in the defined view.	70
Incorrect value in the Before column of the Audit Log	71
Cannot discover queue managers in the non-default directory on a Linux or UNIX computer	71
The KMC0002E error message occurs when you perform the update actual from defined operation	71
Problems with display.	72
Online help is not available on UNIX or Linux systems.	72
Help page is not displayed	72
Scheduled action times incorrect in Tivoli Enterprise Portal.	72
The Defined View does not show queue managers after upgrade	72
Characters and numbers pile up on the right side of the Configuration workspace	72
Configuration view is not shown	73
A deleted resource is still displayed in the defined view	73
The contents of the userID field is not displayed correctly	73
The content of a field in the UserID column is not displayed correctly	73

Problems with security	74
Granular security does not work properly	74
Miscellaneous problems	74
Cannot issue WebSphere MQ command from Tivoli Enterprise Portal	74
Changes made in kmcenv file are lost after agent reconfiguration	74
Windows: Agent instances cannot discover queue managers simultaneously.	75
The Properties window of an object does not contain information about the properties of the object	75
Request cannot be processed because the Configuration Manager is shut down because of a program exception	75
KMC0340W A validation warning occurs when creating a new managed cluster	75
XML importing fails because kcfcfg.dtd cannot be found	75
Communications error displayed in Tivoli Enterprise Portal.	76
Running exported MQSC commands fails	76
Summarization and Pruning agent fails to run on schedule	76
A queue manager fails to start	77
An error occurs when configuring a queue on a multi-instance queue manager	77
Cannot log on to Tivoli Enterprise Portal after configuring Tivoli Enterprise Portal Server to connect to a Tivoli Enterprise Monitoring Server on a z/OS system	77
When using remote configuration to discover a remote queue manager, nothing was discovered	77
The system type and WebSphere MQ version are not displayed properly	78
An unwanted object is generated after importing a resource group which is derived from an object in the prototype view	78
A resource created in WebSphere MQ Configuration agent failed to pass validation	78
Scheduled actions failed with the error message KCF0007E Target object is locked by another user	78
Scheduled actions are not performed on time	79
"KCF0009E The target object [object] has been altered" message is displayed repeatedly when viewing discrepancies	79
The description set in prototype was not inherited after dragging from prototype to defined view	79
Object description of actual WebSphere MQ object is incorrect	79
Click Base Object and Open Settings for Base Object options do not open a cluster queue manager's prototype	80
Scheduled action is performed too frequently	80
Scheduled action is not performed on time after the system time or time zone of the monitoring agent is reset	80
KFWITM290E An unexpected error occurred	80

The application support of the WebSphere MQ Configuration agent cannot start up after you configured the configuration database on UNIX and Linux operating systems	81
The Discover, Discover new resource, or View discrepancies operation fails after a remote Tivoli Enterprise Monitoring Server is restarted	81
WebSphere MQ Configuration agent or WebSphere Message Broker Monitoring agent fails to start on Solaris 10 systems	81

Chapter 7. Troubleshooting problems with WebSphere Message Broker

Monitoring agent 83

Problems with WebSphere Message Broker

Monitoring agent	83
Important KQI logs are lost	83
Solaris systems: Cannot monitor the broker when only WMB 9 version (WMB 9.0.0.0) is installed	83
Cannot monitor brokers version 8 and 9 together on 64-bit Windows systems	83
Agent cannot start in WebSphere MQ coexistence environment	83
Windows systems: Agent becomes offline after WebSphere MQ upgrade	84
Problems caused by managed system name change	84
Cannot start a version 8.0 broker with Take Action command	84
Cannot monitor multiple brokers with one agent instance (z/OS systems)	85
The WebSphere Message Broker Monitoring agent cannot be stopped on z/OS systems	85
Message flow statistical data is insufficient in Statistics workspaces	86
Cannot get event summary on OMNIBus	87
The agent cannot collect some broker data after restart (z/OS systems).	87
More retained data is displayed in snapshot accounting workspaces	87
The deployed agent instance cannot be started after remote deployment	88
z/OS systems: "Cannot allocate 8383860 bytes for sample data" in the agent log	88
JMSReceive and MQJMSTransform nodes are not displayed in message flow topology	88
WebSphere Message Broker Monitoring agent fails to start	89
Tivoli Enterprise Portal stops responding after issuing take action command	89
Conflict caused by multiple instances monitoring the same broker	89
Broker data is displayed unsynchronized in Tivoli Enterprise Portal	90
The kqipnode.lil soft link or the kqipnode64.lil soft link cannot be loaded and error messages are contained in the system log	90
WebSphere Message Broker errors messages are contained in message broker log	90

Excessively large number of error messages in the trace log	90
A Take Action command to start or stop a broker component fails	91
WebSphere Message Broker Monitoring agent is displayed under a wrong node in the navigator view on z/OS systems.	91
Brokers on 64-bit operating systems are not started successfully by the Take Action command	91
KFWITM290E An unexpected error occurs	92
The broker and the CandleMonitor node do not work properly on AIX systems	92
There is no Historical Snapshot data displayed in related workspaces	93
WebSphere Message Broker Monitoring agent does not start automatically after configuration or remote deployment.	93
Data displayed in the plot chart view and table view does not match in the Message Flow Accounting and Node Accounting workspaces	93
Host name of the WebSphere Message Broker Monitoring agent is not displayed after remote configuration	94
WebSphere MQ Configuration agent or WebSphere Message Broker Monitoring agent fails to start on Solaris 10 systems	94
Tips for WebSphere Message Broker Monitoring agent troubleshooting	94
Starting and stopping components.	94
The broker does not respond	95
Mutex and shared memory cleanup	96
Return codes in agent messages	97
QI: commands for automation	99
CandleMonitor event log	99
Product Events	100

Chapter 8. WebSphere MQ Monitoring agent messages 107

KMQ messages.	107
Windows system event log messages	152

Chapter 9. WebSphere MQ Configuration agent messages 155

KMC messages	155
KCF Messages	211
KCFRS Message	231
KCFDD Message	231
KMCRCA Messages	233
KCFCM Messages	236
Windows system event log messages	246

Chapter 10. WebSphere Message Broker Monitoring agent messages 249

KQIA messages.	249
------------------------	-----

Appendix. Library 267

Notices 269

Privacy policy considerations	271
---	-----

Trademarks	272
----------------------	-----

Glossary 273

A	273
B	273
C	274
D	274
E	274
F	275
H	275
I.	275
L	275

M	275
O	276
P	276
Q	276
R	276
S	276
T	277
U	278
V	278
W	278

Index 279

Tables

1.	Historical data tables	12
2.	General installation frequently asked questions	35
3.	Windows installation frequently asked questions	35
4.	UNIX-based installation frequently asked questions	36
5.	Resolutions for agent deployment that TIMEOUT	62

Chapter 1. Problem determination

This guide helps you to decide where to begin looking for causes when you have a problem with WebSphere® MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent.

This chapter contains the following sections, which provide general guidelines for troubleshooting problems that you might have when using WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent:

- “Problem classification”
- “Finding technotes” on page 2
- “Tivoli Support Technical Exchange” on page 3
- “Support information” on page 3

Problem classification

Common problems and frequently asked questions are grouped into the following broad categories:

- **Log files.** The primary troubleshooting feature is logging. *Logging* refers to the text messages and trace data generated by the software. See Chapter 3, “Logging and tracing,” on page 23.
- **Installation, uninstallation, and upgrading.** You might experience problems during installation and uninstallation of the product and product components. Common problems are described in Chapter 4, “Troubleshooting problems with installation, uninstallation, upgrading, and remote deployment,” on page 35.
- **WebSphere MQ Monitoring agent troubleshooting.** Some problems might occur when using WebSphere MQ Monitoring agent. These problems are described in Chapter 5, “Troubleshooting problems with WebSphere MQ Monitoring agent,” on page 47.
- **WebSphere MQ Configuration agent troubleshooting.** Some problems might occur when using WebSphere MQ Configuration agent. These problems are described in Chapter 6, “Troubleshooting problems with WebSphere MQ Configuration agent,” on page 67.
- **WebSphere Message Broker Monitoring agent troubleshooting.** Some problems might occur when using WebSphere Message Broker Monitoring agent. These problems are described in Chapter 7, “Troubleshooting problems with WebSphere Message Broker Monitoring agent,” on page 83.
- **Product messages.**

The agent generates a wide range of messages that explain problems that you might be having. The product messages are listed and described in the following sections:

- Chapter 8, “WebSphere MQ Monitoring agent messages,” on page 107
- Chapter 9, “WebSphere MQ Configuration agent messages,” on page 155
- Chapter 10, “WebSphere Message Broker Monitoring agent messages,” on page 249

Finding technotes

You can find release note information online by viewing IBM® technotes. Technotes are short documents that cover a single topic. You can search the Technote collection for common problems and solutions, as well as known limitations and workarounds. Technotes are continuously updated to provide current product information.

The following two procedures describe how to view Technotes and subscribe to have future technotes e-mailed to you. Alternatively, you can watch demonstrations of these procedures at the following website:

<http://www-306.ibm.com/software/support/sitetours.html>

Viewing technotes

Perform the following steps to access technotes for WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent:

1. Open the following product support page: http://www-01.ibm.com/software/support/index_A_Z.html
2. From the alphabetical product name list, select the product name to open the product-specific support site. Click **IBM Tivoli OMEGAMON XE for Messaging for Distributed Systems** or **IBM Tivoli OMEGAMON XE for Messaging for z/OS**.
3. In the **Browse by document type** field in the **Additional support links** section, click **Technotes**.
4. Scroll through the technotes, or you can optionally type a search term to refine the displayed data.

For tips on refining your search, click **Search tips**.

Creating an e-mail subscription to technotes

You can subscribe to receive e-mail notification about product tips and newly published fixes through **My support**, you can do the following with a personalized portal:

- Specify the products for which you want to receive notifications.
- Choose from flashes, downloads, and technotes.
- Receive an e-mail update in your inbox.

Perform the following steps to subscribe to **My support** e-mails:

1. Launch an IBM support website such as the following site:
<http://www.ibm.com/support/us/>
2. Click **My support** in the upper-right corner of the page.
3. If you have not yet registered, click **register** in the upper-right corner of the support page to create your user ID and password.
4. Sign in to **My support**.
5. On the My support page, click **Edit profile**.
6. Select a product family and continue setting your preferences to specify the information you want in your e-mails.
7. Click **Submit**.

Tivoli Support Technical Exchange

You can become a participant in the new Tivoli® Support Technical Exchange, where you can expand your technical understanding of your current Tivoli products in a convenient format hosted by Tivoli support engineers. This program provides support discussions about product information, troubleshooting tips, common issues, problem solving resources, and other topics. As Exchange leaders, Tivoli engineers provide expert direction and value. Participating in the Exchange helps you manage your Tivoli products with increased effectiveness.

To participate in the Exchange, review the schedule of Exchange sessions. Find a topic that interests you, and select **register**. Provide your name, phone number, company name, number of attendees, the Exchange Topic and IBM Customer number. You will be invited to attend a 1-hour to 2-hour conference call during which the information is presented. The new Tivoli Support Technical Exchange can help with the following areas:

- Increased product knowledge
- Ways to avoid common pitfalls
- Support recommendations
- Proactive customer support
- Helpful hints and tips
- Knowledge transfer
- Expansion of your knowledge base

For more information or to suggest a future Exchange session, contact Support Technical Exchange (xchange@us.ibm.com). To learn more, visit the following website: http://www-01.ibm.com/software/sysmgmt/products/support/supp_tech_exch.html.

Support information

If you have a problem with your IBM software, you have the following options for obtaining support for IBM software products:

- “Searching knowledge bases”
- “Obtaining fixes” on page 4
- “Receiving weekly support updates” on page 4
- “Contacting IBM Software Support” on page 5

Searching knowledge bases

You can search the available knowledge bases to determine whether your problem was already encountered and is already documented.

Searching the knowledge center

IBM posts publications for this and all other IBM products, as they become available and whenever they are updated, to the IBM Knowledge Center. Access the Knowledge Center at the following web address:

<http://www-01.ibm.com/support/knowledgecenter>

Scroll down and click **Cloud & Smarter Infrastructure** to find the publications for all Tivoli products.

Searching the Internet

If you cannot find an answer to your question in the Knowledge Center, search the Internet for the latest, most complete information that might help you resolve your problem.

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

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

To search for information about IBM products using the Internet, be sure to consider the following types of documentation:

- IBM technotes
- IBM downloads
- IBM Redbooks®
- IBM developerWorks®
- Forums and newsgroups

Obtaining fixes

A product fix might be available to resolve your problem. To determine what fixes are available for your IBM software product, perform the following steps:

1. Go to the IBM Software Support Web site at <http://www.ibm.com/software/support>.
2. Click **Drivers** in the **Additional support links** section.
3. Select one software category from the **Category** list in the **Support & downloads** page.
4. Select one product from the **Sub-category** list.
5. Type more search terms in the **Search within Download** if you want to refine your search.
6. Click **Search**.
7. From the list of downloads returned by your search, click the name of a fix to read the description of the fix and to optionally download the fix.

For more information about the types of fixes that are available, see the *IBM Software Support Handbook* at the following web site:

<http://techsupport.services.ibm.com/guides/handbook>

Receiving weekly support updates

To receive weekly e-mail notifications about fixes and other software support news, follow these steps:

1. Go to the IBM Software Support Web Site at <http://www.ibm.com/software/support>.
2. Click **My Support** in the upper right corner of the page.
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. In the **Products** list, select **Software**. A second list is displayed.

6. In the second list, select a product segment, for example, **Application servers**. A third list is displayed.
7. In the third list, select a product sub-segment, for example, **Distributed Application & Web Servers**. A list of applicable products is displayed.
8. Select the products for which you want to receive updates, for example, **IBM HTTP Server** and **WebSphere Application Server**.
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. In the **Documents** list, select **Software**.
12. Select **Please send these documents by weekly email**.
13. Update your e-mail address as needed.
14. Select the types of documents that you want to receive information about.
15. Click **Submit Query**.

If you experience problems with the **My support** feature, you can obtain help in one of the following ways:

Online: Send an e-mail message to erchelp@ca.ibm.com, describing your problem.

By phone: Call 1-800-IBM-4You (1-800-426-4968).

Contacting IBM Software Support

IBM Software Support provides assistance with product defects.

Before contacting IBM Software Support, your company must have an active IBM software maintenance contract, and you must be authorized to submit problems to IBM. The type of software maintenance contract that you need depends on the type of product that you have:

- For IBM distributed software products (including, but not limited to, Tivoli, Lotus®, and Rational® products, as well as DB2® and WebSphere products that run on Windows, or UNIX operating systems), enroll in Passport Advantage® in one of the following ways:
 - **Online:** Go to the Passport Advantage website at http://www.lotus.com/services/passport.nsf/WebDocs/Passport_Advantage_Home and click **How to Enroll**.
 - **By phone:** For the phone number to call in your country, go to the IBM Software Support website at <http://techsupport.services.ibm.com/guides/contacts.html> and click the name of your geographic region.
- For customers with Subscription and Support (S & S) contracts, go to the Software Service Request website at <https://techsupport.services.ibm.com/ssr/login>
- For customers with IBMLink, CATIA, Linux, S/390®, iSeries®, pSeries, zSeries, and other support agreements, go to the IBM Support Line website at <http://www.ibm.com/services/us/index.wss/so/its/a1000030/dt006>.
- For IBM eServer™ software products (including, but not limited to, DB2 and WebSphere products that run in zSeries, pSeries, and iSeries environments), you can purchase a software maintenance agreement by working directly with an IBM sales representative or an IBM Business Partner. For more information about support for eServer software products, go to the IBM Technical Support Advantage Web site at <http://www.ibm.com/servers/eserver/techsupport.html>.

If you are not sure what type of software maintenance contract you need, call 1-800-IBMSERV (1-800-426-7378) in the United States. From other countries, go to the contacts page of the *IBM Software Support Handbook* at <http://techsupport.services.ibm.com/guides/contacts.html> and click the name of your geographic region for phone numbers of people who provide support for your location.

To contact IBM Software support, perform the following steps:

1. "Determining the business impact"
2. "Describing problems and gathering information"
3. "Submitting problems"

Determining the business impact

When you report a problem to IBM, you are asked to supply a severity level. Therefore, you need to understand and assess the business impact of the problem that you are reporting. Use the following criteria:

- **Severity 1**

The problem has a *critical* business impact. You are unable to use the program, resulting in a critical impact on operations. This condition requires an immediate solution.

- **Severity 2**

The problem has a *significant* business impact. The program is usable, but it is severely limited.

- **Severity 3**

The problem has *some* business impact. The program is usable, but less significant features (not critical to operations) are unavailable.

- **Severity 4**

The problem has *minimal* business impact. The problem causes little impact on operations, or a reasonable circumvention to the problem was implemented.

Describing problems and gathering information

When describing a problem to IBM, be as specific as possible. Include all relevant background information so that IBM Software Support specialists can help you solve the problem efficiently. To save time, know the answers to these questions:

- What software versions were you running when the problem occurred?
- Do you have logs, traces, and messages that are related to the problem symptoms? IBM Software Support is likely to ask for this information.
- Can you re-create the problem? If so, what steps were performed to recreate the problem?
- Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, and so on.
- Are you currently using a resolution for the problem? If so, be prepared to explain the resolution when you report the problem.

Submitting problems

You can submit your problem to IBM Software Support in one of two ways:

- **Online**

Read the descriptions and select the appropriate link on the IBM Software Support site at <http://www.ibm.com/software/support/probsub.html>. Type your information into the appropriate problem submission form.

- **By phone**

For the phone number to call in your country, go to the contacts page of the *IBM Software Support Handbook* at <http://techsupport.services.ibm.com/guides/contacts.html> and click the name of your geographic region.

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 resolution that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the Software Support Web site daily, so that other users who experience the same problem can benefit from the same resolution.

Chapter 2. Solving common problems

The following sections give troubleshooting instructions for problems that you might encounter when using the WebSphere MQ Monitoring agent, WebSphere MQ Configuration agent, and WebSphere Message Broker Monitoring agent:

Important: Use the trace settings that are indicated in these troubleshooting instructions only when you are trying to diagnose a specific problem. To avoid generating excessive trace data, go back to the default trace settings as soon as the problem is solved.

Incorrect or missing values in the Messages Put and Messages Read columns in the Queue Statistics workspace

The following problems might occur in the Queue Statistics workspace:

- The values in the Messages Put, Messages Read, Last Put, and Last Get columns of the Queue Statistics workspace are always zero even when messages are being put on queues or retrieved from queues.
- Situations that are associated with the Queue Statistics workspace are not triggered as expected because of invalid values in the Messages Put, Messages Read, Last Put, or Last Get columns.
- Some queues in the Queue Statistics workspace always have zero values in the Messages Put, Messages Read, Last Put, and Last Get columns when other queues do not.
- Some queues in the Queue Statistics workspace have non-zero values in the Messages Put, Messages Read, Last Put, and Last Get columns, but not all activities are accounted for.

Preliminary diagnostics:

- Review the monitoring options that are specified for the WebSphere MQ Monitoring agent. For the location of the monitoring files and the parameter descriptions of the monitoring options, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

For distributed operating systems, SET QUEUE NAME (*queue_name_mask*) STATISTICS (YES) must be specified for the statistics data to be available to the Queue Statistics workspace, where *queue_name_mask* is a 1- through 48-character generic or specific queue name.

For z/OS® systems, either specify SET QUEUE NAME (*queue_name_mask*) STATISTICS (YES), or turn on MQI monitoring using SET MQIMONITOR STATUS (INSTALL) and SET APPL NAME (*queue_name_mask*) STATISTICS (ALL) or SET APPL NAME (*queue_name_mask*) STATISTICS (NODYNAMQ), where *queue_name_mask* is a 1- through 48-character generic or specific queue name.

- Review the agent log.
 - Ensure that monitoring options are processed correctly.
 - Ensure that MQI monitoring is turned on and active.

The following list provides possible causes and corresponding solutions for the problems:

- (z/OS systems only) SET QUEUE NAME(*queue_name_mask*) STATISTICS(YES) is specified, where *queue_name_mask* is a 1- through 48-character generic or specific queue name, but performance events are disabled.

If the PERFMEV attribute of the queue manager is disabled, the WebSphere MQ Monitoring agent cannot collect this information. You can determine the value of the PERFMEV attribute by looking at the Queue Manager Parameters workspace. You can also check for an error message in the agent log indicating that the WebSphere MQ Monitoring agent is unable to collect this information:

KMQMQ235W Performance events disabled for QMgr *qmgr_name*. Queue statistics information cannot be collected.

Corrective actions:

- Issue the ALTER QMGR PERFMEV(ENABLED) command to enable performance events.
- If this problem occurs on a z/OS system, instead of using SET QUEUE STATISTICS(YES), use SET MQIMONITOR and SET APPL statements to collect this information. MQI monitoring also collects application related statistics and sets values for the # of Trans/Pgms, Avg Appl Time Between Calls, Avg MQ Resp Time, Inpt Msg Size Avg, Msgs Browsed columns in the Queue Statistics workspace.
- Another application is either issuing the Reset Qstats command (z/OS systems) or issuing PCF Reset Queue Statistics command. When this command is issued, the statistics are reset. There cannot be more than one application that collects this data at the same time.

Corrective actions:

- Determine which application needs to access this data and stop others.
- If this problem occurs on a z/OS system, instead of using SET QUEUE STATISTICS(YES), use SET MQIMONITOR and SET APPL statements to collect this information. MQI monitoring also collects application related statistics and set values for the # of Trans/Pgms, Avg Appl Time Between Calls, Avg MQ Resp Time, Inpt Msg Size Avg, and Msgs Browsed columns in the Queue Statistics workspace.
- Queue events are causing statistics to be reset and the WebSphere MQ Monitoring agent is not collecting these events.

Corrective actions:

When you are monitoring for queue events information and the following events occur, the same queue statistics are collected and reset:

- Queue_Depth_High
- Queue_Depth_Low
- Queue_Full

After the reset, the queue statistics information that the WebSphere MQ Monitoring agent collect is incomplete. Specify EVENTS(BROWSE) or EVENTS(REMOVE) on the SET MANAGER monitoring option to ensure that events are picked up and processed and queue statistics are correctly updated.

- MQI monitoring is stopped.

KMQMQ206E Monitoring of MQI Requests for QMGR=*qmgr_name* is Deactivated.
Reason code *reason_code*

Corrective actions:

- The most common reason that MQI monitoring stops is because the data space containing MQI calls to be processed becomes full (x'40'). If the data space is full, modify the SET MQIMONITOR option to specify a larger value

for the BUFFERSIZE attribute and allow data space expansion to occur by specifying the BUFFERSIZEMAX and BUFFERINCREMENTSIZE attributes.

- If the reason code is not x'40', review the log for other messages and access the IBM Software Support at <http://www.ibm.com/software/support/probsub.html>.
- Activities are not included in the current sample.

Queue statistics are sampled data and the frequency of collection depends on the value that is specified for the SAMPINT attribute in the PERFORM STARTMON statement. Additionally, if this data is collected through MQI monitoring, there might be a delay in processing MQI calls when the amount of MQI activity is high.

Corrective actions: Review data in the Recent Queue Statistics workspace or the Historical Queue Statistics workspace to determine if the activity is accounted for in samples before or after the MQI activity occurs.

Historical data is missing

The following problems might occur:

- Historical data collection is not started.
- HISTORY(NO) is specified in the monitoring file of the WebSphere MQ Monitoring agent.
- Agent or queue manager configuration indicates that particular type of data is not being collected.
- On a z/OS system, PDS data sets are full or not correctly allocated.
- On distributed systems, file systems are full and the WebSphere MQ Monitoring agent is unable to write out historical data.

Preliminary diagnostics procedure:

- Review the monitoring options of the WebSphere MQ Monitoring agent. The location of the monitoring options and option details are described in *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

The HISTORY option of the PERFORM STARTMON statement must be set to YES for sampled data to be returned for historical requests. If HISTORY is not set to YES, no data is returned for any sampled attribute group. Sampled attribute groups include:

- All QSG attribute groups
- Application_Long_Term_History
- Application_Queue_Long_Term_History
- Application_Transaction/Program_Long_Term_History
- Buffer_Manager_Long_Term_History
- Channel_Definitions
- Channel_Long_Term_History
- Message_Manager_Long_Term_History
- Page_Set_Long_Term_History
- Queue_Long_Term_History
- Queue_Definitions

- Review the logs of the WebSphere MQ Monitoring agent to determine whether UADVISOR situations are started. For each attribute group with historical data collection configured, there is one message in the agent log that is similar to the following one:

KRAIRA000 Starting UADVISOR_KMQ_QMQLH for KMQ.QMQ_LH

Historical data is returned only for the attribute groups that have UADVISOR situations started. Turn on historical collection through the **Historical Collection Configuration** window in the Tivoli Enterprise Portal. The associated table for the attribute group identified in history collection is in Table 1.

Table 1. Historical data tables

Attribute history table	File name for historical data
Application Accounting attributes (distributed systems only)	QMMQIACCT
Application Long-Term History attributes (z/OS systems only) ¹	QMCONNAPP
Application Connections attributes	QM_APAL
Application Queue Long-Term History attributes (z/OS systems only) ¹	QM_APQL
Application Transaction/Program Long-Term History attributes (z/OS systems only) ¹	QM_APTL
Buffer Manager Long-Term History attributes (z/OS systems only) ¹	QMLHBM
Channel Data attributes	QMCH_DATA
Channel Definitions attributes	QMCHANNEL
Channel Initiator Detail attributes (z/OS systems only) ¹	QMCHANIN
Channel Long-Term History attributes	QMCH_LH
Channel Status attributes	QMCHAN_ST
Connection Objects attributes	QMCONNOBJ
Current [®] Queue Manager Status attributes	QMCURSTAT
Error Log attributes (distributed systems only) ²	QMERRLOG
Listener Status attributes (distributed systems only)	QMLSSTATUS
Log Data Set Status attributes (z/OS systems only) ¹	QMDSPUSAGE
Log Manager Long-Term History attributes (z/OS systems only) ¹	QMLHLM
Message Manager Long-Term History attributes (z/OS systems only) ¹	QMLHMM
Message Statistics attributes	QMMSG_STAT
MQ Action Log attributes	QMACTLOG
MQ Channel Statistics attributes (distributed systems only)	QMCH_STAT
MQ Queue Statistics attributes (distributed systems only)	QMQ_STAT

Table 1. Historical data tables (continued)

Attribute history table	File name for historical data
MQI Call Statistics Details attributes (distributed systems only)	QMMQICDET
MQI Message Statistics Details attributes (distributed systems only)	QMMQIMDET
MQI Statistics attributes (distributed systems only)	QMMQISTAT
Page Set Long-Term History attributes (z/OS systems only) ¹	QMPS_LH
QSG Channels attributes ¹	QSG_CHANS
QSG Coupling Facility Structure Backups attributes (z/OS systems only) ¹	QSG_CFBKUP
QSG Coupling Facility Structure Connections attributes (z/OS systems only) ¹	QSG_CFCONN
QSG Coupling Facility Structures attributes (z/OS systems only) ¹	QSG_CFSTR
QSG QMgrs attributes (z/OS systems only) ¹	QSG_QMGR
QSG Queues attributes (z/OS systems only) ¹	QSG_QUEUES
Queue Long Term History attributes	QMQ_LH
Queue Accounting attributes (distributed systems only)	QMQ_ACCT
Queue Data attributes	QMQ_DATA
Queue Definition Details attributes	QMQQUEUE
Queue Handle Status attributes	QMQ_HDL_ST
Queue Status attributes	QMQ_QU_ST
Topic Manager Long-Term History attributes (z/OS systems only) ¹	QMLHTM
1. These tables are not available on systems other than z/OS systems. They are not included in the default space estimates. 2. The Event Log is created for all systems but cannot be configured by using option 3, Customize Historical Collection, on the HDC Main menu. It is included in the table because the data is available for use in the same way as history data. By default, the QMEVENTH file is automatically archived into the CTIRA_HIST_DIR directory when the size of the QMEVENTH file is 10 MB. The name of the archive is QMEVENTH.arc.	

- Review the WebSphere MQ Monitoring agent log for any error messages that indicate there were problems writing to history files.

The following list provides possible causes and corresponding solutions for these problems:

- History UADVISOR situations are not turned on.
Corrective actions: Open the Historical Collection Configuration window in the Tivoli Enterprise Portal and start collection for all groups for which you want to collect historical data.
- History collection for sampled data is not requested at the WebSphere MQ Monitoring agent.

Corrective actions: Ensure that HISTORY(YES) is specified in the PERFORM STARTMON statement of the monitoring file of the WebSphere MQ Monitoring agent.

- Agent or queue manager configuration indicates that particular type of data is not being collected.

The easiest way to determine whether data is available for historical collection is to look at the associated workspaces that display this data. If data is not available in these workspaces, it is not written to historical files.

Corrective actions: The appropriate action depends on what data is missing. The following list provides what attribute groups have special configuration requirements:

- Message Statistics attribute group. Historical data is returned only if active situations associated with the message statistics attribute group are started.
- QSG attribute groups. This data is available only on z/OS systems with queue sharing groups defined.
- Application_Long_Term_History attribute groups. This data is only available on z/OS systems with MQI Monitoring enabled by the SET MQIMONITOR and SET APPL commands.
- Accounting and Statistics MQI attribute groups (distributed systems only). The attribute groups include:
 - Application_Accounting
 - MQ_Channel_Statistics
 - MQ_Queue_Statistics
 - MQI_Call_Statistics_Details
 - MQI_Message_Statistics_Details
 - MQI_Statistics
 - Queue_Accounting

See “Accounting and statistics MQI data is missing” for information about collecting this data.

- Issues that are not specific to the WebSphere MQ Monitoring agent, such as PDS that is not properly set up, full file system, and warehousing errors.

Corrective actions: Review the Historical data is missing or incorrect section in the Solving common problems chapter in *IBM Tivoli Monitoring Troubleshooting Guide*.

Accounting and statistics MQI data is missing

Accounting and statistics MQI data is available on distributed systems only. Specific commands must be issued within WebSphere MQ to enable the collection of this data by the queue manager. Additionally, there are specific monitoring options that must be set within the WebSphere MQ Monitoring agent.

The following problems might occur:

- Agent configuration indicates that accounting or statistics data is not collected.
- WebSphere MQ does not have the appropriate configuration settings turned on.
- Accounting or statistics queues are full or used by some other applications.

Preliminary Diagnostics:

- Review the monitoring options that are specified for the WebSphere MQ Monitoring agent. The location of the monitoring options and option details are described in *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

Pertinent parameters on the SET GROUP and SET MANAGER statements are ACCOUNTINGINFO and STATISTICSINFO. Set these parameters to either REMOVE or BROWSE in order for accounting and statistics data to be processed.

- Review the attribute values of the queue manager that are specified for MQI performance data. These values include STATMQI, STATCHL, STATACLS, STATINT, STATQ, ACCTMQI, ACCTINT and ACCTQ attributes at queue manager and, if applicable, queue or channel. You can view these attribute values by looking at the Queue Manager Parameters workspace. You can also view these queue manager attribute values by issuing the following command:
DIS QMGR STATMQI, STATQ, STATCHL, ACCTMQI, ACCTQ

You can view attribute values of individual queues by looking at the Queue Parameters workspace. You can also view these queue attribute values by issuing the following command:

```
DIS QLOCAL(*) ACCTQ, STATQ
```

You can view attribute values of individual channels by looking at the Channel Parameters workspace. You can also view these channel attribute values by issuing the following command:

```
DIS CHANNEL(*) STATCHL
```

- Check the overall health of the SYSTEM.ADMIN.ACCOUNTING.QUEUE queue and the SYSTEM.ADMIN.STATISTICS.QUEUE queue to ensure that these queues are not full or used by another application.

The following list provides possible problems and corresponding solutions for the problems:

- Accounting or statistics information is not requested at agent.

Corrective actions: Open the monitoring file of the WebSphere MQ Monitoring agent and modify the SET GROUP or SET MANAGER commands to set STATISTICSINFO to REMOVE (or BROWSE) and ACCOUNTINGINFO to REMOVE (or BROWSE).

- WebSphere MQ does not have the appropriate configuration settings turned on.

Corrective actions: Issue commands to the queue manager to turn on MQI accounting and statistics information. The following example commands can be used to enable WebSphere MQ to produce this data:

- ALTER QMGR ACCTMQI(ON) Enable MQI accounting information collection.
- ALTER QLOCAL(Q1) ACCTQ(ON) Enable accounting information collection for the queue named Q1.
- ALTER QMGR ACCTQ(ON) Enable accounting information collection for all queues that specify the queue attribute ACCTQ as QMGR.
- ALTER QMGR ACCTCONO(ENABLED) Enable accounting overrides per connection.
- ALTER QMGR ACCTINT(900) Change the accounting interval to 900 seconds (15 minutes) from default 1800 seconds (30 minutes).
- ALTER QMGR STATMQI(ON) Enable MQI statistics information collection.
- ALTER QLOCAL(Q1) STATQ(ON) Enable statistics information collection for the queue named Q1.

- ALTER QMGR STATQ(ON) Enable statistics information collection for all queues that specify the queue attribute STATQ as QMGR.
- ALTER CHANNEL(QM1.TO.QM2) CHLTYPE(SDR) STATCHL(MEDIUM) Enable statistics information collection, with a medium level of detail, for the sender channel QM1.TO.QM2.
- ALTER QMGR STATCHL(MEDIUM) Enable statistics information collection, with a medium level of detail, for all channels that specify the channel attribute STATCHL as QMGR.
- ALTER QMGR STATACLS(MEDIUM) Enable statistics information collection, with a medium level of detail, for all automatically defined cluster-sender channels.
- ALTER QMGR STATINT(900) Change the statistics interval to 900 seconds (15 minutes) from default 1800 seconds (30 minutes).
- Accounting or statistics queues are full or used by some other applications.

Corrective actions:

- Look at the SYSTEM.ADMIN.ACCOUNTING.QUEUE queue and the SYSTEM.ADMIN.STATISTICS.QUEUE queue in the Queue Statistics workspace to determine if these queues are full. If REMOVE is specified for ACCOUNTINGINFO or STATISTICSINFO, messages are removed from the SYSTEM.ADMIN.ACCOUNTING.QUEUE and SYSTEM.ADMIN.STATISTICS.QUEUE when the data is processed. If BROWSE is specified, you must create a procedure to periodically clear these queues.
- Determine if another application is removing messages from the accounting and statistics queues. If so, determine if both applications need to access the queues in browse mode or if only one application needs to access this data.

High CPU usage

The following problems might occur:

- High CPU activity because a large amount of sampled data is being collected
- High CPU activity because of a large number of situations
- A significant amount of WebSphere MQ application activity that causes an increase in MQI monitoring activity (z/OS systems only)

Preliminary diagnostics:

- Review the CPU consumption of the WebSphere MQ Monitoring agent by using system-specific tools
- Determine what situations are started and distributed to the WebSphere MQ Monitoring agent

The following list provides possible causes and corresponding solutions for the problems:

- Sample collection is consuming too much CPU.

This problem can be resolved by either taking samples less often or reducing the number of objects that are processed during a sample. Monitoring options dictate how many channels, queues, and applications are monitored and the types. Review these monitoring options and analyze the data in the workspaces to determine what data is needed and what data is resulting in a significant amount of data collected.

Corrective actions:

- Modify the value of the SAMPINT parameter in the PERFORM STARTMON statement so that sample collection occurs less frequently.

- Review monitoring options for queue collection (SET QUEUE statements). Either limit what queues are monitored by specifying certain values in the NAME parameter or limit the types of queues collected by specifying QDEFTYPE. A value other than TEMPDYN or ALL should be specified to ensure that a buildup of temporary dynamic queues does not occur.
- On z/OS systems, review monitoring options for application collection (SET APPL statements). Either limit what applications, transactions, and programs are monitored by specifying certain values in the NAME parameter, or limit the amount of application queue statistics collected by specifying STATISTICS to NOQDATA for no application queue statistics or specifying STATISTICS to NODYNAMQ for no application queue statistics for dynamic queues.

- Situations are causing high CPU consumption

Some attribute groups that are associated with the WebSphere MQ Monitoring agent can return a significant amount of data. If this data is on-demand, there will be CPU activity that is used to collect the data and return it. If this data is sampled data and many rows are returned, such as Queue Statistics, each request for data can cause high CPU consumption. To reduce CPU consumption, reduce the situation interval, improve filtering at the WebSphere MQ Monitoring agent, or allow situation requests to be grouped together.

Corrective actions:

- If a situation is for a sampled-data attribute group, make sure that the situation sampling interval is the same as or greater than the value that is specified for the SAMPINT parameter in the agent configuration file. Because the data is only refreshed every n seconds, where n is the value that is specified for the SAMPINT parameter, a situation sampling interval that is smaller than the value specified for the SAMPINT parameter results in the same data being returned.
- Ensure that the CMS_DUPER parameter is set to YES at the Tivoli Enterprise Monitoring Server. This is the default. When CMS_DUPER is set to YES, situations against the same attribute group with the same sampling interval are combined into one request. To check that Duper is working so that the Tivoli Enterprise Monitoring Server has grouped the situations, look at RKLVLLOG (on z/OS systems) or log (on Windows systems) from the Tivoli Enterprise Monitoring Server, looking for strings starting with `_Z_` and followed by table names that are similar to the following example:

```
2006.208 10:28:37.81 (304D5B40-D60C304B:kraaalog.cpp,452,"ctira_insert_log")
KRAIRA000, Starting _Z_ xxxx
```
- If possible, add filter criteria to the situation to minimize the rows of data that are returned.

WebSphere MQ Monitoring agent - Storage quiesce issues on z/OS systems

The following problems might occur:

- The following error messages appear in the job log of the WebSphere MQ Monitoring agent:

```
KLVSQ000 QUIESCE MODE HAS BEEN ENTERED FOR CARVED EXTENDED STORAGE
KLVSQ000 QUIESCE MODE IS IN EFFECT FOR CARVED EXTENDED STORAGE
```
- Too many samples are being accumulated for each object.
- There is an accumulation of temporary dynamic objects and completed applications.
- There are insufficient storage specifications for monitored data.

The following list explains possible causes and corresponding solutions for these problems:

- The value of the AGGRHIST attribute is too high, resulting in too much data being stored for each object.

The value of the AGGRHIST attribute in the SET GROUP and SET MANAGER monitoring options determines how many recent samples for each object are retained in memory and displayed in Recent and Historical workspaces.

Corrective actions: Modify the value of the AGGRHIST attribute in the SET MANAGER or SET GROUP statement in hilev.RKANCMDU(KMQSTART) and hilev.RKANCMDU(KMQUSER) or use ICAT panels to modify this value. The default value is 15.

- The value of the RETAINHIST attribute is too high, resulting in an accumulation of dynamic queues, inactive applications, and deleted objects.

The value of the RETAINHIST attribute indicates the time (in minutes) that sampled historical data is retained in memory and displayed for queue manager objects (such as channels and queues) that are no longer defined or applications that are no longer active. This value can be a problem if temporary dynamic objects are being monitored.

Corrective actions: Modify the value of the RETAINHIST attribute in the PERFORM STARTMON statement in hilev.RKANCMDU(KMQSTART) or use ICAT panels to modify this value. The default value is 120.

- Too many objects are being monitored.

Monitoring options determine how many channels, queues, and applications are monitored and the types of objects that are monitored.

Corrective actions:

- Review the SET QUEUE statements for queue collection in the monitoring file. You can limit what queues are monitored by specifying certain values in the NAME attribute, or you can limit the types of queues that are monitored by setting the QDEFTYPE attribute to a value other than TEMPDYN or ALL.
- Review the SET APPL statement for application collection in the monitoring file. You can limit what applications, transactions, and programs are monitored by specifying certain values in the NAME or TRANPGM attribute, or you can limit the amount of application queue statistics that are collected by specifying STATISTICS(NOQDATA) for no application queue statistics or STATISTICS(NODYNAMQ) for no application queue statistics for dynamic queues.
- Even if the SET APPL statement is specified with the NODYNAMQ value for distributed applications, it is not possible to determine if the queue that an application is writing to is temporary. In this case, set the RETAINHIST attribute to a low value to ensure that there is no buildup of statistics information for temporary dynamic queues.

- Storage configuration options are insufficient

Depending on the number of queue managers and objects that are monitored, the address space of the WebSphere MQ Monitoring agent needs more storage space to be able to handle it.

Corrective actions: Modify hilev.RKANPARU(KMQSYSIN) to increase the value of the MINIMUM attribute.

WebSphere Message Broker Monitoring agent - Storage quiesce issues on z/OS systems

The following storage quiesce problems might occur:

- The following error messages appear in the job log of the WebSphere Message Broker Monitoring agent:
 KLVSQ000 QUIESCE MODE HAS BEEN ENTERED FOR CARVED EXTENDED STORAGE
 KLVSQ000 QUIESCE MODE IS IN EFFECT FOR CARVED EXTENDED STORAGE
- Too much data is being accumulated for each object.

The following list explains possible causes and corresponding solutions for these problems:

- Storage configuration options are insufficient.
Corrective actions: Depending on the number of brokers and objects that are monitored, the address space of the WebSphere Message Broker Monitoring agent needs more storage space to be able to handle it. Modify `hilev.RKANPARU(KQISYSIN)` to increase the value of the `MINIMUM` attribute.
- Too many brokers are being monitored by a WebSphere Message Broker Monitoring agent.
Corrective actions: Reduce the number of brokers that are monitored by one agent. You can create multiple instances of WebSphere Message Broker Monitoring agent to monitor different brokers.
- Node definition detail data collection and parsing are performed. Too many objects are being monitored.
Corrective actions: Do not collect node information to reduce the number of objects that are being monitored. Set the value of the `defaultCollectNodeData` KQIXML parameter to `NO`.
- Too many records are being retained by the agent.
Corrective actions: Check the values of the following KQIXML parameters. Set the value to a smaller one if possible:
 - `defaultRetainBrokerEvents`
 - `defaultRetainFlowEvents`
 - `defaultRetainRecentSnapshotSamples`
 - `defaultRetainRecentArchiveSamples`
 - `defaultRetainRecentPubSubSamples`
 - `defaultRetainRecentResourceSamples`
 - `defaultRetainMonitoringEvents`
 - `retainProductEvents`

WebSphere MQ Configuration agent - Storage quiesce issues on z/OS systems

The WebSphere MQ Configuration agent has a configuration manager component that runs on the Tivoli Enterprise Monitoring Server. If too many concurrent activities or requests for a large amount of data occur, storage quiesce problems might occur.

The following problems might occur:

- KCF Memory Quiesce. This is actually not a problem, but a normal condition. KCF Memory Quiesce is just a storage contraction that is done to release some configuration data in memory to make room for new data. The configuration manager component tries to improve performance and minimize I/O activity by keeping the most recently used configuration data in memory. When a threshold value is reached, this storage contraction occurs and the following messages are written to the log:

```
KCFCM079W Memory quiesce mode entered
The current amount of memory in use is xxxxxxxx
The high water amount of memory used is xxxxxxxx
KCFCM080I Memory quiesce mode exited
```

- CT engine storage quiesce. This problem causes the Tivoli Enterprise Monitoring Server to stop responding. The following error message is written to the log:
KLVSQ000 Quiesce Mode has been entered for carved extended storage

Preliminary diagnostics:

- Review the log of the Tivoli Enterprise Monitoring Server to locate quiesce messages and storage usage
- Determine the configuration requests that caused the problem

The following list explains possible causes and corresponding solutions for the problems:

- Repeated KCF Memory Quiesce Messages

The KCFCM079W Memory quiesce mode entered warning messages indicate a normal condition, not a problem.

Corrective actions: No action is required in most cases, however; if this message is followed by CT-engine storage quiesce messages, change the percentage threshold that determines when the memory quiesce starts to ensure that the memory is released before there are CT-engine storage issues. The default is 75% and it can be decreased, but it should not be lower than 50%, otherwise, performance degradation might occur because of increased I/O activities. To change this percentage threshold, add the following statement to hilev.RKANPARU(KDSENV):

```
KDS_KCF_HEAP_QUIESCE_PCT = n
```

where *n* is the percentage threshold that you specify to determine when the memory quiesce starts.

- CT Engine Storage Quiesce

Corrective actions:

- Increase the value of the MINIMUM parameter to ensure that the Tivoli Enterprise Monitoring Server has enough storage to handle configuration requests. To change this value, modify the value of the MIINIMUM parameter in hilev.RKANPARU(KDSSYSIN). Increasing the value of the MINIMUM parameter not only provides more storage for use, but also ensures that the KCF contraction (Memory Quiesce Mode) has time to complete and reduces the amount of memory that is used before the carved storage reaches its threshold percentage.
- Make changes to configuration requests so that one request does not require significant amounts of data. For example, do not place all managed systems under one configured system group and then run actions such as **Discover New Resources** or **Update Actual From Defined** against that large configured system group. Instead, create multiple configured system groups to contain a set of managed systems and then perform operations against these configured system groups.

WebSphere MQ Configuration agent timeout

The following problems might occur:

- Tivoli Enterprise Portal users receive the following error message after requests that require access to data from the queue manager:

KCF0126E The configuration manager was unable to obtain configuration data from the agent RC=*code* Reason=*reason*

- Log of the Tivoli Enterprise Monitoring Server contains the following error message:

KCFCM055E Configuration agent did not provide requested data for configured system *system* - probable timeout

Preliminary diagnostics:

- Review the log of the Tivoli Enterprise Monitoring Server to identify the problematic configured system, which is identified in the KCFCM055E error message.
- Determine if the queue manager that is being accessed is functioning and responsive. Do one of the following steps:
 - Issue **RUNMQSC** commands, such as DIS Q(*) ALL and DIS QMGR ALL and ensure that data is returned in a timely manner.
 - Check the Current Queue Manager Status workspace to determine if the queue manager is active and responding to requests.

The following list explains possible causes and corresponding solutions for these problems:

- SQL requests time out before all data is returned.

If the network is busy, the queue manager response time is long, or there is a significant amount of data to be processed for a request, it is possible that the SQL request from the Tivoli Enterprise Monitoring Server to the WebSphere MQ Configuration agent does not complete within the time specified. The default timeout value that is specified in an SQL request is 600 seconds.

Corrective actions: Do one of the following steps to increase the timeout value by adding the KMC_AGENT_TIMEOUT_VALUE environmental variable:

- On z/OS systems, edit the hilev.RKANPARU(KDSENV) member to add the following variable:

KDS_KMC_AGENT_TIMEOUT_VALUE = *n*

where *n* is the timeout value in seconds.

- On distributed systems, edit the KBBENV file to add the following definition:
KDS_KMC_AGENT_TIMEOUT_VALUE = *n*

where *n* is the timeout value in seconds. The KBBENV file is located in the following locations:

- On Windows systems: *ITMHOME*\cms\KBBENV, where *ITMHOME* is the IBM Tivoli Monitoring installation directory.
 - On UNIX and Linux systems: *ITMHOME*/tables/*TEMS*/KBBENV, where *ITMHOME* is the IBM Tivoli Monitoring installation directory and *TEMS* is the subdirectory in which the Tivoli Enterprise Monitoring Server is installed.
- Queue manager has a long response time.
The configuration manager waits for a response from a queue manager a certain number of times before it stops processing the request, assuming that there is something wrong. If the delayed response from the queue manager is expected and normal, a change can be made so that the configuration manager waits longer for a response.

Corrective Actions:

- Modify the retry count in the configuration workspace where you specify update mode and other product options. Increase the value of the **Agent Retries** field to indicate the number of seconds to wait for a response from a WebSphere MQ Configuration agent before cancelling the request. The default value is 20.
- Determine the reason why the response time of the queue manager is so long.

Chapter 3. Logging and tracing

Logging and tracing provides troubleshooting function. Before you can gather useful log information, get to know how message and trace data are generated and sent to the output destination first. PD Gather Tool for Windows, Linux, and UNIX systems and problem determination collector (pdcollect) tool for z/OS systems are also provided to help you manipulate the logging files.

Types of logging

The primary troubleshooting function is logging. Logging refers to the text messages and trace data that are generated by the software. Messages and trace data are sent to an output destination, such as a console screen or a file.

Typically, text messages relay information about the state and performance of a system or application. Messages also alert the system administrator to exceptional conditions when they occur. See the explanation and user response that are associated with the messages to determine the cause of the failure and actions that you can take to solve the problem. Detailed information for product generated messages is provided in the following chapters:

- Chapter 8, “WebSphere MQ Monitoring agent messages,” on page 107
- Chapter 9, “WebSphere MQ Configuration agent messages,” on page 155
- Chapter 10, “WebSphere Message Broker Monitoring agent messages,” on page 249

Trace data captures transient information about the current operating environment when a component or application fails to operate as designed. IBM Software Support personnel use the captured trace information to determine the source of an error or unexpected condition.

The PD Gather Tool are provided with the agent, which you can use for collecting the logging files. The PD Gather Tool accumulates diagnostic information into a single compressed file that you can send to IBM Software Support for analysis and problem solving. For more information about the tool, see “PD Gather Tool.”

PD Gather Tool

Sometimes, the information collected by the problem determination collector tool is not sufficient. Use the PD Gather Tool provided with the agent to manipulate the logging files that the agent generates. The PD Gather Tool is available on Windows systems, UNIX systems, and Linux systems.

The PD Gather Tool accumulates diagnostic information into a single compressed file that you can send to IBM Software Support for analysis and problem solving.

IBM's level-2 and level-3 support staff might request that you run the PD Gather Tool to collect the information that they need to recreate and diagnose the problem that you are having with WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent. The PD Gather Tool collects this information and compresses it into a single jar file (Windows systems) or tar.Z file (UNIX and Linux systems) that you can send to IBM support for analysis.

The PD Gather tool collects the following information:

- Directory listing of the *install_dir* directory, where *install_dir* is where you installed the agent.
- Environment variables
- System information
- Product registry information
- IBM Tivoli Monitoring installation logs
- IBM Tivoli Monitoring installation LVL files
- Monitoring agents specific files
- Configuration files
- IBM Tivoli Monitoring and the agent logs
- Files that are specific to the agent: *kqi.xml*, and *mq.cfg*.

Remember: The PD Gather Tool does not collect any sensitive or confidential information from your environment.

Running the PD Gather Tool

The PD Gather Tool is provided on Windows systems, UNIX systems, and Linux systems.

Running the PD Gather Tool on Windows systems

Do the following steps to run the PD Gather Tool on Windows systems:

1. Open the command prompt.
2. Navigate to the *install_dir*\TMAITM6 directory, where *install_dir* is the installation directory of IBM Tivoli Monitoring.
3. Run the **wbigathr.cmd** command .

The PD Gather Tool compresses the information that is useful for problem determination into one file named *gather.jar*, which is located in the *install_dir*\gather directory. After you run the command, you are shown where to find the newly generated *gather.jar* file.

Running the PD Gather Tool on UNIX or Linux systems

On UNIX or Linux systems, do the following steps to run the PD Gather Tool:

1. Open a command shell.
2. Go to the *install_dir*/bin directory.
3. Run the **wbi_collector.sh** command.

The PD Gather Tool compresses the information that is useful for problem determination into one file. The compressed file name is *collect.tar.Z*; the file is located in the *install_dir* directory. The *install_dir* directory is the installation directory of IBM Tivoli Monitoring. After you run the command, you are shown where to find the newly generated *collect.tar.Z* file.

Getting log information on i5/OS systems without PD Gather Tool

PD Gather Tool is not available on i5/OS™ systems. You can get the log information for i5/OS systems in other ways.

- Enter the following command at the command prompt:
`WRKUSRJOB KMC (WRKUSRJOB KMQ)`

The log information is located in the agent-related active job spooled files.

- Open the KBBENV file in the KMSPARM object in KMCLIB or KMQLIB library, add the following content to save the log to a specific file:

```
KBB_RAS1_LOG= PATH
```

The log information is located in the defined path.

RAS1 tracing

Tracing creates a record of the processing of a computer program or transaction. Trace logs capture information about the operating environment when component software fails to operate as intended to help you diagnose problems. The principal log type is the reliability, availability, and serviceability (RAS1) trace log.

RAS1 tracing provides runtime filtering of product messages and is the primary diagnostic tool for OMEGAMON®. When the Tivoli Management Services z/OS components are initialized, RAS1 service initialization is one of the first processes started. RAS logs are in the English language only. The RAS trace log mechanism is available on the Tivoli Enterprise Monitoring Server, the Tivoli Enterprise Portal Server, and the monitoring agents. Most logs are located in a logs subdirectory on the host computer.

RAS1 tracing is provided by the KBB library service. You can set RAS1 tracing either through the trace options file (*KppENV*) or through the IBM Tivoli Monitoring Service Console, where *pp* is the two-letter prefix associated with the monitoring agent, such as MQ for the WebSphere MQ Monitoring agent. Tracing enabled through the *KppENV* file requires the product to be recycled. Tracing enabled through Service Console is dynamic, which does not require recycling. Previously, the Service Console can only be accessed through a browser. However, starting with version 7.3, you can now access the Service Console through the enhanced 3270 user interface.

For most monitoring agents, the KBB_RAS1=ERROR trace level is set by default. You can change this trace level in a number of ways.

Be aware that RAS1 tracing log files can grow very large with the wrong amount of filtering. There is no log management function or feature, so be careful with the levels of tracing that you specify. You might want to run error tracing for all components and then any additional levels depending on diagnostic needs.

Setting trace levels dynamically using IBM Tivoli Monitoring Service Console

You can use the IBM Tivoli Monitoring Service Console to set trace levels for monitoring agents on z/OS, as well as for a Tivoli Enterprise Monitoring Server on z/OS or for distributed components. Using the service console, you can read logs and turn on traces for remote product diagnostics and configuration. If you use the Service Console, you can change trace levels without recycling the monitoring server.

The Service Console is uniquely identified by its service point name. All Service Consoles for a host are linked and presented on the IBM Tivoli Monitoring Service Index for that host. You can perform operations on a specific component process by selecting the service console associated with the service point name of the component.

Remember: Enabling tracing might cause large amounts of trace data and degrade performance, so only turn on tracing for the minimal amount of time as required to do problem determination.

Accessing the Service Console from a browser

You can access the IBM Tivoli Monitoring Service Console from a browser window.

The IBM Tivoli Monitoring Service Console performs user authentication using the native OS security facility. If you use the Service Console on z/OS systems, your user ID and password are checked by the z/OS security facility. If you use the Service Console on Windows systems, you must pass the Windows workstation user ID and password prompt.

A password is always required to access the Service Console. Blank passwords, even if correct, cannot access the Service Console. Even if a user ID is allowed to login to the operating system without a password, access to the Service Console is denied. Create a password for the user ID that is being used to login to the Service Console.

Use the following procedure to start the Service Console:

1. Start Internet Explorer (version 5 or higher) or Mozilla Firefox.
2. In the **Address** field, type the URL for the IBM Tivoli Monitoring browser client:
`http://hostname:1920`

where *hostname* specifies the system where the process (monitoring server, portal server, Warehouse Proxy Agent, Tivoli Data Warehouse, or monitoring agent) is installed. If the service console is not displayed, a system administrator might have blocked access to it.

3. On the IBM Tivoli Monitoring Service Console window, select the desired component process (service point name).
4. Click **OK**. You need a valid user ID and password to proceed.

You can issue Service Console commands in the command input area. For a list of available commands, type a question mark (?) and click **Submit**.

Related information:

"Service Console commands" on page 27

The Service Console supports the **ras1** command, which is especially useful for dynamically enabling and disabling RAS1 traces. It also supports the **bss1** command, which is also useful for troubleshooting.

Accessing the Service Console through the Enhanced 3270 user interface (z/OS systems only)

You can access the Service Console from the IBM Tivoli Monitoring Service Index workspace in the Enhanced 3270 user interface.

To use the IBM Tivoli Monitoring Service Console workspace, you must supply a user ID and password. This information is sent to a Tivoli Enterprise Monitoring Server. The user ID and password (and the Service Console or SOAP commands and their results) are normally sent in clear text using TCP/IP and the HTTP protocol. If you want the password and ID to be sent in encrypted form instead of clear text, you must use the secure version of this workspace. To use the secure versions of these workspaces, the address space must be enabled to use the Hypertext Transfer Protocol Secure (HTTPS) communications protocol.

To access the IBM Tivoli Monitoring Service Index (KOBHBNDX) workspace, use one of the following methods:

- Place your cursor next to the name of the hub Tivoli Enterprise Monitoring Server name that you are interested in, type / and press Enter, and then select either **ITM Service Index for Hub** or **ITM Service Index for Hub (secure HTTPS)** from the Options Menu.
- Place your cursor next to the name of the hub Tivoli Enterprise Monitoring Server name that you are interested in, type J and press Enter.

The IBM Tivoli Monitoring Service Index workspace is displayed.

Related information:

“Service Console commands”

The Service Console supports the **ras1** command, which is especially useful for dynamically enabling and disabling RAS1 traces. It also supports the **bss1** command, which is also useful for troubleshooting.

Service Console commands

The Service Console supports the **ras1** command, which is especially useful for dynamically enabling and disabling RAS1 traces. It also supports the **bss1** command, which is also useful for troubleshooting.

The **ras1** command can be used to alter **KBB_RAS1** tracing parameters dynamically without the need to recycle the product.

The **ras1** command is paired with one of the following subcommands:

- log** Display RAS1 log capture buffer.
- list** List the RAS1 filters in effect.
- ctbld** Display the resident CTBLD data.
- set** *serviceunit*
 Control traces and filters for *serviceunit*
- units** Display the registered compilation units.

Remember:

- The information inside the parentheses might be case-sensitive. Use the values provided by IBM Software Support.
- The settings set by Service Console commands remain in effect for the current activation of the product. After the product is recycled, the original trace settings are restored.
- The documentation requests from IBM Software Support might conflict with your availability requirements.

For example, you can issue the following **ras1** command from the Service Console to enable the kpx trace:

```
ras1 set (UNIT:kpx ALL)
```

After you capture this trace, you can turn off tracing with the following service console command:

```
ras1 set (UNIT:kpx ANY)
```

To turn on the control flow trace for the WebSphere MQ Monitoring agent, the command is:

```
rasl set (COMP:KMQ Flow)
```

To turn off tracing for the kbbcrd class of the Windows OS agent, the command is:

```
rasl set (UNIT:kbbcrd ANY)
```

To see what tracing is already in effect, submit the following command:

```
rasl list
```

The **bss1** command manages Basic System Services (BSS1). The command is paired with one of the following subcommands:

listenv

Display the resident TMS:Engine variables.

getenv *envvar*

Display environment variable, where *envvar* is any variable that can be returned from **listenv**.

setenv *envvar*

Assign an environment variable where *envvar* is any variable that can be returned from **listenv**.

info Display BSS1_Info() data

config *debugenv*

Modifies the settings of the TMS:Engine debug environment variables: RES1_DEBUG, KDH_DEBUG, KDC_DEBUG, and KDE_DEBUG. The possible values, from most to least tracing messages, are: M (Max), D (Detail), Y (Yes) and N (Nominal). For example, the following **config** command alters the KDC_DEBUG variable value:

```
BSS1 CONFIG KDC_DEBUG=Y
```

Related tasks:

“Accessing the Service Console from a browser” on page 26

You can access the IBM Tivoli Monitoring Service Console from a browser window.

“Accessing the Service Console through the Enhanced 3270 user interface (z/OS systems only)” on page 26

You can access the Service Console from the IBM Tivoli Monitoring Service Index workspace in the Enhanced 3270 user interface.

Setting trace levels by directly modifying the KBB_RAS1 parameter

One of the simplest ways to set trace levels for an agent or monitoring server is to modify the **KBB_RAS1** parameter in the trace options file directly. This method requires the configured component to be recycled.

The trace options file for the agents on different operating systems are as follows:

- Windows systems:

- WebSphere MQ Configuration agent: *install_dir*\tmaitm6\KMCENV or *install_dir*\tmaitm6_x64\KMCENV
- WebSphere MQ Monitoring agent: *install_dir*\tmaitm6\KMQENV or *install_dir*\tmaitm6_x64\KMQENV
- WebSphere Message Broker Monitoring agent: *install_dir*\tmaitm6\KQIENV or *install_dir*\tmaitm6_x64\KQIENV

- UNIX and Linux systems:
 - WebSphere MQ Configuration agent: *install_dir/config/mc.ini*
 - WebSphere MQ Monitoring agent: *install_dir/config/mq.ini*
 - WebSphere Message Broker Monitoring agent: *install_dir/config/qi.ini*
- z/OS systems:
 - WebSphere MQ Configuration agent: *rhilev.rte.RKANPARU(KMCENV)* member
 - WebSphere MQ Monitoring agent: *rhilev.rte.RKANPARU(KMQENV)* member
 - WebSphere Message Broker Monitoring agent: *rhilev.rte.RKANPARU(KQIENV)* member

Tip: On Windows systems, you can open an agent trace options file by right-clicking the agent on the Manage Tivoli Enterprise Monitoring Services window and clicking **Advanced > Edit Trace Params**.

To show requests to and answers from the Tivoli Enterprise Monitoring Server, specify this trace:

```
KBB_RAS1 = ERROR (UNIT:KRA ST ERR)
```

The unit values ST and ERR indicate that you are collecting state and error information for the agent framework component (KRA).

This type of agent trace is used only if you are trying to debug a specific problem, because it greatly increases the number of messages generated by agent. With this type of trace, messages includes a detailed memory dump of all rows of agent data that have passed filtering, which includes attribute names and values, request names, table names, and collection interval. Remember to disable this resource-intensive form of tracing immediately after you have completed your trace.

From the Tivoli Enterprise Monitoring Server, to trace proxy controller and Tivoli Enterprise Monitoring Server distributed agent issues, issue this command:

```
KBB_RAS1 = ERROR (COMP:KUXSTER) (UNIT:KRA ALL) (UNIT:KDS FL)
```

- KUX is a component identifier provided to you by a representative of IBM Software Support so that you can collect state and error information about this subcomponent.
- KRA is the unit name for the agent framework component. All trace information about this component is being captured.
- KDS is the Tivoli Enterprise Monitoring Server component and the flow (FL) of entry or exit points through this component is documented with records written to RKLVLLOG.

For RAS1 tracing of persistent data store activity in an agent collector address space, add (UNIT:kraahbin ST) to the default KBB_RAS1=ERROR setting as shown in the following example:

```
KBB_RAS1=ERROR (UNIT:kraahbin ST)
```

For RAS1 tracing in the monitoring server collector address space, add (UNIT:KFASPHST ST) to the default KBB_RAS1=ERROR setting as shown in the following example:

```
KBB_RAS1=ERROR (UNIT:KFASPHST ST)
```

These commands trace all write activity with the count of records written during the write.

After you add the command, you must stop and restart the address space for the command to take effect. After that, the setting remains in effect for the life of the address space. To end the trace, you must edit the file again to reset the trace level, and stop and restart the address space.

Related information:

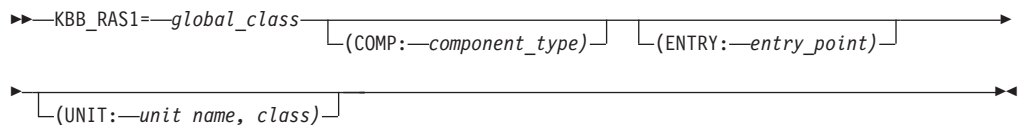
“Syntax for RAS1 traces”

This syntax is used to specify a RAS1 trace in the *rhilev.rte.RKANPARU(KppENV)* file. An IBM Software Support representative can tell you the values to set for the RAS1 trace parameters.

Syntax for RAS1 traces

This syntax is used to specify a RAS1 trace in the *rhilev.rte.RKANPARU(KppENV)* file. An IBM Software Support representative can tell you the values to set for the RAS1 trace parameters.

The basic syntax of the RAS1 trace command is:



where:

global_class

Indicates the level of tracing that you want. This is a global setting that applies to all RAS1 filters in the process. If you set this global class by itself, it is global in scope and the trace cannot filter on any of the other keywords. Separate combined classes with a space. The following values are possible. Valid abbreviations are in parentheses.

- **ERROR (ER):** Returns severe error messages only (this is the default for most applications).
- **STATE (ST):** Records the condition or current setting of flags and variables in the process. If state tracing is enabled, you can see the current state of particular variables or flags as the process is running.
- **FLOW (FL):** Causes a message to be generated at an entry or exit point of a function.
- **DETAIL (DE):** Produces a detailed level of tracing.
- **INPUT (IN):** Records data created by a particular API, function, or process.
- **ALL:** Causes all available messages to be recorded. This setting combines all the other forms of tracing.

COMP

Indicates that the trace includes a component type. The COMP keyword is used to trace groups of routines related by function (or component). Use this keyword only at the explicit request of an IBM Software Support representative.

component_type

Identifies a component type. An IBM Software Support representative can tell you what value to specify.

ENTRY

Narrows a filtering routine to specify a specific ENTRY POINT. Since

multiple entry points for a single routine are rare, use this keyword only at the explicit request of an IBM Software Support representative.

entry_point

Represents the name of the entry point. An IBM Software Support representative can tell you what value to specify.

UNIT Indicates that the trace is to look for a match between the compilation unit dispatched and the fully or partially qualified compilation unit specified on the RAS1 statement. A match results in a trace entry.

unit_name

Represents the name of the compilation unit. In most instances, this name defines the component that is being traced. The value is likely to be the three-character component identifier for the monitoring agent (*Kpp*).

class One of the same values specified for *global_class*, but, because of its position inside the parentheses, narrowed in scope to apply only to the *unit_name* specified.

Remember: The default setting for monitoring agents is `KBB_RAS1=ERROR`, meaning that only error tracing is enabled. You can specify any combination of **UNIT**, **COMP**, and **ENTRY** keywords. No keyword is required. However, the **RAS1** value you set with the global class applies to all components.

Related information:

“Setting trace levels by directly modifying the **KBB_RAS1** parameter” on page 28
One of the simplest ways to set trace levels for an agent or monitoring server is to modify the **KBB_RAS1** parameter in the trace options file directly. This method requires the configured component to be recycled.

RAS1 log files and their locations

The name and location of the agent log files varies on different operating systems.

The RAS1 log files for the monitoring agents are saved in the following directories:

- Windows systems: *install_dir\tmaitm6\logs\hostname_product_hextimestamp-nn.log*
- UNIX and Linux systems: *install_dir/logs/hostname_product_hextimestamp-nn.log*
- z/OS systems: *Rk1vlog/Rkpdlog*

where:

- *install_dir* is the installation directory of the product.
- *hostname* is the host name of the computer on which the agent is running.
- *product* is the two-character product code.
 - For WebSphere MQ Monitoring agent, the product code is *mq*.
 - For WebSphere Message Broker Monitoring agent, the product code is *qi*.
 - For WebSphere MQ Configuration agent, the product code is *mc*.
- *hextimestamp* is an eight-character hexadecimal timestamp representing the time at which the agent is started.
- *nn* is a rolling log suffix.

For example, if a WebSphere MQ Monitoring agent is running on an AIX® computer, *tivp5glp4*, the message log file is created and might be named as

tivp5glp4_mq_1375668546.log when the agent is started. The RAS log file for the agent might be named as tivp5glp4_mq_51ff14f0-01.log.

For long-running agents, the *nn* suffix is used to maintain a short history of log files for that startup of the agent. For example, the WebSphere MQ Monitoring agent might have a series of log files as follows:

```
tivp5glp4_mq_51ff14f0-01.log
tivp5glp4_mq_51ff14f0-02.log
tivp5glp4_mq_51ff14f0-03.log
```

As the agent runs, the first log (nn=01) is preserved because it contains program startup information. The remaining logs roll. In other words, when the set of numbered logs reach a maximum size, the remaining logs are overwritten in sequence. Each time a agent is started, a new timestamp is assigned to maintain a short agent program history. For example, if the WebSphere MQ Monitoring agent is started twice, it might have log files as follows:

```
server01_mq_437fc59-01.log
server01_mq_437fc59-02.log
server01_mq_437fc59-03.log
server01_mq_537fc59-01.log
server01_mq_537fc59-02.log
server01_mq_537fc59-03.log
```

Tip: Each agent that is started has its own log file. When you have many agent instances running on the same computer, it is difficult to distinguish them from the log file name. To show the instance name in the file log name, add two parameters (**KBB_VARPREFIX** and **KBB_RAS1_LOG**) in the RAS1 trace options files. See “Managing RAS1 logs for distributed components.”

Managing RAS1 logs for distributed components

RAS1 tracing has control parameters to manage to the size and number of RAS1 logs. You can set these parameters directly in the agent RAS1 trace options files.

The **KBB_RAS1_LOG** parameter controls the generation of log files. You can change the values of the following option values to adjust the number of rolling log files and their size:

MAXFILES

The total number of files that are to be kept for all startups of a given program. Once this value is exceeded, the oldest log files are discarded. Default value is 9.

LIMIT

The maximum size, in megabytes (MB) of a RAS1 log file. Default value is 5.

IBM Software Support might guide you to modify the following parameters:

COUNT

The number of log files to keep in the rolling cycle of one program startup.

PRESERVE

The number of files that are not to be reused in the rolling cycle of one program startup. Default value is 1.

For example, you can add the following two lines before the KBB_RAS1= line:

```
KBB_VARPREFIX=%  
KBB_RAS1_LOG=%(CTIRA_LOG_PATH)  
$INSTANCE_HISTORY$ $RUNNINGHOSTNAME$ $PRODUCTCODE$_%(systask)_%  
(sysutcstart)-.log INVENTORY=%(CTIRA_LOG_PATH)  
$INSTANCE_HISTORY$ $RUNNINGHOSTNAME$ $PRODUCTCODE$_%(systask).inv  
COUNT=03 LIMIT=5 PRESERVE=1 MAXFILES=9
```

Remember: The **KBB_RAS1_LOG** parameter also provides for the specification of the log file directory, log file name, and the inventory control file directory and name. Do not modify these values, otherwise log information can be lost.

Redirecting output of RAS1 tracing (z/OS systems)

Nearly all diagnostic information for the z/OS components is delivered by the RAS1 component. This component is configured by the **KBB_RAS1** environment variable in KBBENV member of RKANPARU. You can redirect the initialization member using the TMS:Engine INITLIST processing. INITLIST processing is always echoed to the RKLVLG with the KLVIN411 message.

This example shows a typical KBBENV override to a different member, KDSENV:

```
KLVIN410 INITLIST MEMBER KDSINIT BEING PROCESSED  
KLVIN411 KLVINNAM=KDSINNAM  
KLVIN411 KLVINTB=KDSINTB  
KLVIN411 KLVINVLG=KDSINVLG  
KLVIN411 KLVINNAF=KDSINNAF  
KLVIN411 KLVINVPO=KDSINVPO  
KLVIN411 KLVINSTG=KDSINSTG  
KLVIN411 KLVINVAM=KDSINVAM  
KLVIN411 KBBENV=KDSENV
```

In this example, configuration of the **KBB_RAS1** variable is recorded in the KDSENV member of RKANPARU.

Chapter 4. Troubleshooting problems with installation, uninstallation, upgrading, and remote deployment

This chapter provides information about problems that might occur during installation, upgrading from previous versions, remote deployment, and uninstallation of the product and product components.

See *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide* for detailed instructions about installation.

Frequently asked questions

This section contains information about frequently asked questions about WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent.

General installation frequently asked questions

The following table lists general installation frequently asked questions.

Table 2. General installation frequently asked questions

Question	Answer
What if the migration tool fails?	Because you backed up the source database, you can refer to the WAREHOUSEMIGLOG table to determine which tables migrate successfully. If you want to restart without re-migrating the successfully migrated tables, delete the tables that are completely migrated in the source database. And delete all the data that is incompletely exported in the last tables: use the writetime column to distinguish old data from new data.

Windows system installation frequently asked questions

The following table lists Windows installation frequently asked questions.

Table 3. Windows installation frequently asked questions

Question	Answer
How can I diagnose problems with product browse settings?	Perform the following steps to diagnose problems with product browser settings: 1. Click Start > Programs > IBM Tivoli Monitoring > Manage Tivoli Enterprise Services to display the Manage Tivoli Enterprise Services window. 2. Right-click the Windows agents, and click Browse Settings. A text window is displayed. 3. Click Save As to save the information in the text file. If requested, you can forward this file to IBM Software Support for analysis.

UNIX-based systems installation frequently asked questions

The following table lists frequently asked questions for installation on the systems based on UNIX systems.

Table 4. UNIX-based installation frequently asked questions

Question	Answer
The product is installed using the root user ID. Without installing the product again, how can I change the user ID from root to another one?	If you install and start the agent using the root user ID, the files do not have correct permissions, so the result is unpredictable. For this reason, do not use the root user ID either to install or to start the UNIX-based systems agents. Create a user ID with the authority and permissions to install, run, or use any other ID other than the root user ID. Using the root user ID, run the UnSetRoot script, which is located in the <i>install_dir/bin/</i> directory. The <i>install_dir</i> directory is where you installed the agent. This script resets all the files in the <i>install_dir</i> directory, owned by root. <pre>UnSetRoot [-h CANDLEHOME] userID</pre> After executing the above script, run the SetPerm script, which is located in the <i>install_dir/bin/</i> directory. This script sets root permission for certain UNIX-based systems agent files.
How can I set the trace option to capture any abends (core files)?	Add the following line in the .ini agent file. For example, for the KUX agent, add the following line in the ux.ini file, which is located in the <i>install_dir/config</i> directory. <pre>KBB_SIG1=trace -dumpoff</pre>
In an environment of 50 servers with at least one agent per server, a new agent was installed outside the firewall. The new agent must be configured on Tivoli Enterprise Monitoring Server for IP:PIPE communication. Is it necessary to change the communication protocol of all the other UNIX-based systems agents to IP:PIPE?	It is not necessary to change the communication protocol of all the other UNIX-based systems agents to IP:PIPE. You must configure only the agent that connects to the Tivoli Enterprise Monitoring Server through a firewall. However, you must configure the communication protocol of Tivoli Enterprise Monitoring Server to IP:PIPE communication.

Troubleshooting general installation and remote deployment problems

This section describes general installation and remote deployment problems and resolutions.

Remote deployment of WebSphere Message Broker Monitoring agent and WebSphere MQ Monitoring agent fails

Problem: The remote deployment of WebSphere Message Broker Monitoring agent and WebSphere MQ Monitoring agent fails on Windows, UNIX, or Linux systems. The log indicates that the dependent module *libmqm_r.a* (*libmqm_r.o*) cannot be loaded.

| **Solution:** This problem happens on the target systems with WebSphere MQ 7.1 or
| later installed. To solve this problem, you must manually set the WebSphere MQ
| library path on the remote system where the agent has been deployed.

| For instructions, see the sections that introduce how to specify WebSphere MQ
| library path for each agent in the *IBM Tivoli Composite Application Manager Agents
| for WebSphere Messaging: Installation and Setup Guide*. The instructions vary
| depending on the operating systems and different agents.

Incorrect behavior after an uninstallation and re-installation

You might experience incorrect behavior, if you uninstall and then reinstall the product without rebooting. For example, you might experience the following problems:

- Inability to create trace logs.
- Agents do not start.
- Agents data is corrupt.

Reboot the system to resolve the problems.

Logging on to Tivoli Enterprise Portal fails and the Tivoli Enterprise Portal stops

Problem: After installing an agent on UNIX or Linux systems, or installing Tivoli Enterprise Portal Server or Tivoli Enterprise Portal support, logging on to Tivoli Enterprise Portal fails and causes Tivoli Enterprise Portal to stop.

Solution: Configure the Tivoli Enterprise Portal Server again. After installing Tivoli Enterprise Portal Server or Tivoli Enterprise Portal support, either separately or as part of the agent installation process, you must configure the Tivoli Enterprise Portal Server again (you do not need to change any configuration options during reconfiguration). For more information about reconfiguring the Tivoli Enterprise Portal Server, see *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*.

A message indicates that the stopped Tivoli Enterprise Monitoring Server is running

Problem: After installing an agent using a silent installation on Windows systems, a message indicates that the Tivoli Enterprise Monitoring Server is already running, even though the Tivoli Enterprise Monitoring Server is actually stopped. This message is also displayed if you try to start the Tivoli Enterprise Monitoring Server.

Solution: Restart the computer on which you installed the agent.

Remote agent deployment fails with result code -3

Problem: The deployment of the remote agent fails with result code -3.

Solution: This problem occurs when there are too many IBM Tivoli Monitoring services running on the workstation on which you plan to deploy agents. You can fix this problem in one of the following ways:

- Restart the system where you plan to deploy agents, and perform the remote deployment again.

- Stop all the other IBM Tivoli Monitoring services (except the OS agent) on the system where you plan to deploy agents, and perform the remote deployment again.

Tivoli Enterprise Portal Desktop called through Java Web Start does not work properly

Problem: The Tivoli Enterprise Portal client does not work properly when you launch the Tivoli Enterprise Portal Desktop through the Java™ Web Start in the following circumstances:

- The deployment files are just modified to configure the Web Start Client.
- The agent application support is just installed at the Tivoli Enterprise Portal Server.

Solution: Launch the Manage Tivoli Enterprise Monitoring Services utility on the system where Tivoli Enterprise Portal Server is installed, and reconfigure the Tivoli Enterprise Portal Server. Launch the Web Start Client again.

Timeout occurs when populating the agent depot with the `tacmd addBundles` command

Problem: A timeout occurs when populating the agent depot on the Tivoli Enterprise Monitoring Server with the `tacmd addBundles` command. Some agent depot is populated incompletely.

Solution: When using the `tacmd addBundles` command to add bundles to a depot, the command times out. The default timeout is 600 seconds (10 minutes). To solve this problem, set the `TIMEOUT` environment variable to more than 600 before running the `tacmd addBundles` command. For example:

```
#set TIMEOUT=1800
```

The deployed agent instance cannot be started after remote deployment

Problem: After remote deployment on a Windows system, the deployed WebSphere Message Broker Monitoring agent instance cannot be started automatically. The primary agent instance is started instead.

Workaround: Use the Agent Management Services that is provided by the OS agent running on the system where you deployed the WebSphere Message Broker Monitoring agent to start the appropriate instance manually. To do this, perform the following steps:

1. Log on to Tivoli Enterprise Portal.
2. Go to the Agent Management Services workspace of the OS agent.
3. In the Agents' Management Status table, right-click WebSphere Message Broker Monitoring agent and click **Take Action > AMS Start Management**. Put the WebSphere Message Broker Monitoring agent under the management of Agent Management Services, which provides the autorestart capability.
4. In the Agents' Runtime Status table, right-click the agent instance and click **Take Action > AMS Start Agent Instance** to start the instance.

Troubleshooting installation and remote deployment problems for Windows systems

Problems might occur during installation, upgrade, migration, or remote deployment of the agents. Use the resolutions that are provided in this section to solve the problem that you encounter on Windows systems.

Installation of application support for WebSphere MQ Configuration agent fails on 64-bit Windows

Problem: During the application support installation for WebSphere MQ Configuration agent on a 64-bit Windows system, a question dialog is displayed with the following error message:

Building the Configuration Management data source failed possibly dues to an incorrect User ID or password. Would you like to re-try?

Solution: The cause of the problem is reported in the APAR IV43040 for IBM Tivoli Monitoring V6.3. Click **No** on the dialog to proceed and the internal configuration database will be selected and installed by default.

When you run the setup.exe file, an unknown publisher error message is displayed

If you run the setup.exe file from a network drive on a Windows system, a window is displayed with the following message:

File Download - Security Warning

The Publisher could not be verified.

Are you sure you want to run this software?

Clicking **Cancel** closes the window, and the installation cannot be completed. To install the software without this problem, map the network drive, and run the setup.exe file from a DOS prompt.

Agent is not connecting to Tivoli Enterprise Monitoring Server

If you find a message similar to Unable to find running Tivoli Enterprise Monitoring Server on CT_CMSLIST in the log file, the agent is not connecting to the Tivoli Enterprise Monitoring Server. Check the following items to ensure connectivity:

- Multiple network interface cards (NICs) exist on the system.
- If multiple NICs exist on the system, determine which one is configured for the Tivoli Enterprise Monitoring Server. Ensure that you specify the correct host name and port for communication in the IBM Tivoli Monitoring environment.

InstallShield displays the error "1607: Unable to install InstallShield Scripting Runtime" during installation on a Windows system from a network-mounted drive

When you run the setup.exe file on a Windows system from a network mounted drive, the following error occurs:

InstallShield: 1607: Unable to install InstallShield Scripting Runtime.

This is an InstallShield limitation. You cannot install the product from the specified network drive. Try installing from another network drive. Install the product from a local drive if the problem persists.

Installation on a Windows 2003 server fails with Error Number: 0x80040707

The following error might occur when you install an agent on a Windows 2003 Server:

Error Number: 0x80040707

Description: DLL function call crashed: KGLBASE.CRY_SetKey

Setup will now terminate.

This error can occur for the following reasons:

1. Windows Service Pack 1 (or later) is not installed.
2. Windows Installer 3.1 (KB893803) is not installed.

KB893803 is included in Windows Service Pack 1. You must install Windows Service Pack 1 or later, or the individual KB893803 update. You can download the update from www.windowsupdate.com

Installation locks up when starting the Tivoli Enterprise Monitoring Server on a Windows system

Problem: When you install an agent on a Windows system, the installation locks up when starting the Tivoli Enterprise Monitoring Server.

Solution: The installation stops because the Tivoli Enterprise Monitoring Server fails to start. Complete the installation manually by doing the following steps:

1. End the installation task in **Windows system Task Manager**.
2. Add application support for Tivoli Enterprise Monitoring Server from **Manage Tivoli Enterprise Monitoring Services**.
3. If you have selected to install Tivoli Enterprise Portal Server application support when installing an agent, navigate to the *install_dir*/cnps directory, and double-click the BuildPresentation.bat executable file. The *install_dir* directory is where you have installed the agent.

The navigator item of the online help cannot be expanded with Internet Explorer 6.0 on Windows 2003 systems

Problem: The navigator item of the agent online help cannot be expanded with Internet Explorer 6.0 and the content is not available on Windows 2003 systems.

Solution: Clear all the cache of Internet Explorer, and log on to the Tivoli Enterprise Portal again.

Cannot remotely deploy the agent to a 64-bit Windows system

Problem: This problem occurs when you are using IBM Tivoli Monitoring 6.2.2 fix pack 1 or fix pack 2, and you want to deploy the agent to a 64-bit Windows system.

Solution: Populate the agent depot with bundles for the 32/64 bit Agent Compatibility Package before you populate agent depot for WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, or WebSphere Message Broker Monitoring agent. The 32/64 bit Agent Compatibility Package is a component that is included in IBM Tivoli Monitoring 6.2.2 fix pack 1 and fix pack 2.

Troubleshooting installation and remote deployment problems for UNIX and Linux systems

Problems might occur during installation, upgrade, migration, remote deployment, or remote configuration of the agents. Use the resolutions that are provided in this section to solve the problem that you encounter on Linux or UNIX systems.

Agent cannot start up after installation on Linux systems

Problem: After installation, agent cannot be started on Linux systems. You find an error similar to the following example in the log file:

```
error while loading shared libraries: libstdc++.so.5: cannot open shared object
file: No such file or directory
```

Solution: This error occurs because some shared libraries required by IBM Tivoli Monitoring are missing on the operating system. To fix the problem, install the required libraries, such as libstdc++.so.5 or libstdc++.so.6, as indicated in the log file on the Linux system. Note that both the 32-bit and 64-bit compat-libstdc++ libraries must be installed on a 64-bit system.

Remote agent configuration fails on HP-UX Itanium systems

Problem: Remote agent configuration fails on HP-UX Itanium operating systems and the following error message is displayed:

```
KDY0002E A Tivoli Enterprise Management Server error occurred while trying to complete the
deployment request.
```

Solution: Issue the following commands to re-create a set of soft links for the library files that are needed by the agent, where *<ITMHOME>* is the installation directory of IBM Tivoli Monitoring.

```
ln -sf <ITMHOME>/JRE/hp113/lib/IA64N/server/libjsig.so
<ITMHOME>/tmaitm6/hp113/lib/libjsig.so
ln -sf <ITMHOME>/JRE/hp113/lib/IA64N/server/
```

Silent installation on UNIX-based systems of Tivoli Enterprise Monitoring Server returns an encryption key setting error

The following errors occur if you attempt a silent installation on UNIX-based systems and the encryption key is not exactly 32 characters.

Exception in thread "main" candle.kjr.util.CryptoFailedException:

```
CRYERR_INVALID_KEY_LENGTH
```

```
at candle.kjr.util.CRYPTO.validateKeyLength(CRYPTO.java:911)
```

```
at candle.kjr.util.CRYPTO.setKey(CRYPTO.java:452)
```

```
at ITMinstall.gskSetkey.<init>(gskSetkey.java:179)
```

```
at ITMinstall.gskSetkey.main(gskSetkey.java:26)
```

Set the encryption key parameter in the silent installation file to exactly 32 characters as in the following example:

```
INSTALL_ENCRYPTION_KEY=IBMTivoliOMEGAMONEncrytionKey61
```

The error "Unexpected Signal: 4 occurred at PC=0xFEC3FDE4" occurs during installation

A Java VM heap dump occurs during installation, which uses the JRE. Use the following steps to resolve the problem:

1. In a terminal window, run the following command to display the Java command:

```
java -version
```
2. Determine where the Java executable program is located by running the following command:

```
which java
```
3. Rename or uninstall the Java executable program.

Important: This affects any other applications that depend on Java. Ensure that it is safe to do so. Otherwise just rename the Java executable program.

4. Run the following command again to ensure that the Java executable program no longer exists:

```
which java
```
5. Install the product.

Installation on the Linux S390 R2.6 64-bit operating system fails with the message "LINUX MONITORING AGENT V610Rnnn unable to install agent" displayed

Perform the following steps to solve this problem before running the installation again:

1. Run the following command before running any installation or configuration command for the agent:

```
export JAVA_COMPILER=NONE
```
2. Install the s390x.rpm RPM (RedHat Package Manager) files, in addition to the s90.rpm files, located in the CD ISO images for Red Hat As 4.0 s390x:
 - compat-libstdc++-295-2.....s390x.rpm
 - compat-libstdc++-33-3.....s390x.rpm

It requires the two s390x.rpm files, in addition to the s390.rpm files. You can obtain the required RPM files from the CD for Red Hat As 4.0 s390x.

None of the agents can be started after installation

Problem: After installation, you cannot start any of the agents. The log shows that the gsk7 folder is missing.

Solution: Reinstall the gskit manually, and restart the agents.

Exception in thread "main" error message during SUSE Linux 8 installation

Problem: When you install an agent on SUSE Linux 8, the following error message is displayed:

```
Exception in thread "main" java.lang.UnsatisfiedLinkError:/opt/IBM/ITM/JRE/
li6243/bin/libawt.so: libXmu.so.6: cannot open shared object file: No such
file or directory
```

Solution: The libXmu.so.6 shared library cannot be found. This library is part of an X-Server library package that is not always available on some Linux systems. Check the following locations to see if the library exists:

- /usr/compat/linux/usr/X11R6/lib
- /usr/X11R6/lib

If the library exists in either of these locations, the problem is probably caused by that the library is not included in the library path environment variable. Add the path of the library to the variable (LD_LIBRARY_PATH for most UNIX systems).

If the library does not exist, you must install it. This library can usually be found as an additional package on the Linux installation media. Alternatively it can be downloaded from Web sites that provide open-source software downloads.

The libXmu.so.6 file is typically part of the xorg-x11-libs RPM package. The file is usually located in /usr/X11R6/lib/libXmu.so.6.

If the library does not exist in this location, refer to your Linux system vendor for information.

WebSphere MQ Configuration agent or WebSphere Message Broker Monitoring agent fails to start on Solaris 10 systems

Problem: WebSphere MQ Configuration agent or WebSphere Message Broker Monitoring agent fails to start on Solaris 10 systems.

Solution: Install the Solaris 10 recommended Patch Cluster that is available from Sun.

Remote upgrade of WebSphere MQ Configuration agent fails on Linux systems

Problem: The KDY0005E error message is displayed when remotely upgrading the WebSphere MQ Configuration agent on a Linux system. The message states that the MC agent bundle is missing the prerequisite MC which was not be installed on the host, and an error occurred during an attempt to install the specified prerequisite.

Solution: Change the host name of your Linux system to a shorter name and try again. For example, change the host name from tivmsg.cn.ibm.com to tivmsg.

Troubleshooting uninstallation problems

The following sections give troubleshooting instructions for problems that you might encounter when uninstalling the WebSphere MQ Monitoring agent, WebSphere MQ Configuration agent, and WebSphere Message Broker Monitoring agent.

After uninstalling one agent, other agents cannot start on Windows

Problem: On Windows systems, after an agent is removed, other agents of ITCAM Agents for WebSphere Messaging cannot start up.

Solution: This problem is caused by the lack of the `krwnt.dll` file. The `krwnt.dll` file is shared by ITCAM Agents for WebSphere Messaging and will be removed by the uninstallation program. Other agents cannot start up if this file is missing. To solve this problem, retrieve this file from another installation. You can find this file in one of the following directories:

- 32-bit Windows: `<install_dir>\TMAITM6`
- 64-bit Windows: `<install_dir>\TMAITM6_x64`

where `<install_dir>` is the installation directory

To avoid this problem in the future, back up the `krwnt.dll` file before uninstallation and restore it after the uninstallation is complete.

Cannot uninstall application support

Problem: Agent application support cannot be removed on a Windows, UNIX, or Linux system where the agent is not installed. The monitoring environment where the problem occurs is based on IBM Tivoli Monitoring V6.x.

Solution: This problem occurs because programmatic application support removal is not supported by any IBM Tivoli Monitoring based product. To remove the application support, follow the instructions in the How to uninstall application support for IBM Tivoli Monitoring based products technote (<http://www.ibm.com/support/docview.wss?uid=swg21296601>). Utilities are also provided in the technote to aid in the removal process.

Removing a failed installation on Windows systems

The following section describes the process for removing a partially installed agent installation that cannot be removed by using the Add and Remove Programs tool.

Removing a failed first time installation

Use the following steps to remove a partially installed agent installation:

1. Ensure that there is no entry in the Add and Remove Programs tool for the component that you attempt to uninstall. If there is an entry, use that entry to uninstall the product. If there is no entry, proceed to the next step.
2. Open the Windows Explorer, and navigate to the agent installation directory (C:\IBM\ITM by default).
3. Launch the Manage Tivoli Enterprise Monitoring Services utility by double-clicking the `KinConfig.exe` file that is located in either the `Install` or `Install\ITM` subdirectory.

4. If any agents, the portal server, or the monitoring server are listed in the Manage Tivoli Enterprise Monitoring Services window, right-click each, and click **Advanced > Unconfigure**. Repeat this step for all the components that are listed. Close the Manage Tivoli Enterprise Monitoring Services utility.
5. Open the Windows Control Panel.
6. Double-click **Administrative Tools**, and double-click **Services**.
7. Verify that all related IBM Tivoli Monitoring services and agent services are removed. These services match those that are listed in the Manage Tivoli Enterprise Monitoring Services window.
8. Open the Registry Editor by clicking **Start > Run** and entering regedt32.
9. Expand the HKEY_LOCAL_MACHINE registry key.
10. Expand the SOFTWARE registry key.
11. Expand the Candle registry key, and record any sub-keys that are present. If the Candle key does not exist, proceed to step 15.
12. Expand the OMEGAMON registry key under the Candle key, and record the content of the OMEGAMON key values.
13. Delete the Candle registry key and all sub-keys.
On Windows XP, you can right-click the Candle registry key, and click **Delete**.
14. Close the Registry Editor.
15. Open the Windows Explorer, and find the agent installation directory on your system. The default value is C:\IBM\ITM.
16. Delete this directory and all subdirectories.

You can now install the agent.

Incorrect behavior after an uninstallation and reinstallation

You might experience incorrect behavior, if you uninstall and then reinstall the product without restarting the system. For example, you might experience the following problems:

- Inability to create trace logs.
- Agents do not start.
- Agents data is corrupt.

Restart the system to solve the problems.

Troubleshooting post-migration problems

The following sections list problems that might occur after you migrate an agent. Solutions to these problems are also provided.

New workspaces are not available

Problem: The new workspaces introduced in this release are not available.

Solution: The Tivoli Enterprise Monitoring Server and Tivoli Enterprise Portal Server cannot recognize the upgraded agents. To solve this problem, recycle the Tivoli Enterprise Monitoring Server and Tivoli Enterprise Portal Server to which the upgraded agents are connected.

Queue Statistics and Queue Definitions workspaces have missing information after upgrade

Problem: After upgrading from a previous version of WebSphere MQ Monitoring agent, the Queue Statistics and Queue Definitions workspaces only contain information that is related to predefined queues instead of all types of queues.

Solution: Starting from version 6.0.1, the Queue Statistics and Queue Definitions workspaces contain only statistics and definitions for predefined queues. Information about other queues is not included. If you want to view information about all queues that are monitored by an agent, set the QDEFTYPE parameter in the mq.cfg configuration file of the agent to QDEFTYPE(ALL), and restart the agent.

Chapter 5. Troubleshooting problems with WebSphere MQ Monitoring agent

The following sections provide the solutions for some problems that you might encounter when using WebSphere MQ Monitoring agent.

Problems caused by managed system name change

A change to any of the following values can cause the change of the managed system name that is associated with the WebSphere MQ Monitoring agent:

- The queue manager name
- The agent ID (set by the **SET AGENT** statement)

The managed system name change might cause the following problems:

- Situation does not work if the situation is distributed by the managed system.
- Historical data collection does not work for the given queue manager if the historical collection is distributed by the managed system.
- Tivoli Enterprise Portal navigator is changed depending on which part of the managed system name is changed. The previous managed system node is displayed as offline, which might trigger alarms, until the node is deleted.

Best practice is to set these values that affect a managed system node name prior to doing any further configurations, such as situations and historical configuration. If you have to make this change after other configuration is done, redo other configurations.

Enhanced 3270 workspace limitation

Enhanced 3270 workspaces can display 8 bytes at the most for a numeric value. If the numeric value exceeds the 8 byte limit, it will be displayed as *****. For example, the Updated Pgs/Wrt column in the Recent Buffer Pool Statistics workspace shows 1,105,597.0 on Tivoli Enterprise Portal, which is normal. But from E3270 workspace, this column shows ***** on the Recent Buffer Pool Statistics panel.

Workspaces respond slowly on Tivoli Enterprise Portal (z/OS systems)

On a z/OS system, one WebSphere MQ Monitoring agent can be configured to monitor all the queue managers running on the same system. When one of the queue managers is busy or overloaded, which cause this queue manager to respond slowly, the query response on Tivoli Enterprise Portal workspaces for other queue managers will also be slow.

Application Statistics workspaces are empty with or without error messages about connecting to KMQ subsystem

Problem: No data is available in the Application Statistics workspaces. The error message about failure to connect to the KMQ subsystem might also occur.

Solution: This problem occurs when the Application Statistics feature is disabled or when the WebSphere MQ interface data processor detected some errors.

Data for these workspaces is available only if application statistics are being collected on z/OS systems. By default, the Application Statistics feature is disabled after installation because data collection might result in a cost of agent CPU and storage.

To enable the Application Statistics feature, complete the following tasks:

- Set up a WebSphere MQ monitoring subsystem that the monitoring agent connects to. For instructions about how to set up the WebSphere MQ subsystem, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: Planning and Configuration Guide*. If the subsystem is not set up properly, the following error message is displayed. See “KMQQM421E” on page 147 for the solution.

KMQQM421E Connect to the KMQ Subsystem name failed, reason = *reason_code*. Cannot monitor MQI requests

- Check the SET MQIMONITOR and SET APPL statements of the KMUSER member in your RKANCMDDU library to ensure that these statements are not commented out. For more information about the SET MQIMONITOR and SET APPL monitoring options, see *WebSphere MQ Monitoring Agent User's Guide*.

When the WebSphere MQ interface data processor detected errors, the following message is displayed. See “KMQQM206E” on page 140 for the solution.

KMQQM206E Monitoring of MQI requests for QMgr=*mqrname* deactivated Reason code=*reason_code*

Cannot get event summary on OMNIbus

Problem: Event summary is not displayed on OMNIbus and agent specific attributes are not included in the OMNIbus log file with the event.

Solution: This problem occurs because a wrong event mapping is used when situation events are mapped to event integration facility (EIF) events. To avoid this problem, do not click **EIF Slot Customization** when you configure situation event forwarding. If you want to create a custom event mapping, use one of the following methods to create a correct event mapping in the EIF Slot Customization editor:

- Select the **Map all attributes** check box to specify that all event attributes are mapped to EIF event slots. A default message slot is generated as the event summary.
- Create the fully customized message slot and event mapping with the editor and make sure that your customization is correct.
- Delete the user-defined mapping by clicking **Delete map** to use the event mapping files that are provided with the monitoring agent.

For instructions on how to create a situation and configure the situation event to be forwarded to an EIF receiver, see *IBM Tivoli Monitoring Tivoli Enterprise Portal User's Guide*, SC32-9409.

z/OS systems: "Cannot allocate 8383860 bytes for sample data" in the agent log

Problem: The following error is recorded in the agent log. This error might be recorded more than once in the log.

Cannot allocate 8383860 bytes for sample data

Solution: This error occurs because the required memory exceeds the value that is specified by the LIMIT attribute. The value 8383860 equals 2^{23} , which is the default value of the LIMIT attribute. To avoid this error, modify hilev.RKANPARU(KMQSYSIN) to increase the LIMIT attribute value. For example, change LIMIT(23,X) to LIMIT(24,X). After that, restart the WebSphere MQ Monitoring agent.

HP Itanium: A core file is created after the agent process is killed

Problem: On HP Itanium systems, after the WebSphere MQ Monitoring agent process is killed by issuing the **kill \$PID** command, a core file is created in the <ITM_HOME>/bin, where <ITM_HOME> is the agent installation directory. The default is /opt/IBM/ITM.

Solution: You can ignore the core file because this file does not affect any product functions. It is not recommended to stop the agent by killing the agent process. For instructions about how to stop an agent appropriately, see the chapter that explains how to start and stop an agent in the *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*.

The recent message statistics workspace does not contain data

Problem: The recent message statistics workspace does not contain any data.

Solution: Ensure that historical data collection is enabled for the Message Statistics attribute group. If it is disabled, no data is displayed in the recent message statistics workspace. For information about enabling historical data collection, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

The 2033 (MQRC_NO_MSG_AVAILABLE) message displayed in the Queue Messages workspace

Problem: The 2033 (MQRC_NO_MSG_AVAILABLE) message is displayed when you try to view some messages in the Queue Messages workspace.

Solution: This happens when you try to view an uncommitted message in the Queue Message workspace. When the message is committed, the contents of the message are viewable.

The managed system name of the WebSphere MQ Monitoring agent instance changes after remote startup or deployment

Problem: On UNIX and Linux systems, the managed system name (MSN) of the WebSphere MQ Monitoring agent instance changes after remote startup or deployment.

Solution: This situation occurs because the CTIRA_HOSTNAME environment variable that is set by the OS agent takes precedence of the agent ID that is set by the SET AGENT statement in the configuration file during the remote startup or deployment process. The MSN that should be *monitoredqueuemanagername:agentid:MQ* is changed to *monitoredqueuemanagername:CTIRA_HOSTNAME_value:MQ* after remote startup or deployment. Use one of the following methods to avoid this situation:

- Set the agent ID to the same value as the CTIRA_HOSTNAME environment variable that is set by the OS agent. This value is usually the host name without domain.
- Start the agent instance locally.

Queue Definitions workspace contains only one queue

Problem: The table in the Queue Definitions workspace contains data related to only a single queue, instead of all monitored queues.

Solution: If you want to view the definitions of all queues, click another item in the Tivoli Enterprise Portal navigator, and then click the Queue Definitions navigator item.

Remotely deployed WebSphere MQ Monitoring agent does not start automatically

Problem: After the WebSphere MQ Monitoring agent is remotely deployed, it fails to start automatically.

Solution: Remotely deploy the agent a second time to fix the problem. Regardless of whether you specified the -p parameter the first time that you remotely deployed the agent, when deploying the agent again, use the parameter -p INSTANCE="*queue manager name*", where *queue manager name* is the name of the queue manager that is monitored by the agent.

The same attribute has different values in different workspaces

Problem: The same attribute has different values in different workspaces. This might occur when you link between sampled and on-demand workspaces that contain similar data. For example, the value in the Channel Status column in the Channel Performance for Current Channels workspace is Running, while in the Channel Status workspace it is Stopped.

Solution: Some workspaces of the WebSphere MQ Monitoring agent are on-demand and contain data that is collected in real-time when the workspace is opened. Other workspaces contain sampled data that is updated at a certain interval. If the value of an attribute has changed after the last sampling interval, workspaces containing sampled data still display the attribute's previous value until the next sampling interval is reached, while on-demand workspaces display the new value.

For example, after a channel's status changes from Stopped to Running, the value of the Channel Status column in the Channel Status workspace, which contains on-demand data, is Running. However, the value that is displayed in the Channel Performance for Current Channels workspace, which contains sampled data, is still Stopped until the next sampling interval is reached.

Workspaces are empty

Problem: The workspaces of WebSphere MQ Monitoring agent do not contain any data.

Solution: The CTIRA_HOME parameter might be set in the mq.ini configuration file. The WebSphere MQ Monitoring agent does not support this parameter. And setting this parameter causes the agent to work incorrectly. To solve this problem, remove this parameter from the mq.ini file.

Excessively large number of error messages in trace log

Problem: A very large number of the following error messages appear in the trace log:

```
(4694BBBC.0001-1E:khdxbase.cpp,266,"setError") Error "Unable to open
Metafile </opt/IBM/ITM/li6263/ic/hist/KIC1034900.hdr>
```

Solution: This occurs in certain situation and does not indicate a problem in your environment. Ignore these messages.

The primary instance of a WebSphere MQ Monitoring agent fails to start

Problem: The primary instance of a WebSphere MQ Monitoring agent fails to start.

Solution: Ensure that there is a default queue manager on the system where the WebSphere MQ Monitoring agent is running and that it is specified as the monitored queue manager in the mq.cfg configuration file. For more information about the configuration file, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

The same workspace contain different information for different instances of an agent

Problem: Depending on which agent the information displayed in a workspace comes from, the layout of the workspace or the information it contains changes.

Solution: The different instances of the agent are of different versions of the WebSphere MQ Monitoring agent. For example, one is a version 6.0.1 of WebSphere MQ Monitoring agent and the other is a version 6.0. The layout and information displayed in some workspaces differs depending on which version of the agent is used. In addition, if you customize a previous version of an agent, after upgrade, these changes are visible only when information displayed within the workspace comes from a WebSphere MQ Monitoring agent that has not yet been upgraded to the new version.

Agent stops monitoring on z/OS systems

Problem: An agent stops monitoring on z/OS systems and the job log displays the following information:

```
KLVSQ000 QUIESCE MODE HAS
  BEEN ENTERED FOR CARVED
  EXTENDED STORAGE
KLVSQ000 QUIESCE MODE HAS
```

```

    BEEN ENTERED FOR FREE
PRIMARY STORAGE
KLVSQ000 QUIESCE MODE
IS IN EFFECT FOR CARVED
    EXTENDED STORAGE
KLVSQ000 QUIESCE MODE
IS IN EFFECT FOR
FREE PRIMARY STORAGE
KLVSQ000 QUIESCE MODE
    HAS BEEN ENTERED
    FOR CARVED PRIMARY STORAGE
KLVSQ000 QUIESCE MODE
    IS IN EFFECT FOR
CARVED EXTENDED STORAGE

```

Solution: This problem occurs when excessive queue managers and other resources are being monitored and the virtual storage of the address space is exhausted. When this occurs, the agent stops monitoring because the new storage requests fail. The MINIMUM parameter controls how much virtual storage is allocated for the address space. By default, 150,000 K of virtual storage is allocated for the WebSphere MQ Monitoring agent address space. This parameter is defined in &RHILEV.&SYS..RKANPAR(KMQSYSIN):

```

MINIMUM(150000,X)

```

You can edit this number and specify an appropriate value for the parameter to better fulfill the needs of your environment. Restart the agent to activate this change. Besides changing the value for the MINIMUM parameter directly in &RHILEV.&SYS..RKANPAR(KMQSYSIN), you can also specify this value on ICAT (IBM Installation and Configuration Assistance Tool) panels when configuring the agent. Here is an example of the panel:

```

KAG61P5 ----- SPECIFY ADVANCED AGENT
  CONFIGURATION VALUES -----
COMMAND==>

```

Specify the advanced configuration options
for this Agent.

```

Enable secondary TEMS ==> N (Y, N)
Name of secondary TEMS ==> None
Enable startup console messages ==> N (Y, N)
Enable WTO messages ==> Y (Y, N)
Intervals (hh:mm):
Storage detail logging: Hours ==> 0
(0-24) Minutes ==> 60 (0-60)
Flush VSAM buffers: Hours ==> 0
(0-24) Minutes ==> 30 (0-60)
Virtual IP Address (VIP) type ==> N
(S=Static, D=Dynamic, N=None)
Minimum extended storage ==> 150000 K
Language locale ==> 1
(Press F1=Help for a list of codes)

```

Instead of using the default value, you can specify a tailored value for your environment.

Important: Specifying too much virtual storage has a negative impact on the performance of the entire system. Increase this value only when the minimum extended storage cannot fulfill your monitoring requirements.

Take Action command is not authorized for WebSphere MQ Monitoring agent on i5/OS systems

Problem: A Take Action command is not authorized for WebSphere MQ Monitoring agent on i5/OS systems.

Solution: Perform the following steps to resolve this problem:

1. Ensure that the Group profile property of WebSphere MQ Monitoring agent is specified for the QMQMADM account. If not, issue the following command to specify the Group profile property:

```
WRKUSRPRF USRPRF (KMQ)
```

2. Ensure that the Take Action account is set up to issue the Take Action commands to WebSphere MQ. For example, if you log on to Tivoli Enterprise Portal as SYSADMIN, and the WebSphere MQ Monitoring agent is configured to use the UIUSER (the parameter ACTIONACCOUNT in SET MANAGER or SET GROUP command), ensure that SYSADMIN exists as an account on the managed host.

3. Specify the Group profile property of the QMQMADM account. Issue the following command to specify the Group profile property:

```
WRKUSRPRF USRPRF (account name)
```

Message manipulation is not authorized for WebSphere MQ

Problem: After you issue a message manipulation from a Tivoli Enterprise Portal client, such as browse message description, browse message list in a specified queue, retry message, view message content, or delete message from a specified queue, the message Not Authorized is returned and displayed on the Tivoli Enterprise Portal.

Solution: This problem occurs when the message manipulation account does not have the authority to perform the manipulation. Do the following steps to solve this problem:

1. Ensure that you use the correct manipulation account. The account name is specified by the MSGACCOUNT parameter of the SET GROUP and SET MANAGER statement, and the SET QACCESS statement. For example, if you set the MSGACCOUNT parameter to USEQACCESS and you issue the command SET QACCESS NAME(*) MSGAUTHUSERS(*) - MSGACCOUNT(USER=Bob) MSGACCESS(DATA) MGRNAME(), the message manipulation account is Bob. Performing message manipulation is not authorized if you log on to the Tivoli Enterprise Portal as sysadmin or others.
2. Ensure that the account can issue the message manipulation for the specified WebSphere MQ.

Message manipulation is not allowed by MSGACCESS for WebSphere MQ

Problem: After you issue a message manipulation from a Tivoli Enterprise Portal client, such as browse message description, browse message list in a specified queue, retry message, view message content, or delete message from a specified queue, the message Not Allowed by MSGACCESS is returned and displayed on the Tivoli Enterprise Portal.

Solution: This problem occurs because the authority that is required for the message manipulation that you request does not match what is defined in the configuration file of WebSphere MQ Monitoring agent. For example, if you specify the MSGACCESS parameter as DESC in the configuration file, but you want to view the message content instead, which requires the DATA authority, the error message, Not allowed by MSGACCESS, is displayed. Ensure that you set the appropriate message manipulation authority in the configuration file.

No detailed log for WebSphere MQ Monitoring agent on an i5/OS system

Problem: There is not a detailed log for WebSphere MQ Monitoring agent on an i5/OS system after you enter the WRKOMAMQ command and select option 5 to display the OMA log.

Solution: Issue the following command to check the WebSphere MQ Monitoring agent log:

```
WRKMSG MSGQ (KMQLIB/KMSOMLOG)
```

The status icon is displayed in the wrong workspace

Problem: After a situation is triggered, the status icon is not displayed in the workspace in which the situation is created, but is displayed in a different workspace.

Solution: Associate the situation that you want to trigger with the Navigator items. In this way, the situation state is also associated with the items.

The same queue manager name is displayed twice in the workspaces

Problem: The same queue manager name is displayed twice in the workspaces of WebSphere MQ Monitoring agent when you stop or start WebSphere MQ.

Solution: Ensure that no configuration files of WebSphere MQ Monitoring agent are backed up to the *ITM_HOME/config* directory, where *ITM_HOME* is the installation directory of IBM Tivoli Monitoring.

KFWITM291E An agent configuration schema was not found

Problem: When you try to use the remote deployment or remote configuration function on Tivoli Enterprise Portal, the following error message is displayed: KFWITM291E An agent configuration schema was not found.

Solution: This problem occurs because the Tivoli Enterprise Portal Browser Client support has not been installed on the Tivoli Enterprise Portal Server. Do the following steps to resolve the problem:

1. Install the Tivoli Enterprise Portal Browser Client support on the Tivoli Enterprise Portal Server.
2. Configure the Tivoli Enterprise Portal Server again.
3. Restart the Tivoli Enterprise Portal Server.

For detailed information about how to install application support on the Tivoli Enterprise Portal Server, see *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*.

KFWITM290E An unexpected error occurred

Problem: After installing the OS agent and the WebSphere MQ Monitoring agent in different directories, an error occurs when you try to configure a WebSphere MQ Monitoring agent instance. The following message is displayed: The managed system configuration failed for the following reason: KFWITM290E An unexpected error occurred. The current task was cancelled.

Solution: Reinstall the OS agent and the WebSphere MQ Monitoring agent in the same directory.

Problem: The Tivoli Enterprise Portal displays the following error when deploying a WebSphere MQ Monitoring agent: KFWITM290E An unexpected error occurred. The Tivoli Enterprise Portal is not receiving the correct status for the deployment request.

Solution: In some cases, this error occurs even when the deployment is successful. If the agent is functioning correctly, the error can be ignored.

The Create Multinstances menu option is missing from the menu

Problem: When you try to create multiple instances of WebSphere MQ Monitoring agent, the Create MultiInstances menu option is not displayed in the menu.

Solution: Perform the following steps to fix this problem:

1. Close the **Manage Tivoli Enterprise Monitoring Services** window.
2. Open the **Manage Tivoli Enterprise Monitoring Services** window again by running the following commands:

```
cd install_dir/bin
./itmcmd managewhere install_dir is the installation directory of IBM Tivoli Monitoring.
```

Agent that is configured to monitor a remote queue manager fails to start on a Windows system

Problem: WebSphere MQ Monitoring agent that is configured to monitor a remote queue manager fails to start on a Windows system and the agent log includes the following information:

WebSphere MQ Client is not installed

Solution: This problem occurs because WebSphere MQ Client that is required for the WebSphere MQ Monitoring agent to monitor remote queue managers is not installed on the Windows system computer where the agent is running. Install WebSphere MQ Client on the computer to fix this problem. See WebSphere MQ documentation for information about how to install WebSphere MQ Client.

Agent that is configured to monitor a remote queue manager fails to start on a Linux system

Problem: WebSphere MQ Monitoring agent that is configured to monitor a remote queue manager fails to start on a Linux system and the agent log includes the following information:

```
/opt/IBM/ITM/li6243/mq/bin/kmqagent: error while loading shared libraries:
libmqlic_r.so: cannot open shared object file: No such file or directory.
```

Solution: This problem occurs because WebSphere MQ Client that is required for the WebSphere MQ Monitoring agent to monitor remote queue managers is not installed on the Linux system where the agent is running. Install WebSphere MQ Client on the computer to fix this problem. See WebSphere MQ documentation for information about how to install WebSphere MQ Client.

Agent that is configured to monitor a remote queue manager fails to start on a AIX system

Problem: WebSphere MQ Monitoring agent that is configured to monitor a remote queue manager fails to start on a AIX system and the agent log includes the following information:

```
exec(): 0509-036 Cannot load program /opt/IBM/ITM/aix513/mq/bin/kmqagent
        because of the following errors:
    0509-150    Dependent module libmqic_r.a(mqic_r.o) could not be loaded.
    0509-022 Cannot load module libmqic_r.a(mqic_r.o).
    0509-026 System error: A file or directory in the path name does not exist.
```

Solution: This problem occurs because WebSphere MQ Client that is required for the WebSphere MQ Monitoring agent to monitor remote queue managers is not installed on the AIX system where the agent is running. Install WebSphere MQ Client on the computer to fix this problem. See WebSphere MQ documentation for information about how to install WebSphere MQ Client.

The status of the remote queue manager is shown as QueueManager_Not_Available in Tivoli Enterprise Portal

Problem: The status of the remote queue manager is shown as QueueManager_Not_Available in Tivoli Enterprise Portal.

Solution: Do the following steps to fix this problem:

1. Ensure that the remote queue manager and its command server are started and running properly.
2. Ensure that the REMOTE monitoring option of the WebSphere MQ Monitoring agent that is configured to monitor the remote queue manager is set to YES.
3. Check the error logs of WebSphere MQ Client that is installed on the agent host. On Linux and AIX systems, these files are located in /var/mqm/errors, and the name of the file is AMQERR0n.LOG, where *n* is a number. On Windows systems, the name of the files is amqerr0n.log, where *n* is a number. They are located in the errors subdirectory of the WebSphere MQ Client installation directory. By default, the directory is C:\Program Files\IBM\WebSphere MQ\errors.
 - If the following error message is shown in the error log:
AMQ9202 - Remote host xxx not available, retry later.
Ensure that the listener of the remote queue manager is started and working properly. Ensure that the CONNAME attribute of the client channel definition uses the correct host name and port of the remote queue manager. Use IP address instead of host name if possible.
 - If the following error message is shown in the error log:
AMQ9520: Channel not defined remotely.
Ensure that the server connection channel with the same name as the client connection channel is defined correctly in the remote queue manager.
 - If the following error message is shown in the error log:

AMQ9541: CCSID supplied for data conversion not supported.

It indicates that the WebSphere MQ Client and the remote queue manager use different coded character set number and the conversion fails.

To correct this, you must create the MQCCSID environment variable on the WebSphere MQ Client host to override the existing configured CCSID that the host uses.

- If the WebSphere MQ Client host is running on a Windows system, do the following steps to create the MQCCSID environment variable:
 - a. Click **Start > Programs > IBM Tivoli Monitoring > Manage Tivoli Monitoring Services** to open the Manage Tivoli Enterprise Monitoring Services window.
 - b. Stop the WebSphere MQ Monitoring agent that is configured to monitor the remote queue manager.
 - c. Right-click the WebSphere MQ Monitoring agent, and click **Advanced > Edit Variables**.
 - d. Click **Add** in the window. The Add Environment Settings window is displayed.
 - e. Enter MQCCSID in the Variable field and the CCSID value that the remote queue manager uses in the Value field. You can use the following MQSC command to find out the CCSID value that is used by the remote queue manager:

```
display qmgr ccsid
```
 - f. Click **OK** twice to close the two windows and save your changes.
 - g. Start the WebSphere MQ Monitoring agent.
 - If the WebSphere MQ Client host is running on AIX or Linux systems, define the MQCCSID environment variable in the mq.ini file that is located in the *install_dir/config* directory, where *install_dir* is the directory where the agent is installed. Make sure that the definition of MQCCSID is right below the definition of MQCHLTAB, for example:

```
MQCHLLIB=$CANDLEHOME$/BINARCH$/PRODUCTCODE$/bin
MQCHLTAB=AMQCLCHL.TAB
MQCCSID=CCSID
```

where:
CCSID is the CCSID that is used by the remote queue manager.
4. Restart the WebSphere MQ Monitoring agent that is configured to monitor the remote queue manager.

How to verify the channel configuration to the remote queue manager

Problem: How to verify the channel configuration to the remote queue manager?

Solution: On the WebSphere MQ Client host, WebSphere MQ sample programs (such as amqsputc and amqsgetc) can be used to verify the channel configuration to the remote queue manager. Do the following steps to verify the channel configuration to the remote queue manager:

1. Depending on the operating system on which the WebSphere MQ Client is running, define the environment variables MQCHLLIB and MQCHLTAB:

On Windows systems,

```
MQCHLLIB=C:\IBM\ITM\taimt6
MQCHLTAB=AMQCLCHL.TAB
```

On AIX or Linux systems,

```
MQCHLLIB=/opt/IBM/ITM/aix513/mq/bin
MQCHLTAB=AMQCLCHL.TAB
```

2. Optionally, if the WebSphere MQ client and the remote queue manager use different CCSIDs, you also need to define MQCCSID, see the answer to the previous question for information about how to define the MQCCSID environment variable on Windows, AIX, and Linux systems.
3. Do the following steps to run the **amqspu**tc command:
 - a. In a command prompt, change to the directory that contains the amqspu
tc sample program. By default, the directory is /usr/mqm/samp/bin on Linux systems and Samples\Bin on Windows systems.
- b. Enter the following command:

```
amqspu
```

tc QUEUE1 qmgr
where *qmgr* is the name of the remote queue manager, and *QUEUE1* is the local queue that is defined on the remote queue manager.
- c. If the following message is displayed, the channel configuration is correct.

```
Sample AMQSPUT0 start
target qname is QUEUE1
```

Otherwise, check WebSphere MQ Client error logs to correct the problem.
- d. Press Enter to stop the program

The Oldest Msg Age, Short Term Queue Time, Long Term Queue Time, Last Get Date & Time, and Last Put Date & Time columns in the Queue Status workspace are shown as n/a or blank

Problem: The Oldest Msg Age, Short Term Queue Time, Long Term Queue Time, Last Get Date & Time, and Last Put Date & Time columns in the Queue Status workspace are shown as n/a or blank.

Solution: If the value of the Queue Monitoring column in the Queue Status workspace is **Off**, it indicates that real-time monitoring is not enabled for this queue, which leads to the fact that the values of the Oldest Msg Age, Short Term Queue Time, and Long Term Queue Time columns are n/a and the values of Last Get Date & Time and Last Put Date & Time columns are blank.

To enable real-time monitoring for a specific queue, the MONQ attribute needs to be customized at either the queue or the queue manager level. For all queues of which the MONQ attribute is specified as the default value QMGR, real-time monitoring is controlled at the queue manager level. The following example shows how to enable real-time monitoring for a local queue:

1. Run the following MQSC command to display the value of the MONQ attribute of the queue:

```
display qlocal(queue_name) monq
```
2. If the value is **OFF**, specify the value as Low, Medium or High by running the following command:

```
alter qlocal(queue_name) monq(high)
```
3. If the value is **QMGR**, change the value of the MONQ attribute of the queue manager to low, medium or high using the following command:

```
alter qmgr monq(high)
```

Tip: You do not need to restart the queue manager after these changes.

The MQI Statistics, MQ Queue Statistics, MQ Channel Statistics, Application Accounting, and Queue Accounting workspaces are blank

Problem: The MQI Statistics, MQ Queue Statistics, MQ Channel Statistics, Application Accounting, and Queue Accounting workspaces are blank.

Solution: Data in these workspaces is received from the accounting and statistics messages in two system queues of the queue manager. The queue manager needs to be configured to collect statistics and accounting messages to display data in these workspaces. For detailed instructions about how to configure the queue manager to collect statistics and accounting messages, see the WebSphere MQ manual.

The following example command is used to configure a queue manager to collect statistics and accounting messages:

```
alter qmgr ACCTMQI(ON) ACCTQ(ON) STATQ(ON) STATMQI(ON) STATCHL(HIGH)
```

where qmgr is the name of the queue manager.

For the agent, the ACCOUNTINGINFO and STATISTICSINFO monitoring options control whether the accounting and statistics data is collected and how to collect it. By default, these monitoring options are set to NO, which means accounting and statistics data is not collected. In the following example, the agent is configured to read and remove the messages from the system accounting and statistics queues:

```
SET GROUP NAME (GROUP1) -  
  DEFAULT(YES) -  
  RETAINHIST(120) -  
  COMMAND (YES) -  
  MSGACCESS(DESC) -  
  EVENTS(REMOVE) -  
  ACCOUNTINGINFO(REMOVE) -  
  STATISTICSINFO(REMOVE)
```

For more information about the ACCOUNTINGINFO and STATISTICSINFO monitoring options, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

No data is displayed in historical workspaces

Problem: No data is displayed in historical workspaces.

Solution: Check whether the corresponding real-time workspace has data. If not, follow the solution in the previous question to configure the queue manager to collect statistics and accounting messages.

If the corresponding real-time workspace has data, do the following steps to enable historical data collection:

1. Ensure that historical data collection for the corresponding attribute group is configured and started.
2. Set the HISTORY monitoring option of the WebSphere MQ Monitoring agent to YES in the PERFORM STARTMON command, for example:

```
PERFORM STARTMON SAMPINT(300) HISTORY(YES)
```
3. Restart the WebSphere MQ Monitoring agent.

The Msgs Put, Msgs Read, and Msgs Browsed column of the Queue Statistics workspace are always zero for queues that do carry workload

Problem: The Msgs Put, Msgs Read, and Msgs Browsed column of the Queue Statistics workspace are always zero for queues that do carry workload.

Solution: The Msgs Browsed column is for agent running on z/OS systems only. The value of the column is zero on distributed systems.

To enable the agent to collect the data that is displayed in the Msgs Put and Msgs Read columns, the STATISTICS monitoring option of the SET QUEUE command in the configuration file of the agent must be set to YES. In the following example, the STATISTICS monitoring option is set to YES:

```
SET QUEUE NAME(*) MGRNAME(QMGR) QDEFTYPE(PREDEFINED) STATISTICS(YES)
```

After making the change to the agent configuration file, you need to restart the agent.

The content of the Message Group Identifier column is not displayed correctly

Problem: The content of the Message Group Identifier column is displayed with abnormal strings in some views, for example, in the Recent Message Statistics view or the Current Situation Values view.

Solution: This problem occurs if the Message Group Identifier value is specified in non-string format. Use a hidden column named Message Group Identifier (Hex) to display this content correctly.

To enable the Message Group Identifier (Hex) column:

1. Right-click at the blank space in the **Recent Message Statistics** view, and click **Properties**.
2. In the Properties window, select the check box in the **Message Group Identifier (Hex)** column in the **Filters** table.
3. Click **OK**. The Message Group Identifier (Hex) column is displayed in the Recent Message Statistics view.

The WebSphere MQ Monitoring agent fails to start or stop with the error message "java.io.IOException: Not enough" displayed

Problem: The WebSphere MQ Monitoring agent fails to start or stop, and the following error message is displayed.

```
java.io.IOException: Not enough
```

Solution: Increase the swap space or reboot the system.

There is no historical data displayed in related workspaces

Problem: There is no historical data displayed in related workspaces.

Solution: This situation occurs if there is not enough disk space for the data to be stored on the system. Modify the parameters for historical data collection to ensure that there is enough disk space for data storage on the system.

Unrecognizable characters are displayed in French Windows operating systems

Problem: Unrecognizable characters are displayed in the French Windows operating systems. For example, an apostrophe is displayed as a square.

Solution: This situation occurs because of the limitation of WebSphere MQ conversion. Refer to National Language Support for WebSphere MQ to solve this problem.

Remote agent configuration fails on HP-UX Itanium systems with an error message displayed

Problem: Remote agent configuration fails on HP-UX Itanium operating systems and the following error message is displayed:

KDY0002E A Tivoli Enterprise Management Server error occurred while trying to complete the deployment request.

Solution: Issue the following commands to recreate a set of soft links for the library files that are needed by the agent:

```
ln -sf <ITMHOME>/JRE/hpi113/lib/IA64N/server/libjsig.so
<ITMHOME>/tmaitm6/hpi113/lib/libjsig.so

ln -sf <ITMHOME>/JRE/hpi113/lib/IA64N/server/libjvm.so
<ITMHOME>/tmaitm6/hpi113/lib/libjvm.so
```

The refreshed event is not displayed on the Tivoli Enterprise Portal on z/OS systems

Problem: The latest refreshed event is not displayed on the Tivoli Enterprise Portal on z/OS systems.

Solution: This situation occurs because the size of the data that is transferred between the Tivoli Enterprise Monitoring Server and Tivoli Enterprise Portal Server exceeds 8M. Use the Query Editor to specify the value of Event Date & Time in Event Log Query to limit the data query within the recent one day.

Historical data cannot be inserted into the warehouse database

Problem: Historical data cannot be inserted into the following tables in the warehouse database:

- QMMQICDET
- QMMQIMDET
- QMMQIACCT
- QMQACCT

And you can find error messages similar to the following message in the log of the WebSphere MQ Monitoring agent:

(48A2353B.0000-6:kraafira.c,746,"InsertRow") Can't allocate 16774080 bytes for sample data, UADVISOR_KMQ_QMMQIMDET <2941257106,4145021376> on KMQ.QMMQIMDET!

Solution: This problem occurs if the historical data size exceeds 16M. You can solve this problem by following the instructions in the *IBM Tivoli Monitoring Administrator's Guide, SC32-9408* to convert the history files to delimited flat files. And you can use one of the following methods to avoid this problem:

- Set the Historical Collection Interval to a larger value.
- Set the warehouse interval to the smallest possible one.

Agent deployment is not completed before the TIMEOUT expires

When running agent deployment, TIMEOUT might occur because of slow network connections or slow hardware. The agent deployment can be completed if you increase the TIMEOUT value.

Table 5. Resolutions for agent deployment that TIMEOUT

Problem	Resolution
KDY0014E message	Increase the Tivoli Enterprise Monitoring Server timeout value to 3600 seconds (TIMEOUT=3600). The default is 600 seconds. On Windows systems: <i>installation_dir</i>\CMS\KBBENV. On UNIX-based systems: <i>installation_dir</i>\host_name_ms_Tivoli Enterprise Monitoring Server_ID.config. If the problem persists after modifying the timeout value, cancel the agent deployment and deploy the agent again.
KDY1009E	Increase the OS agent timeout value to 600 seconds (TIMEOUT=600). The default is 300 seconds.
KDY1017E	On Windows systems: <i>installation_dir</i> \TMAITM6\KNTENV.
KDY1018E	On UNIX-based systems: <i>installation_dir</i> \ux.ini. On Linux systems, set it in <i>installation_dir</i> \lz.ini. The value must be set in seconds.
KDY1022E	
KDY1025E	
KDY1030E	
KDY1033E	
A system error occurs when running a tacmd command.	Increase value for the TACMD_TIMEOUT environment variable to 30 minutes. (TIMEOUT=30). The default is five minutes. On Windows systems: Enter the following command: <pre>set TACMD_TIMEOUT=30</pre> On UNIX-based systems: Enter the following command: <pre>export TACMD_TIMEOUT=30</pre>
A failure occurs when deploying an agent from the Tivoli Enterprise Portal.	The Tivoli Enterprise Portal Server times out waiting for deployment action to complete. The default timeout is 600 seconds. You can change the timeout setting to KFW_SQL1_ASYNC_NOTIFY_MAX_WAIT in kfwenv: <pre>KFW_SQL1_ASYNC_NOTIFY_MAX_WAIT=1000</pre>

Table 5. Resolutions for agent deployment that *TIMEOUT* (continued)

Problem	Resolution
KUICCN068E error when running tacmd createnode.	Increase the timeout value in seconds by adding "-o TIMEOUT=3600" to the createnode command.

Cannot conveniently monitor queue managers in the default and non-default directory on a Linux or UNIX computer

Problem: Cannot conveniently monitor queue managers in the default and non-default directory on a Linux or UNIX computer.

Solution: Install two copies of the WebSphere MQ Monitoring agent in two different directories on the computer, and use one copy to monitor queue managers in the default directory and the other copy to monitor queue managers in the non-default directory. For the copy to monitor queue managers in the non-default directory, set the AMQ_MQS_INI_LOCATION parameter in the mq.ini file to the full path of the mqs.ini file that the queue managers in the non-default directory use. The mq.ini file is in the *install_dir*/config directory, where *install_dir* is the directory that the WebSphere MQ Monitoring agent is installed.

The MQSeries Events workspace and the Event Log workspace are empty

Problem: The MQSeries® Events workspace and the Event Log workspace are empty.

Solution: When the SET EVENTQOUT statement is specified in the configuration file of the monitoring agent, and the event out queues that are specified by the statement are not defined on the monitored queue manager, the MQSeries Events workspace and the Event log workspace are empty. To solve the problem, define the required event out queues on the monitored queue manager, and restart the monitoring agent.

For more information about the SET EVENTOUT statement and required event out queues, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

Return code 4 is displayed after running a Take Action command to start multi-instance queue managers

Problem: After running a Take Action command to start a multi-instance queue manager, a return code of 4 is displayed in the Action Status dialog.

Solution: The command is completed successfully by the WebSphere MQ Monitoring agent. You can ignore this return code.

When using the `itmcmd` command to start an agent, the "WebSphere MQ Monitoring Agent started" prompt is always displayed

Problem: After running the `itmcmd agent` command to start the WebSphere MQ Monitoring agent, the following prompt is always displayed even though the agent is not started correctly.

WebSphere MQ Monitoring Agent started

Solution: If no error message is displayed or Java exception does not occur during the process, the agent is started successfully. Otherwise, fix the problem and try again.

The WebSphere MQ Monitoring Agent becomes offline unexpectedly

Problem: The WebSphere MQ Monitoring agent becomes offline in one of the following circumstances:

- You query a large amount of historical data from the Error Log workspace or other workspaces.
- The error message that contains the following similar information is found in the agent log file:

KMQMI184E Error in opening *filepath*/AMQERR02.LOG file
The high water amount of memory used is 6854556

The agent log file is in the *install_dir*/logs directory and named as *hostname_mq_nnnnnnnnnn.log*, where *install_dir* is the directory where the agent is installed, and *hostname* is the name of the host where the agent is running.

Solution: This problem occurs because the history size file occupies a large amount of the disk space. Use the `krarloff` rolloff program to convert and empty out the history data files and restart the agent. The `krarloff` program can be run either at the Tivoli Enterprise Monitoring Server or in the directory where the monitoring agent is running, from the directory in which the history files are stored. For information about how to use the `krarloff` program, see "Converting short-term history files to delimited flat files" in *IBM Tivoli Monitoring Administrator's Guide, SC32-9408*.

If you choose to collect historical data for the Error Log attribute group, to avoid this problem happening again, check the Error Log workspace periodically and take immediate actions to fix the errors that are displayed in this workspace, otherwise, the short-term historical file for Error Log grows rapidly and occupies a large amount of your disk space, which might eventually cause the agent to become offline.

WebSphere MQ Monitoring agent fails to start

Problem: The WebSphere MQ Monitoring agent fails to start on Linux or UNIX systems because it cannot find the WebSphere MQ library files that it needs. The following error messages are produced:

```
exec(): 0509-036 Cannot load program
/csapps/tivoli/itm/aix513/mq/bin/kmqagent because of the following
errors:
0509-150 Dependent module libmqm_r.a(libmqm_r.o) could not be
loaded.
0509-022 Cannot load module libmqm_r.a(libmqm_r.o).
0509-026 System error: A file or directory in the path name does
not exist.
```

Solution: Update the environment variables LIBPATH and SHLIB_PATH in the mq.ini file with the location of the 32-bit WebSphere MQ library files. You must add the location before the default directories (/usr/lib and /usr/mqm/lib). For example, if your original definitions of the LIBPATH and SHLIB_PATH environment variable are as below:

```
LIBPATH=/usr/mqm/lib:$CANDLEHOME/$BINARCH$/PRODUCTCODE$/lib:$CANDLEHOME/$ARCHI  
TECTURE$/lib:$ICCRTE_DIR$/lib  
SHLIB_PATH=$CANDLEHOME/$BINARCH$/PRODUCTCODE$/lib:$CANDLEHOME/$ARCHITECTURE$/lib:  
/lib:/usr/lib:$JAVAHOME/lib/IA64N/server/
```

Update the definitions of the LIBPATH and SHLIB_PATH environment variable as below:

```
LIBPATH=wmq_installdir/mqm/lib:/usr/mqm/lib:$CANDLEHOME/$BINARCH$/PRODUCTCODE$/l  
ib:$CANDLEHOME/$ARCHITECTURE$/lib:$ICCRTE_DIR$/lib  
SHLIB_PATH=$CANDLEHOME/$BINARCH$/PRODUCTCODE$/lib:$CANDLEHOME/$ARCHITECTURE$/lib:  
/lib:wmq_installdir/mqm/lib:/usr/lib:$JAVAHOME/lib/IA64N/server/
```

where *wmq_installdir* is the installation directory of WebSphere MQ. The default installation directory of WebSphere MQ is /opt.

Chapter 6. Troubleshooting problems with WebSphere MQ Configuration agent

The following sections list problems that you might encounter. Solutions to these problems are also provided.

- “Problems with displayed error messages”
- “Problems with updating” on page 68
- “Problems with display” on page 72
- “Miscellaneous problems” on page 74

Problems with displayed error messages

KCF0049W - The Configuration Manager did not recognize your session

Problem: The configuration manager does not recognize your session.

Solution: This might be the result of long running operations, such as discovery and update. The operations are still running. Log on to the Tivoli Enterprise Portal to check the results again.

KCF0007E message is displayed when two Tivoli Enterprise Portal users operate on the resources that directly belong to the same configuration object

Problem: When two Tivoli Enterprise Portal users operate on the resources that directly belong to the same configuration object, and the operation by one user will update the configuration tree structure (for example, creating or deleting an object), the following error message is displayed:

KCF0007E Target object is locked by another user

Solution: This problem occurs because the two users are operating the resources that belong to the same object, such as two queue managers within the same configured system group. And the operation will change the existing configuration tree hierarchy. Two solutions are available to avoid this problem:

- If you do not want to make any modification, view the resources in non-update mode.
- Move your focus to other resources that belong to a different configuration object.

Communications error, check the trace log for details

Problem: The Communications error, check the trace log for details message is displayed when trying to disinherit an object.

Solution: Complete the following procedure:

1. Restart the Tivoli Enterprise Monitoring Server.
2. In the defined or prototype view, right-click the object that you want to disinherit, and click **Show Using** in the displayed menu. A list of defined object names is displayed.

3. Select the names of the objects that you want to disinherit, right-click them, and click **disinherit** on the displayed menu.

Error KDY0005E occurs when remotely updating the WebSphere MQ Configuration agent

Problem: When you remotely update the WebSphere MQ Configuration agent version 7.0.1 fix pack 2 with the **tacmd updateAgent** command, the operation fails with the KDY0005E message displayed. The error message indicates that the mc component is not installed.

Solution: This problem happens only to WebSphere MQ Configuration agent version 7.0.1 fix pack 2. To update version 7.0.1 fix pack 2 of this agent, you must do it locally. If you are upgrading the agent, use the **tacmd addSystem** command.

Problems with updating

The following sections list problems that you might encounter when using the update function to update your defined configuration to actual configuration of WebSphere MQ. Solutions to these problems are also provided.

Update mode cannot be enabled

Problem: Update mode cannot be enabled.

Solution: Ensure that the Tivoli Enterprise Portal user ID has permission to modify the Configuration View. Ensure that the Tivoli Enterprise Portal Server and the Tivoli Enterprise Monitoring Server are both running and that they are configured correctly.

Unable to use product options in update mode

Problem: Unable to use **Long running actions** to define how long-running actions are handled.

Solution: This option has been disabled starting from version 6.0.1.

Unable to create new objects or add information to settings lists

Problem: Unable to create new objects or add information to settings lists.

Solution: Complete the following steps to solve this problem:

1. Ensure that you are in update mode.
2. Ensure that you have appropriate WebSphere MQ permissions on the object.
3. Ensure that the WebSphere MQ command server is running for the queue manager that you want to configure.

Newly discovered queue manager does not appear in the Defined View tree

Problem: A newly discovered queue manager does not appear in the Defined View tree.

Solution: Ensure that the WebSphere MQ Configuration agent is active and refresh the Defined View.

Newly discovered queue managers are shown without the associated resources in the resource group

Problem: Newly discovered queue managers are shown without the associated resources in the resource group.

Solution: The Discover feature creates only resource objects for active queue managers. To discover the resources associated with each queue manager, do one of the following procedures:

- Ensure that the queue managers are running, right-click the queue manager in the Defined View, and click **Update > Defined from Actual** for each queue manager.
- Do the following steps to discover the resources that are associated with queue managers:
 1. Delete these newly discovered queue managers from the Defined View.
 2. Disable the Discover Lite option.
 3. Refresh the Defined View.
 4. Ensure that both the queue managers and the command server are running. If they are not, do one of the following procedures to start the queue manager and the command server before running the Discover function:
 - Start the queue manager and the command server manually.
 - Open the queue manager settings list, expand the Auto Start section, and select the **Auto Start** check box. Start the command server manually.
 5. Run the Discover function.

The update defined from actual operation does not update the Defined View tree

Problem: The **Update defined from actual** operation does not update the Defined View tree.

Solution: Do the following steps:

1. Refresh the Defined View.
2. If the Defined View tree is still not updated, do the following steps:
 - Ensure that you have appropriate Tivoli Enterprise Portal user authority.
 - Ensure that the WebSphere MQ Configuration agent is active.
 - Ensure that the queue manager and the command server are both running.
3. Run the **Update defined from actual** operation again.

The update actual from defined operation does not update the configuration of WebSphere MQ

Problem: The **Update actual from defined** operation does not update the configuration of WebSphere MQ.

Solution: Do the following steps:

1. Ensure that the queue manager and the command server are running.
2. Ensure that the WebSphere MQ Configuration agent is active.
3. Ensure that the defined objects are valid by doing the followings steps:
 - a. Right-click the object that you want to validate and click **Validate**.
 - b. Make any corrections, if any, that are listed in the Discrepancy Display.

4. Run the **Update actual from defined** operation.

The updates or changes made to prototypes are not reflected

Problem: The updates or changes you have made to prototypes are not reflected.

Solution: Refresh the Defined View.

Submitted MQ command does not take effect

Problem: When you issue a command to start a channel by clicking **Action > Submit MQ Command**, you do not get a warning or an error message, but the command does not take effect.

Solution: The possible cause is that single quotes are missing from the command. To start a channel, the command to be submitted must be in the following format:

```
MQ:START CHANNEL('Channel_Name')
```

Enclose the channel name in single quotation marks.

Change to authorization settings does not take effect

Problem: You add a new authorized user for a resource by altering the Authorization settings and running **Update Actual From Defined** to apply the change; however, when you run the **dspmqaut** command to see the result, no change occurs.

Solution: Do the following steps to ensure that the **Configure WebSphere MQ Authorization** check box is selected:

1. Go to the Queue Manager settings list.
2. Expand the Auto Start section, and ensure that the **Configure WebSphere MQ Authorization** check box is selected.

This check box must be selected before WebSphere MQ Configuration agent can configure WebSphere MQ.

Failed to update a queue manager in the defined view

Problem: Either of the following two error messages is displayed when performing the update defined from actual or update actual from defined operation on a queue manager in the defined view:

```
KCF0060E Your request failed because the Configuration Agent on hostname is offline.
```

```
KCF0127E The configuration manager was unable to obtain configuration data from the agent RC=0 Reason=0
```

Solution: Do the following steps to solve this problem:

1. In the Tivoli Enterprise Portal, click **View > Workspace > Managed System Status** to open the Managed System Status table.
2. Locate the rows of which the value of the Product column is MC.
3. Compare the host name with the value of the Name column of the rows that you identified in the previous step. If it matches the value of the Name column of one row and the value of the Status column of that row is OFFLINE, start the WebSphere MQ Configuration agent to solve this problem. If it does not match any row in the table and the WebSphere MQ Configuration agent was installed through remote deployment, do the following steps to solve this problem:

- a. Go to the *install_dir*/TMAITM6 directory on the system where the WebSphere MQ Configuration agent is installed, where *install_dir* is the agent installation directory.
- b. Open the KNTENV file and search for the CTIRA_HOSTNAME parameter. If this parameter does not exist in the KNTENV file, ensure that it also does not exist in the kmcenv file that is stored in the same directory as the KNTENV file. If this parameter is defined in the KNTENV file, ensure that it is also defined in the kmcenv file and the value of CTIRA_HOSTNAME is the same as the value of CTIRA_HOSTNAME in the KNTENV file.
- c. Restart the WebSphere MQ Configuration agent.

Incorrect value in the Before column of the Audit Log

Problem: The value of the Before column in the Audit Log is blank.

Solution: When the value of the Before column in the Audit Log is blank, it indicates that it is the first time that the attribute of this object is modified after creation and the object used the system default value for this attribute before the modification.

For example, when you create a local queue in the Defined View without changing the value of the MAXMSGL attribute in the settings list, the queue inherits the attribute value from the SYSTEM.DEFAULT.LOCAL.QUEUE queue on the queue manager. When you modify the value of its MAXMSGL attribute later, an audit log entry is created and the value of its Before column is empty, which indicates that it is the first time that this attribute is modified after the queue is created and the value of this attribute is the system default value before modification.

Cannot discover queue managers in the non-default directory on a Linux or UNIX computer

Problem: Cannot discover queue managers in the non-default directory on a Linux or UNIX computer.

Solution: Install two copies of the WebSphere MQ Configuration agent in two different directories on the computer, and use one copy to configure queue managers in the default directory and the other copy to configure queue managers in the non-default directory. For the copy to configure queue managers in the non-default directory, set the AMQ_MQS_INI_LOCATION parameter in the mc.ini file to the full path of the mqs.ini file that the queue managers in the non-default directory use. The mc.ini file is in the *install_dir*/config directory, where *install_dir* is the directory that the WebSphere MQ Configuration agent is installed.

The KMC0002E error message occurs when you perform the update actual from defined operation

Problem: The following error message is displayed when you perform the update actual from defined operation on a circular logging queue manager after you modify the LOGGEREV parameter for the queue manager:

KMC0002E: Your request failed. An unanticipated Websphere MQ error has occurred.
RC=2 Reason=4005.

Solution: This situation occurs because LOGGEREV is only valid for the linear logging queue manager. Do not modify this parameter when you want to work on a circular logging queue manager.

Problems with display

The following sections list the display problems you might encounter when using WebSphere MQ Configuration agent. Solutions to these problems are also provided.

Online help is not available on UNIX or Linux systems

Problem: The online help information is not displayed after you click the **Help** button in Linux or UNIX systems.

Solution: The online help information is shown only when the browser that you configure is available.

To configure the browser, do the following steps:

1. Open the Manage Tivoli Enterprise Monitoring Services panel.
2. Right-click **Tivoli Enterprise Portal Client**, and click **Configure** from the menu.
3. In the browser path field, enter the path that provides access to Firefox, which is currently the only supported browser in Linux and UNIX systems.

Help page is not displayed

Problem: The help page is not displayed after you click **Help** in the configuration view in Tivoli Enterprise Portal on Linux system.

Solution: When this problem occurs, you are prompted to install a plugin, such as SeaMonkey. Follow the instructions on the screen to install and configure the plugin.

Scheduled action times incorrect in Tivoli Enterprise Portal

Problem: Scheduled action times displayed in Tivoli Enterprise Portal are incorrect after changing the operating system time on Windows systems.

Solution: Recycle the Tivoli Enterprise Portal. Time is displayed correctly.

Remember: Although Tivoli Enterprise Portal is not restarted after changing the operating system time, scheduled actions still occur at the correct time.

The Defined View does not show queue managers after upgrade

Problem: Queue managers are not displayed in the Defined View after upgrade. When you expand the **queue manager**, the resources that are associated with that queue manager are not displayed.

Solution: Recycle the WebSphere MQ Configuration agent and run the **Update defined from actual** operation against the queue manager.

Characters and numbers pile up on the right side of the Configuration workspace

Problem: Characters and numbers pile up on the right side of the Configuration workspace.

Solution: Try to solve this problem by maximizing the Tivoli Enterprise Portal window or re-sizing the workspace.

Configuration view is not shown

Problem: The Configuration view is not shown.

Solution: You must add the Configuration view to the Assigned View list of your Tivoli Enterprise Portal user ID before the view can be shown. Perform the following steps to add the Configuration View to the Assigned View list:

1. Open the Administrators Users window.
2. Select your user ID.
3. Click the **Navigator View** tab and add **Configuration** to the Assigned View list.

Important: If **Configuration** is not listed in either the Available Views list or the Assigned View list in the Administrator Users window, it means that the application support is not correctly installed. See *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide* for information about installing application support.

A deleted resource is still displayed in the defined view

Problem: After you have deleted a queue or channel that is part of a queue sharing group and has a QSGDISP value of GROUP, a queue or channel with the same name and the QSGDISP value COPY is still displayed in the defined view.

Solution: When you create queues or channels that are part of a queue sharing group with the QSGDISP value GROUP, two copies of the queue or channel are created. One has the QSGDISP value GROUP and the other the QSGDISP value COPY. If you delete the queue or channel that has the QSGDISP value GROUP, although both queues or channels are deleted from your WebSphere MQ environment, the queue or channel that has the QSGDISP value COPY is still displayed in the defined view in WebSphere MQ Configuration agent. To remove the queue or channel from the defined view, delete it manually in the same way as any other objects in the defined view.

The contents of the userID field is not displayed correctly

Problem: After you have issued a Take Action command of WebSphere MQ Configuration agent, the contents of the **userID** field that pertains to this record in the MQ Action Log is not displayed correctly.

Solution: This problem might occur when you issue Take Action commands of WebSphere MQ Configuration agent. The Take Action command correctly completes; you do not need to take any additional action.

The content of a field in the UserID column is not displayed correctly

Problem: The content of a field in the UserID column that corresponds to a queue manager that is created using WebSphere MQ Configuration agent is not displayed correctly.

Solution: Ensure that the **Client userid is defined at queue manager** check box in the **Auto Start** section of the queue manager's settings lists is selected and update your actual configuration from your defined configuration. If this check box is not selected, the information that is displayed in this field is not made available to Tivoli Enterprise Portal by the queue manager.

Problems with security

The following sections list the security problems you might encounter when using WebSphere MQ Configuration agent. Solutions to these problems are also provided.

Granular security does not work properly

Problem: The granular security function does not work properly. Users can perform operations that they do not have required authorities for.

Solution: When the hub Tivoli Enterprise Monitoring Server is reconfigured, information about the LDAP server is overwritten and the granular security function is disabled. If you want to enable the granular security function, see the chapter that is named Using the Granular Security function to protect resources from unauthorized access in *WebSphere MQ Configuration Agent User's Guide* SC23-7952.

Miscellaneous problems

The following sections list some miscellaneous problems that you might encounter when using WebSphere MQ Configuration agent. Solutions to these problems are also provided.

Cannot issue WebSphere MQ command from Tivoli Enterprise Portal

Problem: On AIX systems, when you issue a WebSphere MQ command to a version 7.0.1 queue manager from Tivoli Enterprise Portal, such as create, start, or stop the queue manager, the command fails. This problem occurs in the following coexistence environments:

- WebSphere MQ 7.1 and WebSphere MQ 7.0.1
- WebSphere MQ 7.5 and WebSphere MQ 7.0.1
- WebSphere MQ 7.5, WebSphere MQ 7.1, and WebSphere MQ 7.0.1

Solution: To solve this problem, do the following steps:

1. In the `mc.ini` file, make sure that the library path of the latest WebSphere MQ version is not added to the **LIBPATH** parameter value. If the library path exists, remove it from the **LIBPATH** line.
2. Issue the following commands to create required soft links in the `/usr/lib` directory:

```
ln -sf $WMQ7x/usr/mqm/lib/libmqm_r.a /usr/lib/  
ln -sf $WMQ7x/usr/mqm/lib/libmqmcs_r.a /usr/lib
```

where `$WMQ7x` is the installation path of the latest WebSphere MQ version this is installed, such as WebSphere MQ 7.5 or WebSphere MQ 7.1.

Changes made in `kmcenv` file are lost after agent reconfiguration

Problem: On Windows systems, changes that are made in the `kmcenv` file are lost after the agent is reconfigured from the Manage Tivoli Enterprise Monitoring Services window.

| **Workaround:** When you edit the kmcenv file, make the changes before the asterisk
| lines. Only the changes that are placed after the asterisk lines will be lost when the
| agent is reconfigured from the Manage Tivoli Enterprise Monitoring Services
| window.

Windows: Agent instances cannot discover queue managers simultaneously

Problem: When there are more than one WebSphere MQ Configuration agent instance running on the same Windows system, the discovery function might not be able to discover the queue managers that are managed by different agent instances simultaneously.

Solution: Run the discovery process for different agent instances one by one.

The Properties window of an object does not contain information about the properties of the object

Problem: The Properties window of an object does not contain information about the properties of the object.

Solution: The Properties window is not supported in this release. To view information about an object, click it and view its settings list on the right-side of the window.

Request cannot be processed because the Configuration Manager is shut down because of a program exception

Problem: A request cannot be processed because the Configuration Manager is shut down as a result of a program exception.

Solution: The solution applies only to a Tivoli Enterprise Monitoring Server that is running on a z/OS system. Add the following variable to the RKANPAR(KDSENV) of your HUB Tivoli Enterprise Monitoring Server to disable the Name Service Cache and restart the Tivoli Enterprise Monitoring Server:
KDS_KCF_NAME_CACHE_SIZE=0

If this problem appears on a distributed system, collect the complete log files and contact IBM Software Support.

KMC0340W A validation warning occurs when creating a new managed cluster

Problem: A validation warning occurs when you are creating a new managed cluster.

Solution:

- Review the error list, which is displayed on the Tivoli Enterprise Portal.
- Ensure that the queue managers that you intend to include in the managed cluster do not have the same first four characters in their names.

XML importing fails because kcfcfg.dtd cannot be found

Problem: XML importing fails because kcfcfg.dtd cannot be found.

Solution: Do the following steps to fix this problem:

1. Open the XML file.
2. Delete the entry `<!DOCTYPE CNFG SYSTEM "kcfcfg.dtd">`.
3. Save the change and close the XML file.
4. Import the file.

Communications error displayed in Tivoli Enterprise Portal

Problem: A communications error message is displayed in Tivoli Enterprise Portal when you are configuring the Tivoli Enterprise Portal. The message appears after you configure the configuration database to use a DB2 database with an incorrect path, and re-configure it to use the internal database.

Solution: This problem occurs only on UNIX and Linux operating systems. Navigate to the `ITM_HOME\arch\ms\lib\` directory, where `ITM_HOME` is the installation directory of IBM Tivoli Monitoring and `arch` is the architecture code of the operating system, and do one of the following procedures, depending on which operating system you are using:

- AIX: create a copy of `libkcfdummydb2.a` and name it `libdb2.a`
- HP: create a copy of `libkcfdummydb2.sl` and name it `libdb2.sl`
- Solaris: create a copy of `libkcfdummydb2.so`, name it `libdb2.so`, create a second copy of `libkcfdummydb2.so`, and name it `libdb2.so.1`
- Linux system (all versions): create a copy of `libkcfdummydb2.so`, name it `libdb2.so`, create a second copy of `libkcfdummydb2.so`, and name it `libdb2.so.1`

Running exported MQSC commands fails

Problem: An MQSC command that you export from WebSphere MQ Configuration agent fails to run.

Solution: Ensure that any line in the file containing the commands does not exceed the maximum line length for the operating system on which you are running the commands. If any line exceeds this length, open the file containing the commands and divide the commands across multiple lines that do not exceed the operating system's maximum line length. Run the commands again. The maximum line lengths for different systems are as follows:

- Windows systems, AIX, HP-UX, i5/OS, Solaris and all versions of Linux systems: 2048 characters.
- Other versions of UNIX systems and HP OpenVMS systems: 80 characters.
- Compaq NSK: 72 characters.
- z/OS systems: maximum line length of 72 characters. Although scripts are held in a fixed-format data set, with a record length of 80 characters, characters 73 through 80 are ignored.

Summarization and Pruning agent fails to run on schedule

Problem: The Summarization and Pruning agent fails to run on schedule.

Solution: If the Summarization and Pruning agent fails to run on schedule, you must rule out the following four possible causes:

- The `KSYCAT` and `KSYATR` files might be missing from the `RKANDATV` data set on the Tivoli Enterprise Monitoring Server on a z/OS system.
- The `UADVISOR_KSY_ENABLE` situation might not have started on the Tivoli Enterprise Monitoring Server. Search for `UADVISOR_KSY_ENABLE` in the

RKLVLOG log for the Tivoli Enterprise Monitoring Server, turn it on if UADVISOR_KSY_ENABLE is not present.

- The Tivoli Enterprise Portal Server to which the Summarization and Pruning agent is connected might be stopped.
- The connections to IBM Tivoli Monitoring warehouse using ODBC (System DSN) and to Tivoli Data Warehouse database using JDBC might not be available.

A queue manager fails to start

Problem: A queue manager fails to start.

Solution: Use the strmqm MQSC command to start the queue manager. If you see the following error messages:

```
AMQ8041:The queue manager cannot be restarted or deleted because processes that
were previously connected are still running.
Process XXXXXXX is still running.
AMQ7018:The queue manager operation cannot be completed.
```

where XXXXXXX is a process ID and the process that corresponds to the process ID is kmccmq1, do one of the following steps to fix this problem:

- Upgrade your WebSphere MQ to version 7.0.1 or later, and then start the queue manager.
- Stop the kmccmq1 process and then start the queue manager.

An error occurs when configuring a queue on a multi-instance queue manager

Problem: The following error message is displayed when trying to configure a queue manager on a multi-instance queue manager:

```
Could not locate Queue Manager in configuration database
```

Solution: Check whether the queue manager that the queue belongs to has been discovered in the configuration database. If no, discover it. If yes, ensure that the CTIRA_HOSTNAME environment variable is defined in the mq.ini and mc.ini file, and its value in the mq.ini file is the same as the one in the mc.ini file.

Cannot log on to Tivoli Enterprise Portal after configuring Tivoli Enterprise Portal Server to connect to a Tivoli Enterprise Monitoring Server on a z/OS system

Problem: Cannot log on to Tivoli Enterprise Portal after configuring Tivoli Enterprise Portal Server to connect to a Tivoli Enterprise Monitoring Server on a z/OS system.

Solution: Set USE_EGG1_FLAG=Y in the environment file of the Tivoli Enterprise Portal Server.

When using remote configuration to discover a remote queue manager, nothing was discovered

Problem: When using remote configuration to discover a remote queue manager, nothing was discovered

Solution:

1. Ensure that the listener and bidirectional channels are running properly on the remote and local queue manager.

2. Ensure that the name that XMITQ specifies is the same as the remote queue manager, otherwise, you might get error messages about an unknown remote queue manager.
3. Set `KMC_REMOTE_CONFIG_USER_NAME=$USER_ID` in the agent ENV file. Ensure that this user ID exists, it does not contain the 'z' character, and has the required authority to access corresponding WebSphere MQ resources.
4. If the MQRC 2080 message occurs, check the CCSID of remote and local queue managers. Ensure that you have proper conversion table for these two CCSIDs.

The system type and WebSphere MQ version are not displayed properly

Problem: After creating a queue manager in the defined view and using the discovering new resources function to discover all the resources under it, the system type and WebSphere MQ version are not displayed properly.

Solution: You must use the update defined from actual function to refresh the system type of the queue manager and WebSphere MQ version. Wrong information for system type and MQ version causes validation to fail. Discovering new resources and updating defined from actual are available in WebSphere MQ Configuration agent. The difference between these two functions is that discovering new resources only refreshes the resources under the queue manager, while updating defined from actual not only refreshes the resources under the queue manager, but also refreshes the attributes of the queue manager, among which are system type and WebSphere MQ version information.

An unwanted object is generated after importing a resource group which is derived from an object in the prototype view

Problem: After modifying the attributes of the copied resource group that is derived from the object in the prototype view, an unwanted object that has the same attributes as the original copied resource group is generated after importing the copied resource group with modified attributes.

Solution: You can delete the unwanted object.

A resource created in WebSphere MQ Configuration agent failed to pass validation

Problem: A resource created in WebSphere MQ Configuration agent failed to pass validation.

Solution: When you create certain resources in WebSphere MQ, some IBM-provided resources and attributes are created by default to ensure that the common function is ready for these resources. However, these resources and attributes are not created when you create a resource directly in WebSphere MQ Configuration agent, therefore, it fails to pass the validation. If you want to create certain resources in WebSphere MQ Configuration agent such as a queue manager, you can drag a predefined prototype from the Prototype View to create it.

Scheduled actions failed with the error message KCF0007E Target object is locked by another user

Problem: Scheduled actions failed with the error message: KCF0007E Target object is locked by another user.

Solution: After a scheduled action on a resource is created, the scheduled action is in the state of waiting to run. If you view these resources in update mode, this error occurs. Two solutions are available to fix this problem:

- View these resources in non-update mode.
- Move your focus to other resources instead of the resources with scheduled actions.

Scheduled actions are not performed on time

Problem: Scheduled actions are performed later than the time at which they are scheduled to be performed.

Solution: The system checks scheduled actions every 5 minutes and performs all scheduled actions that have become ready to run in the past 5 minutes. Therefore, there is a delay of up to 5 minutes between the time at which an action is scheduled to be performed, and the time at which it is actually performed.

"KCF0009E The target object [object] has been altered" message is displayed repeatedly when viewing discrepancies

Problem: When viewing discrepancies, a window is displayed containing the message KCF0009E The target object [object] has been altered. A refresh of the object is suggested. Where [object] is an object type. If this message is still displayed after clicking the refresh option, an action affecting the object might have been scheduled with a last start time that has not yet expired.

Solution: Do one of the following actions:

- Exit update mode before you view discrepancies. Messages stating that the object has been altered are no longer displayed.
- Identify the scheduled action that affects the object, and view discrepancies after the last start time of the scheduled action.

The description set in prototype was not inherited after dragging from prototype to defined view

Problem: The description set in prototype was not inherited after dragging from prototype to defined view.

Solution: If you want the description set in a prototype to be inherited after dragging a prototype from prototype view to defined view, you need to set the description in the Manager tab page instead of the Prototype tab page.

Object description of actual WebSphere MQ object is incorrect

Problem: The description of an object that has been deployed to the actual WebSphere MQ environment is not correct. This may lead to other problem such as a discrepancy between actual and defined description fields being displayed when viewing discrepancies.

Solution: Do not use the !, [,], ^ and | characters in object descriptions. Remove any of these characters that appear in the object description in the defined view and perform an update operation to update the object in your environment.

Click Base Object and Open Settings for Base Object options do not open a cluster queue manager's prototype

Problem: When you right-click a cluster queue manager and click **Select Base Object**, another object in the defined view is selected instead of the prototype from which the object was created. When you click **Open Settings for Base Object**, the settings of another object in the defined view are opened.

Solution: Cluster queue managers are created from other queue managers in the defined view, not directly from prototypes. The base object of a cluster queue manager is the queue manager in the defined view from which it was created. Therefore, when you click **Select Base Object** or **Open Settings for Base Object**, the object in the defined view is selected or its settings list opened. If the base object of the cluster queue manager was created from a prototype, you can select the option again to display information about the prototype.

Scheduled action is performed too frequently

Problem: A scheduled action is performed more frequently than specified in the schedule.

Solution: This happens when a scheduled action is scheduled to begin at a time before the time the scheduled action is created. If you do not want an action to be repeated in this way, schedule actions to begin at a time after it is created.

Scheduled action is not performed on time after the system time or time zone of the monitoring agent is reset

Problem: A scheduled action is not performed on time at which it is scheduled to be performed after the system time or time zone of the monitoring agent is reset.

Solution: Stop both WebSphere MQ and WebSphere MQ Configuration agent before resetting the system time or time zone and restart them with at least one minute pause.

KFWITM290E An unexpected error occurred

Problem: After you install the OS agent and WebSphere MQ Configuration agent in different directories, an error occurs when you try to configure a WebSphere MQ Configuration agent instance. The following message is displayed: The managed system configuration failed for the following reason: KFWITM290E An unexpected error occurred. The current task was cancelled.

Solution: Reinstall the OS agent and the WebSphere MQ Configuration agent in the same directory.

Problem: The Tivoli Enterprise Portal displays the following error when you deploy a WebSphere MQ Configuration agent: KFWITM290E An unexpected error occurred. The Tivoli Enterprise Portal is not receiving the correct status for the deployment request.

Solution: In some cases, this error is generated even when the deployment is successful. If the agent is functioning correctly after the error is shown, it can be ignored.

The application support of the WebSphere MQ Configuration agent cannot start up after you configured the configuration database on UNIX and Linux operating systems

Problem: The application support of the WebSphere MQ Configuration agent cannot start up after you configured configuration database to use a DB2 database for the application support.

Solution: This situation occurs if you are using a 64-bit version of DB2 and cannot create a 32-bit database instance for the configuration database. Perform the following steps to solve the problem:

1. Open the `ms.ini` file in the `install_dir/config` directory, where `install_dir` is the directory in which the agent is installed. Edit the following environment variables to ensure that `$DB2HOME$/lib32` is included in the string of parameters in the following environment variables in the `ms.ini` file :
 - `LD_LIBRARY_PATH`
 - `LIBPATH`
 - `SHLIB_PATH`
2. Navigate to the `install_dir\arch\ms\lib\` directory, where `install_dir` is the directory in which the agent is installed and `arch` is the architecture code of the operating system, and do one of the following procedures, depending on which operating system you are using:
 - AIX: create a copy of the `libkcfdummydb2.a` file, and name the copy `libdb2.a`
 - HP: create a copy of the `libkcfdummydb2.sl` file, and name the copy `libdb2.sl`
 - Solaris: create a copy of the `libkcfdummydb2.so` file, name the copy `libdb2.so`; create a second copy, and name the copy `libdb2.so.1`
 - Linux system (all versions): ensure that the `libdb2.so` file and the `libdb2.so.1` file do not exist in this directory

The Discover, Discover new resource, or View discrepancies operation fails after a remote Tivoli Enterprise Monitoring Server is restarted

Problem: The WebSphere MQ Configuration agent is configured to connect to a remote Tivoli Enterprise Monitoring Server. After the remote server is restarted, either of the following error messages is displayed when you perform the Discover operation on a configured system group or when you perform the Discover new resource or View discrepancies operation on a queue manager in the defined view:

KCF0053E Your request failed because the configuration Manager was unable to open an internal SQL request

KCF0128E Your request failed because the Configuration Manager was unable to open an internal SQL request RC=@1 Reason=@2

KCF0060E Your request failed because the Configuration Agent *agent* is offline

Solution: After the remote server is restarted, the WebSphere MQ Configuration agent tries to reconnect to the server and it takes time. Wait for a few minutes, and try the failed operation again.

WebSphere MQ Configuration agent or WebSphere Message Broker Monitoring agent fails to start on Solaris 10 systems

Problem: WebSphere MQ Configuration agent or WebSphere Message Broker Monitoring agent fails to start on Solaris 10 systems.

Solution: Install the Solaris 10 recommended Patch Cluster that is available from Sun.

Chapter 7. Troubleshooting problems with WebSphere Message Broker Monitoring agent

This chapter provides information that is useful to help determine what caused the problem.

Problems with WebSphere Message Broker Monitoring agent

The sections list problems that might occur when using WebSphere Message Broker Monitoring agent. Solutions to these problems are also provided.

Important KQI logs are lost

Problem: Some important logs, such as *-01.log and *-02.log, are lost after KQI agents run for some time.

Solution: Follow the procedure in the topic Setting RAS trace parameters in Knowledge Center (https://www-01.ibm.com/support/knowledgecenter/SSTFXA_6.3.0/com.ibm.itm.doc_6.3/oswin/pd_appendix_ras.htm) to set RAS trace parameters for generating logs.

Solaris systems: Cannot monitor the broker when only WMB 9 version (WMB 9.0.0.0) is installed

Problem: On the Solaris systems, when the latest WMB version that is installed on the solaris system is 9.0.0.0, the KQI agent fails to monitor the broker.

Solution: Install the WMB 9.0.0.1.

Cannot monitor brokers version 8 and 9 together on 64-bit Windows systems

Problem: On 64-bit Windows systems, a 64-bit agent instance cannot monitor brokers version 8 and 9 at the same time.

Solution: This is a limitation of 64-bit agent running on Windows systems. To solve this problem, use a 32-bit agent to monitor different versions of brokers on a 64-bit Windows system.

Agent cannot start in WebSphere MQ coexistence environment

Problem: On a Linux or UNIX system, the agent cannot be started in a coexistence environment of WebSphere MQ 7.0.1 and later versions.

Solution: After the installation of WebSphere MQ 7.1 or later versions in your environment, you must specify the library path of WebSphere MQ to the following variables in the `qi.ini` file and then restart the agent. Otherwise, some shared libraries cannot be loaded for the agent to start.

- Linux/Solaris/HP-UX: Add `$WMQINSTALL/lib/compat:` to the beginning of the `LD_LIBRARY_PATH` value.
- AIX: Add `$WMQINSTALL/lib:` to the beginning of the `LIBPATH` value.

where `WMQINSTALL` is the installation path of WebSphere MQ 7.1 or later.

For more information about setting the library path of WebSphere MQ 7.1 or later on various operating systems, see *Installation and Setup Guide*.

Windows systems: Agent becomes offline after WebSphere MQ upgrade

Problem: The WebSphere Message Broker Monitoring agent becomes offline and cannot be started after WebSphere MQ is upgraded.

Solution: The upgrade of WebSphere MQ removes the existing WebSphere MQ installation path from the `PATH` system variable. For the monitoring agent to work with WebSphere MQ, you must add the WebSphere MQ installation path to the `PATH` system variable after the upgrade.

Problems caused by managed system name change

A change to any of the following values can cause the change of the managed system name that is associated with the WebSphere Message Broker Monitoring agent:

- The agent ID
- Name of the broker
- Alias name of the broker
- Value of the `CTIRA_HOSTNAME` environment variable

The managed system name change might cause the following problems:

- Situation does not work if the situation is distributed by the managed system.
- Historical data collection does not work for the given broker if the historical collection is distributed by the managed system.
- Tivoli Enterprise Portal navigator is changed depending on which part of the managed system name is changed. The previous managed system node is displayed as offline, which might trigger alarms, until the node is deleted.
- Data correlation is broken in Tivoli Common Reporting. Duplicated broker names might be displayed for the broker name selection when you set parameters for reports.

Best practice is to set these values that affect a managed system node name prior to doing any further configurations, such as situations and historical configuration. If you have to make this change after other configuration is done, redo other configurations. For the Tivoli Common Reporting problem, wait until the old managed system name rolls out of the warehouse over time.

Cannot start a version 8.0 broker with Take Action command

When both the following two situations apply to your environment, you cannot start the broker of the earliest version with the Take Action command from Tivoli Enterprise Portal:

- Multiple releases or modifications of WebSphere Message Broker version 8 are installed on the same system.
- One or more brokers are using the queue manager whose version is WebSphere MQ 7.1 or later.

For example, there are a version 8.0.0.0 broker , a version 8.0.0.1 broker, and a version 8.0.0.2 broker installed on the same system. The queue manager that is used by the version 8.0.0.0 broker is WebSphere MQ 7.0.1. The queue manager used by the version 8.0.0.1 broker is WebSphere MQ 7.1. The queue manager used by the version 8.0.0.2 broker is WebSphere MQ 7.5. In this environment, the higher version mqsiprofile command is used by the agent, which cannot be used to start the version 8.0.0.0 broker.

This problem is a known limitation. Although you cannot start the broker from the portal, you can still start it from WebSphere Message Broker command console. All the other monitoring functions are not affected by this limitation.

Cannot monitor multiple brokers with one agent instance (z/OS systems)

On z/OS systems, it is a known limitation that WebSphere Message Broker Monitoring agent cannot connect to the appropriate queue manager for broker monitoring in some circumstances. This problem happens when an agent instance is configured to monitor multiple brokers of the same version that use different versions of queue managers. After the agent has used one version of the mqsiprofile command to monitor a broker, it cannot switch to another version for monitoring another broker.

To solve this problem, make sure that the brokers monitored by one agent instance are the same version and use the same version of queue managers.

The WebSphere Message Broker Monitoring agent cannot be stopped on z/OS systems

Problem: The WebSphere Message Broker Monitoring agent cannot be stopped on a z/OS system.

Solution: Use one of the following methods to stop the agent:

- Issue another **STOP (/P)** command to request an immediate shutdown.
- Add the **KQI_SHUTDOWN_WAIT_LIMIT** parameter to the RKANPARU(KQIENV) member. Use this parameter to specify the length of time that the agent waits for all threads to end during agent shutdown. If the specified time runs out, the agent forcibly terminates all the pending threads so that the shutdown process can proceed. The syntax of this parameter is as follows, where *nnn* is the length of time in seconds:

```
KQI_SHUTDOWN_WAIT_LIMIT=nnn
```

For example, KQI_SHUTDOWN_WAIT_LIMIT=60 specifies the agent will wait no more than 1 minute for all the agent threads to end.

Message flow statistical data is insufficient in Statistics workspaces

Problem: Statistical data about some message flows is missing from Statistics workspaces, even if the CandleMonitor node has been deployed appropriately. You might encounter the following problems in the related workspaces:

- In the Monitor Node Broker Statistics workspace, data from one or more message flows is not present.
- After the broker is restarted, message flow data is changed unexpectedly. Some message flow data that was previously missing is now displayed, and some message flow data that existed before is missing. The number of missing message flows is the same before and after the broker is restarted.
- Some statistical attribute value is smaller than it should be, such as Monitored Msg Flows.

Solution: This problem occurs because the shared memory size is not enough for all the monitored message flows in one broker. To solve this problem, change the configuration variable of the CandleMonitor node, **KQIMemorySize**, to a larger value. For detailed instructions about how to change the configuration variable value, see the section about how to customize a CandleMonitor node in *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere Message Broker Monitoring Agent User's Guide*.

To estimate an appropriate memory size value, use the following formula:

$$\text{KQIMemorySize} \geq 160 + 56 \times \text{EG} + 52 \times \text{MsgFlw} + 230 \times \text{Node} + 2 \times (\text{BrkrNameLength} + \text{SumofEGNameLength} + \text{SumofMsgFlwNameLength} + \text{SumofNodeNameLength} + \text{SumofNodeSubflowNameLength}) \text{ bytes}$$

where:

- EG is the total number of all execution groups in the broker.
- MsgFlw is the total number of all message flows for all execution groups.
- Node is the total number of all the CandleMonitor nodes in the broker.
- BrkrNameLength is the length of the broker name.
- SumofEGNameLength is the length sum of all the execution group names.
- SumofMsgFlwNameLength is the length sum of all the message flow names.
- SumofNodeNameLength is the length sum of all the CandleMonitor node names.
- SumofNodeSubflowNameLength is the length sum of all the associated subflow names with a CandleMonitor node. If a CandleMonitor node does not have the subFlowName attribute set, this value is 0.

Remember:

- The **KQIMemorySize** variable applies to each broker in the system. The formula listed here is used to calculate for one broker. Use the formula to calculate memory size for each broker, and then set the **KQIMemorySize** variable to the maximum value found in the calculations.
- The memory size that is calculated using this formula is the minimal size of required memory, extra memory is needed for future configuration changes.

Cannot get event summary on OMNIbus

Problem: Event summary is not displayed on OMNIbus and agent specific attributes are not included in the OMNIbus log file with the event.

Solution: This problem occurs because a wrong event mapping is used when situation events are mapped to event integration facility (EIF) events. To avoid this problem, do not click **EIF Slot Customization** when you configure situation event forwarding. If you want to create a custom event mapping, use one of the following methods to create a correct event mapping in the EIF Slot Customization editor:

- Select the **Map all attributes** check box to specify that all event attributes are mapped to EIF event slots. A default message slot is generated as the event summary.
- Create the fully customized message slot and event mapping with the editor and make sure that your customization is correct.
- Delete the user-defined mapping by clicking **Delete map** to use the event mapping files that are provided with the monitoring agent.

For instructions on how to create a situation and configure the situation event to be forwarded to an EIF receiver, see *IBM Tivoli Monitoring Tivoli Enterprise Portal User's Guide, SC32-9409*.

The agent cannot collect some broker data after restart (z/OS systems)

Problem: On z/OS systems, after the WebSphere Message Broker Monitoring agent is restarted, the agent cannot collect data for all brokers and some broker data is lost.

Solution: This problem might happen when the WebSphere Message Broker Monitoring agent is stopped by using the **CANCEL (C)** command. To solve this problem, use the **STOP (P)** command to stop the agent and restart it.

Always use the **STOP (P)** command to stop an agent. Use the **CANCEL (C)** command only if the **STOP (P)** command fails. If you use the **CANCEL** command directly, the agent might fail to clean up all the held resources and fail to collect data for some brokers at next start.

More retained data is displayed in snapshot accounting workspaces

Problem: The number of rows that are displayed in recent snapshot accounting tables is larger than the **defaultRetainRecentSnapshotSamples** value.

Explanation: This situation is normal in the following circumstances:

- The extra rows are less than four. It is because the broker publishes snapshot accounting data every 20 seconds and the WebSphere Message Broker Monitoring agent checks and cleans the retained data every 60 seconds.
- You stay in one of the accounting workspaces and the workspace is refreshed frequently either automatically or manually, the retained data cannot be cleaned up and the WebSphere Message Broker Monitoring agent will return more data in the workspace after each refresh.
- The **holdTimeForQuery** parameter is set to determine for how long the WebSphere Message Broker Monitoring agent retains the accounting data. If you

refresh the accounting workspace more frequently than the interval specified by the **holdTimeForQuery** parameter, all retained data remains in the workspace and cannot be cleaned up.

For more information about retained accounting data, see the section that introduces accounting workspaces in the *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere Message Broker Monitoring Agent User's Guide*.

The deployed agent instance cannot be started after remote deployment

Problem: After remote deployment on a Windows system, the deployed WebSphere Message Broker Monitoring agent instance cannot be started automatically. The primary agent instance is started instead.

Workaround: Use the Agent Management Services that is provided by the OS agent running on the system where you deployed the WebSphere Message Broker Monitoring agent to start the appropriate instance manually. To do this, perform the following steps:

1. Log on to Tivoli Enterprise Portal.
2. Go to the Agent Management Services workspace of the OS agent.
3. In the Agents' Management Status table, right-click WebSphere Message Broker Monitoring agent and click **Take Action > AMS Start Management**. Put the WebSphere Message Broker Monitoring agent under the management of Agent Management Services, which provides the autorestart capability.
4. In the Agents' Runtime Status table, right-click the agent instance and click **Take Action > AMS Start Agent Instance** to start the instance.

z/OS systems: "Cannot allocate 8383860 bytes for sample data" in the agent log

Problem: The following error is recorded in the agent log. This error might be recorded more than once in the log.

Cannot allocate 8383860 bytes for sample data

Solution: This error occurs because the required memory exceeds the value that is specified by the LIMIT attribute. The value 8383860 equals 2^{23} , which is the default value of the LIMIT attribute. To avoid this error, modify hilev.RKANPARU(KQISYSIN) to increase the LIMIT attribute value. For example, change LIMIT(23,X) to LIMIT(24,X). After that, restart the WebSphere Message Broker Monitoring agent.

JMSReceive and MQJMSTransform nodes are not displayed in message flow topology

Problem: The JMSReceive and MQJMSTransform nodes are not displayed in the message flow topology. This problem occurs when you use the WebSphere Message Broker Monitoring agent to monitor WebSphere Message Broker V8.

Solution: This problem is caused by WebSphere Message Broker V8. To fix this problem, apply WebSphere Message Broker Fix Pack 8.0.0.1 or later.

WebSphere Message Broker Monitoring agent fails to start

Problem: The WebSphere Message Broker Monitoring agent fails to start, and the following error message is contained in the log of the agent:

```
../kqiagent : error while loading shared libraries: <library name>:  
cannot open shared object file: No such file or directory
```

Solution: The WebSphere Message Broker Monitoring agent fails to start because certain links are incorrect. Do the following steps to fix this problem:

Remember: You need root authority to define these links.

1. Check whether the links in the /opt/mqm/lib directory point to the 3.3 GNU-compiler-built versions of libraries provided by IBM. If these links point to other GNU versions of libraries, you need to redefine the links as follows:

```
ln -sf /opt/mqm/lib/3.3/libimqb23gl_r.so /opt/mqm/lib/libimqb23gl_r.so ln  
-sf /opt/mqm/lib/3.3/libimqb23gl.so /opt/mqm/lib/libimqb23gl.so
```

2. Check whether the libstdc++-libc6.1-2.so.3 file exists in the /usr/lib directory. If not, define the following link:

```
ln -s /usr/lib/libstdc++-3-libc6.2-2-2.10.0.so /usr/lib/libstdc++-libc6.1-2  
.so.3
```

Remember: You might need to substitute libstdc++-3-libc6.2-2-2.10.0.so for another library name available in your /usr/lib directory.

Tivoli Enterprise Portal stops responding after issuing take action command

Problem: After issuing a Take Action command, the Tivoli Enterprise Portal client stops responding.

Solution: If the monitored message broker is not responding, Tivoli Enterprise Portal also stops responding after a Take Action command is issued. Check the status of the monitored message broker to determine why it is not responding, and solve the problem. After the message broker processes the Take Action command, Tivoli Enterprise Portal starts responding again.

Conflict caused by multiple instances monitoring the same broker

Problem: After the system is restarted, conflict occurs if there are more than one WebSphere Message Broker Monitoring agent instance monitor one broker.

Solution:

1. Stop the agent instances that monitor the broker.
2. Do the following tasks if the persistent broker data is enabled:
 - Open the Message Broker Toolkit and delete the \$SYS/Broker/broker_label/# subscription.
 - Delete the reply queue that is used by the WebSphere Message Broker Monitoring agent to store persistent data.
3. Restart the instance that you need for monitoring the broker.

Broker data is displayed unsynchronized in Tivoli Enterprise Portal

Problem: Broker data is displayed unsynchronized in Tivoli Enterprise Portal. This includes the data in the Broker Information, Execution Group Information, Message Flow Information, Message Processing Node Information, Neighbors, Subscriptions, Retained Publication and ACL Entries.

Solution: Run the QI Refresh Broker Data take action command to refresh all broker data.

The kqipnode.lil soft link or the kqipnode64.lil soft link cannot be loaded and error messages are contained in the system log

Problem: An error message stating that the soft link, kqipnode32.lil or kqipnode64.lil, cannot be loaded is contained in the system log.

Solution: These errors messages occur when the 32-bit kqipnode32.lil soft link cannot be loaded on 64-bit systems and the 64-bit kqipnode64.lil soft link cannot be loaded on 32-bit systems. These do not detrimentally affect any part of the environment. To solve the problem, complete the following procedure:

- If the WebSphere Message Broker Monitoring agent is running on a 64-bit system, navigate to the *Broker_HOME/lil* directory, where *Broker_HOME* is the WebSphere message broker installation directory and delete the kqipnode32.lil soft link.
- If the WebSphere Message Broker Monitoring agent is running on a 32-bit system, navigate to the *Broker_HOME/lil* directory, where *Broker_HOME* is the WebSphere message broker installation directory and delete the kqipnode64.lil soft link.

WebSphere Message Broker errors messages are contained in message broker log

Problem: Error messages similar to the following one are contained in the system log:

```
A problem was detected with WebSphere MQ while issuing MQOPEN for WebSphere
MQ queue 'KQI.AGENT.REPLY.QUEUE', WebSphere MQ queue manager 'P1BROK01'.
MQCC=2, MQRC=2085. : P1BROK01.agent: /build/S600_P/src/AdminAgent/
ImbQueue.cpp: 224: ImbQueue::open: :
```

Where the KQI.AGENT.REPLY.QUEUE reply queue and the P1BROK01 broker might have different values.

Solution: If the WebSphere Message Broker Monitoring agent stops abnormally when persistent broker data is disabled, error messages might be written to the message broker log; however, the agent continues to operate correctly. To stop such error messages from being generated, you can use the Message Broker Toolkit to delete the `$SYS/Broker/<broker_label>/#` subscription before restarting the agent.

Excessively large number of error messages in the trace log

Problem: A very large number of the following error messages are contained in the trace log:

Unable to open Metafile <C:\ibm\TEMA\TMAITM6\logs\KQITASND.hdr>

Solution: This occurs in certain situations, and does not indicate a problem in your environment. You can ignore these messages.

A Take Action command to start or stop a broker component fails

Problem: A Take Action command that is issued from WebSphere Message Broker Monitoring agent to start or stop a broker component fails.

Solution: You must use the broker service ID to start or stop the broker components. For example, if you create the broker using the following command:

```
mqsicreatebroker BrokerName
-i ServiceUserID
-a ServicePassword
-q QueueManagerName
-n DataSourceName
-u DataSourceUserID
-p DataSourcePassword
```

where *ServiceUserID* is your service user ID, you must start or stop the broker components with the same ID.

WebSphere Message Broker Monitoring agent is displayed under a wrong node in the navigator view on z/OS systems

Problem: After you change the SAff ID and restart the z/OS system, the WebSphere Message Broker Monitoring agent is displayed under the old host node instead of the new one in the Navigator view.

Solution: Do the following steps:

1. Stop the WebSphere Message Broker Monitoring agent.
2. Remove the WebSphere Message Broker Monitoring agent from the Navigator view in the Tivoli Enterprise Portal:
 - a. Select **Enterprise** in the navigator view, and right-click it.
 - b. Click **Workspace > Managed System Status**.
 - c. In the Managed System Status panel, select the WebSphere Message Broker Monitoring agent, and right-click it.
 - d. Click **Clear Offline Entry**.
3. Restart the WebSphere Message Broker Monitoring agent.

Brokers on 64-bit operating systems are not started successfully by the Take Action command

Problem: Brokers on 64-bit operating systems are not started successfully by the Take Action command.

Solution: Brokers on 64-bit operating systems might not be started successfully by the Take Action command because the WebSphere Message Broker Monitoring agent cannot get the proper database resource. To solve this problem, do the following steps before issuing the Take Action command:

1. Open the *qi.ini* file in the *install_dir/config* directory, where *install_dir* is the full path of the agent installation directory.

2. For AIX systems, append the path, *DB2_install_dir/lib64:DB2_install_dir/lib32*, to the line that contains the `$LIBPATH` parameter. For HP, Solaris or Linux systems, and append the path, *DB2_install_dir/lib64:DB2_install_dir/lib32*, to the line that contains the `$LD_LIBRARY_PATH` parameter. *DB2_install_dir* is the DB2 installation directory.
3. Define two environment variables, `ODBCINI` and `ODBCINI32`, in the `mqsiprofile` file of WebSphere Message Broker.
4. Recycle the WebSphere Message Broker Monitoring agent.

KFWITM290E An unexpected error occurs

Problem: After you have installed the OS agent and the WebSphere Message Broker Monitoring agent in different directories, an error occurs when you try to remotely configure a WebSphere Message Broker Monitoring agent instance. And the following message is displayed: The managed system configuration failed for the following reason: KFWITM290E An unexpected error occurred. The current task was cancelled.

Solution: Reinstall the OS agent and the WebSphere Message Broker Monitoring agent in the same directory.

Problem: The Tivoli Enterprise Portal displays the following error when you remotely deploy a WebSphere Message Broker Monitoring agent: KFWITM290E An unexpected error occurred. The Tivoli Enterprise Portal is not receiving the correct status for the deployment request.

Solution: In some cases, this error is generated even when the deployment is successful. If the agent is functioning correctly after the error is displayed, you can ignore the message.

The broker and the CandleMonitor node do not work properly on AIX systems

Problem: The broker and the CandleMonitor node do not work properly on AIX systems. For example, the WebSphere Message Broker Monitoring agent stops unexpectedly when you deploy the message flow with CandleMonitor nodes to a broker.

Solution: This problem occurs when the WebSphere Message Broker runs short of process address space. Enabling the shared memory on AIX systems solves the problem. To enable the shared memory on AIX systems, do the following steps:

1. Stop the broker by running the following command, where *broker* is the name of your broker:
`mqsistop broker`
2. Run the following command to ensure that the broker runs in an environment with the extended memory variable exported:
`export EXTSHM=ON`
3. Restart the broker using the following command, where *broker* is the name of your broker:
`mqsistart broker`
4. On the DB2 server, ensure that the shared memory support is turned on.

There is no Historical Snapshot data displayed in related workspaces

Problem: There is no Historical Snapshot data displayed in related workspaces, and you can find the error message that is similar to the following message in the log of the WebSphere Message Broker Monitoring agent:

```
(0B43-F0E039BB:kraafira.cpp,660,"InsertRow") can't allocate 8392320 bytes for
sample data UADVISO_R_KQI_KQITASTR <170919313,57673673> on KQI.KQITASTR" or
"(0000-F0A0AACB:kraafira.cpp,756,"InsertRow") Can't allocate 8392320 bytes
for sample data, <550503971,185599793> on KPX.READHIST
```

Solution: You can solve this problem by following the instructions in the *IBM Tivoli Monitoring Administrator's Guide* to convert the history files to delimited flat files. And you can use one of the following methods to avoid this problem:

- Avoid setting the defaultHistoricalAccountingType parameter to Snapshot or All. (This method is only effective for the KQITASMF, KQITASTH, KQITASND, and KQITASND tables.)
- Set the Historical Collection Interval parameter to a larger value.
- Set the warehouse interval to the smallest possible one.

WebSphere Message Broker Monitoring agent does not start automatically after configuration or remote deployment

Problem: The WebSphere Message Broker Monitoring agent does not start automatically after it is configured or remotely deployed.

Solution: This situation occurs when the OS agent user ID does not belong to the security groups *mqm* and *mqbrkr*s. Ensure that the OS agent user ID is in both of the two security groups.

Data displayed in the plot chart view and table view does not match in the Message Flow Accounting and Node Accounting workspaces

Problem: The data displayed in the plot chart view does not match in the table view in the Message Flow Accounting and Node Accounting related workspaces. This situation happens to the following plot chart views:

- Historical Message Flow Start Rate
- Recent Message Flow Start Rate
- Historical Node Throughput Rate
- Recent Node Throughput Rate

Solution: This situation occurs because of the limitation of IBM Tivoli Monitoring, and it cannot be completely avoided. However, you can adjust the refresh interval of the plot chart view to make the view look more reasonable.

- For the historical rate plot chart view, the refresh interval is the historical collection interval. You can change the historical collection interval to the interval at which the statistic archive record is collected.
- For the recent rate plot chart view, the refresh interval is set in the plot chart view properties. Perform the following procedure to adjust the Plot Duration and Refresh Rate for the plot chart view:
 1. Right-click in the plot chart view, and click **Properties**.
 2. Click **Style**, and click the Plot Area in upper left side of the Style pane.

3. Set the Plot Duration to a larger value, and set the Refresh Rate to an approximate value of the interval at which the statistic archive record is collected.
4. Click **Apply** to get a preview of the plot chart, and click **OK**.

Host name of the WebSphere Message Broker Monitoring agent is not displayed after remote configuration

Problem: After the remote configuration of the WebSphere Message Broker Monitoring agent is performed, the host name of the agent is not displayed in the Manage System List.

Solution: This problem occurs when the OS agent is based on IBM Tivoli Monitoring V6.2.1. To solve this problem, add `CTIRA_HOST_NAME=$HOSTNAME` in the `qi.ini` configuration file, where `HOSTNAME` is the host name of the agent. The `qi.ini` file is located in the `ITM_HOME/config` directory, where `ITM_HOME` is the directory where IBM Tivoli Monitoring is installed.

WebSphere MQ Configuration agent or WebSphere Message Broker Monitoring agent fails to start on Solaris 10 systems

Problem: WebSphere MQ Configuration agent or WebSphere Message Broker Monitoring agent fails to start on Solaris 10 systems.

Solution: Install the Solaris 10 recommended Patch Cluster that is available from Sun.

Tips for WebSphere Message Broker Monitoring agent troubleshooting

This section contains the following subsections, which contain information that is useful to gather when a problem occurs in WebSphere Message Broker Monitoring agent and provide information that must be useful in analyzing that information to help determine what caused the problem:

- “Starting and stopping components”
- “The broker does not respond” on page 95
- “Mutex and shared memory cleanup” on page 96
- “Return codes in agent messages” on page 97
- “QI: commands for automation” on page 99
- “CandleMonitor event log” on page 99
- “Product Events” on page 100

Starting and stopping components

If WebSphere Message Broker components and the monitoring agent are not started or stopped correctly, other problems might occur (see “The broker does not respond” on page 95). This section describes the correct way to start and stop components.

Starting components

Components must be started in the following order:

1. Queue managers and the channels between them
2. User Name Server (if defined)
3. Configuration Manager
4. Brokers in the configuration

The monitoring agent can be started any time. It can usually be left on indefinitely regardless of restarts and deploys (except when a broker is not responding and needs to be reset). The maintenance levels of the `kqipnode.lil` file and the agent must match for the agent to function correctly. Therefore, if you perform maintenance on the agent that also affects the `kqipnode.lil` file, you must recycle the broker at the same time as the agent.

Stopping components

Depending on your operating systems, use the following methods to stop the broker components.

- On z/OS systems, issue the "P <BrkrSTPN>" command.
- On Windows, UNIX, and Linux systems, issue the `mqsisstop` command.

If the broker is stopped incorrectly, the following situations might occur:

- Locks and other objects might not be cleaned up correctly.
- The broker database might be adversely affected.
- The CandleMonitor Node plugin might not clean up mutexes and shared memory.
- The broker might not respond.

Depending on your operating systems, do one of the following procedures to stop the agent:

- On z/OS systems, issue the `F <agntSTPN>,SHUTDOWN` command. Enter it only once.
- On Windows, UNIX, and Linux systems, use **Manage Tivoli Enterprise Monitoring Services**.

Typically, it takes up to minutes for the agent to shut down.

- Cleanup must be allowed to take place for shared memory, mutexes, and broker event subscription.
- On z/OS systems, look for message KQIA900I and other termination messages after it to verify that shutdown is in progress.

Also, on z/OS systems, try to avoid having a system IPL on a running broker. This can have the same effect as cancel or force. If this situation occurs, you might need to reset your broker. To avoid this problem, you must implement production procedures for starting and stopping WebSphere Business Integration product components and monitoring agents properly around planned system IPLs.

The broker does not respond

The broker does not respond when the agent requests data from the broker but does not get a reply. This situation is caused by a problem with the broker, but because the monitoring agent usually detects the problem before anything else does, it appears to be a WebSphere Message Broker Monitoring agent problem.

A broker might not respond to agent requests for several reasons, such as:

- It cannot communicate with its user name server.
- It cannot communicate with its configuration manager.
- There is a subtle problem with its database.

Symptoms of this problem are as follows:

- The `Broker_Not_Responding` event occurs in the Product Events workspace.

- The agent logs the KQIA107W and KQIA041W messages repeatedly over several collection cycles.
- Data is missing from Tivoli Enterprise Portal workspaces.
- Broker system log messages might be issued, such as the BIP2080E message and the BIP2066E message.

When you encounter this problem, try the following procedures:

- Stop all WebSphere Message Broker components and the monitoring agent.
- Restart all components in the correct order, start the agent, and determine whether broker responds.

Resetting a broker on z/OS systems

Do the following steps to reset a broker on z/OS systems:

1. Stop the broker and monitoring agent.
2. Run component PDS jobs in this order with condition code 0 for all steps: BIPJRSTC, BIP#DB01, BIP\$DB01, BIP\$DB02, BIP\$DB03, BIP\$DB04, BIP\$DB05
3. Start the broker (it does not have execution groups).
4. Start channels between queue managers for the broker, User Name Server, and Configuration Manager.
5. Deploy the complete configuration (all types) from the Control Center (Message Brokers Toolkit).
6. View any messages in the Control Center (Message Brokers Toolkit) log and system log to ensure that the configuration is functioning correctly.
7. Start the monitoring agent.

Resetting a broker on distributed systems

Do the following steps to reset a broker on distributed systems:

1. Stop the agent and stop the broker using the `-i` (immediate) option.
2. Empty all `SYSTEM.BROKER.*` queues in the queue manager of the broker.
3. Start channels between queue managers for the broker, User Name Server, and Configuration Manager.
4. Restart the components in the correct order.
5. Deploy the complete configuration (all types) from the Control Center (Message Brokers Toolkit).
6. View any messages in the Control Center (Message Brokers Toolkit) log and system log to ensure that the configuration is functioning correctly. Use the force deploy if necessary.
7. Start the monitoring agent.

Mutex and shared memory cleanup

On UNIX, Linux, and z/OS systems, if the broker or agent is stopped incorrectly, you might need to manually clean up mutex and shared memory that are used in the communication of data between the CandleMonitor node and agent.

Symptoms of this problem are as follows:

- When restarted, the agent does not fully initialize.
- Subsequent attempts to shut down the agent hang.
- Information data is missing, and there is a `Broker_Not_Responding` event. Statistics data is missing with at least one CandleMonitor node deployed.

Do the following steps to clean up mutexes and shared memory:

1. Stop the agent and the brokers that are monitored by the agent.
2. On UNIX, Linux systems, or USS (on z/OS systems):
 - a. Issue the **ipcs -a** command.
 - b. In the generated output, find all message queues with the brokers' user IDs and agents' user IDs, and record the IDs and KEY field for each.
 - c. Find all semaphores that have a KEY field that matches the KEY fields for the message queues, and record the ID field for each.
 - d. Find all shared memory that have brokers' user IDs, agents' user IDs, and an NATCH field of 0, and record the ID field for each.
 - e. Switch to a user ID that can issue the **ipcrm** command; the user ID need to be the owner user ID (in the **ipcs -a** output), a user ID in the same group as the owner, or a root user ID.
 - f. For each message queue that you recorded, issue the **ipcrm -q <ID>** command.
 - g. For each semaphore that you recorded, issue the **ipcrm -s <ID>** command.
 - h. For each shared memory that you recorded, issue the **ipcrm -m <ID>** command.
3. Restart the brokers and the agent.

Return codes in agent messages

The WebSphere Message Broker Monitoring agent uses different ranges of return codes (RC) to avoid overlapping with WebSphere MQ and WebSphere Message Broker return codes. The return codes are contained in messages in the log as a result of automation and Take Action commands. On Tivoli Enterprise Portal, the return codes that are issued after Take Action commands are displayed in character description, enumerated form. However, when the return codes are displayed in messages, you might need to interpret them.

If a 9000 return code is issued after a Take Action command or automation, the request is processed successfully; 9000 is the equivalent of a 0 return code. However, the return code does not indicate the success or failure of the final outcome of the request. Any other return code indicates that the automation is not successful because the request cannot even be issued. For automation, in which the return code is specified in a message, but is not available in character form on Tivoli Enterprise Portal, you can issue the same command in Take Action to get the character description for the error return code.

The agent return codes have the following descriptions. Some of these codes are not the result of a Take Action or automation command. Some occur in messages that are related to other parts of the product. Many are actually not return codes, but are data descriptions instead.

Code	Description
0	QI Command Successful
2034	Unexpected Exception
2051	Incomplete Processing Of XML
2052	Incomplete Processing Of XML
2054	Unable To Allocate Storage For XML Message
2056	Successfully Processed XML

2057	Unable To Start Execution Group
2059	Execution Group Shutdown Abnormally
2087	Unable To Process XML Message
2805	Unable To Process XML Configuration Message
9000	QI Command Successfully Issued
9011	Insufficient Storage
9075	Invalid Table Column
9077	No Command Entered
9078	No Argument Entered
9079	Command For Broker Only
9080	Invalid Command
9081	Broker XML Element Error
9082	Too Many Arguments Entered
9083	Missing Required Discovery Object
9086	XML Parser Failed
9087	No Matched Message Flow
9088	No Matched Execution Group
9089	No Execution Group UUID
9090	Issue Request Failed For Command
9106	Cannot Get Exclusive Lock
9122	CandleMonitor Node Data Connection Failed
9148	UserId Not Authorized For Command
9600	Unknown Timeout
9601	Admin Queue Put Failed
9603	Error Allocating XML Reply
9604	Command Exceeds 126 Char Max
9605	Error Issuing System Command
9606	Unknown Command Failure
9607	Bad Request To Command Processor
9608	User Statistics Already Created
9609	User Statistics Not Found
9610	Broker UUID Not Initialized
9611	Statistics Collector Not Initialized
9612	Multiple Components with Same Name
9613	Command Invalid for zOS Broker
9614	Failed Found Execution Group
9615	Failed Found Message Flow

QI: commands for automation

You must include the QI commands for any automated command action that are handled by the monitoring agent. Actions for situations must conform to the syntax of the actual commands that you issue for Take Action. See the online help for a description of what the commands do. Use single quotation marks correctly, which are required. If you are referring to attributes in the situation data, click **Attribute Substitution** to ensure that you get the correctly spelled name for the attribute.

CandleMonitor event log

A CandleMonitor node produces error messages in the event log (usually the system log) of the broker only when necessary to communicate loss of function or reset of statistics. Even if the CandleMonitor node loses function, it still propagates messages, and does not disrupt the message flow.

General Information

Events represent the only message facility for the CandleMonitor node. However, the node cannot afford to be verbose in this environment, so no messages are produced that indicate that normal operation is proceeding. The lack of events in the system log indicates that the CandleMonitor node does not detect any abnormal conditions within its own processing.

On Windows NT systems, the event log of the broker is the NT Application Event Log. All CandleMonitor events are identified by the source CandleMonitor node. On UNIX systems, the broker's event log is the system messages file, but the exact file is determined by the installation.

Specific event message information

This section describes the specific events that might occur.

CandleMonitorNode Event ID 1:

Problem found in *<BrokerName.ExecutionGroupName>*.
Unable to allocate new storage in *<module>*.
CandleMonitorNode requires more memory. If problem persists,
report the problem to IBM Software Support.

This event is issued when processing fails because of a failure within the CandleMonitor node when processing data for the given broker and the execution group. This failure might indicate that you need more storage in the broker environment, or that there is a memory leak.

CandleMonitorNode Event ID 2:

Problem found in *<BrokerName.ExecutionGroupName>*.
Function *<FunctionName>* failed in *<ObjectMethod or CallingFunction>*.
<VariableText>
Please contact IBM Software Support with this information.

The named function fails when it is called by the specified object method or a calling function. Variable text gives more information about the error. Because this single event covers different possible errors, you must use the event information to research the actual problem that occurs. The function might be a function within WebSphere Message Broker Monitoring agent code, or it might be a function that is provided by the system. Use the variable information to determine the exact error.

The following example of this type of event actually does not indicate a major problem:

```
Problem found in WMQI.default.  
Function RegOpenKeyEx failed in KQI_GetRegistryHandle.  
Error 127. The specified procedure could not be found.  
Please contact IBM Software Support with this information
```

The value in the registry that is queried by the CandleMonitor node is missing from the registry. In this case the language in the variable text is misleading. The values that are queried by the node are KQIMemorySize and KQINodeTrace. These values are placed in the registry during agent configuration. If the broker is started prior to the first configuration of WebSphere Message Broker Monitoring agent, this error occurs. However, it is not a problem for the node because default values are used when the values are missing.

The following example of this event indicates a major error because the shared area cannot be used by the node:

```
Problem found in WMQI.MYGROUP.  
Function CreateFileMapping failed in KQI_Shared_area::init.  
Error 5. Access is denied.  
Please contact IBM Software Support with this information
```

This problem might occur with previous versions because user ID of the agent has authority that is different from that of the broker, and the agent is started first. This event does not occur for this reason with the current version because the shared area access is open. However, any error in this area is detrimental to reporting message flow statistics and events.

CandleMonitorNode Event ID 10:

```
Message from <BrokerName.ExecutionGroupName>.  
The statistics for broker <BrokerName> reached the maximum value allowed.  
The statistics have been reset.  
No action required.
```

This event is issued when statistics for the broker must be reset because the CandleMonitor node detects a numeric overflow condition. This is not an error situation. This error causes reports to show overall values restarting at 0. The same reset processing occurs when a new configuration to the broker is performed, but no event is logged because that situation is considered to be a completely normal operation. The agent does log message KQIA125I when it detects that any statistics have been reset. If that reset message occurs with no instance of this event in the event log, it implies that a deployment occurs or the Reset Statistics Take Action command is issued. (Broker Events also contains the activity associated with the deploy.)

Product Events

Product events are produced by the WebSphere Message Broker Monitoring agent for problems that are encountered during data collection. You can view these events in the Product Events workspace in Tivoli Enterprise Portal. Products events are logged historically by default. You can also see these events in a workspace that you can link to from the regular product events workspace for an agent.

The first place to look in when a problem occurs is the Product Events workspace. A product event might explain what is happening, and might indicate that there is no product problem. If expected data is not displayed, and there are no corresponding product events, this indicates that the failing component is not

WebSphere Message Broker Monitoring agent (you must verify in the message log file that there are no error or warning messages that indicate an agent problem).

The following sections provide information about each of the specific product events that might occur:

- “Normal events that result in no data”
- “Broker-related events that result in unavailable data”
- “Broker-related events that result in incomplete data” on page 102
- “Queue Manager-related events that result in missing data” on page 102
- “CandleMonitor node-related events” on page 103
- “Critical problem events” on page 103
- “Out-of-storage events” on page 104
- “Other miscellaneous events” on page 104

Normal events that result in no data

These events report normal occurrences that result in no data, but can be explained simply.

No_Brokers_Discovered_By_Agent: This event indicates that the agent cannot find any brokers to monitor, or any that matches the MonitorBroker parameter. This event occurs if there are no brokers on the system where the agent is running, or if agent parameters indicate that there is a broker to monitor, but the broker with the specified name does not exist on the system. By default, agents on Windows systems and UNIX systems are configured to monitor all brokers on the managed systems. On z/OS systems, you must specify all brokers to be monitored in the parameter file using the MonitorBroker parameter. For more information about the MonitorBroker parameter, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere Message Broker Monitoring Agent User's Guide*.

Agent_Shutdown: This event indicates that the agent is shut down. If this event is issued alone, this shut down is normal.

Broker_Product_Not_Installed: This event is issued just before an agent stops because no WebSphere Message Broker product is installed on the system on which the agent is running.

Agent_Userid_Group_Missing: This event is issued on UNIX and Linux systems when the agent user ID fails to pass the check that ensures that the user ID is in both of the correct security groups, *mqm* and *mqbrkr*s. The agent does not continue to initialize when this event occurs, because it is not authorized to collect data.

Broker-related events that result in unavailable data

These events indicate occurrences that result in almost all data is unavailable.

Broker_Not_Started: This event indicates that the broker is not active, and data collection cannot occur. If this happens after collection occurred successfully, data that was collected previously remains available.

Broker_Not_Deployed—Data_Unavailable: This event indicates that the broker is not deployed from the Control Center or Message Brokers Toolkit and is not assigned a UUID, so the data collection is not available. You must deploy the broker at least once so that the agent can successfully collect data.

Broker-related events that result in incomplete data

These events indicate occurrences that result in missing data or data not being updated when it must.

Broker_Not_Responding: This event indicates that the broker is not responding to data requests of the specified type; the data is missing or retains previous values even though the values have changed. A broker that is not responding is a symptom of a WebSphere Message Broker problem. There are usually broker events in the system log that indicate that the broker fails, although the events might be issued before the broker is unable to respond to the agent.

Agent_Broker_Data_Requests_Failed: This event indicates that the broker is returning a failure response to a request for data of the specified type; the data is not available. This event is common when an execution group is not responding to the broker. In this case, this event occurs after several Broker_Not_Responding events and signifies that the agent will not try to get data from the broker. The agent retries only if the broker is deployed again. If this event occurs without any preceding Broker_Not_Responding events, check the messages in the message log file to determine whether there are earlier messages that indicate specific failures.

Broker_Events_Subscription_Failed: This event indicates that the agent is not able to subscribe to broker events because of a failure that is specified in the reason portion of the event. This reason might indicate an authority problem, in which case the agent user ID is not part of the mqbrkrs security group. When broker events are not available to the agent, it does not report the events in the Broker Events workspace, it does not detect changes such as a new deployment or status change, and reports do not show updated data.

ConfigMgr_Qmgr_Name_Missing: This event occurs when the name of the Configuration Manager queue manager that is supposed to be in the broker information cannot be determined. This name is determined by analyzing broker subscription data. If that analysis does not determine the name, this event occurs. The reason that the analysis does not find the name is that the Configuration Manager does not successfully subscribe to broker data as it is supposed to do. The Configuration Manager issues the subscription to the broker during the first deployment procedure to the broker. A failure in this procedure can cause the subscription to be unsuccessful. This problem can occur even when the deployment is successful. Also, if the broker is not reset, the Configuration Manager might not reissue the subscription for broker data (it is not aware that the broker has been reset). The reset deletes the broker's copy of the subscription, which is what the agent is trying to find.

Queue Manager-related events that result in missing data

These events indicate occurrences that result in missing data in information reports and Broker Events.

Queue_Manager_Connection_Failed: This event indicates that a connection to the given queue manager is not possible for the specified reason. In this case, none of the data that is retrieved using the request, reply, or subscription options is available. This includes all information type reports and Broker Events.

Required_Queue_Unavailable: This event indicates that the specified queue cannot be opened for the specified reason. If the queue is the reply queue (which has the default value of KQI.AGENT.REPLY.QUEUE) of the agent, none of the data that is retrieved using the request, reply, or subscription options is available. If the queue is the SYSTEM.BROKER.ADMIN.QUEUE, information type reports does not

contain data. If the queue is the SYSTEM.BROKER.CONTROL.QUEUE, Broker Events is not available, and the result is the same as when the subscription fails (see Broker_Events_Subscription_Failed). If the problem is an authority issue, you must allow WebSphere Message Broker Monitoring agent access to these queues.

Broker_Request_Message_Put_Failed: This event indicates that a request message cannot be put to the specified queue for the specified reason.

If this event occurs repeatedly for the same queue, the effect is the same as when the queue is not available (see Required_Queue_Unavailable event). If a single message cannot be put to the SYSTEM.BROKER.ADMIN.QUEUE queue, only some data is missing. Because WebSphere Message Broker Monitoring agent puts only one subscription request to SYSTEM.BROKER.CONTROL.QUEUE queue, any put failure for this queue is detrimental (see Required_Queue_Unavailable event).

Reply_Queue_Message_Get_Failed: This event indicates that a get fails for a reply or publication from the specified queue for the specified reason. If this message occurs repeatedly for the reply queue, the effect is the same as when the queue is not available (see Required_Queue_Unavailable event). If a single get fails for a message, only some data is missing.

CandleMonitor node-related events

These events result in missing message flow statistics and missing message flow events.

CandleMonitor_Data_Retrieval_Failed: This event indicates that there is a critical problem with retrieving data from shared memory. The reason or status is specified in the event. This failure causes message flow statistics and events to be unavailable.

CandleMonitor_Node_Not_Deployed: This event indicates that the agent cannot detect a message flow that includes a CandleMonitor node and is deployed to the broker. This event can also occur if broker database errors occur. After an agent or a broker starts, or a broker deploys, the agent gives execution groups 5 minutes to start and to initialize message flows before reporting this event. If, after that interval, there is no indication in shared memory that a CandleMonitor node is deployed, the event is issued. And the agent waits for a broker to restart or redeploy. If you choose not to use the node, this event is not a problem. Message flow statistics and events are not available when this event is reported. Because of the 5-minute delay in reporting the event, the symptom of no statistics and events might precede the event by 5 minutes.

Critical problem events

These events indicate critical problems that require you to research the messages file. These events result in missing data, because data collection is no longer taking place.

Collector_Initialization_Failed: This event indicates that the broker collector fails to initialize for the specified broker. The collector is not active. WebSphere Message Broker Monitoring agent might stop depending on what causes the failure.

Collector_Cycle_Processing_Failed: This event indicates that the broker collector fails during the collection cycle for the specified broker. The collector does not remain active. Data about the broker that was previously collected might be available if the agent does not stop.

Out-of-storage events

These events indicate out-of-storage occurrences. Some result in partial data loss; others result in the termination of the agent. All of these events indicate that you must supply more memory to the agent.

No_Storage—Message_Not_Processed: This event indicates that reply message data cannot be captured as a result of lack of storage. If this event is issued alone, it indicates a partial loss of data. Requesting code eventually reports that the broker is not responding to its request.

No_Storage—Events_Not_Retained: This event indicates that the type of event (broker, message flow, or product) indicated by the reason cannot be retained for workspace views. If events that are specified are product events, this event might not be recorded in the historical log. If the event is issued alone, it indicates that the specified event report does not contain data. If no other out-of-storage conditions impede processing, historical event logging still occurs, and broker events are processed to update collected data.

No_Storage—User_Data_Request_Affected: This event indicates that a data request cannot be completed as a result of lack of storage. This appears as missing data of the specified type. The data exists in the state in which it is collected, but it cannot be transformed to table rows to be passed to Tivoli Enterprise Portal because of the storage shortage.

No_Storage—Collected_Data_Lost: This event indicates that data collected using the request/reply is lost as the result of lack of storage. The type of data that is lost is specified in the event. The data cannot be retained by the agent in its collected state, so it is not available for report requests either.

No_Storage—Agent_Must_Shutdown: This event indicates that an out-of-storage condition occurs for a critical part of the agent, and the agent must shut down. This might be caused by some of the other out-of-storage events in which the agent can remain active.

Other miscellaneous events

Agent_Environment_Data_Missing: This event occurs when a call to get the operating system, operating system version, or host name fails, resulting in missing columns in table views. Report this event to IBM Software Support.

Table_Query_Missing_Input_Data: This event occurs when a query to the Message Processing Node Attributes table does not contain the required data for execution group name, message flow name, and message processing node label. These columns are required as index columns on queries for this data because the table agent does not support returning all rows for all entities in the broker (returning all rows would result in too much data). The Tivoli Enterprise Portal queries must have this correctly coded. Currently, however, there is a Tivoli Enterprise Portal problem, which is causing Message Processing Node Attributes to be a selectable workspace in some cases, for example on the View pull-down menu. If you select the workspace from there, without linking to it from a specific row in the Message Processing Node Information workspace, the query fails and the Agent_Environment_Data_Missing event occurs.

This event also occurs when you query the Message Processing Node Attributes table in a situation but you do not provide all the required attributes that identify a single node within a message flow and execution group.

Userid_Not_Authorized_For_Command: This event occurs when you issue a Take Action command or an automation command to the agent, and the issuing Tivoli Enterprise Portal user ID is not authorized. The agent uses the value of agent XML parameters, defaultTakeActionAuthUsers and takeActionAuthUser. See the information about agent parameter descriptions in *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere Message Broker Monitoring Agent User's Guide* for more information.

Chapter 8. WebSphere MQ Monitoring agent messages

This chapter documents the KMQ-prefixed messages that are produced by WebSphere MQ Monitoring agent, and messages that might appear in the Windows system Event Log.

KMQ messages

The following messages have numbers in the form *KMQccnnns*, where *cc* is the component identifier, *nnn* is a 3-digit numeric identifier, and *s* is the message severity (E for error, W for warning, I for informational, and S for severe). The messages are listed alphabetically by the component identifier *cc*, numerically within that group.

Messages KMQ**001E through KMQ**005E apply to multiple components; the asterisks (**) are the component identifiers.

KMQ001E** Parameter error on domain call. The gate being called was *call*. The parameter in error was number *parmno*

Explanation: This generic message can be issued from any WebSphere MQ Monitoring agent. It indicates that an internal error occurs on a call to a WebSphere MQ Monitoring agent gate.

System action: The error is propagated to the calling module.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQ002E** Error initializing domain *component*

Explanation: This generic message can be issued from any WebSphere MQ Monitoring agent. It indicates that an internal error occurs during initialization of the specified component.

System action: Initialization does not complete successfully.

User response: Gather the complete agent log and contact IBM Software Support.

KMQ003E** Gate validation failed for domain call. Calling module *module* - Gate called *call*

Explanation: This generic message can be issued from any WebSphere MQ Monitoring agent. It indicates that an internal error occurs on a call to a WebSphere MQ Monitoring agent gate.

System action: The error is propagated to the calling module.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQ004E** Logic error on domain call. Calling module *module* - Gate called *call*.
Response = *response_code* - **Reason** = *reason_code*

Explanation: This generic message can be issued from any WebSphere MQ Monitoring agent. It indicates that an internal error occurs on a call to a WebSphere MQ Monitoring agent gate.

System action: The error is propagated to the calling module.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQ005E** Component trace failed to initialize for component *component*

Explanation: This generic message can be issued from any WebSphere MQ Monitoring agent. It indicates that an internal error occurs during trace initialization for the specified component.

System action: Tracing is not activated for the specified component.

User response: If tracing is required and cannot be activated, gather the complete agent log, and contact IBM Software Support.

KMQCI101E Base startup already in progress

Explanation: A command is entered to start WebSphere MQ Monitoring agent, but a prior command is still being processed.

System action: The command does not run.

User response: Wait for the prior command to complete, and submit the command again.

KMQCI102W Base startup already completed

Explanation: Startup of WebSphere MQ Monitoring agent is completed.

System action: The current command does not run.

User response: No action is required.

KMQCI103E Base startup failure - storage allocation error

Explanation: Initialization of WebSphere MQ Monitoring agent fails because of a shortage of virtual storage.

System action: WebSphere MQ Monitoring agent does not initialize.

User response: Increase the memory allocated to the WebSphere MQ Monitoring agent address space, and restart the agent.

KMQCI104E Base startup failure - module failed

Explanation: WebSphere MQ Monitoring agent cannot initialize because the specified initialization module fails.

System action: WebSphere MQ Monitoring agent does not initialize.

User response: Gather the complete log, and contact IBM Software Support.

KMQCI105I WebSphere MQ Monitoring base initialization complete

Explanation: The WebSphere MQ Monitoring agent base functions initialize successfully.

KMQCI106E Invalid major command

Explanation: The major verb on the WebSphere MQ Monitoring agent command is invalid.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see the information about customizing monitoring options in *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI107E Invalid minor command

Explanation: The minor verb on the WebSphere MQ Monitoring agent command is invalid.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI108E Invalid keyword *keyword*

Explanation: The named keyword on the WebSphere MQ Monitoring agent command is invalid.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI109E Invalid value *value* for keyword *keyword*

Explanation: The value supplied for the specified keyword on the WebSphere MQ Monitoring agent command is invalid.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI110E Command not supported

Explanation: WebSphere MQ Monitoring agent does not support the command entered.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI111E Command processing failed. Function *function* Response = *response_code* Reason = *reason_code*

Explanation: An error occurs when processing a WebSphere MQ Monitoring agent operator command.

System action: The command does not run.

User response: Search for prior errors in the agent log, gather the complete agent log, and contact IBM Software Support.

KMQCI112E Startup already in progress

Explanation: A PERFORM STARTUP command is entered, but WebSphere MQ Monitoring agent has already been started.

System action: The command does not run.

User response: No action is required.

KMQCI113W Startup already completed

Explanation: A PERFORM STARTUP command is entered, but WebSphere MQ Monitoring agent startup has already completed.

System action: The command does not run.

User response: No action is required.

KMQCI114E Unable to load domain initialization module

Explanation: WebSphere MQ Monitoring agent module KMQACIVC cannot be loaded.

System action: Processing of the PERFORM STARTUP command stops.

User response: Gather the complete log, and contact IBM Software Support.

KMQCI116I VALIDATE command completed successfully

Explanation: The LIST parameter on the PERFORM STARTUP command is successfully checked and validated.

System action: The commands within the LIST member are issued when WebSphere MQ Monitoring agent initialization is completed.

KMQCI117E \$PAM request *request* failed - Return code = *return_code*

Explanation: When attempting to process the LIST member of the PERFORM STARTUP command, the specified \$PAM request fails with return code *return_code* from the service.

System action: The PERFORM STARTUP command fails.

User response: Validate the member name specified by the LIST parameter. Ensure that the member exists in the RKANCMD data set. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQCI118E LIST operand missing

Explanation: The LIST operand is missing from the PERFORM STARTUP command.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI119E WebSphere MQ Monitoring not active - unable to process

Explanation: A PERFORM SHUTDOWN command is entered, but WebSphere MQ Monitoring agent is not active.

System action: The command does not run.

User response: No action is required.

KMQCI120E Shutdown already in progress

Explanation: A PERFORM SHUTDOWN command is entered, but WebSphere MQ Monitoring agent is already shutting down.

System action: The command does not run.

User response: Wait for the original shutdown request to complete.

KMQCI121I Shutdown is in progress

Explanation: The shutdown of WebSphere MQ Monitoring agent is started.

System action: The command does not run.

KMQCI122E Sample interval time missing

Explanation: A PERFORM STARTMON command is entered, but the sample interval time associated with the SAMPINT keyword is missing.

System action: The command does not run.

User response: Correct the PERFORM STARTMON command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI123I Perform STARTMON command processed successfully

Explanation: The PERFORM STARTMON command is processed successfully.

System action: WebSphere MQ Monitoring agent starts monitoring.

KMQCI124W Monitoring already active

Explanation: A PERFORM STARTMON command is entered, but monitoring is already active.

System action: The command does not run.

User response: No action is required.

KMQCI125E Name parameter missing

Explanation: A SET GROUP, SET HISTORY, SET QUEUE, or SET CHANNEL command is entered, but the NAME parameter is missing in the command.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI126I SET GROUP command processed successfully

Explanation: A SET GROUP command is processed successfully.

System action: Normal processing continues.

KMQCI127E LIKE name not found

Explanation: A SET GROUP or SET MANAGER command is entered with the LIKE parameter, but the group or manager referenced by the LIKE parameter is not previously defined.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI128E NAME or SUBSYS parameter required

Explanation: A SET MANAGER command is entered without the required NAME or SUBSYS parameter.

System action: The command does not run.

User response: Correct the SET MANAGER command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI129E Inconsistent parameters specified for STATUS

Explanation: A SET MANAGER command is entered with parameters that conflict with the STATUS(DELETE) or STATUS(RESET) parameters.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI130I SET MANAGER command processed successfully

Explanation: The SET MANAGER command is processed successfully.

System action: Normal processing continues.

KMQCI131E NICKNAME duplicates existing queue manager

Explanation: A SET MANAGER command is entered with a NICKNAME that duplicates an existing MANAGER parameter value or NICKNAME parameter value.

System action: The command does not run.

User response: Correct the SET MANAGER command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI132E GROUP name not found

Explanation: The SET MANAGER command is specified with a GROUP name that does not exist.

System action: The command does not run.

User response: Correct the SET MANAGER command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI133E Inconsistent NAME and SUBSYS parameters

Explanation: A SET MANAGER command specifies the NAME and SUBSYS parameters, but these names are inconsistent with a previous SET MANAGER command.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI134E Duplicate queue manager for STATUS(ADD)

Explanation: A SET MANAGER command that specified STATUS(ADD) is issued that refers to a queue manager that is already defined by a previous SET MANAGER command.

System action: The command is ignored. Processing continues.

User response: If you do not want to modify the queue manager specification, no further action is

necessary. Otherwise, correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI135E Queue manager not found

Explanation: The queue manager name specified on a SET QUEUE or SET CHANNEL command is not defined by a prior SET MANAGER command.

System action: The command is ignored. Processing continues.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI136E Channel not found

Explanation: A SET CHANNEL command that specified STATUS(DELETE) is entered, but the NAME is not specified in a prior SET CHANNEL command.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI137E Duplicate channel

Explanation: A SET CHANNEL command that specified STATUS(ADD) is issued that refers to a channel that is already defined by a previous SET CHANNEL command.

System action: The command is ignored. Processing continues.

User response: If you do not want to modify the channel specification, no further action is necessary. Otherwise, correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI138E Queue not found

Explanation: A SET QUEUE command that specified STATUS(DELETE) is entered, but the NAME specified is not defined by a prior SET QUEUE command.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI139E Duplicate queue

Explanation: A SET QUEUE command that specified STATUS(ADD) is issued that refers to a queue that is already defined as the result of a previous SET QUEUE command.

System action: The command is ignored. Processing continues.

User response: If you do not want to modify the queue specification, no further action is necessary. Otherwise, correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI140E MGRNAME parameter missing

Explanation: The MGRNAME parameter is missing from the SET CHANNEL or SET QUEUE command.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI141E Invalid STATUS parameter

Explanation: The STATUS parameter on the SET command is invalid.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI142I SET CHANNEL command processed successfully

Explanation: The SET CHANNEL command is processed successfully.

KMQCI143I SET QUEUE command processed successfully

Explanation: The SET QUEUE command is processed successfully.

KMQCI144E Null command ignored

Explanation: A command is entered with no operands.

System action: The command does not run.

User response: Correct the command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI145I *command*

Explanation: The command *command* is returned and processed.

System action: The command is issued.

KMQCI146E Trace head node initialization failed, RC = *return_code* Reason = *reason_code*

Explanation: WebSphere MQ Monitoring agent fails to define a trace to z/OS component trace services. The return code *return_code* and reason code *reason_code* are either the hexadecimal return codes from the CTRACE DEFINE macro call or an internal WebSphere MQ Monitoring agent error.

System action: Processing continues, but component tracing might not be available.

User response: To determine why the CTRACE DEFINE fails, refer to the *MVS™ Authorized Assembler Services Reference, Volume 1* for the return and reason codes for the CTRACE macro. If the return code is not described in that document, an internal WebSphere MQ Monitoring agent error has occurred; gather the complete agent log, and contact IBM Software Support.

KMQCI147E *module* Subtrace initialization failed. RC=*return_code* Reason=*reason_code*

Explanation: WebSphere MQ Monitoring agent fails to define a trace to z/OS component trace services for the specified subtrace component. The return code *return_code* and reason code *reason_code* are either the hexadecimal return codes from the CTRACE DEFINE macro call or an internal WebSphere MQ Monitoring agent error.

System action: Processing continues, but component tracing may not be available.

User response: To determine why the CTRACE DEFINE fails, refer to the *MVS Authorized Assembler Services Reference, Volume 1* for the return and reason codes for the CTRACE macro. If the return code is not described therein, an internal WebSphere MQ Monitoring agent error has occurred; gather the complete agent log, and contact IBM Software Support.

KMQCI148E Only one of MGRNAME, RMGRNAME or GROUP may be specified

Explanation: The SET QUEUE or SET CHANNEL command is entered with incompatible operands.

System action: Processing of the command is aborted.

User response: Specify either the MGRNAME (manager name) or GROUP (group name) operands for the given queue or channel mask being set, and enter the command again. The RMGRNAME parameter is no longer supported.

KMQCI149W MSGSECURITY is obsolete; use MSGACCESS

Explanation: The MSGSECURITY keyword is used on the SET MANAGER command but is no longer valid. It is replaced by the MSGACCESS keyword.

System action: The keyword is ignored.

User response: Use the MSGACCESS keyword on the SET MANAGER COMMAND to specify one of the following security levels for the message functions of the queue manager: NONE, DESC, RETRY, DATA, or DELETE. For more information about these parameters, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI152E Both MGRNAME and RMGRNAME cannot be specified

Explanation: The DISPLAY SETTINGS command is entered with incompatible operands.

System action: Processing of the command stops.

User response: Remove the RMGRNAME parameter. The RMGRNAME parameter is no longer supported.

KMQCI153W QOPEN|MAXEVENT keyword is obsolete

Explanation: The QOPEN or MAXEVENT keyword is no longer used on the SET MANAGER or SET GROUP commands.

System action: The keyword is ignored.

User response: Remove the keyword from the SET MANAGER or SET GROUP command, and submit it again.

KMQCI154E GROUP, MGRNAME or RMGRNAME must be specified

Explanation: A monitoring option for the agent (for example, a SET EVENTQIN, SET EVENTOOUT, or SET MQIMONITOR command) is entered without one of the required parameter options: GROUP or MGRNAME. The RMGRNAME parameter is no longer supported.

System action: The command is ignored. Processing continues.

User response: Correct and resubmit the command. For more information about the GROUP and MGRNAME parameters, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI155E The remote queue manager specified in the `EVENTQIN` | `EVENTQOUT` command has not been defined. It must be defined before this command is issued

Explanation: The syntax for the SET `EVENTQIN` or SET `EVENTQOUT` command is correct, but the queue manager specified in the `RMGRNAME` parameter is not defined to WebSphere MQ Monitoring agent.

System action: The command is ignored. Processing continues.

User response: The `RMGRNAME` parameter is no longer supported. Use the `MGRNAME` parameter instead. For instructions about using the SET `EVENTQIN` or SET `EVENTQOUT` command, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI156E The group specified in the SET `EVENTQIN` | `EVENTQOUT` command does not exist. The group must be defined before this command is issued

Explanation: The syntax for the SET `EVENTQIN` or SET `EVENTQOUT` command is correct, but the group name specified in the `GROUP` option is not defined to WebSphere MQ Monitoring agent.

System action: The command is ignored. Processing continues.

User response: Use the SET `GROUP` command to define the remote queue manager, and resubmit the command. For instructions about using SET `GROUP`, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI157I SET `EVENTQIN` | `EVENTQOUT` command processed successfully

Explanation: WebSphere MQ Monitoring agent accepts the SET `EVENTQIN` or SET `EVENTQOUT` command.

System action: The command is processed.

KMQCI158E The queue manager name specified in the `EVENTQIN` | `EVENTQOUT` command has not been defined. It must be defined before this command is issued

Explanation: The syntax for the SET `EVENTQIN` or SET `EVENTQOUT` command is correct, but the queue manager specified in the `MGRNAME` option is not defined to WebSphere MQ Monitoring agent.

System action: The command is ignored. Processing continues.

User response: Use the SET `MANAGER` command to

define the remote queue manager, and submit the command again. For instructions about using SET `MANAGER`, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI159E STATUS parameter missing

Explanation: The STATUS parameter is missing from a SET `MQIMONITOR` command.

System action: The command is ignored. Processing continues.

User response: Correct the SET `MQIMONITOR` command, and submit it again. For instructions about using SET `MQIMONITOR`, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI301I GROUP(*group*) is established with the following specifications: `DEFAULT`(YES|NO) `EVENTS`(`REMOVE`|`BROWSE`|NO) `AGGRHIST`(*aggregation_samples*) `RETAINHIST`(*historical_aggregation_value*)

Explanation: This message is issued in response to the DISPLAY `SETTINGS` command and displays information from the previously issued SET `GROUP` commands.

System action: Normal processing continues.

KMQCI302I Manager SET(*mgrmask*) is established with the following specifications: `GROUP`(*group*) `SYSNAME`(*system_id*) `EVENTS`(`REMOVE`|`BROWSE`|NO) `ACTIVE`(YES|NO) `AGGRHIST`(*aggregation_samples*) `RETAINHIST`(*historical_aggregation_value*)

Explanation: This message is issued in response to the DISPLAY `SETTINGS` command and displays information from the previously issued SET `MANAGER` commands.

KMQCI303I QMgr *mgrname* in SET(*mgrmask*) is monitored

Explanation: This message is issued in response to the DISPLAY `SETTINGS` command.

KMQCI304I Queue SET(*qmask*) `TYPES`(*queue_types*) `STATISTICS`(YES|NO) is established

Explanation: This message is issued in response to the DISPLAY `SETTINGS` command and displays information from the previously issued SET `QUEUE` command. Queue types can be any combination of the

following types: PREDEFINED, PERMDYN, TEMPDPYN, or ALL.

KMQCI305I Queue SET(*qmask*) TYPES(*queue_types*) STATISTICS(YES|NO) is superseded

Explanation: This message is issued in response to the DISPLAY SETTINGS command and displays information from the previously issued SET QUEUE command. The specified queue mask (*qmask*) is superseded by another queue mask. Queue types can be any combination of the following types: PREDEFINED, PERMDYN, TEMPDPYN, or ALL.

System action: This mask does not run.

KMQCI306I Channel SET(*chlmask*) is established

Explanation: This message is issued in response to the DISPLAY SETTINGS command and displays information from the previously issued SET CHANNEL command.

**KMQCI307I MSGACCESS(*parm*)
ICYCLE(*interval_cycle*)
HLQ(*high_level_qualifier*)
MQIMONITOR(INSTALL|REMOVE|
FREMOVE|<blank>)
RQMODEL(*rqueue_model*)
COMMAND(*high_level_qualifier*)**

Explanation: This message is issued in response to the DISPLAY SETTINGS command and displays supplemental information from previously issued SET commands such as SET GROUP or SET MANAGER.

KMQCI309I Remote QMgr *rmgrname* is monitored via local queue manager *mgrname*

Explanation: The DISPLAY SETTINGS command shows that the specified remote manager *rmgrname* is monitored by a connection with the specified local manager *mgrname*.

KMQCI310I Total number of monitored queues is *num_queues*, Total number of monitored channels is *num_chans*

Explanation: This message is issued in response to the DISPLAY SETTINGS command when the MGRNAME parameter is specified. It displays the number of queues and channels monitored for the specified queue manager.

KMQCI311I ROUTE(*route_list*)

Explanation: The DISPLAY SETTINGS command continues to display information about a GROUP by showing the ROUTE list that has been set.

KMQCI312I RUSERID(*remote_userid*)

Explanation: The DISPLAY SETTINGS command continues to display information about a GROUP by showing the remote user ID that has been set.

KMQCI313I REPLYTOQMGR(*mgrname*)

Explanation: This message is one of several possible messages issued in response to a DISPLAY SETTINGS command. It gives the REPLYTOQMGR name that is specified for the group or remote queue manager that is addressed by the response.

KMQCI315W QMgr *mgrname* is active but not monitored because *reason_text*

Explanation: This message is issued in response to the DISPLAY SETTINGS command when the queue manager name is active but monitoring fails. The *reason_text* value can be one of the following values:

1. NO SET MANAGER BLOCK WAS FOUND
2. MONITORING IS INITIALIZING
3. MONITORING IS BEING TERMINATED
4. INVALID SET MANAGER BLOCK WAS FOUND
5. SET MANAGER BLOCK WAS IN USE
6. SET MANAGER BLOCK IS NOT ACTIVE
7. SET MANAGER BLOCK HAS AFFINITY TO A DIFFERENT SYSTEM
8. MQSERIES VERSION IS NOT SUPPORTED
9. MONITORING FAILED
10. OF UNDETERMINED REASON

System action: Processing continues as indicated.

User response: Depending on the *reason_text* value, do one of the following procedures:

- For reasons 1, 6, 7, issue the corrected SET MANAGER command.
- For reasons 2 and 3, no response is necessary.
- For reasons 4, 5, 8, and 9, contact IBM Software Support.
- For reason 10, reissue the DISPLAY SETTINGS command. This error might occur during the transition from one state to another.

KMQCI316I QMgr *mgrname* is not active

Explanation: This message is issued in response to the DISPLAY SETTINGS command when the *mgrname* queue manager is not active.

User response: No action is required.

KMQCI317W Remote QMgr *rmgrname* SET not found

Explanation: The DISPLAY SETTINGS command cannot find remote manager *rmgrname* specified on the RMGRNAME parameter.

System action: The remote manager are be monitored.

User response: The RMGRNAME parameter is no longer supported. Use the MGRNAME parameter instead. For instructions about using the SET EVENTQIN or SET EVENTQOUT command, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI320I Display complete

Explanation: The DISPLAY SETTINGS command is processed successfully.

KMQCI321E Command not valid before startup has completed

Explanation: The specified command cannot be entered prior to complete initialization of WebSphere MQ Monitoring agent.

System action: The command does not run.

User response: Wait for WebSphere MQ Monitoring agent to complete initialization; enter your command again. If necessary, restart the WebSphere MQ Monitoring agent.

KMQCI322I *eventqueuein|eventqueueout:*
QMGRQ(*queue_manager_event_queue*)
PERFMQ(*performance_event_queue*)
CHANNELQ(*channel_event_queue*)
CONFIGQ(*config_queue*)
COMMANDQ(*command_queue*)
LOGGERQ(*logger_queue*)

Explanation: This message is issued in response to a DISPLAY SETTINGS command. It provides information about the names that are defined using the SET EVENTQIN and SET EVENTQOUT commands.

KMQCI323I **Application SET**(*applid_mask*) **is established with the following specifications:**TRANPGM(*tranpgm_mask*)
MGRNAME(*qmask*)
STATISTICS(*statistics_level*)
TRACE(*trace_level*)
TRACELIMIT(*trace_limit*)

Explanation: This message is one of several possible messages issued in response to a DISPLAY SETTINGS command. It displays the monitored WebSphere MQ Monitoring agent application sets.

KMQCI324I TRACELIMIT remainder is *entries_remaining*; *entries_written* trace records written for this set

Explanation: This message is displayed in response to a DISPLAY SETTINGS command. It follows KMQCI323I message and displays the number of trace entries that remain to be written and the number of trace records already written for the application set described in the KMQCI323I message.

KMQCI325I SET AGENT command processed successfully

Explanation: The SET AGENT control statement has been read and processed successfully.

System action: Options specified on this command are now in effect.

KMQCI326W Agent name already set. SET AGENT command ignored

Explanation: You can enter only one SET AGENT command.

System action: The command is ignored. Processing continues.

User response: If necessary, remove the extraneous SET AGENT command from your KMQUSER member. For instructions about using SET AGENT, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI327I **ACTIVEONLY**(YES|NO)
SVRCONN(YES|NO)
SAMPINT(*sample_interval*)

Explanation: Monitoring is started with the indicated values for ACTIVEONLY and SAMPINT.

KMQCI330I SET QSG command processed successfully

Explanation: The processing of the SET QSG statement succeeds.

System action: Processing continues.

KMQCI331E SET QSG processing failed *RC*(*return_code*) *Reason*(*reason_code*)

Explanation: The processing of the SET QSG statement fails unexpectedly.

System action: Processing continues, but QSG monitoring is not active.

User response: Correct the options specified on the command, and issue it again. For example, the MGRNAME option might specify a queue manager that is not available for monitoring. If problems persist,

gather the complete agent log, and contact IBM Software Support.

KMQCI340I QSG checking interval is *interval*
seconds XCF group name is *xcfname*

Explanation: QSG monitoring checks for changes in the QSG queue manager status periodically as specified by the *interval* value. The XCF group name *xcfname* is used for SYSPLEX communication and for recording active QSG monitoring queue managers.

KMQCI341I QSG NAME(*qsgname*)
MONITOR(*monitorname*)
MGRNAME(*mgrname*)

Explanation: The specified QSG options are set.

KMQCI342I ACTIONAUTHUSERS(*user-list*)
ACTIONACCOUNT(*account*)
BUFFERSIZE(*buffersize*)
BUFFERSIZEMAX(*buffersizemax*)
BUFFERINCREMENTSIZE
(*bufferincrementsize*)

Explanation: This message is issued in response to the DISPLAY SETTINGS command and displays supplemental information from previously issued SET commands such as SET GROUP or SET MANAGER.

KMQCI343I QACCESS SET(queue-mask) is
established with the following
specifications: MSGAUTHUSERS(*user-*
list) MSGACCOUNT(*account*)
MSGACCESS(*level*)

Explanation: This message is issued in response to the DISPLAY SETTINGS command and displays supplemental information from previously issued SET QACCESS commands.

KMQCI344E NAME, MSGAUTHUSERS,
MSGACCOUNT, MSGACCESS
parameter required

Explanation: A SET QACCESS command is entered without the required NAME, MSGAUTHUSERS, MSGACCOUNT, or MSGACCESS parameter.

System action: The command does not run.

User response: Correct the SET QACCESS command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI345E MGRNAME or GROUP parameter
required

Explanation: A SET QACCESS command is entered without the required MGRNAME or GROUP parameter.

System action: The command does not run.

User response: Correct the SET QACCESS command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI346E QACCESS name not found

Explanation: A SET QACCESS STATUS(DELETE) command is entered to delete a previous SET QACCESS command, but the QACCESS name is not found.

System action: The command does not run.

User response: Specify the correct QACCESS name for the SET QACCESS command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI347I SET QACCESS command processed
successfully

Explanation: The SET QACCESS command is processed successfully.

System action: Normal processing continues.

KMQCI348E Only one of MGRNAME or GROUP
may be specified

Explanation: The SET QACCESS command is entered with incompatible operands.

System action: The command does not run.

User response: Specify either the MGRNAME (manager name) or GROUP (group name) operand for the SET QACCESS command, and enter the command again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI349E Inconsistent parameters for
ACTIONACCOUNT or MSGACCOUNT

Explanation: Incorrect operands have been specified for either the ACTIONACCOUNT or MSGACCOUNT command.

System action: The command does not run.

User response: Correct the operand for the ACTIONACCOUNT or MSGACCOUNT command, and submit it again. For complete command

descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI420I BUFFERSIZEMAX specified is less than
BUFFERSIZE specified in the SET
MQIMONITOR command.
BUFFERSIZE is used as maximum.

Explanation: The value specified for BUFFERSIZEMAX is detected to be smaller than that for BUFFERSIZE. The value specified for BUFFERSIZE is used for BUFFERSIZEMAX instead.

System action: The application statistics feature is activated.

User response: Correct the SET MQIMONITOR command to suppress this message later. For instructions about using SET MQIMONITOR, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQCI421I SET SUBSYSTEM command processed
successfully

Explanation: The SET SUBSYSTEM control statement has been read and processed successfully.

System action: Options specified on this command are now in effect.

KMQCI422W SUBSYSTEM name IS ALREADY
CONNECTED. SET SUBSYSTEM
command ignored

Explanation: The WebSphere MQ Monitoring agent has already established connection with the SUBSYSTEM name.

System action: The command is ignored. Processing continues.

User response: No action is required.

KMQCI131I The command of PURGE QUEUE has
been completed successfully on
QUEUE(qname) in QMgr(qmgrname)

Explanation: The PURGE QUEUE operation is successfully performed against the target queue.

KMQCR002I WebSphere MQ Monitoring agent
starting up.

Explanation: This message is produced on z/OS systems only at agent startup when the Configuration tool value for **Enable startup console messages** is set to Y during installation. Automation software can use this setting to detect that the agent has started.

KMQCT127I Message with MSGID(msgid) AND
CORRELID(correlid) IS DELETED
FROM QUEUE(qname) in
QMgr(mgrname)

Explanation: This message confirms that the specified message is successfully deleted.

System action: The specified message is deleted from the queue.

KMQCT128I Message with MSGID(msgid) AND
CORRELID(correlid) IS RETRIED FROM
QUEUE(dlname) IN QMgr(mgrname)
TO QUEUE(qname) in QMgr(mgrname2)

Explanation: This message confirms that the retry action is successful.

System action: The specified message is successfully delivered from the dead-letter queue to the intended queue.

KMQCT129I All messages with GROUPID(group)
have been deleted from QUEUE(qname)
in QMgr(mgrname)

Explanation: All messages within the specified group have been deleted successfully from the specified queue in the mgrname queue manager .

KMQCT130I All messages with GROUPID(group) are
retrieved from QUEUE(qname) in
QMgr(mgrname) to QUEUE(qname2) in
QMgr(mgrname2)

Explanation: All messages within the specified group in the mgrname queue manager have been successfully retrieved and put to the specified queue in the mgrname2 queue manager.

KMQDI101E Unable to LOAD|UNLOAD data
dictionary module

Explanation: WebSphere MQ Monitoring agent is unable to load or unload the specified data dictionary module.

System action: Monitoring for the queue manager is not initialized.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQIT101E Error in function function. Response =
response_code Reason = reason_code

Explanation: A failure occurred when initializing WebSphere MQ Monitoring agent. The specified function is the routine that encountered the error, the response_code value is the response code from this routine, and the reason_code value is the reason code.

System action: Initialization of WebSphere MQ Monitoring agent cannot continue.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQIT102I WebSphere MQ Monitoring initialization complete
DMAN=dman_addr

Explanation: Initialization of WebSphere MQ Monitoring agent is completed successfully. The address *dman_addr* is the location of the main vector table and is intended for diagnostic purposes only.

KMQIT103E Initialization function *function* failed.
Response = *response_code* Reason = *reason_code*

Explanation: The specified WebSphere MQ Monitoring agent initialization function encounters an error. The *response_code* value is the response code and the *reason_code* value is the reason code.

System action: Initialization of WebSphere MQ Monitoring agent cannot continue.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQIT104I WebSphere MQ Monitoring termination started

Explanation: Termination of WebSphere MQ Monitoring agent is started.

System action: Shutdown processing is performed.

User response: Wait for message KMQIT105I, which indicates that termination has completed.

KMQIT105I WebSphere MQ Monitoring termination complete

Explanation: Termination of WebSphere MQ Monitoring agent is completed.

KMQME102E Unable to load message table KMQAMEMT

Explanation: WebSphere MQ Monitoring agent is unable to load the message table named KMQAMEMT.

System action: WebSphere MQ Monitoring agent stops.

User response: Ensure that KMQAMEMT is still in the installation library for WebSphere MQ Monitoring agent and that the library remains APF authorized.

KMQME103E Message *msgid* not found

Explanation: WebSphere MQ Monitoring agent attempts to issue a message whose message ID *msgid* is not in the message table.

System action: Processing continues.

User response: Verify that the message module KMQAMEMT version matches the installed version of WebSphere MQ Monitoring agent.

KMQME104I ID=nnnnn ccccccc+xxxxxxx *hex_string*
****char_string****

Explanation: This message displays the memory block in dump format for diagnostic purposes. The ID *nnnnn* is a numeric display ID that associates this generic display message with the preceding message, KMQMQ232W. The value *cccc* is the name of the memory block, and the value *xxxxxxx* is the offset into the memory block of the displayed data. The *hex_string* and *char_string* values are the hexadecimal and character representations of the memory block.

KMQMH101E Insufficient private storage

Explanation: The hook to the WebSphere MQ interface fails to obtain sufficient storage for its needs.

System action: The interface hook disables itself.

User response: Increase the region size of the WebSphere MQ application in which the error occurred.

KMQMH102E MQIMONITOR(*addrspc*) unable to establish ESTAE, RC = *return_code*

Explanation: The hook to the WebSphere MQ interface fails to establish a recovery environment in the specified application address space *addrspc*, which installing the interface hook. For more information about the *return_code*, see the information about the ESTAE and ESTAEX macros in *MVS Programming: Assembler Services Reference*.

System action: The interface hook disables itself.

User response: If the *return_code* value is 20, increase the WebSphere MQ application region size, and retry. If problems persist, gather the complete agent log and contact IBM Software Support.

KMQMH103E MQIMONITOR(*addrspc*) ALESERV failed, RC=*return_code*

Explanation: The hook to the WebSphere MQ interface fails to add a dataspace entry to the access list. *addrspc* identifies the WebSphere MQ Monitoring agent address space from which the hook is installed. This mostly happens when the WebSphere MQ Monitoring agent is stopped abnormally. For more information about the

return code, see the information about the ALESERV macro in *MVS Programming: Assembler Services Reference*.

System action: The interface hook disables itself.

User response: See the *MVS Programming: Authorized Assembler Services Reference*, Volume 1 (ALESERV-DYNALLOC) to determine the reason why the ALESERV macro failed. A return code of 56 (X'38') indicates the abnormal termination of the WebSphere MQ Monitoring agent previously. It is normal in this case, and the hook only disables itself. Otherwise, gather the complete agent log and contact IBM Software Support.

KMQMH104E MQIMONITOR(addrspc) insufficient dataspace storage

Explanation: The hook to the WebSphere MQ interface detects that there is not enough data space to hold more WebSphere MQ data.

System action: The WebSphere MQ interface disables itself.

User response: Ensure that the specified WebSphere MQ Monitoring agent address space *addrspc* is running without problems. If the RKLVLLOG log indicates abend or other error messages in the address space, analyze these errors. Modify the monitoring file of the agent so that the SET MQIMONITOR command specifies a larger buffer size. Restart the WebSphere MQ Monitoring agent.

KMQMH110E MQIMONITOR(addrspc) SDUMPX failed, RC = return_code

Explanation: The hook to the WebSphere MQ interface fails to take a SVC dump when an abend occurred in the hook itself. *addrspc* identifies the WebSphere MQ Monitoring agent address space from which the hook is installed. For more information about the return code, see the information about the SDUMPX macro in *MVS Programming: Authorized Assembler Services Reference*.

System action: The interface hook disables itself before issuing SDUMPX macro.

User response: Read the *z/OS MVS Programming: Authorized Assembler Services Reference*, Volume 3 (LLACOPY-SDUMPX) to determine the reason why the SDUMPX macro failed and take appropriate corrective actions. Contact IBM Software Support if you need further assistance.

KMQMH111E MQIMONITOR(addrspc) MQI REQUEST ABEND. CODE = abend_code

Explanation: An abend occurred during WebSphere MQ processing of MQI request, with abend code identified by *abend_code*. When the WebSphere MQ Monitoring agent address space is doing MQI monitoring, it will receive control before and after MQI calls so that it can maintain statistics. This message will

be written out if an abend occurs after the control is passed to WebSphere MQ to perform MQI request.

System action: The WebSphere MQ Monitoring agent recovery routine percolates error. MQI monitoring continues.

User response: This message indicates that an error occurred during the processing of a WebSphere MQ call. Review the logs for address space where the message was issued and the abend occurred to determine what the problem is. For further information, refer to the WebSphere MQ information center or *MVS System Codes manual*. You can find the information center of all WebSphere MQ versions at <http://www.ibm.com/software/integration/wmq/library>. Search and download the appropriate *MVS System Codes manual* at <http://www.ibm.com/systems/z/os/zos/bkserv/lookat>.

KMQMH112E MQIMONITOR(addrspc) dataspace unexpectedly deleted

Explanation: An abend occurs in the hook to the WebSphere MQ interface because the accessed dataspace is detected to be deleted. *addrspc* identifies the WebSphere MQ Monitoring agent address space from which the hook is installed.

System action: The interface hook disables itself.

User response: This message might be issued because of abnormal termination of the WebSphere MQ Monitoring agent previously; otherwise, gather the complete agent log and contact IBM Software Support.

KMQMI101E MQ API Error. Operation = mqiop CC = completion_code RC = reason_code

Explanation: An error occurs within the WebSphere MQ API request for the indicated type of operation, *mqiop*, with the indicated completion and reason codes.

System action: Processing stops or continues, as appropriate for the operation.

User response: Look up the completion and reason codes in the *WebSphere MQ Application Programming Reference*. Different user actions are required for different *reason_code*.

KMQMI102E Error accessing queue qname Operation = mqiop CC = completion_code RC =reason_code

Explanation: An error occurs on a WebSphere MQ API request, for the indicated type of operation, *mqiop*, on the specified queue, with the indicated completion and reason codes.

System action: Processing stops or continues, as appropriate for the operation type.

User response: Look up the completion and reason

codes in *WebSphere MQ Application Programming Reference*. Different user actions are required for different reason codes.

KMQMI103E Error allocating new storage for *type*

Explanation: A storage allocation error occurred for the specified object type.

System action: Processing stops.

User response: Make sure the system can provide enough memory for the agent. If the problem persists, gather the complete agent log, and contact IBM Software Support.

KMQMI104I Monitoring ended because of event: *type*

Explanation: The WebSphere MQ Monitoring agent stops because of an external event of the type indicated.

System action: Processing terminates.

User response: If you enter Ctrl-C to stop the agent and the event type is Ctrl-C Detected, this is a successful termination. For any other event type, contact IBM Software Support.

KMQMI105E *type* exception thrown

Explanation: An unexpected exception of the specified type occurs.

System action: Processing terminates.

User response: The exception can be any one of following types and the detailed information can be found in the agent log:

- Undefined
- Bad MQ API Return Code
- External Signal Received
- Memory Allocation Failure
- Bad Server
- Bad EventOpenOption from PCF
- Bad Command from PCF header
- PCFMessage Overflow
- Bad MQOpenQueue
- MQOpenQueue creation failed
- MQInterface creation failed
- SystemCommandServer creation failed
- ServerRequestProcessor creation failed
- QueueMask creation failed
- PCFMessageIterator creation failed
- EventQueueSet creation failed
- MessageManQueue creation failed
- ChannelMask creation failed
- Bad PCFMessage No QueueName defined

- Bad PCFMessage No MsgTag defined
- Bad PCFMessage No MsgId defined
- Bad PCFMessage No CorrelId defined
- Command Server not responding
- Message Translation Exception

Different solutions are needed according to the types of the exceptions.

KMQMI106I Initialization completed, System *sysid* QMgr *mgrname* Waiting for Server initiation message

Explanation: Initialization of the WebSphere MQ Monitoring agent is completed for the queue manager specified by the *mgrname* value on the local system specified by the *sysid* value. The WebSphere MQ Monitoring agent is waiting for Tivoli Enterprise Monitoring Server initiation.

KMQMI109E MQ inquire command error. CC = *completion_code* Reason = *reason_code*

Explanation: An INQUIRE command sent to the WebSphere MQ command server fails with the specified completion and reason codes.

System action: Processing continues, but some data is missing.

User response: Look up the completion and reason codes in the *WebSphere MQ Application Programming Reference* and contact IBM Software Support.

KMQMI110E MQ version not available because *reason_text*. RC = *return_code*

Explanation: The WebSphere MQ Monitoring agent is unable to determine the current version and release of WebSphere MQ for one of the following reasons:

- Unable to create temporary file name: A temporary file for receiving the output from SYSLEVEL cannot be allocated.
- Unable to open file for output: The temporary file used to receive output from SYSLEVEL cannot be opened.
- Unable to save STDOUT handle: The handle for the STDOUT file cannot be saved.
- Unable to redirect STDOUT: Standard output cannot be redirected to the temporary file.
- DosExecPgm failure: An error occurred attempting to call SYSLEVEL.
- Unable to open file for input: The temporary file cannot be opened for input.
- Unable to locate MQ Version information: The WebSphere MQ version information cannot be located in the SYSLEVEL output file.

These reasons might may apply to some operating systems and not to others. The specified return code is from the attempted operation.

System action: Processing continues without WebSphere MQ version information.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMI112E Unable to allocate remote queue

Explanation: An error occurred when allocating the remote queue specified in the preceding KMQMI102E message. This error can occur when more than one WebSphere MQ Monitoring agent is started.

System action: Processing stops.

User response: Look up the completion and reason codes of the KMQMI196I message in the *WebSphere MQ Application Programming Reference*.

KMQMI113E Unable to connect to QMgr *mgrname*

Explanation: An error occurs when connecting to the queue manager specified by the *mgrname* value. This error can occur when there is an authorization problem or when the queue manager is not started.

System action: Processing stops.

| **User response:** Look up the completion and reason
| codes of the KMQMI101E message in the *WebSphere*
| *MQ Application Programming Reference*.

KMQMI114E *event_type* signal received, ignored

Explanation: A signal event of type *event_type* has occurred.

User response: No action is required.

KMQMI115E Start time for QMgr *mgrname* not available, because *reason_text*. RC = *return_code*

Explanation: The WebSphere MQ Monitoring agent cannot determine the start date and time of the queue manager specified by the *mgrname* value for one of the following reasons:

- Unable to create temporary file name: A temporary file for receiving the output from the **ps -ef** command cannot be allocated.
- Unable to open file for output: The temporary file used to receive output from **ps -ef** cannot be opened.
- WebSphere MQ manager not started: The *mgrname* queue manager has not been started.

System action: Processing continues without start date and time information.

User response: Get the Start time from the command line by running the following command:

- For AIX systems:

```
ps -efo args,etime | grep 'mgrname' | awk  
'/amqzma0/'
```

- For other UNIX or Linux systems:

```
ps -ef | grep 'mgrname' | awk '/amqzma0/'
```

If nothing returns, check whether the *mgrname* queue manager is started.

KMQMI116E QMgr command server not responding

Explanation: The WebSphere MQ Monitoring agent attempts to verify that the WebSphere MQ command server is running, but the command server does not respond.

System action: Processing stops.

User response: Ensure that the WebSphere MQ command server is running for the queue manager that is being monitored. If necessary, start the command server by entering the following command:

```
strmqcsv queue-manager-name
```

KMQMI117I QMgr *mgrname* is not defined or monitored

Explanation: The WebSphere MQ Monitoring agent connects to the Tivoli Enterprise Monitoring Server, but either the monitoring server queue manager is not defined to the local queue manager or it is not being monitored.

System action: Processing continues.

User response: Verify that the monitoring server queue manager is defined correctly to the local queue manager as either a transmit queue or a queue manager alias.

KMQMI118I Queue *mgrname* is not a transmit queue

Explanation: The WebSphere MQ Monitoring agent connects to the Tivoli Enterprise Monitoring Server, but the *mgrname* queue manager is not defined as a transmit queue or a queue manager alias.

System action: Processing continues.

User response: If you have problems with the WebSphere MQ Monitoring agent, verify that the monitoring server queue manager is defined correctly to the local queue manager.

KMQMI119I Error validating reply-to queue manager

Explanation: The WebSphere MQ Monitoring agent connects to the Tivoli Enterprise Monitoring Server, but cannot confirm that the transmit queue and channel are correctly defined.

System action: Processing continues.

User response: If you encounter problems with the WebSphere MQ Monitoring agent, verify that the monitoring server queue manager is defined correctly to the local queue manager and that the sender/server channel is correctly defined.

KMQMI120I Channel *chlname* is not running

Explanation: The WebSphere MQ Monitoring agent contacts the Tivoli Enterprise Monitoring Server, but the sender/server channel *chlname* is not running.

System action: Processing continues.

User response: If you encounter problems with the WebSphere MQ Monitoring agent, verify that the sender/server channel is active.

KMQMI121I Unable to find sender/server channel for *mgrname*

Explanation: The WebSphere MQ Monitoring agent contacts the Tivoli Enterprise Monitoring Server, but the *mgrname* monitoring server queue manager is not associated with any monitored sender/server channels.

System action: Processing continues.

User response: If you encounter problems with the WebSphere MQ Monitoring agent, verify that the monitoring server queue manager is defined correctly to the local queue manager.

KMQMI122E Message received with unsupported CCSID=*ccsid*, ignored

Explanation: The WebSphere MQ Monitoring agent receives a message from the Tivoli Enterprise Monitoring Server with an unsupported coded character set ID. The value *ccsid* is the decimal value of the CCSID.

System action: The command is ignored. Processing continues.

User response: Determine why the monitoring server uses the CCSID specified in the message. If problems persist, contact IBM Software Support.

KMQMI123E The correct password has not been provided

Explanation: The WebSphere MQ Monitoring agent receives the reply quit when it prompted for a password.

System action: Processing terminates.

User response: Rerun the program, and supply the correct password.

KMQMI124E Environment error - Unable to create event due to reason *reason_text*, RC = *return_code*

Explanation: As the result of an internal problem, WebSphere MQ Monitoring agent is unable to process an event.

System action: The event is discarded.

User response: If the problem persists, contact IBM Software Support.

KMQMI125I System *sysname*, QMgr *mgrname*, initialization completed.

Explanation: Monitoring of the *mgrname* queue manager on the system specified by the *sysname* value has finished initialization. Monitoring begins.

KMQMI126I Will retry in one minute...

Explanation: This message is displayed when the queue manager or its command server is not started.

System action: The WebSphere MQ Monitoring agent sleeps for one minute and tries again to locate the server.

User response: Verify that the queue manager and its command server are started. See Queue manager commands and Command server commands for information about how to start a queue manager and a command server.

KMQMI127I DLQ Name inquire failed.

Explanation: WebSphere MQ Monitoring agent cannot locate the dead-letter queue for the monitored queue manager.

System action: Processing continues.

User response: Verify that you have defined a dead-letter queue for this queue manager. If this problem persists, contact IBM Software Support.

KMQMI128I MQ monitoring terminating...

Explanation: WebSphere MQ Monitoring agent is shutting down.

KMQMI129E SET GROUP option *option* is invalid. Reason: *reason_text*

Explanation: The specified SET GROUP option is either invalid or used incorrectly. The *reason_text* provides more information about what is wrong.

System action: The command is ignored. Processing continues.

User response: Review the *reason_text*, and correct the option.

KMQMI130E SET GROUP setting *option* is not supported

Explanation: The specified option for SET GROUP is not supported.

System action: The command is ignored. Processing continues.

User response: Enter a valid option, and retry the command.

KMQMI131E LIKE GROUP *group* was not defined. Command ignored

Explanation: The group *group* specified in the LIKE operand is not defined.

System action: The command is ignored. Processing continues.

User response: Specify a group that exists, define the group *group* using the SET GROUP command, or remove the LIKE operand from the command; submit it again.

KMQMI132E SET MANAGER option *option* is invalid: *reason_text*

Explanation: The specified SET MANAGER option is either invalid or used incorrectly. The *reason_text* provides more information about what is wrong.

System action: The command is ignored. Processing continues.

User response: Review the *reason_text*, and correct the option.

KMQMI133E SET MANAGER setting *option* is not supported

Explanation: The specified option for SET MANAGER is not supported.

System action: The command is ignored. Processing continues.

User response: Enter a valid option, and retry the command.

KMQMI134E LIKE MANAGER *mgrname* was not defined. Command ignored

Explanation: The queue manager specified in the LIKE MANAGER command is not defined.

System action: The command is ignored. Processing continues.

User response: Specify a queue manager that has been defined, define the queue manager using SET MANAGER, or remove the LIKE operand from the command; submit the command again.

KMQMI135I Multiple manager is not supported

Explanation: A mask is specified for the queue manager name, but non-z/OS systems do not support monitoring multiple queue managers using a single agent.

System action: The command is ignored. Processing continues.

User response: Replace the mask specification of the manager name with the name of a specific queue manager. If multiple managers are to be monitored, create additional instances of the WebSphere MQ Monitoring agent.

KMQMI136E Manager *mgrname* exists, STATUS(ADD) is invalid. SET MANAGER ignored

Explanation: The specified manager already exists and cannot be added.

System action: The command is ignored. Processing continues.

User response: If you do not want to modify the queue manager specification, no further action is necessary. Otherwise, correct your command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI137E PERFORM INCLUDE option *option* is invalid. Reason: *reason_text*

Explanation: The specified PERFORM INCLUDE option is either invalid or used incorrectly. The *reason_text* value indicates further what is wrong.

System action: The command is ignored. Processing continues.

User response: Review the *reason_text*, and correct the option.

KMQMI138E PERFORM STARTMON option *option* is invalid. Reason: *reason_text*

Explanation: The specified PERFORM STARTMON option is either invalid or used incorrectly. The *reason_text* provides more information about what is wrong.

System action: The command is ignored. Processing continues.

User response: Review the *reason_text*, and correct the option.

KMQMI139I PERFORM STARTUP is not supported

Explanation: The PERFORM STARTUP command is not supported on non-z/OS systems.

System action: The command is ignored. Processing continues.

KMQMI140I PERFORM SHUTDOWN is not supported

Explanation: The PERFORM SHUTDOWN command is not supported on non-z/OS systems.

System action: The command is ignored. Processing continues.

KMQMI141E Invalid command: *command*

Explanation: The specified command is not valid.

System action: The command is ignored. Processing continues.

User response: Enter a valid command, and submit it again.

KMQMI142E Cannot open command file *command_file*.

Explanation: WebSphere MQ Monitoring agent cannot open the command file that you specify. It is likely that either the file does not exist or you do not have authority to read it.

System action: The command is ignored. Processing continues.

User response: Correct the command file name, and resubmit the command.

KMQMI143E Command file ended with a -, continuation is expected.

Explanation: The command file has a hyphen as the last character of the last line. This character indicates a continuation to the next line, but the next line is not present.

System action: The last command in the command file is ignored. Processing continues.

User response: Delete the last hyphen from the last line of the command file.

KMQMI144E SET QUEUE option *option* is invalid. Reason: *reason_text*

Explanation: The specified SET QUEUE option is either invalid or used incorrectly. The *reason_text* provides more information about what is wrong.

System action: The command is ignored. Processing continues.

User response: Review the *reason_text*, and correct the option.

KMQMI145E SET CHANNEL option *option* is invalid. Reason: *reason_text*

Explanation: The specified SET QUEUE option is either invalid or used incorrectly. The *reason_text* provides more information about what is wrong.

System action: The command is ignored. Processing continues.

User response: Review the *reason_text*, and correct the option.

KMQMI146E Queue *qname* exists, STATUS(ADD) is invalid. SET QUEUE ignored

Explanation: A SET QUEUE command that specified STATUS(ADD) is issued that referred to a queue that has already been defined as the result of a previous SET QUEUE command.

System action: The command is ignored. Processing continues.

User response: If you do not want to modify the queue specification, no further action is necessary. Otherwise, correct your command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI147E Channel *chlname* exists, STATUS(ADD) is invalid. SET CHANNEL ignored

Explanation: A SET CHANNEL command that specified STATUS(ADD) is issued that referred to a channel that has already been defined as the result of a previous SET CHANNEL command.

System action: The command is ignored. Processing continues.

User response: If you do not want to modify the channel specification, no further action is necessary. Otherwise, correct your command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI148E Queue *qname* does not exist, STATUS(DELETE) is invalid. SET QUEUE ignored

Explanation: A SET QUEUE command that specified STATUS(DELETE) is issued that referred to a queue *qname* that does not exist.

System action: The command is ignored. Processing continues.

User response: If the queue name is misspelled,

correct the command, and submit it again. Otherwise, the queue that you specify for deletion does not exist, so no action is necessary. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI149E Channel *chlname* does not exist, STATUS(DELETE) is invalid. SET CHANNEL ignored

Explanation: A SET CHANNEL command that specified STATUS(DELETE) is issued that referred to a channel *chlname* that does not exist.

System action: The command is ignored. Processing continues.

User response: If the channel name is misspelled, correct the command, and submit it again. Otherwise, the channel that you specify for deletion does not exist, so no action is necessary. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI150E SET QUEUE setting *option* is not supported

Explanation: The specified option in the SET QUEUE command is not supported.

System action: The command is ignored. Processing continues.

User response: Correct or remove the invalid option, and submit the command again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI151E SET CHANNEL setting *chlname* is not supported

Explanation: The specified option in the SET CHANNEL command is not supported.

System action: The command is ignored. Processing continues.

User response: Correct or remove the invalid option, and submit the command again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI152E SET QUEUE refers to a MGRNAME *mgrname* that does not exist. SET QUEUE ignored

Explanation: A SET QUEUE command is issued that referred to a queue manager that has not previously been specified.

System action: The command is ignored. Processing continues.

User response: Either change the queue manager name to one that has previously been specified, or replace the MGRNAME option with a valid GROUP option. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI153E SET QUEUE refers to a GROUP *group* that does not exist. SET QUEUE ignored

Explanation: A SET QUEUE command is issued that refers to a group that has not been previously specified.

System action: The command is ignored. Processing continues.

User response: Either change the group to one that has previously been specified, or replace the GROUP option with a valid MGRNAME option. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI154E SET CHANNEL refers to a MGRNAME *mgrname* that does not exist. SET CHANNEL ignored

Explanation: A SET CHANNEL command is issued that refers to a queue manager that has not been previously specified.

System action: The command is ignored. Processing continues.

User response: Either change the queue manager name to one that has previously been specified, or replace the MGRNAME option with a valid GROUP option. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI155E SET CHANNEL refers to a GROUP *group* that does not exist. SET CHANNEL ignored

Explanation: A SET CHANNEL command is issued that referred to a group that has not been previously specified.

System action: The command is ignored. Processing continues.

User response: Either change the group to one that has previously been specified, or replace the GROUP option with a valid MGRNAME option. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI156E SET QUEUE refers to a queue mask *queue_mask* that does not exist in *group|mgrname*. SET QUEUE ignored

Explanation: The SET QUEUE command cannot delete the specified queue mask because it has not been previously specified for the associated group (*group*) or queue manager name (*mgrname*).

System action: The command is ignored. Processing continues.

User response: If necessary, change the *group* or *mgrname* value to one that has previously been specified. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI157E SET CHANNEL refers to a channel mask *chlmask* that does not exist in *group|mgrname*. SET CHANNEL ignored

Explanation: The SET CHANNEL command cannot delete the specified channel mask because it has not been previously specified for the associated group or queue manager name.

System action: The command is ignored. Processing continues.

User response: If necessary, change the *group* (*group*) or queue manager name (*mgrname*) to one that has previously been specified. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI158E No MGRNAME or GROUP defined for resource, command is ignored

Explanation: There is no group or manager associated with the queue or channel.

System action: The command is ignored. Processing continues.

User response: Specify either the GROUP or MANAGER operand on the SET QUEUE or SET CHANNEL command.

KMQMI159E Channel *chlname* already exists. SET CHANNEL command ignored

Explanation: The specified channel name is specified on a previous SET CHANNEL command.

System action: The command is ignored. Processing continues.

User response: If necessary, remove the existing channel specification using the STATUS(DELETE) command, and submit the command again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ*

Monitoring Agent User's Guide.

KMQMI160E Component *component* invalid table index, value=*value*

Explanation: The WebSphere MQ Monitoring agent specified by the *component* value encounters an invalid index parameter that has the specified value.

System action: The agent does not return data for the request.

User response: No action is required.

KMQMI161E Component *component* is missing required table index values

Explanation: The WebSphere MQ Monitoring agent specified *component* value cannot find the required index parameter values. This message is typically a symptom of another problem.

System action: The agent does not return data for the request.

User response: Examine the messages in the log that precede this message; previous messages provide more detailed information about why the agent is not functioning correctly. If problems persist, contact IBM Software Support.

KMQMI162E *component* encountered unexpected value =*value*

Explanation: The WebSphere MQ Monitoring agent specified by the *component* value encountered an unexpected variable value.

System action: Data returned for the request might be incomplete.

User response: No action is required.

KMQMI163I Message deleted. QMgr = *mgrname*, Q = *qname*, Msgid = *msgid*, Correlid = *correlid*

Explanation: The message with the specified message ID and correl ID has been deleted from the *qname* queue on the *mgrname* queue manager .

KMQMI164I Message retried. QMgr = *mgrname*, Q = *qname*, DestQMgr = *dest_mgrname*, DestQ = *dest_qname*, Msgid = *msgid*, Correlid = *correlid*

Explanation: The referenced message has been taken from the indicated queue and retried to the indicated destination.

KMQMI165W *component d for unsupported platform*

Explanation: The WebSphere MQ Monitoring agent specified by the *component* value is called on a system for which the function is not supported.

System action: Applicable data cannot be returned for an unsupported system.

User response: Ensure that WebSphere MQ Monitoring agent is installed on a supported system.

KMQMI166I **No SET MANAGER command in command file. Default manager monitored**

Explanation: No SET MANAGER command is present in the command file.

System action: WebSphere MQ Monitoring agent monitors the default queue manager. Processing continues.

User response: To monitor a queue manager other than the default queue manager, add a SET MANAGER command to the command file.

KMQMI167I **No PERFORM STARTMON command in command file. Monitoring not initiated**

Explanation: A PERFORM STARTMON command must exist for WebSphere MQ Monitoring agent to start monitoring.

System action: Processing continues, but monitoring is not initiated.

User response: Add a PERFORM STARTMON command to the command file, and restart the WebSphere MQ Monitoring agent.

KMQMI168W **No queue manager provided with -n command. Default manager monitored**

Explanation: The *-n* option is specified on the **kmqira start** command, but no queue manager is specified.

System action: The default queue manager is monitored.

User response: Either remove the *-n* operand from the startup script or append the name of the queue manager that you want to monitor to it.

KMQMI169E **Environment error - Unable to create thread**

Explanation: An attempt to start an independent execution path within the WebSphere MQ Monitoring agent failed.

System action: The monitoring agent does not initialize successfully.

User response: Correct any resource constraints for the WebSphere MQ Monitoring agent that might be preventing thread creation; stop and restart the monitoring agent. If problems persist, contact IBM Software Support.

KMQMI170E **Persistent Data Store module failure, RC = *return_code***

Explanation: A failure has occurred in the specified persistent datastore module. The *return_code* provides diagnostic information.

System action: The data requested from the persistent datastore is unavailable.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMI171I **Node *node* is online**

Explanation: The WebSphere MQ Monitoring agent registers the specified node as online. One WebSphere MQ Monitoring agent can monitor multiple z/OS queue managers. The node corresponds to the queue manager that it is monitoring.

KMQMI172I **Node *node* is offline**

Explanation: The WebSphere MQ Monitoring agent unregisters the specified node, putting it offline. One WebSphere MQ Monitoring agent can monitor multiple z/OS queue managers. The node corresponds the queue manager that it is no longer monitoring.

User response: If this action is expected as the result of the queue manager going inactive or the agent shutting down, no action is needed. If this action occurs unexpectedly, contact IBM Software Support.

KMQMI173E **Event arrived from *module*, failed with status *status_code***

Explanation: The WebSphere MQ Monitoring agent attempts to signal that a WebSphere MQ event has occurred from module *module*, but received an error with status code *status_code*.

System action: The event is ignored. No alerts are issued for it.

User response: If problems persist, gather the complete agent log and contact IBM Software Support.

KMQMI174I **Event communication queue ended with return code *return_code***

Explanation: The return code *return_code* is received when retrieving a WebSphere MQ event notification.

System action: The WebSphere MQ event notification process is stopped.

User response: During normal address-space

KMQMI175E • KMQMI182I

shutdown, this message is normal. If this message is displayed at any other time, gather the complete agent log and contact IBM Software Support.

KMQMI175E Abend in event processing intercepted

Explanation: An abnormal termination is averted when attempting to process a WebSphere MQ event message.

System action: The event message is ignored. Processing continues.

User response: Search for prior errors in the log, gather the complete agent log, and contact IBM Software Support.

KMQMI176E Invalid message retrieved from event communication queue - type =type

Explanation: An event communication message with invalid type *type* is received.

System action: The event message is ignored. Processing continues.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMI177E Invalid message format detected in event notification message

Explanation: An event notification message is received with an invalid format.

System action: The message is ignored. Processing continues.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMI178E SET AGENT command option *option* is invalid: *reason_text*

Explanation: The specified option entered in the SET AGENT command is invalid for the reason given in the *reason_text* value.

System action: The command is ignored. Processing continues.

User response: Correct the option, and submit the command again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI179E Value specified for SET AGENT is too long. Value truncated.

Explanation: The specified NAME parameter of the SET AGENT command is longer than 8 characters; 8 characters is the maximum length for this parameter.

System action: The name is truncated to 8 characters.

User response: Specify a name with 8 characters or fewer, and submit the command again.

KMQMI180E SET EVENTQIN |OUT option *option* is invalid: *reason_text*

Explanation: The SET EVENTQIN or SET EVENTQOUT option is invalid for the reason given in the *reason_text* value.

System action: The command is ignored. Processing continues.

User response: Correct or remove the option, and resubmit the command. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI181E SET EVENTQIN |OUT option is not supported

Explanation: The specified SET EVENTQIN or SET EVENTQOUT option *option* is not supported.

System action: The command is ignored. Processing continues.

User response: Correct or remove the option, and submit the command again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI182I Maximum delayed events queued awaiting online status; older events will roll off

Explanation: WebSphere MQ event notification for situations using the MQSeries_Events attribute group is delayed until the WebSphere MQ Monitoring agent is fully online.

System action: Because the maximum number of events that can be retained is reached, the agent no longer retains the oldest event for each new event that it intercepts.

User response: This message can occur at startup when the event queues of the monitored queue manager have many back-logged event messages. Determine the reason for either the inability of the WebSphere MQ Monitoring agent to come online or the loss of online status of it, and correct the problem.

This error might occur as the result of a communication failure with the Tivoli Enterprise Monitoring Server. If this is a new monitoring environment, you might need to change the values of communication parameters such as CTIRA_CELL_NAME. If the problem persists, contact IBM Software Support.

KMQMI183E Excessive IPC Dequeue failures. Event communication terminated

Explanation: More than 100 errors were encountered when attempting to retrieve an event notification message.

System action: The event notification process stops.

User response: Look for other error messages that might have preceded this message. Gather the complete agent log and contact IBM Software Support.

KMQMI184E Error in opening *filename* file

Explanation: The file specified by the *filename* value cannot be opened, it is possible that it does not exist, or you do not have the required authorities to open it.

System action: The current function is stopped. Processing continues.

User response: Ensure that the specified file exists and sufficient authorities are granted to open it for reading and then retry.

KMQMI185E Error in writing to *filename* file. Write is not successful or data lost

Explanation: An error occurred when trying to write data to the specified file.

System action: The write is unsuccessful. The data written is lost.

User response: Ensure that enough disk space is available for a write operation and that there are no other file system problems, and retry the operation.

KMQMI186E SET EVENTQIN |OUT refers to a GROUP|MGRNAME *group|mgrname* that does not exist. SET EVENTQIN |OUT ignored

Explanation: The specified group or queue manager named in the SET EVENTQIN or SET EVENTQOUT command does not exist.

System action: The command is ignored. Processing continues.

User response: Replace the *group* or *mgrname* name with a valid one, and resubmit the command.

KMQMI187I Agent *CONNECTED|RECONNECTED|DISCONNECTED TO|FROM* the server (*server_name*)

Explanation: The WebSphere MQ Monitoring agent successfully establishes a connection or re-connection to the Tivoli Enterprise Monitoring Server, or the agent disconnected from the Tivoli Enterprise Monitoring Server.

disconnected from the monitoring server:

- The system where the monitoring server is running is down.
- The monitoring server is not running.
- Communication problem occurs between the agent and the monitoring server.

KMQMI188I MQ command *d* for QMgr = *mgrname*

Explanation: An automation request is made to issue a WebSphere MQ command against the *mgrname* queue manager .

System action: The WebSphere MQ command is issued.

KMQMI189I Command text: *command_text*

Explanation: An automation request is made to issue the WebSphere MQ command *command_text*.

KMQMI190I WebSphere MQ command completed for QMgr = *mgrname*

Explanation: A WebSphere MQ command is completed for the *mgrname* queue manager. Subsequent KMQMI191I and KMQMI192I messages display the command responses.

KMQMI191I Response text: *response_text*

Explanation: This message displays the response text *response_text* from the command specified in the previous KMQMI189I message. There might be multiple responses or no response, and the *response_text* value might be truncated if it is too long.

KMQMI192I MQ command completion status: CCCRC = *command_response*, CompCode = *completion_code*, Reason = *reason_code*

Explanation: The command displays by the previous KMQMI189I message completed with the specified status.

KMQMI193E Error in establishing Commitment Control. RC = *return_code* errno = *errno*

Explanation: The i5/OS system command that you submit, **strcmtctl lcklvl(*cs) nfyobj(qsys/qsysopr *msgq) cmtscope(*job)**, fails with return code *return_code* and error code *errno*.

System action: The command is ignored. Processing continues.

User response: Correct the error in the command, and restart the WebSphere MQ Monitoring agent.

The following reasons can cause the agent to be

KMQMI194E Error in issuing _Rcommit command.
RC = return_code errno = errno

Explanation: The command that you submit, **Rcommit(KMQAGENT - KMQCMQMI commit)**, fails with return code *return_code* and error code *errno*.

System action: The command is ignored. Processing continues.

User response: Correct the error in the command, and restart the WebSphere MQ Monitoring agent.

KMQMI195E Error in issuing _Rrollbck command.
RC = return_code errno = errno

Explanation: The command that you submit, **_Rrollbck()**, fails with return code *return_code* and error code *errno*.

System action: The command is ignored. Processing continues.

User response: Correct the error in the command, and restart the WebSphere MQ Monitoring agent.

KMQMI196I QMgr mgrname is inactive. Operation = operation CC = completion_code RC = reason_code

Explanation: The WebSphere MQ API call identified by the *operation* value fails with the specified completion code and reason code, indicating that the queue manager is inactive or stops.

System action: WebSphere MQ Monitoring agent continues trying to connect to the queue manager until it becomes active.

User response: To monitor the queue manager, start the queue manager and its command server.

KMQMI197I QMgr command server is available.

Explanation: The WebSphere MQ Monitoring agent detects that the command server is available and is processing commands.

System action: Monitoring of the queue manager begins.

KMQMI198I Messages deleted. QMgr = mgrname, Q = qname, Groupid = group

Explanation: As requested, the messages with the specified group are deleted from the *qname* queue in the *mgrname* queue manager.

KMQMI199I Messages retried. QMgr = mgrname, Q = qname, DestQMgr = dest_mgrname, DestQ = dest_qname, Groupid = group

Explanation: As requested, the dead-letter queue messages with the specified group are retried from the

qname queue in the *mgrname* queue manager to the *dest_queue* queue in the *dest_mgrname* destination queue manager.

KMQMI200W Report display row limit exceeded - ROWLIM(row_limit).

Explanation: The message displays the report that returns more than the number of rows specified by the *row_limit* value.

System action: The additional rows of data are displayed.

User response: No action is required.

KMQMI201W Failed to notify offline status

Explanation: The agent attempt to send the offline status to the Tivoli Enterprise Monitoring Server fails.

System action: It is the failure of the agent to notify during the heartbeat interval that causes this error. The agent will attempt to notify the monitoring server in its next cycle when the heartbeat interval again expires.

User response: If the problem persists, contact IBM Software Support.

KMQMI202I PDS insert function reinitialized for table tblname

Explanation: The persistent datastore insert function for the specified table *tblname* that is previously disabled has become available again. The time at which it is disabled is indicated by the preceding message KMQMI170E.

System action: Historical data recording for the specified table resumes.

KMQMI203W event_count events lost in Event Log for queue manager mgrname

Explanation: During the time that event logging is disabled, the specified number of events *event_count* from the *mgrname* queue manager are not recorded into the persistent datastore. The time at which event logging is disabled is indicated by the preceding KMQMI170E message.

System action: Event-log recording resumes.

User response: If event-log integrity is critical, resolve the original problem reported in KMQMI170E message.

KMQMI204W Directory name dirname is too long and ignored. The maximum allowed length is maxlen.

Explanation: The directory name *dirname* that is specified using the SET EVENTLOG command or the CTIRA_HIST_DIR environment variable is too long.

The maximum length of a directory name is specified by the *maxlen* value.

System action: The specified directory name is ignored.

User response: Specify a valid directory name that is shorter than the maximum length.

KMQMI205E SET EVENTLOG option *option* is invalid. Reason: *reason_text*

Explanation: The SET EVENTLOG option *option* is either invalid or used incorrectly. The specified reason *reason_text* indicates why the option is invalid.

System action: The command is ignored. Processing continues.

User response: Correct or remove the option, and resubmit the command. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI206W Invalid event message encountered and ignored

Explanation: WebSphere MQ Monitoring agent tries to process a WebSphere MQ event, but the event is not valid.

System action: The event is ignored.

User response: Analyze the event information displayed following this message to determine why it is invalid. If the event is valid, gather the complete agent log, and contact IBM Software Support.

KMQMI207W SAMPINT is increased to *new_interval* seconds because value specified in configuration file (*old_interval*) is too small.

Explanation: The SAMPINT value specified in the WebSphere MQ Monitoring agent configuration file is not large enough to collect all WebSphere MQ data samples. Data collection for the interval is still in progress when the interval *old_interval* expires.

System action: The SAMPINT value is increased to the interval specified by the *new_interval* value, and processing continues.

User response: Increase the SAMPINT value in the WebSphere MQ Monitoring agent configuration file.

KMQMI208I Error Log monitoring feature turned off

Explanation: The error log monitoring feature is disabled by specifying ERRLOGCYCLE(0) on either the SET MANAGER or SET GROUP monitoring option.

System action: Processing continues with error log monitoring disabled.

User response: If it is your intention to deactivate this monitoring feature, no further action is required. The Error Log Monitoring feature is described in *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI209E Situation *sitname* for message statistics attribute group must specify single queue name.

Explanation: The specified situation *sitname* must specify a queue name plus an equal operator. You must write a separate situation for each individual queue. The reason for this requirement is the overhead of collecting this data; this information must be collected only for specific queues that need to be closely monitored.

System action: No rows are returned for the requested situation.

User response: Modify the situation to specify a specific queue name for the *qname* attribute.

KMQMI210E Collection of message statistics failed. QMgr = *mgrname*, Queue = *qname*, Userid = *userid*, RC = *reason_code*

Explanation: Collection of message statistics for the specified queue is requested by either a situation or an ad-hoc report request. The attempt to browse messages on queue *qname* fails with reason code *reason_code*.

Reason code below 9000 are returned by WebSphere MQ; additional information about these reason codes is in the *WebSphere MQ Application Programming Reference*. Reason codes 9000 and higher are set by the agent. Possible values are:

2001	Alias Base Q Type Error
2004	Buffer Error
2005	Buffer Length Error
2009	Connection Broken
2010	Data Length Error
2011	Dynamic_Q_Name_Error
2016	Get_Inhibited
2017	Handle_Not_Available
2018	Hconn_Error
2019	Hobj_Error
2024	Syncpoint_Limit_Reached
2026	MD_Error
2033	No_Msg_Available
2034	No_Msg_Under_Cursor
2035	Not_Authorized
2036	Not_Open_For_Browse

KMQMI210E

2037	Not_Open_For_Input	2130	Adapter_Serv_Load_Error
2041	Object_Changed	2133	Adapter_Conv_Load_Error
2042	Object_In_Use	2136	Multiple_Reasons
2043	Object_Type_Error	2140	CICS_Wait_Failed
2044	OD_Error	2152	Object_Name_Error
2045	Option_Not_Valid_For_Type	2153	Object_Q_Mgr_Name_Error
2046	Options_Error	2154	Recs_Present_Error
2052	Q_Deleted	2155	Object_Records_Error
2057	Q_Type_Error	2156	Response_Records_Error
2058	Q_Mgr_Name_Error	2157	ASID_Mismatch
2059	Q_Mgr_Not_Available	2161	Q_Mgr_Quiescing
2062	Second_Mark_Not_Allowed	2162	Q_Mgr_Stopping
2063	Security_Error	2183	API_Exit_Load_Error
2069	Signal_Outstanding	2184	Remote_Q_Name_Error
2070	Signal_Request_Accepted	2186	GMO_Error
2071	Storage_Not_Available	2192	Pageset_Full
2079	Truncated_Msg_Accepted	2193	Pageset_Error
2080	Truncated_Msg_Failed	2194	Name_Not_Valid_For_Type
2082	Unknown_Alias_Base_Q	2195	Unexpected_Error
2085	Unknown_Object_Name	2196	Unknown_Xmit_Q
2086	Unknown_Object_Q_Mgr	2197	Unknown_Def_Xmit_Q
2087	Unknown_Remote_Q_Mgr	2198	Def_Xmit_Q_Type_Error
2091	Xmit_Q_Type_Error	2199	Def_Xmit_Q_Usage_Error
2092	Xmit_Q_Usage_Error	2201	Name_In_Use
2099	Signal1_Error	2202	Connection_Quiescing
2100	Object_Already_Exists	2203	Connection_Stopping
2101	Object_Damaged	2204	Adapter_Not_Available
2102	Resource_Problem	2209	No_Msg_Locked
2109	Suppressed_By_Exit	2217	Connection_Not_Authorized
2110	Format_Error	2219	Call_In_Progress
2111	Source_CCSID_Error	2241	Incomplete_Group
2112	Source_Integer_Enc_Error	2242	Incomplete_Msg
2113	Source_Decimal_Enc_Error	2243	Inconsistent_CCSIDs
2114	Source_Float_Enc_Error	2244	Inconsistent_Encodings
2115	Target_CCSID_Error	2245	Inconsistent_UOW
2116	Target_Integer_Enc_Error	2246	Invalid_Msg_Under_Cursor
2117	Target_Decimal_Enc_Error	2247	Match_Options_Error
2118	Target_Float_Enc_Error	2255	UOW_Not_Available
2119	Not_Converted	2256	Wrong_GMO_Version
2120	Converted_Msg_Too_Big	9002	Unsupported CCSID found.

- 9005 Insufficient Storage
- 9008 Not allowed by MSGACCESS value
- 9009 Agent timeout occurred

System action: No rows are returned.

User response: Resolve the problem that is indicated by the reason code.

KMQMI211E Request for queue status failed. RC = *return_code*, **CompCode =** *completion_code*,
Reason = *reason_code*, **Queue =** *qname*,
QMgr = *mgrname*

Explanation: A command requesting queue status information is submitted to the *mgrname* queue manager. This request fails with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in the *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI212E Request for connection information failed. RC = *return_code*, **CompCode =** *completion_code*, **Reason =** *reason_code*,
ConnectionID = *connection_ID*

Explanation: The Inquire Connection command requesting connection information is submitted to the queue manager. This request fails with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI213E SET QACCESS option parameter is invalid. Reason: reason_code SET QACCESS ignored.

Explanation: The specified option in the SET QACCESS command is not supported.

System action: The command is ignored. Processing continues.

User response: Correct or remove the invalid option, and submit the command again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE*

for Messaging on z/OS: *WebSphere MQ Monitoring Agent User's Guide*.

KMQMI214E SET QACCESS setting command is not supported.

Explanation: The specified option in the SET QACCESS command is not supported.

System action: The command is ignored. Processing continues.

User response: Correct or remove the invalid option, and resubmit the command. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI215E Queue queue_name exists, STATUS(ADD) is invalid. SET QACCESS ignored

Explanation: A SET QACCESS command that specified STATUS(ADD) is issued that refers to a queue that has already been defined as the result of a previous SET QACCESS command.

System action: The command is ignored. Processing continues.

User response: If you do not want to modify the queue specification, no further action is necessary. Otherwise, correct your command, and submit it again. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI216E Queue queue_name not exists, STATUS(DELETE) is invalid. SET QACCESS ignored

Explanation: A SET QACCESS command that specified STATUS(DELETE) is issued that referred to a *queue_name* queue that does not exist.

System action: The command is ignored. Processing continues.

User response: If the queue name is misspelled, correct the command, and submit it again. Otherwise, the queue you specified for deletion does not exist, so no action is necessary. For complete command descriptions, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI217E Request for display qmstatus failed. RC = *return_code*, **CompCode =** *completion_code*, **Reason =** *reason_code*

Explanation: A command requesting queue manager status information has been submitted to the queue manager. This request failed with the indicated return,

completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support

KMQMI218E Request for display lsstatus failed. RC
= return_code, CompCode =
completion_code, Reason = reason_code

Explanation: A command requesting listener status information is submitted to the queue manager. This request failed with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support

KMQMI219I ITLM license request succeeded

Explanation: IBM Tivoli License Manager license request succeeds.

KMQMI220I ITLM license request failed

Explanation: IBM Tivoli License Manager license request fails.

KMQMI221I Potential problem found during ITLM license request, the status code is code

Explanation: There might be some problem in your IBM Tivoli License Manager license request.

User response: Record the status code and call IBM Software Support.

KMQMI222E No ITLM License exists

Explanation: No IBM Tivoli License Manager License exists in your workstation.

User response: Make sure that you have the ITLM-related PTF on your workstation.

KMQMI223E Request for channel status failed.

Explanation: A command requesting channel status information is submitted to the queue manager. This request fails with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI224E Request for namelist data failed.

Explanation: A command requesting namelist information is submitted to the queue manager. This request failed with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI225E Request for queue data failed.

Explanation: A command requesting queue definitions information is submitted to the queue manager. This request failed with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI226E Request for channel data failed.

Explanation: A command requesting channel definitions information is submitted to the queue manager. This request fails with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the

reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI227E Request for clusqmgr data failed.

Explanation: A command requesting information of cluster channels is submitted to the queue manager. This request fails with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI228E No queue manager name in parameters and no default queue manager defined on system; KMQAgent cannot continue.

Explanation: There is no default queue manager on the system, and the queue manager name parameter is not specified in the mq.cfg configuration file.

System action: The WebSphere MQ Monitoring agent does not start.

User response: Make sure that either there is a default queue manager on the system where the WebSphere MQ Monitoring agent is running or that the monitored queue manager is specified in the mq.cfg configuration file. For more information about the configuration file, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMI229E Request for subscription data failed.

Explanation: A command requesting subscription definitions information is submitted to the queue manager. This request fails with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI230E Request for topic data failed.

Explanation: A command requesting topic definitions information is submitted to the queue manager. This request fails with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI231E Request for pubsub data failed.

Explanation: A command requesting pubsub status is submitted to the queue manager. This request fails with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI232E Request for displaying listener failed.

Explanation: A command requesting listener definitions information is submitted to the queue manager. This request fails with the indicated return, completion, and reason codes.

System action: Any data that is returned in spite of the error is processed.

User response: Review the cause of the error in *WebSphere MQ Application Programming Reference*, and fix any problems that you can determine from the reason code that is displayed. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMI233E Queue full condition is detected for the event output queue *qname1*. Stop copying events from queue *qname2*

Explanation: The WebSphere MQ Monitoring agent stops copying events from the *qname2* queue to the *qname1* queue because the event output queue *qname1* is full.

System action: The WebSphere MQ Monitoring agent continues to monitor events, but it stops copying events.

User response: Alter the *qname1* queue by setting the MAXDEPTH attribute to a larger value, or run a separate application to clear the queue.

KMQMI234W Queue full condition is relieved for the event output queue *qname1*. Resume copying events from queue *qname2*.

Explanation: The WebSphere MQ Monitoring agent resumes copying events from the *qname2* queue to the *qname1* queue because the event output queue *qname1* is now not full.

System action: The WebSphere MQ Monitoring agent resumes copying events to the event output queue.

User response: No action is required.

KMQMI235W Qmgr is in standby or running elsewhere. Re-check after one minute.

Explanation: The queue manager that the agent connects to is in standby mode or is running elsewhere.

System action: The agent does not connect to the queue manager now and will check the queue manager status again after 1 minute.

User response: No action is required.

KMQMI236W RETAINLIMIT reached for event type= *event_type*, resource name= *resource_name*; some events will be skipped.

Explanation: The specified **RETAINLIMIT** value is reached for the event of the specific event type and resource. The **RETAINLIMIT** value is determined by the **REPEATLIMIT** parameters in SET EVENTQIN statement.

System action: Any events of the same event type and resource that are written within the same 5 minute interval will not be written out to event logs or tables.

User response: No action is required.

KMQMI237W Reset RETAINLIMIT event processing for event type= *event_type*, resource name= *resource_name*; Events skipped= *count*.

Explanation: Processing of events of the specific event type and resource is suspended after the **REPEATLIMIT** value is reached. The *count* value indicates how many events were skipped. Processing of these events has been resumed.

System action: Processing of events of the specific event type and resource has been resumed.

User response: No action is required.

KMQMQ101E ALESERV failed. REQ = *request* RC = *return_code* Reason = *reason_code*

Explanation: The named ALESERV request *request* that is issued by WebSphere MQ Monitoring agent fails.

System action: Monitoring of the queue manager stops.

User response: Gather the complete agent log and contact IBM Software Support.

KMQMQ102E Cross-memory server initialization failed. RC = *return_code*

Explanation: Initialization of the WebSphere MQ Monitoring agent cross-memory service task has encountered a serious error. The *return_code* value gives diagnostic information.

System action: WebSphere MQ Monitoring agent initialization fails.

User response: Search for prior errors in the log, gather the complete agent log, and contact IBM Software Support.

KMQMQ103E Duplicate SMF hook installed

Explanation: WebSphere MQ Monitoring agent is unable to install its SMF recording hook because there are ten previously installed copies of the hook already active. Because existing SMF hooks that match SMF versions are reused, this problem in a customer environment indicates an internal error.

System action: WebSphere MQ Monitoring agent initialization fails.

User response: If this problem occurs, a system IPL is necessary to circumvent the problem. Gather the complete agent log, and contact IBM Software Support.

KMQMQ104E Error installing SMF hook. RC = *return_code* Reason = *reason_code*

Explanation: WebSphere MQ Monitoring agent is unable to install its SMF recording hook. The *return_code* value is the return code, and the *reason_code* value is the reason code.

System action: WebSphere MQ Monitoring agent initialization fails.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMQ105E Bad return code from server. RC = *return_code*

Explanation: A data collection component of WebSphere MQ Monitoring agent receives the bad return code *return_code*, which is not valid, from either the cross-memory or WebSphere MQ interface service task.

System action: The data-collection request fails.

User response: Search for prior errors in the log, gather the complete agent log, and contact IBM Software Support.

KMQM106E Unable to wait for event. RC =
return_code

Explanation: WebSphere MQ Monitoring agent is unable to get events from the event queue of the queue manager as a result of a signal code that is not valid. The signal code is specified by the *return_code* value.

System action: Monitoring of the event queue ends.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQM107E Error from MQ API request request.

CC = *completion_code* **Reason =**
reason_code **QMGr =** *mgrname* **Object**
Name = *objname*

Explanation: The WebSphere MQ Monitoring agent receives a completion code that is not valid (specified by the *completion_code* value) from the specified WebSphere MQ API request, where the *mgrname* value is the queue manager name, the *objname* is the WebSphere MQ object name, the *completion_code* value is the completion code, and the *reason_code* value is the reason code.

System action: The function fails.

User response: If the reason code is x0825, it indicates an unknown object name. This error might be caused by any of the following reasons:

- The queue is not defined. Create the queue to solve the problem.
- The queue is on a remote queue manager. Make it a remote queue to solve the problem.

If the reason code is x07F3, it indicates that the WebSphere MQ Monitoring agent is not authorized to perform the attempted operation. Verify the security settings on the queue manager to ensure that the agent has been assigned the necessary authority to perform the operation.

If the reason code is x07FA, it indicates a WebSphere MQ issue. The requested event queue has previously been opened by another application, for example, another WebSphere MQ application exclusively opens the event queue when the WebSphere MQ Monitoring agent tries to open it for input.

To allow multiple applications to read event queues, use the **SET EVENTQIN** command. Use the **SET EVENTQIN** command to specify the event queues that are monitored by the WebSphere MQ Monitoring agent for a queue manager or group of queue managers, which includes the queue manager event queue, channel event queue, performance event queue, configuration event queue, command event queue, and logger event queue. For detailed information about the **SET EVENTQIN**

command, see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

For other reason codes, look up the completion and reason codes in the *WebSphere MQ: z/OS Messages and Codes*, GC34-6602 and contact IBM Software Support.

KMQM108E Error returned by cross-memory server. RC = *response_code*

Explanation: A response code that is not valid (specified by the *response_code* value) is received from the WebSphere MQ Monitoring agent cross-memory server.

System action: The function fails.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQM109I Now monitoring QMGr mgrname event queue qname

Explanation: WebSphere MQ Monitoring agent is now monitoring the event queue specified by *qname* value. The event monitoring queue is associated with the queue manager specified by the *mgrname* value.

KMQM110E Unable to monitor QMGr mgrname event queue qname

Explanation: WebSphere MQ Monitoring agent is unable to monitor the event queue specified by the *qname* value. The event queue is associated with the queue manager specified by the *mgrname*.

System action: Event monitoring for the specified event queue is stopped.

User response: Search for prior errors in the log, gather the complete agent log, and contact IBM Software Support.

KMQM111I Collection initialization in progress for QMGr = mgrname

Explanation: Data-collection initialization starts for the WebSphere MQ queue manager specified by the *mgrname* value.

KMQM112I Collection initialization complete for QMGr = mgrname

Explanation: Data-collection initialization is completed successfully for the WebSphere MQ queue manager specified by the *mgrname* value.

System action: Data collection for this queue manager is performed during each sample by WebSphere MQ Monitoring agent until the queue manager stops or collection is stopped by an operator command or the WebSphere MQ Monitoring agent is restarted.

KMQM113E Collection terminated for QMgr = *mgrname*, REASON = *reason_text*

Explanation: Data collection stops for the queue manager specified by the *mgrname* value, where the *reason_text* value is the reason for the termination.

System action: Data collection for this queue manager stops. WebSphere MQ Monitoring agent does not resume data collection until the queue manager restarts, collection is restarted using an operator command, or the WebSphere MQ Monitoring agent is restarted.

User response: Check the *reason_text* value in the message (*reason_text* values indicate that the collection initialization fails as the result of an internal condition). Gather the complete agent log, and contact IBM Software Support.

KMQM114I Monitor ended for QMgr *mgrname*
event queue *qname*

Explanation: WebSphere MQ Monitoring agent stops monitoring the event queue specified by the *qname* value. The event queue is associated with the queue manager specified by the *mgrname* value.

KMQM115E No more handles available to open queue for QMgr = *mgrname*

Explanation: The WebSphere MQ Monitoring agent data-collection component exceeds the MAXHANDLES value (maximum number of handles that can be held by a single task) for the queue manager specified by the *mgrname* value. Data collection for queues in the indicated queue manager cannot be completed.

System action: Data for some queues is not available for display. WebSphere MQ Monitoring agent requires that you monitor the MAXHANDLES value for the number of queues that you have defined to each queue manager plus a fixed overhead of three queues.

User response: Issue an ALTER QMGR MAXHANDS(*nnnn*) command to the queue manager, where *nnnn* is greater than or equal to the number of queues that are defined to that queue manager plus 3.

KMQM116E *module* timeout waiting for response from QMgr = *mgrname*

Explanation: The WebSphere MQ Monitoring agent issues a DISPLAY command to the queue manager specified by the *mgrname* value, but timed out before receiving a response.

System action: Data collection for the resource cannot be performed. The KMQM117E message, which contains the text of the DISPLAY command, is written to the TLVLOG.

User response: See KMQM117E message.

KMQM117E *command_text*

Explanation: This message contains the text of the DISPLAY command that timed out. The KMQM116E message precedes this message.

System action: Data collection for the resource cannot be performed.

User response: Investigate the queue manager, and determine why it does not respond to the WebSphere MQ operator command. Possible causes are that the command server is not running or that there are performance problems in the queue manager address space. If problems persist, gather the complete agent log and contact IBM Software Support.

KMQM118E Unable to obtain common storage for SRB driver

Explanation: The WebSphere MQ Monitoring agent cross-memory server task is unable to allocate sufficient storage in the z/OS system extended common storage area (ECSA) for the cross-memory SRB driver. The ECSA storage required for this function is approximately 400 bytes.

System action: Initialization of WebSphere MQ Monitoring agent fails. (If 400 bytes of ECSA space are not available, it is likely the z/OS system will soon fail.)

User response: Gather the complete agent log, and contact IBM Software Support.

KMQM119I Collection terminated for QMgr = *mgrname*, reason = *reason_text*

Explanation: Data collection stops for the queue manager specified by the *mgrname* value. This is a normal condition. Termination is caused by an operator command, or the queue manager has stopped.

System action: Data collection for this queue manager stops. WebSphere MQ Monitoring agent does not resume data collection until the queue manager restarts or collection is restarted using an operator command.

KMQM120E Authorization failed. QMgr = *mgrname*, QUEUE = *qname*

Explanation: The specified queue in the queue manager specified by the *mgrname* value cannot be opened because the Tivoli Enterprise Monitoring Server is not authorized to open the queue.

System action: Data collection for the specified queue *qname* cannot be performed.

User response: Grant the Tivoli Enterprise Monitoring Server starts task READ access to the named queue.

KMQM121I Timeout waiting for agent response for remote QMgr = *rmgrname*

Explanation: A timeout occurs when polling a remote monitoring agent for the *rmgrname* remote queue manager.

System action: The current sample of data cannot be collected, but processing otherwise continues as normal.

User response: If this event occurs frequently, consider giving the remote queue manager or the remote agent that is monitoring the queue manager the resources to provide a timely response.

KMQM122I Now monitoring CICS channels for APPLID *applid* ON *mgrname*

Explanation: WebSphere MQ Monitoring agent is now monitoring CICS® channels on the *applid* application ID with the *mgrname* queue manager.

KMQM123E Unable to monitor CICS channels for APPLID *applid* on *mgrname*

Explanation: WebSphere MQ Monitoring agent is unable to monitor CICS channels on the application ID *applid* with the *mgrname* queue manager.

System action: CICS channel monitoring for the named APPLID is stopped.

User response: Search for prior errors in the log, gather the complete agent log, and contact IBM Software Support.

KMQM124I CICS channel monitoring ended for APPLID *applid* on *mgrname*

Explanation: WebSphere MQ Monitoring agent stops monitoring CICS channels on the application ID *applid* for the *mgrname* queue manager.

KMQM125W Current Events Table lock failure. Obsolete events not removed for QMgr = *mgrname*

Explanation: An error prevents the acquisition of the lock for the current events table.

System action: Any expired or obsolete events remain in the table.

User response: If problems persist, gather the complete agent log and contact IBM Software Support.

KMQM142E INQUIRE for remote queue *qname* on QMgr = *mgrname* failed Response = *response_code* Reason = *reason_code*

Explanation: The command server on the specified WebSphere MQ queue manager replies to an

INQUIRE_Q command, but the reply indicates an unexpected error. The *response_code* value and the *reason_code* value represent response and reason codes from an INQUIRE_Q command for the specified remote queue *qname*.

System action: WebSphere MQ Monitoring agent fails for the specified remote WebSphere MQ queue manager.

User response: Analyze the response and reason codes, and fix the underlying problem; restart monitoring for the specified remote queue manager.

KMQM143E Message with unsupported CCSID = *ccsid* received from QMgr = *mgrname*

Explanation: The message is received from the *mgrname* queue manager with a *ccsid* coded character set ID that is not currently supported.

System action: Monitoring for the specified WebSphere MQ queue manager stops.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQM150W Event queue = *qname* for queue manager = *mgrname* open for input by another application - OPEN_INPUT_COUNT = *num_open*

Explanation: WebSphere MQ Monitoring agent might not report on some or all of the events on the monitored *qname* event queue because another application is performing destructive reads on that queue. Other applications might include another monitoring product for WebSphere MQ.

System action: Processing continues with whatever event messages are available.

User response: Close the other applications that are using this queue.

KMQM151I Event queue = *qname* for queue manager = *mgrname* is no longer open for input by another application

Explanation: There are no longer any other applications holding open the *qname* event queue on the specified *mgrname* queue manager.

System action: Processing of all events for the named event queue resumes.

KMQM152I Events read from queue *qname* QMgr *mgrname* will be written to queue *qname2*

Explanation: WebSphere MQ Monitoring agent copies event information from *qname* queue to output *qname2* queue. This message is displayed after the user issues a SET EVENTQOUT command.

KMQMQ200E MQI monitoring for QMgr *mgrname* not started, invalid environment RC = *return_code* Reason = *reason_code*

Explanation: Monitoring of the WebSphere MQ API cannot start because the specified *mgrname* queue manager does not meet all environmental requirements. The *return_code* and *reason_code* values are diagnostic information.

System action: WebSphere MQ interface monitoring is not started, but the other product components continue.

User response: Verify that the specified queue manager operates without problems. Also, confirm that the WebSphere MQ version that you are running is supported by WebSphere MQ Monitoring agent. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQMQ202I Now monitoring MQI requests for QMgr = *mgrname*. MQKA address = *mqkaptr*

Explanation: Monitoring of the WebSphere MQ API is successfully started for the specified queue manager. The *mqkaptr* value is diagnostic information.

KMQMQ203E MQI component processor initialization failed. QMgr = *mgrname*, RC = *reason_code*

Explanation: Initialization of one of the WebSphere MQ interface monitoring components fails. The *component* value is the name of the failed component, *mgrname* is the name of the queue manager where WebSphere MQ interface monitoring fails, and the *reason_code* value is the reason code.

System action: WebSphere MQ interface monitoring is not started.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMQ204I Monitoring of MQI requests for QMgr = *mgrname* completed

Explanation: Monitoring of the WebSphere MQ API for the specified *mgrname* queue manager stops.

KMQMQ205W Monitoring of MQI requests for QMgr = *mgrname* forcibly terminated. Other vendor's WebSphere MQ monitors may be affected

Explanation: The STATUS(FREMOVE) option is specified on the START MQIMONITOR command, and the hook cannot be safely removed.

System action: The hook has been removed. It is possible that there are other users of the hook that this action might affect.

User response: You must avoid using the FREMOVE option under normal circumstances. Check any other WebSphere MQ monitors for problems as soon as possible.

KMQMQ206E Monitoring of MQI requests for QMgr = *mgrname* deactivated Reason code = *reason_code*

Explanation: The WebSphere MQ interface's data processor detects that interface monitoring is deactivated for the specified *mgrname* queue manager. The *reason_code* value is the internal reason code for deactivation.

System action: Monitoring of the WebSphere MQ interface stops.

User response: Check for KMQMHxxxx messages preceding this message in the job log, which might contain more specific information. Check for SVC dumps with the OMEGAMON XE FOR WEBSPPHERE MQ (MQI) PROBLEM DETERMINATION DUMP title. Gather the complete agent log, and contact IBM Software Support.

KMQMQ209E MQI record not complete. QMgr = *mgrname*, reason code = *reason_codehex_string*

Explanation: The WebSphere MQ interface's data processor detects that the incoming WebSphere MQ interface record is incomplete. The *mgrname* value is the name of monitored queue manager, the *reason_code* value is the reason code, and the *hex_string* value is the hexadecimal display of the key portion of the interface record.

System action: The WebSphere MQ interface record is not processed.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMQ210E MQI record type invalid, QMgr = *mgrnamehex_string*

Explanation: The WebSphere MQ interface's data processor detects that the incoming WebSphere MQ interface record has an invalid type. The *mgrname* value is the name of the monitored queue manager, and the *hex_string* value is the hexadecimal display of the key portion of the interface record.

System action: The WebSphere MQ interface record is not processed.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQM211E MQI tracing disabled for QMgr =
mgrnamemodule: RC = *return_code*, reason
 = *reason_code*

Explanation: An error is detected for the specified *mgrname* queue manager when initializing WebSphere MQ interface tracing. The *module* value is the name of the module that detected the error, the *return_code* value is the return code, and the *reason_code* value is the reason code.

System action: WebSphere MQ interface tracing is disabled.

User response: Check the RKPDLLOG log for persistent datastore error messages, and make sure that at least one of the data sets in the RKMQDSA group has write access.

KMQM212W MQI handle translation failed. QMgr
 = *mgrname*, application =
appname, TRAN/PROGRAM = *pgmname*.
 This may result in incomplete
 application queue statistics

Explanation: The identified *appname* application and transaction or *pgmname* program are already in progress at the time that WebSphere MQ Monitoring agent started monitoring. An attempt to perform handle translation fails to determine the name of the queue being accessed. This might occur when the identified application thread stops immediately after the WebSphere MQ interface call.

System action: Queue-related statistics are not updated. Processing continues.

User response: To avoid this problem, start WebSphere MQ Monitoring agent before any applications connect to WebSphere MQ. If problems persist, gather the complete agent log, and contact IBM Software Support.

KMQM213E KMQAPI: requested API *module* not supported

Explanation: The KMQAPI router module has encountered a request for a module that is not supported by this API.

System action: The request fails.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQM214E KMQAPI error; API = *module*,
 response = *response_code*, reason =
reason_code

Explanation: The KMQAPI router module detects an error from the specified WebSphere MQ interface module. The *response_code* and *reason_code* values are diagnostic information.

System action: The data requested is unavailable.

User response: It is possible for this message to occur during shutdown without serious problems. Gather the complete agent log, and contact IBM Software Support.

KMQM215E Application data sample processor
 terminated. QMgr = *mgrname*, RC =
return_code

Explanation: The application data sample processor unexpectedly stops. The *mgrname* value is the name of the monitored queue manager, and the *return_code* value is the return code.

System action: The application data sample processor stops.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQM216I MQI record diagnostics, QMgr =
mgrnamehex_string

Explanation: This message is issued in response to a diagnostic trace of the WebSphere MQ interface's trace facility. The *mgrname* value is the name of monitored queue manager, and the *hex_string* value is the hexadecimal display of the key portion of the interface record.

KMQM217E Error returned by \$IPC access. RC =
return_code

Explanation: An unexpected *return_code* return code occurs when attempting to access the event communication queue.

System action: The WebSphere MQ event notification mechanism is disabled.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQM218E Error returned by \$IPC queue. RC =
return_code. Event communication
 disabled.

Explanation: An unexpected *return_code* return code occurs when attempting to add a message to the event communication queue.

System action: The WebSphere MQ event notification mechanism is disabled.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQM219E *text*

Explanation: When attempting to issue a command to WebSphere MQ, the command response contains a CSQN205I message with an unexpected *return_code* return code. The text of this message comprises the

command that is attempted and the responses to it that is returned by the command server.

A common cause of this message is that the channel initiator is not running, but that is not the only possible cause.

System action: The command has failed. See the CSQN205I message and the return code contained in it for further explanation.

User response: If the command is failing because the channel initiator has failed or has not yet been started, restart it. Correct any conditions associated with the CSQN205I message. If the command appears to be syntactically or semantically incorrect or the problem cannot otherwise be resolved, record the text of the KMQMQ219E messages and these messages immediately preceding it, and call IBM Software Support.

KMQMQ220E Error returned by \$IPC query. RC = *return_code*. Event communication disabled

Explanation: An unexpected *return_code* return code occurs when attempting to count the records on the IPF queue.

System action: The WebSphere MQ event notification mechanism is disabled.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMQ222W MQI tracing for APPLID = *applid* TRANPGM = *tranpgm* QMgr = *mgrname* terminated due to high load

Explanation: WebSphere MQ Monitoring agent detects a shortage of memory resources and attempts to alleviate the problem by stopping tracing of the WebSphere MQ interface for applications identified by the *applid*, *tranpgm*, and *mgrname* values.

System action: WebSphere MQ interface tracing for the specified applications is suspended.

User response: Narrow the scope of interface tracing as much as possible, or specify a lower TRACELIMIT value. See the description of the SET APPLICATION command for information about narrowing the scope of WebSphere MQ interface tracing; see *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*.

KMQMQ223W MQI monitor for QMgr = *mgrname* left 5K of ECSA storage orphaned to maintain system integrity

Explanation: When WebSphere MQ interface monitoring is stopping, WebSphere MQ Monitoring agent detects that some of the storage cannot be freed because of a possible violation of system integrity.

System action: Termination completes when the 5K block of ECSA storage remains allocated.

User response: No action is required.

KMQMQ225I WebSphere MQ command *d* for QMgr = *mgrname*

Explanation: The agent that issued the message has received an WebSphere MQ Monitoring agent automation command to execute on the *mgrname* queue manager. A KMQMQ226I message follows this message, which displays the command text that you must run on the target queue manager.

System action: The monitoring agent submits the command to the specified *mgrname* queue manager.

KMQMQ226I Command text: *command*

Explanation: This message is issued to display the command text of a WebSphere MQ Monitoring agent automation command before the command is run on the target queue manager.

KMQMQ227I WebSphere MQ command completed for QMgr = *mgrname*

Explanation: The agent that issued the message has received a response to a previously submitted WebSphere MQ Monitoring agent automation command from the *mgrname* queue manager. A KMQMQ228I message follows this message, which displays the response text received from the queue manager.

KMQMQ228I Response text: *response_text*

Explanation: This message is issued to display the response text of a WebSphere MQ Monitoring agent automation command that is previously submitted to a queue manager for execution.

KMQMQ229E WebSphere MQ message corruption for message *msgid*, keyword prefixes = (*msgtable*/*parsekeyword*), QMgr = *mgrname*

Explanation: WebSphere MQ Monitoring agent detects the corruption of WebSphere MQ messages during data collection.

System action: Monitored samples might be dropped for the queue manager *mgrname*.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQQM230W Report display row limit exceeded - ROWLIM(row_limit)

Explanation: The number of messages that are received in response to a display command exceeds the maximum number of rows allowed (*row_limit*).

System action: Messages that are in excess of the row limit are discarded. Incomplete data might be gathered.

User response: Refer to *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide* and set a properly larger value for the ROWLIM parameter of the STARTMON command.

KMQQM231E Invalid MQ message order encountered for QMgr = mgrname,MESSAGE = msg_text

Explanation: WebSphere MQ Monitoring agent does not receive WebSphere MQ Monitoring agent messages from command execution in the expected order. The *msg_text* value specifies the message that is unexpectedly received.

System action: Monitored samples might be dropped for the queue manager *mgrname*.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQQM232W Invalid event message encountered, ID = nnnnnnn

Explanation: WebSphere MQ Monitoring agent tries to process a WebSphere MQ event, but the event is not a valid WebSphere MQ event.

System action: The event is ignored.

User response: Analyze the event displayed in message KMQME104I to determine why it is invalid.

KMQQM233W Channel initiator for QMgr mgrname not active. Cluster information cannot be collected.

Explanation: The channel initiator address space for the *mgrname* queue manager is not active.

System action: WebSphere MQ Monitoring agent cannot collect some cluster-related and cluster queue manager channel information. Processing continues.

User response: Determine the reason that the channel-initiator address space is not active. In some cases this might be a normal situation. If appropriate, start the channel-initiator address space.

KMQQM234W Channel initiator for QMgr mgrname not active. Cluster information is not available.

Explanation: The channel initiator address space for the *mgrname* queue manager is now active.

System action: WebSphere MQ Monitoring agent can now collect cluster-related information, such as cluster queue and cluster queue manager channel information. Processing continues.

User response: No action is required.

KMQQM235W Performance events disabled for QMgr mgrname. Queue statistics information cannot be collected.

Explanation: Queue statistics information is requested by specifying STATISTICS(YES) on the SET QUEUE monitoring option. However, the PERFMEV attribute of the queue manager that is being monitored is set to DISABLED. You must set this attribute to ENABLED for WebSphere MQ Monitoring agent to collect this information.

System action: The WebSphere MQ Monitoring agent continues monitoring, but some queue statistics are unavailable.

User response: No action is required.

KMQQM236W Performance events for QMgr mgrname now enabled. Queue statistics information now available.

Explanation: The PERFMEV attribute of the queue manager being monitored has been set to ENABLED. Queue statistics information can now be collected.

System action: The WebSphere MQ Monitoring agent continues monitoring. All available queue statistics data are collected.

User response: No action is required.

KMQQM237W QSG data extraction error RC = return_code Reason = reason_code

Explanation: An unexpected error is detected when attempting to collect QSG data.

System action: Processing continues; some data for the current sample is lost.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQQM238W XCF macro FUNCTION function FOR group.member failed RC = return_code Reason = reason_code

Explanation: The specified XCF function fails.

System action: Processing continues; some data for the current sample is lost.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMQ239W XCF function failed RC = *return_code*
Reason = *reason_code*

Explanation: An XCF function has unexpectedly failed.

System action: Processing continues, but QSG data might not be collected.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMQ240W SRB(*module*) ABEND(*abend_code*)
EPA(*entry_addr*) ADDR(*failure_address*)

Explanation: An SRB scheduled by the WebSphere MQ Monitoring agent has unexpectedly abended.

System action: Channel status data for the current cycle are lost. Processing continues.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQMQ241E MQ command *<command_text>* failed
MSG(CSQ2N05I) RC = *return_code*

Explanation: A WebSphere MQ command has failed with the specified return code.

System action: Processing continues, but no data is collected for the function that is not running.

User response: Ensure that the command server is running on all queue managers. Ensure that the channel initiator is running. Check the queue manager and channel initiator for error messages. Gather the complete agent log, and contact IBM Software Support.

KMQMQ242I QSG monitor disabled due to zero
QSGCHKINTERVAL

Explanation: A value of 0 seconds for the QSGCHKINTERVAL is specified on the PERFORM STARTMON command.

System action: Processing continues, but all QSG monitoring is disabled.

User response: If you do not want to monitor QSG on this agent, no action is necessary. To activate monitoring, change the QSGCHKINTERVAL value to be a nonzero value and restart the agent.

KMQMQ243I QSG thread started for XCF group
group

Explanation: The QSG monitoring thread has been started with the specified XCF group name.

System action: This thread watches for queue managers of interest that could perform the QSG monitoring function. When one is found, the thread determines whether to start monitoring by using the XCF serialization function.

KMQMQ244I QSG monitor active for QSG(*qsgname*)
at QMgr(*mgrname*)

Explanation: QSG monitoring for the *qsgname* queue-sharing group that is using the *mgrname* queue manager has been initiated.

System action: Processing continues and the monitoring function is active.

KMQMQ245I QSG monitor takeover for
QSG(*qsgname*) at QMgr(*mgrname*)

Explanation: QSG monitoring for the *qsgname* queue-sharing group that is using the *mgrname* queue manager has been initiated in response to a takeover request.

System action: Processing continues and the monitoring function is active.

KMQMQ246I QSG monitor inactive for
QSG(*qsgname*) at QMgr(*mgrname*)

Explanation: QSG monitoring for the *qsgname* queue-sharing group that is using the *mgrname* queue manager is stopped, probably in response to a request for takeover by another agent.

System action: Processing continues. If takeover has been requested, the other agent must start QSG monitoring from another queue manager.

User response: If this event is produced in response to a takeover or shutdown request, no action is necessary. Otherwise, gather the complete agent log, and contact IBM Software Support.

KMQMQ247I QSG takeover initiated for
QSG(*qsgname*) QMgr(*mgrname*)

Explanation: It is determined that QSG monitoring is already active from another agent with MONITOR(YES) specified, but this agent has specified MONITOR(TAKEOVER). The other agent is requested to release the monitoring function.

System action: When this is complete, the WebSphere MQ Monitoring agent takes over the monitoring function for the *qsgname* queue-sharing group that is using the *mgrname* queue manager .

User response: Unless you receive this message repeatedly, no action is required. Otherwise, gather the complete agent log, and contact IBM Software Support.

KMQMQ400E *applid* **EIBFN = function EIBRESP = response_code EIBRESP2 = reason_code**

Explanation: An EXEC CICS command has returned an unexpected return code. The *applid* value is the CICS application ID.

System action: Data collection for CICS channels is stopped.

User response: Look up the completion and reason codes in the *CICS Transaction Server for z/OS Application Programming Reference* and contact IBM Software Support.

KMQMQ401E *applid* **CICS release must be at least 3.3.0**

Explanation: The CICS channel monitoring feature of WebSphere MQ Monitoring agent requires at least version 3.3 for CICS. The *applid* value is the CICS application ID.

System action: Data collection for CICS channels is not initiated.

User response: Ensure that CICS channel monitoring support is started in the appropriate environments.

KMQMQ402E *applid* **Unknown input method**

Explanation: An attempt at initiating CICS channel monitoring support has been made by a method other than those documented in the product installation documentation. The *applid* value is the CICS application ID.

System action: Data collection for CICS channels is not initiated.

User response: Use one of the methods that are not described in the product installation documentation to start data collection for CICS channels.

KMQMQ403E *applid* **No valid action specified**

Explanation: The KMQC transaction is initiated without a valid action. The *applid* value is the CICS application ID.

System action: The request is ignored.

User response: Reenter the transaction with a valid action keyword.

KMQMQ404E *applid* **No transaction ID specified for KMQAMQCI**

Explanation: Program KMQAMQCI must be associated with a valid transaction ID in order to run. A valid transaction ID is not found. The *applid* value is the CICS application ID.

System action: The program is ended.

User response: Using CEDA, specify a transaction ID (KMQC) for program KMQAMQCI.

KMQMQ405E *applid* **Function keyword has not been implemented yet**

Explanation: A keyword is specified for transaction KMQC that has not been implemented at this time. The *applid* value is the CICS application ID.

System action: The request is ignored.

User response: Reenter the transaction using a valid action keyword.

KMQMQ406W *applid* **Extraneous parameter or HLQ invalid. Ignored**

Explanation: Following a valid START keyword, either a parameter other than HLQ is found or the format of the HLQ parameter is invalid. The *applid* value is the CICS application ID.

System action: The parameter is ignored.

User response: Ensure that you enter only valid, correctly formatted parameters.

KMQMQ407E *applid* **KMQAMQCI specified with RELOAD = YES is not supported**

Explanation: The KMQAMQCI program has been defined with option RELOAD = YES. This option value is not supported. The *applid* value is the CICS application ID.

System action: Data collection for CICS channels is not initiated.

User response: Change the definition to RELOAD = NO.

KMQMQ408W *applid* **WebSphere MQ Monitoring already active in CICS**

Explanation: An attempt is made to start CICS channel data collection in WebSphere MQ Monitoring agent, but collection is already active. The *applid* value is the CICS application ID.

System action: The request is ignored.

User response: No action is required.

KMQMQ409W *applid* WebSphere MQ Monitoring not active in CICS. Request ignored

Explanation: An attempt is made to stop CICS channel data collection in WebSphere MQ Monitoring agent, but collection is not active. The *applid* value is the CICS application ID.

System action: The request is ignored.

User response: No action is required.

KMQMQ410E *applid* Channel Definition File (CSQKCDF) not available

Explanation: CICS channel data collection in WebSphere MQ Monitoring agent is unable to read information from the WebSphere MQ channel definition file. The *applid* value is the CICS application ID.

System action: Data collection for CICS channels is not initiated.

User response: Ensure that the channel definition file (CSQKCDF) is available for BROWSE and READ.

KMQMQ411I *applid* WebSphere MQ Monitoring start accepted. HLQ= *high_level_qualifier*

Explanation: A successful request to start the data collection portion of the CICS channel monitoring feature in WebSphere MQ Monitoring agent has been made using the specified HLQ. The *applid* value is the CICS application ID.

KMQMQ412E *applid* MQ Verb=*verb*
CCCode=*completion_code*
Reason=*reason_code*

Explanation: An unexpected error occurred when processing a WebSphere MQ API request. The *applid* value is the CICS application ID.

System action: Data collection for CICS channels is stopped.

User response: Look up the completion and reason codes in the *WebSphere MQ Application Programming Reference* and contact IBM Software Support.

KMQMQ413I *applid* WebSphere MQ Monitoring stop accepted

Explanation: A successful request to terminate data collection for CICS channels is entered. The *applid* value is the CICS application ID.

System action: Data collection for CICS channels stops.

KMQMQ414W *applid* WebSphere MQ not active. Will retry connection

Explanation: CICS channel monitoring support attempts to start data collection in WebSphere MQ Monitoring agent, but the queue manager for this CICS region is not active. The *applid* value is the CICS application ID.

System action: The start request is retried.

User response: No action is required.

KMQMQ415I MQ HOOK DATA SPACE EXTENDED SUCCESSFULLY FOR QMGR = *qmgr*. NEW DATA SPACE SIZE IS *xxx*(M).

Explanation: The dataspace for the hook to the WebSphere MQ interface of *qmgr* queue manager is extended in response to insufficient dataspace storage. *xxx* is the new size after extension.

KMQMQ416E MQ HOOK DATA SPACE EXTENSION FAILED FOR QMGR = *qmgr*. CURRENT DATA SPACE SIZE IS *xxx*(M).

Explanation: The dataspace for the hook to the WebSphere MQ interface of *qmgr* queue manager fails to extend in response to insufficient dataspace storage. *xxx* is the current dataspace size.

System action: WebSphere MQ Monitoring agent processing continues. KMQMQ417W might be issued subsequently when insufficient data space storage is detected.

User response: No action is required.

KMQMQ417W INSUFFICIENT MQ HOOK DATA SPACE STORAGE FOR QMGR = *qmgr* IS DETECTED. STOP MONITORING NEW MQI REQUESTS.

Explanation: Insufficient dataspace storage for the hook to the WebSphere MQ interface of *qmgr* queue manager is detected.

System action: The interface hook stops collecting new MQI requests until the insufficient dataspace storage is relieved. The WebSphere MQ Monitoring agent might also try to extend the dataspace.

User response: No action is required.

KMQMQ418I INSUFFICIENT MQ HOOK DATA SPACE STORAGE FOR QMGR = *qmgr* IS RELIEVED. RESUME MONITORING NEW MQI REQUESTS.

Explanation: Insufficient dataspace storage for the hook to the WebSphere MQ interface of *qmgr* queue

manager detected previously is relieved.

System action: The interface hook resumes collecting new MQI requests.

KMQMQ419W MQ HOOK DATA SPACE FOR QMGR = *qmgr* HAS REACHED THE MAXIMUM SIZE. NO MORE EXTENSION IS ALLOWED.

Explanation: The size of the dataspace for the hook to the WebSphere MQ interface of *qmgr* queue manager has reached the maximum allowed size specified for BUFFER SizEMAX parameter in the SET MQIMONITOR command.

System action: The WebSphere MQ Monitoring agent processing continues. KMQMQ417W might be issued subsequently when insufficient data space storage is detected.

User response: If you want the data space to be able to extend to a larger size, specify a larger value for the BUFFER SizEMAX parameter in the SET MQIMONITOR command and restart the agent.

KMQMQ420I Connected to the KMQ Subsystem *ssname* successful. SSCA address = *sscptr*

Explanation: The WebSphere MQ Monitoring agent has successfully connected to the *ssname* subsystem. The *sscptr* value is diagnostic information.

KMQMQ421E Connect to the KMQ Subsystem name failed, reason = *reason_code*. Cannot monitor MQI requests

Explanation: The WebSphere MQ Monitoring agent fails to connect to the subsystem name.

System action: The WebSphere MQ Monitoring agent is unable to collect MQI requests for WebSphere MQ applications.

User response: If the reason code is Subsystem Not Found, set up the subsystem. If the reason code is Subsystem Not Initialized, set up another subsystem and use the SET SUBSYSTEM command to specify the new subsystem name. For other reason codes, gather the complete agent log and contact IBM Software Support.

KMQMQ422W MQI monitor left 5K of ECSA storage orphaned to maintain system integrity.

Explanation: When trying to remove the MQI hook from the system, the WebSphere MQ Monitoring agent detects some ECSA storage allocated for the hook should be kept to maintain system integrity. This might happen when multiple hooks to the WebSphere MQ

interface have been installed for the same queue manager.

System action: 5K of orphaned storage is left in ECSA, it gets freed at next IPL.

User response: No action is required.

KMQMQ426W On-Demand request for attribute group *group_name* failed. Reason = *reason_code* Qmgr = *mgrname* Object Name = *objname*

Explanation: The WebSphere MQ Monitoring agent receives unexpected error when the agent is collecting data for an on-demand request for the *group_name* attribute group. The *reason_code* reason code indicates the reason the function fails. The *mgrname* value is the queue manager name, and the *objname* value is the WebSphere MQ object name.

System action: The WebSphere MQ Monitoring agent processing continues, but no data is returned for the request.

User response: Collect the z/OS RKLVL0G log and contact IBM Software Support.

KMQPD101E *module* Routine for PDS function failed. POST code *return_code*

Explanation: The persistent datastore routine *module* fails for the specified function. The *return_code* value is the post code from the PDS routine.

System action: If this message occurs several times, WebSphere MQ interface tracing is disabled.

User response: Check the RKPDL0G log for persistent datastore error messages, and ensure that at least one of the data sets in the RKMQDSA group is available for write access.

KMQRM104E ABEND recovery entered. Code=*abend_code* FUNCTION=*function* ADDRESS=*address*

Explanation: An abend has occurred in WebSphere MQ Monitoring agent, where the *abend_code* value specifies the abend code, the *function* value is the function that is in control, and the *address* value is the address at which the abend occurred.

System action: Standard error recovery is performed. A system dump might be produced.

User response: Gather the complete agent log, and contact IBM Software Support.

**KMQSI001I WEBSphere MQ MONITORING
SUBSYSTEM *ssname* V711L1
INITIALIZATION COMPLETED
SUCCESSFULLY**

Explanation: The WebSphere MQ Monitoring agent subsystem *ssname* is initialized successfully.

**KMQSI002E WEBSphere MQ MONITORING
SUBSYSTEM INITIALIZATION CAN
ONLY RUN IN MASTER SCHEDULER
ADDRESS SPACE**

Explanation: The KMQASSIN WebSphere MQ Monitoring agent subsystem initialization routine is not started from the master scheduler address space.

System action: The initialization routine stops processing.

User response: Do not attempt to KMQASSIN in a job.

**KMQSI003E UNABLE TO OBTAIN PRIVATE
STORAGE, SUBSYSTEM
INITIALIZATION ROUTINE
TERMINATING**

Explanation: The WebSphere MQ Monitoring agent subsystem initialization routine fails to obtain private storage from the master scheduler address space and stops processing.

System action: The WebSphere MQ Monitoring agent subsystem initialization failed.

User response: Contact IBM Software Support.

**KMQSI004E UNABLE TO ESTABLISH RECOVERY,
RC = *return_code***

Explanation: The WebSphere MQ Monitoring agent subsystem initialization routine failed to establish a recovery environment. For more information about the return code, see the information about the ESTAEX macro in *MVS Programming: Assembler Services Reference*.

System action: The WebSphere MQ Monitoring agent subsystem initialization failed.

User response: Read the z/OS *MVS Programming: Authorized Assembler Services Reference*, Volume 2 (EDTINFO-IXGWRITE) to determine the reason why the ESTAEX macro failed and take appropriate corrective actions. Contact IBM Software Support if you need further assistance.

**KMQSI005E UNABLE TO OBTAIN ECSA STORAGE
FOR SSCA, RC = *return_code***

Explanation: The WebSphere MQ Monitoring agent subsystem initialization routine fails to obtain ECSA storage. For more information about the return code,

see the information about the OBTAIN macro in *MVS Programming: Authorized Assembler Services Reference*.

System action: The WebSphere MQ Monitoring agent subsystem initialization fails.

User response: Read the z/OS *MVS Programming: Authorized Assembler Services Reference*, Volume 4 (SETFRR-WTOR) to determine the reason why the STORAGE OBTAIN macro failed and take appropriate corrective actions. Contact IBM Software Support if you need further assistance.

**KMQSI006E UNABLE TO LOAD KMQAMHST,
ABCODE = *abend_code*, REASON =
*reason_code***

Explanation: The WebSphere MQ Monitoring agent subsystem initialization routine fails to load the KMQAMHST module. For more information about the abend code and reason code, see the information about the LOAD macro in *MVS Programming: Assembler Services Reference*.

System action: The WebSphere MQ Monitoring agent subsystem initialization fails.

User response: KMQAMHST must be placed in an APF-authorized, link-listed library so that they are available during the system initial program load (IPL). Find more information in *IBM Tivoli OMEGAMON XE for Messaging on z/OS: Planning and Configuration Guide*.

**KMQSI007E ABEND OCCURRED WHILE
INITIALIZING WEBSphere MQ
MONITORING SUBSYSTEM *ssname*,
ABCODE = *abend_code***

Explanation: An abend occurs when initializing the WebSphere MQ Monitoring agent subsystem. *abend_code* is the abend code.

System action: The WebSphere MQ Monitoring agent subsystem initialization fails.

User response: Contact IBM Software Support.

KMQTR101E Buffer size requested is too large

Explanation: An attempt is made to set the component trace table size to a value that is outside the valid range. The BUFSIZE parameter, specified in an operator TRACE CT command or in SYS1.PARMLIB(CTKMQ00), cannot exceed 2 megabytes.

System action: The size of the internal trace table remains unchanged.

User response: Specify a smaller trace buffer size using the TRACE CT command or the using CTKMQ00 PARMLIB member.

KMQTR102E No defined TRACE components found

Explanation: The component trace start or stop routine is started, but no component trace is defined for the KMQ100 component.

System action: Tracing is unchanged.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQTR103E Bad return code from NAME/TOKEN services

Explanation: WebSphere MQ Monitoring agent receives a return code that is not valid when attempting to use z/OS system name or token services.

System action: Processing continues, but component tracing might not function.

User response: Investigate whether z/OS system modules IEANTRT, IEANTCR, and IEANTDL are globally available to the z/OS system. If the problem persists after they have been made available as common service routines, gather the complete agent log, and contact IBM Software Support.

KMQTR104I TRACE COMP=*component* buffer size set to *regionszK*

Explanation: The internal component trace table buffer size is set to the number of kilobytes specified by the *regionszK* value kilobytes.

System action: The *regionszK* value specifies the number of kilobytes of virtual storage that are used for each internal trace buffer. When tracing is active, there are at least 18 separate trace buffers in each WebSphere MQ Monitoring agent address space.

KMQTR105E Invalid subname *name* specified.

Explanation: A TRACE CT operator command is issued with the *name* subtrace. Either the specified subtrace is not initialized or the name is invalid.

System action: The trace is not initiated.

User response: Specify another subtrace name, or omit the subtrace name. If you omit the subtrace name, tracing is set for all subtraces.

KMQTR106E Invalid ASID *hexasid* specified.

Explanation: A TRACE CT operator command is issued with the indicated *hexasid* hexadecimal ASID parameter. The ASID is invalid or is not available.

System action: The trace command is ignored.

User response: Specify a valid hexadecimal ASID parameter on the TRACE CT operator command.

KMQTR107E Invalid jobname *jobname* specified.

Explanation: A TRACE CT operator command is issued with the specified *jobname* parameter, but the job name is invalid or is not available.

System action: The trace command is ignored.

User response: Specify a valid job name on the TRACE CT operator command.

KMQTR111I TRACE started for COMP=*component*

Explanation: Application component tracing has started in the system for the specified component. You can stop or modify tracing using operator commands. For more information about controlling component traces, see *MVS System Commands*.

System action: The system trace continues until it is stopped by the TRACE CT operator command.

KMQTR112I TRACE stopping for COMP=*component*

Explanation: Application component tracing is being stopped for the specified component.

System action: The system trace flushes any external write buffers and terminates.

KMQTR113I TRACE external writer STOP for COMP=*component*

Explanation: Component tracing has stopped writing to an external trace writer.

System action: The system flushes the remaining trace buffers. Internal tracing continues as long as the trace remains active for this component.

KMQTR114I TRACE external writer START for COMP=*component*

Explanation: Component tracing has begun to write trace data to an external writer.

System action: Trace data is written to the external writer procedure until a TRACE CT,WTRSTOP command is issued.

KMQTR115E TRACE buffer could not be written

Explanation: The component trace times out when waiting for the trace buffer of an external writer to become available.

System action: The system continues, but trace data might be lost.

User response: Determine why the trace external writer is not responding. Check the status of the external writer procedure to which the component trace is connected.

**KMQTR116E CTRACE write error RC=return_code
Reason=reason_code**

Explanation: The component trace receives an error condition when attempting to issue an external trace writer request with the z/OS system CTRACEWR macro.

System action: Processing continues, but trace data might be lost.

User response: Check the *return_code* return code that is returned and *reason_code* reason code from the CTRACEWR macro in *MVS Authorized Assembler Services Reference, Volume 1*.

KMQTR117E module LOAD failed

Explanation: The system attempts to use z/OS system name or token services, but the specified module cannot be found.

System action: Processing continues, but component tracing might not function.

User response: Investigate whether z/OS system modules IEANTRT, IEANTCR, and IEANTDL are globally available to the z/OS system. If the problem persists after the modules have been made available as common service routines, gather the complete agent log, and contact IBM Software Support.

**KMQVS101E Dataspace creation failed.
RC=return_code Reason=reason_code**

Explanation: An error occurs when attempting to create the WebSphere MQ Monitoring agent historical data space. The *return_code* value is the return code from the DSPSERV request and the *reason_code* value is the reason code.

System action: Initialization of WebSphere MQ Monitoring agent fails.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQVS102E ALESERV failed. RC=return_code

Explanation: An ALESERV request issued by WebSphere MQ Monitoring agent fails. The *return_code* value is the return code.

System action: Initialization of WebSphere MQ Monitoring agent fails.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQVS103E Cell pool extend failed. RC=return_code

Explanation: WebSphere MQ Monitoring agent is unable to extend one of its data-space cell pools. The *return_code* value is the return code from the CSRP service.

System action: The error is propagated back to the caller of the service.

User response: Gather the complete agent log, and contact IBM Software Support.

**KMQVS104E Cell pool creation failed.
RC=return_code**

Explanation: WebSphere MQ Monitoring agent is unable to create a data-space cell pool. The *return_code* value is the return code from the CSRPBLD service.

System action: The error is propagated back to the caller of the service.

User response: Gather the complete agent log, and contact IBM Software Support.

**KMQVS105E Failure extending size of dataspace.
RC=return_code Reason=reason_code**

Explanation: WebSphere MQ Monitoring agent is unable to expand the size of the historical data-space. The *return_code* value is the return code from the DSPSERV service and the *reason_code* value is the reason code.

System action: The error is propagated back to the caller of the service.

User response: Gather the complete agent log, and contact IBM Software Support.

**KMQVS106E Failure getting cell from pool.
RC=return_code**

Explanation: WebSphere MQ Monitoring agent is unable to allocate a cell from a data-space cell pool. The *return_code* value is the return code from the CSRPGET service.

System action: The error is propagated back to the caller of the service.

User response: Gather the complete agent log, and contact IBM Software Support.

**KMQVS107E Failure freeing cell to pool.
RC=return_code**

Explanation: WebSphere MQ Monitoring agent is unable to free a cell back to a data-space cell pool. The *return_code* value is the return code from the CSRPFRE service.

System action: The error is propagated back to the caller of the service.

User response: Gather the complete agent log, and contact IBM Software Support.

KMQW000W *reason_code - explanation_text*

Explanation: A WebSphere MQ error occurs when performing the requested operation.

System action: The request fails.

User response: Look up the reason code in *WebSphere MQ Application Programming Reference* for detailed information.

KMQW001I PUT ON XMIT QUEUE SUCCESSFUL

Explanation: The requested message has been successfully put on the transmission queue.

KMQW002E UNSUPPORTED CCSID FOUND

Explanation: A message with an unsupported Coded Character Set Identifier (CCSID) is received.

System action: The message is ignored.

User response: Verify that the message has a valid CCSID.

KMQW005E INSUFFICIENT STORAGE

Explanation: Insufficient storage is available to perform the requested function.

System action: The requested function is ignored.

User response: Ensure that there is sufficient storage and reissue the requested function.

KMQW006E MSG MISSING DLQ HEADER

Explanation: The WebSphere MQ Monitoring agent has received a retry request for a message that has no dead-letter header.

System action: The retry request is ignored.

User response: Ensure that the WebSphere MQ application that put the message does not generate messages without a dead-letter header.

KMQW007E TRUNCATED MSG NOT RETRIED

Explanation: The WebSphere MQ Monitoring agent has received a retry request for a truncated message.

System action: The retry request is ignored.

User response: Ensure that the WebSphere MQ application that put the message does not generate truncated messages.

KMQW008E NOT ALLOWED BY MSGACCESS

Explanation: The WebSphere MQ Monitoring agent does not have the correct access level to the requested message.

System action: The message request is ignored.

User response: Correct the MSGACCESS value in the agent configuration file, and restart the WebSphere MQ Monitoring agent.

KMQW009E AGENT TIMEOUT OCCURRED

Explanation: An agent timeout occurs when issuing the requested operation.

System action: The operation is ignored.

User response: Retry the operation.

KMQW010E NOT ALLOWED BY COMMAND OPTION

Explanation: The WebSphere MQ Monitoring agent does not allow the requested command to be issued.

System action: The command is ignored.

User response: Correct the COMMAND option in the agent configuration file, and restart the WebSphere MQ Monitoring agent.

KMQW011E FAILED DUE TO QMGR QUIESCING

Explanation: The command fails because the queue manager is quiescing.

System action: The command is ignored.

User response: Ensure that the queue manager is running, and retry the command.

KMQW012E UNKNOWN REASON CODE

Explanation: An unknown reason code is returned by WebSphere MQ.

System action: The function fails.

User response: Gather the complete agent, and contact IBM Software Support.

KMQW013I COMMAND ACCEPTED BY MVS

Explanation: The queue manager on the z/OS system has accepted the command.

KMQW014E QMGR NOT ACTIVE

Explanation: The command cannot be processed because the queue manager is inactive.

System action: The command is ignored.

User response: Start the queue manager and its

KMQW015E • KMQW019E

associated command server; retry the command.

KMQW015E REMOTE QMGR NOT SUPPORTED

Explanation: The WebSphere MQ Monitoring agent does not support submitting commands to the remote queue manager.

System action: The command is ignored.

User response: Start the WebSphere MQ Monitoring agent for the remote queue manager.

KMQW016E SYNTAX ERROR

Explanation: A syntax error is detected in the command.

System action: The command is ignored.

User response: Correct the syntax error, and reissue the command.

KMQW017E COMMAND FAILED

Explanation: The requested command fails when the command is running.

System action: The command is ignored.

User response: Examine the agent log for the response that is returned by WebSphere MQ.

KMQW018E NOT ALLOWED BY SECURITY

Explanation: The requested command is not allowed by the security system.

System action: The command fails.

User response: Contact your security administrator.

KMQW019E NOT SUPPORTED BY PLATFORM

Explanation: The command has been issued on a Windows system that does not support the Take Action feature.

System action: The command is ignored.

User response: No action is required.

Windows system event log messages

When the WebSphere MQ Monitoring agent is running as a system service on a Windows system, if an error condition or critical event occurs, the agent writes an application message into the Windows system Event Log. (See the installation documentation for supported versions of Windows systems)

Procedure

To access the application event log, perform the following steps:

1. From the **Start** menu, click **Control Panel**.
2. Double-click **Administrative Tools**.
3. Double-click **Event Viewer**, and select **Application**.

Messages logged

When the appropriate condition occurs, one of the following messages appear in the application event log.

The Event ID number corresponds to the KMQ message number.

Event ID	Severity	Symbolic Name	Message Number
11200	Error	EVT_REMOTEQ_NOT_ALLOCATED	KMQMI112
11300	Error	EVT_CONNECT_2_QMGR_FAILED	KMQMI113
11600	Error	EVT_MQMANAGER_NO_COMMAND_SERVER	KMQMI116
12500	Informational	EVT_IRA_MONITOR	KMQMI125
18701	Informational	EVT_CONN_TO_SERVER	KMQMI187 Connected
18702	Informational	EVT_RECONN_TO_SERVER	KMQMI187 Reconnected

Event ID	Severity	Symbolic Name	Message Number
18703	Informational	EVT_DISC_FROM_SERVER	KMQMI187 Disconnected
19700	Informational	EVT_COMMAND_SERVER_AVAILABLE	KMQMI197

Chapter 9. WebSphere MQ Configuration agent messages

This chapter documents the KMC-prefixed messages that are produced by the WebSphere MQ Configuration agent. It also documents the KCF-prefixed messages that are produced by the configuration manager in the Tivoli Enterprise Monitoring Server.

Each of these two groups of messages are broken down into two subgroups:

- The KMC $nnnnx$ and KCF $nnnnx$ messages are errors that are reported by either the WebSphere MQ Configuration agent or the configuration manager, respectively, and are displayed by Tivoli Enterprise Portal.
- The KMCRC $nnnnx$ and KCFCM $nnnnx$ messages are written to the error log by either the agent or the configuration manager, respectively.

In each case, $nnnn$ is either a 3-digit or 4-digit numeric identifier and x is the message type (E for error, W for warning, I informational, S for severe). The messages are listed alphabetically by group, numerically within each group.

KMC messages

These messages (in the `kmcfemsg.xml` file) take the form KMC $nnnnx$; these messages indicate errors which are reported by WebSphere MQ Configuration agent and are displayed by Tivoli Enterprise Portal.

KMC0002E Your request failed. An unanticipated WebSphere MQ error has occurred
RC=code Reason=reason

Explanation: The WebSphere MQ queue manager returned an unanticipated error to a request from the WebSphere MQ Configuration agent. The RC and Reason fields provide the WebSphere MQ return and reason codes, respectively.

User response: Look up the return and reason codes in *WebSphere MQ Application Programming Reference*. If necessary, contact IBM Software Support.

Explanation: This reason code occurs only on z/OS systems. It occurs because the WebSphere MQ Configuration agent is not authorized to connect to the queue manager.

System action: Configuration agent processing is stopped.

User response: Ensure that the WebSphere MQ Configuration agent is authorized to connect to the queue manager.

KMC0003E Your request failed. Connection to queue manager lost

Explanation: Connection to the queue manager from the WebSphere MQ Configuration agent has been lost. This event can occur because the queue manager has ended.

System action: The Configuration Agent retries the connection.

User response: Investigate why the queue manager connection is broken. If necessary, restart the queue manager and the configuration agent.

KMC0005E Your request failed. WebSphere MQ connection shutting down

Explanation: This reason code occurs only on z/OS systems. It indicates that the connection between the WebSphere MQ Configuration agent and the queue manager is shutting down.

System action: Configuration agent processing is stopped.

User response: Investigate why the queue manager connection is shutting down. If necessary, restart the queue manager and the WebSphere MQ Configuration agent.

KMC0004E Your request failed. Not authorized for WebSphere MQ connection

KMC0012E Your request failed. No more WebSphere MQ handles available

Explanation: The WebSphere MQ Configuration agent

issues an MQOPEN or MQPUT1 call, but the maximum number of open handles allowed for the agent has already been reached. Be aware that when a distribution list is specified on the MQOPEN or MQPUT1 call, each queue in the distribution list uses one handle.

System action: Configuration agent processing stops.

User response: Manually change the MAXHANDS property for the queue manager. If the problem persists, contact IBM Software Support.

KMC0013E Your request failed. Maximum number of WebSphere MQ connections reached

Explanation: The MQCONN call from the WebSphere MQ Configuration agent is rejected because the maximum number of concurrent connections has been exceeded.

System action: Configuration agent processing stops.

User response: Either increase the size of the appropriate install parameter value or reduce the number of concurrent connections.

KMC0015E Your request failed. WebSphere MQ message too big for channel

Explanation: The WebSphere MQ Configuration agent put a message to a remote queue, but the message is larger than the maximum message length allowed by the channel. This event can occur for a queue manager that is being configured using an indirect connection.

System action: The current request is stopped.

User response: Increase the maximum message size of the channel to the remote queue manager.

KMC0016E Your request failed. WebSphere MQ message too big for queue

Explanation: The WebSphere MQ Configuration agent attempts to put a message to a queue, but the message is larger than the maximum message length allowed by the queue. This event can be caused by the definition for SYSTEM.ADMIN.COMMAND.QUEUE (for distributed systems) or SYSTEM.COM.

System action: The current request is stopped.

User response: Increase the maximum message size of the queue.

KMC0017E Your request failed. WebSphere MQ message too big for queue manager

Explanation: The WebSphere MQ Configuration agent attempts to put a message in a queue, but the message is larger than the maximum message length allowed by the queue manager.

System action: The current request is stopped.

User response: Manually increase the MAXMSGL property for the queue manager.

KMC0018E Your request failed. An MQOPEN call was issued to create a dynamic queue, but a queue with the same name as the dynamic queue already exists

Explanation: The configuration issued an MQOPEN call to create a dynamic queue, but a queue with the same name as the dynamic queue already exists.

System action: The current request is stopped.

User response: Restart the WebSphere MQ Configuration agent. If the problem persists, gather the complete agent log, and contact IBM Software Support.

KMC0019E Your request failed. The configuration agent is not authorized for WebSphere MQ access

Explanation: The WebSphere MQ Configuration agent is not authorized to perform the operation that you attempt. If the **Client userid is defined at Queue Manager** property is set for the queue manager, there might be a problem with the WebSphere MQ authorities that are associated with the user ID.

System action: Configuration agent processing is stopped.

User response: If the **Client userid is defined at Queue Manager** property is set, ensure that the user ID has sufficient authority to perform the action. Also ensure that the WebSphere MQ Configuration agent has the required authority.

KMC0020E Your request failed. WebSphere MQ message data not converted

Explanation: The configuration make an MQGET call with the MQGMO_CONVERT option that is included in the GetMsgOpts parameter, and an error occurs during conversion of the data in the message.

System action: The current request is stopped.

User response: Make sure that the message does not contain characters that are not valid. If the problem persists, gather the complete agent log, and contact IBM Software Support.

KMC0021E Your request failed. WebSphere MQ object already exists

Explanation: The WebSphere MQ Configuration agent make an MQOPEN call to create a dynamic queue, but a queue that has the same name as the dynamic queue already exists.

System action: The current request is stopped.

User response: Restart the WebSphere MQ

Configuration agent. Gather the complete agent log, and contact IBM Software Support.

KMC0022E Your request failed. WebSphere MQ object damaged

Explanation: The object that is accessed by the WebSphere MQ Configuration agent is damaged and cannot be used. The reason for this event might be that the definition of the object in main storage is not consistent, or that the definition differs from the definition of the object on disk, or that the definition on disk cannot be read.

System action: Configuration agent processing is stopped.

User response: you might need to stop and restart the queue manager, or restore the queue manager data from back-up storage. On i5/OS and UNIX systems, consult the FFST™ record to obtain more detail about the problem.

KMC0023E Your request failed. WebSphere MQ object in use

Explanation: An MQOPEN call is issued by the WebSphere MQ Configuration agent, but the object in question has already been opened by this or another application with options that conflict with those specified in the Options parameter. This problem occurs when the request is for shared input, but the object is already open for exclusive input; it also occurs when the request is for exclusive input, but the object is already open for input (of any kind).

System action: Configuration agent processing is stopped.

User response: Restart the WebSphere MQ Configuration agent. If the problem persists, gather the complete agent log, and contact IBM Software Support.

KMC0024E Your request failed. WebSphere MQ pageset error

Explanation: The WebSphere MQ Configuration agent encounters an error with the page set when attempting to access it for a locally defined queue. This can occur because the queue is on a page set that does not exist. A console message is issued that tells you the number of the page set in error.

System action: Configuration agent processing is stopped.

User response: Check that the storage class for the queue maps to a valid page set using these commands:

```
DISPLAY Q(xx) STGCLASS
DISPLAY STGCLASS(xx)
DISPLAY
USAGE PSID
```

If you are unable to resolve the problem, notify the system programmer who must do the following procedure:

1. Collect the following diagnostic information:
 - A description of the actions that led to the error.
 - A listing of the application program that is running at the time of the error.
 - Details of the page sets that are defined for use by WebSphere MQ.
2. Attempt to recreate the problem, and take a system dump immediately after the error occurs.
3. Contact IBM Software Support.

KMC0025E Your request failed. WebSphere MQ pageset full

Explanation: On an MQOPEN, MQPUT, or MQPUT1 call from the WebSphere MQ Configuration agent, a page set data set is found to be full when attempting to open or put a message on a locally defined queue. This reason code occurs only on z/OS systems.

System action: The WebSphere MQ Configuration agent processing is stopped.

User response: Determine which queues contain messages and look for any looping programs that might be unnecessarily filling up queues. Otherwise, request that the system programmer increase the size of the page set data sets.

KMC0026E Your request failed. WebSphere MQ queue is put inhibited

Explanation: The WebSphere MQ Configuration agent attempts to get a message from a queue, but MQGET calls are currently inhibited for the queue. This event can be caused by the definition for SYSTEM.ADMIN.COMMAND.QUEUE (for distributed systems) or SYSTEM.COMMAND.INPUT (for z/OS systems). This can also be caused by the definition of SYSTEM.MQSC.REPLY.QUEUE (for distributed systems), or SYSTEM.COMMAND.REPLY.MODEL (for z/OS systems).

System action: Configuration agent processing is stopped.

User response: Manually reset the put inhibited property for the queue.

KMC0028E Your request failed. WebSphere MQ queue deleted

Explanation: The WebSphere MQ Configuration agent attempts to refer to a dynamic queue that has been deleted since the queue is opened.

System action: The WebSphere MQ Configuration agent processing is stopped.

User response: Restart the WebSphere MQ

Configuration agent. If the problem persists, gather the complete agent log, and contact IBM Software Support.

KMC0029E Your request failed. WebSphere MQ queue is full

Explanation: The WebSphere MQ Configuration agent attempts to put a message into a queue, but the maximum number of messages in the queue had already been reached. This event can be caused by the definition for SYSTEM.ADMIN.COMMAND.QUEUE (for distributed systems) or SYSTEM.COMMAND.INPUT (for z/OS systems).

System action: Configuration agent processing is stopped.

User response: Manually reset the MAXMSGS property for the queue. This problem can also occur if the WebSphere MQ command server or a sender or server channel stops running.

KMC0031E Your request failed. WebSphere MQ queue manager not active

Explanation: The WebSphere MQ Configuration agent cannot connect to the queue manager because the queue manager is not active.

System action: Processing for the queue manager is stopped.

User response: Start the queue manager.

KMC0032E Your request failed. WebSphere MQ queue manager not available

Explanation: The WebSphere MQ Configuration agent cannot connect to the queue manager because it is not available for connection at this time.

System action: Processing for the queue manager is stopped.

User response: Ensure that the queue manager has been started.

KMC0033E Your request failed. WebSphere MQ queue manager quiescing

Explanation: The WebSphere MQ Configuration agent cannot communicate with the queue manager because it is quiescing.

System action: Processing for the queue manager is stopped.

User response: Wait until the queue manager has stopped, restart the queue manager and the WebSphere MQ Configuration agent, and restart the request.

KMC0034E Your request failed. WebSphere MQ queue manager stopping

Explanation: The WebSphere MQ Configuration agent cannot communicate with the queue manager because it is shutting down.

System action: Processing for the queue manager is stopped.

User response: Wait until the queue manager has stopped, restart the queue manager and the WebSphere MQ Configuration agent, and restart the request.

KMC0035E Your request failed. No space available for WebSphere MQ queue

Explanation: The WebSphere MQ Configuration agent attempts to put a message in a WebSphere MQ queue, but there is no space available for the queue on the disk or other storage device.

System action: The WebSphere MQ Configuration agent processing is stopped.

User response: Make more disk space available for the queue.

KMC0036E Your request failed. Insufficient WebSphere MQ system resource available

Explanation: WebSphere MQ has insufficient system resources to complete the request successfully.

System action: Processing for the queue manager is stopped.

User response: Run the application when the system is less heavily loaded. On i5/OS and UNIX systems, consult the FFST record to obtain more detail about the problem.

KMC0037E Your request failed. WebSphere MQ security error

Explanation: The WebSphere MQ Configuration agent issued an MQCONN, MQOPEN, MQPUT1, or MQCLOSE call, but the call failed because a security error occurred. On z/OS systems, the security error is returned by the External Security Manager.

System action: Processing for the queue manager is stopped.

User response: Record the error from the security manager, and contact your system programmer or security administrator. On i5/OS systems, the FFST log contains the error information.

KMC0038E Your request failed. WebSphere MQ coded character set ID invalid

Explanation: The WebSphere MQ Configuration agent attempts to get a message from a WebSphere MQ queue, but the coded character-set identifier from which character data is to be converted is not valid or is not supported.

System action: The WebSphere MQ Configuration agent processing is stopped.

User response: Check the character-set identifier that is specified when the message is put or that is specified for the SourceCCSID parameter on the MQXCNCV call. If the identifier is correct, check that it is one for which queue manager conversion is supported.

KMC0039E Your request failed. Integer encoding in WebSphere MQ message not recognized

Explanation: On an MQGET call issued by the WebSphere MQ Configuration agent, with the MQGMO_CONVERT option included in the GetMsgOpts parameter, the Encoding value in the message being retrieved specifies an integer encoding that is not recognized.

System action: The WebSphere MQ Configuration agent processing is stopped.

User response: Check the integer encoding that is specified when the message is put. If the encoding is correct, check that it is one for which queue manager conversion is supported.

KMC0040E Your request failed. Insufficient WebSphere MQ storage available

Explanation: A call from WebSphere MQ Configuration agent cannot complete because sufficient storage is not available to the queue manager.

System action: Processing for the queue manager is stopped.

User response: Make more storage available. On z/OS systems, if there are no application problems, ask your system programmer to increase the size of the region in which the queue manager runs.

KMC0041E Your request failed. Unexpected WebSphere MQ error The call was rejected because an unexpected error occurred.

Explanation: The request is rejected because an unexpected error occurred with WebSphere MQ.

System action: Processing for the current request is stopped.

User response: On z/OS systems, determine whether any information has been displayed on the console. If

this error occurs on an MQCONN call, check that the subsystem named is an active MQ subsystem. In particular, check that it is not a DB2 subsystem. If the problem cannot be recreated, contact your system programmer.

KMC0045E Your request failed. Unknown WebSphere MQ queue name

Explanation: The queue name is unknown.

System action: Processing for the current request is stopped.

User response: Specify a valid queue name.

KMC0047E Your request failed. Unknown WebSphere MQ transmission queue

Explanation: On an MQOPEN or MQPUT1 call issued by the WebSphere MQ Configuration agent, a message is to be sent to a remote queue manager. The ObjectName or ObjectQMGrName field in the object descriptor specifies the name of a local definition of a remote queue (in the later case).

System action: Processing for the current request is stopped.

User response: Ensure that the definition of the remote queue is correct and that the XMITQ specifies the name of a valid local transmit queue.

KMC0048E Your request failed. WebSphere MQ transmission queue not local

Explanation: On an MQOPEN or MQPUT1 call issued by the WebSphere MQ Configuration agent, a message is to be sent to a remote queue manager. The ObjectName or ObjectQMGrName field in the object descriptor specifies the name of a local definition of a remote queue, but one of the following situations applies to the XmitQName attribute of the definition:

- XmitQName is not blank, but specifies a queue that is not a local queue.
- XmitQName is blank, but RemoteQMGrName specifies a queue that is not a local queue.

System action: Processing for the current request is stopped.

User response: Ensure that the definition of the remote queue is correct and that the XMITQ specifies the name of a valid local transmit queue.

KMC0049E Your request failed. WebSphere MQ transmission queue has incorrect usage

Explanation: On an MQOPEN or MQPUT1 call, a message is to be sent to a remote queue manager, but one of the following situations occurred:

- ObjectQMGrName specifies the name of a local queue, but it does not have a Usage attribute of MQUS_TRANSMISSION.
- The ObjectName or ObjectQMGrName field in the object descriptor specifies the name of a local definition of a remote queue but one of the following situations applies to the XmitQName attribute of the definition:
 - XmitQName is not blank, but specifies a queue that does not have the Usage attribute MQUS_TRANSMISSION.
 - XmitQName is blank, but RemoteQMGrName specifies a queue that does not have the Usage attribute MQUS_TRANSMISSION.
 - The queue name is resolved through a cell directory, and the remote queue manager name obtained from the cell directory is the name of a local queue, but it does not have the Usage attribute MQUS_TRANSMISSION.

System action: Processing for the queue manager is stopped.

User response: Ensure that the definition of the remote queue is correct and that the XMITQ specifies the name of a valid local transmit queue.

KMC0067E Your request failed. WebSphere MQ channel type invalid

Explanation: The channel type associated with this channel is invalid.

System action: Validation fails.

User response: Ensure that the channel type is valid for the target system.

KMC0069E Your request failed. WebSphere MQ transmit protocol type invalid

Explanation: The transmit protocol specified on the channel definition is invalid.

System action: Validation fails.

User response: Ensure that the transmit protocol type is valid for the target system.

KMC0070E Your request failed. WebSphere MQ batch size invalid

Explanation: The batch size specified for the channel is not valid.

System action: Validation fails.

User response: Correct the batch size. Valid values are in the range 1 - 9,999.

KMC0071E Your request failed. WebSphere MQ disconnect interval invalid

Explanation: The disconnect interval specified for the channel is not valid.

System action: Validation fails.

User response: Correct the disconnect interval. Valid values are in the range 1 - 999,999.

KMC0072E Your request failed. WebSphere MQ short retry count invalid

Explanation: The short retry count specified for the channel is not valid.

System action: Validation fails.

User response: Correct the short retry count. Valid values are in the range 1 - 999,999,999.

KMC0073E Your request failed. WebSphere MQ short timer value invalid

Explanation: The short interval specified for the channel is not valid.

System action: Validation fails.

User response: Correct the short interval. Valid values are in the range 0 - 999,999,999.

KMC0074E Your request failed. WebSphere MQ long retry count invalid

Explanation: The long retry count specified for the channel is not valid.

System action: Validation fails.

User response: Correct the long retry count. Valid values are in the range 0 - 999,999,999.

KMC0075E Your request failed. WebSphere MQ long timer value invalid

Explanation: The long interval specified for the channel is not valid.

System action: Validation fails.

User response: Correct the long interval. Valid values are in the range 0 - 999,999,999.

KMC0076E Your request failed. WebSphere MQ sequence number wrap invalid

Explanation: The sequence number wrap specified for the channel is not valid.

System action: Validation fails.

User response: Correct the sequence number wrap. Valid values are in the range 0 - 999,999,999.

KMC0077E Your request failed. WebSphere MQ maximum message length invalid

Explanation: The maximum message length specified for the queue or channel is not valid.

System action: Validation fails.

User response: Correct the maximum message length. On AIX, HP-UX, Solaris, and Windows systems, specify a value greater than or equal to zero, and less than or equal to the maximum message length for the queue manager. On other systems, valid values are in the range 0 - 4,194,304.

KMC0078E Your request failed. WebSphere MQ put authority invalid

Explanation: The put authority specified for the channel is not valid.

System action: Validation fails.

User response: Correct the put authority.

KMC0081E Your request failed. MQSeries message truncated

Explanation: The command server receives a message from the WebSphere MQ Configuration agent that is larger than its maximum valid message size.

System action: Validation fails.

User response: Ensure that the MAXMSGL property of the SYSTEM.ADMIN.COMMAND.QUEUE (for distributed systems) or SYSTEM.COMMAND.INPUT (for z/OS systems) is large enough.

KMC0084E Your request failed. WebSphere MQ data conversion value invalid

Explanation: The convert property specified for the channel is not valid.

System action: Validation fails.

User response: Correct the convert property.

KMC0088E Your request failed. WebSphere MQ MCA type invalid

Explanation: The message channel agent type specified for the channel is invalid.

System action: Validation fails.

User response: Correct the message channel agent type.

KMC0092E Your request failed. WebSphere MQ like object has wrong type

Explanation: An attempt is made to create an object based on the definition of an existing object, but the new and existing objects had different types. This error can result from the incorrect definition of the WebSphere MQ default resources.

System action: Validation fails.

User response: Ensure that the IBM-provided default resources for the actual queue manager are valid.

KMC0093E Your request failed. WebSphere MQ object is open. An attempt was made to delete or change an object that was in use

Explanation: An attempt is made to delete or change an object that is in use.

System action: Processing for the current request is stopped.

User response: Wait until the object is no longer in use, and retry the operation.

KMC0097E Your request failed. WebSphere MQ object name not valid

Explanation: You attempt to create a new resource with an invalid name.

System action: Processing for the current request is stopped.

User response: Ensure that the name is valid for the type of object. The character set that you can use for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana, you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)
- Percent sign (%). The percent sign (%) is a special character to RACF®.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when using RACF generic profiles.

KMC0098E Your request failed. WebSphere MQ allocation failed. An attempt to allocate a conversation to a remote system failed

Explanation: WebSphere MQ attempts to allocate a conversation to a remote system, but that allocation failed. The error might be caused by an invalid entry in the channel definition, or the listening program at the remote system might not be running.

System action: Processing for the current request is stopped.

User response: Ensure that the channel definition is correct, and start the listening program if necessary. If the error persists, consult your WebSphere MQ systems administrator.

KMC0099E Your request failed. WebSphere MQ remote system not available

Explanation: The attempt of WebSphere MQ to allocate a conversation to a remote system is unsuccessful. The error might be transitory, and the allocation might succeed later. This error can occur if the listening program at the remote system is not running.

System action: Processing for the current request is stopped.

User response: Ensure that the listening program is running, and retry the operation.

KMC0100E Your request failed. WebSphere MQ channel configuration error

Explanation: A configuration error is detected in the channel definition or communication subsystem, and allocation of a conversation is not possible. This error might be caused by one of the following issues:

- For LU 6.2, either the ModeName value or the TpName value is incorrect. The ModeName value must match the value on the remote system, and the TpName value must be specified. (On i5/OS system, these are held in the communications Side Object.)
- For LU 6.2, the session might not be established.
- For TCP, the ConnectionName value in the channel definition cannot be resolved to a network address. The name might not be correctly specified, or the name server might not be available. The requested communications protocol might not be supported on the system.

System action: Processing for the current request is stopped.

User response: Identify the error and take appropriate action.

KMC0101E Your request failed. WebSphere MQ connection refused

Explanation: The attempt by WebSphere MQ to establish a connection to a remote system is rejected. The remote system might not be configured to allow a connection from this system.

- For LU 6.2, either the user ID or the password supplied to the remote system is incorrect.
- For TCP, the remote system might not recognize the local system as valid, or the TCP listener program might not be started.

System action: Processing for the current request is stopped.

User response: Correct the error or restart the listener program.

KMC0102E Your request failed. WebSphere MQ connection name invalid

Explanation: The connection name in the channel definition cannot be resolved into a network address. Either the name server does not contain the entry, or the name server is not available.

System action: Processing for the current request is stopped.

User response: Ensure that the connection name is correctly specified and that the name server is available.

KMC0103E Your request failed. WebSphere MQ send failed

Explanation: An error occurs when WebSphere MQ is sending data to a remote system. This error might be caused by a communications failure.

System action: Processing for the current request is stopped.

User response: Consult your WebSphere MQ systems administrator.

KMC0104E Your request failed. WebSphere MQ received data error

Explanation: An error occurs when receiving data from a remote system. This error might be caused by a communications failure.

System action: Processing for the current request is stopped.

User response: Consult your WebSphere MQ system administrator.

KMC0107E Your request failed. Insufficient WebSphere MQ storage available

Explanation: Insufficient storage is available for WebSphere MQ.

System action: Processing for the current request is stopped.

User response: Consult your WebSphere MQ system administrator.

KMC0108E Your request failed. Communication manager not available for WebSphere MQ

Explanation: The WebSphere MQ communication subsystem is not available.

System action: Processing for the current request is stopped.

User response: Ensure that the WebSphere MQ communication subsystem has been started.

KMC0109E Your request failed. WebSphere MQ bind failed

Explanation: The bind to a remote system by WebSphere MQ during session negotiation has failed.

System action: Processing for the current request is stopped.

User response: Consult your WebSphere MQ system administrator.

KMC0110E Your request failed. WebSphere MQ channel in-doubt

Explanation: The requested operation cannot complete because the WebSphere MQ channel is in doubt.

System action: Processing for the current request is stopped.

User response: Examine the status of the channel, and either restart a channel to resolve the indoubt state, or resolve the channel.

KMC0111E Your request failed. WebSphere MQ channel in use

Explanation: An attempt is made to perform an operation on a WebSphere MQ channel, but the channel is currently active.

System action: Processing for the current request is stopped.

User response: Stop the channel or wait for it to stop, and retry the operation.

KMC0112E Your request failed. WebSphere MQ channel not found

Explanation: You attempt an operation on a WebSphere MQ channel, but the channel does not exist in the actual configuration.

System action: Processing for the current request is stopped.

User response: Use the **Update defined from Actual** menu option to create the channel in the actual configuration, and retry the original operation.

KMC0113E Your request failed. Unknown remote WebSphere MQ channel

Explanation: There is no definition of the referenced channel at the remote system.

System action: Processing for the current request is stopped.

User response: Ensure that the local channel is correctly defined. If it is, add an appropriate channel definition at the remote system.

KMC0114E Your request failed. Remote WebSphere MQ queue manager not available

Explanation: The channel cannot be started because the remote queue manager is not available.

System action: Processing for the current request is stopped.

User response: Start the remote queue manager, and retry the operation.

KMC0115E Your request failed. Remote WebSphere MQ queue manager terminating

Explanation: The channel is ending because the remote queue manager is terminating.

System action: Processing for the current request is stopped.

User response: Restart the remote queue manager; retry the operation.

KMC0117E Your request failed. WebSphere MQ queue is not a transmission queue

Explanation: The queue specified in the channel definition is not a transmission queue.

System action: Processing for the current request is stopped.

User response: Ensure that the queue is specified correctly in the channel definition and that it is correctly defined to the queue manager. Retry the operation.

KMC0120E Your request failed. WebSphere MQ channel name invalid

Explanation: You attempt to create a new channel with an invalid name.

System action: Processing for the current request is stopped.

User response: Ensure that the channel name is valid for the type of object. The character set that you can use for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)
- Percent sign (%). The percent sign (%) is a special character to RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0121E Your request failed. WebSphere MQ transmission queue name invalid

Explanation: You specify an invalid transmit queue name for this channel.

System action: Validation fails.

User response: Ensure that the queue name is valid for the type of object. The character set that you can use for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)
- Percent sign (%). The percent sign (%) is a special character to RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0123E Your request failed. WebSphere MQ channel send exit name invalid

Explanation: The send exit name specified for the channel contains characters that are not allowed for program names on the system that you are using.

System action: Validation fails.

User response: Specify a valid name for the send exit. The format and maximum length of the name depends on the environment:

- On Windows systems, the name takes the form *dllname(functionname)*, where *dllname* is specified without the suffix (".DLL"). The maximum length of the string is 128 characters.
- On i5/OS systems, the name takes the form *progrname libname*, where *progrname* is the first 10 characters, and *libname* is the second 10 characters (both names blank-padded to the right if necessary). The maximum length of the string is 20 characters.
- On z/OS systems, the name is a load module name, with a maximum length of 8 characters (128 characters are allowed for exit names for client-connection channels).

KMC0124E Your request failed. WebSphere MQ channel security exit name invalid

Explanation: The security exit name that is specified for the channel contains characters that are not allowed for program names on the system that you are using.

System action: Validation fails.

User response: Specify a valid name for the security exit. The format and maximum length of the name depends on the environment:

- On Windows systems, the name takes the form *dllname(functionname)*, where *dllname* is specified without the suffix (".DLL"). The maximum length of the string is 128 characters.
- On i5/OS systems, the name takes the form *progrname libname*, where *progrname* is the first 10 characters, and *libname* the second 10 characters (both names blank-padded to the right if necessary). The maximum length of the string is 20 characters.
- On z/OS systems, the name is a load module name, with a maximum length of 8 characters (128 characters are allowed for exit names for client-connection channels).

KMC0125E Your request failed. WebSphere MQ channel message exit name invalid

Explanation: The message exit name that is specified for the channel contains characters that are not allowed for program names on the system that you are using.

System action: Validation fails.

User response: Specify a valid name for the message

exit. The format and maximum length of the name depends on the environment:

- On Windows systems, it takes the form *dllname(functionname)*, where *dllname* is specified without the suffix (".DLL"). The maximum length of the string is 128 characters.
- On i5/OS systems, it takes the form *progrname libname*, where *progrname* is the first 10 characters, and *libname* the second 10 characters (both blank-padded to the right if necessary). The maximum length of the string is 20 characters.
- On z/OS systems, the name is a load module name, with a maximum length of 8 characters (128 characters are allowed for exit names for client-connection channels).

KMC0126E Your request failed. WebSphere MQ channel receive exit name invalid

Explanation: The receive exit name specified for the channel contains characters that are not allowed for program names on the system in question.

System action: Validation fails.

User response: Specify a valid name for the receive exit. The format and maximum length of the name depends on the environment:

- On Windows systems, the name takes the form *dllname(functionname)*, where *dllname* is specified without the suffix (".DLL"). The maximum length of the string is 128 characters.
- On i5/OS systems, the name takes the form *progrname libname*, where *progrname* occupies the first 10 characters, and *libname* the second 10 characters (both blank-padded to the right if necessary). The maximum length of the string is 20 characters.
- On z/OS systems, the name is a load module name, with a maximum length of 8 characters (128 characters are allowed for exit names for client-connection channels).

KMC0135E Your request failed. Missing WebSphere MQ connection name

Explanation: The Connection Name property is required for sender or requester channel types, but is not present.

System action: Validation fails.

User response: Specify the Connection Name for the channel.

KMC0136E Your request failed. WebSphere MQ connection name invalid

Explanation: The Connection Name property contains one or more blanks at the start of the name.

System action: Validation fails.

User response: Specify a valid connection name for the channel. The value you specify depends on the transport type (TRPTYPE) to be used:

For transport type **LU 6.2**

- On z/OS systems, there are two forms that you can use to specify the value:
 - **Logical unit name**— The logical unit information for the queue manager, comprising the logical unit name, TP name, and optional mode name. You can specify this name in one of three forms, as shown in the following examples:
`luname: IGY12355`
`luname/TPname: IGY12345/APING`
`luname/TPname/modename: IGY12345/APINGD/#INTER`

When you use this form, you must specify the TP name and mode name for the TPNAME and MODENAME attributes; otherwise, these attributes must be blank.

- **Symbolic name**— The symbolic destination name for the logical unit information for the queue manager, as defined in the side information data set. The TPNAME and MODENAME attributes must be blank.

Remember: For cluster-receiver channels, the side information is on the other queue managers in the cluster. Alternatively, in this case it can be a name that a channel auto-definition exit can resolve into the appropriate logical unit information for the local queue manager.

- On i5/OS systems, Windows systems, and UNIX systems, the name is the name of the CPI-C communications side object or, if the TPNAME field is not blank, the name is the fully qualified name of the partner logical unit. See the information about configuration parameters for an LU 6.2 connection for your system in the WebSphere MQ Intercommunication manual for more information.

For transport type **NetBIOS** specify a unique NetBIOS name (limited to 16 characters). If you are using any of the special characters in your connection name (for example, parentheses) you must enclose the string in single quotes.

For transport type **SPX** specify the 4-byte network address, the 6-byte node address, and the 2-byte socket number. These values must be entered in hexadecimal, with a period separating the network and node addresses. The socket number must be enclosed in brackets. Example:

```
CONNNAME('0a0b0c0d.804abcde23a1(5e86)')
```

If the socket number is omitted, the WebSphere MQ default value (X'5e86') is assumed.

For transport type **TCP** specify either the host name or the network address of the remote system (or the local

system for cluster-receiver channels). This can be followed by an optional port number, enclosed in parentheses.

This parameter is required for channels with a channel type (CHLTYPE) of SDR, RQSTR, CLNTCONN, CLUSSDR, and CLUSRCVR. It is optional for SVR channels, and is not valid for RCVR or SVRCONN channels.

KMC0137E Your request failed. WebSphere MQ MQSET failed

Explanation: The WebSphere MQ MQSET call fails.

System action: The current request is stopped.

User response: Determine whether the queue manager is active.

KMC0138E Your request failed. WebSphere MQ channel not active

Explanation: An attempt is made to stop a WebSphere MQ channel, but the channel is already stopped.

System action: Processing continues.

User response: No action is required.

KMC0139E Your request failed. WebSphere MQ channel terminated by security exit

Explanation: A channel security exit stops the WebSphere MQ channel.

System action: The current request is stopped.

User response: Check that the channel is attempting to connect to the correct queue manager, and if so, that the security exit is specified correctly, and is working correctly, at both ends.

KMC0141E Your request failed. WebSphere MQ cell directory not available

Explanation: The Scope property of the queue is to be CELL, but no name service supporting a cell directory has been configured.

System action: The current request is stopped.

User response: Configure the queue manager with a suitable name service.

KMC0142E Your request failed. WebSphere MQ message retry count not valid

Explanation: The message retry count specified for the channel is not valid.

System action: Validation fails.

User response: Correct the message retry count. Valid values are 0 - 999,999,999.

KMC0144E Your request failed. WebSphere MQ message retry exit name invalid

Explanation: The message retry exit name specified for the channel contains characters that are not allowed for program names on the system that you are using.

System action: Validation fails.

User response: Specify a valid name for the receive exit. The format and maximum length of the name depends on the environment:

- On Windows systems, the name takes the form *dllname(functionname)*, where *dllname* is specified without the suffix (".DLL"). The maximum length of the string is 128 characters.
- On i5/OS systems, the name takes the form *progrname libname*, where *progrname* occupies the first 10 characters, and *libname* the second 10 characters (both blank-padded to the right if necessary). The maximum length of the string is 20 characters.
- On z/OS systems, the name is a load module name, with a maximum length of 8 characters (128 characters are allowed for exit names for client-connection channels).

KMC0146E Your request failed. WebSphere MQ message retry interval invalid

Explanation: The message retry interval specified for the channel is not valid.

System action: Validation fails.

User response: Correct the message retry interval. Valid values are 0 - 999,999,999.

KMC0148E Your request failed. WebSphere MQ cluster queue cannot be a transmission queue

Explanation: WebSphere MQ rejects the request because it might result in a cluster queue that is also a transmission queue. This is not supported.

System action: The current request fails.

User response: No action is required.

KMC0149E Your request failed. WebSphere MQ ClusterName and ClusterNamelist attributes conflict

Explanation: The request is rejected because it might result in the Cluster Name property and the Cluster Namelist property both being non-blank. At least one of these properties must be blank.

System action: The current request fails.

User response: Specify either a blank Cluster Name, or a blank Cluster Namelist for the object.

KMC0150E Your request failed. WebSphere MQ Channel Status not found

Explanation: You attempt to view the status of a WebSphere MQ channel; however, no channel status is available for the specified channel. This error might indicate that the channel has not been used.

System action: The current request fails.

User response: No action is required unless this error is unexpected, in which case consult your WebSphere MQ systems administrator.

KMC0151E You cannot move cluster managed object object into a non-cluster managed object target

Explanation: You are attempting to move cluster-generated *object* object into non-cluster-generated *target* object. This is not supported.

System action: The current request fails.

User response: You can move a cluster-generated object only into another cluster-generated object.

KMC0152E Your request failed. WebSphere MQ Queue contains one or more messages or uncommitted put or get requests

Explanation: You attempt to delete an WebSphere MQ queue that is not empty.

System action: The current request fails.

User response: Ensure that the queue that you want to delete does not contain any messages. Retry the request.

KMC0153E The Queue Manager is already a member of this cluster

Explanation: You attempt to make a queue manager participate in a managed cluster by dragging and dropping the queue manager to the cluster. However, the queue manager in question is already participating in the cluster.

System action: The current request fails.

User response: No action is required.

KMC0154E The Configuration Manager detected a conflict in the definition of two or more cluster queues

Explanation: When attempting to merge the attributes from the new cluster queue with the existing cluster queue, conflicting attributes are found.

System action: The current request fails.

User response: Review the attributes defined for each queue, and adjust any conflicting attributes.

KMC0156E You cannot delete queue manager manager because it is still active

Explanation: You are attempting to delete an actual queue manager. However, the queue manager cannot be deleted because it is still active.

System action: The current request fails.

User response: To stop the queue manager, select the **Action** option from the menu for the queue manager, and click the **Stop** option. Retry the delete request after the queue manager has been successfully stopped.

KMC0157E The configuration agent was unable to delete queue manager manager

Explanation: You are attempting to delete an actual queue manager; however, the WebSphere MQ Configuration agent cannot delete the queue manager.

System action: The current request fails.

User response: Examine the agent and monitoring server log files to determine why the queue manager cannot be deleted.

KMC0158E You cannot delete an actual queue manager on this platform

Explanation: You are attempting to delete an actual queue manager on a system on which queue manager deletion is not supported.

System action: The current request fails.

User response: No action is required.

KMC0159E The actual queue manager does not exist

Explanation: You are attempting to delete an actual queue manager; however, the actual queue manager does not exist.

System action: The current request fails.

User response: No action is required.

KMC0160E You cannot stop the queue manager because there are pending configuration requests

Explanation: You are attempting to stop a queue manager; however, the agent currently has pending configuration requests with the queue manager.

System action: The current request fails.

User response: Wait until all pending configuration requests have completed with this queue manager; retry the request.

KMC0161E You cannot stop an indirectly-connected queue manager

Explanation: You are attempting to stop a queue manager that is defined as an indirect connection; this is not supported.

System action: The current request fails.

User response: You must manually stop an indirectly connected queue manager.

KMC0162E The queue manager is not active

Explanation: You are attempting to stop a queue manager; however, the queue manager is not currently active.

System action: The current request is ignored.

User response: No action is required.

KMC0163E Your request to stop the queue manager failed

Explanation: You are attempting to stop a queue manager; however, the WebSphere MQ Configuration agent cannot stop the queue manager.

System action: The current request fails.

User response: Examine the agent and monitoring server log files to determine why the queue manager cannot be stopped.

KMC0164W The WebSphere MQ queue manager is already running

Explanation: You are attempting to start a queue manager; however, the queue manager is already active.

System action: The current request is ignored.

User response: No action is required.

KMC0165E An invalid action code was detected by the configuration agent

Explanation: The Configuration Manager send an unsupported action request to the WebSphere MQ Configuration agent.

System action: The current request fails.

User response: Collect the agent and monitoring server log files, and contact IBM Software Support.

KMC0166E A failure occurred in the WebSphere MQ DSPMQFLS command

Explanation: The WebSphere MQ Configuration agent issues the WebSphere MQ DSPMQFLS command to obtain the name of the authorization file for the object; however, the DSPMQFLS command fails.

System action: The current request fails.

User response: Determine why the DSPMQFLS command fails by examining the agent and monitoring server log files. If the problem persists, contact IBM Software Support.

KMC0167E The configuration agent was unable to find the authorization file name in the output from DSPMQFLS

Explanation: The WebSphere MQ Configuration agent issues the WebSphere MQ DSPMQFLS command to obtain the name of the authorization file for the object; however, the agent is unable to determine the name of the authorization file from the output from DSPMQFLS.

System action: The current request fails.

User response: Investigate why the DSPMQFLS command fails by examining the agent and monitoring server log files. You might need to manually enter the DSPMQFLS command and view the output. If the problem persists, contact IBM Software Support.

KMC0168E The WebSphere MQ authorization filename as reported by DSPMQFLS is in an incorrect format

Explanation: The WebSphere MQ Configuration agent issues the WebSphere MQ DSPMQFLS command to obtain the name of the authorization file for the object; however, the file name as reported by DSPMQFLS is in an incorrect format, and cannot be located.

System action: The current request fails.

User response: Investigate why the DSPMQFLS command fails by examining the agent and monitoring server log files. You might need to manually enter the DSPMQFLS command and view the output. If the problem persists, contact IBM Software Support.

KMC0169E The configuration agent was unable to open the WebSphere MQ authorization file

Explanation: The WebSphere MQ Configuration agent is unable to open the WebSphere MQ authorization file for the object that you are working with.

System action: The current request fails.

User response: Ensure that the authorization file for the WebSphere MQ object exists and that WebSphere MQ Configuration agent has read access to this file. Review the information about authorization files in the appropriate WebSphere MQ system administration guide for more information.

KMC0170E The WebSphere MQ authorization file is in an incorrect format

Explanation: The WebSphere MQ Configuration agent attempts to read the WebSphere MQ authorization file for the object in order to determine the authorization properties of the object; however, the authorization file is in an incorrect format.

System action: The current request fails.

User response: Ensure that the authorization file for the WebSphere MQ object is in the correct. Review the information about authorization files in the appropriate WebSphere MQ system administration guide for more information. If the problem persists, contact IBM Software Support.

KMC0171E WebSphere MQ authorization configuration is not supported on this platform

Explanation: You attempt to configure authorization properties for a queue manager that is running on a system for which authorization properties are not supported. Currently, authorization properties are supported on only Windows systems, UNIX systems, and i5/OS systems.

System action: The current request fails.

User response: Deselect the **Configure WebSphere MQ authorization** option on the autostart page of the queue manager settings.

KMC0172E An error occurred processing the SETMQAUT command

Explanation: The WebSphere MQ Configuration agent issues the WebSphere MQ SETMQAUT command to modify the authorization properties of the object; however, the SETMQAUT command failed.

System action: The current request fails.

User response: Investigate why the SETMQAUT command fails by examining the agent and monitoring server log files. If the problem persists, contact IBM Software Support.

KMC0173E An authorization principal or group name was invalid

Explanation: The authorization page for the object specified the name of a principal or group that does not exist.

System action: The current request fails.

User response: Correct the authorization page for the object, and retry the request.

KMC0174E An invalid WebSphere MQ command argument was detected

Explanation: The WebSphere MQ Configuration agent passes an argument that is not valid to the SETMQAUT command.

System action: The current request fails.

User response: Attempt to enter the SETMQAUT command manually for the object. If the problem persists, contact IBM Software Support.

KMC0175E An unexpected error occurred on a SETMQAUT command

Explanation: An internal WebSphere MQ error occurs when processing the SETMQAUT command.

System action: The current request fails.

User response: Attempt to enter the SETMQAUT command manually for the object. If the problem persists, contact IBM Software Support.

KMC0176E The queue manager has insufficient disk space to process WebSphere MQ command

Explanation: The WebSphere MQ SETMQAUT command cannot be completed because of a shortage of disk space.

System action: The current request fails.

User response: Make more disk space available to WebSphere MQ.

KMC0177E The WebSphere MQ authorization file has a bad stanza - SETMQAUT could not be processed

Explanation: The WebSphere MQ SETMQAUT command fails because the authority file contains an authority stanza that is not valid.

System action: The current request fails.

User response: Correct the contents of the incorrect authorization file by editing it. Review information about authorization files in the appropriate WebSphere MQ system administration guide for more information.

KMC0178E The configuration agent has insufficient authority to process the SETMQAUT command

Explanation: The WebSphere MQ Configuration agent does not have the authority to issue the SETMQAUT command for the object.

System action: The current request fails.

User response: Ensure that WebSphere MQ Configuration agent is running with sufficient authority

to issue the SETMQAUT command.

KMC0179E Your request failed. The configuration agent has reached the maximum number of queue manager connections on this platform type

Explanation: You issue a request that might cause the WebSphere MQ Configuration agent to connect with a queue manager; however, the agent is already connected to the maximum number of queue managers allowed for the system; on i5/OS system, only one queue manager is allowed.

System action: The current request fails.

User response: Restart the WebSphere MQ Configuration agent, and retry the request.

KMC0181E WebSphere MQ storage classes are not supported on this platform

Explanation: You attempt to create a new WebSphere MQ storage class; however, storage classes are not supported on this system. Storage classes are supported on z/OS systems only.

System action: The current request fails.

User response: Delete the defined storage class objects.

KMC0182E Your request failed. The configuration agent was unable to create the Queue Manager

Explanation: You attempt to create a new actual queue manager; however, the CRTMQM command issued by the WebSphere MQ Configuration agent fails.

System action: The current request fails.

User response: Investigate why the CRTMQM command fails by examining the agent and monitoring server log files. If necessary, issue the CRTMQM command manually. If the problem persists, contact IBM Software Support.

KMC0183E Your request failed. The configuration agent was unable to start the Queue Manager

Explanation: You attempt to start a queue manager; however, the STRMQM command issued by the WebSphere MQ Configuration agent fails.

System action: The current request fails.

User response: Investigate why the STRMQM command fails by examining the agent and monitoring server log files. If necessary, issue the STRMQM command manually. If the problem persists, contact IBM Software Support.

KMC0184E Your request failed. The configuration agent was unable to start the WebSphere MQ Command Server

Explanation: You attempt to start a queue manager; however, the STRMQCSV command issued by the WebSphere MQ Configuration agent fails.

System action: The current request fails.

User response: Investigate why the STRMQCSV command fails by examining the agent and monitoring server log files. If necessary, issue the STRMQCSV command manually. If the problem persists, contact IBM Software Support.

KMC0185E Your request failed. The configuration agent was unable to connect with the Queue Manager

Explanation: The WebSphere MQ Configuration agent attempts to connect with the queue manager; however, the MQCONN request failed.

System action: The current request fails.

User response: If you are attempting to create a new queue manager by performing the **Update actual from defined** operation, ensure that the **Auto create** check box is selected (in the **Auto create** section of the queue manager settings). Otherwise, investigate why the MQCONN request fails by examining the agent and monitoring server log files. If the problem persists, contact IBM Software Support.

KMC0186E Your request failed. The configuration agent was unable to create the IBM default resources on the Queue Manager

Explanation: You attempt to create a new actual queue manager; however, the WebSphere MQ Configuration agent is unable to create the IBM-provided default resources.

System action: The current request fails.

User response: Investigate why the agent is unable to create the default resources by examining the agent and monitoring server log files. If necessary, create the default resources manually. If the problem persists, contact IBM Software Support.

KMC0187E Your request failed. The configuration agent was unable to open the WebSphere MQ reply-to queue

Explanation: WebSphere MQ Configuration agent attempts to connect with the queue manager; however, the agent is unable to open the reply-to queue that is used to communicate with the WebSphere MQ command server.

System action: The current request fails.

User response: Investigate why the agent is unable to open the queue by examining the agent and monitoring server log files. If the problem persists, contact IBM Software Support.

KMC0188E Your request failed. The configuration agent was unable to open the WebSphere MQ command queue

Explanation: The WebSphere MQ Configuration agent attempts to connect with the queue manager; however, the agent is unable to open the WebSphere MQ command queue that is used to communicate with the WebSphere MQ command server. This error can be caused by the definition for SYSTEM.ADMIN.COMMAND.QUEUE.

System action: The current request fails.

User response: Investigate why the agent is unable to open the queue by examining the agent and monitoring server log files. Check the definition of SYSTEM.ADMIN.COMMAND.QUEUE (for distributed systems) or SYSTEM.COMMAND.INPUT (for z/OS systems). If the problem persists, contact IBM Software Support.

KMC0189E Your request failed. The configuration agent was unable to perform an MQINQ request for the WebSphere MQ command queue

Explanation: The WebSphere MQ Configuration agent attempts to connect with the queue manager; however, the agent is unable to perform an MQINQ request against the WebSphere MQ command queue that is used to communicate with the WebSphere MQ command server. This error can be caused by the definition of the SYSTEM.ADMIN.COMMAND.QUEUE (for distributed systems) or the SYSTEM.COMMAND.INPUT queue (for z/OS systems).

System action: The current request fails.

User response: Investigate why the agent is unable to perform an MQINQ against the queue by examining the agent and monitoring server log files. Check the definition of SYSTEM.ADMIN.COMMAND.QUEUE (for distributed systems) or SYSTEM.COMMAND.INPUT (for z/OS systems). If the problem persists, contact IBM Software Support.

KMC0190E Your request failed. The configuration agent cannot communicate with the Queue Manager because the command server is not active

Explanation: The WebSphere MQ Configuration agent attempts to connect with the queue manager; however, the agent determines that the WebSphere MQ command server is not currently active.

System action: The current request fails.

User response: Manually start the WebSphere MQ command server by issuing the STRMQCSV command on the target system. Retry the request.

KMC0191E Your request failed. The configuration agent could not establish communication with the remote WebSphere MQ queue manager

Explanation: The WebSphere MQ Configuration agent attempts to connect with an indirectly connected queue manager; however, the agent does not receive a response from the queue manager.

System action: The current request fails.

User response: Ensure that the indirectly connected queue manager is active, and that all channels used for bidirectional communication with the passthrough queue manager are running. Check the definitions of all channels, transmit queues, and (if specified) remote queues.

KMC0194E Your request failed. The configuration agent is unable to create the queue manager with this version of WebSphere MQ

Explanation: You attempt to create an actual queue manager; however, queue manager creation is not supported on this system or on this WebSphere MQ version. The WebSphere MQ Configuration agent cannot create queue managers on z/OS systems.

System action: The current request fails.

User response: Create the queue manager manually.

KMC0195E Your request failed. The configuration agent is unable to start the queue manager with this version of WebSphere MQ

Explanation: You attempt to start a queue manager; however, queue manager start is not supported on this system or the WebSphere MQ version. WebSphere MQ Configuration agent cannot start queue managers on z/OS systems.

System action: The current request fails.

User response: Start the queue manager manually.

KMC0198E The configuration object contains an undefined attribute *attribute = value*

Explanation: The property specified by the *attribute* value that has the *value* attribute is found in the definition of this configuration object. This property is unsupported.

System action: The current request fails.

User response: If you are using WebSphere MQ V7.5, you might get this message when the WebSphere MQ Configuration agent is validating a queue manager. You can skip this validation message by clearing the **Validate individual property fields** check box of the **Validation** tab on queue manager level.

If the version of WebSphere MQ is prior to version 7.5, collect the monitoring server log files and contact IBM Software Support.

KMC0199E The WebSphere MQ object contains an invalid queue name *queue*

Explanation: The queue name that you specify for this object is not a valid WebSphere MQ queue name.

System action: The current request fails.

User response: Ensure that the queue name is valid. The character set that you can use for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)
- Percent sign (%). The percent sign (%) is a special character for RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0200E The WebSphere MQ object contains an invalid Queue Manager name *manager*

Explanation: The queue manager name that you specify for this object is not a valid WebSphere MQ queue manager name.

System action: The current request fails.

User response: Ensure that the queue manager name is valid. The character set that can be used for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)

- Underscore (_)
- Percent sign (%). The percent sign (%) is a special character to RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0201E The WebSphere MQ object contains an invalid channel name *channel*

Explanation: The channel name that you specify for this object is not a valid WebSphere MQ channel name.

System action: The current request fails.

User response: Ensure that the channel name is valid. The character set that can be used for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)
- Percent sign (%). The percent sign (%) is a special character for RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0202E The WebSphere MQ object contains an invalid process name *process*

Explanation: The process name that you specify for this object is not a valid WebSphere MQ process name.

System action: The current request fails.

User response: Ensure that the process name is valid. The character set that you can use for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)

- Percent sign (%). The percent sign (%) is a special character for RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0203E The WebSphere MQ object contains an invalid namelist name *namelist*

Explanation: The namelist name that you specify for this object is not a valid WebSphere MQ namelist name.

System action: The current request fails.

User response: Ensure that the namelist name is valid. The character set for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)
- Percent sign (%). The percent sign (%) is a special character for RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0204E The contents of the namelist are invalid

Explanation: The namelist contents contain one or more invalid entries.

System action: The current request fails.

User response: Ensure that the namelist entries are valid. Each entry in the contents must contain a valid WebSphere MQ name. The character set for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)
- Percent sign (%). The percent sign (%) is a special character for RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0205E The through queue manager field *field* is not defined in the configuration

Explanation: You select the **Indirect connection** option for the queue manager; however, the **Through Queue Manager** name is not defined anywhere in the configuration.

System action: The current request fails.

User response: Correct the **Through Queue Manager** field.

KMC0206E The exit name *exit* associated with this object is invalid

Explanation: You specify an invalid exit name for the object.

System action: The current request fails.

User response: Specify a valid name for the exit. The format and maximum length of the name depends on the environment:

- On Windows systems, the name takes the form *dllname(functionname)*, where *dllname* is specified without the suffix (".DLL"). The maximum length of the string is 128 characters.
- On i5/OS systems, the name takes the form *progrname libname*, where *progrname* occupies the first 10 characters, and *libname* the second 10 characters (both blank-padded to the right if necessary). The maximum length of the string is 20 characters.
- On z/OS systems, the name is a load module name, with a maximum length of 8 characters (128 characters are allowed for exit names for client-connection channels).

KMC0207E The connection name *connection* associated with this object is invalid

Explanation: You specify an invalid connection name for the channel.

System action: The current request fails.

User response: Specify a valid connection name for the channel. The value you specify depends on the transport type (TRPTYPE) to be used:

For transport type LU 6.2

- On z/OS systems, there are two forms in which to specify the value:
 - **Logical unit name**— The logical unit information for the queue manager, comprising the logical unit name, TP name, and optional mode name. You

can specify this name in one of three forms, as shown in the following examples:

```
luname: IGY12355
luname/TPname: IGY12345/APING
luname/TPname/modename: IGY12345/APINGD/#INTER
```

When you use this form, you must specify the TP name and mode name for the TPNAME and MODENAME attributes; otherwise these attributes must be blank.

- **Symbolic name**—The symbolic destination name for the logical unit information for the queue manager, as defined in the side information data set. The TPNAME and MODENAME attributes must be blank.

Remember: For cluster-receiver channels, the side information is on the other queue managers in the cluster. Alternatively, in this case it can be a name that a channel auto-definition exit can resolve into the appropriate logical unit information for the local queue manager.

- On i5/OS systems, Windows systems, and UNIX systems, the name is the name of the CPI-C communications side object or, if the TPNAME field is not blank, the name is the fully qualified name of the partner logical unit. See the information about configuration parameters for an LU 6.2 connection for your system in the WebSphere MQ Intercommunication manual for more information.

For transport type **NetBIOS** specify a unique NetBIOS name (limited to 16 characters). If you are using any of the special characters in your connection name (for example, parentheses) you must enclose the string in single quotes.

For transport type **SPX** specify the 4-byte network address, the 6-byte node address, and the 2-byte socket number. These values must be entered in hexadecimal, with a period separating the network and node addresses. The socket number must be enclosed in brackets. Example:

```
CONNAME('0a0b0c0d.804abcde23a1(5e86)')
```

If the socket number is omitted, the WebSphere MQ default value (X'5e86') is assumed.

For transport type **TCP** specify either the host name or the network address of the remote system (or the local system for cluster-receiver channels). This can be followed by an optional port number, enclosed in parentheses.

This parameter is required for channels with a channel type (CHLTYPE) of SDR, RQSTR, CLNTCONN, CLUSSDR, and CLUSRCVR. It is optional for SVR channels, and is not valid for RCVR or SVRCONN channels.

KMC0208E The modename *mode* associated with this object has an invalid length

Explanation: You specify an invalid mode name for the channel.

System action: The current request fails.

User response: Specify a valid mode name for the channel. You can set the mode name to blanks only; the actual name is taken from the CPI-C Communications Side Object, or APPC side information data set.

KMC0209E The storage class name *class* associated with this object has an invalid length

Explanation: You specify an invalid storage class name for the queue.

System action: The current request fails.

User response: Specify a valid storage class name for the queue. Storage class names are restricted to a maximum of 8 characters in length.

KMC0210E The MCA user ID *mcaid* associated with this object has an invalid length

Explanation: You specify an invalid message channel agent userid for the channel.

System action: The current request fails.

User response: Specify a valid message channel agent user ID. Message channel agent user IDs are restricted to a maximum of 12 characters.

KMC0211E The user ID *userid* associated with this object has an invalid length

Explanation: You specify an invalid LU 6.2 task userid for the channel.

System action: The current request fails.

User response: Specify a valid LU 6.2 task user ID. LU 6.2 task user IDs are restricted to a maximum of 12 characters in length.

KMC0212E The password *password* associated with this object has an invalid length

Explanation: You specify an invalid LU 6.2 password for the channel.

System action: The current request fails.

User response: Specify a valid LU 6.2 password. Passwords are restricted to a maximum of 12 characters in length.

KMC0213E The MCA name *mca* associated with this object has an invalid length

Explanation: You specify an invalid MCANAME value for the channel.

System action: The current request fails.

User response: Specify a valid MCANAME value . MCANAME values are restricted to 20 characters in length.

KMC0214E The Do not check resources prefixed with *prefix* associated with this object has an invalid length

Explanation: You specify an invalid value for the **Don't check resources prefixed with** property on the Validation page of the queue manager settings.

System action: The current request fails.

User response: Specify a valid value for this field. The value specified is limited to 255 characters in length.

KMC0215E The Exit user data *data* associated with this object has an invalid length

Explanation: You specify invalid exit data for the channel.

System action: The current request fails.

User response: Specify valid exit data. Exit data is restricted to 32 characters in length on this version of WebSphere MQ.

KMC0216E The Environmental data *data* associated with this object has an invalid length

Explanation: You specify invalid environment data for the process.

System action: The current request fails.

User response: Specify valid environment data. Environment data is restricted to a maximum of 128 characters in length.

KMC0217E The User data *data* associated with this object has an invalid length

Explanation: You specify invalid user data for the process.

System action: The current request fails.

User response: Specify valid user data. User data is restricted to a maximum of 128 characters in length.

KMC0218E The Trigger data *data* associated with this object has an invalid length

Explanation: You specify invalid trigger data for the queue.

System action: The current request fails.

User response: Specify valid trigger data. Trigger data is restricted to a maximum of 64 characters in length.

KMC0219E The TPNAME *tpname* associated with this object has an invalid length

Explanation: You specify an invalid LU 6.2 transaction program name for the channel.

System action: The current request fails.

User response: Specify a valid LU 6.2 transaction program name.

This name must be set to the SNA transaction program name, unless the CONNAME that contains a side-object name, in which case the name must be set to blanks. The actual name is taken instead from the CPI-C Communications Side Object, or the APPC side information data set. See the information about configuration parameters for an LU 6.2 connection for your system in the WebSphere MQ intercommunication manual for more information.

On Windows system SNA Server and in the side object on z/OS systems, the TPNAME name is wrapped to upper case. This parameter is not valid for channels with channel type (CHLTYPE) RCVR.

KMC0220E The *event* event type is invalid

Explanation: You specify an invalid event control for the queue manager.

System action: The current request fails.

User response: Specify a valid event control.

KMC0221E The *validation* validation type is invalid

Explanation: You specify an invalid validation control for the object.

System action: The current request fails.

User response: Specify a valid validation control.

KMC0222E The *application* application type is invalid

Explanation: You specify an invalid application type for the process.

System action: The current request fails.

User response: Specify a valid application type. Valid application types are:

- CICS—Represents a CICS transaction.

- DOS—Represents a DOS application.
- IMS—Represents an IMS™ transaction.
- z/OS—Represents a z/OS application (batch or TSO).
- OS400—Represents an OS/400® application.
- UNIX—Represents a UNIX application.
- VMS—Represents a Digital OpenVMS application.
- WINDOWS—Represents a Windows application.
- WINDOWSNT—Represents a Windows NT application.

KMC0223E The get inhibit type is invalid

Explanation: You specify an invalid get inhibit property for the queue.

System action: The current request fails.

User response: Specify a valid get inhibit property.

KMC0224E The default open for input type is invalid

Explanation: You specify an invalid default open property for the queue.

System action: The current request fails.

User response: Specify a valid default open property.

KMC0225E The syncpoint type is invalid

Explanation: You specify an invalid put syncpoint property for the queue.

System action: The current request fails.

User response: Specify a valid put syncpoint property.

KMC0226E The put inhibit type is invalid

Explanation: You specify an invalid put inhibit property for the queue.

System action: The current request fails.

User response: Specify a valid put inhibit property.

KMC0227E The queue definition type is invalid

Explanation: You specify an invalid definition type property for the queue.

System action: The current request fails.

User response: Specify a valid definition type property.

KMC0228E The harden get backout type is invalid

Explanation: You specify an invalid harden backout property for the queue.

System action: The current request fails.

User response: Specify a valid harden backout property.

KMC0229E The delivery sequence type is invalid

Explanation: You specify an invalid message sequence property for the queue.

System action: The current request fails.

User response: Specify a valid message sequence property.

KMC0230E The shareability type is invalid

Explanation: You specify an invalid shareable property for the queue.

System action: The current request fails.

User response: Specify a valid shareable property.

KMC0231E The default persistence type is invalid

Explanation: You specify an invalid default persistence property for the queue.

System action: The current request fails.

User response: Specify a valid default persistence property.

KMC0232E The service interval event type is invalid

Explanation: You specify an invalid service interval milliseconds property for the queue.

System action: The current request fails.

User response: Specify a valid service interval milliseconds property.

KMC0233E The dead letter queue *queue* associated with the queue manager is not defined as a local queue

Explanation: You define a dead-letter queue in the queue manager definition. However, the DLQ name that you specify is not defined as a local queue within the subordinate resources of the queue manager .

System action: The current request fails.

User response: Ensure that the name that you specify as a dead-letter queue for the queue manager is defined as a local queue.

KMC0234E The dead letter queue *queue* associated with the queue manager is not defined as USAGE(NORMAL)

Explanation: You define a dead-letter queue in the queue manager definition. However, the DLQ name that you specify identifies a local queue that is defined as a Transmit queue.

System action: The current request fails.

User response: Change the usage for the dead-letter queue to normal, or identify a different dead-letter queue for the queue manager.

KMC0235W One or more IBM standard WebSphere MQ resources are not defined *name1 name2 name3 name4*

Explanation: At least one of the default IBM-provided resources that must be associated with the queue manager is not present in the defined configuration. Up to four of the missing resource names are displayed.

System action: The current request fails.

User response: This message is only a warning. If these resources are not defined at the time of an **Update Actual from Defined** or **Update Defined from Actual** request against the queue manager, the resources are added dynamically into the defined configuration by copying the definitions from the actual queue manager.

KMC0236E The default transmit queue *queue* is not defined as a local queue within the queue manager

Explanation: You define a default transmit queue in the queue manager definition. However, the queue name that you specify is not defined as a local queue within the subordinate resources of the queue manager.

System action: The current request fails.

User response: Ensure that the name you specify as a default transmit queue for the queue manager is defined as a local queue.

KMC0237E The default transmit queue *queue* is not defined as USAGE(XMITQ)

Explanation: You define a default transmit queue in the queue manager definition. However, the DLQ name that you specify identifies a local queue that is defined with Usage Normal.

System action: The current request fails.

User response: Change the usage for the default transmit queue to transmit queue, or identify a different default transmit queue for the queue manager.

KMC0238E The trigger process associated with the queue is not defined within queue manager

Explanation: Triggering is enabled for the queue. However, the defined trigger process name associated with the queue is not defined within the queue manager.

System action: The current request fails.

User response: Either disable triggering for the queue, or ensure that the process name property identifies a process that is defined in the queue manager.

KMC0239E Triggering is enabled for the queue but the initiation queue is not specified

Explanation: Triggering is enabled for the queue. However, you did not specify the name of an initiation queue.

System action: The current request fails.

User response: Either disable triggering for the queue, or identify the name of a local queue that is defined on the queue manager and that is to be used as the initiation queue.

KMC0240E The initiation queue *queue* has the same name as the queue name

Explanation: Triggering is enabled for the queue. However, you specified the name of the queue as the initiation queue. This is not supported.

System action: The current request fails.

User response: Either disable triggering for the queue, or identify another local queue that is defined on the queue manager that is to be used as the initiation queue.

KMC0241W The queue is defined as a transmit queue but it is not referenced by a channel within the Queue Manager

Explanation: The local transmit queue is used because there are no sender or server channels defined in the queue manager that reference this queue as a transmit queue.

System action: The current request fails.

User response: This message is only a warning. You can stop the message from appearing by either specifying Usage=Normal for the queue, or by specifying the name of the queue as the transmit queue name for a sender or server channel in the queue manager.

KMC0242E The transmit queue *queue* associated with the channel is not defined as a local queue within the queue manager

Explanation: You define a transmit queue in the remote queue definition. However, the queue name that you specify is not defined as a local queue in the subordinate resources of the queue manager.

System action: The current request fails.

User response: Ensure that the name that you specify as a transmit queue for the remote queue is defined as a local queue in the queue manager.

KMC0243E The transmit queue *queue* associated with the channel is not defined as USAGE(XMITQ)

Explanation: You define a transmit queue in the remote queue definition. However, the queue name that you specify identifies a local queue that is defined with Usage Normal.

System action: The current request fails.

User response: Change the usage for the transmit queue to Transmit, or identify a different transmit queue for the remote queue.

KMC0244E The maximum message length *length* associated with the queue is larger than the maximum message length associated with the queue manager

Explanation: The maximum message length that is associated with the queue is larger than the maximum message length that is associated with the queue manager.

System action: The current request fails.

User response: Correct the maximum message length. On AIX, HP-UX, Solaris, and Windows systems, specify a value greater than or equal to 0, and less than or equal to the maximum message length for the queue manager. On other systems, specify a value in the range 1 - 4,194,304.

KMC0245E The remote queue manager name not specified for the remote queue

Explanation: You define a remote queue, but the remote manager name is not specified. This property is required.

System action: The current request fails.

User response: Specify a valid WebSphere MQ name for the remote manager name. If an application opens the local definition of a remote queue, the remote queue manager must not be blank or the name of the local queue manager. When the open occurs, if the transmit queue is blank there must be a local queue

that has this name, which is to be used as the transmission queue. If this definition is used for a queue-manager alias, remote queue manager is the name of the queue manager that is being aliased. It can be the name of the local queue manager. Otherwise, if XMITQ is blank when the open occurs, there must be a local queue that has this name, which is to be used as the transmission queue. If this definition is used for a reply-to alias, this name is the name of the queue manager that is to be the reply-to queue manager.

KMC0246E The remote queue *queue* is not defined as a local queue within the queue manager

Explanation: You define a remote queue, but the transmit queue is empty and the remote manager name does not specify the name of a local queue that is defined on the queue manager.

System action: The current request fails.

System action: Specify the name of a local queue, defined in this queue manager, that is defined with Usage=Transmit for the remote manager name. If an application opens the local definition of a remote queue, the remote queue manager must not be blank or the name of the local queue manager. When the open occurs, if the transmit queue is blank, there must be a local queue that has this name, which is to be used as the transmission queue.

KMC0247E The remote queue *queue* is not defined as USAGE(XMITQ) within the queue manager

Explanation: You define a remote queue, but the transmit queue is empty and the remote manager name identifies a local queue that is defined with Usage=Normal.

System action: The current request fails.

User response: Specify the name of a local queue defined within this queue manager which is defined with Usage=Transmit for the remote manager name. If an application opens the local definition of a remote queue, the remote queue manager must not be blank or the name of the local queue manager. When the open occurs, if the transmit queue is blank there must be a local queue of this name, which is to be used as the transmission queue.

KMC0248W The process is not referenced by a local or model queue within the Queue Manager

Explanation: The defined process is not used because it is not referenced as the process name by a local or model queue in the queue manager.

System action: Processing continues.

User response: This message is only a warning. You

can stop the message from appearing by defining a local or model queue in the queue manager that references the process on the Triggers settings page.

KMC0249E The target queue not defined as local or remote queue within the Queue Manager

Explanation: The target queue name associated with this alias queue is not defined as a local or remote queue in the queue manager.

System action: The current request fails.

User response: Specify the name of a local or remote queue in the queue manager as the target queue of the alias queue.

KMC0250W The process is not referenced by a queue with triggering enabled within the Queue Manager

Explanation: The defined process is not used because it is not referenced as the process name by a local or model queue in the queue manager that has triggering enabled.

System action: The current request fails.

User response: This message is only a warning. You can stop the message from appearing by defining a local or model queue in the queue manager that references the process on the Triggers settings page and has triggering enabled.

KMC0251E The name list contains entry *entry* which is not defined as a queue on the Queue Manager

Explanation: An entry in the namelist is not defined as a queue in the queue manager.

System action: The current request fails.

User response: Ensure that each entry in the name list identifies the name of a queue that is on the queue manager.

KMC0252E The heartbeat interval *interval1* is larger than disconnect interval *interval2*

Explanation: You specify a heartbeat interval for the channel that is longer than the disconnect interval of the channel .

System action: The current request fails.

User response: Correct either the heartbeat interval or the disconnect interval. You must set the heartbeat interval to be significantly shorter than the disconnect interval.

KMC0253E Sender/Server channel does not contain a reference to a transmit queue

Explanation: You define a sender or server channel, but the transmit queue name is not specified. The transmit queue name is required.

System action: The current request fails.

User response: Specify the name of a local queue, defined in this queue manager, that is defined with Usage=Transmit for the transmit queue name.

KMC0254E The channel references a transmit queue *queue* which is not defined as a local queue within the queue manager

Explanation: You define a transmit queue in the channel definition. However, the queue name that you specify is not defined as a local queue in the subordinate resources of the queue manager.

System action: The current request fails.

User response: Ensure that the name that you specify as a transmit queue for the channel is defined as a local queue in the queue manager.

KMC0255E The channel references a transmit queue *queue* which is not defined as USAGE(XMITQ)

Explanation: You define a transmit queue in the channel definition. However, the queue name that you specify identifies a local queue that is defined with Usage Normal.

System action: The current request fails.

User response: Change the usage for the transmit queue to Transmit, or identify a different transmit queue for the remote queue.

KMC0256E The maximum message length of the transmit queue *queue* exceeds the maximum message length of the channel

Explanation: You have defined a sender or server channel and its associated transmit queue. However, the maximum message of the transmit queue is larger than the maximum message length of the channel. This could result in problems if messages are put to the transmission queue which are larger than the maximum message length for the channel.

System action: The current request fails.

User response: Specify a maximum message length for the channel which is at least as large as the maximum message length for the transmit queue.

KMC0257W The connected Queue Manager *manager* does not exist

Explanation: You define a value for the connected queue manager on the Transmit page for this channel. However, the connected queue manager does not identify a defined queue manager within the configuration.

System action: The current request fails.

User response: Either make the **Connected Queue Manager** field blank, or specify the name of a queue manager that is currently defined.

KMC0258W A Receiver/requester channel with the same name as this channel does not exist on the receiving queue manager *manager*

Explanation: You define a value for the connected queue manager on the Transmit page for this channel. However, a receiver or requester channel with the same name as this channel does not exist within the queue manager that is referenced by the connected queue manager. A sender or server channel must be able to communicate with a receiver or requester channel of the same name.

System action: The current request fails.

User response: Either make the **Connected Queue Manager** field blank, or define a receiver or requester channel in the connected queue manager that has the same name as this channel.

KMC0259W The receiver/requester channel on queue manager *manager* is defined with an inconsistent transport type to this channel

Explanation: You define a value for the connected queue manager on the Transmit page for this channel. However, the corresponding receiver or requester channel defined within the connected queue manager specifies a different transport type.

System action: The current request fails.

User response: Correct the definition either of this channel or of the corresponding receiver or requester channel on the other queue manager, so that the transport types are consistent.

KMC0260W The maximum message length definition for this channel is inconsistent with the receiver/requester channel on queue manager *manager*

Explanation: You define a value for the connected queue manager on the Transmit page for this channel. However, the corresponding receiver or requester channel defined within the connected queue manager specifies a different maximum message length.

System action: The current request fails.

User response: This message is only a warning. The maximum message length is compared with the value for the partner and the actual maximum used is the lower of the two values. To eliminate this warning message, correct the definition of either this channel, or of the channel on the connected queue manager.

KMC0261E Triggering is enabled for the queue but initiation queue *queue* is not found

Explanation: Triggering is enabled for the queue. However, the value that you specify as an initiation queue does not reference a local queue that is on this queue manager.

System action: The current request fails.

User response: Either disable triggering for the queue, or identify the name of a local queue that is defined on the queue manager to be used as the initiation queue.

KMC0262E The initiation queue *queue* associated with the queue is not USAGE(NORMAL)

Explanation: Triggering is enabled for the queue. However, the value that you specify as an initiation queue identifies a local queue that is defined with Usage=Transmit.

System action: The current request fails.

User response: Either disable triggering for the queue, or identify the name of a local queue that is defined on the queue manager with Usage=Normal that is to be used as the initiation queue.

KMC0263W The batch size associated with the channel is inconsistent with the receiver/requester channel on queue manager *manager*

Explanation: You define a value for the connected queue manager on the Transmit page for this channel. However, the corresponding receiver or requester channel that is defined in the connected queue manager specifies a different batch size.

System action: The current request fails.

User response: This message is only a warning. The maximum batch size that is actually used is the lowest of the following values:

- The batch size of the sending channel
- The batch size of the receiving channel
- The maximum number of uncommitted messages allowed at the sending queue

KMC0264E The queue depth high limit *hilimit* for the queue is less than the queue depth low limit

Explanation: You define a queue in which the upper queue depth threshold is less than the lower queue depth threshold.

System action: The current request fails.

User response: Correct the queue definition so that the upper queue depth threshold is greater than the lower queue depth threshold.

KMC0266E Storage classes are not allowed on this platform

Explanation: You define a storage class object on a queue manager that does not support storage classes. Storage classes are supported only on z/OS systems.

System action: The current request fails.

User response: Delete the storage class definition.

KMC0267E Invalid scope type

Explanation: You specify an invalid scope type property for the queue.

System action: The current request fails.

User response: Specify a valid scope type property.

KMC0268E Invalid trigger type

Explanation: You specify an invalid trigger type property for the queue.

System action: The current request fails.

User response: Specify a valid trigger type property.

KMC0269E Invalid queue type

Explanation: You specify an invalid queue type property for the queue.

System action: The current request fails.

User response: Specify a valid queue type property.

KMC0270E Invalid queue usage

Explanation: You specify an invalid usage property for the queue.

System action: The current request fails.

User response: Specify a valid usage property.

KMC0271E Invalid data conversion

Explanation: You specify an invalid convert property for the channel.

System action: The current request fails.

User response: Specify a valid convert property.

KMC0272E Invalid channel type

Explanation: You specify an invalid channel type property for the channel.

System action: The current request fails.

User response: Specify a valid channel type property.

KMC0273E Invalid protocol type *protocol*

Explanation: You specify an invalid protocol type property for the channel.

System action: The current request fails.

User response: Specify a valid protocol type property:

- LU62—SNA LU 6.2
- NETBIOS—NetBIOS (supported only on Windows systems, though it also applies to z/OS systems for defining client-connection channels that connect to servers on the systems supporting NetBIOS).
- SPX—Sequenced packet exchange (supported only on Windows systems, though it also applies to z/OS systems for defining client-connection channels that connect to servers on the systems supporting SPX).
- TCP—Transmission Control Protocol, a part of the TCP/IP protocol suite.
- UDP—User Datagram Protocol, a part of the TCP/IP protocol suite (supported only on AIX systems).

KMC0274E Invalid put authority

Explanation: You specify an invalid put authority property for the channel.

System action: The current request fails.

User response: Specify a valid put authority property.

KMC0275E Invalid autostart value

Explanation: You specify an invalid auto start property for the queue manager.

System action: The current request fails.

User response: Specify a valid auto start property.

KMC0276E Invalid indirect connection value

Explanation: You specify an invalid indirect connection property for the queue manager.

System action: The current request fails.

User response: Specify a valid indirect connection property.

KMC0277E Invalid default queue manager value

Explanation: You specify an invalid default queue manager property for the queue manager.

System action: The current request fails.

User response: Specify a valid default queue manager property.

KMC0278E Invalid autocreate value

Explanation: You specify an invalid autocreate property for the queue manager.

System action: The current request fails.

User response: Specify a valid autocreate property.

KMC0279E Invalid MVS value

Explanation: You specify an invalid z/OS system property for the queue manager.

System action: The current request fails.

User response: Specify a valid z/OS system property.

KMC0280E Invalid channel autodefine value

Explanation: You specify an invalid channel autodefine property for the queue manager.

System action: The current request fails.

User response: Specify a valid channel autodefine property.

KMC0281E Invalid index type

Explanation: You specify an invalid index type property for the queue.

System action: The current request fails.

User response: Specify a valid index type property.

Restriction: The index type can be specified only for queues that are defined on queue managers running on z/OS systems.

KMC0282E Invalid distribution list

Explanation: You specify an invalid distribution list property for the queue.

System action: The current request fails.

User response: Specify a valid distribution list property.

KMC0283E Invalid NPM speed

Explanation: You specify an invalid nonpersistent delivery property for the channel.

System action: The current request fails.

User response: Specify a valid nonpersistent delivery property.

KMC0284E Invalid trigger control

Explanation: You specify an invalid trigger control property for the queue.

System action: The current request fails.

User response: Specify a valid trigger control property.

KMC0285E Invalid queue depth high value *depth*

Explanation: You specify an invalid upper queue depth threshold for the queue.

System action: The current request fails.

User response: Specify a valid upper queue depth threshold. The value is expressed as a percentage of the maximum queue depth, and must in the range 0 - 100.

KMC0286E Invalid queue depth low value *depth*

Explanation: You specify an invalid lower queue depth threshold for the queue.

System action: The current request fails.

User response: Specify a valid lower queue depth threshold. The value is expressed as a percentage of the maximum queue depth, and must in the range 0 - 100.

KMC0287E Invalid maximum uncommitted messages value *messages*

Explanation: You specify an invalid maximum uncommitted messages value for the queue manager.

System action: The current request fails.

User response: Specify a valid maximum uncommitted messages value in the range 1 - 999,999,999.

KMC0288E Invalid disconnect interval *interval*

System action: You specify an invalid disconnect interval for the channel.

System action: The current request fails.

User response: Specify a valid disconnect interval. The value must be in the range 0 - 999,999.

KMC0289E Invalid maximum priority *priority*

Explanation: You specify an invalid maximum priority value for the queue manager.

System action: The current request fails.

User response: Specify a valid maximum priority value. Valid values are in the range 0 - 9.

KMC0290E Invalid heartbeat interval *interval*

Explanation: You specify an invalid heartbeat interval for the channel.

System action: The current request fails.

User response: Specify a valid heartbeat interval. The value must be in the range 0 - 999,999.

KMC0291E Invalid batch interval *interval*

Explanation: You specify an invalid batch interval for the channel.

System action: The current request fails.

User response: Specify a valid batch interval. The value must be in the range 0 - 999,999,999.

KMC0292E Invalid max handles value *handles*

Explanation: You specify an invalid maximum open handles value for the queue manager.

System action: The current request fails.

User response: Specify a valid maximum open-handles value. Specify a value in the range 0 - 999,999,999.

KMC0293E Invalid trigger interval *interval*

Explanation: You specify an invalid trigger interval for the queue manager.

System action: The current request fails.

User response: Specify a valid trigger interval. Specify a value in the range 0 - 999,999,999.

KMC0294E Invalid service interval *interval*

Explanation: You specify an invalid service interval for the queue.

System action: The current request fails.

User response: Specify a valid service interval for the queue.

KMC0295E Invalid retention interval *interval*

Explanation: You specify an invalid retention interval for the queue.

System action: The current request fails.

User response: Specify a valid retention interval. Specify a value in the range 0 - 999,999,999.

KMC0296E Invalid trigger depth *depth*

Explanation: You specify an invalid trigger depth for the queue.

System action: The current request fails.

User response: Specify a valid trigger depth. Specify a value in the range 0 - 999,999,999.

KMC0297E Invalid long retry value *retry*

Explanation: You specify an invalid long retry count for the channel.

System action: The current request fails.

User response: Specify a valid long retry count. Specify a value in the range 0 - 999,999,999.

KMC0298E Invalid long timer value *timer*

Explanation: You specify an invalid long retry interval for the channel.

System action: The current request fails.

User response: Specify a valid long retry interval. Specify a value in the range 0 - 999,999,999.

KMC0299E Invalid sequence number wrap value *wrap*

Explanation: You specify an invalid sequence number wrap value for the channel.

System action: The current request fails.

User response: Specify a valid sequence number wrap value. Specify a value in the range 100 - 999,999,999.

KMC0300E Invalid short retry value *retry*

Explanation: You specify an invalid short retry count for the channel.

System action: The current request fails.

User response: Specify a valid short retry count. Specify a value in the range 0 - 999,999,999.

KMC0301E Invalid short timer value *timer*

Explanation: You specify an invalid short retry interval for the channel.

System action: The current request fails.

User response: Specify a valid short retry interval. Specify a value in the range 0 - 999,999,999.

KMC0302E Invalid message retry count *retry*

Explanation: You specify an invalid message retry count for the channel.

System action: The current request fails.

User response: Specify a valid message retry count. Specify a value in the range 0 - 999,999,999.

KMC0303E Invalid message retry interval *retry*

Explanation: You specify an invalid message retry interval for the channel.

System action: The current request fails.

User response: Specify a valid message retry interval. Specify a value in the range 0 - 999,999,999.

KMC0304E Invalid backout threshold *backout*

Explanation: You specify an invalid backout threshold for the queue.

System action: The current request fails.

User response: Specify a valid backout threshold. Specify a value in the range 0 - 999,999,999.

KMC0305E Invalid default priority *priority*

Explanation: You specify an invalid default message priority for the queue.

System action: The current request fails.

User response: Specify a valid default message priority. The value must be greater than or equal to 0, (the lowest priority) and less than or equal to the maximum message priority specified for the queue manager.

KMC0306E Invalid trigger message priority *priority*

Explanation: You specify an invalid trigger message priority for the queue.

System action: The current request fails.

User response: Specify a valid trigger message priority. The value must be greater than or equal to 0, (the lowest priority) and less than or equal to the maximum message priority specified for the queue manager.

KMC0307E Invalid maximum queue depth *depth*

Explanation: You specify an invalid maximum queue depth for the queue.

System action: The current request fails.

User response: Specify a valid maximum queue depth. Specify a value greater than or equal to 0, and less than or equal to one of the following values:

- 999 999 999, if the queue is on z/OS/ESA.
- 640 000, if the queue is on any other WebSphere MQ system.

KMC0308E Invalid batch size *size*

Explanation: You specify an invalid batch size for the channel.

System action: The current request fails.

User response: Specify a valid batch size. Specify a value in the range 1 - 9,999.

KMC0309E Invalid MCA type

Explanation: You specify an invalid message channel agent type for the channel.

System action: The current request fails.

User response: Specify a valid message channel agent type.

KMC0310E Invalid maximum message length *length*

Explanation: You specify an invalid maximum message length for the queue or channel.

System action: The current request fails.

User response: Specify a valid maximum message length. On AIX, HP-UX, Solaris, and Windows systems, specify a value that is greater than or equal to 0, and less than or equal to the maximum message length for the queue manager. See the MAXMSGL parameter of the ALTER Q.

KMC0312E Invalid autostart listener value

Explanation: You specify an invalid autostart listener property for the queue manager.

System action: The current request fails.

User response: Specify a valid autostart listener property.

KMC0313E Invalid connection port *port*

Explanation: You specify an invalid port number for the queue manager.

System action: The current request fails.

User response: Specify a valid, numeric IP port number.

KMC0314E Invalid Queue Manager autoconnect protocol *protocol*

Explanation: You specify an invalid autoconnect protocol for the queue manager.

System action: The current request fails.

User response: Specify a valid protocol type property:

- LU62—SNA LU 6.2.
- NETBIOS—NetBIOS (supported only on Windows systems, though it also applies to z/OS systems for defining client-connection channels that connect to servers on the systems supporting NetBIOS).
- SPX—Sequenced packet exchange (supported only on Windows systems, though it also applies to z/OS systems for defining client-connection channels that connect to servers on the systems supporting SPX).
- TCP—Transmission Control Protocol, a part of the TCP/IP protocol suite.
- UDP—User Datagram Protocol, a part of the TCP/IP protocol suite (supported only on AIX systems).

KMC0315E Invalid autostart channel initiator value

Explanation: You specify an invalid start channel initiator property for the queue manager.

System action: The current request fails.

User response: Specify a valid start channel initiator property.

KMC0316E Invalid autoconnect prototype resource group *group*

Explanation: You specify an invalid autoconnect prototype resource group for the queue manager.

System action: The current request fails.

User response: Specify a valid autoconnect prototype resource group.

KMC0317E Invalid storage class name *class*

Explanation: You specify an invalid name for the storage class.

System action: The current request fails.

User response: Specify a valid name for the storage class. Storage class names are restricted to a maximum of 8 characters in length.

KMC0318E Invalid XCF group name *group*

Explanation: You specify an invalid IMS Bridge XCF Configuration Group name for the storage class.

System action: The current request fails.

User response: Specify a valid IMS Bridge XCF Configuration Group name for the storage class. IMS Bridge XCF Configuration Group names are restricted to a maximum of 8 characters in length.

KMC0319E Invalid XCF member name *name*

Explanation: You specify an invalid IMS Bridge XCF Configuration Member name for the storage class.

System action: The current request fails.

User response: Specify a valid IMS Bridge XCF Configuration Member name for the storage class. IMS Bridge XCF Configuration Member names are restricted to a maximum of 8 characters in length.

KMC0320E Invalid page set ID *pageset*

Explanation: You specify an invalid page set ID for the storage class.

System action: The current request fails.

User response: Specify a valid page set ID for the storage class. The string consists of two numeric characters in the range 00 - 99.

KMC0321E Invalid authorization event

Explanation: You specify an invalid authorization event property for the queue manager.

System action: The current request fails.

User response: Specify a valid authorization event property.

KMC0322E Invalid Dead Letter Queue *queue*

Explanation: You specify an invalid dead-letter queue name for the queue manager.

System action: The current request fails.

User response: Specify a valid dead-letter queue name. The character set that you can use for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)

- Percent sign (%). The percent sign (%) is a special character for RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0325E The storage class *name* referenced by this queue is not defined

Explanation: You define a local or model queue that contained a reference to a storage class. This storage class is not defined in the queue manager.

System action: The current request fails.

User response: Change the storage class definition to the name of a storage class that is defined in the queue manager.

KMC0326E Queue manager Log type invalid

Explanation: You specify an invalid logging type property for the queue manager.

System action: The current request fails.

User response: Specify a valid logging type.

KMC0327E Number of primary logs invalid *logs* The value must be between 2 and 62

Explanation: You specify an invalid number of primary logs for the queue manager.

System action: The current request fails.

User response: Specify a valid number of primary logs. Valid values are in the range 2 - 62.

KMC0328E Number of secondary logs invalid *logs* The value must be between 1 and 61

Explanation: You specify an invalid number of secondary logs for the queue manager.

System action: The current request fails.

User response: Specify a valid number of secondary logs. Valid values are in the range 1 - 61.

KMC0329E Invalid log file size *size*

Explanation: You specify an invalid log file size for the queue manager.

System action: The current request fails. Specify a valid log file size.

- In WebSphere MQ for UNIX systems, valid values are in the range 64 - 16,384.
- In WebSphere MQ for Windows systems, valid values are in the range 32 - 4,095.

KMC0330E Invalid log file path *path*

Explanation: You specify an invalid log file path for the queue manager.

System action: The current request fails.

User response: Specify the name of a valid file path for the system the queue manager is to be created on.

KMC0333E Invalid CCSID *ccsid*. The value must be between 1 and 65535

Explanation: You specify an invalid CCSID for the queue manager.

System action: The current request fails.

User response: Specify a valid CCSID. Specify a number that is greater than or equal to 1 and less than or equal to the maximum number as indicated in the message text.

KMC0338E Invalid local queue definition - cluster queue cannot be a transmit queue

Explanation: You define a local or model queue that contains a reference to a cluster, but the queue is also defined with Usage=Transmit. This is not supported.

System action: The current request fails.

User response: Either remove the cluster or cluster name list reference from the local queue definition, or change the usage of the queue to Normal.

KMC0339W The corresponding receiver channel is not associated with the sender channels cluster set

Explanation: You define a cluster sender channel and associated the channel with one or more cluster names. However, at least one of the cluster names is not associated with the corresponding cluster receiver channel.

System action: The current request fails.

User response: Modify the definition of the cluster sender and cluster receiver channels so that each cluster that is associated with sender channel is also associated with the receiver channel.

KMC0340W A cluster receiver channel corresponding to this cluster sender is not defined on another queue manager

Explanation: You define a cluster sender channel; however, there is no corresponding cluster receiver channel on any other queue manager in the configuration that has a matching name.

System action: The current request fails.

User response: You can either rename the cluster

sender channel to have the same name as the cluster receiver on the queue manager that you want the sender to connect to or you can define a cluster receiver channel with the same name on the connected queue manager.

KMC0341W The receiving Queue manager *manager* is not a repository for the clusters associated with the sender channel

Explanation: You define a cluster sender channel; however, the queue manager that the sender connects to is not defined as a full repository for all the clusters that the sender is associated with.

System action: The current request fails.

User response: This message is a warning. Typically, predefined cluster sender channels are required to connect to at least one queue manager that is acting as a full repository for the cluster.

KMC0342W Duplicate cluster receiver channels were detected in the configuration which match this cluster sender

Explanation: You define a cluster sender channel; however, the Configuration Manager found more than one cluster receiver channel on other queue managers in the configuration that match with this cluster sender.

System action: The current request fails.

User response: This message is a warning. Duplicate cluster receiver names can create confusion, and can prevent the configuration product from performing complete validation. Consider developing a naming standard for your cluster receiver channels that prevents duplicate names.

KMC0345E Cluster and cluster namelist cannot both be specified

Explanation: You define a queue or channel that specifies both the Cluster Name and Cluster Namelist properties. These properties are mutually exclusive.

System action: The current request fails.

User response: Change the definition of the object so that either Cluster Name or Cluster Namelist is blank.

KMC0346E The referenced cluster namelist *namelist* is not found within the queue manager

Explanation: You define a value for the cluster name list for the queue or channel. However, the name that you specify is not defined as a name list in the subordinate resources of the queue manager.

System action: The current request fails.

User response: Ensure that the name that you specify

as a cluster name list is defined as a name list in the queue manager.

KMC0347E The repository cluster associated with the queue manager has no cluster receiver channel defined in the queue manager

Explanation: You define a queue manager that is to act as full repository for one or more clusters. However, at least one of these clusters does not have a defined cluster receiver channel in this queue manager.

System action: The current request fails.

User response: Ensure that there is a cluster receiver channel defined in this queue manager that is associated with each cluster that the queue manager is to act as a full repository for.

KMC0348E Invalid cluster name *cluster*

Explanation: The cluster name that is associated with this object is not a valid WebSphere MQ cluster name.

System action: The current request fails.

User response: Ensure that the cluster name is valid. The character set that you can use for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)
- Percent sign (%). The percent sign (%) is a special character for RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0349E Invalid cluster workload exit data *data*

Explanation: You specify an invalid cluster workload management exit data for the queue manager.

System action: The current request fails.

User response: Specify a valid cluster workload management exit data. The maximum length is 32 characters.

KMC0350E Invalid maximum cluster workload data length *length*

Explanation: You specify invalid cluster workload management maximum message data for the queue manager.

System action: The current request fails.

User response: Specify a valid cluster workload management maximum message data. Specify a value in the range 0 - 4 MB for z/OS systems, or in the range 0 - 999,999,999 on other operating systems.

KMC0351E Invalid cluster namelist *namelist*

Explanation: The cluster name list that is associated with this object is not a valid WebSphere MQ name list.

System action: The current request fails.

User response: Ensure that the name list name is valid. The character set that you can use for naming all WebSphere MQ objects is as follows:

- Uppercase A-Z
- Lowercase a-z (however, on systems using EBCDIC Katakana you cannot use lowercase characters, and there are also restrictions on the use of lowercase letters for z/OS system console support).
- Numerics 0-9
- Period (.)
- Forward slash (/)
- Underscore (_)
- Percent sign (%). The percent sign (%) is a special character for RACF.

If you are using RACF as the external security manager for WebSphere MQ for z/OS systems, you cannot use % in object names. If you do, these names are not included in any security checks when RACF generic profiles are used.

KMC0352E Invalid default bind

Explanation: You specify an invalid default binding property for the queue.

System action: The current request fails.

User response: Specify a valid default binding property.

KMC0353E Invalid network priority *priority*

Explanation: You specify an invalid network priority for the channel.

System action: The current request fails.

User response: Specify a valid network priority. The value must be in the range 0 - 9.

KMC0354W MQSecure definition is inconsistent with receiver/requester channel on queue manager *manager*

Explanation: There is an inconsistency between the definition of the MQSecure properties on this channel, and the MQSecure properties for the corresponding receiver or requester channel. The Message Encryption, Message Autication, and Connection Autication property values must be identical for both channels.

System action: The current request fails.

User response: Ensure that the MQSecure options selected are identical for both channels.

KMC0355E Invalid pathname *path* **for MQSecure exit**

Explanation: You specify an invalid MQSecure LIB path for the channel.

System action: The current request fails.

User response: Specify a valid MQSecure LIB path. The value specified must be a valid file path for the system type that the queue manager is running on.

KMC0356W MQSecure command queue *queue* **not found**

Explanation: MQSecure is enabled for the channel; however, the MQSecure command queue is not defined in the queue manager.

System action: The current request fails.

User response: Define the MQSecure resources by dragging the appropriate MQSecure.Resources resource group prototype into the queue manager.

KMC0357W MQSecure problem queue *queue* **not found**

Explanation: MQSecure is enabled for the channel; however, the MQSecure problem queue is not defined in the queue manager.

System action: The current request fails.

User response: Define the MQSecure resources by dragging the appropriate MQSecure.Resources resource group prototype into the queue manager.

KMC0358W MQSecure trigger process *process* **not found**

Explanation: MQSecure is enabled for the channel; however, the MQSecure trigger process is not defined in the queue manager.

System action: The current request fails.

User response: Define the MQSecure resources by dragging the appropriate MQSecure.Resources resource

group prototype into the queue manager.

KMC0359E Invalid autostart inhibit type

Explanation: You specify an invalid autostart property for the channel.

System action: The current request fails.

User response: Specify a valid autostart property.

KMC0360E Triggering is enabled for the transmit queue but the channel *channel* is not defined

Explanation: You have enabled triggering for the transmit queue, but the process name is blank, and the trigger data field does not contain the name of a channel that is defined within the queue manager.

System action: The current request fails.

User response: Correct the trigger data for queue. It must contain the name of the channel to be started when the trigger occurs. Optionally, you can leave both the process name and the trigger data blank for the queue, in which case the channel initiator searches for a channel associated with the transmit queue.

KMC0361E Invalid default protocol for managed cluster

Explanation: You specify an invalid default network protocol for the managed cluster.

System action: The current request fails.

User response: Specify a valid default network protocol.

KMC0362E Invalid full repository setting

Explanation: You specify an invalid **Acts as cluster repository** property for the cluster queue manager.

System action: The current request fails.

User response: Specify a valid **Acts as cluster repository** property.

KMC0363E The managed cluster does not have at least one full repository queue manager

Explanation: You define a managed cluster, but none of the cluster queue managers that are associated with the cluster are defined to act as a full repository.

System action: The current request fails.

User response: Ensure that at least one of the cluster queue managers is designated as a full repository for the cluster.

KMC0364E Cluster queue manager must have at least one connection to a full repository

Explanation: This cluster queue manager is not a full repository, and it does not have any defined connections to any full repositories.

System action: The current request fails.

User response: Configure the channels page in the settings of the cluster queue manager to ensure that this cluster queue manager has a predefined connection to at least one full repository queue manager.

KMC0365W The cluster queue must be on at least one queue manager

Explanation: You have defined a cluster queue, but you have not indicated on which cluster queue managers the queue is.

System action: The current request fails.

User response: Use the Cluster Queue Location page in the settings of the cluster queue to indicate on which cluster queue manager the queue is. You must select at least one cluster queue manager.

KMC0366E The cluster queue definition conflicts with an identically name queue in cluster *cluster*

Explanation: You define at least one other cluster queue in the configuration that has the same name as this one, and that is defined to be on one or more of the same queue managers. However, there is a conflict in the definitions of these two cluster queues. For example, the maximum message length of one cluster queue is 5,000, but on the other cluster queue it is defined as 9,999.

System action: The current request fails.

User response: Examine the definitions of both cluster queues to resolve any conflicts.

KMC0370E Channel listeners are not supported on this version of WebSphere MQ

Explanation: You attempt to create an actual WebSphere MQ Channel Listener connection channel; however, channel listeners are not supported on this WebSphere MQ version. Channel Listeners are supported on WebSphere MQ Version 6.0 and later.

System action: The current request fails.

User response: Delete the defined channel listener object.

KMC0432E The queue manager is empty. Update Actual from Defined would result in all resources being deleted

Explanation: The object that you select from the topology display no longer exists within the configuration. It might have been deleted by another user.

System action: The current request fails.

User response: Close the topology window, select the **View, Refresh now** option, and recreate the topology window. Retry the request.

KMC0433E Invalid expired messages scan interval

Explanation: The WebSphere MQ Configuration agent workstation component is running with an incompatible version of the configuration framework workstation component.

System action: The current request fails.

User response: Upgrade either the configuration agent or the configuration framework workstation component to a level of full compatibility.

KMC0439E Your request failed. The configuration manager was unable to locate the WebSphere MQ Monitoring agent.

Explanation: You enter a WebSphere MQ command to be run for the resource; however, the request cannot be processed because the WebSphere MQ Monitoring agent for the queue manager is not currently connected.

System action: The current request fails.

User response: Start the WebSphere MQ Monitoring agent for the queue manager.

KMC0440E Your request failed. The WebSphere MQ Monitoring agent *agent* returned an unknown code *code*.

Explanation: You enter a WebSphere MQ command to be run for the resource; however, the request cannot be processed by the WebSphere MQ Monitoring agent, and an unanticipated return code is issued by WebSphere MQ.

System action: The current request fails.

User response: Look up the reason code in the error codes information in the *WebSphere MQ Programmable System Management*. Perform the action that is given. If the problem persists, contact IBM Software Support.

KMC0441E The command text is too long for the WebSphere MQ Monitoring agent to handle.

Explanation: You enter a WebSphere MQ command to be run for the resource; however, the request cannot be processed because the text of the command is too long.

System action: The current request fails.

User response: Enter a shorter command.

KMC0442E Your request failed. The configuration manager was unable to find the command text.

Explanation: You select the WebSphere MQ command facility; however, the request cannot be processed because the command text is missing.

System action: The current request fails.

User response: Enter a valid WebSphere MQ command.

KMC0443I Your WebSphere MQ command was successfully submitted.

Explanation: Your WebSphere MQ command is successfully processed.

System action: Processing continues.

KMC0444E Your request failed. The command was rejected by WebSphere MQ.

Explanation: You enter a WebSphere MQ command to be run for the resource; however, the request cannot be processed by WebSphere MQ, probably because of invalid syntax.

System action: The current request fails.

User response: Correct the syntax of the WebSphere MQ command and resubmit the command.

KMC0445E Your request to delete queue manager *manager* failed. The queue manager is a member of a managed cluster.

Explanation: You attempt to delete a queue manager; however, the queue manager is currently part of a managed cluster, and cannot be deleted.

System action: The current request fails.

User response: Delete all cluster queue manager objects that reference this queue manager; reattempt the delete request.

KMC0448E Queue manager *manager* could not be started. There was an error starting the channel listener.

Explanation: The Configuration Manager attempts to start the queue manager, and you had previously indicated in the queue manager settings that the channel listener must be automatically started. However, an error is encountered when attempting to start the channel listener.

System action: The current request fails.

User response: Examine the log for the WebSphere MQ Configuration agent to determine why the channel listener cannot be started.

KMC0449E Queue manager *manager* could not be started. There was an error starting the channel initiator.

Explanation: The Configuration Manager attempts to start the queue manager, and you had previously indicated in the queue manager settings that the channel initiator must be automatically started. However, an error is encountered when attempting to start the channel initiator.

System action: The current request fails.

User response: Examine the log for the WebSphere MQ Configuration agent to determine why the channel initiator cannot be started.

KMC0450E Queue manager *manager* could not be started. There was an error starting the trigger monitor.

Explanation: The Configuration Manager attempts to start the queue manager, and you had previously indicated in the queue manager settings that the trigger monitor must be automatically started. However, an error is encountered attempting to start the trigger monitor.

System action: The current request fails.

User response: Examine the log for the WebSphere MQ Configuration agent to determine why the trigger monitor cannot be started.

KMC0451E Invalid autostart trigger monitor value

Explanation: You specify an invalid start trigger monitor property for the queue manager.

System action: The current request fails.

User response: Specify a valid start trigger monitor property.

KMC0452E Invalid QSGDISP value

Explanation: You specify an invalid queue sharing group disposition property for the queue manager.

System action: The current request fails.

User response: Specify a valid queue sharing group disposition property.

KMC0453E This QSGDISP value is not supported on this version of WebSphere MQ

Explanation: You specify a queue sharing group disposition other than **Queue Manager** on an unsupported version of WebSphere MQ.

System action: The current request fails.

User response: Specify a valid queue sharing group disposition property.

Remember: The queue manager must be running on WebSphere MQ 2.2 for z/OS systems for you to specify a value other than **Queue Manager**.

KMC0454E Invalid CLUSDISP value

Explanation: You specify an invalid queue sharing group cluster disposition property.

System action: The current request fails.

User response: Specify a valid queue sharing group cluster disposition property.

KMC0455E This CLUSDISP value is not supported on this version of WebSphere MQ

Explanation: You specify a queue sharing group cluster disposition other than **Queue Manager** on an unsupported version of WebSphere MQ.

System action: The current request fails.

User response: Specify a valid queue sharing group cluster disposition property.

Remember: The queue manager must be running on WebSphere MQ 2.2 for z/OS systems for you to specify a value other than queue manager.

KMC0456E Invalid CFSTRUCT value *cfstruct*

Explanation: You specify an invalid queue-sharing group-coupling facility structure name.

User response: The current request fails.

User response: Specify a valid name for the coupling facility structure. Coupling facility structure names are restricted to a maximum of 12 characters in length. The first character must be in the range A - Z, and the subsequent characters must be in the range A-Z or 0-9.

KMC0457E You cannot alter the QSGDISP value once the actual /resource has been created

Explanation: You are attempting to alter the queue sharing group disposition property. However, the property cannot be changed, either because this object is based on a prototype, or because the actual object that corresponds to this defined object already exists. WebSphere MQ does not permit the QSGDISP property of an object to be modified after the actual object exists.

System action: The current request fails.

User response: You must delete and redefine this object to change the queue sharing group disposition property.

KMC0458E You cannot alter the CLUSDISP value once the actual /nresource has been created

Explanation: You are attempting to alter the queue-sharing group-coupling facility structure name; however, the name cannot be changed, either because this object is based on a prototype or because the actual object that corresponds to this defined object already exists. WebSphere MQ does not permit the QSGDISP property of an object to be modified after the actual object exists.

System action: The current request fails.

User response: You must delete and redefine this object to change the queue sharing group coupling facility structure name.

KMC0459E Your request failed. Unknown WebSphere MQ object name

Explanation: The actual object does not exist.

System action: The current request fails.

User response: Specify a valid object name.

KMC0460E Invalid Intragroup queueing value

Explanation: You specify an invalid Intragroup queueing value.

System action: The current request fails.

User response: Replace the Intragroup queueing value with a valid value; valid values are ENABLE or DISABLE.

KMC0461E An error occurred processing the AMQOAMD command

Explanation: An error occurs when the WebSphere MQ Configuration agent issued a WebSphere MQ AMQOAMD Command.

System action: The current request fails.

User response: Review the agent log and the operating system's log to find the cause of the error. If necessary, contact the IBM Software Support.

KMC0462E The authorization specification provided to the SETMQAUT command contained one or more items that could not be interpreted.

Explanation: An error occurs when the WebSphere MQ Configuration agent issued a WebSphere MQ SETMQAUT command.

System action: The current request fails.

User response: Review the agent log and the operating system log to find the cause of the error. If necessary, contact the IBM Software Support.

KMC0463E Invalid LDAP Password name value

Explanation: The LDAP password is not valid.

System action: The current request fails.

User response: Replace the LDAP password with a valid value, up to 32 characters in length.

KMC0464E The channel is defined with QSGDISP(SHARED), but the transmit queue *queue* is not shared

Explanation: You define a sender or server channel with queue-sharing group disposition Shared; however, the transmit queue that is referenced by the channel is not a shared queue.

System action: The current request fails.

User response: Either change the definition of the QSGDISP property for the channel to something other than Shared, or reference a shared transmit queue in the channel definition.

KMC0465E Index type of Message Token is not value for shared queues

Explanation: You define a local queue with the index type of MSGTOKEN; however, the queue sharing group disposition for the queue is Shared. These properties are mutually exclusive.

System action: The current request fails.

User response: Either specify a different value for the index type, or change the QSGDISP value of the queue to something other than Shared.

KMC0466E The maximum message length for a shared queue cannot exceed 64,512

Explanation: You specify a maximum message length greater than 64 512 for a shared queue.

System action: The current request fails.

User response: Specify a shorter maximum message length.

KMC0467E An error occurred processing the ALTMQUSR command.

Explanation: An error occurs when the WebSphere MQ Configuration agent issues a WebSphere MQ ALTMQUSR command.

System action: The current request fails.

User response: Review the agent log and the operating system's log to find the cause of the error. If necessary, contact the IBM Software Support.

KMC0468E Channel listener on queue manager could not be stopped.

Explanation: An error occurs when the WebSphere MQ Configuration agent issues a WebSphere MQ ENDMQLSR Command.

System action: The current request fails.

User response: Review the agent log and the operating system's log to find the cause of the error. If necessary, contact the IBM Software Support.

KMC0469E Invalid LDAP user name value

Explanation: The LDAP user name is not valid.

System action: The current request fails.

User response: Replace the LDAP user name value with a valid value. A valid LDAP user name is in the range 1 - 256 characters in length for z/OS systems and in the range 1 - 1024 characters in length for other operating systems.

KMC0470E Invalid CFStruct name value

Explanation: You specify an invalid CFStruct name value.

System action: The current request fails.

User response: Replace the CFStruct name value with a valid value. A valid CFStruct name is 1 - 12 alphanumeric characters in length, with the first character alphabetic.

KMC0471E Invalid CFStruct level value

Explanation: You specify an invalid CFStruct level value.

System action: The current request fails.

User response: Replace the CFStruct level value with a valid value. A valid CFStruct level is in the range 1 - 3 on pre-WebSphere MQ systems and 1 - 4 on WebSphere MQ version 6 and later.

KMC0472E This Expiry Interval value is not supported on this version of WebSphere MQ

Explanation: You specify a value for the expiration interval; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the expiration interval.

KMC0473E Invalid Expiry Interval value

Explanation: You specify an invalid value for the expiration interval.

System action: The current request fails.

User response: Replace the expiration interval with a valid value in the range 0 - 99,999,999.

KMC0474E CFstructs are not allowed on this platform

Explanation: You attempt to define a CFStruct on an unsupported system.

System action: The current request fails.

User response: Delete the CFStruct definition. CFStructs are supported only on the z/OS systems.

KMC0476E This Batch Heartbeat value is not supported on this version of WebSphere MQ

Explanation: You specify a value for batch heartbeat; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the batch heartbeat value. Also refer to the *WebSphere MQ Script (MQSC) Command Reference* for valid systems.

KMC0477E Invalid Batch Heartbeat value

Explanation: You specify an invalid value for batch heartbeat.

System action: The current request fails.

User response: Replace the Batch Heartbeat with a valid value in the range 0 - 999,999.

KMC0478E This Configuration Event value is not supported on this version of WebSphere MQ

Explanation: You specify a value for a configuration event; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the configuration event value. Also refer to the *WebSphere MQ Script (MQSC) Command Reference* for valid systems.

KMC0479E Invalid Configuration Event value

Explanation: You specify an invalid value for a configuration event.

System action: The current request fails.

User response: Replace the configuration event with a valid value, ENABLE or DISABLE.

KMC0480E Invalid Keep Alive value

Explanation: You specify an invalid keep alive value.

System action: The current request fails.

User response: Replace the keep alive with a valid value in the range 0 - 9,999.

KMC0481E This Keep Alive value is not supported on this version of WebSphere MQ

Explanation: You specify a keep alive value; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the keep alive value. Also see *WebSphere MQ Script (MQSC) Command Reference* for valid systems.

KMC0482E This Local Address value is not supported on this version of WebSphere MQ

Explanation: You specify a value for the local address; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the local address value. Also see *WebSphere MQ Script (MQSC) Command Reference* for valid systems.

KMC0483E Invalid Namelist Type value

Explanation: You specify an invalid value for namelist type.

System action: The current request fails.

User response: Replace the namelist type with a valid value: NONE, QUEUE, CLUSTER, AUTHINFO or ALL.

KMC0484E This Namelist Type value is not supported on this version of WebSphere MQ

Explanation: You specify a value for namelist type; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the namelist type. Also see *WebSphere MQ Script (MQSC) Command Reference* for valid systems.

KMC0485E Invalid SSL Cipher Spec value

Explanation: You specify an invalid value for SSL Cipher Spec.

System action: The current request fails.

User response: Replace the SSL Cipher Spec with a valid value; see *WebSphere MQ Script (MQSC) Command Reference* for valid SSL cipher specifications and systems: see the SSLCIPH parameter.

KMC0486E This SSL Cipher Spec value is not supported on this version of WebSphere MQ

Explanation: You specify a value for SSL Cipher Spec; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the SSL Cipher Spec value. Also see *WebSphere MQ Script (MQSC) Command Reference* for valid systems: see the SSLCIPH parameter.

KMC0487E Invalid SSL Client Auth value

Explanation: You specify an invalid value for SSL Client Auth.

System action: The current request fails.

User response: Replace the SSL Client Auth value with a valid value, OPTIONAL or REQUIRED.

KMC0488E This SSL Client Auth value is not supported on this version of WebSphere MQ

Explanation: You specify a value for SSL Client Auth value; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the SSL Client Auth value. Also refer to the *WebSphere MQ Script (MQSC) Command Reference* for valid systems.

KMC0489E Invalid SSL CRL Namelist value

Explanation: You specify an invalid value for SSL CRL Namelist.

System action: The current request fails.

User response: Replace the SSL CRL Namelist with a valid value; refer to the *WebSphere MQ Script (MQSC) Command Reference* for valid SSL CRL Namelist specifications and systems.

KMC0490E This SSL CRL Namelist value is not supported on this version of WebSphere MQ

Explanation: You specify a value for SSL CRL Namelist; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the SSL CRL Namelist value. Also refer to the *WebSphere MQ Script (MQSC) Command Reference* for valid systems.

KMC0491E Invalid SSL Key Repository value

Explanation: You specify an invalid value for SSL Key Repository.

System action: The current request fails.

User response: Replace the SSL Key Repository with a valid value; refer to the *WebSphere MQ Script (MQSC) Command Reference* for valid SSL Key Repository specifications and systems.

KMC0492E This SSL Key Repository value is not supported on this version of WebSphere MQ

Explanation: You specify a value for SSL Key Repository; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the SSL Key Repository value. Also refer to the *WebSphere MQ Script (MQSC) Command Reference* for valid systems.

KMC0493E Invalid SSL Peer Name value

Explanation: You specify an invalid value for SSL Peer Name.

System action: The current request fails.

User response: Replace the SSL Peer Name with a valid value. On z/OS systems, the value can have a maximum of 256 characters. On other systems, the value can have a maximum of 1024 characters.

KMC0494E This SSL Peer Name value is not supported on this version of WebSphere MQ

Explanation: You specify a value for SSL Peer Name; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the SSL Peer Name value. Also refer to the *WebSphere MQ Script (MQSC) Command Reference* for valid systems.

KMC0495E Invalid SSL Tasks value

Explanation: You specify an invalid value for SSL Tasks.

System action: The current request fails.

User response: Replace the SSL Tasks with a valid value in the range 0 - 9,999.

KMC0496E This SSL Tasks value is not supported on this version of WebSphere MQ

Explanation: You specify a value for SSL Tasks; however, this attribute is not supported on this level of WebSphere MQ.

System action: The current request fails.

User response: Remove the SSL Tasks value. Also refer to the *WebSphere MQ Script (MQSC) Command Reference* for valid systems.

KMC0498E You can only create Principals on HP NonStop Kernel.

Explanation: You are not allowed to create a principal on this system.

System action: The current request fails.

User response: Remove the principal specification.

KMC0502E WebSphere MQ Principals are not supported on this platform

Explanation: You attempt to create a principal on an unsupported system.

System action: The current request fails.

User response: Remove the principal specification.

KMC0503E Shared Queues require a CFStruct

Explanation: You define a queue designated as Shared, but no CFStruct name has been specified.

System action: The current request fails.

User response: Define a CFStruct name in the Shared Queue definition.

KMC0510E An unexpected error occurred on an ALTMQAUT command

Explanation: An error occurs when the WebSphere MQ Configuration agent issued a WebSphere MQ ALTMQAUT command.

System action: The current request fails.

User response: Review the agent log and the operating system's log to find the cause of the error. If necessary, contact IBM Software Support.

KMC0511E AuthInfo requires a Connection Name

Explanation: You define an authinfo value, but you have not specified a connection name. A connection name is required.

System action: The current request fails.

User response: Define a connection name in the authinfo definition.

KMC0512E Single Quote found in Description

Explanation: A single quotation mark is found in a resource description. This is not valid.

System action: The current request fails.

User response: Change the single quotation mark to double quotation marks.

KMC0513E AuthInfo of type OCSF requires a responder URL

Explanation: An authentication information object of type OCSF is defined without a responder URL.

System action: The current request fails.

User response: Specify a responder URL in the definition of the authentication information object.

KMC0515E Invalid Adapter value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0516E This Adapter Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for

WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0517E Invalid Backlog value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0518E This Backlog Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0519E Invalid Command Count value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0520E This Command Count Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0521E Invalid IP Address value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0522E This IP Address Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

Explanation: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0523E Invalid Listener Name value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0524E This Listener Name Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0525E Invalid Local Name value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0526E This Local Name Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0527E Invalid Name Count value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0528E This Name Count Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0529E Invalid Port value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0530E This Port Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0531E Invalid Session Count value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0532E This Session Count Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0533E Invalid Socket value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0534E This Socket Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0535E Invalid Listener Control value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0536E This Listener Control Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0537E Invalid Channel Priority value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0538E This Channel Priority Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0539E Invalid Channel Rank value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0540E This Channel Rank Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0541E Invalid Channel Weight value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0542E This Channel Weight Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0543E Invalid Channel Monitoring value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0544E This Channel Monitoring Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0545E Invalid Queue Monitoring value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0546E This Queue Monitoring Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0547E Invalid Auto Cluster Sender Monitoring value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0548E This Auto Cluster Sender Monitoring Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0549E Invalid Accounting Queue value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0550E This Accounting Queue Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0551E Invalid Queue Priority value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0552E This Queue Priority Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0553E Invalid Queue Rank value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0554E This Queue Rank Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0555E Invalid Remote MQPUT value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0556E This Remote MQPUT Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0557E Invalid Active Channels value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0558E This Active Channels Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0559E Invalid Adopt MCA Check value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0560E This Adopt MCS Check Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0561E Invalid Adopt MCA Type value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0562E This Adopt MCA Type Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0563E Invalid Bridge Event value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0564E This Bridge Event Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0565E Invalid Adapter Subtasks value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0566E This Adapter Subtasks Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0567E Invalid Dispatcher value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0568E This Dispatcher Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0569E Invalid Channel Event value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0570E This Channel Event Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0571E Invalid Outbound Cluster Channels value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0572E This Outbound Cluster Channels Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0573E Invalid Command Event value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0574E This Command Event Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0575E Invalid DNS Group value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0576E This DNS Group Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0577E Invalid DNS WLM value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0578E This DNS WLM Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0579E Invalid Intra group Queueing value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0580E This Intra group Queueing Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0581E Invalid IGQ Put Authority value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0582E This IGQ Put Authority Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0583E Invalid IGQ UserID value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0584E This IGQ UserID Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0585E Invalid IP Address Version value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0586E This IP Address Version Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0587E Invalid Logger Events value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0588E This Logger Events Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0589E Invalid Listener Timer value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0590E This Listener Timer Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0591E Invalid LU Group Name value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0592E This LU Group Name Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0593E Invalid LU Name value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0594E This LU Name Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0595E Invalid APPCPM Member Suffix value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0596E This APPCPM Member Suffix Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0597E Invalid LU62 Channels value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0598E This LU62 Channels Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0599E Invalid Max Channels value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0600E This Max Channels Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0601E Invalid Max Outbound Ports value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0602E This Max Outbound Ports Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0603E Invalid Min Outbound Ports value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0604E This Min Outbound Ports Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0605E Invalid Receive Timeout value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0606E This Receive Timeout Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0607E Invalid Min Receive Timeout value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0608E This Min Receive Timeout Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0609E Invalid Receive Timeout Type value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0610E This Receive Timeout Type Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0611E Invalid Channel Initiator Start value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0612E This Channel Initiator Start Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0613E Invalid Command Server Start value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0614E This Command Server Start Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0615E Invalid QSG Queue Manager Name Usage value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0616E This QSG Queue Manager Name Usage Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0617E Invalid SSL Events value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0618E This SSL Events Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0619E Invalid FIPS Algorithms Required value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0620E This FIPS Algorithms Required Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0621E Invalid SSL Reset Count value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0622E This SSL Reset Count Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0623E Invalid TCP Channels value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0624E This TCP Channels Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0625E Invalid TCP Keep-Alive value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0626E This TCP Keep-Alive Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0627E Invalid TCP Name value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0628E This TCP Name Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0629E Invalid TCP Stack Type value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0630E This TCP Stack Type Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0631E Invalid Channel Initiator Trace Start value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0632E This Channel Initiator Trace Start Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0633E Invalid Channel Initiator Trace Table Size value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0634E This Channel Initiator Trace Table Size Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0635E Invalid Pass Ticket Application value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0636E This Pass Ticket Application Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0637E Invalid Accounting Override value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0638E This Accounting Override Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0639E Invalid Accounting Interval value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0640E This Accounting Interval Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0641E Invalid Accounting MQI value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0642E This Accounting MQI Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0643E Invalid Activity Recording value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0644E This Activity Recording Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0645E Invalid Header Compression value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0646E This Header Compression Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0647E Invalid Message Compression value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0648E This Message Compression Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0649E Invalid Statistics Auto Cluster-Sender value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0650E This Statistics Auto Cluster-Sender Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0651E Invalid Channel Statistics value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0652E This Channel Statistics Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0653E Invalid Statistics Interval value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0654E This Statistics Interval Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0655E Invalid Statistics MQI value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0656E This Statistics MQI Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0657E Invalid Queue Statistics value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0658E This Queue Statistics Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0659E Invalid Trace Route Recording value

Explanation: The value specified for this attribute is outside the range of allowable values.

System action: Validation for the item fails.

User response: Review the *WebSphere MQ Script (MQSC) Command Reference* to determine the range of values allowed.

KMC0660E This Trace Route Recording Parameter is not supported on this Platform or Version of WebSphere MQ

Explanation: This parameter is valid only for WebSphere MQ version 6 and later.

System action: Validation for the item fails.

User response: If this parameter is defined for WebSphere MQ version 6 or later, ensure that it is supported on the system for which you are trying to define it.

KMC0682E Cannot get response from the WebSphere MQ Monitoring agent. Ensure that the WebSphere MQ Monitoring agent is running.

Explanation: The WebSphere MQ Configuration agent submits MQ commands through the WebSphere MQ Monitoring agent that is installed on the same system. This function works well only when WebSphere MQ Monitoring agent is running.

System action: None.

User response: Ensure that WebSphere MQ Monitoring agent is running.

KCF Messages

These messages (in the `kcffemsg.xml` file) take the form `KCFnnnnn`; these are errors that are reported by the Configuration Manager and displayed by the Tivoli Enterprise Portal.

KCF0006E **Source object *object* is locked by another user *user***

Explanation: You copied or moved the *object* configuration object, but the object is currently being used by the *user* user.

User response: Wait until the *user* user is done with the configuration object.

KCF0007E **Target object *object* is locked by another user *user***

Explanation: You are attempting to perform an action against the *object* configuration object, but the object is currently being used by the *user* user.

User response: Wait until the *user* user is done with the configuration object.

KCF0008E **The source object *object* has been altered. A refresh of the object is suggested**

Explanation: The *object* configuration object has recently been altered. The information contained in your workstation about the object might be inaccurate.

User response: Right-click the object, and click **Refresh**, or click **Refresh now** from the **View** menu. If the object information still does not appear refreshed, recycle the Tivoli Enterprise Portal to reload the changes.

KCF0009E **The target object *object* has been altered. A refresh of the object is suggested**

Explanation: The *object* configuration object has recently been altered. The information contained in your workstation about the object might be inaccurate.

User response: Right-click the object, and click **Refresh** from the menu, or click **Refresh now** from the **View** menu. If the object information still does not appear refreshed, recycle the Tivoli Enterprise Portal to reload the changes.

KCF0010E **Not authorized to access target object**

Explanation: You are attempting to create a scheduled action, but you are not authorized to access one or more of the target objects.

User response: Ensure that you are authorized to access the targets of the scheduled action.

KCF0011E **A program exception occurred in Configuration Manager within the Tivoli Enterprise Monitoring Server**

Explanation: A unrecoverable error is detected at the Tivoli Enterprise Monitoring Server.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. If the problem persists, contact IBM Software Support

KCF0012E **A severe error has occurred attempting to update configuration data base within the Tivoli Enterprise Monitoring Server**

Explanation: A severe error is detected in the configuration database manager.

System action: The Configuration Manager shuts down.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. If the problem persists, contact IBM Software Support.

KCF0013E **The Configuration Manager is unavailable within the Tivoli Enterprise Monitoring Server**

Explanation: The Configuration Manager has shut down as a result of a prior error. Your request cannot be processed.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. If the problem persists, contact IBM Software Support.

KCF0014E **Source *source* and target *target* are incompatible types for move/copy request**

Explanation: Your request that the *source* configuration object be copied to the *target* configuration object; however, the *source* object cannot exist within the *target* object.

User response: Ensure that the source and target objects of a drag and drop operation are compatible.

KCF0015E **The Configuration Manager within the Tivoli Enterprise Monitoring Server was unable to create data base work unit**

Explanation: Your request cannot be processed, because the configuration data base manager in the Tivoli Enterprise Monitoring Server is unable to create an internal resource.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0016E The selected object is unavailable because it is scheduled for action *action*

Explanation: You attempt to access an object in the configuration; however, this object is the target of the *action* scheduled action, and the **Prevent updates if enabled** option is selected for the scheduled action.

User response: Wait until the *action* scheduled action has completed; if you cannot wait, you must either disable the scheduled action or reset the **Prevent updates if enabled** option.

KCF0018E The Configuration Manager was unable to locate or create the default resource group for configured system *system*. Possible authorization problem.

Explanation: Either you attempt a **Discover** or **Update Defined from Actual** operation against the *system* configured system, but the Configuration Manager is unable to create the default resource group, or you attempt a copy-to-database operation, which cannot be done because the default resource group does not exist and you do not have sufficient authority for the queue manager.

User response: Verify that you have sufficient authority to perform the operation on the queue manager. If the problem persists, collect the Tivoli Enterprise Monitoring Server log files, and contact IBM Software Support.

KCF0019E The update actual from defined cannot be performed because of a validation failure. Select the validate option for the object

Explanation: You request an **Update Actual from Defined** operation; however, the Configuration Manager detects a validation error in the target defined configuration object.

User response: Right-click the configuration object and select the **Validate** option to view the validation errors. Correct the errors, and retry the **Update Actual from Defined** operation.

KCF0020E The Configuration manager was unable to build the resource name for the object

Explanation: The Configuration Manager is unable to determine the name of a resource that is contained in a resource group for an **Update** or **View** discrepancies request.

User response: Ensure that each resource contained within each targeted resource group has a valid name.

If necessary, collect the Tivoli Enterprise Monitoring Server log files. Contact IBM Software Support.

KCF0021E The Configuration manager was unable to locate the configured system for the object

Explanation: The Configuration Manager is unable to locate the configured system that is associated with the target object.

User response: Collect the Tivoli Enterprise Monitoring Server log files. Contact IBM Software Support.

KCF0022E The Configuration manager was unable to create a handle set for selection group

Explanation: The Configuration Manager is unable to build the internal resource required to perform the action.

User response: Collect the Tivoli Enterprise Monitoring Server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0023E The selection group is empty. No action taken

Explanation: You attempt to access one or more objects that no longer exist within the configuration.

User response: Click **Refresh now** from the **View** menu; retry the original request.

KCF0024E The object cannot be deleted because it is in use

Explanation: The object that you are attempting to delete is currently in use and cannot be deleted.

User response: Wait until the object is no longer being used, and retry the deletion.

KCF0025E The prototype *proto* cannot be deleted because it is in use

Explanation: You request to delete the *proto* prototype object; however, this prototype is currently referenced by one or more defined objects or prototype reference objects.

User response: Right-click the *proto* prototype object, and click **Disinherit objects**, which breaks the link between defined and prototype objects; retry the **Delete** request.

KCF0026E The configuration is not owned by the user session. No action taken

Explanation: You request that ownership of the entire configuration be released; however, your session does not currently own the entire configuration.

User response: No action is required. You do not need to release ownership of the configuration if you do not own it.

KCF0027E Your request failed because the entire configuration is owned by user *user*

Explanation: You attempt to access one or more configuration objects; however, you cannot do this at this time because another *user* user currently owns the entire configuration.

User response: Wait until the *user* user is done with the entire configuration.

KCF0028E Configuration ownership cannot be obtained because other work is in progress

Explanation: You cannot obtain ownership of the entire configuration when other work (such as other sessions, or scheduled actions) is being processed.

User response: Reattempt this request when there is no other work being performed by the Configuration Manager.

KCF0029E The Configuration manager was unable to create a handle set for selection group

Explanation: The Configuration Manager is unable to build the internal resource required to perform the action.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0030E One or more selected objects no longer exist

Explanation: You attempt to access one or more objects that no longer exist within the configuration.

User response: Click **Refresh now** from the **View** menu; retry the original request.

KCF0031E The Configuration manager was unable to create a handle set for selection group

Explanation: The Configuration Manager is unable to build the internal resource required to perform the action.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server.

Contact IBM Software Support.

KCF0032E One or more of the selected objects has been altered. A refresh is suggested

Explanation: One or more of the selected objects are recently altered. The information contained in your workstation about the objects might be inaccurate.

User response: Click **Refresh now** from the **View** menu. If the object information still does not appear to be refreshed, recycle the Tivoli Enterprise Portal to reload the changes.

KCF0033E The Configuration Manager within the Tivoli Enterprise Monitoring Server is quiescing

Explanation: The Configuration Manager cannot process your request because it is shutting down.

User response: End the Tivoli Enterprise Monitoring Server session and wait until the monitoring server has been restarted; restart the Tivoli Enterprise Portal Server and reattempt the operation.

KCF0034E The requested system variable *variable* cannot be updated or deleted

Explanation: You attempt to modify a global variable that is not a user or product variable.

User response: Ensure that the variable that you are trying to modify is not a system variable.

KCF0035E The Configuration Manager was unable to find the import file directory

Explanation: The files containing initial resource and prototype definitions to be imported are not found by the Configuration Manager. Either the files are not installed or they are not installed in the usual location.

User response: Locate the import files (KMC*.CDI files) in the installation, in one of the following locations:

- For a Tivoli Enterprise Monitoring Server that is running on a distributed system, the files are in the RKCFCDI monitoring server's subdirectory.
- For a Tivoli Enterprise Monitoring Server that is running on a z/OS system, these files are located in data set RKANDATV.

Record the location of import data files, and collect the monitoring server log. Contact IBM Software Support.

KCF0036E The Configuration Manager had an error opening the import file

Explanation: The Configuration Manager encounters an error when opening the import files containing initial resource and prototype definitions. This might be

the result of insufficient access assigned to these files.

User response: Ensure that the user who is starting the Tivoli Enterprise Monitoring Server process has at least read access to the import (KMC*.CDI) files, in one of the following locations:

- For a monitoring server that is running on a distributed system, the files are in the monitoring server's RKCFCDI directory.
- For a monitoring server that is running on a z/OS system, these files are in data set RKANDATV.

If the user does not have read access to these files, grant access to the user, and restart the monitoring server.

KCF0037E The import file is in an incorrect format and cannot be processed

Explanation: The import file that contains initial resource and prototype data contain invalid data.

User response: Collect the import files KMC*.CDI from one of the following locations:

- For a Tivoli Enterprise Monitoring Server that is running on a distributed system, the import files are in the monitoring server's RKCFCDI directory.
- For a Tivoli Enterprise Monitoring Server that is running on a z/OS system, these files are in dataset RKANDATV.

Contact IBM Software Support.

KCF0038E The Configuration Manager encountered a severe error attempting to read from the configuration database

Explanation: A unrecoverable error is detected in the configuration database manager.

System action: The Configuration Manager has shut down.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0039E The Configuration Manager encountered a severe error opening the file *file*

Explanation: You enter a command that required the Configuration Manager to open an external file; however, the file cannot be opened.

User response: Ensure that the file name specified is valid. On z/OS systems, the file must be a preexisting data set. Ensure there is sufficient disk space available to write into this file.

KCF0040E The Configuration Manager encountered a severe error writing the file

Explanation: An unrecoverable error is detected in the configuration database manager.

System action: The Configuration Manager has shut down.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0041E Dynamic allocation of output file failed

Explanation: When running an Export or Backup command, the requested output file cannot be allocated. The requested action is stopped.

User response: If the allocation is attempted on a z/OS system, the requested file must be pre-allocated (also ensure that you do not enclose the name in quotation marks). For all systems, ensure that you specify a valid file name for that system and that you have the appropriate authority to access that file.

KCF0042E The Configuration Manager was unable to find or create auto discovery group

Explanation: The **Auto Discover** feature of the Configuration Manager has been turned on. But the Configuration Manager is unable to create the Configured Systems Group object to insert the discovered Configured Systems. **Auto Discover** does not function.

User response: You can discover new resources that belong to the queue manager by right-clicking this queue manager in the Defined View and click **Discover new resources**. If necessary, collect the Tivoli Enterprise Monitoring Server log and contact IBM Software Support.

KCF0043E One of the objects using the prototype is being used by another user

Explanation: You attempt a Disinherit operation; however, the defined object cannot be disinherited from the prototype because the object is currently in use.

User response: Wait until all defined objects that are associated with the prototype are no longer in use before attempting a Disinherit operation.

KCF0044E An invalid action request was sent to the configuration manager by the workstation

Explanation: The workstation sends a request to the Tivoli Enterprise Monitoring Server that is not supported by the Configuration Manager.

User response: Collect the monitoring server log files.

Contact IBM Software Support.

KCF0045E The requested object does not exist in the configuration database.

Explanation: This error message might be displayed for the following three reasons:

- You break the association between a prototype and all objects that are using it by clicking **Disinherit objects**.
- You attempt, from a workspace in WebSphere MQ Monitoring agent, to directly configure a resource managed by WebSphere MQ Configuration agent, but the selected WebSphere MQ resource is not defined in the configuration database. The attempted action cannot be completed.
- After dragging a queue manager into a managed cluster, you click a channel in the cluster. And the channel is automatically renamed because another channel with the same name already exists on the same queue.

User response: If you break the association between a prototype and all objects that are using it, one of which is the requested object, refresh the parent of the requested object. For example, if the requested object is a queue, right-click the resource group to which the queue belongs to, and click **Refresh**.

If the error message is displayed for the second reason, go to WebSphere MQ Configuration agent and ensure that the queue manager owning the resource that you selected is defined in the configuration database. If it is not, use the Discover feature to add the queue manager definition into the configuration database. If the owning queue manager is defined, ensure that the WebSphere MQ resource that you selected is defined in the configuration database. If it is not, select the queue manager, and use the Discover New Resources feature to add the resource to the database. Permanent dynamic queue definitions are not created in the database unless you have enabled that option in the Auto Start section of the queue manager settings.

If the error message is displayed for the third reason, refresh the queue manger to which the selected channel belongs.

KCF0046I The validation request completed successfully. No validation errors were detected

Explanation: You request a Validate operation, and the Configuration Manager does not find any validation errors in the select objects.

KCF0047I The view discrepancies request completed successfully. No discrepancies were detected

Explanation: You request a View discrepancies operation, and the Configuration Manager does not find any discrepancies between the defined and actual objects.

KCF0048E The request to move or copy the selected object failed because of a failure moving or copying another selected object

Explanation: You attempt to move or copy two or more objects. The request cannot be processed on the second or subsequent objects because of a failure moving or copying a prior selected object.

User response: Determine why the move or copy of the prior object in the group failed. Correct the problem, and retry the request.

KCF0049E The configuration manager did not recognize your session. Please restart the Workstation

Explanation: Because of a probable communications or other workstation problem, the Configuration Manager in the Tivoli Enterprise Monitoring Server no longer recognizes your session.

User response: Restart the monitoring server. Collect the monitoring server and portal server log files. If necessary, contact IBM Software Support.

KCF0050E The import file is in an incorrect format and cannot be processed

Explanation: The import file that contains initial resource and prototype data contains invalid data.

User response: Collect the import files KMC*.CDI from one of the following locations:

- For a Tivoli Enterprise Monitoring Server that is running on a distributed system, the import files are in the monitoring server's RKCFCDI directory.
- For a Tivoli Enterprise Monitoring Server that is running on a z/OS system, the import files are in data set RKANDATV.

Contact IBM Software Support.

KCF0051E The configuration agent *agent* is not at the proper version to process this request

Explanation: You have entered a request that requires processing by the *agent* WebSphere MQ Configuration agent; however, this agent is running a version that is

not at the current level and is unable to perform your request.

User response: Ensure that the WebSphere MQ Configuration agent is running at the most current software level.

KCF0052E Your request failed because the Configuration Manager was unable to create an internal SQL request

Explanation: The Configuration Manager is unable to build the internal resource that is required to perform the action.

User response: Collect the Tivoli Enterprise Monitoring Server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0053E Your request failed because the Configuration Manager was unable to open an internal SQL request

Explanation: The Configuration Manager is unable to open the internal request that is required to perform the action.

User response: Collect the Tivoli Enterprise Monitoring Server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0054E Your request failed because the Configuration Manager received a bad return code *agent* from configuration agent *code*

Explanation: Your request is sent to the *agent* WebSphere MQ Configuration agent; however, the agent is unable to process the request and returned the code *code*.

User response: Collect the monitoring server and agent log files. Contact IBM Software Support.

KCF0055E Your request failed because the Configuration Manager did not receive requested configuration data from configuration agent *agent*

Explanation: A request for actual configuration information is sent to the *agent* WebSphere MQ Configuration agent; however, the agent did not provide the requested data. The reason for this is unknown.

User response: Collect the monitoring server and agent log files. Contact IBM Software Support.

KCF0056E Your request failed because the configuration agent *agent* reported an undefined Application Name *application*

Explanation: The *agent* WebSphere MQ Configuration agent reported that it is associated with application name *application*. This application name is unknown or unsupported.

User response: Ensure that the correct WebSphere MQ Configuration agent is running. If you cannot determine the problem, collect the monitoring server and agent log files. Contact IBM Software Support.

KCF0057E Your request failed because the configured system required to communicate with the target configured system is not currently defined

Explanation: The definition for the targeted configured system indicates that the WebSphere MQ Configuration agent must communicate through an intermediate configured system; however, the intermediate system is not currently defined in the configuration.

User response: Ensure that the intermediate system is defined correctly within the configuration.

KCF0058E Your request failed because the configured system required to communicate with the target configured system is an indirect connection

Explanation: The definition for the targeted configured system indicates that the WebSphere MQ Configuration agent must communicate through an intermediate configured system; however, the intermediate system is also defined as requiring an intermediate system. This is not supported.

User response: Ensure that the definition of the intermediate system does not itself require an intermediate system.

KCF0059E Your request failed because the Configuration Agent *agent* does not exist in the Managed Systems folder

Explanation: The targeted configured system is defined with the *agent* WebSphere MQ Configuration agent; however, this WebSphere MQ Configuration agent does not exist in the Tivoli Enterprise Portal Managed Systems folder.

User response: Ensure that the WebSphere MQ Configuration agent is correctly installed and is communicating with the Tivoli Enterprise Monitoring Server. Also, ensure that the name of the agent in the Managed Systems folder matches the name that is defined for the configured system.

KCF0060E Your request failed because the Configuration Agent *agent* is offline

Explanation: The targeted configured system is defined with the *agent* WebSphere MQ Configuration agent; however, this WebSphere MQ Configuration agent is not online in the Tivoli Enterprise Portal Managed Systems folder.

User response: Ensure that the WebSphere MQ Configuration agent is correctly installed and is communicating with the Tivoli Enterprise Monitoring Server. Also, ensure that the name of the agent in the Managed Systems folder matches the name that is defined for the configured system.

KCF0061E Your request failed because the configured system required to communicate with the target configured system *system* is not currently online

Explanation: The definition for the targeted configured system indicates that the WebSphere MQ Configuration agent must communicate through an intermediate configured system; however, the intermediate system is not currently online.

User response: Ensure that the intermediate system is defined correctly and is running. Also ensure that the WebSphere MQ Configuration agent that is associated with the intermediate configured system is online in the Tivoli Enterprise Portal Managed Systems folder.

KCF0062E Your request failed because the Configuration Agent *agent* cannot connect with Configured System *system*. The configured system may not be started

Explanation: The *agent* WebSphere MQ Configuration agent is unable to communicate with the configured system *system*. This might have occurred because the configured system is not started, and the autostart option is not selected for the configured system.

User response: Ensure that the configured system is started. If you want the WebSphere MQ Configuration agent to automatically start the system, select the autostart option in the configured system definition. Check the agent and monitoring server logs for more information about why the agent is unable to communicate with the configured system.

KCF0063E Your request failed because the Configuration Agent *agent* was unable to start Configured System *system*

Explanation: You have the autostart option enabled for the *system* configured system, but the *agent* WebSphere MQ Configuration agent is unable to start the configured system.

User response: Ensure the configured system is

defined. If you want the WebSphere MQ Configuration agent to automatically define the system, select the autostart option in the configured system definition. Check the agent and monitoring server logs for more information about why the agent is unable to start the configured system.

KCF0064E Your request failed because the Configuration Agent *agent* was unable to create Configured System *system*

Explanation: You have the autostart option enabled for the *system* configured system, but the *agent* WebSphere MQ Configuration agent cannot create the configured system.

User response: Check the agent and monitoring server logs for more information about why the agent is unable to create the configured system. If necessary, attempt to define the configured system manually.

KCF0065E Your request failed because the Configuration Manager received invalid data from agent *agent*

Explanation: A request for actual configuration information is made to the *agent* WebSphere MQ Configuration agent; however, the agent returned invalid data to the Configuration Manager.

User response: Collect the monitoring server and agent log files. Contact IBM Software Support.

KCF0066E Your request failed because the Configuration Manager did not receive all requested data from configuration agent *agent* quickly enough. Possible agent timeout

Explanation: A request for actual configuration information is made to the *agent* WebSphere MQ Configuration agent; however, the agent did not return the requested information within the required time period.

User response: This problem can be caused by communication problems, or by poor performance by either the WebSphere MQ Configuration agent or the configured system. You can increase the amount of time allowed for the return of configuration data in the Configuration Manager Option.

KCF0067E The configuration manager did not recognize your session. Please restart the Workstation

Explanation: Because of a probable communications or other workstation problem, the Configuration Manager in the Tivoli Enterprise Monitoring Server no longer recognizes your session.

User response: Restart the monitoring server. Collect the monitoring server and portal server log files. If

necessary, contact IBM Software Support.

KCF0068E **Your request failed because the Configuration Manager was unable to recognize session affinity *affinity***

Explanation: Your workstation does not have the correct *affinity* affinity to access the configuration object.

User response: Ensure that you are using a workstation in which the correct Tivoli Enterprise Portal Server products have been installed. If so, restart the portal server. Collect the monitoring server and portal server log files. If necessary, contact IBM Software Support.

KCF0069E **You do not have authority to perform this operation on *object***

Explanation: Your workstation does not have the correct affinity to access the *object* configuration object.

User response: Ensure that you are using a workstation in which the correct Tivoli Enterprise Portal Server products are installed. If so, restart the portal server. Collect the monitoring server and portal server log files. If necessary, contact IBM Software Support.

KCF0070E **Your request failed because the actual resource does not exist**

Explanation: Your request to view or modify an actual configuration object; however, the object does not exist.

User response: Perform an **Update Actual from Defined** operation against the appropriate defined resource to create the actual resource.

KCF0071E **Your request failed because a required configuration property could not be located**

Explanation: Your request to view an actual object failed because a required property is not present in the defined configuration object.

User response: Collect the monitoring server log files. If necessary, contact IBM Software Support.

KCF0072E **You cannot enable the scheduled action because of a conflicting scheduled action**

Explanation: You attempt to create or modify a scheduled action with the **Prevent updates if enabled** option. However, one or more of the target configuration objects are already the target of another scheduled action with the **Prevent updates if enabled** option.

User response: Click **Schedules > View** to find the conflicting scheduled action. Wait until the conflicting

scheduled action completes before defining or enabling the new scheduled action.

KCF0073I **Your update request was successfully performed**

Explanation: Your request to **Update actual from defined** or **Update defined from actual** is completed successfully.

KCF0074E **You cannot copy selected objects that are not owned by the same application**

Explanation: You attempt an operation on multiple selected objects; however, the request cannot be processed because the objects are associated with different configuration application.

User response: Ensure that all the configuration objects that you selected are associated with the same configuration application.

KCF0075E **Your request failed. The copy target object *target* belongs to a different application than source object *source***

Explanation: You request that one or more configuration objects be copied to a new target object; however, the target object is associated with a different configuration application.

User response: Ensure that the target object is associated with a configuration application that is compatible with the objects that are being copied.

KCF0076E **Auto-define failed because the Configuration Manager found an invalid connection group**

Explanation: You request to connect two configured queue managers. Auto-definition of connection resources is attempted but failed because the prototype definitions that correspond to the queue managers are not found.

User response: Open the Prototype View of the Configuration Navigation tree. Expand **Resource Group Prototypes**. Ensure that resource group prototypes \$DefaultAutoConnectPrototype and \$DefaultAutoConnectPrototypeMQWindows are defined.

KCF0080E **Your request failed because the configured system *system* cannot be started on the platform it is on**

Explanation: You select the autostart option for the configured system *system*; however, the configured system is not currently running, and it cannot be automatically started on this system.

User response: You must manually start the

configured system on this system.

KCF0081E Your request failed because the configured system *system* cannot be created on the target platform type

Explanation: You select the auto-create option for the *system* configured system; however, the configured system does not exist, and it cannot be automatically created on this system.

User response: You must manually create the configured system on this system.

KCF0082E Your request failed because an exception occurred on configuration agent *agent*
RC= *code* Reason= *reason*

Explanation: A request for actual configuration information is sent to the *agent* WebSphere MQ Configuration agent; however, a program exception occurred on the agent. The *code* and *reason* fields provide more detailed information.

User response: Collect the agent log files, and restart the agent. If necessary, contact IBM Software Support.

KCF0083E Auto-define failed because a duplicate configured system was found

Explanation: A configured system already existed with that name.

User response: Use another name.

KCF0084E Configured system could not be discovered because it is already defined

Explanation: A configured system is discovered by a WebSphere MQ Configuration agent, but the configured system name already exists within the defined configuration. No action is taken.

User response: If you want to obtain the resource information for this configured system, in the Defined View right-click the configured system, and click **Update Defined from Actual**.

KCF0085W Configured system *system* defined but its resources could not be discovered

Explanation: The configured system (queue manager) is discovered and has been added to the defined configuration; however, information about its subordinate resources is not obtained. This might have occurred because the configured system is not active, or because the **Discover Lite** option is enabled.

User response: If you want to obtain information about the resources that are subordinate to the configured system, you can set the autostart option for the configured system, disable the **Discover Lite** option if it is enabled, right-click the configured system, and

click **Update Defined from Actual**.

KCF0086W The Configuration Manager did not discover any configured systems

Explanation: You select the Discover option for a configured system group, but no configured systems were detected.

User response: Ensure that your WebSphere MQ Configuration agents are online by checking the Tivoli Enterprise Portal Managed Systems folder.

KCF0087E The copy/move request is not allowed because a circular prototype reference was detected between target *target* and source *source*

Explanation: You are trying to create a reference to a prototype in another prototype that would result in a circular set of prototype references. This is not supported.

User response: Ensure that the prototype that you are dragging does not contain a reference (either directly or indirectly) to the prototype that you are putting it in.

KCF0088E The copy/move request is not allowed because target *target* is a descendant of the source *source*

Explanation: You are trying to move or copy an object to a new target, but the target object is a direct or indirect descendant of the object that is being moved or copied. This is not supported.

User response: Ensure that the object that you are dragging does not contain (either directly or indirectly) the object that you are putting it in.

KCF0089I The configured system and all resources were added to configuration

Explanation: The configured system and all of its subordinate resources are successfully added to the defined configuration.

User response: No action is required.

KCF0090E The Configuration Manager was unable to authorize your session with the System Authorization Facility

Explanation: The WebSphere MQ Configuration agent is unable to define your session because of a RACROUTE REQUEST=VERIFY failure. This might indicate a problem with the definition of your user ID to RACF (or other equivalent service).

User response: Check the monitoring server log to determine the exact cause of the failure. If RACF is used to check authorization, consult the IBM documentation.

KCF0091E The Configuration Manager was unable to terminate your session with the System Authorization Facility

Explanation: The Configuration Manager is unable to terminate your session because of a RACROUTE REQUEST=VERIFY failure. This might indicate a problem with the definition of your user ID to RACF (or other equivalent service).

User response: Check the monitoring server log to determine the exact cause of the failure. If RACF is used to check authorization, consult IBM documentation.

KCF0092E You are not authorized to access configuration object *object*

Explanation: Based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization Facility, you do not have the required access to the configuration object *object*.

User response: Contact your local security administrator to provide you with access to this configuration object.

KCF0094E You are not authorized to delete object *object* from its parent *parent*

Explanation: Based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization Facility, you do not have the required access to delete the *object* object from its *parent* parent object.

User response: Contact your local security administrator to provide you with access to this configuration object. You must have MODIFY access to the parent object.

KCF0095E You are not authorized to rename object *object* with new name *newname*

Explanation: Based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization Facility, you do not have the required access to rename the *object* configuration object with the new name *newname*.

User response: Contact your local security administrator to provide you with access to this configuration object. You must have ALTER access to the object under both the old and new names.

KCF0096E You are not authorized to update the actual resource

Explanation: Based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization Facility, you do not have the required access to update the actual resource associated with the defined resource.

User response: Contact your local security administrator to provide you with access to this configuration object. You must have CONTROL access to the defined object.

KCF0097E You are not authorized to update the defined resource

Explanation: Based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization Facility, you do not have the required access to update the defined resource from the defined resource.

User response: Contact your local security administrator to provide you with access to this configuration object. You must have MODIFY access to the defined object.

KCF0098E You are not authorized to modify the source object *object*

Explanation: Based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization Facility, you do not have the required access to the target *object* object of the move/copy request.

User response: Contact your local security administrator to provide you with access to this configuration object. You must have MODIFY access to the defined object.

KCF0099E You are not authorized to modify the parent object *object*

Explanation: Based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization Facility, you do not have the required access to modify the *object* defined object.

User response: Contact your local security administrator to provide you with access to this configuration object. You must have MODIFY access to the configured system.

KCF0100E You are not authorized to move this object

Explanation: Based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization Facility, you do not have the required access to modify the defined *object* object.

User response: Contact your local security administrator to provide you with access to this configuration object. You must have MODIFY access to the configured system.

KCF0101E You are not authorized to create object *object*

Explanation: Based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization

Facility, you do not have the required access to create a new defined object with the *object* name.

User response: Contact your local security administrator to provide you with access to this configuration object. You must have ALTER access to the new object name.

KCF0102E Your request failed because the audit log is not available

Explanation: The Configuration Manager is unable to write to or receive messages from the audit log because it is currently unavailable.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0103E Your request failed because the requested audit log record was not found

Explanation: You made a request to obtain the detailed information for a record in the audit log; however, the specified audit log record cannot be found.

User response: Re-create the audit log details report and retry the request. If necessary, collect the monitoring server and the portal server log files, and contact IBM Software Support.

KCF0104E Your request failed because the requested audit log record has an invalid type

Explanation: You made a request to obtain the detailed information for a record in the audit log; however, the specified audit log record has an invalid type.

User response: Re-create the audit log details report, and retry the request. If necessary, collect the monitoring server and the portal server log files and contact IBM Software Support.

KCF0105W No audit records were found in requested time period

Explanation: You made a request to view all the audit log records within a specified time span; however, no audit records are found that were created within the time span.

User response: Retry the request, specifying a different time span.

KCF0106E Your request failed because of a failure writing to the audit log

Explanation: A failure is encountered when writing a record to the audit log.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0107E Your request cannot be processed because the Configuration Manager was shut down

Explanation: The Configuration Manager is not available in the Tivoli Enterprise Monitoring Server because the monitoring server has been shut down. This could be the result of a normal shutdown request for the monitoring server, or because of a previously detected error.

User response: Unless you know a normal shutdown is requested, you must collect the monitoring log files, restart the monitoring server and the portal server, and contact IBM Software Support.

KCF0108E Your request cannot be processed because the Configuration Manager shut down due to a data base error

Explanation: The Configuration Manager is not available in the Tivoli Enterprise Monitoring Server because it has been shut down as the result of a database failure.

User response: Restart the Tivoli Enterprise Monitoring Server, if it fails to start, roll back to the latest backup monitoring server database and restart the monitoring server and the Tivoli Enterprise Portal Server. If necessary, collect the monitoring server log files, monitoring server database, and contact IBM Software Support.

KCF0109E Your request cannot be processed because the Configuration Manager shut down due to a program exception

Explanation: The Configuration Manager is not available within the Tivoli Enterprise Monitoring Server because it has been shut down as the result of a fatal program exception.

User response: Restart the monitoring server and the portal server. If necessary, collect the monitoring server log files, and contact IBM Software Support.

KCF0110E Your request cannot be processed because the Configuration Manager is not currently active

Explanation: The Configuration Manager is not available in the Tivoli Enterprise Monitoring Server because the monitoring server has been shut down or

is never started. The shutdown could be the result of a normal shutdown request for the monitoring server, or because of a previously detected error.

User response: Unless you know that a normal shutdown is requested, or that the Configuration Manager is never started, you must collect the monitoring server log files, restart the monitoring server and the portal server, and contact IBM Software Support.

KCF0111E Your request cannot be processed because the Tivoli Enterprise Monitoring Server was unable to start the Configuration Manager

Explanation: The Configuration Manager is not available in the Tivoli Enterprise Monitoring Server because the monitoring server is not successfully started.

User response: Reinstall the application support of WebSphere MQ Configuration agent for the monitoring server on this computer, and restart the monitoring server and the portal server. If necessary, collect the monitoring server log files, and contact IBM Software Support.

KCF0112E Your request cannot be processed because the Configuration Manager was shut down. No applications were installed

Explanation: The Configuration Manager shut itself down at startup time because it did not detect that any configuration applications had been installed.

User response: Ensure that the appropriate configuration applications are installed at the hub monitoring server.

KCF0113E Your request cannot be processed because the Configuration Manager was shut down. The Managed Systems list could not be updated

Explanation: The Configuration Manager is not available in the Tivoli Enterprise Monitoring Server because it has been shut down due to a problem updating the portal server Managed Systems folder. This could be because the hub monitoring server is configured as a hot standby, and a Hub switch has taken place.

User response: The Configuration Manager does not run in a backup monitoring server. Ensure that the Configuration Manager is running only on a primary hub monitoring server.

KCF0114W Actual resource does not exist

Explanation: On a View Discrepancies request, this resource is found in the defined configuration, but not in the actual configuration.

User response: Select the resource type in the column on the left, and click either **Update Actual from Defined** (to create the actual resource) or **Update Defined from Actual** (to delete the defined resource from the configuration).

KCF0115W Defined resource does not exist

Explanation: On a View Discrepancies request, this resource is found in the actual configuration, but not in the defined configuration.

User response: Select the resource type in the column on the left, and click either **Update Defined from Actual** (to create the defined resource from the actual definition) or **Update Actual from Defined** (to delete the actual resource).

KCF0116W Property definition conflict between defined and actual

Explanation: Your request to view discrepancies between the defined and actual resource definitions is run and discrepancies are found.

User response: The details of discrepancies between actual and defined resources is displayed at the Tivoli Enterprise Portal. If this is the result of a scheduled action, select **action details** from the Scheduled Action Summary report to view discrepancy results.

KCF0117E A severe error has occurred attempting to update the configuration data base within the Tivoli Enterprise Monitoring Server

Explanation: An unrecoverable error is detected in the Configuration database manager. The Configuration Manager has shut down.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0118E A duplicate resource name was found in system

Explanation: The validation request against the configured system has encountered two subordinate resources that have the same name.

User response: Rename or delete one of the duplicate resources.

KCF0119E **The Configuration Manager did not receive an acknowledgement from the agent indicating that the update for resource *resource* completed successfully**

Explanation: The Configuration Manager sent a request to the WebSphere MQ Configuration agent to modify actual configuration data. The agent did not send back an acknowledgement that the request is processed successfully. This might be caused by the failure of update operation, or because the agent failed to send back an acknowledgement after the update operation completed. The status of the update request is unknown.

User response: Check the actual WebSphere MQ environment to determine whether the update operation has already completed. If not, collect the monitoring server and agent log files. Restart the agent. Contact IBM Software Support.

KCF0120E **Your request failed. Configured system *system* is not online.**

Explanation: The *system* configured system is not currently active, or a different problem is preventing the WebSphere MQ Configuration agent from contacting the system.

User response: If the configured system is currently active, you can either start the system manually, or you can indicate that you want the WebSphere MQ Configuration agent to start the system for you. To do this, select the autostart option for the configured system.

KCF0121E **Your request failed because of an internal error within the Configuration Manager**

Explanation: An unanticipated condition occurred in the Configuration Manager, causing your request to fail. A log is written to the logs subdirectory in the *install_dir* directory, where *install_dir* is the installation directory of the product. If the RC code is 707 in the log, it means the resource that you operate is not supported by the operating system where the queue manager is running. If the RC code is 712, it means the command cannot be processed correctly for your request.

User response: Restart the Tivoli Enterprise Monitoring Server and Tivoli Enterprise Portal Server. If necessary, collect the monitoring server log files, and contact IBM Software Support.

KCF0122E **Your request failed because of an error on configured system *system* RC=*code* Reason=*reason***

Explanation: An error on the *system* configured system caused your request to fail. The *code* and *reason* fields

provide additional information.

User response: Collect the agent and monitoring server log files, and restart the agent. If necessary, contact IBM Software Support.

KCF0123E **Your Update Actual from Defined request failed because the defined object was not successfully validated. Select the Validate option for the object to fix the problem.**

Explanation: You request an **Update Actual from Defined** operation; however, the Configuration Manager detected a validation error in the target configuration object that is defined .

User response: Right-click the configuration object, and click **Validate** to view the validation errors. Correct the errors, and retry the **Update Actual from Defined** operation.

KCF0124E **The request action is not applicable for this type of object**

Explanation: The requested action is not applicable to this type of object.

User response: Collect the monitoring server log files. If necessary, contact IBM Software Support.

KCF0125E **Your request failed because the Configuration Agent *agent* does not exist in the Managed Systems folder**

Explanation: The targeted configured system is defined with WebSphere MQ Configuration agent *agent*; however, this WebSphere MQ Configuration agent does not exist in the Tivoli Enterprise Portal Server Managed Systems folder.

User response: Ensure that the WebSphere MQ Configuration agent is correctly installed and is communicating with the Tivoli Enterprise Monitoring Server. Also, ensure that the name of the agent in the Managed Systems folder matches the name that is defined for the configured system.

KCF0126E **Your request failed because the Configuration Manager was unable to create an internal SQL request RC=*request* Reason=*reason***

Explanation: The Configuration Manager is unable to build the internal resource that is required to perform the action.

User response: Collect the Tivoli Enterprise Monitoring Server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0127E **The configuration manager was unable to obtain configuration data from the agent RC = *code* Reason = *reason***

Explanation: A request for actual configuration information is sent to the WebSphere MQ Configuration agent; however, the agent did not provide the requested data; the RC and Reason fields might provide additional information.

User response: Collect the monitoring server and agent log files. Contact IBM Software Support.

KCF0128E **Your request failed because the Configuration Manager was unable to open an internal SQL request RC = *code* Reason = *reason***

Explanation: The Configuration Manager is unable to open the internal request that is required to perform the action.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0129E **Your request failed because the configured system required to communicate with the target configured system *system* is not currently defined**

Explanation: The definition for the targeted configured system indicates that the WebSphere MQ Configuration agent must communicate through an intermediate configured system; however, the intermediate system is not currently defined in the configuration.

User response: Ensure that the intermediate system is defined correctly within the configuration.

KCF0130E **Your request failed because the configured system required to communicate with the target configured system *system* is an indirect connection**

Explanation: The definition for the targeted configured system indicates that the WebSphere MQ Configuration agent must communicate through an intermediate configured system; however, the intermediate system is also defined as requiring an intermediate system. This is not supported.

User response: Ensure that the definition of the intermediate system does not itself require an intermediate system.

KCF0131E **Your request failed because the configured system required to communicate with the target configured system *system* is not currently online**

Explanation: The definition for the targeted

configured system indicates that the WebSphere MQ Configuration agent must communicate through an intermediate configured system; however, the intermediate system is not currently online.

User response: Ensure that the intermediate system is defined correctly and is running. Also ensure that the WebSphere MQ Configuration agent that is associated with the intermediate configured system is online in the Tivoli Enterprise Portal Managed Systems folder.

KCF0132E **Your request failed because the Configuration Manager did not receive all requested data from configuration agent *agent* quickly enough. Possible agent timeout.**

Explanation: A request for actual configuration information is made to the *agent* WebSphere MQ Configuration agent; however, the agent did not return the requested information within the required time period.

User response: This problem can be caused by communication problems, or by poor performance by either the WebSphere MQ Configuration agent or the configured system. You can increase the amount of time allowed for the return of configuration data from the Configuration Manager Option.

KCF0133E **Your request failed because the Configuration Manager could not create a new internal identifier for the object**

Explanation: The Configuration Manager is unable to create the internal identifier for the new configuration object.

User response: Collect the monitoring server log files. Contact IBM Software Support.

KCF0134E **Your request failed because the Configuration Manager was unable to create the new object**

Explanation: The Configuration Manager is unable to create the new configuration object.

User response: Collect the monitoring server log files. Contact IBM Software Support.

KCF0135E **The Configuration Manager was unable to open the configuration database**

Explanation: The Configuration database files do not exist or cannot be opened as a result of insufficient permissions.

User response: Make sure that your user ID has the authority to modify the RKCFAPLD database file in the *install_dir*\CMS directory, where *install_dir* is the installation directory of IBM Tivoli Monitoring, restart the Tivoli Enterprise Monitoring Server and Tivoli

Enterprise Portal Server. If necessary, collect the monitoring server log files, and contact IBM Software Support.

KCF0136E Because of an internal error, no objects were replicated

Explanation: An internal error occurs in the Configuration Manager, and your replication request failed.

User response: Collect the Tivoli Enterprise Monitoring Server log files. Contact IBM Software Support.

KCF0137E The configuration manager was unable to read from the data base log file

Explanation: The Configuration Manager is unable to read the database log file, which contains pending background actions information. The Configuration Manager is unable to recover any background work during start up.

User response: Check that the RKCFDLOG file in Tivoli Enterprise Monitoring Server directory exists and has the correct permission.

KCF0138E Your request failed because the Configuration Manager was unable to create an action set

Explanation: The Configuration Manager is unable to build the internal resource that is required to perform the action.

User response: Collect the Tivoli Enterprise Monitoring Server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0139E Your request failed because the Configuration Manager was unable to create an action request

Explanation: The Configuration Manager is unable to build the internal resource that is required to perform the action.

User response: Collect the Tivoli Enterprise Monitoring Server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0140E Your request failed because of an averted deadlock condition at the Tivoli Enterprise Monitoring Server

Explanation: A potential deadlock condition in the Configuration Manager is averted by cancelling your request.

User response: Retry the request. If the problem

persists, collect the Tivoli Enterprise Monitoring Server log files, restart the monitoring server and the portal server, and contact IBM Software Support.

KCF0141E Your request failed because of storage shortage at the Tivoli Enterprise Monitoring Server

Explanation: A storage shortage condition is detected in the Tivoli Enterprise Monitoring Server. Your request is not processed.

User response: If possible, increase the amount of storage available to the monitoring server. Otherwise, collect the monitoring server log. Contact IBM Software Support.

KCF0142E Your request failed because of RW storage shortage at the Tivoli Enterprise Monitoring Server

Explanation: A storage shortage condition is detected in the Tivoli Enterprise Monitoring Server. Your request is not processed.

User response: If possible, increase the amount of storage available to the monitoring server. Otherwise, collect the monitoring server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0143E The Configuration Manager encountered a duplicate key reading the configuration database

Explanation: The database contains duplicate key, indicating inconsistency in the database.

User response: Collect the monitoring server log. Contact IBM Software Support.

KCF0144E The Discover New Resources request is not supported for this type of object

Explanation: The workstation has made a **Discover new resources** request to the Configuration Manager for an object that is not a configured system.

User response: Collect the monitoring server and the portal server log files. Restart the portal server. Contact IBM Software Support.

KCF0145W No new resources were discovered for configured system *system*

Explanation: A **Discover new resources** request is made for the configured system *system*, but the Configuration Manager did not detect any actual resource that is not already defined.

User response: No action is required.

KCF0148E The scheduled action was not performed due to a Configuration Manager restart

Explanation: The Configuration Manager is shut down when a scheduled action is running. Therefore, the scheduled action failed with this error.

User response: Reschedule the action.

KCF0149E The scheduled action was not performed because the configured system for the target object was not located

Explanation: The Configured System that corresponds to the object of the scheduled action is not found. This error can occur when the configuration tree is obsolete as the result of changes that were made to it when it is unlocked.

User response: Recycle the Tivoli Enterprise Monitoring Server, and reschedule the action.

KCF0150E The scheduled action was not performed because of a failure building the selection group

Explanation: The configured objects for which the scheduled action is to be performed cannot be determined by the Configuration Manager.

User response: View the Scheduled action definition and ensure that the target of scheduled action still exists in the database. Reschedule the action at the object.

KCF0151E The scheduled action was disabled because of a prior execution failure

Explanation: The scheduled action becomes disabled because of a failure occurs when the action is performed.

User response: Navigate to the Scheduled Action Status report for the scheduled action to determine what caused the problem. Correct the error, and re-enable the scheduled action.

KCF0152E You are not authorized to alter or delete global variables

Explanation: You attempt to delete or modify a global variable; however, based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization Facility, you do not have the required access.

User response: Contact your local security administrator to provide you with access to this configuration object. You must have MODIFY access to the ADMIN.GLVAR security profile.

KCF0153E You are not authorized to access audit log

Explanation: You attempt to access the audit log; however, based on the results of the RACROUTE REQUEST=AUTH call to the System Authorization Facility, you do not have the required access.

User response: Contact your local security administrator to provide you with access to this configuration object. You must have MODIFY access to the ADMIN.AUDIT security profile.

KCF0154E The scheduled action could not be run within the schedule window

Explanation: You scheduled an action to run within a specific time interval, but the schedule window has now passed. This error can occur when the Configuration Manager is unavailable during the schedule time window.

User response: Reschedule the action to run at a new time.

KCF0157E The Configuration Manager cannot open the data base log file

Explanation: The database log file cannot be opened. Configuration Manager is shut down.

User response: This problem might occur when an out-of-space condition occurs for the database log file. If the Tivoli Enterprise Monitoring Server is running on a z/OS system, check for errors on the data set that is referred to by the RKCFDLOG DD statement in the monitoring server started task JCL. If the monitoring server is running on a distributed system, ensure that there is sufficient disk space for the database log file.

KCF0158E Your request failed because the Configuration Manager cannot write to the data base log file

Explanation: The configuration data base manager encounters an error when writing to the data base log file; your request cannot be processed, and the Configuration Manager has shut down.

User response: This problem might occur when an out-of-space condition occurs for the database log file. If the Tivoli Enterprise Monitoring Server is running on a z/OS system, check for errors on the data set that is referred to by the RKCFDLOG DD statement in the monitoring server started task JCL. If the monitoring server is running on a distributed system, ensure that there is sufficient disk space for the database log file.

KCF0160E Your request failed because the base object could not be located

Explanation: The operation you request cannot be performed. The base object that is associated with the target object cannot be located.

User response: Collect the monitoring server and portal server log files. Restart the monitoring server and portal server. Contact IBM Software Support.

KCF0161E An error was detected generating a product-defined object

Explanation: The Configuration Manager encounters an error when Cluster Objects were being generated.

User response: If the cluster queue managers already exist in your WebSphere MQ environment, it is recommended that you create the cluster to which you want to add these cluster queue managers and all cluster objects for it in your WebSphere MQ explorer, use the Update defined from actual function to update the cluster queue managers in the Defined View and configuration database. If the queue managers that you want to add to a cluster do not already exist in your WebSphere MQ environment, you can use the WebSphere MQ Configuration agent to create a managed cluster, create the queue managers, drag these queue managers to add them to the cluster, and use the Update actual from defined function to deploy these queue managers to your WebSphere MQ environment. If necessary, collect the monitoring server log, and contact IBM Software Support.

KCF0162E The scheduled action detected a validation error

Explanation: The Configuration Manager finds a validation error when performing a scheduled validate action.

User response: Navigate to the Scheduled Action Status report for the scheduled action to determine what caused the problem.

KCF0163I Your validation request was scheduled the scheduled action name is *action*

Explanation: You request that a validation operation be performed in the background. The Configuration Manager has created a scheduled action with the name *action* to perform this operation.

User response: You can track the progress of the scheduled action by viewing the Scheduled Action Summary report for the target object.

KCF0164I Your View Discrepancies request was scheduled the scheduled action name is *action*

Explanation: You request that a View Discrepancies operation be performed in the background. The Configuration Manager has created a scheduled action with the name *action* to perform this operation.

User response: You can track the progress of the scheduled action by viewing the Scheduled Action Summary report for the target object.

KCF0165I Your Update request was scheduled the scheduled action name is *action*

Explanation: You request that an Update Actual from Defined or an Update Defined from Actual operation be performed in the background. The Configuration Manager has created a scheduled action with the name *action* to perform this operation.

User response: You can track the progress of the scheduled action by viewing the Scheduled Action Summary report for the target object.

KCF0166I Your Delete request was scheduled the scheduled action name is *action*

Explanation: You request that a Delete operation be performed in the background. The Configuration Manager has created a scheduled action with the name *action* to perform this operation.

User response: You can track the progress of the scheduled action by viewing the Scheduled Action Summary report for the target object.

KCF0167E You cannot copy a prototype *prototype* that is directly descended from another prototype object *source*

Explanation: You attempt to copy a prototype that is directly descended from another prototype into the defined view tree. This is not supported.

User response: You can copy prototype objects into the defined view tree that are only descended directly from Configured System Prototypes, Resource Group Prototypes, or Resource Prototypes.

KCF0168E The configuration manager cannot navigate to the object because the navigation path is empty

Explanation: You request that the configuration product either select or open the settings for another object in the configuration. This object could be the base object for the currently selected object, or it could be an object identified in the Validation report.

User response: The currently selected object might have been deleted or altered. Refresh the current tree

using the **Refresh** menu option (for Tivoli Enterprise Portal Server, the **Refresh Now** option from the **View** menu), and retry the operation. If you are displaying the Validation report, close the report window and reissue the Validate request.

KCF0169E **You are not authorized to access object *object1_name*. Check the access authority settings for *object2_name*.**

Explanation: Based on the value of the security checking level attribute of the configured system group that the selected object belongs to, WebSphere MQ Configuration agent checks the access authority settings for *object2_name* and decides that you are not authorized to access *object1_name*

User response: Contact your local security administrator to provide you with the required authorities to access this object.

KCF0171E **The replication variable name that you entered is not valid.**

Explanation: The replication variable name that you entered is not valid. It should be a symbolic variable that is used by the name of the object that you want to replicate.

User response: When you replicate an object, ensure that the replication variable name that you enter is the name of a symbolic variable that is used by the name of the object that you want to replicate. For example, if you want to replicate a queue named Queue.&NUM, enter NUM in the replication variable name field when you do the replication.

KCF0206I **The requested action was completed successfully**

Explanation: The action that you requested has run successfully.

KCF0210E **The configuration manager cannot create this resource because it is dynamic**

Explanation: You request that an actual resource be created from the a defined resource. However, the defined resource is dynamic, and an actual dynamic resource cannot be created by the Configuration Manager.

User response: No action is required.

KCF0211E **The requested configuration object was not found**

Explanation: You enter a search request; however, there were no objects in the configuration that matched your search criteria.

User response: Reenter your search request, specifying a different search criteria.

KCF0212E **Your request failed. A backup request is already in process**

Explanation: You request that a backup copy of the configuration database be made; however, another backup request is currently being processed.

User response: Wait until the other backup request is complete, reenter your request.

KCF0213E **Your request failed. The configuration manager was unable to create a cursor for the database. Status= *status***

Explanation: You request that a backup copy of the configuration database be made; however, the Configuration Manager is unable to open a cursor to read the contents of the database.

User response: Retry the request. If the problem persists, collect the monitoring server log file, restart the monitoring server and the portal server, and contact IBM Software Support.

KCF0214E **Your request failed. The configuration manager was unable to write the data to the backup file. SAMRC= *code***

Explanation: You request that a backup copy of the configuration database be made; however, the Configuration Manager is unable to write the contents of the database to the backup file.

User response: Ensure that there is sufficient disk space for the backup file.

KCF0215E **Your request failed. The configuration manager was unable to read the database. Status= *status***

Explanation: You request that a backup copy of the configuration database be made; however, the Configuration Manager is unable to read the contents of the database.

User response: Retry the request. If the problem persists, collect the monitoring server log file, restart the monitoring server and the portal server, and contact IBM Software Support.

KCF0216I **The configuration data base was successfully backed up to file**

Explanation: A backup copy of the configuration data base is successfully written to the file.

KCF0217E **You do not have the proper authorization to backup the configuration database**

Explanation: You make a request to backup the configuration database; however, your user ID does not have the authority to perform this operation.

User response: Check with your security administrator. Your user ID must have at least Update access to the ADMIN.BACKUP security profile in order to backup the configuration database.

KCF0224E **Name mask is too long or invalid**

Explanation: You enter a name mask on the Name page of the Find notebook that is invalid, too long, or too complex.

User response: Correct the name mask, and reissue the request.

KCF0225E **Database backup operation could not be completed because the configuration manager is being quiesced**

Explanation: You request a backup operation of the configuration database; however, the backup operation cannot be completed because the Configuration Manager is quiescing.

User response: Restart the Configuration Manager on the Tivoli Enterprise Monitoring Server, and reenter your request to backup the configuration database.

KCF0226E **A fatal exception has occurred. A configuration manager thread has attempted to acquire too many locks**

Explanation: When your last request is processed, a thread running in the Configuration Manager attempts to acquire more locks than are supported.

User response: Collect the monitoring server log files. Restart the monitoring server and the portal server. Contact IBM Software Support.

KCF0227E **Cannot Create Resource in Database = Type=*type*, Resource=*resource*, Code=*code* Import Stopped**

Explanation: The Configuration Manager is unable to create a database object that corresponds to the Object definition that is found in the import file. The Import process is stopped.

User response: Collect the monitoring server log and import file. Contact IBM Software Support.

KCF0229E **Unknown Attribute Name=*attribute* Value=*value* Import Stopped**

Explanation: The import file contains an attribute name that the configuration manager does not recognize. The Import process is stopped.

User response: Collect the monitoring server log and import file. Contact IBM Software Support.

KCF0230E **Unknown Data Type=*type* Level=*level*. Import Stopped**

Explanation: The import file contains an object definition that is not recognized by the Configuration Manager.

User response: Collect the monitoring server log and import file. Contact IBM Software Support.

KCF0231E **Data out of Sequence Type=*type*, Level=*level* Import Stopped**

Explanation: The import file contains some tags that do not belong to the import file.

User response: Collect the monitoring server log and import file. Contact IBM Software Support.

KCF0232E **Unknown object Tag *tag* at line *line* Found. Import Stopped**

Explanation: An XML tag in the import file is not recognized by the Configuration Manager. The import process is stopped.

User response: Ensure that the monitoring server level is most current level. Collect the monitoring server log and the import file. Call IBM Software Support.

KCF0233E **Your request failed. Object *object* is not based on a prototype**

Explanation: You select the **Revert to Base Object** operation for the specified object; however, the object is not based on a prototype.

User response: No action is required; the **Revert to Base Object** operation does not apply to an object that is not based on a prototype.

KCF0234W **No action performed. Object *object* has no overriding attributes**

Explanation: You select the **Revert to Base Object** operation for the specified object; however, no action is required because the object did not contain any overriding properties.

User response: No action is required.

KCF0238E The import file contains an invalid attribute value *attribute* for tag *tag*
Import request not processed

Explanation: You attempt to import a file into the configuration; however, there is an XML tag in the import file that contains an invalid value. The import file is not processed.

User response: Correct the import file, and reenter the Import request.

KCF0239E Import failed. Unable to import
object_type into *target_object_type*
target_object_name

Explanation: You attempt to import a file into the configuration; however, the type of the object that is specified in the import file is not valid for the target object.

User response: Correct the import file and reenter the Import request.

KCF0241E Invalid Import File XML has missing
tags

Explanation: You attempt to import a file into the configuration; however, the XML file has an invalid structure (possibly missing end tags).

Explanation: Correct the import file and reenter the Import request.

KCF0242W Imported attribute *attribute* is not valid
for object type

Explanation: You attempt to import a file into the configuration; however, the XML file included a tag that is inappropriate for the type of object that is imported.

User response: Correct the import file and reenter the Import request.

KCF0243E Import failed. Type *type* cannot be
imported at this level. Only import files
containing configured system groups
can be imported at this level

Explanation: The file that is imported contains high-level object definitions that cannot be children of the target object. The object on the import request expects the Configured System Groups to be child objects.

User response: Examine the imported file to find the type of high-level object that is imported, and select an appropriate target object to be imported.

KCF0251E The export MQSC cannot be performed
because of a validation failure. Select
validate option for object *object*

Explanation: Your request to export MQSC commands for the resource is not performed because the resource definition is invalid.

User response: Right-click the resource, and click **Validate** to view specific validation errors. Correct the errors and rerun the request to export the MQSC commands.

KCF0252I Compare found no differences

Explanation: A request to compare two similar objects found no differences between them.

KMCRA028I-a ITLM license request succeeded

Explanation: Your IBM Tivoli License Manager license request has been successfully processed.

KMCRA029I-a ITLM license request failed

Explanation: The IBM Tivoli License Manager license request failed.

KMCRA030E Potential problem found during
ITLM license request, the status code is
code

Explanation: There might be a problem in your IBM Tivoli License Manager license request.

User response: Record the status code and call IBM Software Support.

KMCRA031E No ITLM License exists

Explanation: No IBM Tivoli License Manager License exists in your workstation.

User response: Make sure that you have the ITLM-related PTF on your workstation.

KCFRS Message

These messages (in the RestoreRestore2.xml file) take the form KCFRS n nnn x ; they are written to the error log by the WebSphere MQ Configuration Database restore program.

KCFRS3001E Missing Operand for *parameter*

Explanation: The parameter must follow the hyphen character (-).

User response: Reenter the parameter and make sure that it follows the hyphen character (-).

KCFRS3002E Invalid or Unknown Option *option*

Explanation: The option that you specify is either invalid or unknown.

User response: Reenter a valid option. For complete option descriptions, see the information about installing the products on UNIX and Linux systems in *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*.

KCFRS3003E Expected operand for *parameter* not found

Explanation: The expected operand is not found.

User response: Enter the expected operand.

KCFRS7001E *Error: -o parameter cannot contain any path information.

Explanation: The -o parameter cannot contain any path information.

User response: Remove the path information from the -o parameter.

KCFRS7002E *Error: Unable to open input file *input file*

Explanation: The input file cannot be opened.

User response: Ensure that the file does exist and that the file name, including the path information, is correct.

KCFRS8004E *Invalid option *option*

Explanation: The option that you specify is invalid.

User response: Enter a valid option. For complete

option descriptions, see the information about installing the products on UNIX and Linux systems in *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*.

KCFRS8005E *No backup file name specified.

Explanation: You do not specify a backup file name.

User response: Enter a backup file name.

KCFRS8006E *No database name specified

Explanation: You do not specify a database name.

User response: Enter a database name.

KCFRS1101E *Error: Unable to open input file *input file*

Explanation: The input file cannot be opened.

User response: Ensure that the file does exist and that the file name, including the path information, is correct.

KCFRS1105E *Invalid option *option*

Explanation: The option that you entered is invalid.

User response: Enter a valid option. For complete option descriptions, see information about installing the products on UNIX and Linux systems in *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*.

KCFRS1106E *No backup file name specified.

Explanation: You do not specify a backup file name.

User response: Specify a backup file name.

KCFRS1107E *No database name specified

Explanation: You do not enter a database name.

User response: Enter a database name.

KCFDD Message

These messages (in the DataSourceD1g.xml file) take the form KCFDD n nnn x ; they are written to the error log by the WebSphere MQ Configurator Data Source Parameters program.

KCFDD7001E Please enter the administrator user ID.

Explanation: You do not enter the administrator user ID needed here.

User response: Enter the administrator user ID of the database.

KCFDD7002E Password confirmation does not match. Please reenter new password.

Explanation: The password confirmation does not match.

User response: Reenter the new password and make sure the password confirmation matches the original password.

KCFDD7003E Please enter a password.

Explanation: You do not enter a password.

User response: Enter a password.

KCFDD7004E Please enter a data source name.

Explanation: You do not enter a data source name.

User response: Enter a data source name.

KCFDD7005E Please enter the Database Administrator user ID.

Explanation: You do not enter a Database Administrator ID.

User response: Enter the administrator user ID.

KCFDD7006E Please enter the WebSphere MQ Configuration Database user ID.

Explanation: You do not enter a WebSphere MQ Configuration Database user ID.

User response: Enter the WebSphere MQ Configuration Database user ID.

KCFDD7007E The passwords you entered for WebSphere MQ Configuration Database User ID do not match. Please enter the password for this account in both text boxes.

Explanation: The passwords that you entered for the WebSphere MQ Configuration Database user ID do not match.

User response: Enter the password for this account in both text boxes and make sure that they match.

KCFDD7011E WebSphere MQ Configuration installation encountered errors. Please see error reasons.

Explanation: Errors are encountered during the WebSphere MQ Configuration agent installation.

User response: Make sure that the monitoring server

and the monitoring agent are online and that there are no errors in the network.

KCFDD7013E Missing operand for *parameter*.

Explanation: A parameter must follow the hyphen character (-).

User response: Reenter the parameter and make sure that it follows the hyphen character (-).

KCFDD7014E Invalid or Unknown Option *option*.

Explanation: The option that you specify is either invalid or unknown.

User response: If you are using the KCFDataSourceU configuration tool, remember that the options for the **KCFDataSourceU** command are case-sensitive. The invalid option might not be the option that is specified in the error message. For example, the error message indicates that the -s option is invalid. However, the error might be caused by the -p option that is mixed up with the -P option.

Reenter a valid option. For complete option descriptions, see the information about installing products on UNIX and Linux systems in *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*.

KCFDD7015E Expected operand for *parameter* not found

Explanation: You do not specify the operand for the *parameter* which is required.

User response: Enter the operand as required.

KCFDD7016E Invalid option *option*

Explanation: The option you specified is invalid.

User response: Reenter a valid option. For complete option descriptions, see the information about installing products on UNIX and Linux systems in *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*.

KCFDD7017E KBBENV file opening error

Explanation: An error occurs when opening the KBBENV file.

User response: Do the following things:

- Ensure that you have set the \$KBBENV_HOME environment variable to the directory where the KBBENV file is stored.
- Ensure that you have the authority to access the KBBENV file.

KCFDD7018E Encryption failed, the password is written as plain text to the file.

Explanation: Encryption fails when calling the GSK API.

User response: Verify that you have set the \$KEYFILE_DIR and \$ICCRTE_DIR environment variables correctly. For detailed description of these variables, see *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*.

KCFDD7019I Database connection succeeded

Explanation: The database connection succeeds.

KCFDD7020E Possible DB2 environment problem

Explanation: There might be a problem in your DB2 environment.

User response: Verify that your DB2 settings are correct.

KCFDD7021I Database connection failed

Explanation: The database connection fails.

KMCRCA Messages

These messages (in the kmccmsgs.xml file) take the form KMCRCA $nnnn$; they are written to the error log by the WebSphere MQ Configuration agent.

KMCRCA001W The environment variables have not been set from the registry.

Explanation: This message is issued only when the WebSphere MQ Configuration agent is running on a Windows operating system. It indicates that the environmental variables cannot be found in the registry and are set from the xxxENV file.

System action: Processing continues using the values from the xxxENV file.

User response: Verify that the installation of the configuration agent is successful. If necessary, contact IBM Software Support.

KMCRCA002I WebSphere MQ Configuration Agent Starting up. Entry = *entry* Object = *object* Build date/time = *date time*

Explanation: This message is issued only when the WebSphere MQ Configuration agent is running on the a z/OS operating system at agent startup, if the Configuration tool value for **Enable startup console messages** is set to Y during installation. It might be used by Automation software to detect that the agent has started.

System action: Processing continues normally.

KMCRCA003E Connection Failed, Error =*error*, Queue Manager =*managerName*

Explanation: The WebSphere MQ Configuration agent is unable to establish a connection to the *managerName* queue manager as a result of the *error* error code.

System action: Data from the queue manager is unavailable until a connection is made.

User response: Review the WebSphere MQ documentation for connection error code information. If necessary, contact IBM Software Support.

KMCRCA004I Successfully Connected to Queue Manager *managerName*

Explanation: The WebSphere MQ Configuration agent has successfully connected to the queue manager named *managerName*.

KMCRCA005E WebSphere MQ Open Failed with Error =*openError*, Queue Manager =*managerName*, Queue Name =*queueName*, Model Queue =*modelQName*

Explanation: The WebSphere MQ Configuration agent is unable to open the *queueName* queue on the *managerName* queue manager as a result of the *openError* error .

System action: Data from the queue manager is unavailable until the queue can be opened.

User response: Review the WebSphere MQ documentation for queue open error code information. If necessary, contact IBM Software Support.

KMCRCA006E Command Server Input Queue is not open for input on Queue Manager *managerName*

Explanation: The command input queue for the command server that is associated with the *managerName* queue manager is not open.

System action: Data from the queue manager is unavailable until the queue can be opened.

User response: Ensure that the command server is running. If necessary, contact IBM Software Support.

KMCRCA007W Auto create definition error: [LocalQueueManager] must precede all other definitions

Explanation: The order of control statements in the

autocreate file (kmcauto.txt) is incorrect. A [LocalQueueManager] statement must be the first statement in the file.

System action: Processing of the autocreate file is stopped.

User response: Correct the order of the control statements in the kmcauto.txt file. If necessary, contact IBM Software Support.

KMCRA008W Line ignored: line

Explanation: This message follows a previous error message regarding statements in the autocreate file (kmcauto.txt) and gives the line number in the file of the statement in error.

User response: See previous messages for the precise cause of the error.

KMCRA009W Auto create definition error: unrecognized input

Explanation: The content of a control statement in the autocreate file (kmcauto.txt) is unrecognized.

System action: Processing of the autocreate file is stopped.

User response: Correct the control statements in the kmcauto.txt file. If necessary, contact IBM Software Support.

KMCRA010I WebSphere MQ message: message, Queue Manager: managerName

Explanation: An unexpected response or an error response, specified by the message value has been received from the managerName queue manager.

System action: The data that is received is not processed; other processing continues normally.

User response: Review the WebSphere MQ documentation for the error code. If necessary, contact IBM Software Support.

KMCRA011I Queue Manager shutdown detected for Queue Manager managerName

Explanation: The WebSphere MQ Configuration agent has detected that the managerName queue manager is shutting down.

System action: Data from the queue manager is unavailable until it is restarted.

KMCRA012I Successfully created Queue Manager managerName

Explanation: A request to the WebSphere MQ Configuration agent to create the managerName queue manager is successful.

KMCRA013I Successfully started Queue Manager managerName

Explanation: A request to the WebSphere MQ Configuration agent to start the managerName queue manager is successful.

KMCRA014I Submitted endmqm command for Queue Manager managerName

Explanation: A request to the WebSphere MQ Configuration agent to stop the managerName queue manager is submitted.

System action: The queue manager shuts down.

KMCRA015I Successfully deleted Queue Manager managerName

Explanation: A request to the WebSphere MQ Configuration agent to delete the managerName queue manager is successful.

KMCRA016I Successfully created default resources for Queue Manager managerName

Explanation: A request to the WebSphere MQ Configuration agent to create default resources for the managerName queue manager is successful.

KMCRA017I Successfully started command server for Queue Manager managerName

Explanation: A request to the WebSphere MQ Configuration agent to start the command server for the managerName queue manager is successful.

KMCRA018I Successfully started listener for Queue Manager managerName

Explanation: A request to the WebSphere MQ Configuration agent to start the listener for the managerName queue manager is successful.

KMCRA019I Successfully started trigger monitor for Queue Manager managerName

Explanation: A request to the WebSphere MQ Configuration agent to start the trigger monitor for the managerName queue manager is successful.

KMCRA020I Disconnecting from Queue Manager managerName

Explanation: The WebSphere MQ Configuration agent is closing down and has issued a disconnect from the managerName queue manager.

System action: The queue manager disconnects request from the configuration agent.

KMCRCA021E MQ API Error. Operation = operation
CC = completion RC = reason

Explanation: An attempt to issue the *operation* command to a queue manager through the standard interface has stopped with the *completion* completion code and the *reason* reason code.

System action: Data from the queue manager for this command is unavailable.

User response: Review the WebSphere MQ documentation for the completion and reason codes. If necessary, contact IBM Software Support.

KMCRCA022E Error accessing queue *queueName*
Operation = operation CC = completion RC = reason

Explanation: An attempt to perform an action *operation* on queue *queueName* has stopped with completion code *completion* and reason code *reason*.

System action: Data from the queue manager for this command is unavailable.

User response: Review the WebSphere MQ documentation for the completion and reason codes. If necessary, contact IBM Software Support.

KMCRCA023E Error allocating new storage for *resource*

Explanation: The WebSphere MQ Configuration agent has encountered an error when attempting to allocate memory for a new resource *resource*.

System action: The configuration agent shuts down.

User response: Make more memory available to the WebSphere MQ Configuration agent, and restart it.

KMCRCA024I Monitoring ended because of event: *event*

Explanation: The WebSphere MQ Configuration agent has encountered an event, *event*, which is causing the agent to shut down. Examples of events include:

- Alarm clock
- CPU time limit exceeded
- Ctrl-Break Detected
- Ctrl-C Detected
- EMT Instruction
- End Process
- File size limit exceeded
- Floating Point Exception
- Hangup
- Input data has been stored into the HFT monitor mode ring buffer
- Interactive stop

- Invalid Instruction
- Migrate Process
- Monitor Aborted
- MQ Manager Quiescing
- Parameter not valid to subroutine
- Program Terminated
- Programming exception
- Quit
- Secure attention key
- Specification Exception
- System crash imminent
- Virtual time alarm
- Write on a pipe when there is no receiving process

System action: The configuration agent shuts down.

User response: Review the event that caused the WebSphere MQ Configuration agent to shut down, and take any action required to correct it. If necessary, contact IBM Software Support.

KMCRCA025E *exception* Exception Thrown

Explanation: The WebSphere MQ Configuration agent has encountered an exception, *exception*, that is causing the agent to shut down. Examples of events include:

- Bad Command from PCF header
- Bad EventOpenOption from PCF
- Bad MQ API Return Code
- Bad MQOpenQueue
- Bad PCFMessage No CorrelId defined
- Bad PCFMessage No MsgId defined
- Bad PCFMessage No MsgTag defined
- Bad PCFMessage No QueueName defined
- Bad Server
- ChannelMask creation failed
- EventQueueSet creation failed
- External Signal Received
- Memory Allocation Failure
- MessageManQueue creation failed
- MQInterface creation failed
- MQOpenQueue creation failed
- PCFMessage Overflow
- PCFMessageIterator creation failed
- QueueMask creation failed
- ServerRequestProcessor creation failed
- SystemCommandServer creation failed

System action: The configuration agent shuts down.

User response: Review the exception that caused the WebSphere MQ Configuration agent to shut down, and take any action required to correct it. If necessary, contact IBM Software Support.

KMCRC026I Successfully started channel initiator for Queue Manager *managerName*

Explanation: A request to the WebSphere MQ Configuration agent to start the channel initiator for the *managerName* queue manager is successful.

KMCRC027I Connected to remote Queue Manager *remoteManagerName* through Queue Manager *managerName*

Explanation: The WebSphere MQ Configuration agent has successfully connected to the remote queue manager named *remoteManagerName* through the queue manager named *managerName*.

KMCRC028I-b Successfully stopped listener for Queue Manager *managerName*

Explanation: A request to the WebSphere MQ Configuration agent to stop the listener for the *managerName* queue manager is successful.

KMCRC029I-b An unresolved account has been detected in the list of authorization attributes for resource: *resource* resource type: *type* and it will be ignored

Explanation: When the WebSphere MQ Configuration agent is receiving authorization data from a queue manager, an unresolved account is reported for the *resource* resource of the *type* type.

System action: The account is ignored. Processing continues.

User response: Check the authorized accounts in the

queue managers to determine where the unresolved account exists. If necessary, contact IBM Software Support.

KMCRC030I *name* Queue Name for user specified model queue *queueName* is too long, Will use system model queue instead

Explanation: The *name* queue name that is used in the KMC_RQMODEL environmental variable, which is used to create the agent reply queue, is too long.

System action: The system model queue is used instead.

User response: Change the queue name in the environment variable KMC_RQMODEL to a shorter name.

KMCRC031I Failed to open agent reply queue with user specified model queue=*queueName* on Queue Manager *managerName*, Using system model queue to open agent reply queue

Explanation: An attempt to open the agent reply queue using the model queue name specified in the KMC_RQMODEL environmental variable *queueName* on queue manager *managerName* has failed.

System action: The system model queue is used instead.

User response: Ensure that the model queue name specified in the KMC_RQMODEL environmental variable is valid and that it exists on the queue manager that is referenced.

KCFCM Messages

These messages (in the *kcfcmmsgs.xml* file) take the form *KCFCMnnnnx*; they are written to the error log by the Configuration Manager.

KCFCM001I Configuration Manager startup complete

Explanation: The Configuration Manager has completed initialization successfully.

System action: The Configuration Manager initialized all of its internal tasks and is ready to begin accepting requests.

KCFCM002E Unable to open configuration database

Explanation: The Configuration Manager is unable to open the RKCFAPLD database that contains the configuration data.

System action: The Configuration Manager terminates.

User response: Search the monitoring server log for other messages relating to this file to determine the

exact reason that the file cannot be opened. Verify that the file exists. If necessary, contact IBM Software Support.

KCFCM003E Unable to load DLL for Application *application*

Explanation: The Configuration Manager is unable to load the application-specific library specified by the *application* value. The Configuration Manager cannot manage configuration data that associated with this application without loading this library.

System action: If this is the only application-specific library associated with the configuration product, the Configuration Manager terminates.

User response: Search the monitoring server log for other messages relating to this library to determine the exact reason that the library cannot be loaded. Verify

that the library exists. If necessary, contact IBM Software Support.

KCFCM004E Internal Error *intError: (intType)-
Function function - RC returnCode*

Explanation: An internal error has occurred in the Configuration Manager. The internal error type is specified by the *intError* value; the function that the error is detected in is specified by the *function* value; the return code is specified by the *returnCode* value.

System action: The function that is currently active ends prematurely.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If necessary, collect the monitoring server log files and contact IBM Software Support.

**KCFCM005E Error from RCA. Function = function RC
retCode(retcode) Reason reason (reason)
Name = agent**

Explanation: An error is detected from a WebSphere MQ Configuration agent. The function that detected the error is specified by the *function* value. The return code and reason code are specified by the *retcode* and *reason* values, respectively. The name of the WebSphere MQ Configuration agent is specified by the *agent* value.

System action: The currently active function ends prematurely.

User response: If the return code and reason code represent an application-specific return code (such as from WebSphere MQ), look them up in the IBM manual.

**KCFCM006E Unsupported managed system type
mgsysType received from RCA agent -
ignored**

Explanation: The WebSphere MQ Configuration agent *agent* has reported its configured system type as the value specified by the *mgsysType* value; this type is ignored and unsupported.

System action: The Configuration Agent is ignored.

User response: Make sure that the WebSphere MQ Configuration agent specified by the *agent* value is fully supported by the configuration applications that you have installed in the Tivoli Enterprise Monitoring Server.

**KCFCM008E database version version incompatible
with configuration manager**

Explanation: The configuration database has been altered by a more recent version (*version*) of the Configuration Manager, which is not compatible with the version of the product you are now trying to run.

System action: The Configuration Manager cannot continue initialization.

User response: You must either run the more recent version of the Configuration Manager, or you must restore the configuration data base files from a backup copy that is created prior to being touched by the more recent version.

**KCFCM009I Configuration database successfully
loaded**

Explanation: The configuration database has been successfully loaded into storage. The configuration product is ready for use.

**KCFCM012I Unable to delete resource group
prototype resource - it is in use**

Explanation: You attempt to delete resource group prototype specified by the *resource* value; however, the prototype cannot be deleted because it is in use.

System action: The object is not deleted.

User response: Make sure that the prototype is not in using prior to attempting to delete it.

**KCFCM013I Unable to delete resource prototype
resource - it is in use**

Explanation: You attempt to delete the resource prototype specified by the *resource* value; however, it cannot be deleted because it is in use.

System action: The object is not deleted.

User response: Make sure that the prototype is not in using prior to attempting to delete it.

**KCFCM014I Unable to delete configured system
prototype resource - it is in use**

Explanation: You attempt to delete the configured system prototype identified by *resource*; however, it cannot be deleted because it is in use.

System action: The object is not deleted.

User response: Make sure that the prototype is not in using prior to attempting to delete it.

**KCFCM015E RCA Request Retry Timeout for
function function**

Explanation: A request is sent to a Configuration Agent, but the agent did not respond with the requested data within the current agent timeout limit.

System action: The currently active function ends prematurely.

User response: Examine the monitoring server and agent logs to determine why the Configuration Agent did not respond.

KCFCM016E Cannot bring system *system* online; thru system *thruSystem* not found

Explanation: The Configuration Manager cannot bring configured system *system* online, because the through configured system, *thruSystem*, cannot be located.

System action: The function that is currently active ends prematurely.

User response: Correct the definition of the configured system to reference a valid through configured system.

KCFCM017E Cannot bring system *system* online; thru sys *thruSystem* not online

Explanation: The Configuration Manager cannot bring configured system *system* online, because the through configured system, *thruSystem*, is not online.

System action: The function that is currently active ends prematurely.

User response: Ensure that the through configured system is active and available.

KCFCM018E Cannot bring system *system* online; thru sys *thruSystem* not direct attach

Explanation: The Configuration Manager cannot bring configured system *system* online, because the through configured system, *thruSystem*, is not defined as directly attached.

System action: The currently active function ends prematurely.

User response: Change the definition of configured system *system* so that is either directly attached, or is attached through a configured system that is directly attached.

KCFCM019E Cannot bring system *system* online; required RCA *agent* not available

Explanation: The Configuration Manager cannot bring configured system *system* online, because the Configuration Agent *agent* is not active.

System action: The currently active function ends prematurely.

User response: Start the WebSphere MQ Configuration agent *agent*.

KCFCM020E Unable to connect with configured system *system*

Explanation: The WebSphere MQ Configuration agent is unable to connect with the configured system specified by the *system* value.

System action: The function that is currently active ends prematurely.

User response: Examine the agent log to determine why the agent is unable to connect to the configured system.

KCFCM021I Successfully connected to configured system *system*

Explanation: The WebSphere MQ Configuration agent has established a connection with the configured system *system*.

KCFCM022I Successfully started and connected to configured system *system*

Explanation: The WebSphere MQ Configuration agent has started configured system *system* and established a connection to it.

KCFCM023E Unable to start configured system *system*

Explanation: The WebSphere MQ Configuration agent is unable to start the configured system identified by *system*.

System action: The currently active function ends prematurely.

User response: Examine the agent log to determine why the agent is unable to start the configured system.

KCFCM024I Successfully created and connected to configured system *system*

Explanation: The WebSphere MQ Configuration agent has created and started configured system *system* and established a connection to it.

KCFCM025E Unable to create configured system *system*

Explanation: The WebSphere MQ Configuration agent is unable to create the configured system specified by the *system* value.

System action: The function that is currently active ends prematurely.

User response: Examine the agent log to determine why the agent is unable to create the configured system.

KCFCM026I Successfully discovered configured system *system*

Explanation: As a result of a Discover request, the Configuration Manager discovered the configured system specified by the *system* value.

System action: A definition for the configured system is added to the configuration database.

KCFCM027I Discovered duplicate system *system*

Explanation: As a result of a Discover request, the Configuration Manager discovered the configured system specified by the *system* value; however, a definition for this configured system already exists in the configuration database.

System action: The discovered configured system definition is ignored.

KCFCM028E Maximum number of *resourceType* objects generated, cannot create new object

Explanation: The maximum number of objects of the type specified by the *resourceType* value has been created. The new object cannot be created.

System action: The object definition is ignored.

User response: The maximum number of objects that you can create for a specific resource type is 0x FFFFFFFF (4,294,967,295). If the actual number of objects is smaller than that, restart the Tivoli Enterprise Monitoring Server and Tivoli Enterprise Portal Server. If necessary, collect the monitoring server log files and contact IBM Software Support.

KCFCM029E Memory Allocation Error in Function:*function*

Explanation: There is not enough memory for the allocation made in function *function*.

System action: The function that is currently active ends prematurely. Under some circumstances, the Configuration Manager shuts down.

User response: Review the memory allocation parameters before calling IBM Software Support.

KCFCM030W KEY1 operation Failed Function:*function*
File=*file* Status=*status* Reason=*reason*

Explanation: The KEY1 database service (associated with the internal product-provided type configuration database) detected an error in the processing of one of the configuration files. The *operation* value specifies the attempted operation; the *function* value specifies the function that detected the error; the *file* value specifies the name of the file; the *status* and *reason* value specify the status and reason.

System action: The function that is currently active ends prematurely. Under some circumstances, the Configuration Manager might shut down.

User response: You can ignore it. If necessary, restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server, collect the monitoring server log files and contact IBM Software Support.

KCFCM031E DataBase Bad Work Unit Status *status*

Explanation: In attempting to migrate a pre-version 350 configuration database, the Configuration Manager detected a database work unit with a status that is not valid (specified by the *status* value).

System action: Initialization of the Configuration Manager ends abnormally.

User response: Gather the complete agent log and contact IBM Software Support.

KCFCM032E Handle *handle* from selection group no longer found in configuration

Explanation: A user requested an action against a set of configuration objects; however, one of the members of the set, specified by the *handle* value, cannot be located in the configuration.

System action: The currently active function ends prematurely.

User response: Resubmit the requested action, specifying only existing configuration objects.

KCFCM033I Configuration Manager shutdown started

Explanation: The Configuration Manager has begun the process of shutting down. Message KCFCM034I must follow shortly indicating that the shutdown has completed.

System action: Shutdown of the Configuration Manager proceeds.

KCFCM034I Configuration Manager shutdown complete

Explanation: The Configuration Manager has completed shutdown processing.

System action: The Configuration Manager is no longer running.

KCFCM035I Configuration Agent *agent* is now online

Explanation: The WebSphere MQ Configuration agent specified by the *agent* value is now connected to the Configuration Manager.

KCFCM036I Configuration Agent *agent* is now offline

Explanation: The WebSphere MQ Configuration agent specified by the *agent* value is no longer connected to the Configuration Manager.

User response: If the WebSphere MQ Configuration agent is not stopped deliberately, scan the agent log to determine why it is no longer communicating with the Tivoli Enterprise Monitoring Server. If necessary,

contact IBM Software Support.

KCFCM037E *exception* **Exception caught in Unit** *unit*
Function *function*

Explanation: A program exception specified by the *exception* value is detected in the Configuration Manager, in unit *unit* and function *function*.

System action: Diagnostic information is written to the monitoring server log. The Configuration Manager is shut down.

User response: Try restarting the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If necessary, collect the monitoring server log files and contact IBM Software Support.

KCFCM038I **Configuration quiesce started**

Explanation: The Configuration Manager has started to quiesce itself in preparation for a shutdown. The shutdown is either requested or resulted from an unrecoverable error condition.

System action: The Configuration Manager quiesces all activity in preparation for a shutdown. Message KCFCM033I must soon appear, indicating that shutdown processing has begun.

User response: If you think that the Configuration Manager is shutting down because of an error, search the prior entries in the monitoring server log for other messages that indicate the cause of the error.

KCFCM040I **Successfully loaded application library**
libname **for application** **Address** = *address*

Explanation: This message indicates that the Configuration Manager has successfully loaded the application-specific library identified by *application*.

KCFCM041I **database error detected in function -**
configuration quiesce initiated

Explanation: The Configuration Manager has detected an unrecoverable database error.

System action: The Configuration Manager is shut down.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If necessary, collect the monitoring server log files and contact IBM Software Support.

KCFCM042I **Auto Import successful for file** *file*

Explanation: When the Configuration Manager started, it detected the presence of the configuration import file *file*, and has read and imported the data.

System action: The data from the import file is read and saved in the configuration data base.

KCFCM043E **Error** *error* **locating import files**

Explanation: At startup time, the Configuration Manager is unable to locate the configuration import files.

System action: Initialization of the Configuration Manager proceeds without the import data.

User response: If your Tivoli Enterprise Monitoring Server is running on a z/OS system, ensure that the RKANDATV DD statement is present in the started task JCL, and that it identifies a valid partitioned dataset. On distributed systems, ensure that the RKCFCDI subdirectory is defined.

KCFCM044E **Unable to open import file** *file* - **error**
code *error*

Explanation: When the Configuration Manager started, it detected the presence of the configuration import file *file*; however, it encountered a problem when attempting to read the data.

System action: The import file is ignored.

User response: Determine why the Configuration Manager is unable to open the import file. Restart the Configuration Manager to re-initiate the import process.

KCFCM045E **Unable to open export file** *file* - **error**
code *error*

Explanation: When attempting to export data from the Configuration managers database, an error *error* is encountered when trying to open the export file *file*.

System action: The export function is stopped.

User response: Review the error. If necessary, contact IBM Software Support.

KCFCM046E **Unable to write export file** *file* - **error**
code *error*

Explanation: When attempting to export data from the Configuration managers database, an error *error* is encountered when trying to write to the export file *file*.

System action: The export function is stopped.

User response: Review the error. If necessary, contact IBM Software Support.

KCFCM047I **Export requested to file** *file*

Explanation: The export request that is made to file *file* has started.

KCFCM048I Export successful to file *file*

Explanation: The export request that is made to file *file* has ended.

KCFCM049E Export failed to file *file* - error code *error*

Explanation: The export request that is made to file *file* has failed to complete successfully as the result of error *error*.

System action: The export function is stopped.

User response: Review the error. If necessary, contact IBM Software Support.

KCFCM050E Dynamic allocation of export file *file* failed. rc=*rc* reason=*reason* info=*info*

Explanation: When attempting to export data from the Configuration Managers database, an error *error* and reason *reason* is encountered when trying to dynamically allocate to the export file *file*.

System action: The export function is stopped.

User response: Review the error. If necessary, contact IBM Software Support.

KCFCM051I *count* configured systems autodiscovered from agent *agent*

Explanation: Auto-discovery processing is performed for the Configuration Agent specified by the *agent* value. The *count* value specifies the number of new configured systems that were discovered.

System action: The configured systems that were automatically discovered are added to the configuration database.

KCFCM052E Exception Type = *exception*

Explanation: This message is produced after an exception condition has occurred in the Configuration Manager. This message indicates the type of exception. This is one of several diagnostic messages that appear in the monitoring server log after an exception.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If necessary, collect the monitoring server log files and contact IBM Software Support.

KCFCM053E Exception Address = *address*

Explanation: This message is produced after an exception condition has occurred in the Configuration Manager. This message indicates the memory address where the exception took place. This is one of several diagnostic messages that appear in the monitoring server log after an exception.

User response: Restart the Tivoli Enterprise

Monitoring Server and the Tivoli Enterprise Portal Server. If the problem persists, collect the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support if necessary.

KCFCM054E Storage Access Address = *address*

Explanation: This message is produced after an exception condition has occurred in the Configuration Manager. This message indicates the address of the memory being accessed if a storage access violation is detected. This is one of several diagnostic messages that appear in the monitoring server log after an exception.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If the problem persists, collect the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support if necessary.

KCFCM055E Configuration Agent did not provide requested data for configured system *system* - probable timeout

Explanation: A request is sent to a WebSphere MQ Configuration agent for the configured system specified by the *system* value, but the agent did not respond with the requested data.

System action: The function that is currently active ends prematurely.

User response: This error is probably caused by a timeout condition in the communication between the agent and the monitoring server. Examine the monitoring server and agent logs to determine why the WebSphere MQ Configuration agent did not respond.

KCFCM056I Configuration Manager External security is disabled

Explanation: When the Configuration Manager started, it determined that the external security feature is disabled.

System action: No security validation checks are performed by the Configuration Manager.

KCFCM057I Configuration Manager External security is enabled

Explanation: When the Configuration Manager started, it used the z/OS System Authorization Facility (SAF) to determine that the external security feature is enabled.

System action: Access to configuration objects by users of the configuration product is subject to security checks.

KCFCM058E Persistent Data Store Failure in function
function - Error Code error

Explanation: An error status is returned from the monitoring server Persistent Data Store facility (PDS). The *function* value specifies the function that detected the error. The *error* value specifies the error code that is returned from the PDS facility.

System action: Audit log records cannot be read from or written to the Persistent Data Store.

User response: Examine the log to determine why the PDS is having problems. If necessary, contact IBM Software Support.

KCFCM059E Unable to open Audit Log file *file*

Explanation: The Configuration Manager is unable to open the audit log file specified by the *file* value.

System action: Audit log records cannot be read from or written to the audit log file.

User response: Examine the log to determine why the Configuration Manager is having problems accessing the log file. If necessary, contact IBM Software Support.

KCFCM060E Error writing to Audit Log file *file*

Explanation: The Configuration Manager is unable to write to the audit log file identified by *file*.

System action: Audit log records cannot be written to the audit log file.

User response: Examine the log to determine why the Configuration Manager is having problems accessing the log file. If necessary, contact IBM Software Support.

KCFCM061E Write to Audit Log file resumed. Missed record count = *count*

Explanation: A new audit log file has been created. The *count* value specifies the number of Audit log records that have not been written during the allocation process.

User response: No action is required.

KCFCM062I Configuration Manager Starting up.
Entry = *entry* **Object =** *object* **Build date/time =** *date time*

Explanation: This message is written when the Configuration Manager is started at the Tivoli Enterprise Monitoring Server. Initialization of the Configuration Manager proceeds.

KCFCM063E Configuration Manager Shutting down -
no configuration applications defined

Explanation: When the Configuration Manager started, it detected that there were no valid configuration application libraries to load.

System action: The Configuration Manager shuts down.

User response: Examine the Tivoli Enterprise Monitoring Server log to determine why no configuration application libraries were available to the Configuration Manager. If necessary, contact IBM Software Support.

KCFCM064E Unable to open database log file *RC = file*

Explanation: The configuration application is unable to open the database log file named RKCFDLOG.

System action: The Configuration Manager shuts down.

User response: Determine why the Configuration Manager is unable to open the RKCFDLOG file. If necessary, contact IBM Software Support.

KCFCM065E Failure writing to database log file *RC = return*

Explanation: The configuration application is unable to write to the database log file named RKCFDLOG.

System action: The Configuration Manager shuts down.

User response: Determine why the Configuration Manager is unable to open the RKCFDLOG file. If necessary, contact IBM Software Support.

KCFCM066E Failure recovering configuration
database *RC = return*

Explanation: At startup time, an error occurred when attempting to recover interrupted database work units.

System action: The Configuration Manager shuts down.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If the problem persists, collect the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support if necessary.

KCFCM067I Database work unit recovery started for
unit

Explanation: When the Configuration Manager started, it found a database work unit in a semi-committed status.

System action: The Configuration Manager attempts

to recover and commit the work unit. Message KCFCM068I follows this message in the monitoring server log when recovery for all work units has completed.

KCFCM068I Database work unit recovery completed for all work units

Explanation: The Configuration Manager has completed recovery processing for all semi-committed work units.

System action: Initialization of the Configuration Manager proceeds.

KCFCM069E Database work unit recovery failed - return code = *return*

Explanation: The Configuration Manager is unable to perform recovery processing on the semi-committed work unit as a result of the error code specified by the *return* value.

System action: The Configuration Manager shuts down.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If necessary, collect the monitoring server log files and contact IBM Software Support.

KCFCM070I Database successfully migrated from pre-V350 system

Explanation: Version 350 or later of the Configuration Manager is run for the first time. The database has successfully migrated the configuration data from a format that is earlier than the 350 version.

System action: Initialization continues.

KCFCM071E Failure migrating database from pre-V350 system - return code = *return*

Explanation: An error has occurred when migrating the data from a configuration database version that is previous to version 350.

System action: The Configuration Manager shuts down.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If the problem persists, collect the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support if necessary.

KCFCM072E Unable to repair configuration database RC = *return*

Explanation: The KCF_REPAIR environmental variable is set to the value YES, indicating that the Configuration Manager must repair the configuration

database; however, an error is encountered, and the database cannot be repaired.

System action: The Configuration Manager shuts down.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If the problem persists, collect the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support if necessary.

KCFCM073I Configuration database successfully repaired

Explanation: The KCF_REPAIR environmental variable is set to the value YES, indicating that the Configuration Manager must repair the configuration database; the database is successfully repaired.

System action: Initialization continues.

KCFCM074E Duplicate Key detected in configuration database

Explanation: The Configuration Manager has encountered a duplicate key in the configuration database. Duplicate keys are not allowed.

System action: The Configuration Manager shuts down.

User response: If you have a recent backup of the configuration database, consider restoring your data from this backup. Collect the Tivoli Monitoring Enterprise Server log files and contact IBM Software Support.

KCFCM075E Unable to open backup file *file* return code = *code*

Explanation: You requested that a backup of the configuration database be made. However, the Configuration Manager is unable to open the backup file.

System action: The request to backup the configuration database is not completed.

User response: On z/OS systems, the backup file must refer to a predefined, sequential data set. Ensure that this data set exists. Otherwise, ensure that you specify a valid file name.

KCFCM076E Unable to open backup secondary cursor. Status = *status*

Explanation: The user has requested that a backup of the configuration database be taken. However, the Configuration Manager is unable to create a KEY1 cursor for reading the configuration data base.

System action: The request to backup the configuration database is not completed.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If the problem persists, collect the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support if necessary.

KCFCM077E Browse for backup failed. Status = *status*

Explanation: You have requested to make a backup of the configuration database. However, the Configuration Manager is unable to read the configuration database.

System action: The request to back up the configuration database is not completed.

User response: Back up the configuration database again. If it fails, collect the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support.

KCFCM078I Backup successful to file *file*

System action: The requested backup operation is completed successfully.

KCFCM079W Memory quiesce mode entered

Explanation: The amount of heap storage used by the Configuration Manager has exceeded the value of the KCF_HEAP_QUIESCE_VALUE environmental variable.

System action: The Configuration Manager attempts to release storage that is associated with inactive configuration objects. Releasing storage might cause response time delays in servicing future requests, because those configuration objects must be loaded back in from the database.

User response: Ensure that the KCF_HEAP_QUIESCE_VALUE is set to an appropriate value. If this value is too low, it can cause response time problems.

KCFCM080I Memory quiesce mode exited

Explanation: The amount of heap storage used by the Configuration Manager is now less than the value of the KCF_HEAP_QUIESCE_VALUE environmental variable, indicating that the Configuration Manager is no longer in memory quiesce mode.

System action: Configuration storage management resumes normal mode.

KCFCM081E Unable to create cursor for alternate index. Code = *error*

Explanation: The Configuration Manager is unable to create a KEY1 cursor for accessing the RKCFAPLA file.

System action: The Configuration Manager reconstructs the contents of the RKCFAPLA file.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal

Server. If the problem persists, collect the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support if necessary.

KCFCM082E Unable to create sequential cursor for database. Code = *error*

Explanation: The Configuration Manager is unable to create an alternate KEY1 cursor for accessing the configuration database.

System action: The Configuration Manager shuts down.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If necessary, collect the monitoring server log files and contact IBM Software Support.

KCFCM083E Unable to do sequential read from database. Code = *error*

Explanation: The Configuration Manager is unable to read from the configuration database to create the RKCFAPLA file.

System action: The Configuration Manager shuts down.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If the problem persists, collect the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support if necessary.

KCFCM084I Alternate index RKCFAPLA was successfully built

Explanation: The RKCFAPLA alternate index file is successfully built.

KCFCM085E Alternate index RKCFAPLA could not be rebuilt - status = *status*

Explanation: The Configuration Manager failed in its attempt to rebuild the RKCFAPLA file.

System action: The Configuration Manager shuts down.

User response: Restart the Tivoli Enterprise Monitoring Server and the Tivoli Enterprise Portal Server. If the problem persists, collect the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support if necessary.

KCFCM086I *count* records in alternate index RKCFAPLA were successfully deleted

Explanation: In preparation for rebuilding the RKCFAPLA file. The number of records specified by the *count* value were deleted from the file. This is a normal occurrence when this file is built.

KCFCM087E Missing Key detected in configuration database

Explanation: The Configuration Manager has encountered a missing record in the configuration data base.

System action: The Configuration Manager shuts down.

User response: If you have a recent backup of the configuration database, consider restoring your data from this backup. If necessary, gather the Tivoli Enterprise Monitoring Server log files and contact IBM Software Support.

KCFCM088I Prototype usage data successfully rebuild for all objects

Explanation: The KCF_REBUILD_PROTO_REFS environmental variable is set to the value YES, indicating that prototype usage information must be rebuilt.

System action: The Configuration Manager has successfully completed rebuilding prototype usage information.

KCFCM089E Configuration Name Service KEY1 error.
Status = status Reason = reason

Explanation: A KEY1 error is encountered by the configuration name service. The *status* and *reason* values specify the status and reason codes, respectively.

System action: The configuration name service is shut down. The Configuration Manager proceeds without the service, but performance might be degraded.

User response: Ensure that the RKCFAPLN file is defined and available to the Tivoli Enterprise Monitoring Server. If necessary, contact IBM Software Support.

KCFCM090E Configuration Name Service shutdown abnormally, rc=rc

Explanation: The configuration name service is shut down abnormally.

System action: The configuration name service is shut down. The Configuration Manager proceeds without the service, but performance might be degraded.

User response: Scan the monitoring server log for other messages indicating why the name service has shut down. If necessary, contact IBM Software Support.

KCFCM091E Configuration Name Service KEY1 open failure

System action: The configuration name service is unable to open the RKCFAPLN file.

System action: The configuration name service is shut

down. The Configuration Manager proceeds without the service, but performance might be degraded.

User response: Ensure that the RKCFAPLN file is defined and available to the Tivoli Enterprise Monitoring Server. If necessary, contact IBM Software Support.

KCFCM092I Database database KEY1 Function function. Status = status Reason = reason

Explanation: An informational event has occurred in the KEY1 database processor.

System action: Processing continues.

KCFCM093W No database pre-v350 Database found - no conversion will be attempted

Explanation: When the Configuration manager started, it is unable to locate a database that is from a version earlier than version 350.

System action: Initialization continues.

User response: No action is required.

KCFCM094E Unable to locate PDS Table table, ensure that Persistent Datastore has been installed/initialized.

Explanation: The Configuration Manager is unable to locate the Persistent Datastore Table *table*. These tables are created during installation if the Persistent Datastore Option is configured.

System action: Persistent Datastore information is not recorded.

User response: Verify that the Persistent Datastore Option is requested at installation time.

KCFCM095E DB2 Error occurred in function

Explanation: An error has occurred in the DB2 Database Processor function *function*. The messages that follow this message provide more details.

System action: The system action depends on the content of the messages that follow this message.

User response: Review the log for additional messages giving that provide more details about the error.

KCFCM096E DB2 SqlState=state, SqlCode=error

Explanation: A DB2 database request stops with *SqlState* SQLState and *SqlCode* SQLCode.

System action: The current action against the DB2 database is stopped.

User response: Review the DB2 Product Manuals for more information about the return codes that were issued. If necessary, contact IBM Software Support.

KCFCM097E DB2 CLI Return Code *return* at line *line*
from Function '*function*'

Explanation: A DB2 SQL request has failed with return code *return* at line *line* in function *function*.

System action: The current action against the DB2 database is stopped.

User response: Review the DB2 Product Manuals for more information about the return code that is issued. If necessary, contact IBM Software Support.

KCFCM098E DB2 error

Explanation: This message presents informational text that is retrieved from the SQL error system about an SQL error that occurred when processing a request.

System action: The current action against the DB2 database is stopped.

User response: Review the DB2 Product Manuals for more information about the return code that is issued. If necessary, contact IBM Software Support.

KCFCM099E DB2 Environment Error; Unable to open Database, Terminating

Explanation: Environmental variables have been set indicating that the DB2 database, as opposed to the KEY1 database, is to be used. This message is preceded by a message that indicates the reason that the database is not opened.

System action: Initialization of the Configuration Manager is stopped.

User response: Review the message log for more information about this error and take any corrective action necessary. If necessary, contact IBM Software Support.

KCFCM103I Migrating from *old_version* version to *new_version* version. Converting handle from old format to new, *record_number* database records checked, *record_number* processed.

Explanation: This message is displayed at the first start of Tivoli Enterprise Monitoring Server after migrating from version *old_version* to *new_version*. This message is for informational purpose only, providing status information of the conversion process.

System action: None.

Windows system event log messages

Overview

When the WebSphere MQ Configuration agent is running as a system service on Windows systems and an error condition or critical event occurs, the agent writes an application message into the Windows system event log. (See the installation documentation for supported versions of Windows systems.)

Procedure

To access the Application Event Log

1. From the **Start** menu, click **Control Panel**.
2. Double-click **Administrative Tools**.
3. Double-click **Event Viewer**, and select **Application**.

Messages logged

The following messages appear in the application event log when the condition occurs.

The Event ID number corresponds to the KMC message number.

Event ID	Severity	Symbolic Name	Message Number
00300	Error	CONNECT_2_QMGR_FAILED	KMCRCA003E
00400	Informational	EVT_AGENT_CONNECT_SUCCESSFUL	KMCRCA004I
00500	Error	EVT_AGENT_OPEN_FAILED	KMCRCA005E
00600	Error	EVT_COMMAND_SERVER_DOWN	KMCRCA006E

Event ID	Severity	Symbolic Name	Message Number
01100	Informational	EVT_QMGR_SHUTDOWN	KMCRCOA011I
02000	Informational	EVT_QMGR_DISCONNECT	KMCRCOA020I
02100	Error	EVT_MQ_API_ERROR	KMCRCOA021E
02200	Error	EVT_MQ_QUEUE_ERROR	KMCRCOA022E
02300	Error	EVT_NEW_ALLOC_FAILED	KMCRCOA023E
02400	Informational	EVT_EXTERNAL_SIGNAL	KMCRCOA024I
02500	Error	EVT_EXCEPTION_THROWN	KMCRCOA025E

Chapter 10. WebSphere Message Broker Monitoring agent messages

This chapter documents the KQIA-prefixed messages that are produced by the WebSphere Message Broker Monitoring agent. This chapter also contains certain messages that might appear in the Windows system event log.

KQIA messages

The following messages have numbers in the form KQIA $nnns$, where nnn is a 3-digit numeric identifier, and s is the message severity (error, warning, informational, severe). The messages are listed numerically in that group.

KQIA000I *Issuing filename* **KQIAgent initialization complete. Agent Node = agent node name.**

Explanation: Initialization of the WebSphere Message Broker Monitoring agent is completed successfully; the node name is specified.

KQIA001E *Issuing filename* **Error in allocating new storage for object type. Message message ID from message called from is not logged.**

Explanation: A storage allocation error occurred. Message *message ID* is not logged to the message file.

User response: Allocate more memory to the WebSphere Message Broker Monitoring agent.

KQIA002E *Issuing filename* **number of parameters passed Parameters were passed to the Logger. This number exceeds the max number max number allowed. The message ID is not logged.**

Explanation: The number of message parameters passed to the WebSphere Message Broker Monitoring agent logger exceeds the number allowed.

User response: Gather the complete agent log and report the problem to IBM Software Support. This is an internal error.

KQIA003E *Issuing filename* **Undefined exception was thrown.**

Explanation: An undefined exception occurs.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA004E *Issuing filename* **Unexpected exception was thrown.**

Explanation: An unexpected exception occurs.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA005E *Issuing filename* **Signal signal event received. KQIAgent terminating.**

Explanation: The WebSphere Message Broker Monitoring agent receives a signal. Monitoring ends as the result of the event specified by the *Issuing filename* value.

User response: If you pressed Ctrl-C and the event type is Ctrl-C-detected, this is a successful termination. Report any other unexpected event type to IBM Software Support.

KQIA006I *Issuing filename* **Signal signal event received. This event is ignored.**

Explanation: The WebSphere Message Broker Monitoring agent received the signal specified by the *Issuing filename* value. This event is ignored.

KQIA007E *Issuing filename* **Multiple exceptions have occurred. The exception described in the following message cannot be created.**

Explanation: The WebSphere Message Broker Monitoring agent stops because more than one exception has occurred.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA008E *Issuing filename* **Exception handling attempted to add data for thread thread ID, but it already exists in the collection.**

Explanation: The WebSphere Message Broker Monitoring agent exception processing thread initialization has been called twice for the same thread.

User response: Gather the complete agent log and

report the problem to IBM Software Support. This is an internal error.

KQIA009E *Issuing filename* **Exception handling is attempting to access data for thread *thread ID*, but it does not exist in the collection.**

Explanation: The WebSphere Message Broker Monitoring agent exception processing is attempting to get information about a thread that is unknown to it.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA010E *Issuing filename* **Exception handling has been requested to *action* an exception that does not exist.**

Explanation: The WebSphere Message Broker Monitoring agent exception handling is attempting to *action* an exception that does not exist.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA011E *Issuing filename* **Error allocating new storage for *object type*.**

Explanation: A storage allocation error occurs for the object specified by the *object type* value.

User response: The WebSphere Message Broker Monitoring agent requires more memory. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA012I *Issuing filename* **A request to terminate KQIAgent has occurred, but KQIAgent is already attempting to shut down.**

Explanation: The WebSphere Message Broker Monitoring agent continues to shut down.

KQIA013E *Issuing filename* **Exception handling cannot set the exception described in the following message.**

Explanation: Additional messages are issued with this message. These additional messages provide more information about the cause of the problem.

User response: Make the necessary responses to the accompanying messages. If this problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA014I *Issuing filename* **KQIAgent termination required; see previous messages.**

Explanation: Messages that were issued before this message must provide the reason that the agent stopped.

User response: Make the necessary responses to the preceding messages. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA015E *Issuing filename* **Error status detected for *object name object type object*, status = *object status*. Detecting object is detecting *object name*.**

Explanation: A previous error in an object has been detected by the using object. Preceding messages might clarify the specific error that occurred. This is a critical problem, and the level of the WebSphere Message Broker Monitoring agent dysfunction is clarified in the additional messages.

User response: Make the necessary responses to the other messages that are issued. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA016E **Thread creation failed, error code = *error code*, creating thread ID = *thread ID*.**

Explanation: A thread cannot be created. This problem causes some level of product dysfunction.

User response: Correct any resource constraints for the WebSphere Message Broker Monitoring agent that might be preventing thread creation, restart the agent. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA017I *Issuing filename* **Thread requested by creating thread ID *thread ID* is pending and thread creation is delayed.**

Explanation: A thread is not created at the time requested, but is delayed because the maximum number of threads is already running.

User response: If this message occurs frequently, gather the complete agent log and report the problem to IBM Software Support.

KQIA018E *Issuing filename* **Thread requested by creating thread ID *thread ID* is already started with thread ID *thread ID*.**

Explanation: A thread is not being created because it is already running.

User response: Gather the complete agent log and report the problem to IBM Software Support. This is an internal error.

KQIA019E *Issuing filename* **Error status of object status has rendered a object type object unusable. As a result, it will not be function.**

Explanation: The error status for the specified object results in the specified dysfunction. Additional messages also provide information about this problem.

User response: Make the necessary responses to the associated messages. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA020I *Issuing filename* **Collector initialization complete for collector name.**

Explanation: Data collection for the given target is initialized successfully.

KQIA021E *Issuing filename* **Collector initialization failed for collector name, status = collector status.**

Explanation: Collector initialization failed for the specified target that has the specified status. Previous messages might clarify the problem.

User response: Make the necessary responses to the associated messages. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA022E *Issuing filename* **Collection cycle for collector name failed with status collector status. Collection is stopping.**

Explanation: An unrecoverable error occurred during a collection cycle; the error is causing collection to stop for the specified target. Previous messages might provide more information about the error.

User response: Make necessary responses to the associated messages. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA023E *Issuing filename* **Collector cleanup failed for collector name with status collector status while stopping the collector.**

Explanation: Cleanup fails for the collector that has the specified target. This is an error, however this error alone does not cause further product dysfunction.

User response: Make the necessary responses to the associated messages. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA024I *Issuing filename* **Collector termination complete for collector name.**

Explanation: Data collection for the specified target is stopped.

KQIA025I *Issuing filename* **KQIAgent has registered subnode subnode name to be available and online.**

Explanation: The given subnode is registered with the framework so that it comes online.

KQIA026I *Issuing filename* **KQIAgent has deregistered subnode subnode name as unavailable and offline.**

Explanation: The specified subnode is de-registered with the framework so that it goes offline.

KQIA027E *Issuing filename* **Unable to register subnode subnode name online, error code = error code.**

Explanation: The IRA framework subnode registration API returned with a failure status. The subnode is not online or available.

User response: Make sure that there is no other subnode that is registered with the same name. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA028E *Issuing filename* **Unable to deregister subnode subnode name to become offline, error code = error code.**

Explanation: The IRA framework subnode deregistration API returned with a failure status. The subnode might not go offline as requested by KQIAgent.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA029E *Issuing filename* **Framework failure while processing register or deregister requests, error code = error code.**

Explanation: The IRA framework subnode SendRequest API returned with a failure status. Previous registration or deregistration activity does not take effect as indicated in messages that were issued just previous to this message.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA030E *Issuing filename* **Requested subnode subnode name is not available.**

Explanation: A request for data for the given subnode cannot be fulfilled because the subnode is not one that is registered by this agent as being online.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA031E *Issuing filename* **Initialization of collection for broker broker name cannot continue due to missing parameter data.**

Explanation: A previous failure has caused parameter data to be unavailable for the specified broker data collection. WebSphere Message Broker Monitoring agent stops.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA032E *Issuing filename* **Initialization of connection for queue manager queue manager name cannot continue due to missing parameter data.**

Explanation: A previous failure has caused parameter data to be unavailable for the specified queue manager connection. WebSphere Message Broker Monitoring agent stops.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA033W *Issuing filename* **KQIAgent has not discovered any brokers to monitor, or that match MonitorBroker name parameters.**

Explanation: The self-discovery instance of WebSphere Message Broker Monitoring agent either did not find any brokers created on the system, or did not find any that match the **name** parameter specified in MonitorBroker tag.

User response: Make sure that there are brokers created on the system, and there is no mismatch with the **name** parameter specified in MonitorBroker tag (if specified). If the problem still exists, gather the complete agent log and report the problem to IBM Software Support.

KQIA034I *Issuing filename* **KQIAgent is starting data collection for collector name.**

Explanation: Data collection for the specified target is starting.

KQIA035I *Issuing filename* **KQIAgent is stopping data collection for collector name.**

Explanation: Data collection for the given target is stopped.

KQIA036I *Issuing filename* **KQIAgent will commence normal shutdown procedure.**

Explanation: The WebSphere Message Broker Monitoring agent has been requested to shut down for either normal or abnormal circumstances and is beginning that procedure.

KQIA037W *Issuing filename* **KQIAgent cannot connect to queue manager queue manager name, reason code reason code.**

Explanation: The WebSphere Message Broker Monitoring agent must connect to the specified queue manager to successfully collect data. The WebSphere Message Broker Monitoring agent cannot connect now, but will continue to retry periodically.

User response: Use the specified WebSphere MQ reason code to determine any correction necessary.

If this warning is displayed with reason code 2059 after you upgrade WebSphere MQ to version 7.0.1 or WebSphere Message Broker to version 7, restart the WebSphere Message Broker Monitoring agent, which is stopped during the upgrade, to fix the problem. The WebSphere Message Broker Monitoring agent must be stopped before you upgrade WebSphere MQ to version 7.0.1 or WebSphere Message Broker to version 7.

KQIA038W *Issuing filename* **Required queue queue name on queue manager name is failing to open with reason code reason code; periodic open retry will occur.**

Explanation: The WebSphere Message Broker Monitoring agent requires the specified queue to successfully collect data. It cannot open it now, but will continue to retry. A previous message gives the reason code for the open failure.

User response: Make the queue available to the WebSphere Message Broker Monitoring agent.

KQIA039E *Issuing filename* **Failure issuing broker request to queue queue name on queue manager name; reason code reason code. This may result in loss of data or function.**

Explanation: The WebSphere Message Broker Monitoring agent cannot put a necessary request message to the specified queue. The reason code provides the WebSphere MQ reason that the PUT failed.

User response: Respond to the WebSphere MQ reason

code. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA040W *Issuing filename* **A reply or publication will be ignored since there is no outstanding matching request or subscription; queue manager *queue manager name*.**

Explanation: The WebSphere Message Broker Monitoring agent is ignoring a message in its reply queue because there is no matching request or subscription. This message usually results after a timeout has occurred for a previous request.

User response: If this message occurs frequently, gather the complete agent log and report the problem to IBM Software Support.

KQIA041W *Issuing filename* **A broker request has not received a reply in the allotted time and will time out so that requesting code can continue; queue manager *queue manager name*.**

Explanation: A request to the broker has timed-out. This message is a warning that the timeout has occurred. This message might also occur if the PUT to the broker administration queue failed for the original request.

User response: Examine previous and subsequent messages to determine the appropriate response.

KQIA042E *Issuing filename* **Lack of storage is causing problems receiving a reply from Qmgr *queue name*; data loss probable.**

Explanation: A new allocation error, reported on a previous message, has caused loss of data from a broker, or is making it difficult to get messages from the reply queue; the data appears to be lost.

User response: The WebSphere Message Broker Monitoring agent requires more memory.

KQIA043E *Issuing filename* **A request to open queue *queue name* on queue manager *queue manager name* has been made without a valid queue manager connection.**

Explanation: The specified queue cannot be opened because there is no queue manager connection.

User response: Gather the complete agent log and report the problem to IBM Software Support. This is an internal error.

KQIA044W *Issuing filename* **Open failed for queue *queue name* on queue manager *queue manager name*, reason code *reason code*.**

Explanation: The specified queue cannot be opened as the result of the specified WebSphere MQ reason code.

User response: Use the specified WebSphere MQ reason code to determine any correction necessary.

KQIA045W *Issuing filename* **Close failed for queue *queue name* on queue manager *queue manager name*, reason code *reason code*.**

Explanation: The specified queue is not successfully closed as the result of the specified WebSphere MQ reason code.

User response: Use the given WebSphere MQ reason code to determine any correction necessary.

KQIA046W *Issuing filename* **Get failed for queue *queue name* on queue manager *queue manager name*, reason code *reason code*.**

Explanation: A get failed for the specified queue as the result of the specified WebSphere MQ reason code.

User response: Use the specified WebSphere MQ reason code to determine any correction necessary.

KQIA047W *Issuing filename* **Put failed for queue *queue name* on queue manager *queue manager name*, reason code *reason code*.**

Explanation: A put failed for the specified queue as the result of the specified WebSphere MQ reason code.

User response: Use the specified WebSphere MQ reason code to determine any correction necessary.

KQIA048W *Issuing filename* **Disconnect failed for queue manager *queue manager name*, reason code *reason code*.**

Explanation: A disconnect that is issued to the specified queue manager failed as the result of the specified WebSphere MQ reason code.

User response: Use the specified WebSphere MQ reason code to determine any correction necessary.

KQIA049E *Issuing filename* **An internal instantiation error occurred for object *object type*; object unusable.**

Explanation: The specified object is unusable because of a problem with its instantiation.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA050E *Issuing filename* **KQIAgent initialization failed.**

Explanation: Previous messages show errors that lead to a failure of WebSphere Message Broker Monitoring agent to initialize.

User response: Correct any resource constraints for the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA051E *Issuing filename* **KQIAgent initialization cannot continue due to parameter file error(s).**

Explanation: Previous messages describe the parameter file problems that have lead to a failure of WebSphere Message Broker Monitoring agent to initialize.

User response: Make sure that there are no unacceptable characters and values in the parameter file. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA052E *Issuing filename* **Error opening the parameter file *filename*. Program default values will be used.**

Explanation: A problem is encountered when opening the *filename* parameter file. This file either does not exist or is damaged.

User response: Verify that the parameter file exists and that the file can be read.

KQIA053E *Issuing filename* **XML parse error occurred while parsing agent XML parameters in file *filename*.**

Explanation: An invalid XML *filename* in parameter file has lead to an inability to parse the XML.

User response: Correct the parameter XML file to contain valid XML statements and restart the agent. It is valid to run the agent without a parameter file and use the defaults instead.

KQIA054E *Issuing filename* **Unable to initialize the XML parsing component needed to parse agent parameter XML.**

Explanation: The XML parsing component must be initialized prior to processing agent parameters that are in XML format. This problem might occur if there is a problem with the agent installation.

User response: If normal installation procedures were used for the WebSphere Message Broker Monitoring agent, gather the complete agent log and report the problem to IBM Software Support. Otherwise, reinstall

WebSphere Message Broker Monitoring agent using normal procedures.

KQIA055E *Issuing filename* **KQIAgent encountered an error with a buffer used in parsing XML parameter data.**

Explanation: A buffer that is required to parse XML parameter data is in an error state. The most likely problem is an out-of-storage condition.

User response: The WebSphere Message Broker Monitoring agent requires more memory. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA056W *Issuing filename* **KQIAgent parameter XML attribute *attribute name* value *attribute value* is too long. The value is being truncated to the appropriate length.**

Explanation: The value for *attribute name* has a maximum length. The value specified by the *attribute value* value is too long and is truncated.

User response: Specify a value that has the correct length in the agent parameter XML file.

KQIA057W *Issuing filename* **KQIAgent parameter XML attribute *attribute name* has invalid value *attribute value*. The default value will be used instead.**

Explanation: The value for *attribute name* must meet certain requirements as outlined in the documentation. The default is used when the value is specified incorrectly.

User response: Specify a valid value in the agent parameter XML file.

KQIA058W *Issuing filename* **An unknown XML field *tag name attribute name* was encountered in the agent parameter XML; the field is ignored.**

Explanation: The *tag name attribute name* field is not a documented agent XML parameter field.

User response: Remove the invalid field from the agent parameter XML file.

KQIA059W *Issuing filename* **A *tag name* field with the same name *attribute value* is repeated in the agent parameter XML. The second specification is ignored.**

Explanation: Only one specification of the field *tag name* with the same *attribute value* attribute is required and honored by the agent.

User response: Delete the duplicate field specification

from the agent parameter XML file.

KQIA060E *Issuing filename* **The name attribute is missing for field *tag name* in the agent parameter XML.**

Explanation: The name attribute is required for the field *tag name* to successfully process the agent parameter XML.

User response: Add the name attribute for the *tag name* field in the agent parameter XML file.

KQIA061E *Issuing filename* **Shared data lock for data type is not available, status = lock status; requested data cannot be returned.**

Explanation: The WebSphere Message Broker Monitoring agent encounters a problem when completing a request for data because it is not able to get shared access to the data. Some or all data is not returned for the request.

User response: If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA062E *Issuing filename* **KQIAgent encountered an incorrect sub-node type *sub-node type*; the data request only applies to sub-node type *sub-node type*.**

Explanation: A data request is made for a *sub-node type* sub-node type for which the given data does not apply. The data applies to *sub-node type* sub-node type. No data is returned for the request.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA063E *Issuing filename* **The self-discovery component of KQIAgent encountered a severe error that will hinder agent functionality.**

Explanation: Previous messages must clarify the problem. Usually this error indicates that a broker product is not installed or is not installed correctly.

User response: Make sure that a broker product is installed correctly on the system before starting the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA064E *Issuing filename* **Registry open key failure; key = *key name*, return code = *return code*.**

Explanation: An attempt is made to open the specified Registry key, but it resulted in an error return code.

Typically, this message occurs if the specified key is missing from the registry.

User response: Verify that WebSphere MQIntegrator® Version 2.1, WebSphere MQIntegrator Broker Version 2.1, WebSphere MQ Event Broker Version 2.1, WebSphere Business Integration Message Broker Version 5, WebSphere Business Integration Event Broker Version 5, WebSphere Message Broker Version 6, or WebSphere Event Broker Version 6 is installed correctly. If one of these products is installed and runs correctly, gather the complete agent log and report the problem to IBM Software Support.

KQIA065E *Issuing filename* **Registry enumeration key failure; key = *key name*, return code = *return code*.**

Explanation: An attempt is made to access a set of Registry keys under the given key, but it resulted in an error return code.

User response: Verify that WebSphere MQIntegrator Version 2.1, WebSphere MQIntegrator Broker Version 2.1, WebSphere MQ Event Broker Version 2.1, WebSphere Business Integration Message Broker Version 5, WebSphere Business Integration Event Broker Version 5, WebSphere Message Broker Version 6, or WebSphere Event Broker Version 6 is installed correctly. If one of these products is installed and runs correctly, gather the complete agent log and report the problem to IBM Software Support.

KQIA066W *Issuing filename* **Registry query value failure; value name = *value name*, return code = *return code*.**

Explanation: An attempt is made to access a value in the Registry, but it resulted in an error return code. This message often occurs if a value is not found in the registry.

User response: This message is normal when the value name is AdminAgentPID or BrokerUUID and the broker has never been started or has never been deployed from the Control Center. If the agent does not otherwise have problems or issue other error messages, you can ignore this message.

KQIA067E *Issuing filename* **Registry close key failure; key = *key name*, return code = *return code*.**

Explanation: An attempt is made to close a key in the Registry, but it resulted in an error return code.

User response: You can ignore this error unless other error messages about the Registry occur. Follow the advice for the other messages. However, if you contact IBM Software Support, be sure to mention that this message is issued.

KQIA068E *Issuing filename* **Registry does not contain a queue manager name for broker *broker name*.**

Explanation: The Registry is expected to contain a value that specifies the queue manager name that is associated with the given broker, but this value has been retrieved. This broker cannot be without an associated queue manager name.

User response: Verify that WebSphere MQIntegrator Version 2.1, WebSphere MQIntegrator Broker Version 2.1, WebSphere MQ Event Broker Version 2.1, WebSphere Business Integration Message Broker Version 5, WebSphere Business Integration Event Broker Version 5, WebSphere Message Broker Version 6, or WebSphere Event Broker Version 6 is installed correctly. If one of these products is installed and runs correctly, gather the complete agent log and report the problem to IBM Software Support.

KQIA069E *Issuing filename* **An appropriate WebSphere Business Integration broker product is not installed.**

Explanation: The WebSphere Message Broker Monitoring agent cannot detect that a supported WebSphere Business Integration broker product has been installed correctly. The WebSphere Message Broker Monitoring agent cannot monitor anything.

User response: Verify that WebSphere MQIntegrator Version 2.1, WebSphere MQIntegrator Broker Version 2.1, WebSphere MQ Event Broker Version 2.1, WebSphere Business Integration Message Broker Version 5, WebSphere Business Integration Event Broker Version 5, WebSphere Message Broker Version 6, or WebSphere Event Broker Version 6 is installed correctly. If one of these products is installed and runs correctly, gather the complete agent log and report the problem to IBM Software Support.

KQIA070W *Issuing filename* **Warning or error occurred while discovering *broker name* or component data; some information may be missing.**

Explanation: The WebSphere Message Broker Monitoring agent cannot retrieve some data about the specified broker or component as expected. Previous messages indicate the exact error that occurred. This error might result in missing or incorrect data being reported about the component.

User response: Respond as required to previous messages.

KQIA071E *Issuing filename* **KQICommon method *method name* failed with return code *return code*.**

Explanation: A common area method failed with the specified return code.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA072E *Issuing filename* **IRA framework API *function name* returned unexpected value *return code*.**

Explanation: The WebSphere Message Broker Monitoring agent used the specified API routine and it returned an unexpected value. Additional messages indicate the extent of the resulting failure.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA073E *Issuing filename* ***broker name* Events of type = *event type* cannot be retained for reports due to lack of storage.**

Explanation: The WebSphere Message Broker Monitoring agent cannot retain events of type *event type*, related to *broker name* (if the *broker name* value is specified), for reports due to lack of storage.

User response: Allocate more memory to the WebSphere Message Broker Monitoring agent.

KQIA074E *Issuing filename* **Set Alternate Userid failed for queue *queue name* on queue manager *queue manager name*, reason code *reason code*.**

Explanation: The operation to set an alternate user ID for a message to be put to the specified queue on the specified queue manager has failed with the specified reason code. Therefore, the WebSphere Message Broker Monitoring agent cannot put the message on the queue.

User response: Use the specified WebSphere MQ reason code to determine whether any correction is necessary.

KQIA075E *Issuing filename* **An error occurred while trying to fetch column info related to a Take Action or Reflex Automation request.**

Explanation: An error occurs when trying to fetch a column from the CLACTRMT table. The Take Action or Reflex Automation request cannot be processed.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA076I *Issuing filename* **Command QI command has been executed with result result and reason code reason code.**

Explanation: The *QI command* command issued by TakeAction or Reflex Automation has completed with the *result* result and *reason code* reason code.

KQIA077E *Issuing filename* **No commands were input for a Take Action or Reflex Automation request.**

Explanation: No command is found with a request for Take Action or Reflex Automation. No administration request can be performed.

User response: Enter an appropriate command for a Take Action or Reflex Automation request.

KQIA078E *Issuing filename* **The command QI command requires an argument.**

Explanation: The *QI command* command requires an argument when you are making a Take Action or Reflex Automation request.

User response: Enter an appropriate argument for the *QI command* command.

KQIA079E *Issuing filename* **The command QI command can only be applied to a broker; node node name does not match a broker subnode.**

Explanation: The *QI command* command is targeted to the *node name* node. It is not a valid command for the given node.

User response: Select a broker subnode as the target for the command.

KQIA080E *Issuing filename* **The command QI command entered is not valid.**

Explanation: An invalid command is detected in a Take Action or Reflex Automation request. The command is not supported.

User response: Enter a valid command.

KQIA081E *Issuing filename* **An error occurred when constructing command XML because the Broker XML element is not available.**

Explanation: The broker request XML requires a valid Broker XML element. This element is not available at this time. This error has probably occurred because a broker has not been initialized by a Deploy operation from the Configuration Manager as initiated in the Control Center. The administration command is not possible until the broker is correctly initialized.

User response: Initiate the broker by deploying a

configuration to it in the Control Center.

KQIA082E *Issuing filename* **The command QI command only requires parameter count parameters.**

Explanation: Too many parameters were provided for command *QI command* in a Take Action or Reflex Automation request.

User response: Reissue the *QI command* command with the number of parameters specified by the *parameter count* value.

KQIA083E *Issuing filename* **A command processing object is missing and command QI command cannot be issued.**

Explanation: A required object by the WebSphere Message Broker Monitoring agent is not available; the *QI command* command is not issued.

User response: Gather the complete agent log and report the problem to IBM Software Support. This is an internal error.

KQIA084I *Issuing filename* **User username has initiated command QI command that will now be processed.**

Explanation: The WebSphere Message Broker Monitoring agent has received the *QI command* command from a Take Action or Reflex Automation request by *username* user and will process it.

KQIA085W *Issuing filename* **The flow event interval has been consumed while processing events for broker broker name; interval = interval, additional seconds consumed = time.**

Explanation: The entire interval specified for cyclical checking and reporting of message flow events has lapsed for the specified broker; processing immediately begins for the next cycle. The interval is specified, as well as any seconds that were consumed in addition to the interval amount.

User response: If this message occurs occasionally, it may not cause a problem. If this message continually occurs, check the usage of the *eventMessage* attribute in the *CandleMonitor* node. This feature is designed to allow events to be raised for abnormal situations in message flows, but not for normal situations. Also consider increasing the value for the agent parameter *flowEventInterval* (for the broker) or *defaultFlowEventInterval* for all brokers.

KQIA086E *Issuing filename* **An error occurred during the parsing of XML, status=parser status.**

Explanation: The parsing of an XML statement failed. The status is specified by the *parser status* value.

User response: Gather the complete agent log and report the problem to IBM Software Support.

KQIA087E *Issuing filename* **Unknown Message Flow name message flow name in command.**

Explanation: The *message flow name* message flow name is not known in WebSphere Message Broker Monitoring agent for the specified execution group for the broker target of the command.

User response: Reissue the command with a correct message flow name.

KQIA088E *Issuing filename* **Unknown Execution Group name execution group name in command.**

Explanation: The *execution group name* execution group name is not known in WebSphere Message Broker Monitoring agent for the broker target of the command.

User response: Reissue the command with a correct execution group name.

KQIA089E *Issuing filename* **Unable to retrieve required XML UUID for Execution Group name execution group name.**

Explanation: The *execution group name* execution group name does not have an associated UUID in the WebSphere Message Broker Monitoring agent data.

User response: Verify that the broker has been deployed correctly.

KQIA090E *Issuing filename* **A command request has failed.**

Explanation: If this error message occurs and no previous errors are logged for the command processing, the request fails because the WebSphere Message Broker Monitoring agent is connected to the queue manager that associated with the broker for the request. If other messages were issued, see the explanations for those previous error messages.

User response: Respond appropriately to previous messages and verify that the queue manager is available for connection.

KQIA091E *Issuing filename* **XML parser error for field description, primary return code return code.**

Explanation: The XML parser encountered an error for the field specified by the *field description* value with the

specified return code. Also see message KQIA092E.

User response: If the *field description* value is an agent XML parameter keyword, correct the parameter file. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA092E *Issuing filename* **XML parser error message: error message**

Explanation: This message specifies the XML parser error message that is associated with the error reported in KQIA091E.

User response: See KQIA091E.

KQIA093E *Issuing filename* **XML parsing failed for message; message format must be message format, but is message format.**

Explanation: The XML message cannot be parsed because the message format is not as expected. It must be in the format specified in the first *message format* value, but the format is actually the format that is specified by the second *message format* value.

User response: If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA094E *Issuing filename* **XML parsing failed for message; unknown message type message type.**

Explanation: The XML message cannot be parsed because the message type is unknown.

User response: This is an internal error. Gather the complete agent log and contact IBM Software Support.

KQIA096E *Issuing filename* **XML parsing failed for message; handle unavailable in method name.**

Explanation: The XML message parsing function *method name* cannot continue without an appropriate handle.

User response: Restart the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and contact IBM Software Support. This is an internal error.

KQIA097E *Issuing filename* **Cannot write message buffer for request message.**

Explanation: A message buffer, which is required to build request messages to put on a broker queue, is in an error state. The probable cause is an out-of-storage condition.

User response: Allocate more memory for the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and

report the problem to IBM Software Support.

KQIA098E *Issuing filename* **Lack of storage for processing user request for data on broker *broker name*; request type = *request type*.**

Explanation: There is not enough storage to process a user report or situation request for the specified broker. As much data as possible is returned for the request but the data is not complete.

User response: Allocate more memory for the WebSphere Message Broker Monitoring agent.

KQIA099W *Issuing filename* **Broker *broker name* is not active. Data about the broker cannot be collected and/or updated.**

Explanation: The specified broker is inactive so data collection cannot proceed. If information has been previously collected for the broker, the latest state of the data is still available. However, statistics data is not available.

User response: Start the broker.

KQIA100I *Issuing filename* **KQIAgent termination complete.**

Explanation: The WebSphere Message Broker Monitoring agent has completed termination processing.

KQIA101W *Issuing filename* **Reply received from broker *broker name* that does not match a current request for data type *data*.**

Explanation: The WebSphere Message Broker Monitoring agent received a reply for which it cannot find a request. This situation may not cause problems, but if the message recurs, there might be an internal error.

User response: No action is required.

KQIA102E *Issuing filename* **Broker *broker name* returned a reply failure for data type *data* request; result = *result*, reason = *reason*.**

Explanation: The broker reported an unsuccessful result to the agent from a report request. This error might imply that some data is not obtainable. The request will be reissued by the agent. The *reason* value specifies the numeric portion of a broker message ID.

User response: Check the status of the broker and make sure that it is working properly. If you need to restart the broker, restart the WebSphere Message Broker Monitoring agent after the broker is restarted. If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA103E *Issuing filename* **Broker *broker name* returned invalid XML for data type *data*.**

Explanation: The WebSphere Message Broker Monitoring agent cannot parse the XML reply message. This might imply that some data is missing. If applicable, the original request is reissued.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA104E *Issuing filename* **Lack of storage for processing collected data. Data will be lost for broker *broker name* data type = *data type*.**

Explanation: There is not enough storage to process some collected data of the specified data type, so the data is lost.

User response: Allocate more memory to the WebSphere Message Broker Monitoring agent.

KQIA105E *Issuing filename* **The number of successive errors for requests to broker *broker name* has exceeded the retry count; data type = *data type*.**

Explanation: The WebSphere Message Broker Monitoring agent cannot continue to retry requests to the broker because too many errors have occurred when processing these requests.

User response: See the previous error messages that indicate which errors are causing the problem.

KQIA106E *Issuing filename* **Exclusive lock not available for data for broker *broker name*; data = *data type*; lock status = *lock status*. Some data will be lost.**

Explanation: There is a locking problem that is causing a loss of data *data type* for broker or entity *broker name*.

User response: Restart the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA107W *Issuing filename* **Broker *broker name* not responding to report request; data type = *data type*.**

Explanation: The *broker name* broker has not replied to a request for data within the timeout period. The data will be requested again.

User response: This error might indicate a problem with the broker, or the broker might just be very busy.

KQIA108W *Issuing filename* **A request to broker *broker name* for data *data type* cannot be issued now because there is no connection to the queue manager.**

Explanation: A request for data might typically have occur if the queue manager is connected. The request is delayed until the queue manager is available.

User response: No action is required.

KQIA109W *Issuing filename* **Unexpected data in event from broker *broker name* encountered when processed for *data type*.**

Explanation: When this message is issued, an event occurs that contains data that is not expected given the data that is currently known to the agent; the data will be recollected.

User response: No action is required.

KQIA110W *Issuing filename* **Cannot issue request to broker *broker name* for data type = *data type*; the broker UUID is not available.**

Explanation: The broker UUID is self-discovered by the WebSphere Message Broker Monitoring agent. However, if the broker has never been deployed from the Control Center, this UUID is not available and report requests to the broker cannot be issued.

User response: Initiate a deploy operation to the broker from the Control Center to initialize the broker correctly.

KQIA111E *Issuing filename* **UUIDs missing for broker *broker name* in *data type*.**

Explanation: UUIDs required for issuing data requests to the given broker are missing.

User response: Restart the broker and restart the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and contact IBM Software Support. This is an internal error.

KQIA112W *Issuing filename* **A reply from broker *broker name* to a report request for *data type* does not match data previously collected.**

Explanation: A mismatch of data is detected. The agent recollects the data.

User response: No action is required.

KQIA113E *Issuing filename* **Subscription registration request for broker *broker name* events failed; completion = *result*, reason = *reason*.**

Explanation: The subscription for broker event publications failed. The subscription will be retried.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA114W *Issuing filename* **No topic was found for an event publication for *broker name*.**

Explanation: The event publication is ignored because a topic is not found and the topic is required to categorize the event.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA115W *Issuing filename* **No Publish command was found for an event publication for *broker name*.**

Explanation: The event publication is ignored because the expected data for a publication is missing.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA116E *Issuing filename* **Unexpected event topic for broker *broker name*; expected field = *field description*; topic received = *topic*.**

Explanation: The event publication topic cannot be made into a broker event because the topic is not in the form expected. The message specifies the expected field that is not found and the full topic that is received.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA117E *Issuing filename* **Lack of storage has forced the agent to shut down.**

Explanation: There is not enough storage for critical agent data, so the agent must shut down.

User response: Allocate more memory to KQIAgent.

KQIA118W *Issuing filename* **Interval for historical statistics collection for *broker name* is changing to *new interval* from *old interval*.**

Explanation: The interval for historical statistics collection has changed for the specified broker. You can ignore this message if it correlates with a change that you made to the collection interval. However, if the message occurs repeatedly, it indicates that the historical interval for different statistical data tables is not the same. The WebSphere Message Broker Monitoring agent does not support different intervals for the table levels of statistics because they are all derived from the same basic set of statistics.

User response: Make sure that your interval for historical data collection is the same for all statistical data tables.

KQIA119E *Issuing filename* **Error occurred while collecting CandleMonitor message flow events for broker name; return code = return code.**

Explanation: The interface to the message flow event data that is collected by the CandleMonitor message processing node has failed with the specified return code.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA120E *Issuing filename* **Failure getting a broker response from reply queue queue name on queue manager name; reason code reason code. This may result in a loss of data or function.**

Explanation: The WebSphere Message Broker Monitoring agent cannot get a response message from the specified queue. The reason code provides the WebSphere MQ reason that the get failed.

User response: Respond to the WebSphere MQ reason code. If the problem persists, gather the complete agent log and report the problem to IBM Software Support.

KQIA121E *Issuing filename* **Error occurred while collecting CandleMonitor message flow statistics for broker name; return code = return code.**

Explanation: The interface to the message flow statistics data that is collected by the CandleMonitor message processing node has failed with the specified return code.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA122E *Issuing filename* **Connection to CandleMonitor message flow data object failed for broker name; status = status.**

Explanation: The connection to the message flow data object that is created by the CandleMonitor message processing node has failed with the specified status.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA123W *Issuing filename* **CandleMonitor plug-in nodes have not been deployed to broker name; data of type data type will be missing.**

Explanation: Message flows that include the CandleMonitor node have not been deployed to this broker. This means that no data for message flow events and message flow statistics are available.

User response: If you want, deploy message flows to the broker with the CandleMonitor node included.

KQIA124W *Issuing filename* **Subscription deregistration failure detected via queue manager queue manager name; completion result, reason reason.**

Explanation: Response to a broker event subscription deregistration request indicates failure for the specified completion and reason. The subscription might remain active even though deregistration has been requested.

User response: This failure might not cause problems, but you can manually delete the subscription in the Control Center.

KQIA125I *Issuing filename* **KQIAgent has detected the reset of statistics for broker broker name.**

Explanation: The CandleMonitor node has reset statistics for this broker as the result of a deploy request to the broker or as a result of detecting a numerical overflow condition. Overall statistics in reports for the broker start again from 0.

KQIA126E *Issuing filename* **The version of IBM WebSphere Business Integration product cannot be determined.**

Explanation: The WebSphere Message Broker Monitoring agent is not able to determine the version of WebSphere Business Integration. This results in the version being set to n/a.

User response: Verify that the user ID that starts the agent can create temporary files in the *install_dir/logs* directory. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA127E *Issuing filename* **KQIAgent fork() failed for queue manager queue manager name connection process; errno = error number.**

Explanation: A separate process is required to connect to the specified queue manager, but the fork operation to create the process failed. It is not possible to connect to the queue manager and much data about the associated broker is missing.

User response: Restart the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA128E *Issuing filename* **KQIAgent could not create queue manager queue manager name connection process due to previous error(s).**

Explanation: A separate process is required to connect

to the specified queue manager, but previous errors preclude continuing to create the process. It is not possible to connect to the queue manager and much data about the associated broker is missing.

User response: Respond as required to previous messages.

KQIA129E *Issuing filename* **Kqiaqmux initialization failed for queue manager** *queue manager name* **connection process.**

Explanation: A separate process is required to connect to the specified queue manager, but its initialization failed. It is not possible to connect to the queue manager and much data about the associated broker is missing.

User response: Respond as required to previous messages.

KQIA130I **Kqiaqmux initialization complete for queue manager** *queue manager name* **connection process.**

Explanation: Initialization of the separate process that is required to connect to the specified queue manager completed successfully.

KQIA131I **Kqiaqmux termination complete for queue manager** *queue manager name* **connection process.**

Explanation: Termination of the separate process that is required to connect to the specified queue manager completed successfully.

KQIA132I *Issuing filename* **Kqiaqmux is starting connection** *connection number* **thread for queue manager** *queue manager name*.

Explanation: The separate process that is required to connect to the specified queue manager is starting the specified connection thread.

KQIA133I *Issuing filename* **Connection thread initialization complete for queue manager** *queue manager name*.

Explanation: Initialization of a connection thread in the separate process that is required to connect to the specified queue manager completed successfully.

KQIA134I *Issuing filename* **Kqiaqmux is stopping connection** *connection number* **thread for queue manager** *queue manager name*.

Explanation: The separate process that is required to connect to the specified queue manager is stopping the specified connection thread.

KQIA135I *Issuing filename* **Connection thread termination complete for queue manager** *queue manager name*.

Explanation: Termination of a connection thread in the separate process that required to connect to the specified queue manager completed successfully.

KQIA136E *Issuing filename* **KQIAgent pipe() failed for queue manager** *queue manager name* **connection process; pipes = internal name of pipes, errno = error number.**

Explanation: A separate process is required to connect to the given queue manager, but the pipe operation to create communication pipes failed. It is not possible to connect to the queue manager and much data about the associated broker is missing.

User response: Restart the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA137E *Issuing filename* **Pipe read() failed for queue manager** *queue manager name* **connection process; pipe = pipe file descriptor, errno = error number.**

Explanation: A read operation for communicating with the separate process that is required to connect to the given queue manager failed. Some data for the associated broker is affected or missing.

User response: Restart the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA138E *Issuing filename* **Pipe write() failed for queue manager** *queue manager name* **connection process; pipe = pipe file descriptor, errno = error number.**

Explanation: A write operation for communicating with the separate process that is required to connect to the specified queue manager failed. Some data for the associated broker is affected or missing.

User response: Restart the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA139E *Issuing filename* **Unable to determine data. This data will not be available in agent attributes.**

Explanation: The utility (BSS1_Info) that is used to determine data specified by the *data* value failed to return a value for that data. This data is not available from the agent.

User response: Restart the WebSphere Message Broker Monitoring agent. If the problem persists, gather the complete agent log and contact IBM Software Support.

KQIA140I *Issuing filename* **KQIAgent runtime...**
System: *system*; **Platform:** *platform*;
Platform Version: *platform version*;
Userid: *userid*.

Explanation: This is an informational message specifying the system, platform, platform version and user ID under which the WebSphere Message Broker Monitoring agent is running.

KQIA141E *Issuing filename* **Group group name is required for KQIAgent; userid userid is not a member of this group.**

Explanation: The WebSphere Message Broker Monitoring agent must run with a user ID in group *group name* to be able to collect all data. The user ID for the agent is not in this group so some data collected by the agent is missing.

User response: Restart the agent with a user ID in the correct groups as specified in the documentation.

KQIA142W *Issuing filename* **The associated ConfigMgr queue manager name could not be determined for broker broker name in data type data type.**

Explanation: The queue manager name for the Configuration Manager that associated with the specified *broker name* broker cannot be determined from data type *data type*. This means that this attribute data is missing for the Broker Information attribute group. The typical reason for this problem is that the configuration manager has not successfully registered its normal subscriptions for this broker, and therefore the queue manager name is not determined from subscription data.

User response: Ensure that the configuration manager is correctly registering subscriptions with the broker by starting appropriate WebSphere MQ channels and other objects.

KQIA143E *Issuing filename* **A data query for table table name and data type data type does not contain required filter data to be able to fulfill the request.**

Explanation: A query to the specify table for the specify data type cannot be satisfied because the required qualifying data is not provided. The table provides detailed data about a specific object and is not eligible for unqualified queries or for historical data collection.

User response: If the query is provided by the product, gather the complete agent log and contact IBM Software Support. Otherwise, see the product-provided query for an example of the filter data that you must provide.

KQIA144E *Issuing filename* **A queue manager connection task request type request type failed with return code return code.**

Explanation: A request for the task that is connected to the queue manager failed. Subsequent messages indicate the effect of this failure on agent processing.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA145E *Issuing filename* **An XML parsing task request type request type failed with return code return code.**

Explanation: A request regarding the task for parsing XML failed. Subsequent messages indicate the effect of this failure on agent processing.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA146E *Issuing filename* **UTF-8 translation failed with error code error code.**

Explanation: Translation of data to or from the UTF-8 character set failed.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA147W *Issuing filename* **Initialization required for normal shutdown to be detected by the agent has failed.**

Explanation: On z/OS systems, shutdown detection by the agent must be initialized when the agent is started. This initialization has failed; when a shutdown is requested, the agent does not respond.

User response: Requesting immediate shutdown to stop the agent. If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA148W *Issuing filename* **Take action command is not authorized for user username; rc = return code ; command = command**

Explanation: The given user ID that is associated with a Take Action command is not authorized to issue the command. The command is not issued.

User response: If the user must be able to issue the command, alter agent parameters for defaultTakeActionAuthUsers or takeActionAuthUsers (if specified for the applicable broker) and restart the WebSphere Message Broker Monitoring agent.

KQIA149E *Issuing filename* **Required agent parameter attribute attribute name is missing for field field, name name.**

Explanation: The specified attribute for the specified field is required in agent parameters. The agent cannot run if the field is not specified.

User response: Update agent parameters to provide the specified attribute value that is required for the agent.

KQIA150E *Issuing filename* **Required agent parameter field field is missing; at least one must be specified.**

Explanation: The specified field must be specified at least once in agent parameters. The agent cannot run if the field is not specified.

User response: Update agent parameters to provide the specified field and associated attribute values for the agent.

KQIA151E *Issuing filename* **A self-discovery task request type request type failed with return code return code.**

Explanation: A request regarding the task for discovering USS data monitored objects failed. Subsequent messages indicate the effect of this failure on agent processing.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA152E *Issuing filename* **A console command for take-action failed with return code return code; command = command**

Explanation: The request to issue a console command for the take-action request that is being processed has failed with the specified return code.

User response: If the return code is 9604, the command is too long for z/OS systems and cannot be issued. Otherwise, if the message persists, gather the complete agent log and contact IBM Software Support.

KQIA153E *Issuing filename* **Unable to gather z/OS job information about process ID process ID; return code = return code**

Explanation: A system request for z/OS system job information (job name, ASID, start time, and date) for the specified USS process ID has failed.

User response: If the return code is 319030247, the agent is not authorized correctly for this function. For z/OS system job information to be gathered, the monitoring agent address space user ID must be specifically permitted to the UNIXPRIV class SUPERUSER.PROCESS.GETPSENT, you can set it to

UID=0. Otherwise, if the message persists, gather the complete agent log and contact IBM Software Support.

KQIA154E *Issuing filename* **A CandleMonitor node plug-in communication task request type request type failed with return code return code.**

Explanation: A request regarding the task that acquires data from the CandleMonitor node plug-in failed. Statistics and message flow event data is missing.

User response: If the message persists, gather the complete agent log and contact IBM Software Support.

KQIA156W **An error occurred while reading persistent data file filename for broker brokername.**

Explanation: An error occurred when reading the persistent data file. Possible reasons are that the file does not exist, is damaged, or that the agent does not have the required authority to access the file. If this is the first time that the agent has been started after changing the value of the persistentBrokerData parameter to YES, this message can be ignored.

System action: The data is recollected from the broker and the agent attempts to restore the persistent data file. The file is not restored if the agent does not have the required file access permissions. However, after recollecting the data, the agent functions normally.

User response: Ensure that the user ID of the agent has the authority to read and modify the persistent data file and to create files in the directory in which the persistent data file is stored. Do not modify or delete the persistent data file unless you are instructed to do so by IBM Software Support.

KQIA157E **Lack of storage space for processing the persistent data; the persistent data will not be read or updated for broker brokername.**

Explanation: There is not enough storage space to process persistent data. If this error occurs when the persistent data file is read, reading the file fails. If this error occurs when the persistent data file is updated, the file is deleted.

System action: None.

User response: The WebSphere Message Broker Monitoring agent requires more storage space to process persistent data.

KQIA158E This event is ignored because the length of the event message received from queue *queue name* on queue manager *queue manager name* exceeds the threshold value defined in the configuration file.

Explanation: This event is ignored because the length of the event message received from the *queue name* queue on the *queue manager name* queue manager exceeds the threshold value defined in the configuration file.

System action: None.

User response: If you want the agent to be able to process longer messages, increase the value of the `maximumMessageLength` parameter in the `kqi.xml` configuration file.

KQIA159E A request of type *request type* related to the processing of the persistent data file failed on a z/OS system.

Explanation: A request regarding the task for processing the persistent file failed on a z/OS system.

System action: None.

User response: If the message persists, contact IBM Software Support.

KQIA166I Issuing filename *Operation on sub-process sub-process components creation completed*

Explanation: Operation on sub-process is completed.

KQIA168I Issuing filename *Operation on sub-process sub-process function completed*

Explanation: Operation on sub-process manager is completed.

KQIA900I TERMINATION INVOKED FOR KQI COMPONENT

Explanation: This message indicates that a termination request is detected by the WebSphere Message Broker Monitoring agent and that it is processed. It takes some time for the agent to complete termination cleanup activities and other messages indicate the progress of the activities.

User response: No action is required. This is an informational message only.

KQIA901I REGISTERED TOKEN
KQI_ZGAB_TOKEN WITH VALUE =
value

Explanation: On z/OS systems, the agent task has registered a token used for communication in the

address space. This message indicates that the agent is in the process of initializing.

KQIA902E IEANTCR FAILED WITH RC = *return code*

Explanation: On z/OS systems, the agent-started task needs to register a token that used for communication in the address space, but token services has failed with the specified return code.

System action: None.

User response: Restart the WebSphere Message Broker Monitoring agent. If the problem persists, record the return code, gather the complete agent log and contact IBM Software Support.

KQIA903E KQIAZRDT FAILED WITH RC = *return code* TYPE = *type* ZTAB = *address*

Explanation: On z/OS systems, the agent routine KQIAZRDT failed. This message is a WTO because there is no other way to communicate a failure of this routine.

System action: None.

User response: Record the data in the message, gather the complete agent log and contact IBM Software Support.

KQIA904E KQIAZUFS FAILED WITH RC = *error code*

Explanation: KQIAZUFS failed to operate, and the error code is for agent debug.

Appendix. Library

This following documents provide information about WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent:

- *IBM Tivoli OMEGAMON XE for Messaging on z/OS: Planning and Configuration Guide*
Provides information about installing and setting up WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent on z/OS systems and upgrading from a previous installation.
- *IBM Tivoli OMEGAMON XE for Messaging on z/OS: Parameter Reference*
Provides reference information about the parameters that you use to configure Tivoli OMEGAMON XE for Messaging on z/OS with the PARMGEN method.
- *IBM Tivoli OMEGAMON XE for Messaging on z/OS: Program Directory*
Provides information about the material and procedures that are associated with the installation of Tivoli OMEGAMON XE for Messaging on z/OS.
- *IBM Tivoli Composite Application Manager Agents for WebSphere Messaging: Installation and Setup Guide*
Describes how to install WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent on Windows, UNIX, Linux and i5/OS systems.
- *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Monitoring Agent User's Guide*
Provides instructions for using the WebSphere MQ Monitoring agent.
- *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere MQ Configuration Agent User's Guide*
Provides instructions for using the WebSphere MQ Configuration agent.
- *IBM Tivoli OMEGAMON XE for Messaging on z/OS: WebSphere Message Broker Monitoring Agent User's Guide*
Provides instructions for using the WebSphere Message Broker Monitoring agent.
- *IBM Tivoli OMEGAMON XE for Messaging on z/OS: Troubleshooting Guide*
Provides problem determination and resolution information for the issues most commonly encountered with WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent.
- *IBM Tivoli OMEGAMON XE for Messaging on z/OS: Upgrade and Migration Guide*
Provides information about how to upgrade or migration from previous versions of WebSphere MQ Configuration agent, WebSphere MQ Monitoring agent, and WebSphere Message Broker Monitoring agent to version 7.3.

Notices

This information was developed for products and services offered in the U.S.A. This material may be available from IBM in other languages. However, you may be required to own a copy of the product or product version in that language in order to access it. 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 give 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 might 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 Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web

sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites 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 wish 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, can 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 document 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 measurement may have been estimated through extrapolation. Actual results may vary. Users of this document must 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 must 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.

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

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.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. You may copy, modify, and distribute these sample programs in any form without payment to IBM for the purposes of developing, using, marketing, or distributing application programs conforming to IBM's application programming interfaces.

Each copy or any portion of these sample programs or any derivative work, must include a copyright notice as follows:

© (your company name) (year). Portions of this code are derived from IBM Corp. Sample Programs. © Copyright IBM Corp. _enter the year or years_. All rights reserved.

If you are viewing this information in softcopy form, the photographs and color illustrations might not display.

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.

Depending upon the configurations deployed, this Software Offering may use session cookies that collect each user's user name for purposes of session management, authentication, and single sign-on configuration. These cookies cannot be disabled.

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>.

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 www.ibm.com/legal/copytrade.shtml.

Adobe and all Adobe-based trademarks are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, other countries, or both.

Intel and Itanium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States, other countries, or both.

Linux is a trademark of Linus Torvalds in the United States, other countries, or both.

Microsoft and Windows NT are registered trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.



Java and all Java-based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States, other countries, or both.

Glossary

This glossary includes terms and definitions for IBM Tivoli OMEGAMON XE for Messaging on z/OS.

The following cross-references are used in this glossary:

- See refers you from a term to a preferred synonym, or from an acronym or abbreviation to the defined full form.
- See also refers you to a related or contrasting term.

To view glossaries for other IBM products, go to www.ibm.com/software/globalization/terminology (opens in new window).

A

access The ability to read, update, or otherwise use a resource. Access to protected resources is usually controlled by system software.

access management

The process of controlling access to IT services, data, or other assets.

address space

The range of addresses available to a computer program or process. Address space can refer to physical storage, virtual storage, or both. See also buffer pool.

agent Software that is installed to monitor systems. An agent collects data about an operating system, a subsystem, or an application.

aggregation

The process of collecting, interpreting, and sorting data from various locations into a single file.

alert A message or other indication that signals an event or an impending event. See also event.

attribute

1. The application properties that are measured and reported on, such as the amount of memory that is used or a message ID. See also attribute group.

2. Data that is associated with a component. For example, a host name, IP address, or the number of hard drives can be attributes associated with a server component.

attribute group

A set of related attributes that can be combined in a view or a situation. See also attribute, situation, view.

audit A process that logs modifications to the database and plan.

B

batch

1. Pertaining to a group of jobs to be run on a computer sequentially with the same program with little or no operator action.
2. A group of records or data processing jobs brought together for processing or transmission.

batch job

A predefined group of processing actions submitted to the system to be performed with little or no interaction between the user and the system.

batch mode

The condition established so that batch processing can be performed.

BPM See business performance management.

broker

A set of execution processes that host one or more message flows. See also execution group, message flow.

buffer pool

An area of memory into which data pages are read and in which they are modified and held during processing. See also address space.

bundle

A packaged collection of software products that is purchased as one item and that has its own product identifier (PID).

business performance management (BPM)

The monitoring, management, and tuning of business performance in real time through the analysis of business relevant information.

C**channel**

A WebSphere MQ object that defines a communication link between two queue managers (message channel) or between a client and a queue manager (MQI channel). See also queue manager.

client A software program or computer that requests services from a server. See also host, server.

cluster

1. In WebSphere MQ, a group of two or more queue managers on one or more computers, providing automatic interconnection, and allowing queues to be advertised among them for load balancing and redundancy.
2. In Microsoft Cluster Server, a group of computers, connected together and configured in such a way that, if one fails, MSCS performs a failover, transferring the state data of applications from the failing computer to another computer in the cluster and reinitiating their operation there.

cluster queue manager

A queue manager that is a member of a cluster. A queue manager can be a member of more than one cluster.

component

A software item that is part of a software product, and might be separately identified, but is not individually licensed.

condition

1. An expression that consists of an agent attribute, an operator such as great than or equal to, and a value. It can be read as, "If - system condition - compared to - value - is true. See also situation.
2. 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 a system, subsystem, or network are organized and interconnected.

D**data set**

The major unit of data storage and retrieval, consisting of a collection of data in one of several prescribed arrangements and described by control information to which the system has access.

dead-letter queue (DLQ)

A queue to which a queue manager or application sends messages that cannot be delivered to their correct destination.

deployment

The process of installing and configuring a software application and all its components.

DLQ See dead-letter queue.

dynamic queue

A local queue created when a program opens a model queue object.

E**enterprise**

The composite of all operational entities, functions, and resources that form the total business concern and that require an information system.

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 alert, situation.

execution group

A named process or set of processes within a broker in which message flows are executed. The broker is guaranteed to enforce some degree of isolation between message flows in distinct execution groups by ensuring that they execute in separate address spaces, or as unique processes. See also broker, message flow.

F

full repository

A complete set of information about every queue manager in a cluster. This set of information is called the repository or sometimes the full repository and is usually held by two of the queue managers in the cluster. See also partial repository.

function

Any instruction or set of related instructions that performs a specific operation.

H

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 server simultaneously. See also client, server.

hot standby

A redundant server that, if the primary server or hub server fails, assumes the responsibilities of the failed server.

I

integration

The software development activity in which separate software components are combined into an executable whole.

L

launch-in-context

An operation in which a user starts a secondary application from a primary application to perform a specific task. Using the parameters, navigation instructions, and user credentials that are supplied by the primary application, the secondary application opens to the specific place in which to complete the task.

M

managed object

A resource that is subject to management as viewed from a systems management perspective. Examples of such resources are a connection, a scalable system, or a line.

managed system

A system that is being controlled by a given system management application.

manager

An entity that monitors or controls one or more managed objects by (a) receiving notifications regarding the objects and (b) requesting management operations to modify or query the objects.

message flow

A sequence of processing steps that execute in the broker when an input message is received. Message flows are defined in the workbench by including a number of message flow nodes, each of which represents a set of actions that define a processing step. The connections in the flow determine which processing steps are carried out, in which order, and under which conditions. See also broker, execution group, subflow.

middleware

Software that acts as an intermediate layer between applications or between client and server. It is used most often to support complex, distributed applications in heterogeneous environments.

module

A program unit that is discrete and identifiable with respect to compiling, combining with other units, and loading.

monitoring agent

See agent.

multi-instance queue manager

A queue manager that is configured to share the use of queue manager data with other queue manager instances. One instance of a running multi-instance queue manager is active, other instances are on standby ready to take over from the active instance. See also queue manager.

O

offering

1. A logical unit of software packaging and sharing that has a managed development and maintenance life cycle and customer visible attributes (offering features, product IDs, licenses, maintenance contracts, and so forth). An offering is a serviceable software asset that is orderable by an IBM customer. It can be a collection of common components, assemblies, and other offerings.
2. The element or integrated set of elements (hardware, software, services) designed to satisfy the wants and needs of current and/or prospective customers. A solution is the application of the offering in a specific customer environment. See also solution.

P

partial repository

A partial set of information about queue managers in a cluster. A partial repository is maintained by all cluster queue managers that do not host a full repository. See also full repository.

performance management

1. The discipline that encompasses capacity planning, collecting performance data, and tuning resources.
2. The management processes and systems needed to effectively deliver business services.

PID See product identifier.

platform

The combination of an operating system and hardware that makes up the operating environment in which a program runs.

policy A set of considerations that influence the behavior of a managed resource or a user.

product ID

See product identifier.

product identifier (PID, product ID)

A unique value that identifies an IBM

software product. Every mainframe and distributed IBM software product has a PID.

Q

query In a Tivoli environment, a combination of statements that are used to search the configuration repository for systems that meet certain criteria. The query object is created within a query library.

queue An object that holds messages for message-queueing applications. A queue is owned and maintained by a queue manager.

queue manager

A component of a message queuing system that provides queuing services to applications. See also channel, multi-instance queue manager.

queue-sharing group

In WebSphere MQ for z/OS, a group of queue managers in the same sysplex that can access a single set of object definitions stored in the shared repository, and a single set of shared queues stored in the coupling facility.

R

registry

A repository that contains access and configuration information for users, systems, and software.

S

sampled event

An event that happens when a situation becomes true. Situations sample data at regular intervals. When the situation is true, it opens an event, which is closed automatically when the situation returns to false.

segment

A set of customers/buyers within a market who have common wants, needs, characteristics and buying behavior. These wants and needs are sufficiently homogeneous that a consistent set of strategies, marketing campaigns and sales tactics can be directed toward them.

server A software program or a computer that

	provides services to other software programs or other computers. See also client, host.		subnetwork (subnet)	A network that is divided into smaller independent subgroups, which still are interconnected.
service request	A request from a user for help, information, advice, or access to an IT service.		subscription	In a Tivoli environment, the process of identifying the subscribers that the profiles are distributed to.
severity level	A classification for an event that indicates its degree of severity. The predefined severity levels, in order of descending severity, are: fatal, critical, warning, minor, harmless, and unknown.		summarization	The process of aggregating events and then submitting the set of events with a much smaller number of summary events.
situation	A set of conditions that, when met, creates an event. See also attribute group, condition, event.		system	A computer and its associated devices and programs.
snapshot	A capture of data at a point time for performance analysis.		T	
solution	A combination of products that addresses a particular customer problem or project.		TCP/IP	See Transmission Control Protocol/Internet Protocol.
started task	In MVS, a process that begins at system start and runs unattended. Started tasks are generally used for critical applications. The UNIX equivalent of a started task is a daemon.		threshold	A customizable value for defining the acceptable tolerance limits (maximum, minimum, or reference limit) for an 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.
state	An indication associated with an icon, color, and severity level assigned to a situation at a point in time. A situation can reflect one of the following states: critical, warning, or informational.		transaction	A unit of processing consisting of one or more application programs, affecting one or more objects, that is initiated by a single request.
status	The true or false condition of a situation.		Transmission Control Protocol/Internet Protocol (TCP/IP)	An industry-standard, nonproprietary set of communication protocols that provides reliable end-to-end connections between applications over interconnected networks of different types.
subflow	A sequence of processing steps, implemented using message flow nodes, that is designed to be embedded in a message flow or in another subflow. A subflow must include at least one Input or Output node. A subflow can be executed by a broker only as part of the message flow in which it is embedded, and therefore it cannot be deployed. See also message flow.		transmission queue	A local queue on which prepared messages destined for a remote queue manager are temporarily stored.
subnet	See subnetwork.			

U

upgrade

To install a new version or release of a product to replace an earlier version or release of the same product.

user profile

A description of a user that includes such information as user ID, user name, password, access authority, and other attributes that are obtained when the user logs on.

V

view A window pane, or frame, in a workspace. It may contain data from an agent in a chart or table, or it may contain a terminal session or notepad, for example. A view can be split into two separate, autonomous views. See also attribute group.

W

workspace

1. A window comprised of one or more views.
2. 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

A

- accessing
 - technotes 2
- agent configuration
 - remote, fails 41
- agent depots
 - populating timeout 38
- Agent_Broker_Data_Requests_Failed 102
- Agent_Environment_Data_Missing 104
- Agent_Shutdown 101
- Agent_Userid_Group_Missing 101

B

- Basic System Services (BSS1) 27
- broker components
 - starting 94
 - stopping 95
- Broker_Events_Subscription_Failed 102
- Broker_Not_Deployed—Data_Unavailable 101
- Broker_Not_Responding 102
- Broker_Not_Started 101
- Broker_Product_Not_Installed 101
- Broker_Request_Message_Put_Failed 103
- brokers
 - do not respond 95
 - resetting, distributed systems 96
 - resetting, z/OS 96
- browser mode
 - not displaying properly 38
- bss1 command 28
- business impact
 - determining 6

C

- CandleMonitor event log 99
- CandleMonitor_Data_Retrieval_Failed 103
- CandleMonitor_Node_Not_Deployed 103
- Collector_Cycle_Processing_Failed 103
- Collector_Initialization_Failed 103
- commands
 - do not take effect 70
 - for automation 99
 - RAS1 27
 - service console 27
- ConfigMgr_Qmgr_Name_Missing 102
- configuration of WebSphere MQ
 - not updated 69

D

- Defined View tree
 - not updated 69
- determining
 - business impact 6

E

- encryption key setting error 41
- events
 - cannot get event summary on OMNIBus 48, 87

F

- fails to start 64
- finding
 - technotes 2
- frequently asked questions
 - installation, general 35
 - installation, UNIX-based 36
 - installation, Window 35

G

- gathering
 - log files 23
- glossary 273

H

- high CPU usage 16
- historical data
 - missing 11

I

- incorrect or missing values
 - Messages Put column 9
 - Messages Read column 9
 - Queue Statistics workspace 9

K

- KBBENV member 33
- KLVIN411 message 33
- KMC messages 155
- KMC0002E error message 71
- KMQ messages 107
- knowledge center
 - searching 3
- KQIA messages 249

L

- log information
 - i5/OS 24
- logging
 - types 23
- logs
 - gather log files 23
- losing
 - historical data 11
 - MQI accounting and statistics data 14

M

- managed system names
 - changed after remote startup or deployment 49
- message log file
 - WebSphere Message Broker Monitoring agent 100
- messages
 - KLVIN411 33
- Messages Put column
 - incorrect or missing values 9
- Messages Read column
 - incorrect or missing values 9
- MQI accounting and statistics data
 - missing 14
- mutex
 - cleaning up 96

N

- Netcool/OMNIbus
 - cannot get event summary 48, 87
- No_Brokers_Discovered_By_Agent 101
- No_Storage—Agent_Must_Shutdown 104
- No_Storage—Collected_Data_Lost 104
- No_Storage—Events_Not_Retained 104
- No_Storage—Message_Not_Processed 104
- No_Storage—User_Data_Request_Affected 104

O

- obtaining
 - product fixes 4

P

- participating
 - Tivoli Support Technical Exchange 3
- PD Gather tool
 - overview 23
 - running
 - Windows 24
- PD Gather Tool
 - running
 - Linux 24
 - UNIX 24
- populating agent depots
 - timeout 38
- primary instances
 - cannot start 51
- problem classification
 - overview 1
- problem determination
 - overview 1
- problems
 - display, WebSphere MQ Configuration agent 72
 - submitting 6
 - with error messages displayed 67
 - with updating, WebSphere MQ Configuration agent 68
- product events
 - Agent_Broker_Data_Requests_Failed 102
 - Agent_Environment_Data_Missing 104
 - Agent_Shutdown 101
 - Agent_Userid_Group_Missing 101
 - Broker_Events_Subscription_Failed 102
 - Broker_Not_Deployed—Data_Unavailable 101
 - Broker_Not_Responding 102

product events (*continued*)

- Broker_Not_Started 101
 - Broker_Product_Not_Installed 101
 - Broker_Request_Message_Put_Failed 103
 - CandleMonitor_Data_Retrieval_Failed 103
 - CandleMonitor_Node_Not_Deployed 103
 - Collector_Cycle_Processing_Failed 103, 104
 - Collector_Initialization_Failed 103
 - ConfigMgr_Qmgr_Name_Missing 102
 - No_Brokers_Discovered_By_Agent 101
 - No_Storage—Agent_Must_Shutdown 104
 - No_Storage—Collected_Data_Lost 104
 - No_Storage—Events_Not_Retained 104
 - Queue_Manager_Connection_Failed 102
 - Reply_Queue_Message_Get_Failed 103
 - Required_Queue_Unavailable 102
 - Table_Query_Missing_Input_Data 104
 - Userid_Not_Authorized_For_Command 105
 - WebSphere Message Broker Monitoring agent 100
- product fixes
 - obtaining 4
 - product options 68

Q

- queue managers
 - not displayed in the Defined View tree 68
- Queue Statistics workspace
 - incorrect or missing values 9
- Queue_Manager_Connection_Failed 102

R

- RAS1 command 27
- RAS1 traces
 - levels 25, 28
 - managing log files 32
 - output, redirecting 33
 - overview 25
 - redirecting output 33
 - syntax 30
 - unit 28
- receiving
 - weekly support updates 4
- remote agent deployment
 - return code -3 37
- remote configuration
 - fails, on HP-UX Itanium 41
- Reply_Queue_Message_Get_Failed 103
- Required_Queue_Unavailable 102
- resetting
 - brokers, distributed systems 96
 - brokers, z/OS 96
- result codes
 - 3 37
- return codes
 - 0 97
 - 2034 97
 - 2051 97
 - 2052 97
 - 2054 97
 - 2056 97
 - 2057 97
 - 2059 97
 - 2087 97
 - 2805 97

return codes (*continued*)
9000 - 9999 97
RKANPARU data set 28, 33

S

searching
knowledge center 3
Service Console
commands 27
defined 25
starting
from a browser 26
from e3270 UI 26
shared memory
cleaning up 96
situations
cannot get event summary on OMNIbus 48, 87
start, fails to 64
starting
broker components 94
stopping
broker components 95
submitting
problems 6
subscribing
technotes 2
support information
contacting IBM Software Support 5
knowledge center 3
obtaining product fixes 4
overview 3
receiving weekly support updates 4
support updates
receiving 4
syntax, RAS1 traces 30

T

Table_Query_Missing_Input_Data 104
tacmd addBundles command
timeout 38
Take Action command
failed to start or stop a broker 91
technotes
finding 2
subscribing 2
viewing 2
tips
for WebSphere Message Broker Monitoring agent 94
Tivoli Enterprise Portal
cannot log on to 37
Tivoli Support Technical Exchange
participating 3
to start, fails 64
tracing
levels 25, 28
output, redirecting 33
redirecting output 33
syntax 30
unit 28
troubleshooting
browser mode 38
cannot log on to Tivoli Enterprise Portal 37
common problems 9

troubleshooting (*continued*)
display issues with WebSphere MQ Configuration
agent 72
encryption key setting error, UNIX 41
high CPU usage 16
installation 35
installation locks up, Windows 40
post-migration 45
remote agent deployment 37
remote deployment 35
silent installation, Windows 37
uninstallation 35
upgrading 35
WebSphere Message Broker Monitoring agent 83
WebSphere MQ Configuration agent 67
WebSphere MQ Configuration agent timeout 20
WebSphere MQ Monitoring agent 47
z/OS storage quiesce issues
WebSphere Message Broker Monitoring agent 18
WebSphere MQ Configuration agent 19
WebSphere MQ Monitoring agent 17

U

unit traces 28
update mode
cannot be enabled 68
updates to prototypes
not reflected 70
Userid_Not_Authorized_For_Command 105

W

Web Start Client
not displaying properly 38
WebSphere Message Broker Monitoring agent
z/OS storage quiesce issues 18
WebSphere MQ Configuration agent
agent timeout 20
z/OS storage quiesce issues 19
WebSphere MQ Monitoring agent
z/OS storage quiesce issues 17

Z

z/OS storage quiesce issues
WebSphere MQ Configuration agent 19
WebSphere MQ Monitoring agent 17, 18



Printed in USA